

STUDENT WORKER EMPLOYMENT HANDBOOK

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**WELCOME TO YOUR JCTC STUDENT WORKER POSITION**

**STUDENT WORKER POSITION DESCRIPTION**

**Position Title:**

**Department:**

**Location:**

Campus:

 Building:

 Room Number:

 Additional Information:

**Supervisor:**

Name:

 Title:

 Email:

 Phone:

**Hours Needed Per Week** (*Note: Specify total number of hours per week, days of the week, and the degree to which you are flexible with setting up a schedule)*

**Job Duties:**

**Qualifications:**

**How To Apply for the Position:**

**Professional Competencies** (Note: The following skills\* are the top personal qualities and skills sought by employers. Check all paraprofessional skills student workers will develop through this position. Please add additional skills appropriate for your area.) \*Job Outlook 2014 published by the *National Association of Colleges and Employers*

* Ability to work in a team structure.
* Ability to make decisions and solve problems.
* Ability to plan, organize, and prioritize work.
* Ability to verbally communicate with persons inside and outside the organization.
* Ability to obtain and process information.
* Ability to analyze quantitative data.
* Ability to create and/or edit written reports.
* Ability to sell or influence others.
* Proficiency with computer software programs.

*List all computer programs:*

* Additional professional competencies:

**Office Policies**

* **Work schedule**
* **Procedure for notifying supervisor of absences or tardiness as well as requesting time off**
* **Job training expectations**

All JCTC student workers should complete the on-line training modules within the first two weeks of employment. These training modules are located at the following link: http://www.crew.cc/StudentEmployment/

* **Time sheet reporting process**
* **Scheduled breaks or meal periods**
* **Work Station** (Specify work station location and policy regarding use of faculty/staff offices)
* **Visitor Policy**
* **Social media and cell phone usage policy. (**Specify when it is appropriate, if at all, to utilize these resources during work hours.)
* **Homework Policy** (Specify if or when it is appropriate to complete homework during work hours)
* **Storing personal items during work time (coats, books, etc.)**
* **Process for transferring calls**
* **Procedure for taking and distributing messages**
* **Food policy at work station**
* **Procedures and codes for computer, fax, and copier required to perform job duties.**
* **Customer service expectations, phone etiquette, and email etiquette**
* **Commonly asked questions**
* **Procedure for handling customer complaints or concerns**

**General Dress Code Guidelines for JCTC Student Employees**

In general, certain minimum standards of employee dress, whether written or unwritten, are necessary to present a professional environment for students, staff, and guests. An employee’s personal appearance is an extension of the college and reflects how colleagues, staff, guests, students, and the community view the department or office. Failure to adhere to dress code standards may result in disciplinary action. Please communicate directly with your supervisor if you have concerns about meeting these expectations.

**Generally Inappropriate Attire**

* Exercise clothes
* Pajamas
* Flip flops or slippers
* Tank tops unless fully covered by outer clothing (Note: Cleavage should be fully covered)
* Short crop tops or torn shirts(no bare midriff)
* Low sitting pants exposing skin or undergarments
* Short-shorts
* Undergarments showing
* Emblems, lettering or pictures pertaining to drugs, alcohol, sex, or profanity
* Shirts, tops or sweaters unbuttoned below the sternum
* Bathing Suits
* Tight fitting clothing
* Remove hats when entering the office or department. No do rag, scarf, headgear, head covering or bandanas shall be worn at any time during work (unless worn for medical or religious purposes).

**Additional Departmental Dress Code Guidelines**

It is understood that student employees may not have funds to purchase new clothes to wear to work. However modest, clean, pressed, and appropriate dress is generally expected. Being appropriately dressed indicates that the student worker is serious about the job and conveys a respect for the employing department’s policies and procedures. Above all else, common sense should prevail. If someone questions whether or not something will meet appropriate dress standards, then he or she shouldn’t wear it.

The following resources provide students who need assistance accessing free professional work attire:

* Dress for Success (women): <http://www.dressforsuccess.org/affiliate.aspx?sisid=39&pageid=1>
* First Impression Suit Closet (men): <http://www.calky.org/services/suits/>

**Family Educational Rights and Privacy Act (FERPA) Non-Disclosure / Confidentiality Agreement**

The Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the confidentiality of student education records. “Education records” are those records that are directly related to a student that are maintained by an educational institution or by a party acting for the institution. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

As a student employee of Jefferson Community and Technical College, it is important for you to familiarize yourself with some of the basic provisions of FERPA to ensure that you do not violate this Federal law.

* You must not, under any circumstances, release to any person(s) information about a student, unless your position specifically requires you to do so. You must refer any requests for information about a student to your supervisor to ensure that you do not violate FERPA. You must not release any information about a student unless authorized to do so by your supervisor.
* You must avoid acquiring student record information that you do not need to do your job, nor should you disclose/release information about students that you may have learned while performing your job. Even a minor disclosure of information may be a violation.
* The department you work in may have additional restrictions on information sharing and/ or additional rules about privacy and confidentiality. *(e.g. research results, pending policy changes, financial information)*. Be sure to discuss these issues with your supervisor before you begin working. In general, keep any information obtained at the workplace at work.

Additional department information as it relates to FERPA guidelines:

**I have read and understand my employee responsibilities as described above and that unauthorized disclosure is a violation of Federal law.**

**Student Employee Name (Print):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Supervisor Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Student Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Department Contact List**

*(Note: Clearly indicate staff/faculty who will be available during student worker shift hours to answer questions and provide guidance.)*

**JEFFERSON COMMUNITY AND TECHNICAL COLLEGE**

**STUDENT WORKER EVALUATION PROCESS**

To help students achieve their academic and career goals and provide an opportunity for personal and professional growth, Jefferson Community and Technical College strongly encourages faculty and staff to complete a *Student Worker Performance Evaluation* on every student worker during the following time frames:

**Fall Semester:** December

**Spring Semester:** May

**Summer Semester:** July or August

The evaluation is a great coaching tool to communicate strengths as well as help students further develop their skills and professional behaviors. Furthermore, the evaluation process can serve to strengthen the relationship between the student worker and the supervisor. These relationships are particularly important for our under resourced students. The employee evaluation should be conducted by the student’s immediate supervisor or another staff member who works closely with the student.

* The student worker should complete and submit the “Student Worker Self Evaluation” prior to the evaluation meeting.
* To conduct the evaluations, supervisors are encouraged to meet with their student employees in a private area to review feedback.
* Supervisors should have job descriptions available during the employee evaluations to clarify job expectations and to answer any questions students may have.
* The tone of student evaluations should be positive, encouraging and open.
* Suggestions for improvement in job performance should be done in a constructive and supportive manner.
* Supervisors should stress positive behavior and note improvements whenever possible.
* Supervisors should discuss the valuable transferable skills student employees are developing through their student worker experience. The top ten transferrable skills sought by employers are as follows (*Job Outlook 2013*. *National Association of Colleges and Employers*)
	+ Ability to verbally communicate with persons inside and outside the organization.
	+ Ability to work in a team structure.
	+ Ability to make decisions and solve problems.
	+ Ability to plan, organize and prioritize work.
	+ Ability to obtain and process information.
	+ Ability to analyze quantitative data.
	+ Technical knowledge related to the job.
	+ Proficiency with computer software programs.
	+ Ability to create and/or edit written reports.
	+ Ability to sell or influence others.
* Supervisors are encouraged to refer students to the CREW Career Center for assistance in articulating transferrable skills on their resume. Students who cannot visit a CREW Center on the Downtown or Southwest campuses should be referred to the on-line resume drop box located at the following link: <http://www.crew.cc/Services/Resume/>
* Copies of the evaluations should be given to student employee, as well as retained by supervisors, in the employee’s personnel file.

**JEFFERSON COMMUNITY AND TECHNICAL COLLEGE**

**STUDENT WORKER PERFORMANCE EVALUATIONS: SUPERVISOR FORM**

The performance evaluation is an opportunity for a student employee and the supervisor to meet and discuss the students’ work performance. The evaluation is the time to discuss the students’ performance strengths and weaknesses, clarify job expectations, ask for feedback, make suggestions, and support students as they pursue their educational and career goals.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Student ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please complete this form for all students who work in your department. Check the appropriate number after each question based on the student’s work habits and performance.

**1 = Above Expectations 2 = Meets Expectations 3 = Needs Improvement**

1. Performs work by following specified procedures & directions 1 2 3

2. Reliable and dependable in completing job tasks 1 2 3

3. Able to make sound judgments and decisions 1 2 3

4. Asks appropriate questions when unsure about procedures 1 2 3

5. Maintains confidentiality of departmental records and information 1 2 3

6. Interacts well with supervisor, co-workers, staff, customers 1 2 3

7. Adheres to departmental policies regarding office etiquette

 (i.e. schedule, attire, personal use of phones/equipment, etc.) 1 2 3

8. Approaches job in a responsible and conscientious manner 1 2 3

**What are this student worker’s greatest professional strengths?**

**What do you recommend are areas of improvement and or suggestions for meeting educational and academic goals?**

**Date Reviewed**: \_\_\_\_\_\_ **Copy of Evaluation**: € Provided to Student € Filed in personnel folder

**Supervisor Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Student Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_

**JEFFERSON COMMUNITY AND TECHNICAL COLLEGE**

**STUDENT WORKER PERFORMANCE EVALUATION: STUDENT WORKER SELF EVALUATION**

The performance evaluation is an opportunity for a student employee and the supervisor to meet and discuss the student’s work performance. The evaluation is a time to discuss the students’ performance strengths and weaknesses, clarify job expectations, ask for feedback, make suggestions, and support students as they pursue their educational and career goals. ***The student employee should complete this form prior to the evaluation meeting and provide a copy to the supervisor. Your feedback is important in this process!!!***

Your Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Student ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please complete this self-evaluation form so that you can share with your supervisor how you feel you are performing in your position. Check the appropriate number after each question based on your work habits and performance.

**1 = Above Expectations 2 = Meets Expectations 3 = Needs Improvement**

1. Performs work by following specified procedures & directions 1 2 3

2. Reliable and dependable in completing job tasks 1 2 3

3. Able to make sound judgments and decisions 1 2 3

4. Asks appropriate questions when unsure about procedures 1 2 3

5. Maintains confidentiality of departmental records and information 1 2 3

6. Interacts well with supervisor, co-workers, staff, customers 1 2 3

7. Adheres to departmental policies regarding office etiquette

 (i.e. schedule, attire, personal use of phones/equipment, etc.) 1 2 3

8. Approaches job in a responsible and conscientious manner 1 2 3

**What do you believe are your greatest professional strengths?**

**What do you believe are areas of improvement?**

**How can your supervisor and or department help you in meeting your educational or career goals?**

**DISCIPLINE PROCESS**

Your student worker position is a real job. We depend on our student employees to help in the smooth running of campus departments. Our expectations are that you will follow the rules and perform your job to the best of your abilities and come to us with any problems.

When you do not follow the rules or meet expectations as outlined in the manual and other forms of communication, we will implement disciplinary action.

* **Verbal Warning**

A verbal warning is the first step in the disciplinary process. If you have violated one of the rules/expectations of this department, your supervisor will take you aside and talk to you about the violation and remind you of what is expected and what will happen if a violation occurs again.

* **Written Warning**

A written warning is the second step in the disciplinary process. If you have already been given a verbal warning regarding the violation of a rule/expectation and again violate a rule/expectation, you will be given a written warning. This will be discussed with you along with another reminder of what is expected and what will happen if a violation occurs again. You will be required to sign the warning and it will be placed in your file.

* **Termination**

If a third violation of the rule/expectation occurs, we will discuss your termination. If you are terminated, it will likely make you ineligible for other jobs on campus.

Violation of certain KCTCS rules may lead to immediate termination, including, but not limited to, the following:

* Insubordination, which includes, but is not limited to, unwillingness to perform assigned duties
* Violation of KCTCS department rules
* Falsification of the application for employment, time records, or other KCTCS records
* Any act which serves to defame or malign the reputation of KCTCS Dishonesty of the job
* Imperiling the safety of KCTCS employees or the public, or possession of a firearm in KCTCS property
* Gambling on KCTCS property
* Drug Abuse, or the influence thereof, or the unauthorized use or consumption of, while on the job or while on KCTCS property
* Alcohol abuse, or the influence thereof, or the unauthorized use or consumption of, while on the job or while on KCTCS property
* Acts which constitute a violation of local, state or federal law on KCTCS property
* Incarceration in jail following a conviction of a misdemeanor or felony by a court of competent jurisdiction, which results in missing at least five consecutive working days
* Job abandonment
* Fighting and/or physical assault on KCTCS property and/or while on the job
* Other misconduct on KCTCS property

Additional department notes regarding disciplinary action:

**EMERGENCIES AND SAFETY PROCEDURES**

The following situations should be reported to any of the faculty or staff in your department:

* + Medical emergencies
	+ Fires
	+ Threatening, disruptive, or suspicious situations
	+ Power outages
	+ Leaks

Any injury occurring while you are at work must be reported to a staff member. Please report even the most minor injury. It may become problematic at a later date and will need to have been documented. Any questions should be addressed to your supervisor.

For we encourage all student workers to sign up for SNAP messages so you are aware of issues that require immediate notification, including notification of campus closures. More information about SNAP, visit the following link of JCTC’s website: http://jefferson.kctcs.edu/en/current\_students/snap\_faqs.aspx

Additional Departmental Safety procedures:

**ACKNOWLEGEMENT**

I have received, read and understood the Jefferson Community and Technical College Student Worker Employment Handbook. I fully understand the duties and expectations of the student worker position. If I am unclear on any aspects of either my job responsibilities or policies, I will communicate these concerns with my supervisor.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Student Employee (Print Name)**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Student Employee Signature** **Date**

**Supervisor (Print Name)**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Supervisor Signature** **Date**

