

College Work-Study Program 2011-2012 Handbook



ST JOHN'S
College

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College Work-Study Program

2011-2012 Handbook

I. PURPOSE OF THE WORK-STUDY PROGRAM

The College Work-Study Program (CWS) facilitates employment opportunities for eligible students. In other words, students are able to earn money to offset the expenses of being at the college so they can pursue their education. **CWS is not designed to allow students to study while they work.** In addition to financial support, the CWS program is intended to provide meaningful job experience and training. These are **REAL** jobs!

Four kinds of positions exist under the CWS Program: Federal Work-Study (FCWS), New Mexico Work-Study (NMCW), Institutional College Work-Study (ICWS), and College Subsidized Stipends (CSS). Federal, New Mexico and Institutional Work-Study positions are awarded as part of a need-based financial aid package. College Subsidized Stipends are offered on the basis of merit, without a requirement of financial need.

Since FCWS, NMCW and ICWS are awarded to help defray educational expenses, students are encouraged to use these funds in a responsible manner. Paychecks are disbursed directly to students or deposited directly to the students' checking or savings accounts, by pre-arrangement with the Treasurer's office. Each student may determine how the check is used, e.g., personal expenses or saving toward tuition for the next semester. Checks CANNOT be credited directly to student accounts.

II. ADMINISTRATION OF THE WORK-STUDY PROGRAM

The Financial Aid, Career Services and Treasurer's Offices work together to administer the CWS Program. The Financial Aid Office determines the Federal, New Mexico and Institutional Work-Study awards and establishes the CWS waiting list. The Career Services Office organizes hiring, posts job openings, maintains job descriptions, manages student time sheets, monitors hours and earnings, and assists supervisors and students in mediation and evaluations. The Treasurer's Office prepares and disburses regular paychecks and salary advances, as well as coordinating direct deposit of paychecks.

III. STUDENT ELIGIBILITY

A. Federal/NM/ICWS Work-Study Eligibility

To be eligible for Federal, New Mexico or Institutional Work-Study, students must meet the following criteria:

1. For Federal Work-Study, be a citizen of the United States or hold a permanent visa;
2. For New Mexico Work-Study, be a resident of the State of New Mexico;
3. For Institutional College Work-Study, be a foreign student studying at St. John's on a student visa;
4. Be accepted for enrollment and attending on at least a half-time basis (*full-time for NMCW and ICWS*);
5. Be in good academic standing;

6. Have financial need, demonstrated through the analysis of the Financial Aid Form (FAF) and Free Application for Federal Student Aid (FAFSA).

An analysis of the student's financial resources must show that the student requires work-study earnings to meet his/her financial need. Students applying for a work-study award, along with other funds, are told of their eligibility or ineligibility for a work-study job in an award letter from the Financial Aid Office. The award letter will say "off-campus employment or XOFF" if a student is eligible for work-study, but did not complete his/her financial aid file by the appropriate deadline. Students may be placed on a work-study waiting list when their files are completed late. Students on the waiting list cannot be considered for on-campus employment until at least the third week of the fall semester. Students eligible for ICWS will not be placed on a wait list or given "off-campus employment" due to their visa status. (International students with a student visa may only work for the college or college contractors, usually on campus.)

B. College Subsidized Stipend (CSS) Eligibility

Jobs approved for College Subsidized Stipends are reserved for upperclassmen on the basis of demonstrated merit and specific skills, and are not dependent on financial need. CSS positions include: Lab Assistants, Music Assistants, Writing Assistants, Language Assistants, the Math/Lab Tutors, the Algebra Tutor, and the Assistant Dean's Attendance Aide. (Students with FCWS, NMCW, or ICWS awards who are qualified for any of these positions will also be considered.)

IV. HOW THE CWS PROGRAM WORKS

A. About the Jobs

Approximately 120 students work on and off campus in FCWS/NMCW positions, while 50 students work on campus in CSS or ICWS positions. During registration in August, the Career Services Office posts job descriptions for all vacant positions. Supervisors interview students and notify the Career Services Office as positions are filled.

If at all possible, students are hired for jobs that are relevant to their interests and experience, but not all students obtain their first-choice jobs. Transferring from one position to another is discouraged, though a job transfer can be considered if circumstances make such a transfer necessary. Transfers must be coordinated with both supervisors and the Career Services Office.

B. Hours to be Worked, Levels of Pay and Promotions

There are three levels of CWS pay, with corresponding responsibility. FCWS, NMCW, ICWS, and CSS positions are available at all three levels of pay. For the 2011-2012 academic year, students work approximately 10 hours per week for 32 weeks or a total of 320 hours for the entire academic year. The four weeks of winter break and the two weeks of spring break are not counted as part of these 320 hours. If students choose to work during these breaks, they need to make allowance for those extra hours in the total hours for the year. Students **cannot** earn more than their total financial aid award, so when they reach 320 hours **they must stop working**. Also, students are not paid the full amount of their award unless they complete all 320 hours over the course of the academic year. In other words, **students are only paid for the hours they actually work**.

- 1) The **Entry-Level salary** is for all freshmen, students starting a new position, and students not receiving a promotion. The entry-level wage for 2011-2012 is \$9/hour or \$2,880/year.
- 2) The **Mastery-Level salary** is for students returning to the same job for a second year who have been recommended for a raise by their supervisors. To merit a promotion, the student must have:
 - worked for a department the equivalent of one full academic year,

- performed at a level of dependability and responsibility above the basic required level,
- met criteria set by the supervisor,
- taken on extra duties as needed, and
- received documentation of this work on his/her evaluation for the previous year.

Promotion to the mastery level is not automatic at the beginning of the second year of work. For 2011-2012, the mastery-level wage is \$9.50/hour or \$3,040/year.

3) The **Supervisory-Level salary** is reserved for a limited number of positions in which a student is expected to work without close supervision and is directly responsible for the work of other students, e.g., Head Lab Assistants. For 2011-2012, the supervisory-level wage is \$10/hour or \$3,200/year.

C. Registration and Hiring

During Fall registration, all students who intend to work through the CWS Program are required to register with the Career Services Office. Whether students are applying for new positions, or are continuing in a job from the previous year, ***they must register***. At registration, students find out about job openings, read copies of job descriptions, pick up applications, and complete tax (W-4) and employment eligibility (I-9) forms. ***Each student worker must have a completed W-4 and I-9 form on file with the Career Services Office by the end of the first payroll period or their employment will be terminated and they will forfeit their work-study eligibility for the rest of the academic year.***

Supervisors in every department with an opening will accept applications during registration. Students are responsible for completing a job application and submitting it to the supervisor of each department where he/she would like to work. Students may apply for positions in more than one office and have multiple interviews, however, **only ONE job may be accepted.**

The only exception to these hiring procedures is the incoming freshmen who are international students. The Director of Career Services, in consultation with individual supervisors, assigns the international freshmen to specific jobs. If these initial placements are not satisfactory, the Director will work with these students and supervisors to arrange transfers to more suitable positions. After their freshman year, international students are responsible for their own job placement at the college.

The majority of the student positions are filled within the first two weeks of school, helping each department to meet its student staffing needs quickly and assuring that students are able to work enough hours to earn their full CWS awards. Any positions remaining open at the beginning of the third week of school will be offered to students on the waiting list.

If a department rehires a student for a second year, the supervisor must notify the Career Services Office and include information about the level of pay. In this case, the student will check in with the Career Services Office at registration, but will not have to re-apply for the job.

Most of the CSS positions are advertised and filled during the spring semester. Please see individual supervisors or the Career Services Office for information about these positions. **Unless otherwise noted, the jobs below require FCWS, NMCW, or ICWS eligibility.** *Those positions marked CSS can be filled by any undergraduate student, regardless of financial need.*

D. DEPARTMENTS, SUPERVISORS, POSITIONS, NUMBER OF JOBS			
Admissions	Kathleen Longwaters	Student Guides	(8)
Admissions	Jeanne Winning	Data Entry	(1-CSS)
Advancement Services	Nick Giacona	Research Assistants	(2)
Alumni Relations	Nancie Wingo	Office Assistant	(1)
Annual Fund	Susan Patten	Office Assistant	(1)
Assistant Dean's Office	Hilary Stim	Algebra Tutor	(1-CSS)
		Attendance Assistant	(1-CSS)
		Freshman/Sophomore Math/Lab Tutor	(1-CSS)
		Junior Math/Lab Tutor	(2-CSS)
		Senior Math/Lab Tutor	(2-CSS)
		Greek Assistant	(1-CSS)
		French Assistant	(1-CSS)
Bookstore	Andrea D'Amato/Steven Brechbuhl	Bookstore Assistants	(7)
Buildings & Grounds	Patrick Holman, Glen Lopez, Thomas Stone, Phil Kaniatobe	Landscaping, Maintenance, Painting Assistants	(10)
Career Services	Barbara Lucero Sand	Office Assistants	(2)
Community Relations	Deborah Spiegelman	Community Relations Assistants	(2)
Community Service	Margaret Odell	Reading Tutors	(4)
College Events & Services	Thomas McBee (Assistants for <i>The Moon & Cinematic Events</i>)	College Events	(6)
		Operatives	(3)
Conference Services	Jennifer Brookes	Scheduling Assistant	(1)
Financial Aid Office	Carmen Harrell	Office Assistants	(2)
Graduate Institute	Mary Versace	Office Assistant	(1)
Laboratories	William Donahue	Head Lab Assistants	(3-CSS)
		Lab Assistants	(20-CSS)
Library	Jennifer Sprague, Laura Cooley, Heather McClure, Christopher Quinn	Circulation, Cataloging, Serial Assistants	(17)
Music	Julie Reahard	Music Assistants	(8-10-CSS)
Office Services	Joe Salazar, Jennifer Brookes	Office Services & Mail Room Assistants	(6)
Outdoor Programs	Mike Thurber	Outdoor Program Assistants	(3)
Registrar	Julie Romero	Office Assistants	(2)
Residential Life	Matt Johnston	Office Assistant	(1)
		Project Politaе	(1)
Student Activities Center	Mike Thurber	Student Activity Aides	(18)
Student Computer Center	Mike Bechko	Computer Assistants	(7)
Student Health Office	Terri Selvage	Office Assistant	(2)
Switchboard	Keith Grogg	Student Assistants	(8)
Writing	David McDonald	Writing Assistants	(6-CSS)

Off-Campus FCWS/NMCW, Margaret Odell: (8-10) -- check with Ms. Odell in the Career Services Office for details.

Note: Pursuant to Article 1(3) (I) of the Polity, there shall be no discrimination at St. John's College in appointments, conditions of employment, admissions, educational policy, financial aid program, athletics, or other activities, on the basis of race, religion, age, sex, national origin, color, disability and/or handicap, sexual orientation, or other characteristics protected by any applicable federal, state, or local law.

V. POLICIES AND PROCEDURES

A. St. John's College Policy on Harassment (including Sexual Harassment)

St. John's College is committed to taking reasonable steps to provide a work environment free from all forms of harassment, whether based on sex, race, color, religion, national origin, age, disability, or sexual orientation. Although this policy focuses on sexual harassment, it applies equally to all forms of harassment, and the procedures described in this policy should be followed for all kinds of harassment.

Sexual harassment on the job is any unwelcome sexually-oriented behavior, demand, comment or physical contact, initiated by any individual at the work place that is a term or condition of employment, a basis for employment decisions, or that interferes with the student employee's work or creates a hostile or offensive working environment. Common forms of harassment include offensive or abusive physical contact, joking, lewd language, suggesting sexual favors, displaying sexually suggestive objects, pictures, magazines, calendars, etc.

If you believe you have been subjected to sexual or other harassment, you should first confront the person or persons responsible for the offensive behavior and indicate to them that it is unwelcome and should be stopped. You also have an obligation to report the matter promptly to the Director of Career Services, the Director of Human Resources, or the Assistant Dean. ***If you feel that you cannot discuss the matter with any of these people, you may speak directly to the Title IX Coordinator.*** (Check with the Dean's Assistant for the name of the Title IX Coordinator.)

If you observe or become aware of harassment, but you are not yourself the victim, you also have an obligation to bring the matter to the attention of the Director of Career Services.

The College will investigate all reports of alleged harassment. To the extent possible, the College will keep the information confidential, consistent with its obligation to investigate promptly and thoroughly. If the College determines that harassment has occurred or that counseling, training, disciplinary measures or termination are appropriate, it will take the actions necessary to correct the problem.

No student employee will be retaliated against in any way for reporting in good faith any allegations of harassment. Such retaliation in and of itself may result in disciplinary action, up to and including termination.

Any student employee who desires informal counseling or advice regarding issues of harassment is encouraged to contact the Director of Career Services.

Any affected student employee who is dissatisfied with the conclusions or results of an investigation or with any corrective measures taken, may appeal the decision to the Dean. Any such appeal should be in writing, and should include the nature of the employee's dissatisfaction with the conclusions or results of the investigation. Any questions about the application or interpretation of this policy should be directed to the Director of Career Services, the Director of Human Resources, the Assistant Dean, or the college's Title IX Coordinator.

B. Work-Study Schedules

The supervisor and the student must arrange a work schedule that is mutually agreeable. Students are expected to work all of the agreed hours throughout the academic year. Each supervisor will make the

student aware of his/her department's attendance policy and the consequences of violating this policy. Except in extreme emergencies, if the student is unable to meet the agreed schedule, it is his/her responsibility to notify the supervisor **before** the absence occurs.

Students must arrive at work promptly. The student's schedule should permit adequate time to reach work after class and to allow for meal times. Some supervisors on campus rely on their student employees to keep their offices open, such as the Switchboard and Library. However, in every department, a student's reliability and punctuality are crucial.

Job responsibilities must be balanced with academic work. Students are expected to report to work at scheduled times, even during academically demanding periods. **Any exceptions must be pre-approved by the supervisor.**

Since the academic workload at St. John's is so demanding, supervisors are expected to keep job hours to *an average of 10 hours per week*. **However, unless other arrangements are agreed upon by the student and the supervisor, the student must be scheduled for an average of 10 hours of work per week.**

C. Student Responsibilities

Since these are **real jobs**, it is emphasized that work-study students **MUST**:

1. Set a regular schedule with their supervisor during the first week of school and, as much as possible, stay with that schedule;
2. Arrive on time to their job assignments;
3. Call their supervisor if they are unable to work as scheduled;
4. Arrive at work ready and willing to perform to the best of their abilities;
5. Adhere to all policies and procedures specified in the Student Handbook, or as explained by individual supervisors;
6. Maintain strict confidentiality about matters concerning the work in a specific office, especially with regard to information about other students or alumni (**see note below**);
7. Dress, speak and act appropriately for the job or office;
8. Communicate effectively with supervisors and co-workers about the assigned tasks or on-the-job problems;
9. Perform tasks in an appropriate and timely manner; and
10. Turn in timesheets each pay period by the deadline (**see payroll dates**).

NOTE: Confidentiality agreements have been developed by each college office. Students will be required to sign and abide by those agreements as part of the terms of their employment. If a student is found to have breached such an agreement, they will be subject to immediate disciplinary action up to, and including, the loss of their work-study eligibility for the current year and possibly subsequent years as well. The extent of the disciplinary action will be gauged by the seriousness of the offense, as determined by the supervisor, the Director of Career Services, and, if necessary, the College's Work-

Study Committee (Dean and Directors of Financial Aid and Career Services).

D. Supervisor Responsibilities

The supervisor is responsible for providing adequate training for each student worker. This may include a statement of office policies and procedures, a training session, ongoing training, a manual of duties, and explanations or information on an as-needed basis. The supervisor must also take the time to answer any job-related questions that a student may have. The supervisor may refer a student to the Career Services Office for basic information and training about having a job. A student also may seek such help personally at the Career Services Office.

Since students are expected *to work* while on the job, supervisors are responsible for providing an adequate workload for the students and providing the necessary supervision and feedback. Supervisors will make evaluations of the student's work and performance throughout the year. In the spring, each supervisor will complete written evaluations of their students' work performance. These evaluations should be discussed and signed by both the supervisor and the student, since the evaluations will become a part of each student's file at the Career Services Office. Students may have access to their own evaluations.

E. Job Descriptions

The Career Services Office maintains a job description for each student position. Individual supervisors write the descriptions and they must include:

1. The title of the position;
2. The supervisor and department;
3. The skills required;
4. The duties of the position;
5. The number of hours per week;
6. The rate of pay; and
7. Whether the position is open only to students eligible and approved for work-study or to all qualified students regardless of financial need.

Each supervisor should review the job description with a prospective student employee to be sure the student understands the supervisor's expectations.

F. Timesheets and Payroll Procedures

Students and their supervisors are responsible for maintaining accurate records of all hours worked. The supervisor is responsible for keeping track of all timesheets and **must be able to verify all the hours being reported**. The timesheets are provided to each supervisor by the Career Services Office, please check with your supervisor for access to your individual timesheets.

Every other week, supervisors must report the number of hours that each student has worked in the current pay period. Timesheets should be completed with the total number of hours worked each day, not the actual hours worked (e.g., 3 hours, not 3:30-6:30). Before the supervisor submits the timesheets to the Career Services Office, they must be signed by **BOTH** the students and the supervisor. **Neither the student nor the supervisor should sign a timesheet unless he/she is completely sure of all aspects of its accuracy, because timesheets are legal documents.** Timesheets that lack either a supervisor or student signature **will not be processed** and the student will not be paid until after the next pay period.

Timesheets are to be turned in BY THE SUPERVISOR, NOT THE STUDENT, and must reach the Career Services Office by **10:00 a.m.** on the appropriate dates. **If a timesheet is received after 10:00 a.m. on those dates, the student will not receive his/her paycheck until the end of the next payroll period.** Timesheets that are not turned in by the appropriate deadline *are not eligible for pay advances.* In addition, timesheets from previous pay periods will not be processed for payment unless signed by both the student and the supervisor and accompanied by a memo from the supervisor detailing why the timesheets are late and documenting the means by which the supervisor has verified that these hours were actually worked. *In other words, students should turn in timesheets when they are due to avoid a long delay in getting paid and a great deal of red tape.*

Paychecks are issued every other Friday and are distributed by the Treasurer's Office or deposited directly to the students' checking or savings accounts. Students must budget their money to meet personal expenses or to defray the amount owed to the college in future semesters. Students **may not** have work-study earnings credited to their accounts to pay tuition or fees for a current semester. For checks to be disbursed directly to the students, students must present a photo ID (student ID, driver's license, etc.) before checks will be released. ***Work-study checks cannot be cashed at the Treasurer's office.***

G. Salary Advances

CWS employees are entitled to ONE salary advance during any FISCAL YEAR (July 1—June 30). **Be sure that the advance is urgent before requesting it.** The procedure for requesting a salary advance is as follows:

1. The student must meet with the Director of Career Services to explain the need for a pay advance.
2. If the Director approves the student's request, the student must submit a completed timesheet for hours already worked in the current pay period. *Advances cannot be given for hours not yet worked.* The timesheet must be signed by **both** the student and his/her supervisor. Advances can be given for up to 90% of the hours already worked or students can specify a lesser amount.
3. The Director then prepares a "Student Employee Salary Advance" form, attaches the timesheet and the student submits these documents to the Treasurer's Office.
4. If a salary advance request is submitted to the Treasurer's Office before noon on Wednesday, the student can pick up the check from the Treasurer's Office after 3 p.m. on Friday of that same week. Advance requests submitted after noon on Wednesdays will not be processed until the following week. *No pay advances will be issued during regular payroll weeks, Thanksgiving, winter or spring breaks.*
5. At the end of the normal pay period, hours worked since the salary advance request should be submitted to the Career Services Office on a regular timesheet. The student will then be paid for the percentage of hours remaining from the first timesheet, plus all of the hours worked since the advance was requested.

H. Progressive Discipline Policy: Warnings and Terminations

Supervisors are responsible for informing students whose work habits or behavior are not satisfactory and suggesting ways for improvement. The Career Services Office can provide counseling, training, and mediation, and should be called on to assist supervisors and students as needed.

The formal steps in the college's **Progressive Discipline Policy** are:

1. An initial warning is given to an employee if his/her work is unsatisfactory. The supervisor and

the student discuss suggestions or directions for improvement.

2. If the student fails to make satisfactory improvement, an official VERBAL WARNING is given. The student must be told that this is his/her verbal warning and the supervisor must document the content and date of the warning, with a copy to the Career Services Office.
3. If the student's work or behavior continues to be unsatisfactory, the supervisor will issue a WRITTEN WARNING. A copy of this warning must be kept on file by the supervisor, with a copy forwarded to the Career Services Office to be placed in the student's file. The written warning is intended to give the student a final chance to become aware of and to correct his/her deficiencies. Two weeks is considered a reasonable time between the written warning and a request for resignation or termination.
4. If the student fails to make the necessary modifications within two weeks, the supervisor has the option to either terminate the student's employment or to ask for his/her resignation. **Termination results in the loss of the student's work-study award for the remainder of the academic year, making him/her ineligible to seek any other work-study jobs.** A student who is allowed to resign, however, does not forfeit his/her work-study award and can seek other work-study jobs, if any are still available. Notice of either of these actions must be sent to the Career Services Office for the student's file. In cases of termination, the Career Services Office will also notify the Financial Aid Office and the student's work-study award will be cancelled.
5. In cases of **extreme irresponsibility or wrongdoing**, i.e., theft, assault, lying, harassment, insubordination, breach of confidentiality, a student can be "*terminated for cause*" without prior verbal or written warning. In such a case, however, a supervisor **must have written documentation to support this action.** A student who is terminated for cause will lose his/her work-study award and will not be eligible for any other work-study jobs on campus for the remainder of the academic year.

A student who feels unjustly evaluated or terminated may submit a written appeal to the College Work-Study Committee: Mr. Walter Sterling, Dean, Mr. Michael Rodriguez, Director of Financial Aid, and Ms. Margaret Odell, Director of Career Services. This appeal must reach the Director of Career Services *within one week of the date of termination*. Appeals received after that time period will not be considered.

Since there is a high demand for CWS jobs, supervisors are encouraged to follow the steps of the Progressive Discipline process. ***Students who are not meeting their work responsibilities do not have to be employed.*** Students on the waiting list are available to fill a vacant position.

Supervisors are also not obligated to re-hire any student. During the evaluation process each spring, the supervisor must notify each student if he/she will not be re-hired for the following year. In this case, the supervisor does not need to follow the termination procedure, but an explanation of the negative evaluation would be helpful for both the student and the Career Services Office.

I. Cancellation of Work-Study Awards

If a student who has been awarded Federal, New Mexico, or Institutional Work-Study does not obtain employment within two weeks of the beginning of the fall semester, is not re-hired for the following semester and does not find another position, or is terminated from a position, the Financial Aid Office will cancel the student's work-study award.

J. Work-Study Waiting List

Since the number of students qualifying for FCWS/NMCW/ICWS awards is greater than the number of

jobs available on campus, a waiting list will be established for all students who qualify but do not receive an award. When a student loses his or her job due to the reasons described above, the students on the waiting list will be notified and may apply for the position. Places on the waiting list are established primarily by the date completed FAF/FAFSA forms are received by the Financial Aid Office, with students' levels of need and their access to transportation for off-campus employment being considered as secondary factors.

VI. SOURCES OF INFORMATION

Questions about the work-study program should be directed to Ms. Margaret Odell, Career Services Office, (505) 984-6066, or Mr. Michael Rodriguez, Ms. Darlene Sandoval, or Mrs. Carmen Harrell, Financial Aid Office, (505) 984-6058.