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FEDERAL WORK-STUDY REQUEST FORM
We are happy to have you on the Prince George’s Community College (PGCC) team! We want your experience to be both rewarding and challenging. Each student employee position is vital to the operations of Prince George’s Community College. Through these roles, supervisors and students will assist PGCC to build relationships and develop partnerships with other students, faculty, parents, university administrators and community organizations.

This handbook is designed to give you an overview of the general expectations for student work study employees and for student work study employee supervisors. It is important for everyone to become familiar with the general policies within this book.

**OVERVIEW**

**Purpose of Federal Work-Study**

Our goal through student employment is to offer another option for center based learning at PGCC. We strive to provide students experiences that will add value to their education. It is our hope that these experiences, over time, will assist in the development of professional traits which are important in their pursuit of future employment. Our student employment program will provide students with opportunities to learn through experiences, to serve on our campus and in our communities and to development leadership skills. Your Federal Work-Study experience may be noted on your resume.

**Defining Student Employment Positions (Federal Work-Study)**

Student employment positions are paid positions that employ PGCC students and which payroll is processed through the Payroll Office in Kent Hall 227. These positions include on-campus and off-campus placements.

*Positions posted through the Office of Human Resources are not student employment positions and are not governed by the student employment guidelines.*

**Defining Student Employees/Eligibility**

A PGCC student must demonstrate financial need as determined by the Financial Aid Office. The student must also maintain a 2.0 minimum GPA while employed under the Federal Work-Study Program. If a student does not meet the above stated guidelines the student employment status terminates immediately. Student employees do not receive university benefits which may be offered to part time and full time employees. Those who do not meet the definition of student employees may seek opportunities for employment through the Offices of Human Resources.

**Definition of Federal Work-Study**

An on-campus employment program providing eligible students the opportunity to earn money to meet educational and personal expenses

**Duration of Federal Work-Study**

The work study program last for one semester, unless the supervisor approves additional semesters. It is NOT automatically renewed unless mutually agreed upon by supervisor and student. A letter of resignation is not required at the end of the semester.
Students may begin work on the first day of class. The last day of employment will be shared during orientation.

**Student Employment Positions**

The Career Advisor’s working with the Federal Work-Study program will solicit and obtain employment positions from various departments at PGCC. This is done via email correspondence and face to face contact with the actual supervisors of the departments.

**Hiring of Federal Work-Study Students**

Department Supervisor’s complete the attached Federal Work Study Request form. The form requires the following information: *Job Titles, Duties/Responsibilities and Skills & Qualifications.*

**Discrimination and Harassment**

Prince George’s Community College prohibits discrimination of segregation based on race, color, national origin, religion, gender and marital status in all terms and conditions of employment as well as discrimination against a qualified individual with a disability because of the disability of the individual. A qualified individual with a disability is one who can perform the essential functions of a job which are listed in the job description.

Sexual harassment on the job is a form of workplace discrimination. Sexual harassment is any conduct of a sexual nature that is continuous and frequent and makes one’s workplace intimidating, offensive, or hostile. “Hostile environment” harassment need not come from a supervisor, but could be from a co-worker or another person whom an employee encounters while at work. It is the supervisor’s responsibility to address such matters.

Prince George’s Community College prohibits discrimination on a student’s citizenship status when that student has completed the appropriate legalization program(s) and has the appropriate authorizations for employment.

**Warning and Termination Process**

The warning and termination process will be handled by the Federal Work-Study Coordinator and the Career Center Manager.

**Appeals**

If you would like to appeal your warning or termination you must request a meeting with the Federal Work-Study Coordinator and the appointed representative from the Career Services area.

**Academic Progress Policy**

All financial aid recipients must progress toward a degree within a reasonable period of time. A student’s progress is monitored for all periods of enrollment regardless of whether or not he or she is receiving financial aid for that same period.

**Evaluating Student Employees**

Continuous feedback is an important part of PGCC’s Federal Work-Study/Student Employment Program. It provides supervisors and students with opportunities to improve their work experiences and influence their work environments.
Students should take an active role in ensuring the completion of their performance appraisal. Performance appraisals are a record of how well you performed your duties and can be used as a reference for future letters of recommendations. Performance appraisals will be on-going unofficially. However, they will take place formally at the end of the semester upon the end of employment. Future placement is based upon your performance evaluation.

**Student employees should receive and review a job description upon hire.** Having a job description will help students complete their resume.

Finally, it is expected that students evaluate their student employment experience/environment using the PGCC Student Employment Evaluation. Information from this document helps shape future supervisor training sessions and verifies that students are having experiences which are helping in their professional development. The PGCC Federal Works Study Employment Evaluation form is included in this packet.

**College Workplace Observations**

Effective, August 1, 2008, Federal Work-Study students will be observed in the workplace. The purpose of the workplace observation is to strengthen the student’s job readiness skills as well as prepare them for the world of work.

**Student Appreciation and Recognition**

At the end of each semester the Prince George Community College Career Services Center will recognize the “Student Employee of the Year”. This award distinguishes student employees who have demonstrated reliability, quality of work, initiative, professionalism and learning within their positions. Nominations are accepted from the student employee’s supervisor. This incentive can be recognized on resumes, employment forms, portfolios, etc.

**Breaks**

For every shift of four (4) hours or more, you may have an official, **paid** 15 minute rest break. For every shift of six hours or more, students may have an additional **unpaid** 30 minute lunch break. Supervisors should discuss additional policies and procedures for breaks with student employees.

**Safety Standards and Physical Requirements**

Many student employee positions are customer service and general office positions. However, some departments employ students in laboratories and gymnasiums. As a result, students may be required to, handle chemicals, boxes or material and/or equipment. Supervisors or department heads **must** review all safety guidelines.

The goal is to increase workplace safety and health by reducing hazards and exposures that can result in occupational injuries, illness and fatalities. Our goal is to enhance the personal awareness of, commitment to and involvement in workplace safety and health for all parties.
Emergencies/Injuries
Student employees should provide supervisors with the names and phone numbers of their emergency contact/s. For campus emergencies dial the Prince George’s Community College Campus Police at 0667 or 0666. When dialing an off-campus number for emergencies, dial “*9” first.

Fire Alarms: Supervisors should review the posted emergency exit plan for the work area. In case of an alarm or fire, secure the work area and calmly walk to the nearest exit.

Medical Crisis: Dial 9-911. After contacting emergency medical personnel, inform campus police at 0667 or 0666.

Supervisors should discuss additional policies and procedures for emergency/injuries with student employees.

FEDERAL WORK STUDY GUIDELINES

Eligibility
To participate in the Federal Work Study Program one must:
- Demonstrate financial need as determined by the Financial Aid Office
- Maintain a GPA (Grade Point Average) of 2.0

Payment/Hours
The hourly rate of pay is $8.00. This award will enable you to work at least 20 hours per week. You may not cumulatively earn more than the dollar amount and hours per week indicated in this letter.

First you must complete a mandatory (1) hour Federal Work-Study Student Pre-Employment Orientation. This orientation is for both new and return FWS students regardless of previous activity with this program.

After the orientation session, you will be given a 5-part form to be taken to Personnel Office. Two forms of ID are needed in order to complete your hiring process. Please know that student may not begin working until their forms have been completed and a Work Study Coordinator has received a copy.

PAYROLL INFORMATION

FICA Exemption
FICA taxes are not deducted from student payroll during the academic year of students who meet the definition of student employees.

Timesheets and Paychecks
In order to be paid on time, student employees and supervisors must sign and submit their time sheets to the Human Resources/Payroll Office (Kent Hall 227) by the appropriate due date each month.

It is wise to photocopy and file each student employee’s time sheet after all signatures have been acquired. Also, supervisors should share if their department or organization has a specific process for verifying, signing and turning in timesheets.
Unless you give other instructions to the Payroll Office (e.g. send check to campus mailbox, hold check in the Payroll Office, etc.) all payroll checks will be mailed. It is highly recommended that students have their payroll checks directly deposited into a bank account.

**PROFESSIONAL BEHAVIOR**

**Attendance**
Most offices operate within the official business hours of the university, which are 9:00-5:00pm. Please read your job description thoroughly to identify hours of operation. Discuss your work schedule with your supervisor. Supervisors please inform student employees of any special events where their assistance is needed.

Students are expected to be punctual and dependable. If students are ill or need to be absent from work for other reasons, please inform the supervisors, and (except in cases of physical emergencies) give supervisors advance notice.

Attendance is important because one’s absence affects the workload of other student employees and office staff. **If students are absent from work without notification (“no call/no show’) for a total of three shifts, they may be terminated immediately and their financial aid maybe in jeopardy.**

Other attendance policies may vary by departments. Supervisors are encouraged to share departmental attendance policies with Federal Work-Study Students.

**Dress Code**
The dress code and work environment in most on-campus offices is “casual”. In general, it is expected that students’ appearance will be neat while at work and that their clothing is suitable for an office setting. For special on-campus events, attire may be business casual, as needed. The following is a list of clothing that is **not acceptable** in an office setting: hats and bandanas, jeans or shirts with rips or holes, mini shorts and skirts, shirts that show bare midriffs or cleavage, clothing featuring alcohol or profanity, other apparel from other universities (while working in the Admissions Department), sweats or running pants and pajama-type clothing. Also, please wear shoes at all times (no bare feet).

**Office Protocol**
The uses of cell phones, IPODS, or any other electronic device are not prohibited in the workplace.

Please schedule your lunch outside of your work hours. Food is not allowed in the office work areas. Some offices may have “designated” eating areas; supervisors will inform students if the office has such an area. For sanitation and equipment safety, food and open beverages are not permitted near the computers. Ask your supervisor about the policy in their office.

Noise in the student work area should be kept at a minimum. Students should refrain from cell phone usage or instant messaging during working hours. Also, visiting inappropriate internet sites (i.e. pornographic or sexual in nature) at any office computer is prohibited.
In order to accomplish your employment goals and maintain a professional climate, student employees should tell friends not to visit or call while they are working. Personal business should be conducted outside of work hours. University phones are for university business. If an exception is needed, students should speak with their supervisor.

It is helpful to write down daily or regular tasks. Before requesting new assignments, make sure assignments are completed. If possible, student employees should look for ways to show initiative and “add value” to the tasks assigned or to the existing processes in the office or organization.

**CUSTOMER SERVICE**

**Greeting and Assisting Visitors**

*Etiquette tip #1*  When answering the phones or greeting guests, be polite, professional, and have a welcoming tone in your voice, and SMILE!! A smile can always be heard. (EVEN OVER THE PHONE) An appropriate way to answer department phone is: “Good Morning/Good Afternoon. You have reached (name of office), this is (your name). How may I help you?

*Etiquette tip #2*  Prince George’s Community College is open to the public. Be mindful of using appropriate titles such as Mr., Ms., Mrs., Dr., Dean, etc. Avoid using slang like “you guys,” when talking to people or “this guy” or “this lady” when referring to a client or customer. Instead, say: “The customer needs…..” or “this gentleman would like to know…. etc.

*Etiquette tip #3*  Prince George’s Community College Intranet provides information about the university and websites for many of its department. Before a call is transferred or a number to another department is given, make sure that they have been assisted with as much information as possible. Always be courteous and polite.

*Etiquette tip #4*  When you are not sure how to answer a question, let the caller know that you are seeking the information for him/her/ Say: Just a moment please, while I get that information for you,” or “if you will hold, please, I’ll ask (staff member’s name), to speak with you.” Or I want to make sure that you get the correct information, let me have (staff member’s name) return your call.” Avoid saying things like: “Sorry, I’m only a student here.” Maintain at all time, helpful and polite even when the caller is frustrated. Remain calm.

**Taking Messages**

When taking messages for office staff members, ask the callers to spell their name for you, if the spelling is not obvious; repeat the number the caller gives you to ensure accuracy; sign the message in case the recipient has questions about the call; and please put the date and time of the call on the note. Take as much information from the caller, to be helpful to the message recipient.
# CAMPUS STUDENT EMPLOYMENT EVALUATION

Instructions: Assign one rating to each sentence. The ratings are 5: strongly agree-1: strongly disagree. Use NA is the topic does not apply. Please provide additional comments. Return to the PGCC Career & Job Service Center.

## MANAGEMENT

<table>
<thead>
<tr>
<th>Rating</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. My supervisor is knowledgeable about my work.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>2. My supervisor provides me with a list of duties/task.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>3. My actual duties match the duties that were Communicated to me.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>4. My supervisor makes sure I have sufficient training (office procedure, safety, etc).</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>5. My supervisor has reasonable expectations of completion of my work.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>6. My supervisor is available when necessary.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>7. My supervisor follows through with commitments.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>8. My supervisor is timely with assignments and instruction.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>9. My supervisor makes sure I complete important paperwork.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
</tbody>
</table>

## INTERPERSONAL/COMMUNICATION

<table>
<thead>
<tr>
<th>Rating</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. My supervisor knows my interests/goals and encourage my development.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>2. My supervisor gives me feedback that helps Me to improve my progress or performance.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>3. In the semester, my supervisor has talked To me about my progress or performance.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>4. I am acknowledged for a job well done.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>5. My job performance is fairly evaluated.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
</tbody>
</table>

## ROLE MODELING

<table>
<thead>
<tr>
<th>Rating</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. My supervisor models professional behavioral Standards for our area.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>2. My supervisor maintains confidentiality.</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>NA</td>
</tr>
</tbody>
</table>
FEDERAL WORK-STUDY/STUDENT EMPLOYMENT PROGRAM
Grievance and Appeal Form

Student Employee’s Name: ________________________________________________
Position: __________________________________________________________________
Department: _________________________ Supervisor: ________________________

Nature of Complaint

___ Grievance/Discrimination   ___ Termination Appeal

Brief Details of Situation:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Complainant’s Signature: ___________________________________________________
(Signature verifies all statements are true accounts)

Submit to the Office of Career Services

Immediate Supervisor: ______________________________________________________
(Signature verifies a discussion with student and an attempt toward resolution has occurred)

Department’s Director/Chair: _______________________________________________
(Signature verifies a discussion with student and supervisor and an attempt toward resolution has occurred).

FOR OFFICE USE:
DATE REVIEWED: _________________________________________________________
FOLLOW UP: _____________________________________________________________
RESOLUTION: _____________________________________________________________
ACTION TAKEN: ___________________________________________________________
CAREER ADVISOR SIGNATURE: _____________________________________________

Career Services 10
Prince George’s Community College
Student Employee Acknowledgement Statement

Student Name: ______________________      Department: ____________________
Position:  ____________________________ Supervisor:  ___________________
Hire Date:  _________________________  Date:  ________________________

Student’s Commitment
I have reviewed and understand the qualifications/duties of the position for which I am hired. I also understand that I represent this department during my working hours and will conduct myself accordingly. My signature below represents that I am aware of my responsibilities.

Confidentiality Statement
I understand that I may be provided direct access to confidential data concerning the university’s students and staff. My signature acknowledges that:

1. I will keep information to which my position gives me access in the strictest confidence and I will not share that information with people not authorized to view or know it.
2. I understand that unauthorized use of data collection for profit or personal purposes is strictly prohibited.
3. I acknowledge that information gathered for Prince George’s Community College is the property of the university and that all such information, in whatever form recorded, must remain on site at the university upon termination of my employment.
4. All information gathered or exposed to in the execution of my duties will forever remain the property of the University-never to be divulged by me at anytime.

Signature: _______________________________  Date: ___________________

**I understand that I must review the attached booklet in its entirety sign and return to the career center by____________________________.****
Semester: ________ Date: ________

Department: __________________________ Location: ______________

First Point of Contact: __________________________ ext. __________

Second Point of Contact: __________________________ ext. __________

Name of Department Timekeeper__________________ ext: __________

Number of College Work Study Students your department is requesting: ________

Number of Hours REQUESTED: ________

**ALL NEW AND RETURNING College Work Study Students MUST complete an (2) hour orientation before securing position within your department**

POSITION DESCRIPTION

Job/Position
Title: ______________________________________________________

Duties & Responsibilities:
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Skills & Qualifications:
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Additional Responsibilities:
____________________________________________________________________________________
____________________________________________________________________________________