



# **Work Study Supervisor Handbook**

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August 2020

*Purpose of this Handbook*

*This Handbook is designed to be the primary reference document for Work Study Student Workers and Supervisors. The Handbook will be updated periodically to reflect changes in Institutional policy and changes in the law. However, no provisions in this Handbook are, or should be construed as, an implied or expressed contract or guarantees of employment or contractual obligation of Helena College.*

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## Work Study Program Overview

Work Study is funded through both federal and state programs by the Department of Education, the State of Montana and Helena College. This program provides part-time jobs for Helena College students with significant financial need, as determined by the FAFSA, and is administered by the Scholarship & Work Study Officer and the Financial Aid Office, in accordance with the law, federal regulations, and with instructions from the United States Department of Education.

Many students must work to earn money to pay for their educational expenses. Students also work to improve their skillsets, test their academic and future employment interests, and gain pre-professional experience. Participating in the Work Study program can be beneficial for students in the following ways:

- Help pay for education and other related expenses;
- Encourage community service and work related to a student's field of study;
- Gain valuable work experience and build relationships in on- and off-campus communities;
- Improve time management, communication, organizational and budgeting skills;
- Help to further develop a student's resume and professional experiences;
- Reference or recommendation for future employment; and
- Connect and contribute to College operations, student life, and campus and local community.

## Why this is Important to You and Helena College

The Work Study Program gives students an opportunity to gain valuable work experience while pursuing a degree. Helena College only receives a small amount of funding for the Work Study Program each academic year. It is vital that all funds are utilized each year, as the institution may not receive as much funds in future years.

*This is an opportunity to cultivate a good work ethic, establish communication skills, and prepare students for the work force.*

This program directly relates to the Helena College strategic plan in providing access and support, as well as strengthen the community. Without supervisors like you, this program would not be available.

## Department Allocations

Work Study funds are awarded to the institution each academic year from both Federal and State Governments. In order for a department to obtain funds for the upcoming academic year, a Work Study Request Form must be submitted to the Scholarship & Work Study Officer. Each April/May, prior to the upcoming academic year, the Scholarship & Work Study Officer

will announce Work Study Requests for the upcoming academic year to the campus community and community partners.

**To be considered for a Work Study Allocation, the department must submit the Work Study Request form, and supporting documentation on or before the deadline.**

Once the deadline has passed, the Scholarship & Work Study Officer will compile all requests and meet with the Work Study Committee. The Work Study Committee consists of the Scholarship & Work Study Officer, the Director of Financial Aid, Director of Human Resources or HR Designee, Retail Services Manager, Acting Assistant Dean of Administrative Affairs, Accounting Manager, Division Chair of General Education and Business Technology, and the Trades Division Chair. These individuals evaluate each of the requests, specifically the reasoning for the position and number of hours and work study students needed. Then based on the total federal and state allocations the committee determines how much to allocate each approved department.

Once the committee completes their decision, the Scholarship & Work Study Officer will email all approved allocations directly to the Work Study supervisors.

It is extremely important for each department to utilize their allocation each academic year, as the institution may lose funding for the following academic year. If the supervisor determines their allocation will not be completely utilized by the end of the academic year, it is their responsibility to notify the Scholarship & Work Study Officer in order to reallocate to a different department.

## Student Eligibility

### Requirements

In order to be eligible for a Work Study award, students must:

- Submit the Free Application for Federal Student Aid ([FAFSA](https://studentaid.ed.gov/sa/fafsa)) (<https://studentaid.ed.gov/sa/fafsa>);
- Meet ALL institutional financial aid application and document deadlines;
- Demonstrate significant financial need as determined by the federal government and the Financial Aid Office;
- Meet all federal financial aid eligibility regulations as required by the Department of Education and Helena College;
- Receive confirmation of an approved Federal or State Work Study award by the Financial Aid Office;
- Be enrolled in at least 6 credits in a degree-seeking program;

- Maintain Satisfactory Academic Progress (SAP) standards as required by the Department of Education and Helena College;
- Not have defaulted on or owe a repayment to any federal aid program received for study at Helena College or any other institution; and
- Complete all employment authorization forms, identification and tax documents as required by the Human Resources Office, *prior to first day of work*.

## **Terms of Student Employment**

Student workers:

- Are employed on an “at will” basis, which means that employment can be terminated by the student or supervisor at any time, without notice or cause;
- Will receive an hourly wage and be paid for each hour worked;
- Do not accrue leave time benefits such as sick, vacation, jury duty, holiday, or inclement weather pay;
- Are paid on a bi-weekly basis on the dates assigned on the College’s payroll calendar, which can be viewed at <http://www.helenacollege.edu/hr/forms.aspx>;
- Have the option to sign up for direct deposit or be paid via a paper check; and
- Have an employment record at Helena College.

## **Student Responsibilities**

The role of the student is vital to the success of the Work Study program at Helena College. It is important for students to treat this as a “real” job and perform their job duties, projects and assignments in a serious, responsible and professional manner, as they are both a representative and an employee of Helena College.

The STUDENT has RESPONSIBILITIES to:

- Ensure that they remain at least half-time enrollment status;
- Meet all application deadlines and submit all financial aid required documents with respect to Work Study eligibility;
- Document their identity and authorization to work in the United States by completing an I-9 Employment Verification form *prior to their first day of employment*;
- Refrain from scheduling Work Study hours during any scheduled class time. According to Federal Regulations, students can NOT be paid for hours worked during scheduled class time;

- Create a manageable and flexible work schedule (with the supervisor) based on academic course load and other college commitments;
- Report to Work Study job as scheduled;
- Meet all job expectations and perform all duties as indicated by the supervisor;
- Notify supervisor immediately of anticipated absences or tardiness as early in the workday as possible; confirm with the supervisor the preferred form(s) of communication for such notifications;
- Limit work schedules to no more than 20 hours per week during the semester(s), 29 hours per week during scheduled breaks (with approval from the Scholarship & Work Study Officer and supervisor);
- Follow all procedures and policies as instructed by the Scholarship & Work Study Officer (in the Student Employment Handbook, emailed to them at the time of hire, and through all other correspondence);
- Strictly abide by all College, state and federal privacy FERPA (Family Educational Rights and Privacy Act) regulations and policies;
- Strive to abide by all College and Work Study employment policies and procedures as outlined in this handbook;
- Act in a manner which displays the utmost confidentiality and respect of others;
- Demonstrate professional and courteous behavior at all times, as a representative of Helena College;
- Dress appropriately for the job (at the discretion of the hiring department); be sure to confirm preferred work attire with your supervisor PRIOR to working;
- Refrain from conducting personal/academic matters during work (i.e. No internet or cell phone use or excessive socializing at any time);
- Monitor college email account regularly for correspondence from both the Financial Aid and the Human Resource Offices;
- Accurately track hours worked and submit timesheets prior to the employer's deadline for each pay period;
- Monitor wages to ensure they do not exceed their Work Study award amount;



- Notify all supervisors if they are employed in more than one position at Helena College;
- Discuss any work-related issues with the supervisor and/or the Scholarship & Work Study Officer.

## **Job Search**

The Work Study Program provides students with flexibility and responsibility. The Scholarship & Work Study Officer *does not* provide job placement for students, thus jobs are not guaranteed for any student who is eligible for a Work Study award.

Helena College operates its Work Study Program in a “free market” environment, which means that the College does not assign the student to a specific job. The student is free to apply to any open position. The job search process allows for open communication between the student and supervisor and encourages students to contact only those departments and/or supervisors of jobs of interest. If a student has trouble finding a job or has not received responses from one or more supervisors after several attempts by email or phone, they are instructed to contact the Scholarship & Work Study Officer for assistance.

## **Job Information**

There are several types of Work Study jobs available, both on- and off-campus. Off-campus jobs are associated with local non-profit organizations, community service and/or public agencies where the work performed is in the public interest.

## **Community Service Jobs**

Students can earn their award by working with an approved local, off-campus community agency. Community service jobs contribute to improving the quality of life for both the local community and its residents, particularly low-income individuals, or to solve particular problems related to their needs. These jobs also provide the student with valuable work experience in their desired field of study, the opportunity to network and build relationships in the community both professionally and personally. Community service opportunities may include, but are not limited to, work in the following areas:

- Literacy training (tutorial services, educational support);
- Mentoring/tutoring (in high schools; assist with academic & cultural enrichment, college and career awareness, personal wellness), supporting educational and recreational activities, and counseling, including career counseling;
- Social, educational, welfare and recreational services to young children and adolescents (day, afternoon or weekend programs, camps, etc.);

- Early learning services and community awareness programs for parents (communications, program development, community planning);
- Support services to enrolled students with disabilities;
- Environmental, housing and neighborhood improvement projects; public safety, crime prevention and control initiatives; rural development and community improvement (planning, construction, fund raising, maintenance, etc.);
- Childcare (prepare children for school while mothers receive job training).

## Applications and Hiring Process

Once the supervisor receives their department allocation, the Scholarship & Work Study Officer needs to be notified if the position needs to be advertised, or if a returning Work Study will fill the position. The supervisor may also advertise on their own in their department, if desired.

Students must contact the Financial Aid Office to determine if they are eligible for the Work Study Program. Once eligibility is determined, the student may obtain applications from the Financial Aid Office. These applications are only given to Work Study eligible students. On the bottom of the form will be initials of a Financial Aid Representative and amount of funds the student is eligible to earn. The student is required to submit one application per position.

Once the supervisor receives the application, it is the supervisor's decision to interview the student, if desired. Once the supervisor makes the decision to hire the student, the supervisor must notify the Scholarship & Work Study Officer. Once the student is hired, it is the student's responsibility to schedule an appointment via Starfish with the Scholarship & Work Study Officer to complete all necessary hire forms. **The student may not work until the Scholarship & Work Study Officer notifies the supervisor that all necessary paperwork has been completed.**

## Employment Authorization

Students must complete employment authorization forms with the Scholarship & Work Study Officer or Human Resources Office *prior* to beginning work and by the stated hiring deadline(s). If students begin work without having these completed forms and an approved Work Study award, their job status and pay may be subject to delay, denial, and/or charged to the supervisor's department at the discretion of the Scholarship & Work Study Officer and/or the Human Resources Office.

## Previous Year Awards

The receipt of an award and/or Work Study earnings in a previous year(s) **does not guarantee** a future Work Study award. All awards are annual and based on a student's financial need, student's ability to meet all financial aid deadlines, and the availability of funding, as well as prior work performance.

If a student is returning to a Work Study position, the supervisor needs to notify the Scholarship & Work Study Officer to determine if the student's eligibility remains. The student will need to complete a new hire card for each academic year. **The student is not to work until the hire card and other necessary paperwork is completed with the Scholarship & Work Study Officer at the start of each academic year.**

### **Returning to a Previous Job**

It is strongly recommended that students and supervisors discuss and confirm with the Scholarship & Work Study Officer *prior* to the next semester/academic year. Students and supervisors can decide together if the existing employment arrangement will work for the next semester/year or if the student must search for a new Work Study job.

Supervisors will complete the hiring process with the Scholarship & Work Study Officer in mid-June for students returning to the same jobs for the following fall. Even though some students return to the same jobs and may have similar schedules in the following year, they are *not* permitted to begin work in the next academic year until they have received confirmation of their eligibility and have completed the necessary hire forms for the new academic year.

### **Changing or Quitting Jobs**

After accepting a job or after beginning work, a student is expected to assume the responsibilities associated with their job and role as a Work Study employee, as instructed by the supervisor and as outlined in the Student Employment Handbook, for the assigned semester or year. If the student is considering one of these options, it is strongly recommended that the student meet to discuss the situation with his/her direct supervisor and with the Scholarship & Work Study Officer to reach a resolution. If it is determined that the student will cease employment, the student and supervisor must notify the Scholarship & Work Study Officer immediately.

### **Changes to Current Employment**

1. A written notice of at least two weeks (if possible) should be provided the supervisor **AND** the Scholarship & Work Study Officer. Exceptions may be made if notice of less than two weeks is provided, but at the discretion of the supervisor and the Scholarship & Work Study Officer. The Scholarship & Work Study Officer, in conjunction with the student and supervisor, will process job changes on a case-by-case basis. The Scholarship & Work Study Officer will update employment records **ONLY** after written notification is received from the student **AND** from the appropriate supervisor(s);
2. Students should start a new job search if they would like to continue earning their Work Study award (if eligible). Students cannot begin the new job until the Scholarship

& Work Study Officer has processed the employment records for both the previous and new job.

### **Working Multiple Jobs**

Students may work more than one job throughout the academic year, as long as the maximum number of hours between all positions is no more than 20 hours per week. A hire card must be completed for each position prior to the start of each job. A time sheet must be submitted for each position.

Between all positions, students may not work more than 8 hours per day. It is best if the student provides hours worked for each job to the other supervisor(s).

### **Award Cancellations**

Awards may be cancelled/adjusted due to ineligibility as a result of a receipt of outside agency scholarship or grant award that create an over-award of need-based funding. Awards may also be cancelled if a student is not meeting Satisfactory Academic Progress (SAP) requirements. Student grades will be evaluated at midterms, and the end of each semester, if the student has less than satisfactory grades, including D's and F's in the majority of the student's courses, the student's employment may be suspended at the discretion of the supervisor. The employment suspension is to allow the student to focus more on their studies. It is also the supervisor's discretion if the student returns to the position on any given basis.

It is institutional policy that students be enrolled in a minimum of six credits per semester. If a student drops below six credits during the semester, they must contact the Financial Aid Office immediately. Continuation of their Work Study job is determined on a case-by-case basis depending on the circumstances and timing of the drop.

### **Declining Work Study Awards**

It is strongly recommended that students who cease employment through the Work Study program notify the Financial Aid Office to decline their awards to provide opportunities for other students interested in the program. The Scholarship & Work Study Officer needs to be notified in order to terminate employment with the Human Resources Department.

### **How to Terminate Your Work Study**

These positions are to be treated as a regular job. It is important that the Work Study student follow all rules, especially confidentiality. If the student is not meeting the expectations of the position, it is the supervisor's responsibility to terminate the student employee. The supervisor then needs to notify the Scholarship & Work Study Officer and the Human Resources Office of the termination.

### **Policies on Working Hours**

Meeting employment responsibilities is important, but academic studies should always be a first priority for Helena College Students.

## **Class Time**

Students are not permitted to work during scheduled class times. Exceptions can be made if a class is cancelled. In this instance, you must obtain documentation of the cancellation, and a copy should be attached to the corresponding time sheet.

## **Maximum Hours**

Students are allowed to work a maximum of 20 hours per week while school is in session, and no more than 29 hours per week during breaks and vacations.

## **Summer Work Study**

In order for students to be eligible to work during the summer term, they must be registered for the upcoming fall semester, and must notify the Scholarship & Work Study Officer to approve their summer Work Study award. During the summer semester, if students are taking classes they are limited to 20 hours per week. If they are not taking courses, they are then able to work up to 29 hours per week.

## **Multiple Jobs**

If a student employee has more than one job at Helena College, they must notify all employing departments. They must work with each department supervisor to coordinate their schedule. They must record hours worked on separate time sheets for each department. Students must stay within the maximum working hours between all jobs.

## **Overtime**

Work Study students are not permitted to work overtime under any circumstances.

## **Work Study Payroll**

### **Work Schedules**

Students should set up a work schedule with their supervisor at the time of hire and are expected to follow it. It is very important for students to discuss class schedules, academics, personal, medical, and other responsibilities, commitments and extracurricular activities with the supervisor **prior** to accepting a job and creating a work schedule. The supervisor should be aware of the student's availability for the semester and year, when possible. Students are expected to contact the supervisor when there are scheduling conflicts or issues (tardiness, absences, academic/other responsibilities, emergencies, etc.).

### **Pay Only for Time Worked**

Work Study employees will only be paid for actual *time worked*.

- **Exception for Paid Rest Periods:** However, if the student works at least four hours, but less than eight hours per day, they are entitled to one paid fifteen-minute rest period for the “shift”. If they work eight hours per day, they are entitled to take two paid fifteen-minute rest periods and are required to take one *unpaid* thirty minute lunch period. A department may choose to combine the unpaid thirty minute lunch period with the paid 15-minute rest periods to create a full one-hour lunch break—thirty minute unpaid and thirty minute paid. Students may *not* work more than eight hours per day.
- **Not Eligible for Sick or Vacation Leave:** Hourly student employees are not eligible for paid sick or vacation leave. They can only be paid for actual *time worked*. If they are sick, they should not work. They should contact the supervisor to report that illness is preventing them to work as scheduled and determine if it is possible to schedule other hours to make up the missed time.
- **Not Eligible for Jury Duty, Holiday, or Inclement Weather Pay:** Hourly student employees are not eligible to receive pay for a day not worked due to jury duty, a holiday not worked, or inclement weather pay. They can only be paid for actual *time worked*. They are *not* allowed to work on days when the college is closed.

## **Holidays**

The College community enjoys many holidays, however, Work Study students are considered temporary employees and will not receive payment for any holiday when the College is closed and classes are not in session. Hours may be made up the week prior/following or the week of the closure (with approval from the Scholarship & Work Study Officer or supervisor). It is the supervisor’s responsibility to ensure students are not working during scheduled holidays. Students are able to work during Spring Break, as the college remains open.

<b>Date Observed</b>	<b>Holiday</b>
Monday, September 7, 2020	Labor Day
Tuesday, November 3, 2020	Election Day
Wednesday, November 11, 2020	Veterans Day Observed
Thursday, November 26, 2020	Thanksgiving
Friday, November 27, 2020	Columbus Exchange
Friday, December 25, 2020	Christmas

Friday, January 1, 2021	New Year's Day
Monday, January 18, 2021	Martin Luther King Day
Monday, February 15, 2021	President's Day
Monday, May 31, 2021	Memorial Day
Sunday, July 4, 2021	Independence Day

### **Payment for Work Study Awards**

A Work Study award is *an amount that can be worked towards*, which means the student does not receive the money upfront all at once. How much they receive is based on the number of hours they work and their hourly wage.

### **Maximum Work Study Award**

It is the student's responsibility to keep track of their earnings toward their Work Study award balance as they work. When the student's cumulative total earnings equal their Work Study award, their employment must end. As a supervisor, you can determine if you have department funding to continue the student's employment as a temporary employee, but they will no longer receive funding through the Work Study Program for that academic year.

If the student does not earn the entire amount of their Work Study award in the fall term, and they will be enrolled in the spring term, then any unearned amount automatically carries forward to be used during the spring term (as long as they meet eligibility requirements). However, if the entire award amount is not earned by the end of the spring term then any remaining does *not* carry forward to the next academic year and they will not receive a payment (in a lump sum or otherwise) for any remaining unearned amounts.

Summer Work Study awards are on a case-by-case basis and varies depending on available funding and student's enrollment for current and/or future terms. Contact the Scholarship & Work Study Officer to determine summer eligibility.

### **Managing Hours**

Students have a total award amount that they cannot exceed. The departments have their own allocation. **These are not the same.** It is extremely important that the award or allocation is not exceeded. Students **MUST** earn only the amount of their total award. Students who work hours in excess of their award (without proper approval and/or eligibility) will not be paid from Work Study funding, but as a temporary employee from the supervisor's department budget. These students may choose to consult with their supervisor regarding continuing

employment with pay from the department in which they work. Students and supervisors will receive a set of two email notices to help manage hours:

<b>Work Study Hours Notice 1</b>	Earnings are <i>within \$500-\$900</i> of maximum award
<b>Work Study Hours FINAL Notice 2</b>	Earnings are <i>within \$50-\$250</i> of maximum award OR earnings have <b>reached</b> the maximum award. Students <b>MUST stop working IMMEDIATELY.</b>

It is strongly recommended that students manage their hours as carefully as possible as **NOT** to work hours in excess of their total award.

**PLEASE NOTE:** The week in which students are submitting hours **does NOT** include the **previous** pay period's hours that students may have already submitted for approval. Payroll processing is one pay period behind in the system, so it is important that when managing hours, students be sure to add hours worked in the pay period prior. Students can use this formula to calculate hours for the standard Work Study award of \$3,000.

**Annual Work Study award/divide by the anticipated hourly wage rate**

\_\_\_\_\_ = Total hours of work

**Total hours of work/divide by the number of weeks in the academic year (approximately 15 weeks per semester)**

\_\_\_\_\_ = Average number of hours to work per week

**Example:** \$3,000/\$8.50 hourly rate = 352.94 hours

353/~30 weeks per year = **~11.75 hours per week**

Students may also contact the Scholarship & Work Study Officer with award and earning inquiries.

## **Paychecks**

Payment for Work Study earnings **may be DELAYED** (or denied) when a:

1. Time sheet is submitted **late**, either by the student or by the supervisor;
2. Time sheet is submitted for **multiple weeks** in one submission from the student and/or from the supervisor;
3. Time sheet is **incomplete or inaccurate** upon submission;



4. Time sheet is submitted for a student who has **NOT** been officially hired through the Work Study program;
5. Time sheet is submitted for a student who has **earned monies in excess** of an approved Work Study award.

Students who do not have direct deposit will receive an email from Human Resources saying they can pick up their checks by a certain date, after that date checks are mailed to the student's address that is on file with Human Resources. Students may access their pay stubs and other earnings information through their [Cyberbear](http://cyberbear.umt.edu/) account (<http://cyberbear.umt.edu/>).

### **Direct Deposit & Money Management**

The College offers direct deposit services for Work Study earnings. It is **strongly recommended** that students sign up for this service. Any student interested in having their paycheck automatically deposited into a checking and/or savings account may do so. Students can contact the Human Resources Office at 406-447-6925 to set up direct deposit.

**The first paycheck for every student, regardless of whether or not they sign up for direct deposit will be a paper check.**

Paper checks will be mailed to the student's address on file with the Human Resources Office. Students will receive an email from the Human Resources Office stating they can pick up paychecks by a certain date. After that date, the checks will be mailed.

### **How to Obtain Pay Stubs**

Pay stubs and other payroll information can be found through Cyberbear, regardless of whether the student elected to have direct deposit or receive paper checks.

To log into Cyberbear:

- Go to <http://cyberbear.umt.edu/>.
- Select Login to Cyberbear
- Choose the "What is my NetID?" link (this is not the student's HCS#)
- They will enter their last name and date of birth and return to the Cyberbear login screen
- Then they will need to select the "I don't know my password!" link to create/reset their password to login.

### **Error with a Student Paycheck?**

Students are instructed to immediately report any problems with paychecks to their supervisor and the Human Resources Office.

## Wages

Students are paid an hourly rate of the Montana state minimum wage unless otherwise approved by the Scholarship & Work Study Officer and the Financial Aid Office. Wage rates vary for any Work Study job. Depending on the range and complexity of job duties, knowledge and skills required to perform the job and equity (wage relationships with other student employees doing similar work), depends on which tier the position is paid. There is room for wage increases as student continues in the same position/department.

<b>Basic</b>		
<b>\$9</b>	<b>\$10</b>	<b>\$11</b>
<b>Intermediate: minimal staff supervision, confidentiality</b>		
<b>\$10</b>	<b>\$11</b>	<b>\$12</b>
<b>Skilled: special qualifications, highly specialized skills</b>		
<b>\$11</b>	<b>\$12</b>	<b>\$13</b>

## Completing Time Sheets

### Time Management

Students can access time cards through the [Human Resources](http://www.helenacollege.edu/hr/forms.aspx) forms webpage (<http://www.helenacollege.edu/hr/forms.aspx>). Time sheets should be completed electronically and submitted with handwritten signatures.

Calendars showing paydays and when time cards are due, as well as school closures can be found on the [Human Resources](http://www.helenacollege.edu/hr/forms.aspx) page (<http://www.helenacollege.edu/hr/forms.aspx>). *It is the student's responsibility to turn time cards in on time with the appropriate signatures to the Human Resources Office.*

Time cards are due biweekly.

*Only report one pay-period per time sheet. Do not* complete your timesheet ahead of time; ensure no holidays show hours worked. Round to the nearest 15-minute increments.

*It is the supervisor's responsibility to ensure the accuracy of the student's timesheet prior to signing it.*

### Submitting a Late Time Sheet

Ensure the correct dates are listed on the time sheet and turn into the Human Resources Office. Notify the Human Resources Office that the time sheet is for a past pay period.

*Only report one pay-period per time sheet.*

## Training

In order to create more well-rounded employees, Work Study students will be required to complete mandatory online trainings. Depending upon the position in which the student is

employed they will be required to do FERPA (Family Educational Rights and Privacy Act) training. Once the student completes mandatory hire paperwork, the Scholarship & Work Study Officer will send an email notifying students about the training. The student will have 2 weeks to complete the assignment. The students can include the time it takes to complete the trainings on their time sheets, as long as they do not go over their weekly hours. If supervisors approve, the students can complete their trainings during scheduled work times. Once completed the student will receive an email certifying completion and this must be forwarded to the Scholarship & Work Study Officer to continue employment.

The supervising department is encouraged to do their own training once the student begins working. Training sets the tone for the work environment, and allows you to communicate your department expectations.

### 10 Steps of Training

1. Explain the task, its purpose, and its content
2. Ask the student what he/she knows about the task
3. Demonstrate and explain the task step-by-step
4. Emphasize any key points
5. Demonstrate the task a second time
6. Ask the student questions that test understanding
7. Allow the student to practice the task
8. Give the student specific feedback about their performance
9. Have the student continue to practice on their own
10. Allow the student to perform the task independently and review it as they advance.

## **FERPA**

The College expects its employees (including Work Study students) to be the most prudent in discussing ANY college business with others. Most, if not all work within Helena College may be regarded as confidential, and it is in the best interest of the College and its employees if that work is not discussed indiscriminately with others who are not directly involved.

Confidential college matters should **not** be the subject of casual conversation at ANY time. Matters concerning college finances, student/faculty/staff information, and other such private or personal subjects should be held in the strictest confidence. Disregard for confidentiality can (and most often will) result in disciplinary action by the Scholarship & Work Study Officer and college personnel, which may include suspension and/or termination.

The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that ensures the confidentiality of student records. Student employees of Helena College are required to become familiar with the basic provisions of FERPA and acknowledge their understanding of its terms by signing the College FERPA form (prior to working). This will ensure students' awareness of FERPA and its consequences of violating the terms while a College and Work Study employee. FERPA violations may result in disciplinary action including, but not limited to, suspension and/or termination from a Work Study job permanently for a student's career at Helena College.

Students must NOT, under any circumstances, release student information to anyone other than the student, unless:

- Your Work Study job, Work Study supervisor and/or college personnel permits;
  - Including Admissions, Registrar, Financial Aid, Business Office, Disability Services, etc.
- The student has provided a written statement giving permission for the College (Work Study student) to discuss their file/information with a separate party.

Work Study students must refer all requests for information regarding a student to an available college staff, faculty or Work Study supervisor; this will ensure that student employees are not at risk of violating FERPA. This does not include positions in the Financial Aid Office or the Business Office, as these Work Studies are there to serve the students.

Students also must avoid acquiring student information that he/she is not required to possess and must NOT exchange student information that he/she has learned while in the Work Study job. An example of disclosing student information and violating FERPA would be any of the following:

- Informing a student/parent/friend/college employee of another student's class schedule;
- Information a student/parent/friend/college employee of another student's phone number, email/home/campus address, date of birth;
- Informing a student/parent/friend/college employee of another student's personal information.

Any of these (as indicated by the Scholarship & Work Study Officer or college personnel) are violations of FERPA and will result in disciplinary action and/or termination from a Work Study job. Any information Work Study students obtain during their employment must remain in the appropriate department/office. For more information, click [HERE](https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html) (<https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>).

## Performance Evaluations

Performance evaluations can serve as an important learning tool to assist students in further developing their skills by highlighting their strengths and constructively identifying areas for improvement. The performance review process can serve as a foundation that allows you and your Work Study to discuss their contributions toward the achievement of departmental and College goals and objectives, clarify expectations, and give and receive feedback. Positive performance reviews can help you act as a reference for your Work Study in the future.

For new student employees, the performance evaluations must be completed after the student has been employed for 4 weeks. For current employees and those new employees whom have had a 4-week evaluation, will continue to have performance evaluations at the end of each semester. If for some reason, a student ceases employment prior to this time the supervisor must complete a performance evaluation at the time of termination/departure. The performance evaluations will be kept in the student's file in the Human Resources Department. Evaluations are located in the appendix of this document, as well as the Student Employment Handbook for student workers to review and understand what aspects they will be evaluated on.

## **Employment Verification & References**

Requests to verify past or present employment at Helena College for Work Study employees should be directed to the Human Resources Office. Requests must include authorization from the student to release this information.

Supervisors are permitted to complete character references on request. Students must complete the Student Release for Job Referral/Reference form located on the Student Forms webpage <http://www.helenacollege.edu/formsstudent/default.aspx>.

## **Helena College Employment Policies and Procedures**

### **Absence & Punctuality**

If a student is unable to attend the Work Study job because of illness or other personal problems/scheduling conflicts, he/she must contact the supervisor as soon as possible. It is strongly recommended that supervisors be notified every time a student anticipates an absence or anticipates arriving to work later than scheduled. Frequent absences and tardiness are justifiable causes for ending Work Study employment.

Emergencies do arise, but frequent absences, or lateness, as well as failure to give proper notice of absence(s) decreases the value of the student's role as a Work Study student and his/her services to the College and may result in dismissal from employment. A student's failure to report to their job without notice is grounds for dismissal on the basis of voluntary termination.

### **Affirmative Action**

Helena College provides equal employment opportunities to applicants and employees without regard to race, color, national origin, age, physical or mental disability, marital status, religion, creed, sex, sexual orientation, or political beliefs.

Each employee (student, faculty, or staff) must be careful to avoid remarks that could be interpreted as racial, religious, ethnic, gender-related, or personal insults. We can neither condone nor tolerate disrespect for personal dignity. If you believe that you have been discriminated against in employment, please contact the Human Resources Office at 406-447-6925.

## **Attire & Workplace Etiquette**

There is no formal dress code for Work Study employees; however, student employees are expected to dress in a fashion that is appropriate to their particular job on-or off-campus as they are a **representative of Helena College at all times**. Jeans can be worn (if approved by the supervisor), but in good taste for the environment in which they are working.

Students are expected to be professional, courteous and respectful in their interactions with students, staff, faculty, and the community. In certain areas, dress precautions must be taken for health and safety reasons and students will be instructed by supervisors in those work areas. A student's clothing must be clean and in good repair. Individual supervisors may establish a dress code for their department and students will be notified of such attire accordingly.

Students will not be permitted to wear provocative clothing, clothing bearing offensive language or advertising alcohol, cigarettes, illegal substances or events, or clothing that exposes their midriff or upper thigh areas. A student must also exercise good personal hygiene habits.

Homework, reading and other personal work is not permitted unless a supervisor authorizes these activities. Telephones, computers and other college resources are for business use only (with the exception of any medical/family emergency) and are not to be used for personal reasons without supervisor approval. Cell phones, computers with internet access (college and personal laptops), video games and other electronic devices not related to the Work Study job duties are not to be used during work hours.

## **Confidentiality**

The College expects its employees (including Work Study students) to be the most prudent in discussing ANY college business with others. Most, if not all work within Helena College may be regarded as confidential, and it is in the best interest of the College and its employees if that work is not discussed indiscriminately with others who are not directly involved with it. Confidential college matters should **not** be the subject of casual conversation at ANY time. Matters concerning college finances, student/faculty/staff information, and other such private or personal subjects should be held in the strictest confidence. Disregard for confidentiality can (and most often will) result in disciplinary action by the Scholarship & Work Study Officer and college personnel, which may include suspension and/or termination.

The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that ensures the confidentiality of student records. Student employees of Helena College are required to become familiar with the basic provisions of FERPA and acknowledge their understanding of its terms by signing the College FERPA form (prior to working). This will

ensure students' awareness of FERPA and its consequences of violating the terms while a College and Work Study employee. FERPA violations may result in disciplinary action including, but not limited to, suspension and/or termination from a Work Study job permanently for a student's career at Helena College.

**Students must NOT, under any circumstances, release student information to anyone other than the student, unless:**

- Your Work Study job, Work Study supervisor and/or college personnel permits;
  - Including Admissions, Registrar, Financial Aid, Business Office, Disability Services, etc.
- The student has provided a written statement giving permission for the College (Work Study student) to discuss their file/information with a separate party.

Work Study students must refer all requests for information regarding a student to an available college staff, faculty or Work Study supervisor; this will ensure that student employees are not at risk of violating FERPA.

Students also must avoid acquiring student information that he/she is not required to possess and must NOT exchange student information that he/she has learned while in the Work Study job. An example of disclosing student information and violating FERPA would be any of the following:

- Informing a student/parent/friend/college employee of another student's class schedule;
- Information a student/parent/friend/college employee of another student's phone number, email/home/campus address, date of birth;
- Informing a student/parent/friend/college employee of another student's personal information.

Any of these (as indicated by the Scholarship & Work Study Officer or college personnel) are violations of FERPA and will result in disciplinary action and/or termination from a Work Study job. Any information Work Study students obtain during their employment must remain in the appropriate department/office. For more information, on the U.S. Department of Education FERPA laws and guidance, click [HERE](https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html) (<https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>).

## **Conflict of Interest**

No administrative officer/employee or student employee may accept, for private use, directly or through a member of his/her immediate family or otherwise, any gratuitous payment, loan, service, or accommodation of value from any other party doing or seeking to do business with Helena College. Accepting entertainment, travel or gifts of a character that reasonably

might be deemed by others to affect the judgment or action of the officer or student employee in the performance of his/her employment duties with Helena College would also contravene this policy.

### COVID-19 Safety Procedures

As Montanans have followed the recommendations of Governor Bullock for mandatory face coverings, the Commissioner released the “Montana University System Healthy Fall 2020: Planning Guidelines for Campuses.” In response, Helena College has created the “Helena College Cares—Healthy Return to Campus” plan.

Health and Safety Protocols: Campuses will promote safety, cleaning, and social distancing policies as defined by local, state, and federal public health authorities. Campuses should strongly encourage use of face coverings when social distancing is not possible. In planning and in communication with returning students and employees, campuses need to explicitly acknowledge that there are some increased risks associated with a return to living, learning, and working on campus. Reasonable accommodations such as tele-work and remote learning will be made for students, employees, or campus visitors who are at an increased risk. Campuses will coordinate with OCHE to establish any needed guidelines for use of personal safety supplies, cleaning supplies, and health monitoring equipment.

Public Health Testing & Tracing Protocols: Campuses will work to support the monitoring, testing, and tracing efforts as well as quarantine and isolation protocols advised by their local and state public health authorities. Campuses will collaborate, share information, and review their plans for repopulating campus with local public health officials. In coordination with local public health officials, campuses will develop mitigation strategies to reduce health risks to students, employees, and communities.

Helena College will adopt a new interim regulation for the Fall semester that requires employees and students to self-screen daily. According to the CDC, symptoms may appear 2-14 days after exposure to the virus. As such, HC will require employees, students and visitors to conduct symptom monitoring before coming to campus. An individual must be free of ANY symptoms potentially related to COVID-19 to be on campus.

The following update is pursuant to the July 8, 2020 recommendation of the MUS Healthy Fall 2020 Task Force. As soon as possible, but no later than August 1, 2020 – in accordance with the guidelines, exceptions, and accommodations outlined below – all campuses of the Montana University System (MUS) will articulate and implement practices and protocols requiring students, employees, and visitors to wear a face covering while on MUS campus properties and leased facilities.

Social distancing of six feet is an expectation of all people on campus. Campuses will articulate practices and protocols that require face coverings in all indoor spaces (with some notable exception), and all enclosed or partially enclosed outdoor spaces. Face coverings will be required in all outdoor spaces where social distancing is not possible or difficult to reliably maintain. In outdoor settings where social distancing is possible, face coverings continue to



be strongly recommended. Campus requirements will apply to all MUS students and employees, and all visitors including service providers, contractors, vendors, suppliers, families, and community members.

Campus face covering requirements will supplement measures such as social distancing, frequent handwashing, and frequent cleaning of office, work, and living spaces, already outlined in the June 1, 2020 release of the MUS Healthy Fall 2020 Planning Guidelines that were provided to campuses to follow as they developed their individual campus plans (<https://mus.edu/coronavirus/MUS-Healthy-Fall-2020-Planning-Guidelines.pdf>).

CDC guidance suggests that face coverings may help reduce the spread of COVID-19 when they are widely used in public settings (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>). Face coverings help prevent people who are unaware they have the virus and are either asymptomatic or pre-symptomatic from unknowingly spreading it to others.

## **Human Resources**

If there are questions about any Helena College Employee policies and procedures in this handbook, contact the Human Resources Office at 406-447-6925.

## **Injury & Accident**

If a student is injured or has an accident while performing their duties as a Work Study student, the student must immediately notify the supervisor. The supervisor should immediately contact the Financial Aid Office and the Human Resources Office for further instructions.

## **Satisfactory Academic Progress (SAP)**

For students to receive and maintain their Work Study award and other financial aid regulations require that they maintain Satisfactory Academic Progress (SAP) towards a degree. Students can view the definition, academic standards, and the entire **Satisfactory Academic Progress** policy [HERE](http://www.helenacollege.edu/financialaid/policy_docs/SAP%20Policy%20Updated%20for%20Helena%20College.pdf) ([www.helenacollege.edu/financialaid/policy\\_docs/SAP%20Policy%20Updated%20for%20Helena%20College.pdf](http://www.helenacollege.edu/financialaid/policy_docs/SAP%20Policy%20Updated%20for%20Helena%20College.pdf)).

## 4 Week Performance Evaluation

### Performance Rating Guide:

Please evaluate each student employee for each criterion shown below. If the criterion does not apply or if you do not have sufficient information, please circle the "N" for no evaluation.

5-Excellent 4-Above Average 3-Average 2-Below Average 1-Unacceptable N-No Evaluation

1. **Responsibility-** The extent to which the employee can be relied upon to perform assigned duties and to be aware of and accepting of accountability for the same.  

5	4	3	2	1	N
---	---	---	---	---	---
2. **Judgment-** Reasons, compares, understands, and thinks rationally on the job. Makes quality work related decisions based on conclusions and separates facts from opinions.  

5	4	3	2	1	N
---	---	---	---	---	---
3. **Teamwork-** Guides others to the accomplishment of objectives/responsibilities, is participatory and is unbiased.  

5	4	3	2	1	N
---	---	---	---	---	---
4. **Initiative-** Starts assignments without prompting and independently contributes ideas and projects. Sees/acts upon new opportunities.  

5	4	3	2	1	N
---	---	---	---	---	---
5. **Dependability-** Meets work schedules and fulfills job responsibilities and commitments. Consistently delivers what is required within deadline and instructions.  

5	4	3	2	1	N
---	---	---	---	---	---
6. **Safety-** Works safely and follows all safety work rules and sets a good example for others.  

5	4	3	2	1	N
---	---	---	---	---	---
7. **Use of Work Time-** Reports to work promptly. Effectively and efficiently uses time to accomplish tasks.  

5	4	3	2	1	N
---	---	---	---	---	---
8. **Communication Ability-** Presents clear and accurate information both verbally and written, and maintains confidentiality requirements.  

5	4	3	2	1	N
---	---	---	---	---	---
9. **Overall Performance-** Works with minimal supervision, manages own time effectively, maintains control of all current projects and responsibilities and ensures follow-up.  

5	4	3	2	1	N
---	---	---	---	---	---

# End of Semester Performance Evaluation

Student complete the following:

## Performance Rating Guide:

Please evaluate each student employee for each criterion shown below. If the criterion does not apply or if you do not have sufficient information, please circle the "N" for no evaluation.

5-Excellent 4-Above Average 3-Average 2-Below Average 1-Unacceptable N-No Evaluation

10. **Responsibility-** The extent to which the employee can be relied upon to perform assigned duties and to be aware of and accepting of accountability for the same.

5 4 3 2 1 N

11. **Judgment-** Reasons, compares, understands, and thinks rationally on the job. Makes quality work related decisions based on conclusions and separates facts from opinions.

5 4 3 2 1 N

12. **Teamwork-** Guides others to the accomplishment of objectives/responsibilities, is participatory and is unbiased.

5 4 3 2 1 N

13. **Initiative-** Starts assignments without prompting and independently contributes ideas and projects. Sees/acts upon new opportunities.

5 4 3 2 1 N

14. **Dependability-** Meets work schedules and fulfills job responsibilities and commitments. Consistently delivers what is required within deadline and instructions.

5 4 3 2 1 N

15. **Safety-** Works safely and follows all safety work rules and sets a good example for others.

5 4 3 2 1 N

16. **Use of Work Time-** Reports to work promptly. Effectively and efficiently uses time to accomplish tasks.

5 4 3 2 1 N

17. **Communication Ability-** Presents clear and accurate information both verbally and written, and maintains confidentiality requirements.

5 4 3 2 1 N

18. **Overall Performance-** Works with minimal supervision, manages own time effectively, maintains control of all current projects and responsibilities and ensures follow-up.

5 4 3 2 1 N

End of Semester Evaluation Continued:

Supervisor complete the following:

Performance Rating Guide:

Please evaluate each student employee for each criterion shown below. If the criterion does not apply or if you do not have sufficient information, please circle the "N" for no evaluation.  
5-Excellent 4-Above Average 3-Average 2-Below Average 1-Unacceptable N-No Evaluation

1. **Responsibility-** The extent to which the employee can be relied upon to perform assigned duties and to be aware of and accepting of accountability for the same.  
5                      4                      3                      2                      1                      N
2. **Judgment-** Reasons, compares, understands, and thinks rationally on the job. Makes quality work related decisions based on conclusions and separates facts from opinions.  
5                      4                      3                      2                      1                      N
3. **Teamwork-** Guides others to the accomplishment of objectives/responsibilities, is participatory and is unbiased.  
5                      4                      3                      2                      1                      N
4. **Initiative-** Starts assignments without prompting and independently contributes ideas and projects. Sees/acts upon new opportunities.  
5                      4                      3                      2                      1                      N
5. **Dependability-** Meets work schedules and fulfills job responsibilities and commitments. Consistently delivers what is required within deadline and instructions.  
5                      4                      3                      2                      1                      N
6. **Safety-** Works safely and follows all safety work rules and sets a good example for others.  
5                      4                      3                      2                      1                      N
7. **Use of Work Time-** Reports to work promptly. Effectively and efficiently uses time to accomplish tasks.  
5                      4                      3                      2                      1                      N
8. **Communication Ability-** Presents clear and accurate information both verbally and written, and maintains confidentiality requirements.  
5                      4                      3                      2                      1                      N
9. **Overall Performance-** Works with minimal supervision, manages own time effectively, maintains control of all current projects and responsibilities and ensures follow-up.  
5                      4                      3                      2                      1                      N

# Acknowledgement of Receipt of the Work Study Supervisor Handbook

The Work Study Supervisor Handbook contains important information about the Work Study program at Helena College, and I understand that I should consult the Human Resources Office or the Scholarship & Work Study Officer regarding any questions not answered in the handbook. I agree to abide by the policies and procedures outlined in this handbook and understand there will be repercussions if these are not followed.

**The supervisor will receive one warning to adhere to the policies and procedures, if the activities continue the supervisor will no longer be eligible to be a Work Study Supervisor for the remainder of the academic year.**

Since the information, policies, and procedures described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies and/or procedures.

Furthermore, I understand that this handbook is neither a contract of employment nor a legally binding agreement. I have had an opportunity to read the handbook, and I understand that I may ask the Scholarship & Work Study Officer or any employee of the Human Resources Department any questions I might have concerning the handbook. I accept the terms of the handbook. I also understand that it is my responsibility to comply with the policies and procedures contained in this handbook, and any revisions made to it.

I have received a copy of the Work Study Supervisor Handbook. I understand that I am expected to read the entire handbook. Additionally, I will sign the copy of this Acknowledgment of Receipt, retain one copy for myself, and return one copy to Helena College's Scholarship & Work Study Officer. I understand that this form will be retained in the Human Resources Department.

\_\_\_\_\_  
Supervisor's Name – Printed

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Scholarship & Work Study Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Representative

\_\_\_\_\_  
Date