



# Central Oregon Community College

## Federal Work-Study Program Student Worker Guide

## WELCOME

We are delighted that you have chosen to be part of the Federal Work-Study Program. We are pleased to present the following guide to maximize your experience as a student worker. Employment of our students has always been important to COCC and our departments. Student employment is an integral part of the COCC's community that benefits both you and the College. Studies have shown that balancing part-time employment while pursuing a college education can actually foster quality time management skills, enabling the students to achieve more academically.

Part-time employment can also assist the student in developing: valuable work skills and habits, money management practices and leadership qualities that will prove beneficial in the student's career search.

- Communication skills
- Organizational skills
- Management skills
- Experience for a resume
- Professional references
- Leadership qualities
- Employable skills

Ultimately, being a student employee can be a rewarding lifetime experience.

## **WHAT WE EXPECT OF YOU**

### Professional Excellence

- Be accountable and take pride in your work
- Maintain professional appearance and demeanor
- Communicate clearly and honestly
- Practice excellent customer service
- Demonstrate strong work ethic
- Build job expertise

### Professional Development

- Pursue professional development opportunities
- Use resources to build work-related skills offered
- Engage in the annual performance evaluation process
- Seek regular feedback throughout the year
- Identify a mentor

### Professional Readiness

- Consider how working on campus builds on your talents and abilities to elevate your academic, personal, and professional success
- Build a professional profile, to include:
  - Cover letter
  - Resume
  - List of references
  - Interview skills

## **WHAT YOU SHOULD EXPECT OF US**

### Professional Excellence

- Be accountable and take pride in our work
- Maintain professional appearance and demeanor
- Communicate clearly and honestly
- Model excellent customer service with those around us
- Empower you to take initiative
- Assist in building your job expertise

### Professional Development

- Provide and encourage participation in professional development opportunities
- Schedule time to build work related skills through resources
- Conduct the annual performance evaluation
- provide regular feedback throughout the year
- Help you identify a mentor

### Professional Readiness

- Consider how working on campus builds your talents and abilities to elevate your academic, personal, and professional success
- Guide you in developing a professional profile, to include:
  - Cover letter
  - Resume
  - List of references
  - Interview skills

## **STUDENT ELIGIBILITY**

A student worker is a student who is enrolled in classes at COCC and has been awarded Federal Work-Study (FWS) as part of their financial aid package. The employment of a student worker is interim or temporary and is contingent upon satisfactory performance in the pursuit of their academic degree.

### **Satisfactory Academic Progress (SAP) & Maximum Credits**

You must maintain satisfactory academic progress to continue eligibility for any federal financial aid including the FWS Program. In the event aid is suspended due to SAP or maximum credits, you will immediately become ineligible to continue earning work-study monies. If the suspension is lifted through a Financial Aid Appeal process, you may then continue to earn monies. Please visit the COCC Financial Aid Office web site <https://www.cocc.edu/departments/financial-aid/policies/default.aspx> to review the Satisfactory Academic Progress Policy.

### **Changes In Awards**

On occasion, an award for work-study may change. Typically this may occur when you become eligible for additional resources such as grants, scholarships, tuition waivers or cost of attendance updates. Since financial aid awards are reviewed and revised at anytime, eligibility and earnings limits may change through out the year. If for any reason your original work-study amount changes, the Work-Study Coordinator will notify you and your supervisor. Changes of the new awards may be confirmed through your Bobcat Web Account.

### **Enrollment Changes**

To be eligible to earn work-study monies, you must be enrolled in credit classes at COCC. If you graduate, become dually admitted, withdraw/drop or audit all classes during the term, you will not be eligible to continue earning monies from your work-study award.

## PAPERWORK

### Welcome Checklist

All Payroll and HR paperwork is now completed electronically through PeopleAdmin OnBoard Module TalentE. Once hired, you would receive email notifications from Onboard/TalentEd of all required paperwork and orientation/training. Be aware that email notifications will be sent to the address that you provided on the application which may not be your COCC email account. These emails will include specific instructions on how to create your login and other general information on what to expect next. Each requested form will result in a separate task that you will receive as part of the “Welcome Checklist”. It is very important to complete the “Welcome Checklist” within **three** days of your first day of work to keep COCC in compliance of state and federal regulations. The “Welcome Checklist” consists of:

- 0-Welcome - How to complete tasks in Onboard*
- 1-Answer COCC employment Status Question*
- 2-Complete I-9*
- 2-Provide I-9 supporting documents to HR*
- 2-W-4*
- 2-Complete Employee Information & Payroll Form*

# TRAINING

## Orientation Checklist

After your “Welcome Checklist” is completed, you will receive an second email announcing to complete the “Orientation Checklist”. This checklist will consist of but might not limited to:

- 2-FOLLOW-UP: Has I-9 been processed?*
- 3-Access your Bobcat Account & Learn about WebTime Entry*
- 3-Review Work Study Handbook and take quiz*
- 3-Learn about payroll resources*
- 5-Review Safety, Security, and Job Injury Information*
- 5-Complete Safe Colleges Trainings*
- 6-Acknowledge Consensual Relationship Policy*
- 6-Acknowledge Information Confidentiality Statement*
- 6-Acknowledge FERPA Policy & Procedure*
- 6-Acknowledge Drug Free Campus Policies*
- 6-Acknowledge Business Procedures & Policies*
- 6-Acknowledge Complaints & Concerns Procedure*
- 6-Acknowledge Technology Services-Acceptable Use Policy*
- 6-Acknowledge Handbook and take quiz*
- 7-Review COCC Strategic Plan (mission/vision/values)*
- 7-Learn about Email System-Access & FAQ*
- 7-Learn about Phone, Voice Mail & Emergency Notification System*

## STUDENT RESPONSIBILITIES

COCC exists for the open interchange of knowledge and philosophies, the development of capacity for critical judgment and the creation of an atmosphere conducive to the independent search for truth and to the gaining of practical experience in our community. Free inquiry and free expression are indispensable to the attainment of these goals. The institution has a responsibility to develop policies which encourage the broadest participation of the college community. The freedom to learn depends upon appropriate opportunities and conditions in the classroom, on the campus, and in the larger community. You should exercise this freedom with responsibility. The purpose of this handbook is to enumerate the essential provisions for students freedom and for students to understand how they participate responsibly in the college community.

### **Confidentiality Agreement**

As part of the payroll paperwork that is completed with HR, you will be required to read and sign the *COCC Information Confidentiality Agreement*. Student workers may come in contact with confidential information during the performance of their duties. This information cannot be discussed or be made available to anyone without the proper approval of the supervisor. If a student shares confidential information with any unauthorized person, they will be dismissed from the job immediately.

### **Family Educational Rights and Privacy Act (FERPA)**

COCC employees including student workers cannot release the following information ("release" includes posting this information in a public site - albeit in print or electronically, leave homework outside of office doors for pick up, in class or other contexts): Social Security Number, date of birth, gender, GPA, grades, cumulative credit hours, current term credits, current or previous term class schedule, copies of transcripts from other institutions, academic standing or eligibility to return to COCC, whether or not student has applied for graduation, accounts receivable balance, financial records of students or parents, student employment records, medical or mental health records, or campus network, email, Student Online Services or other campus issued ID's or passwords. All of these items are protect under the FERPA policy. Please review the FERPA policy with your supervisor or online <https://www.cocc.edu/departments/financial-aid/policies/default.aspx>

### **Standards and Expectations**

A work-study position is the same as a "regular" job. As a student worker, you are an employee of COCC and must adhere to the same professional standards of all COCC employees.

### **Student Worker ID Badges**

All student workers are required to wear their employee badges while working or visiting other departments around campus. If you have not been issued one, please contact your FWS supervisor/mentor.

### **Personal Phone Calls and Visitors**

Personal phone calls and visitors to the workplace are prohibited unless it is an emergency. Always communicate with the FWS supervisor if an emergency phone call is expected.

### **Attitude**

Student workers must try to establish a good working relationship with their supervisor/mentor and other department members. Any task that is assigned to you should be done correctly and completely to the best of your ability. Employee attitude plays a major role in any successful job performance. Be alert and enthusiastic about job assignments. Remember that FWS jobs are an important part of the total college operations. Be courteous and pleasant at all times while following College policy and procedures.

### **Equipment and Supplies**

Equipment and supplies are to be used only for official college business. Use equipment only after receiving instructions and always keep safety in mind. Do not misuse supplies. Any misuse of equipment or supplies will result in disciplinary action or possible termination. This topic will be covered thoroughly in an orientation task.

### **Injuries on the Job**

It is the responsibility of you to report any injuries directly to the supervisor. If medical attention is required, the supervisor/mentor will arrange reporting to Risk Management and provide necessary incident reporting forms. This topic will be covered thoroughly in an orientation task.

### **Mandatory Reporting**

COCC is committed to protecting the safety and well-being of children and students under the age of 18 who are on College premises, and/or who participate in College-related programs and activities, both on and off campus. As a student worker you must report when you have “reasonable cause to believe”, that any child with whom you come in contact has suffered abuse or that any person with whom you come in contact has abused a child. You must immediately report the suspected abuse, or abuser, to local law enforcement or the local Department of Human Services Office. This topic will be cover thoroughly in a future task.



## **Volunteering at Work**

The Fair Labor Standards Act of 1938, as amended, prohibits COCC from accepting voluntary services from any paid employees including student workers. Student workers may not volunteer hours at their position.

## **Violence in the Workplace**

All faculty, staff, students, and visitors must be treated with courtesy and respect at all times. Employees are expected to refrain from conduct that may be dangerous to others. Conduct that threatens, intimidates or coerces another individual will not be tolerated. Indirect or direct threats of violence, incidents of actual violence and suspicious individuals should be reported as soon as possible to your immediate supervisor

## **Work Performance**

As with all employees of the College, student workers are expected to devote their full attention to performing their work tasks to the best of their ability. Poor performance will result in coaching and, if not improved, progressive discipline. Unnecessary distractions, including repeated excessive socializing or excessive personal use of the internet or phone will result in discipline up to and including termination.

## **Evaluations**

A written evaluation is an important element of growing as a student worker and individual. An evaluation will be conducted by the FWS supervisor/mentor after 90 days of employment (1 term) to review your performance. Points of discussion may include: dependability, completion of job expectations, attitude, initiative/leadership, quality of work and other areas. You will review the written evaluation and be given the opportunity to give feedback. The FWS Job Evaluation form should be completed, reviewed and signed by both you and your supervisor/mentor.

## **Attendance, Punctuality or Changing of Jobs**

In the event that you find yourself late or absent for a scheduled shift, it is best practice to contact your FWS supervisor/mentor at least 15 minutes prior to their shift. If emergency situation arises, contact your FWS supervisor/mentor at an appropriate time. Those who do not communicate with their FWS supervisor/mentor prior to being absent, or who are habitually late, may be subject to a written warning that will be placed in your personnel file.

In the event that you find it necessary to change jobs or stop working, contact your FWS supervisor/mentor. A courteous 2 week notice is customary prior to leaving but situations may call for a short timeframe. It is the best practice to communicate with your FWS supervisor/mentor any leaves, absences or requests for time off. Communication is the key!

## **Dress Code**

We trust that student workers will use their best judgment regarding appropriate attire and appearance in the workplace. While casual dress is customary on campus, student workers are expected to be neat and clean while on the job. Clothing should be appropriate to the type of work being performed. Check with your supervisor/mentor for appropriate dress code. Below are a few general items to consider:

- Shoes must be worn at all times unless otherwise specified by the supervisor.
- No bathing suits, tube tops or halter tops.
- Shirts must be worn at all times.
- Shorts and skirts are allowed with approval of the supervisor but should be the appropriate length.
- Clothing with offensive or inappropriate designs or stamps are not allowed.
- Clean clothing free of holes, stains, tears or signs of wear is expected.

## **Workplace Bullying**

Repeated inappropriate behavior, either direct or indirect, whether verbal, nonverbal, or physical, directed against others in the workplace is prohibited. This includes the intentional isolation or exclusion of others. The College will not tolerate bullying behavior. Student workers found in violation of this policy will be disciplined up to and including termination.

## PAYROLL POLICIES & PROCEDURES

### Pay Periods and Timesheets

In order to ensure that a paycheck is received on time, you should submit your electronic timesheet to your FWS supervisor/mentor on the last day of the month or last day worked. Electronic timesheets should be visible within 72 hours after the FWS Referral Contract is signed and sent to the FWS Coordinator. If the timesheet is not visible, it is best to contact your FWS supervisor. Timesheets can only be approved by your FWS supervisor/mentor as they will ensure that the correct hours are submitted. The FWS supervisor/mentor will inspect, approve and submit the timesheets to the Payroll Department electronically for processing by the timesheet deadline.

### Paychecks, Pay Advances & Overtime

The Payroll Department will run the payroll process and issue paychecks the 15th of each month. All payroll checks will either be postal mailed to the address of file or direct deposit. If you are interested in direct deposit, contact the Payroll Department. **It is extremely important to acknowledge the shared responsibility between you and your FWS supervisor/mentor to monitor earnings.** COCC will not issue any pay advances. No hours should be reported before the work is performed. Overtime is prohibited for all student workers. The FWS Program is designed to be a part-time employment (10-12 hours per week) and hours should not exceed 19 hours per week.

### Pay Rates

Pay rates are based primarily on the level of position that is acquired. All entry level positions will be paid minimum wage as determined by Bureau of Labor and Industries. A student worker that elects to return a second year (after 3 terms) to the same department and position may be hired based upon level two wages. If for a third year (after 6 terms) the student returns to the same department and position may be hired based upon level three wages. Level pay increases are not automatic and are based upon a 50 cent increase per level per hour. Levels will be subject to FWS supervisor/mentor approval and considered if a performance evaluation is completed and satisfactory.

### Change of Address

It is your responsibility to maintain a current, accurate mailing address with COCC. Notify any staff member in Enrollment Services or go online through your Bobcat Web Account to update 'Personal Information'. Changing the address either way automatically updates all departments within the school. It is important to have a current address on file.

**Fringe Benefits**

Fringe benefits such as paid sick leave, vacation pay or holiday pay is prohibited under the FWS Program. Student workers are employed under “an hour’s pay for an hour’s work” arrangement. Positions are designed not to displace, replace any employee or volunteer hours.

**Federal and State Taxes**

Work-study earnings are taxable by both state and federal governments. Deductions will be taken from the earnings according to state and federal guidelines. The deductions and total earnings will be reported on the W-2s that the Payroll Department mails at the end of January for the prior calendar year.

**Rest and Meal Periods**

Employees who work a specific amount of time are entitled to a break and/or lunch. If you have questions regarding breaks or lunch times, it is encouraged to contact your FWS supervisor/mentor or visit the BOLI Meal and Rest Period Rules web site ([www.oregon.gov/boli](http://www.oregon.gov/boli)).

Hours worked	Allotted break or lunch
2hrs or less	none
2 - 5hrs 59 minutes	15 minute paid break
6 hrs	1 x 15 minute paid break & 1 x 30 minute unpaid lunch
6hr 1 minute—10hrs	2 x 15 minute paid breaks & 1 x 30 minute unpaid lunch

## WORK SCHEDULES

FWS Supervisor/mentor will be flexible in arranging work schedules around course schedules, However, it is your responsibility to clearly communicate with the FWS supervisor/mentor to determine a mutually accepted work schedule. It is the general understanding that work schedules may change due to class schedules and supervisor needs. Under no circumstances may you work during regular scheduled class times unless the daily class has been cancelled. If a class is cancelled and the FWS supervisor/mentor agrees to have you work, you must present documentation regarding this cancelled class. It is allowed to work between terms (during breaks) only if you are enrolled in the following term. Notify the FWS supervisor/mentor as far in advance as possible if time off is needed. The last day of employment for the academic year coincides with the last day of spring term.

### **Class Schedule vs Work Schedule Conflict**

Working during scheduled class times is not permitted. If a class is cancelled or classes are let out early, you may be allowed to work depending upon approval of the FWS supervisor/mentor. FWS supervisor/mentor will be required to collect documentation. This documentation may be a note or email from the instructor explaining the situation. **Students are strictly prohibited from studying while they are working!**

### **Working More Than One Job**

You may work more than one job at COCC through the work-study program. The total earnings between the two positions cannot exceed your total awarded amount. A *FWS Referral Contract* will need to be signed and submitted for each position. **Example:** *Jane is able to work one job at 10 hours a week. She may work two positions of 5 hours each.*

### **Working During Holidays and Breaks**

Student workers are allowed to work during general hours of operation. No work is permitted during times or days that the campus is closed such as holidays and school closure days. Fringe benefits such as paid sick leave, vacation pay or holiday pay are not permitted under the work-study program. It is permitted to work between terms as long as you are enrolled in each term before and after the break.

### **Making Up Hours Not Worked**

If you missed hours during the week, it is permitted to make up hours missed, as long as you and your FWS supervisor/mentor agrees upon an arrangement. Keep in mind not to exceed the 19 hours per week limit. Any portion of the your award that remains unearned at the end of the academic year will be forfeited, as it cannot be transferred to any other aid year.

# TERMINATION PROCEDURES

## Supervisor Initiated

If the FWS supervisor/mentor determines that your performance/behavior is unsatisfactory, the FWS supervisor/mentor will need to address the issue with you. A discussion of the negative or unacceptable performance will be required. The FWS supervisor/mentor will need to offer solutions or tools to assist you in correcting the negative or unacceptable performance. This discussion will be considered a first warning. In the event that your performance does not improve and continues to be unacceptable, you may be terminated from the position.

Variety of reasons a student may be involuntarily dismissed:

- Excessive tardiness, absenteeism without notification.
- Failure to meet job requirements.
- Excessive use of personal calls/texting.
- Excessive visiting with friend during working hours.

Grounds for immediate termination:

- Fraudulently misrepresenting hours on timesheets.
- Theft or attempted theft of property from the College, visitors, patrons or employees.
- Reporting to work under the influence of intoxicants.
- Disclosure of confidential information.
- Violation of any College regulation.
- Destruction, theft or neglect of College property.
- Physical violence, threatening behavior, obscene language when dealing with student, staff members and public.
- Student found to be studying or doing homework while working.

## Student Initiated

Although you may terminate their work-study position at any time, you will be required to notify your supervisor/mentor. It is a common practice for a 2 week notice; however, it is acceptable for a FWS supervisor/mentor and you to agree upon a shorter period of time.

You must stop working when the earnings limit is reached, drop/audit all classes during the term or their financial aid has been suspended for the term. Email notifications will be sent to both you and your supervisor/mentor when a student approaches 75% of the student's earning limit.

### **FWS Coordinator Initiated**

The FWS Coordinator has the right to terminate any student's employment for but not limited to:

- Award has been earned or exceeded.
- Satisfactory Academic Standards not being met.
- Maximum credits exceeded.
- Outstanding financial aid documentation.
- No enrollment in credit classes for the current term.
- By request of student or supervisor.
- Job performance is not satisfactory.
- Misconduct or insubordination.

Central Oregon Community College does not discriminate on the basis of age, disability, gender, marital status, national origin, color, race, religion, sexual orientation, gender identity, genetic information, citizenship status, veteran status or any other protected classes under Federal and State statutes in any educational programs, activities or employment. The College complies with all federal legislation and civil rights laws of the State of Oregon.

Persons having questions about equal opportunity and nondiscrimination should contact the Equal Employment Office c/o COCC Human Resources office, 541-383-7216.

Provided by COCC Financial Aid Office  
2600 NW College Way : Bend OR 97703  
541.383.7260 phone : 541.383.7506 fax  
[www.cocc.edu/financial-aid/work-study/](http://www.cocc.edu/financial-aid/work-study/)