bossier parish community college

BPCC STUDENT WORKER/ SUPERVISOR HANDBOOK

Bossier Parish Community College
6220 East Texas Street
Bossier City, Louisiana 71111

Foreword

The purpose of this manual is to provide policies and guidelines relative to the Student Employment Program at Bossier Parish Community College. It is to be a reference for all those involved – administration, faculty, staff, and students.

The Career Services office hopes that this manual will answer the students' and Supervisor's questions regarding the BPCC Student Worker Program and Federal College Work-Study program. If a situation arises that this manual does not cover, or if clarification is needed regarding items included in the manual, please call the Career Services Office at (318) 678-6084.

This document is not intended to cover every contingency and condition that may arise during employment. The information presented is not contractual, nor is it to be construed to constitute a contract between Bossier Parish Community College and any one or all of its student workers, nor does it form any part of the terms and conditions of employment of any student worker, or create any obligation on the part of the College by reference or otherwise.

The College maintains the right to change official policy and procedures in this document as needed and maintains as well the right to implement changes in local campus practices. Any changes to current College or board of Trustees for State Colleges and Universities policy or practices supersede the information in this handbook.

The College, which includes all offices under its jurisdiction reaffirms its policy for Equal Employment Opportunity (EEO) not to discriminate against or exclude from participation in any benefits or activities, any person, either an employee, student worker, or member of the student body, on the basis or race, color, religion, gender, age, national origin, disability, veteran's status, political belief or affiliation, or any other non-merit factor in any employment practice, in accordance with Title VI and Title VII of the Civil Rights Act of 1964, as amended; Title IX of the Education Amendments of 1972; Executive Order 11246; Rehabilitation Act of 1973, as amended; Vietnam Era Veterans' Readjustment Assistance Act of 1974; and the Americans with Disabilities Act of 1990.

The College, which includes all offices under its jurisdiction reaffirms its policy for Equal Employment Opportunity (EEO) not to discriminate against or exclude from participation in any benefits or activities, any person, either an employee, student worker, or member of the student body, on the basis or race, color, religion, gender, age, national origin, disability, veteran's status, political belief or affiliation, or any other non-merit factor in any employment practice, in accordance with Title VI and Title VII of the Civil Rights Act of 1964, as amended; Title IX of the Education Amendments of 1972; Executive Order 11246; Rehabilitation Act of 1973, as amended; Vietnam Era Veterans' Readjustment Assistance Act of 1974; and the Americans with Disabilities Act of 1990.

Coordinator for 504 and ADA: Sarah Culpepper, Manager, Career Services/Disablity Services Advisor – Disability Services, F-234, 6220 East Texas Street, Bossier City, LA 71111; 318-678-6539; sculpepper@bpcc.edu. 8:00 a.m. – 4:30 p.m. M-F, excluding holidays and weekends.

Equity/Compliance Coordinator: Teri Bashara, Director of Human Resources Office, 6220 East Texas Street, Bossier City, LA 71111; 318-678-6056. 8:00 a.m. – 4:30 p.m. M-F, excluding holidays and weekends.

Bossier Parish Community College Student Employment Mission:

To provide employment services to BPCC students, college employers and the community of north Louisiana. We strive to offer the college, community, and local employers an educated, qualified and motivated workforce.

The Goals of the Student Employment Program are to:

- Train students for their future as productive citizens, providing a foundation for effective and ethical service to others
- Provide a qualified, dependable, motivated workforce for on and off campus employers
- Assist students in earning money to finance their education
- Help students refine their unique talents and explore their career options

BPCC Student Worker Program

The BPCC Student Worker Program is a college supported student work program. Individual departmental offices are encouraged to hire students for employment based on departmental budgets.

The BPCC Student Worker Program provides valuable experiences to students both in and outside of their field of study. All student employee positions are vital to each department on and off-campus and the student employee is expected to be responsible, dependable, and conscientious.

The BPCC Student Worker Program is designed to enhance the student's professional growth and to give the student an opportunity for on-the-job experience. While this experience is important and while offices do depend on student employee assistance, it is important for supervisors to remember ***the role of the student as a student first***.

The supervisors should keep in mind that, for many students, working at BPCC is their first work experience. Many will make mistakes, take some things for granted that they should not, and sometimes behave improperly on the job.

It is hoped that supervisors will be as patient as possible and give these students the guidance they need. Their experiences here could well affect their work performance in future employment. It is anticipated that the student's work, besides fulfilling a needed function, will also be a learning experience.

Federal College Work-Study Program

Federal College Work-Study Program (FWS) is a federally supported program for students who have documented financial need, as authorized by the Financial Aid Office, Department of Education, under Title IV of the Higher Education Act of 1965, as amended by the Higher Education Amendments of 1992, the Higher Education Reconciliation Act (HERA) of 2005, and the Higher Education Opportunity Act (HEOA) of 2008.

Bossier Parish Community College participates in the FWS Program and awards eligible students dollar amounts that can be earned while working in an approved work-study job. Students are awarded FWS based on their financial need, as provided by completing the Free Application for Federal Student Aid (FAFSA) and the availability of FWS funds.

Eligibility Requirements

All undergraduate students who are enrolled at an institution of higher education and seeking a degree are eligible to apply for Federal Work Study. Students must demonstrate a sufficient need to receive Federal Work Study as calculated based on information reported on the Free Application for Federal Student Aid (FAFSA) and must be a citizen of the United States or eligible non-citizens. Students who are not eligible for Federal College Work Study may participate in the BPCC Student Worker Program. In order to participate in the BPCC Student Worker Program or FWS Program, the student must be an undergraduate, must be in good academic standing, and making satisfactory academic progress to maintain eligibility.

How to Apply

To apply for participation in the Federal Work-Study program, students must complete a Free Application for Federal Student Aid (FAFSA) and submit the application to the federal processor indicating that they are interested in student employment and list BPCC as a school they plan to attend.

The student must then complete a Student Worker/FWS application form with the Career Services office.

- **To complete the application form in person**, please go to the Career Services office, Building F, Room 242.
- **To complete the application electronically**, please do so at the following link: http://www.bpcc.edu/careerservices/documents/studentworkerapplication.pdf

If a department on campus wishes to employ a BPCC Student Worker or a Federal Work Study student, the Career Services Office allows the supervisor to view the applications. Once the supervisor chooses the student(s) he/she wishes to interview or hire, the supervisor must submit a Student Worker Authorization Form to be completed by the Financial Aid Office.

The Financial Aid Office reviews the FAFSA information to determine if the student's financial aid file is complete and if the student is eligible for Federal Work Study. If the student is not eligible for Federal Work Study, the Financial Aid Office will designate, on the Authorization form, the student

as a "BPCC Student Worker" meaning the student's salary will be paid out of the hiring department's budget. If the student is eligible for Federal Work Study the Financial Aid office will send an Award Notification to the student offering a FWS award for the academic period.

Types of FWS Employment

Students that choose to participate in the FWS program may select one of several employment areas in which to earn their award amount. These areas include employment on-campus or employment at an approved community agency. Students may select job placement from the list of campus job openings available in the Career Services Office or that are posted on the BPCC Career Services webpage at:
http://www.bpcc.edu/careerservices/listings/bpccstudentworkerpositions.pdf.

On-Campus: Students interested in working on-campus may select a job placement with one of our participating departments. Available job opportunities include office and clerical support, student services, campus security, and tutoring. On-campus employment serves as a great opportunity to get involved with the campus community while gaining work experience at a close and convenient location.

Community Service: Students interested in this option may select a job placement off-campus in an approved local non-profit community service organization. Students employed in these areas perform direct services to our communities and citizens in need.
Participating agencies include, but are not limited to:

- **SALVATION ARMY BOYS AND GIRLS CLUB**
- **VOLUNTEERS OF AMERICA/BOSSIER LIGHTHOUSE**
- **PLANT-A-SEED FOUNDATION**

By choosing to work with these agencies, students have the unique opportunity to make a positive difference in their own community while enjoying a rewarding and challenging work experience. All positions offer a flexible work schedule to accommodate students' course schedules. Some jobs are available on Saturdays. Students who are interested in a community service job should coordinate their employment with Career Services and the Financial Aid office, Building F.

Securing job placement/ Hiring student workers (all programs)

STUDENTS: Information regarding student worker positions are posted on the Student Services BPCC webpage www.bpcc.edu/studentservices. Select "Career Services"

Returning students who wish to return to their previous job should contact their previous supervisor to be sure the position is still available for them.

SUPERVISORS: Job postings may be updated by contacting the Career Services Office to update the job postings. When students make initial contact, please discuss the basic terms and conditions

of the job and arrange an informal interview date and time. When scheduling an interview, please advise students of the date, time, location, name of the person with whom they will be meeting, as well as any documents required for interview. Students cannot begin work without completing a Student Worker Authorization form, a Statement of Responsibility and Confidentiality form on file in the Career Services Office, and viewing the mandatory orientation session in the Career Services Office. Paperwork for students who have completed this entire process will be submitted to the Human Resources (HR) Department for final payroll processing. The hiring department will be notified by Human Resources (HR) that all paperwork is completed and the student worker may begin work.
No supervisor may allow a student to begin work until notified by HR .

BOTH: During the interviews, students and employers should discuss job duties pertaining to each position, days, and hours needed to work, as well as the educational and professional development opportunities available. After completing the interview process, students and employers must determine if the job placement and student employee meet their needs. Once a student selects a job offer, several steps must be taken. ***All students and supervisors are required to complete a Student Worker Authorization form EACH ACADEMIC YEAR, even if the student is returning to the same job. (Student eligibility must be determined each academic year according to information submitted on the FAFSA).***
Each student worker must complete a Confidentiality Agreement each academic year.

Students are required to complete the following forms **at initial hire date:**

Service Record Card
W-4
L-4
I-9 (Driver's License or appropriate picture ID & Social Security Card)
W-5
BPCC Retirement Information Form
Statement Concerning Your Employment in a Job not covered by Social Security
Recoupment of Overpayment Policy
Computer Services Technology Policy

Students are **not required** to complete the above forms each year; **UNLESS the provided information changes.**

Beginning Employment

Personnel Files

SUPERVISORS: It is a good idea to maintain a personnel file on each student and to document all occurrences. Make copies of all time sheets and other documentation submitted to the HR department.

Setting Work Schedules

BOTH: Create a mutually agreeable work schedule that accommodates academic requirements. Students may **NEVER** work during their scheduled class times!

WHEN CREATING WORK SCHEDULES, STUDENTS AND EMPLOYERS ARE ADVISED TO CONSIDER:

- The student's class schedule
- Academic Requirements and exam schedules
- The Departmental Student Worker Budget (if applicable)
- The Student's FWS award amount (if applicable)
- Monitoring Student FWS Awards
- It is both the supervisor and students' responsibility to keep track of hours according to the FWS amount.
- Students may continue working until the end of their authorized period of employment, or until their FWS award runs out, whichever comes first.
- All FWS student employees must discontinue participation in the FWS program and be deleted from future FWS payroll upon depletion of their FWS award
- Please refer all inquiries/requests for increases in student awards to the Financial Aid office. Absolutely no changes will be accepted without the Financial Aid offices' approval.
- Federal Work Study students may not, under any circumstances, continue to work after the authorized period of employment has ended or after depletion of their FWS award. It is the responsibility of the student and the employer to monitor earnings to make certain this does not happen.
- A student's FWS award may need to be modified because of additional resources received by the student. If the Financial Aid Office makes modifications, the supervisor will receive a copy of the modification and should then present a copy to the student.

The Financial Aid Office may determine that a specific student employee is not eligible for FWS.

Some of the reasons for the decision may be on the following:

- The student is not enrolled half-time.
- The student did not achieve Satisfactory Academic Progress (SAP), thus losing FWS funds.
- The student was unable to present valid identification to complete the federal forms

required for employment. It is against Federal INS laws to employ a person who does not present documentation proving their eligibility to work in the United States.

- The student has not completed all the necessary paperwork. If you receive notice that the student you wish to hire (or have already hired) is not eligible to continue their employment as a student employee in the Federal Work-Study program, that student cannot work until the problem is resolved. You or the student may have to contact the Financial Aid office to resolve the problem.

SUPERVISORS: The Financial Aid office may instruct you to terminate a student. This is usually a result of a change in the student's financial aid eligibility. Students will be terminated in the following circumstances:

- Student has withdrawn from school for the semester
- Student has earned the entire maximum awarded amount.
- Student has received an additional award (scholarship, grant, etc…) which meets his/her financial need.
- Student has been suspended from the College.
- Student is not meeting SAP.
- Student has graduated.
- Student is in default on federal loans and/or owes a refund to a federal grant program.

Pay Rates

Currently, the federal minimum wage is $7.25 per hour. No student can received less than this mandated amount. Community Service jobs pay $10.00 per hour.

Payroll Dates

BPCC Student Workers and FWS Student Workers are paid bi-weekly on the same schedule as full-time staff employees. Scheduled pay periods/pay dates can be found on the BPCC web site at http://www.bpcc.edu/humanresources/payschedules.html . Employers and students should be aware of all deadlines. For those students who do not participate in direct deposit, checks will be mailed to the student's billing address.

Performance Appraisals

SUPERVISORS: We encourage that you evaluate all of your student workers at the end of each semester. Please discuss the appraisals with the students, and give them feedback on their performance. The Student Employee Performance Appraisal forms are located on Appendix B of this manual. Please keep a copy for your records and return the original to the Career Services Office.

Resignation/Termination Procedures

BOTH: While student employment on-campus is a learning experience for many, it is still a job and carries with it the same responsibilities of any job off-campus. The student must maintain the proper attitude and behavior on-the-job and perform the required tasks in an acceptable manner. The student who does not carry out these responsibilities after sufficient warning by the supervisor will be terminated from their job.

REASONS FOR TERMINATION MAY INCLUDE:

1.) Failure to report to work
2.) Failure to report to work at scheduled times
3.) Poor attitude and/or insubordination
4.) Failure or inability to perform the tasks required
5.) Repeated tardiness
6.) Falsification of time sheets
7.) Theft or embezzlement
8.) Destruction of College property
9.) Threat of use of physical force
10.) Any illegal activities conducted on College property, including alcohol or drug use.

Fraud Policy and Procedures

Supervisors Responsibilities and Consequences: Departments that suspect students have intentionally submitted erroneous timesheets should notify the Director of Human Resources. The HR Department is responsible for investigating the possible extent of misrepresentation and the Financial Aid office will determine if there is an overpayment. If a determination is made that there has been an overpayment, Financial Aid will coordinate with the Comptroller and/or Payroll for repayment. The student will make restitution and be counseled by the Director of Financial Aid regarding loss of campus employment eligibility.

Repeated problems with student timesheets in a given work area may result in that area's loss of privileges to hire student workers.

Submitting Timesheets

All timesheets are due on the deadline date set by the HR Department. Pay periods and timesheet due dates are posted on the website at http://www.bpcc.edu/humanresources/payschedules.html. Timesheets submitted late will be processed during the following pay period (two-week delay). Students will receive pay on the next scheduled pay period.

SUPERVISORS: Time sheets cannot be held until the end of the semester for payment.

- Timesheets must be legible and all information must be completed on the time sheet.
- Time is recorded to the nearest ¼ hour
- Initial all corrections

Inclement Weather and Other Emergency Conditions

BOTH: in the event of an emergency whereby the campus or a portion of the campus may close for normal business operations, either prior to or during a work shift, appropriate announcements will be made through the various news media.

Canceling classes or closing buildings does not necessarily mean that the campus will be closed for normal operations. You are expected to report to work and remain as scheduled, unless you are advised to the contrary. Students should consult their supervisor regarding any specific inclement weather and emergency condition procedures for their departments.

On-the-job injuries

All injuries that occur on the job must be reported to the student's supervisor immediately and subsequently reported to Human Resources.

Student Rights and Responsibilities

Students in the Student Worker Program have the right to:

1) Expect BPCC to reaffirm its policy for Equal Employment Opportunity (EEO) not to discriminate against or exclude from participation in any benefits or activities, any person, either an employee, student worker, or member of the student body, on the basis or race, color, religion, gender, age, national origin, disability, veteran's status, political belief or affiliation, or any other non-merit factor in any employment practice, in accordance with Title VI and Title VII of the Civil Rights Act of 1964, as amended; Title IX of the Education Amendments of 1972; Executive Order 11246; Rehabilitation Act of 1973, as amended; Vietnam Era Veterans' Readjustment Assistance Act of 1974; and the Americans with Disabilities Act of 1990.

2) Work free of the threat of actual incidence or either racism or sexual harassment.

3) A specific job description including supervisor's expectations and standards.

4) A clearly defined work schedule that accommodates the student's course schedule and academic requirements.

5) Adequate training to perform assigned tasks.

6) A safe, clean, and professional working environment.

7) Supervision and direction from BPCC staff.

8) Clear explanation of the procedures for recording hours worked, as well as information regarding BPCC's payroll procedures and payroll calendar.

9) Instructions regarding procedures to be followed if the student cannot report for a scheduled work period.

Additional Responsibilities include the following:

- All sensitive, work-related, information that the student employee comes into contact with must remain confidential within that department.

- Students who submit intentionally erroneous timesheets will be required to repay the net amount of earnings that they are not entitled to. The College will make appropriate adjustments on taxes and withholdings.

- In addition to repaying unearned funds, students who submit an intentionally erroneous time sheet will lose the privilege to work for the College. The Financial Aid office will inform the student if loss of work privilege occurs.

- Students may also experience additional behavioral sanctions administered by the Vice Chancellor of Student Services.

Supervisor Responsibilities

Supervisors have the responsibility to:

1) Ensure that student timesheets accurately reflect hours worked.

2) Ensure that student timesheets are turned in to the Human Resources Department on time.

3) Ensure that the hiring of student employees will not result in the replacement of permanent, full-time staff or the impairment of existing contracts for services.

4) Ensure that student employees are supervised at all times by full-time College staff and that all work performed by students is consistent with the purposes and intent of the Student Employment Program and within its regulations and guidelines.

5) Pay students only for hours actually worked, and not pay students for lunch, sick days, or other hours not actually worked.

6) Only allow FWS employees to earn FWS funds during the FWS award periods listed on each students' Authorization form; unless otherwise informed.

7) Monitor each student's accumulated earnings and terminate the students' employment after the students' FWS award has been exhausted or the Departmental budget has been exhausted.

8) Comply with all payroll department procedures including, but not limited to, the submission of all payroll forms.

9) Advise students on procedures to follow for reporting emergencies, accidents, problems or potential hazards in the work environment.

11) Terminate a student who is caught stealing, falsifying time sheets, releasing confidential information, or is suspended/withdrawn from school. The employer will also need to notify the Career Services office, the Financial Aid office, and the Vice Chancellor of Student Services in these instances.

Policy synopsis for supervisors/student employees

Absences: Students who are unable to report to regularly scheduled work assignments due to an emergency are expected to notify their supervisor(s) immediately. In non-emergency situations, students should notify their supervisor(s) well in advance of necessary absences.

Dress: Each department should establish dress standards appropriate for the location, season, and type of work to be performed. Students are expected to comply with such requirements.

***Drugs, Alcohol*:** The use of alcoholic beverages and illegal drugs while working on-campus is absolutely forbidden. Supervisors are expected to report any instances of use to the Vice Chancellor for Student Affairs and other authorities.

***Exams*:** During final exam week, the supervisors must alter students' work schedules to allow them to meet their exam schedules and to work the number of hours agreed upon.

***Holidays and Breaks*:** Because departments depend on student workers, some may ask students to work holidays or breaks periods so that required services may continue uninterrupted. This expectation should be made clear to the student during the hiring interview and should be stated in the students' job description. All student workers should share requirements for work during such periods equally.

***Make-up work days*:** Supervisors' approval is required for students to make up work when regularly scheduled work has been missed. The needs of the work area will be the primary deciding factor in such cases.

***Nepotism*:** Supervisors should not hire immediate relatives to work in their departments (spouse, children, etc.)

***Number of hours to be worked*:** Students employed in the Federal Work Study Program and BPCC Student Worker Program may not exceed 20 hours per week during periods of enrollment. During periods of non-enrollment (breaks) FWS and Student Workers may not exceed 29 hours per week. (must have prior approval from the Financial Aid office in order work 29 hours during breaks or to exceed the number of hours allowed on the Student Worker Authorization Form).

Off-campus Community Service Jobs: Students are encouraged to seek off-campus employment to broaden their work experience. Contact the Career Services Coordinator or Financial Aid office for positions that are available.

***Visitors*:** Normally students are not allowed to have visitors during work periods; however, the supervisor may authorize visits from certain persons such as parents and faculty members. Supervisors are also responsible for assuring that students do not engage in activities during the work period that are not directly related to the work being accomplished.

Appendix A
Confidentiality Agreement

BOSSIER PARISH COMMUNITY COLLEGE
STUDENT EMPLOYEE
CONFIDENTIALITY AGREEMENT

As part of my employment in the _____
(Department/Work Area)

at Bossier Parish Community College, I understand that I will have access to files containing information which includes but is not limited to confidentiality issues regarding employees and students. I understand that I have access to this information only because I am employed in this department/work area. I agree that I shall not disclose this information to anyone who is not employed in this department/work area.

I agree to be bound by this confidentiality agreement and take all reasonable, necessary, and appropriate steps to safeguard private data from disclosure to anyone except as permitted under this agreement. I understand that violation of this agreement may subject me to possible disciplinary action affecting my employment at Bossier Parish Community College.

_____ _____
Student Signature **Print Name**

_____ _____
Date **Campus ID (or SSN)**

Appendix B

Bossier Parish Community College
Student Employee Evaluation Form

Date: _____

Student Name _____Campus ID # _____
Department/Agency: _____
Length of time employee has worked in this position: _____

Job Performance Rating:
Circle an appropriate rating number for the employee:

	Unsatisfactory		Satisfactory		Outstanding
a. Knowledge of work	1	2	3	4	5
b. Reliability	1	2	3	4	5
c. Quality of work	1	2	3	4	5
d. Student/Customer Service	1	2	3	4	5
e. Works well with others	1	2	3	4	5
f. Quantity of work	1	2	3	4	5
g. Punctuality/Attendance	1	2	3	4	5

Overall Rating 1 2 3 4 5

Comments to support numerical ratings:_____
_____
_____
General Comments: _____
_____
_____

Would you recommend this employee to another employer? Yes _____ No _____

Signatures:
Department Head _____ Date _____
Supervisor _____ Date _____
Student Employee _____Date _____

Please return completed forms to the Career Services Office, Building F, Room 242.