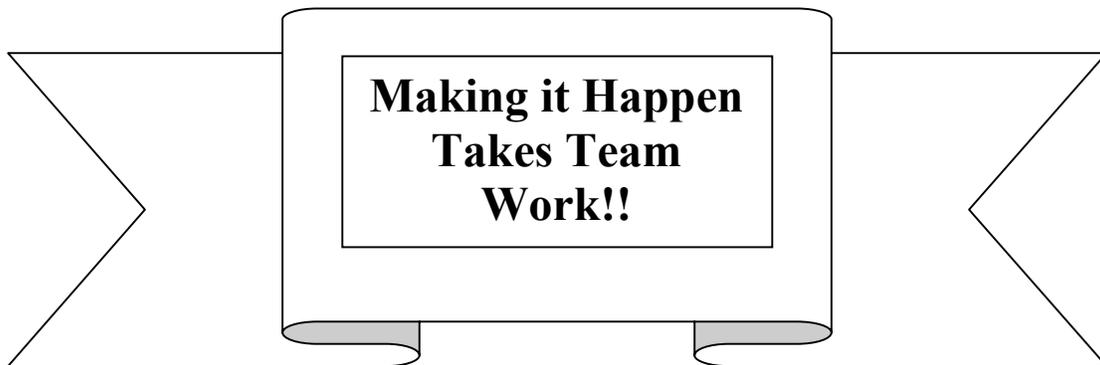




Work-Study Handbook

2016-2017 FY



M E M O R A N D U M

TO: Student Staff

FROM: Wilma Atencio, Financial Aid Director

SUBJECT: Work-Study

DATE: 2016-2017 School Year

Welcome to the Trinidad State Junior College family. Many of our faculty and staff started their career at TSJC as work-study, so you are in GREAT company. We hope that you find your work-study assignment challenging, informative, and rewarding.

This handbook is written for those employees who may be new to the workforce and those that have more employment experience. Your employer will also receive a handbook that outlines good practices that we want ALL student staff to follow. We hope that you find your work-study assignment to be a positive step in helping you decide your future goals and careers. If you find that your work-study assignment does not fit your future plans or are unsatisfied with it, please discuss your concerns with your supervisor and if necessary, make a change in your appointment. As in all areas, Trinidad State Junior College is here to serve the student and this is a vital portion of your college experience.

Again, thank you for choosing Trinidad State Junior College. We are happy to have you here and we look forward to a great year together!!!

NEED-BASED WORK STUDY

Students must apply for financial aid and have financial need in order to be awarded need-based Work Study. Go to the Financial Aid Office for information on how to apply for financial aid. Work Study positions are subsidized by Federal or State funds.

Student Staff Responsibilities:

Your work-study position is a paid internship that allows you to explore career opportunities, fund your education, and make your college experience more meaningful. We ask that you sit down with your employer the first week and review with them the following:

Responsibilities Check List:

Paper Work: It is the responsibility of the student worker to make sure that all necessary paperwork is filed with the Payroll Department (Berg 109) prior to working any hours. This includes an I-9 form, W-4 form, providing an original driver's license and social security card to the Payroll Department. (See Appendix A for more information.)

Time sheets are available on the TSJC Portal. It is your responsibility to maintain and submit to your supervisor for approval. They are to be turned in on a bi-weekly basis. Scheduled dates are available in the Payroll Office and on the Portal. Make sure your working time does not conflict with class time and that the time sheet is submitted by YOU and approved by your supervisor. If all pertinent information is **not** completed, it will be returned to your supervisor and your pay may be delayed to the next pay period. If your timesheet hours are not submitted by the deadline, you will be responsible to submit a manual timesheet and it will not be processed until the next available bi-weekly period.

Orientation: Make sure that your employer takes you for a tour of the building and introduces you to key people that you will be working with. If you will be responsible for making copies, ask where the copier is located, what the code is, and ask them to show you how to operate it. (Remember that you are being entrusted with this copier code and it is not to be used or distributed. The copiers are only for official College business. There is a public copier in the library and the cost is minimal.)

Ask your employer what are your specific job duties. Sometimes the employer forgets that the work-study does not have the experience and assumes or expects the student to already be aware of policy or certain job duties. Remind the supervisor (nicely) that you are new and need to have performance expectations explained in greater detail.

Confidentiality: If you working in an office that deals with student records, personnel issues, or any other records, confidentiality is a MUST. Sometimes people may enter your work area and discuss important issues that are not to be shared with others. It is

the hope of the College that you will develop loyalty to not just your employer, but to the College. For that reason, we ask you to not share gossip or information overheard. A confidentiality form may be found in Appendix A. Please sign and return to the Human Resource Office or Payroll Office.

All individuals who have access to a computer are responsible for signing a Computer Use Policy Form. This form assures the College that ALL individuals will use the computers for only educational or work purposes. Accessing unacceptable sites, such as pornography, chat rooms, etc... will not be tolerated. A Computer Use Policy Form may be found in Appendix A. Please sign and return the last page to the Human Resource Office or Payroll Office.

Greeting Students, Visitors, TSJC Employees: All work-study will be expected to be friendly, helpful, and pleasant to anybody that they deal with while on the job. Your employer will explain how to specifically greet customers, fellow students, or other TSJC employees.

Answering the Phone: If you are responsible for answering the phone in an office, ask your supervisor if there is a specific way to greet the caller. Usually it will be something like: "Trinidad State Junior College, (identify the office), and then (identify yourself). For example: "Trinidad State Junior College, Student Services. This is Sandy, may I help you?" This may sound silly, but answer the phone with a smile on your face. Believe it or not it makes a difference in your tone and voice inflection and you sound more helpful. If you are responsible for answering phones, ask your supervisor how they expect you to record messages in your area. Again, be pleasant and helpful to the caller when you explain that your supervisor is away from the office. Ask them if they would like you to give them a message. Make sure you repeat the caller's name or ask how to spell it and get a telephone number.

Hours Worked: You are an hourly employee and as such will only be paid for the hours that you actually work. This is a great opportunity to include experience on your résumé and as with any job you are only paid for those hours worked.

You are responsible for making sure that you do not work more hours than is allowed under the work-study program. When you receive your award notification, take the total dollar amount and divide it by \$9.30 (rate per hour) and this will give you the number of hours that can be worked over the semester. Take that amount and divide it by 20 weeks and that will give you the amount of hours that can be worked each week. You are not allowed to work over 20 hours per week.

Please work with your employer to create a schedule that allows you time to balance your work-study assignment with your college classes. Remember, your primary objective is to receive a quality education and your hours should not interfere with your classes. (See Appendix A for schedule.)

Dress for Success: Your work clothes will depend on your work assignment. We **don't** expect a student assigned to the Physical Plant (maintenance) to dress in dress slacks, tie and nice shirt. We understand that the appropriate dress for these students is jeans, t-shirt, and either boots or tennis shoes. We ask that students working in offices dress appropriately. You will be representing the College and while we don't expect you to go out and purchase new clothes, we also don't expect you to dress inappropriately. For example, don't wear shorts that are extremely short in length. We expect Bermuda length shorts, if you wear shorts in an office during the summer or hot months. Don't wear halter tops, thin spaghetti strap shirts, shirts that show extreme cleavage or midriffs. Clothes that are extremely tight are also not appropriate. Again, your supervisor may have to discuss with you appropriate dress for the work setting.

Other things that are not appropriate for a work setting: Extreme cologne or perfume is difficult for many to tolerate. Individuals may have allergies, asthma, or other medical conditions that scents may trigger. Please be considerate of others. While we are discussing odors, we ask that you be responsible for your own personal hygiene. Daily bathing, deodorant, and good personal hygiene is expected and appreciated.

Other Helpful Information: Do you have a résumé or even know what this is? We are one of the few colleges that does not require student workers to complete an application, present a résumé, and have an interview before placed in College employment. There are also workshops offered in the Writing Center, or workshops can be arranged. There are also helpful classes that students can enroll in for extra assistance. BUS 217 – Business Communications and Report Writing is a great example.

Do's

Show up to work on time.
Plan to work the time you are scheduled for.
Dress professionally.
Communicate with your supervisor. If you need to change your work schedule, then let them know. If you are having other problems, communicate it!
Be friendly and helpful!

Don't

Dress inappropriately
Discuss confidential information with others.
Forget to call if you can't report for work.
Be Rude!!!
Underestimate yourself. You can accomplish anything you set out to do!
Allow friends to "hang out" while you are supposed to be on the job.
Take personal phone calls (on cell phone or office phone – unless in an Emergency.)
Fail to complete work assignment.

Appendix A

WORKSTUDY PAYROLL PROCEDURES

A student must go through Financial Aid before they are eligible for work study. Bring your card to payroll where you will receive a packet of forms and information that MUST be filled out before you start work. When you go to Payroll make sure you have either your drivers license or student ID and your Social Security Card or Birth Certificate. Copies are made to be kept on file for TSJC to prove that a student is eligible to work in the United States. This is required by Federal Law that we have this information on file within 72 hours of a student starting work. If a student does not have a Social Security Card or has lost theirs then they must go to the Social Security office located at 111 Waverly Avenue here in Trinidad or 602 Del Sol Drive 1-A in Alamosa and get a replacement. The notice from them will be accepted by the payroll department BUT the student must bring in the card when they receive it from the Social Security Department so that it can be kept on file.

Information include in the payroll packet will be a listing of the cutoff dates for timesheets and pay dates. Please mark you calendars with these dates. If your timesheets are late you will not be paid for that time until the following pay day. Students are paid bi-monthly.

Forms to be filled out include a W-4 which you determine how much in taxes you wish to have deducted from your checks each month. You will mark one of the boxes on line three and either write a number between 0 and 98 on line 5. Please pay attention to line seven which list two criteria to be exempt from Federal and State taxes. If you qualify for the "exempt" status mark one of the boxes on line three and write "exempt" on line seven and leave line five blank. In box 1 please put a permanent address and NOT your dorm address. Please don't forget to sign and date your form. Notify the Payroll Office if you change your permanent address as soon as possible in order to receive you W2 at the end of the year.

The I-9 or Employment Eligibility Verification form is required by the Federal Government that requires that payroll can prove that an employee is eligible to work in the United States. If you are not a citizen please have your Permanent Resident Card or Alien Registration Receipt Card and your Social Security card or birth certificate. Fill out Section 1 of the form and again be sure to sign and date it.

The Colorado State Community College System requires that all employees are set up for direct deposit of there paycheck, this includes student work study. This has to be your own checking or savings account and it can not be your parents account or anyone else. Fill out the form and attach a deposit slip or copy of a check with VOID written across it, and attaché it to the form. **If you close your account let payroll know immediately, if you wait to inform payroll and direct deposits have been issued you will have to wait at least a week if not more before a replacement check can be issued to you.**

The Personal Data Form includes emergency information, ethnicity, educational level and any handicaps you might have. Again, please put a permanent address and phone number.

Students must sign along with their supervisor a statement of understanding of the Family Education Rights and Privacy Act. Please take the time to read, it states that if you come into contact with any confidential information on a student, staff, or faculty member and give this information out, your financial aid would be in jeopardy and the person whose information you gave out could sue you in civil court. This is a Federal Act that is enforced by the college.

Your timesheet will be filled out weekly as the work week goes from Sunday through the following Saturday. You will submit the form electronically. Your supervisor will then approve the timesheet. **Any timesheet that is incorrect will be returned to your supervisor for correction. It is your responsibility to make corrections and re-submit the timesheet. During the semester you should not go over 15 hours per week and anything over 20 will not be approved. DO NOT put down hours worked on a holiday or snow day when the college is closed, you will not be paid for those days unless payroll has been notified otherwise. Hours will only be approved for these days when an e-mail is sent to the Payroll Department by your supervisor, stating you were required to work during this time.**

Payroll advances are not allowed, so please do not ask for one.

Your supervisors count on you to assist them, so give them a schedule of times and days you will be working for them. Call them or email them when you will not be able to be at work when you said you would be.

**Trinidad State Junior College
Confidentiality Agreement**

I understand that in the course of my employment with Trinidad State Junior College I will receive or become aware of information that is sensitive or confidential. This information may be written, electronic, or verbal and come from a variety of sources. I understand that I am not to access sensitive or confidential information unless it is necessary in order for me to complete my job responsibilities. I further understand that I may inadvertently hear or see information that does not directly involve me in an official capacity. I acknowledge that I must protect all sensitive or confidential information.

I understand that in the performance of my duties I may be requested to provide sensitive or confidential information to others. I agree to hold in confidence and to not disclose any sensitive or confidential information to any person, including employees of state, federal or local governments, except to those who have an official business reason for the information. Should I have any questions regarding the proper handling and disclosure of confidential or sensitive information, I will immediately notify my supervisor for further clarification and direction prior to releasing the information.

If I willfully and knowingly disclose such information in any manner to any person or agency not entitled to receive the information, I may be subject to adverse action, including corrective or disciplinary action, or in some cases, personal liability.

I acknowledge that I have read, understand and will adhere to Trinidad State Junior College's above requirements with respect to sensitive or confidential information.

Signature _____

Printed Name _____ Date Signed _____

Trinidad State Junior College does not discriminate on the basis of race, color, national origin, sex, age, or disability in admission or access to, or treatment or employment in its educational programs or activities. Inquiries concerning Title VI, Title IX, and Section 504 may be referred to Lorrie Velasquez, Affirmative Action Officer, Trinidad campus, Berg 109, 846-5534

COLORADO COMMUNITY COLLEGE SYSTEM
SYSTEM PRESIDENT'S PROCEDURE

SP 3-125c

General Computer and Information Systems Procedures

SP 3-125c

Reference:

BP 3-125

Effective: June 15, 2005

Approved:

Dr. Nancy McCallin, System President

Purpose:

To establish a policy to ensure the proper use of the Colorado Community College System's computer and telecommunications resources and services by its employees, contractors, and other associates. All systems users have the overall responsibility to use the computer and telecommunications systems in an ethical, efficient, and lawful manner.

The rules and conditions in the following document apply to all users of all systems in all locations of the Colorado Community College System. Violations of the following policies may result in disciplinary action up to and including termination and necessary legal action.

Policy:

Colorado Community College System has the right to monitor any and all aspects of its computer and telecommunications systems including employee e-mail, voice mail, and file structures on any CCCS system. CCCS's right to monitor its computer system and telecommunications equipment includes, but is not limited to, monitoring sites users visit on the Internet, monitoring chat groups and newsgroups, reviewing material downloaded or uploaded by users, and reviewing e-mail sent and received by users. The computer and telecommunication systems are provided to the employees to assist them in meeting the requirements for the performance of their positions in CCCS. Employees should not have an expectation of ownership or privacy in anything that they create, send, or receive on their systems. Since systems are provided for CCCS business, all transactions and all data on the systems are considered to be business related and therefore owned by the CCCS. All systems are owned by Colorado Community College System and are to be used for CCCS business purposes only.

Systems users should adhere to the following rules which apply to all computer and telecommunications resources including mainframe hosts, mid range hosts, micro computer hosts, file servers, desktops, notebooks, laptops, handheld devices, network infrastructure, PBXs, voice mail systems, Internet connectivity, bulletin board systems, e-mail systems and other.

This policy will be updated annually (at a minimum) and signature renewal will be required from all employees on review and is a condition of employment.

Changes to this policy will be made periodically by the system office:

- (a) when there is a change in applicable state or federal law;
- (b) new technology becomes available that increases our exposure to risks and consequently requires new control procedures

General Information

All employees and associates in the CCCS have an obligation (and are required by law) to keep confidential all information obtained from others, including student information (see FERPA Guidelines). Any questions regarding what information is public and available for sharing should be referred to your supervisor and/or the Colorado Community College System's Legal Department. The confidentiality obligation also pertains to any party accessing any communication system.

User IDs and Passwords

All employees accessing a Colorado Community College System communication system must have a unique User ID and Password. This includes user accounts for the Local Area Network, Servers, and task-specific software applications such as SIS and FRS. To maintain system security, users are NOT to login as another user and generic logins are not to be issued.

The network and various application systems require all users to change their passwords every sixty days. Passwords must be at least 8 characters. Every password must contain at least 3 of the following 4 conditions: Upper-case characters, lowercase characters, numeric character, or special character (such as a numeric or punctuation character). Easily guessed passwords, such as the name of the user's spouse or child, their job title, their address, etc., should **NOT** be used.

To protect themselves and the confidentiality of Colorado Community College System's data, users are **prohibited** from disclosing their passwords to others. Logins and passwords are not to be written down and/or displayed or kept in places such as desk drawers, keyboard trays, etc. If a user suspects that their password has been disclosed, they are **required** to change it immediately. User accounts are **not** transferable to temporary employees; if someone will be filling in for a user during an absence, a temporary account must be used for the interim employee or security will be set up to make the user's data accessible by the person filling in.

Temporary accounts in the individual's name can be made available by request from Computer Services for temporary employees, consultants, and vendors on completion of security forms within a 48 hour period. Any requests for security outside the grace period will not be granted.

Computer Services is granted the right to question any and all requests for security access to the systems. These questions will be taken up with the requesting authority in a timely manner.

Unattended Computers

To protect themselves and the confidentiality of Colorado Community College System's data, users are required to logout, shut down your workstation, or use a Windows screen saver with password protection when leaving their computers unattended, even if leaving for only a few minutes. Screen savers will be set for a maximum of 10 minutes on both administration and instructional systems.

Logging Off / Shutting Down

Users are to completely log off and turn off their computers by selecting “Shutdown Computer” when leaving for the day. Users should always stay until their system shuts down according to the normal shutdown process. If the computer fails to shut down properly your local computer support desk should be notified. Never turn off the power before the shutdown process is completed to avoid possible file corruption

Software

All users must comply with all software licenses, copyrights, and all other state and federal laws governing software licensing and intellectual property. Violation of software license agreements is grounds for immediate termination.

The purchase or installation of any software including customized programs, in-house developed applications, off the shelf software, gaming programs, public domain software (also known as shareware or freeware), custom background, or screen savers on any Colorado Community College System without the authorization of your college Computer Services Director or their Vice President and the specific department manager is prohibited. Users are generally prohibited from installing software on systems by the operating system configuration. If authorization for software is obtained, installation must be performed by Computer Services who will virus scan the software prior to installation and ensure the software does not conflict with any of the software standards currently in use. Software installation requests must be made by submitting a completed and signed request to Computer Services.

Under no circumstance may software be removed or copied from any system.

Internet and E-mail

All Colorado Community College System associates have access to Internet mail via electronic mail and to the Internet for informational and business purposes.

Internet mail and other Internet services must be used solely for business purposes expressly authorized by management. All non-business usage, such as outside course/school or charitable work, would need to be authorized by special permission of the individual’s manager or department vice president.

Users are not allowed to download software from the Internet (including browser Plug-ins). If you require software to be downloaded that is on the Internet, please submit a request to the computer systems department for assistance.

Fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating, or other unlawful material may not be sent either via e-mail, viewed and downloaded, or passed by any other form of communication or be displayed or stored on any of the Colorado Community College System’s systems.

Creation and forwarding of non-business e-mail including advertisements, chain mail, solicitations, promotions, political material, etc. will not be tolerated.

Virus Protection

Various procedures are in place to protect the Colorado Community College System's information systems from virus infection. The use of floppy disks or USB drives to transfer files between PC users is greatly discouraged; floppy disks or USB drives should be used only if absolutely necessary. Any time a floppy disk or USB drive is used to transfer files it should be virus scanned prior to file copy.

All system hard disks will be scanned for viruses on a regular basis according to established Computer Services standard procedures. Background scanning should always be enabled on client systems to check for viruses. If a virus is found, a message will be displayed and the file with the virus will be identified. If this happens, the user must call the help desk immediately and must not use the system until a Computer Services technician has diagnosed and eliminated the virus.

Disabling or elimination of virus programs is considered a violation of procedure.

Hardware

Colorado Community College System owned computer equipment and peripherals may not be removed from the premises, relocated, or loaned to others without prior authorization from the Computer Services Department. Personally owned computers or peripherals may not be used on the premises or connected to Colorado Community College System equipment at any time.

The Computer Services Department is responsible for ensuring that college information systems can be accessed from all college-owned equipment. Computer Services is not responsible for ensuring access from personally owned equipment other than supplying directions for remote access software which is to be installed by the user.

COLORADO COMMUNITY COLLEGE SYSTEM owned computer equipment and software applications may not be used for personal business at any time or for any reason. Personally owned software may not be installed on COLORADO COMMUNITY COLLEGE SYSTEM-owned computer equipment. All computer equipment checked out to employees must be returned intact upon termination of employment with COLORADO COMMUNITY COLLEGE SYSTEM. Computer Services is granted the right to question requests for hardware to ensure compliance with standards and usability. These questions will be taken up with the requesting authority in a timely manner.

Remote Access Phone Numbers and Internet Access Accounts

Remote system access including phone numbers, virtual private network connections, Citrix connections, phone numbers, account ID's, and passwords are to be kept in strictest confidence. You are not to give the connection ID, number, addressing or the passwords to anyone else. Associates who need remote access may request it from the Computer Services department through the help desk. The use of modems will be allowed only for system support and only by support personnel or for specific building / system alarms. No modems will be allowed for general user connectivity. All requests for remote access must be signed off by the individual's manager.

Backups

The Computer Services department is responsible for performing nightly backups on network hosts and servers **only**. Local PC hard drives will not be backed up in any way. For this reason, the use of local PC hard drives for file storage is greatly discouraged. All users are required to logout of the system completely at the end of every work day. If a user has not properly logged out of the network at the time of backup, active files will not be backed up.

Local PC hard drives will be erased when the employee is terminated or the PC is taken out of service. Any data on the local PC hard drive is subject to loss and will not be recovered.

Physical Security

Physical security is the first layer of control to restrict access to the information systems. All associates are responsible for security within the Colorado Community College System offices and facilities.

Inventory

All computers and associated systems will be inventoried at a minimum once a year in accordance with Fiscal Policies for Fixed Asset Tracking. If systems cannot be accounted for by the department, the department management and associated employee will be held liable. Computer systems or equipment should not be moved or exchanged between associates without the notification and support of computer services.

Security Violations

Under **NO** circumstances are these security policies to be bypassed. All COLORADO COMMUNITY COLLEGE SYSTEM employees have a duty to report all information regarding security violations or misuse of hardware or software to either their supervisor and/or Computer Services Management immediately.

Examples of Prohibited Activities

Prohibited activities on CCCS computers and telecommunications systems include but are not limited to:

Sending, receiving, displaying, printing, otherwise disseminating, or storing material that is fraudulent, harassing, illegal, abusive, indecent, embarrassing, profane, sexually explicit, obscene, intimidating, or defamatory;

Transmitting to others, in any location, images, sounds or messages that might reasonably be considered harassing;

Screen displays of images, sounds or messages that could create an atmosphere of discomfort or harassment for others, especially those considered obscene or sexually explicit;

Attempting to forge electronic mail messages or using someone else's electronic mail;

Accessing personal interest sites, viewing chat rooms (except chat rooms integrated within the course management system), or using recreational games.

Using CCCS computers for commercial gain or private profit;

Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, music, videotapes, books, or other copyrighted sources, and copyrighted software;

Exporting software or technical information in violation of U.S. export laws;

Posting or e-mailing scams such as “make money fast” schemes or pyramid/chain letters;

Threatening bodily harm or property damage to individuals or groups;

Making fraudulent offers of products, items, or services originating from a user’s account;

Attempting to access the accounts of others, or attempting to penetrate security measures of other entities’ systems (“hacking”), whether or not the intrusion results in corruption or loss of data;

Accessing another person’s computer, computer account, files, or data without permission;

Using any means to decode or otherwise obtain restricted passwords or access control information;

Attempting to circumvent or subvert system or network security measures. Examples include creating or running programs that are designed to identify security loopholes, to decrypt intentionally secured data, or to gain access to any system;

Initiating or facilitating in any way mass unsolicited and unofficial electronic mailing (e.g., “spamming”, “fishing”, “flooding”, or “bombing”);

Engaging in any activity that might be purposefully harmful to systems or to any information stored thereon, such as creating or propagating viruses, disrupting services, damaging files or making unauthorized modifications to data;

Engaging in any other activity that does not comply with the general principles presented above.

ACKNOWLEDGMENT:

I have read the above CCCS General Computer and Information Systems Procedures and agree to comply with the policy. I understand that failure to comply with the policy could result in immediate termination.

Print Name:

Signature:

Employment site:

Date:

Approval:

Manager: _____

Date: _____

Work-Study Evaluation Form

As with any employee, you are required to evaluate the student's performance. I would like to request that you complete an evaluation form for each student assistant you supervise **once** a semester. (If you are unable to do one this frequently, then complete one at least once a year.) Use this evaluation form as a positive training tool when working with your student. This will enable the student worker to grow in their employment experience here at TSJC.

Please keep a copy of the completed evaluation for your files and use this as a tool to refer to when you are asked to provide a recommendation on behalf of your student worker.

	Unsatisfactory	Can Improve	Satisfactory	Excellent
Shows up to work on time and is dependable.				
If unable to work during a scheduled time, calls to notify supervisor or asks permission in advance for leave time.				
Dresses appropriately for work assignment.				
Is pleasant and helpful to customers, students, and/or clients on the telephone.				
Is pleasant and helpful to customers, students, and/or clients when they enter the work site or office.				
When given an assignment, completes work correctly (or asks questions when unsure) and in a timely manner (doesn't take forever for one task).				
Takes constructive criticism positively and tries to improve on his/her performance.				
Does not waste time while on the job (i.e., talking on cell phone, visiting with friends, forgetting to come back to the work place after task is completed.)				
Other Comments:				

Work-Study's Signature

Date

Supervisor's Signature

Date