

Federal Work-Study Handbook

Contents

General Information	Page 3
Off-Campus College Work-Study Program	Page 3
Responsibilities	
Employee's Responsibilities to Work-Study Supervisor	Page 3
Employee's Responsibilities to Work-Study Coordinator	Page 3
Work-Study Supervisor's Responsibilities	Page 4
Getting Started	
Awarding	Page 5
Earnings and Limits	Page 5
Interviewing and Hiring	Page 6
New Hire Documents	Page 6
Orientation Process (<i>Meeting with Work-Study Coordinator</i>)	Page 6
Background Checks	Page 6
Work Schedule	Page 6
Compensation and Schedules	
Payroll Schedule	Page 7
Documents Need to Receive Paycheck	Page 7
Pay Rate	Page 7
Pay Record – Greenshades	Page 7
Timesheets	Page 7
Hour Limitations	Page 8
Summer Work-Study	Page 8
Holidays	Page 9
Severe Weather	Page 9
Closing Procedure	Page 9
Inclement Weather – Not Closing	Page 9
Lunch Hours & Breaks	Page 9
Problems and Solutions	
Hours Missed	Page 10
Need Pay Record or Employee Did Not Get Paid	Page 10
Employee Did Not Submit Hours by Due Date	Page 10
Worked Too Many Hours in a Day/Week	Page 10
Worked More Than Awarded	Page 10
Worked Less Than Awarded	Page 10
Other Important Information	
Requesting/Terminating A Federal Work-Study Position	Page 10
Personal Appearance and Demeanor	Page 10
Confidentiality	Page 11
Rules of Conduct and Prohibited Behavior	Page 11
Computer Utilization Policy	Page 12
Performance Evaluation	Page 12
Warnings and Terminations Procedures	Page 12
Harassment and Discrimination Policies	Page 13
Disability Accommodation	Page 13
Equal Employment Opportunity	Page 14
Directory	Page 15
Performance Improvement Plan (PIP)	Page 16
Signature Page	Page 17

General Information

This handbook has been developed in order to maintain integrity within the Federal Work-Study (FWS) Program. The information contained here is put together with college work-study employees and supervisors in mind.

The FWS Program gives students who lack sufficient financial resources the chance to work part time to help meet their educational expenses and an opportunity to gain valuable work experience while pursuing a college degree. To be considered for a work-study position, a student must apply for financial aid within the academic year they are attending, be eligible for the award based on the federal need analysis, meet Western Technical College's Financial Aid Satisfactory Academic Progress requirements, and be enrolled in at least six (6) credits in Fall and Spring term.

The FWS Program is a part of the Title IV Department of Education Student Financial Aid Programs. These Programs are regulated by the guidelines from the Department of Education. These guidelines must be followed consistently.

Off-Campus Work-Study Program

Western Technical College participates in the America Reads Federal Off-Campus Work-study Program. Funds are allocated to Western Technical College as participants in this community service program. The off-campus agencies will be charged 25% (\$2.25) of the work-study employee's earnings. The remaining 75% (\$6.75) is paid by federal funds. The off-campus agencies will be invoiced by Western Technical College quarterly for their 25%.

This program provides reading tutorial services to elementary school children at various school sites. Western Technical College's work-study employees must have college proficiency in reading to participate in the program. Work-study employees participating in this program must provide their own transportation to off-campus sites.

Responsibilities

Employee's Responsibilities to Work-Study Supervisor:

A work-study employee should consider the job a serious commitment. When hired for a position the work-study employee becomes a member of a work unit that depends on them. Therefore, your supervisor may expect of you to do the following:

1. Regular attendance is required. Report to work at the agreed upon time; ready to work;
2. Arrange a work schedule with your work-study supervisor at the beginning of each term;
3. Attend to assigned duties on the job;
4. Do not conduct personal business while on the job;
5. Work with a cooperative and positive attitude;
6. Notify your supervisor as soon as you know if you will be unable to report to work due to sickness;
7. Notify your supervisor as soon as possible if work schedule changes. Projects and exams may occasionally interfere with a work schedule;
8. Keep an accurate record of hours worked;
9. Submit your completed time card to your supervisor on the 15th and the last working day of the month for signature;
10. Notify your supervisor immediately if there is a change to your work-study award;
11. Notify your supervisor of any job-related accidents; and
12. Report to work with professional etiquette. This includes, but is not limited to, proper dress, cleanliness, and personal hygiene.

Employee's Responsibilities to Work-Study Coordinator

You also have responsibilities to the Office of Student Financial Aid since FWS is based on financial need; you are expected to do the following:

1. Notify the Work-Study Coordinator of any enrollment (credit) changes throughout the Academic School Year;
2. Maintain Satisfactory Academic Progress (visit Western website, <https://www.westernnc.edu/eligibility>);

3. Earn no more than your pre-determined work-study award. *See Earnings and Limits;*
4. Submit your signed timesheet to your supervisor in a timely manner for your supervisor to approve to the Work-Study Coordinator on the 15th and last working day of the month;
5. Submit all requested payroll documents to the Work-Study Coordinator in a timely manner; and
6. Notify the Work-Study Coordinator of any problems with your supervisor or a work situation that cannot be resolved between you and your supervisor.

Work-Study Supervisor's Responsibilities

In order to maintain and improve the FWS Program, the cooperation of the supervisors is imperative. The goal of the FWS Program is to provide students with valuable work experience, which they can learn from and take with them when they graduate. It is important that supervisors treat work-study employees as they would all other employees.

To ensure that we have the most up to date information and job expectations, it is the supervisor's responsibility to keep an accurate job description on file with the Work-Study Coordinator. It is imperative that the supervisor give the Work-Study Coordinator their job description and also let the Coordinator know when a position becomes available so we can post the position on our website so that the position is filled in a timely fashion.

It is the supervisor's responsibility to:

1. Keep up-to-date with work-study guidelines. The handbook is available on Western's website and SharePoint, and can be requested from the Work-Study Coordinator.
2. Check potential work-study employees eligibility through the Work-Study Coordinator;
3. Report any job openings to the Work-Study Coordinator;
4. Make sure that all the necessary paper work is completed for the Work-Study Coordinator before the work-study employee begins their job;
5. Arrange a work schedule with the work-study employee at the beginning of each term. Inform the work-study employee of their job duties and responsibilities, departmental policies and procedures, and any other expectations;
6. The work-study employee's hours should be arranged to cover the supervisor's need during the term except during breaks, holidays, and shut downs. Work-study employees may not work during scheduled class times;
7. Keep track of work-study employees' hours to ensure work-study does not work over 12 hours per week during the Fall and Spring term, AND to ensure work-study does not earn more than their awarded amount. *See Earnings and Limits;*
8. For on-campus work-study, have your work-study employee create their Greenshades account
9. Work-study employees need to be supervised at all times. *(That means a work-study cannot come in and work in the office if a college employee is not there to supervise them);*
10. Notify the Work-Study Coordinator and Western Technical College's Human Resource Department if the work-study employee stops working, fails to report for work over a period of time, quits or gets fired; and
11. Resolve any problems or grievances with all Work-study employees. In the event that a problem or grievance cannot be resolved with the work-study employee, the supervisor should contact Western Technical College's Human Resource Department and speak with either John Heath, or Jackie Kettner-Sieber.
12. Arrange and ensure there is another supervisor in place if leaving the position or college.

It is suggested that each department develop its own handbook, separate from the work-study employee handbook, for work-study employees that includes a job description and job expectations. For some departments, a single sheet detailed description might be all that is needed. This provides guidance and answers questions a new student employee might have.

In the manual, the department may want to address telephone etiquette, office procedures and some of the following questions:

- 1) What is proper attire on the job?
- 2) Who is the person to whom the student employee reports?
- 3) How would that department like the phone to be answered? Provide a script, if necessary.
- 4) When a work-study employee finishes his/her assigned tasks, what is expected?
- 5) Is there a preferred way people in the office are to be addressed?
- 6) How flexible is the work schedule once it has been arranged with a supervisor?

- 7) What are the policies about missing work for emergencies, health reasons or school-related projects?
- 8) Are friends or family allowed to be in the office? If so, under what circumstances?
- 9) Can the phone be used for local personal calls? If so, under what circumstances?
- 10) Will there be times beyond the regular work schedule that will demand Work-study employee involvement?
- 11) What kind of performance evaluation will be used?
- 12) If office policies and procedures are not followed, what are the consequences?

Getting Started

Awarding

Awards are made on a first come basis to students who have requested FWS either by talking with someone in the Office of Student Financial Aid, the Work-Study Coordinator, or marking it on their FAFSA and who meet all current requirements. The amount of assistance available for FWS at Western Technical College depends on the amount of money allocated to the College on an annual basis by the United States Department of Education. Because of the work-study money allocated to Western Technical College is limited, there are not enough funds to award all students that show financial aid eligibility. In order to accommodate additional requests, a student can come into the office to inquire eligibility for work-study. If the student meet the requirement, the Work-Study Coordinator will add on work-study after the Coordinator has been informed that the student has been hired.

Students who accept their offer of FWS **are not guaranteed a job or the entire amount of their award.** Rather, they are given access to jobs. It is possible for a work-study employee's work-study award amount to change at any time throughout the academic year. The Work-Study Coordinator will notify the employee and their supervisor of the change.

Earnings and Limits

It is the responsibility of the student and supervisor to monitor all hours worked to ensure that work-study employee do not work over 12 hours during the Fall and Spring trimester, including when school is not in session. If at any time an employee works over 12 hours in a given week, the supervisor is responsible to submit a non-instructional timesheet to Payroll. If the employee did not put in their full 12 hours one week, they cannot make it up the following week. It is 12 hours per week and not per pay period. Should the off-campus agency schedule their work-study over the limited hours, the agency will be responsible and must pay the work-study as they would their employee. It is the responsibility of the student and supervisor to monitor all earnings to ensure that work-study employees do not earn more than their awarded amount. The Coordinator will email the supervisor at the beginning of the school year or employee's start date, whichever comes first, the total hours the employee has for the entire school year, and will be sent another email when the employee has 20 hours left. At any time, supervisor are welcome to contact the Coordinator for the remaining hours of their work-study employees. Once the work-study employees earn their awarded amount or College's FWS fund has been exhausted they can no longer work as a work-study. Students who earn more than their awarded amount could jeopardize their other financial aid.

To calculate the number of hours per week a student can work, maximizing his/her award, use the following formulas:

$$\frac{\text{Total FWS Award}}{\text{Rate of Pay}} = \text{Total Hours of Eligibility}$$

If work-study employees have any questions, they should contact the Work-Study Coordinator in the Office of Student Financial Aid.

Interviewing and Hiring

After a student is awarded FWS the Work-Study Coordinator will send an email (see example on next page) to the student indicating that they are eligible for work-study and what their next steps are if they are interested in the FWS Program.

Once the student has been offered the job, the supervisor will have the student set up an orientation meeting with the Work-Study Coordinator to fill out the required paper work and go over the Work-study Employee Handbook. The student is **NOT** considered hired until the Work-Study Coordinator meets with them, have all the necessary forms completed, and the Work-study Coordinator emails the supervisor with the date the student can begin working.

Hello,

You have been awarded work-study on your financial aid award package. If you have not accepted your awards, please log on to your [MyFinAid](#) to view/accept/decline your awards. For first time user, you will need to click on first time user to activate your account before logging on. After you accepted your federal work-study, follow the steps below. Work-study is a part-time entry level student job with on- and off-campus opportunities. Work-study gives students an opportunity to gain valuable work experience while pursuing a college degree. We have limited work-study positions.

Steps to obtain a work-study job:

1. On your MyFinAid, go to **Menu** on the top left hand corner down to **Federal Work-Study**.
2. You will need to download the Work-Study Application to your computer and fill out the application.
For your convenience, I attached the application for you to print.
3. E-mail the application to the supervisor(s) of the position(s) you are interested in. You can apply to more than one but can only accept one position.
4. A supervisor will contact and invite you for an interview. Once you are hired, your supervisor will have you schedule an appointment to meet the Work-Study Coordinator for an orientation.

If you have questions about the process, feel free to ask.

Thank you

Office of Student Financial Aid

*** Work-Study Employees Cannot Hold More Than One Work-study Position at a Time ***

New Hire Documents (to be completed with the Work-Study Coordinator)

- I-9 Employment Eligibility Verification
- W-4 Employee's Withholding Allowance Certificate
- Direct Deposit
- Hiring Agreement
- New Hire Form
- Work-study Employee Handbook Form
- Background Check

Orientation Process (meeting with the Work-Study Coordinator)

During the time the student meets with the Work-Study Coordinator the student is given information regarding eligibility requirements and pay periods. They will also fill out, W-4 form, I-9 Employment Eligibility Verification forms, and any other forms that may need to be filled out at this time. It is the supervisor's responsibility to let the work-study employee know what is expected of them as employees as well as how to complete and when to turn in their time cards.

Background Checks

Western Technical College is committed to protecting the security, safety, and health of employees, students, and others, safeguarding the assets and resources of the College, ensuring legal compliance, and assuring individuals in responsible positions are worthy of the trust they are given. Therefore, all new work-study employees are required to complete a background check prior to starting employment. Employment is contingent upon successful completion of a background check. Keep in mind background checks can take up to 3-7 business days for review and approval.

Work Schedule

The work-study employee and the supervisor need to develop a mutually agreed upon work schedule that does not conflict with the employee's scheduled class periods. There is a calendar on the Work-Study website (<https://www.westerntc.edu/work-study>) showing days that work-study employees can and cannot work. Keep in mind when developing a schedule, work-study employees are not allowed to be left unsupervised.

Unsupervised means there is no college employee, either part time (not counting student employees) or full time, which the student can go to with questions. This means that a work-study employee cannot work from home, unless approved by the Work-Study Supervisor and Coordinator.

During the Fall and Spring term, it does not matter if school is not in session, work-study employees are allowed to work up to 12 hours per week. During the Summer term work-study employees are allowed to work up to 25 hours per week, with conditions, *see Summer Work-Study*.

Compensation and Schedules

Payroll Schedule

Pay dates are around the 10th and 26th of each month. Should the 10th or 26th fall on a Saturday then you should be paid on the Friday before. Should the 10th or 26th fall on a Sunday then you should be paid on the following Monday. There is a pay dates spreadsheet on the Payroll intranet site, <https://intranet.westerntc.edu/Payroll/SitePages/Home.aspx>). It is faster to receive your pay via direct deposit. If you choose to opt out of direct deposit, receiving your paper check in the mail is a slower process. Please allow at least 3-5 business days before calling Payroll Office where your check is.

Documents Needed to Receive Paycheck

- I-9 Form:
This form is mandatory and the original form must be completed with the Work-Study Coordinator before the employee will be allowed to start working.
- W-4 Form:
This form is mandatory for payroll purposes. This form, must be completed with the Work-Study Coordinator.
- Timesheet:
Timesheets (for off-campus employee) need to be accurately completed with supervisor's signature on them. They need to be turned in on the 15th and last working day of the month to the Work-Study Coordinator. Electronic timesheets must be submitted on the 15th and last day of the month on Greenshades.
- Direct Deposit Form:
This form is not mandatory but highly encouraged. This form will need to be turned into the Work-Study Coordinator.

Pay Rate

The current pay rate for work-study employee is \$9.00 per hour for on- and off-campus work-study jobs.

Pay Record – Greenshades/Greenshades

Western uses a system called Greenshades, aka Greenshades, to give you access to enter your hours worked (certain groups of employees) to your pay information and W-2 (if electronic delivery is selected). Work-study employees will need to create an account with Greenshades, your choice of either with the Western email address or a personal email address. Work-study employees will receive email notifications from Greenshades when their pay record is available. If you don't set up your Greenshades account you will not receive an email about your pay record but it will be available on Greenshades. If you have problems setting up your user account, please send an email to pcservice@westerntc.edu to receive help.

Timesheets

ELECTRONIC TIMESHEET: For the on-campus work-study employee, you must set up your Greenshades account. You must enter your hours within three business days after the 15th for hours worked from the 1st – 15th and three business days after the last working day of the month for hours from the 16th – the last day of the month.

- You are responsible for the accuracy of the hours reported on Greenshades/time sheet

PAPER TIMESHEET: Work-study employee working off-campus cannot use Greenshades to enter hours worked. You need to submit a paper timesheet to your supervisor for approval first before your supervisor submit it to me. Paper timesheets are due two business days after the 15th for hours worked from the 1st – 15th and two business days after the last working day of the month for hours from the 16th – the last day of the month.

- Time sheet without the supervisor signature will NOT be accepted and CANNOT be processed; and
- Make sure you keep a copy of your time card for your records.

The Fair Labor Standards Act of 1938 prohibits employers (including schools) from accepting voluntary services from any paid employee (including work-study employees). Any student employed under work-study must be paid for all hours worked. If a student overworks his/her award, under any circumstances, their financial aid package may be seriously affected. In addition, the department will have to pay the work-study employee the amount that they overworked.

Hour Limitations

Work-study employees are allowed to work 12 hours per week during the Fall and Spring term (First day of school in September through the last day of school in April).

Work-study employees enrolled less than half-time (5 credits or less) or not enrolled in summer classes are allowed to work 25 hours per week during the Summer term (last week of April through August). Work-study employees enrolled in at least half-time (6 credits) in the summer are allowed to work up to 12 hours per week during the summer term.

A work-study employee may not work more than 8 hours in any given day. Should they work more than 8 hours in any given day the department that they worked for will need to pay for those extra hour(s).

Summer Work-study

Summer term work-study may start roughly around the last week of April and ends the end of August.

- a. Work-study employees who are not enrolled in the summer are allowed to work up to 25 hours per week from the last week of April through August 31st. They must have a current FAFSA and next year FAFSA on file. They must have financial need for FWS, they must be enrolled and maintain at least six (6) credits (not including developmental credits) for the upcoming Fall term.
- b. Work-study employees enrolled in less than half-time (5 credits or less) in the summer are allowed to work up to 25 hours per week from the last week of April through August 31st. They must have both 2019-2020 and 2020-2021 FAFSA on file. They must have financial need for FWS, and must be enrolled and maintain at least six (6) credits (not including developmental credits) for the upcoming Fall term.
- c. Work-study employees enrolled in a minimum of 6 credits in the summer can work up to 12 hours per week. If they are continuing into the 2020-2021 school year, they must have a 2019-2020 AND the 2020-2021 FAFSA on file. They must have work-study eligibility for both aid year. They must be enrolled in a minimum of 6 credits for the upcoming Fall term.
- d. Work-study employees enrolled in the summer that are leaving Western after they are done with summer term, whether they are graduating or transferring to another college, are allowed to work up to 12 hours per week if enrolled in at least half-time, or 25 hours per week if enrolled in less than half-time. They must have a 2019-2020 FAFSA on file and must be eligible for work-study. These employees are able to work from the last week of April up to their last day of classes OR through the end of August, whichever comes first.
- e. Students who will be graduating cannot work the Summer term following their graduation date, unless they plan on returning for another degree and are work-study eligible.

Holidays

Work-study employees are NOT allowed to work during College shutdown unless otherwise told by the Work-Study Coordinator. There are no paid holidays, sick pay, vacation pay, overtime pay or benefits for work-study employees.

Severe Weather

Closing Procedure:

The College’s general procedure is to remain open at all times as scheduled. At the same time, it recognizes that faculty, staff, and students may experience, depending on their particular situation, emergency situations or conditions independent of conditions affecting the College as a whole. In these instances, it does not ask staff or students to put themselves in peril to come in to work or class. Supervisors and faculty are expected to be reasonable in their demands on staff and students to be on location when there is a bona fide emergency situation affecting the individual. There may be a few situations where it will be deemed prudent to close the institution. If the decision is made to close the College, employees should not report to any College or work location.

Inclement Weather – Not Closing:

In the event of a situation that is not determined to be sufficient to actually close the campus, faculty and administrators are asked to use good judgment in allowing an absence of an employee or student who feels that his/her attendance would adversely affect “life and limb” (e.g. a bad weather situation in his/her travel area) and therefore cause an absence.

Lunch Hours & Breaks

The College encourages all employees to take a lunch break to support good health and wellness.

When employees work more than six hours, the department must provide a thirty (30) minute unpaid meal period that is to be taken at a time approved by his/her supervisor. Breaks and meal periods may be taken in one of the following ways and must be approved by the employee’s supervisor.

Guidelines for breaks:

1. Fifteen (15) minute morning break, one half hour unpaid lunch, fifteen (15) minute afternoon break.
2. Combine both breaks with lunch to create one hour. One half of that lunch time would be your one-half hour unpaid lunch period.
3. A break of 15 minutes is considered time worked.
4. Scheduling of breaks for individuals should not interfere with the department’s normal operation.
5. Breaks should not occur at the beginning or conclusion of the work day.
6. Supervisors are responsible for coordinating breaks to ensure proper coverage.

This schedule is subject to review and subsequent changes may be made in the event of coverage issues. Breaks may not be taken until the employee has worked at least two hours of a regular shift.

Daily hours worked (either scheduled or reduced by paid leave)	One 15 minute paid break after completing approximately 3 hours of time worked	One unpaid meal period taken approximately mid-way between start and no later than 1 hour prior to the end of the workday	Second 15 minute paid break approximately 2 hours before the end of the workday.
6 hours	X	Optional	X
7 hours	X	X	X
8 hours	X	X	X

For employees needing an ADA accommodation to these general standards for meal and breaks, please contact the Employment, Benefits, & EEO Manager for assistance at 608-785-9274.

Employees Younger than 18

Employees under 18 years of age may not work longer than six hours without receiving at least a 30-minute unpaid lunch period. Breaks of shorter duration are not required, but may be offered.

Problems and Solutions



Hours Missed

There will be times a student will not work the total 12 or 25 (summer) hours during the week. They are **NOT** allowed to make those hours up on a different week.

Need Pay Record or Employee Did Not Get Paid

If you are receiving a paper check by mail, please allow at least 3-5 business days for your check to be delivered. If it has been over five business days, contact Payroll Office at (608) 785-9594.

Employee Did Not Submit Hours by Due Date

If you missed entering your hours or did not enter your hours by the deadline date, it will be paid on the next pay period. You will need to contact Payroll Office at (608) 785-9594 on how to submit your hours.

Worked Too Many Hours in a Day/Week

Work-study employees are only allowed to work up to 8 hours per day and 12 hours per week during the Fall and Spring terms, even when school is not in session. Work-study employees are allowed to work up to 25 hours per week during the Summer term.

Work-study employees who work more than 8 hours in a day and/or 12 hours per week will be covered by the department student help account. If the student is working for an off-campus agency, the agency will need to put the student on their payroll and pay them as a part-time employee for the difference.

Worked More Than Awarded

Work-study employees are only allowed to work up to their awarded amount or until the College Work-Study money has been exhausted. A work-study employee is not allowed to earn more than their awarded total. If a work-study employee works more than they were awarded for the school year it is the department's or off-campus agency's responsibility to pay the difference.

Worked Less Than Awarded

Work-study employees, who do not earn their total FWS awarded amount, are not entitled to the remaining balance.

Other Important Information

Requesting/Terminating a Federal Work-Study Position

Any campus department or office can request for a work-study position(s). The department or office will need to contact the Work-Study Coordinator to establish the position. When requesting a work-study position, you are the employer and are accepting the responsibilities involved in that role.

It is also important to remember that the work-study population is restricted to those students awarded this particular portion of financial assistance and is limited. You may request as many work-study positions as necessary; however, you are not guaranteed any work-study positions.

If your position has not been filled within a year, the Work-Study Coordinator has the right to remove it and reallocate the position to a department that is in need. If you no longer have a need for a work-study, send an email to the Work-Study Coordinator to terminate the position.

Personal Appearance and Demeanor

During regular work hours, Western expects that each employee's dress and appearance should present a professional and businesslike image to students, visitors, and the public. Employees should feel comfortable at work, yet always look neat and professional (business casual). Use good judgment and common sense when selecting clothing for work. The following table lists some examples of appropriate and inappropriate attire as a starting guideline.

Dress Code Guidelines

Appropriate Attire	Inappropriate Attire
<ul style="list-style-type: none"> • Dress Slacks/Capris • Casual pants • Blazers/Sport Coats • Blouses/Dress Shirts • Sweaters/Cardigans • Polo/Golf Shirts • Skirts/Dresses • Jeans, Team Wear, Western casual wear • WESTERN shirts • EXCEPTION - In some areas, casual attire may be worn regularly upon supervisor approval based on the nature of the job 	<ul style="list-style-type: none"> • Athletic clothing (only for Wellness Center) • Tank/halter/midriff tops • Novelty T-shirts and sweatshirts • Baseball caps/hats • Clothing that is dirty, worn, ripped, or frayed • Clothing that advertises drugs, alcohol, tobacco • Clothing that contains foul or suggestive language • Flip-flops (rubber or plastic beach-style)

Confidentiality/FERPA

The Family Education Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that guarantees the confidentiality of student records. All student employees of Western Technical College should be aware of the basic guidelines provided by FERPA to ensure that they do not violate this federal law. FERPA violations may result in disciplinary action including, but not limited to, the loss of their job.

Some positions at Western Technical College involve regular access to confidential information. It is expected that you will not discuss such information with anyone outside of Western Technical College or in public areas on the college campus. You should only discuss confidential information with other employees of your department when it is necessary for the performance of your job.

Please Note: Under no circumstances may a student release student information to anyone, unless the position specifically requires the student to do so. Refer any requests for information about a student to your supervisor to ensure that FERPA violations do not occur.

The student must avoid accessing student's records that they do not need to do their job, and may not exchange student information that they have learned while performing their job. Even a minor disclosure of information (i.e., telling another student of someone's class schedule) may be a FERPA violation and may result in disciplinary action.

Refer to: [Policy C0206](#)

Rules of Conduct and Prohibited Behavior

To assist the efficient operation of the College, and to ensure the safety and wellbeing of those at the College, the following rules of conduct are in force. The rules of conduct are not for the purpose of restricting the rights and activities of employees, but are intended to help employees by defining and protecting the rights and safety of all persons. Employees are expected to acquaint themselves with these rules and other work rules specific to their department. Prohibited behaviors include, but are not limited to:

1. Stealing or unauthorized removal or use of property belonging to the College, to employees, students or visitors of the College;
2. Unauthorized use and/or possession of intoxicating beverages, narcotics or dangerous drugs on the College premises, or reporting to work under the influence of intoxicating beverages, narcotics or dangerous drugs;
3. Fighting, gambling, use of profane, obscene or abusive language while at work;
4. Carrying weapons;
5. Behaving in a discourteous or disrespectful manner;
6. Refusal to carry out the instructions of a supervisor (insubordination);
7. Leaving the job without permission during regularly assigned working hours;
8. Sleeping while on duty;
9. Creating unsafe conditions;
10. Loss, damage, or destruction of property belonging to the College or to employees, students, or visitors to the College;
11. Unwillingness or inability to work in harmony with others, discourtesy or conduct creating discord; and

12. Failure to comply with policies and procedures of the Western Technical College Work-study Handbook and those specific to a department.

Computer Utilization Policy

Western's computer resources must be used in a manner that is consistent with each user's duties and responsibilities. Work-study employees are expected to act in a spirit of mutual respect and cooperation, while adhering to the following policies.

1. Employees may utilize the College computer resources ONLY for college-related purposes.
2. Each employee is responsible for safeguarding his/her computer account. Each user will be held responsible for all actions originating from his/her account.
3. Employees may not engage in unauthorized duplication, alteration, or destruction of data, programs, or software belonging to others and may not copy material protected by copyright.
4. Employees may not engage in improper use of computer hardware. This includes, but is not limited to, tampering with equipment or unauthorized removal of equipment or components.
5. Users may not use computer resources to engage in abuse of other users. Such abuse includes, but is not limited to, the sending of abusive, obscene, or numerous messages within the College or beyond via network facilities.
6. Employees may not use the system in a way that disrupts its use by others. This includes sending or receiving excessive numbers of large files and "spamming" (sending e-mail to thousands of users).
7. E-mail and other electronic communications transmitted by the College equipment, systems and networks are not private or confidential, and they are the property of the College.

The College reserves the right to monitor and regulate e-mail and other electronic communications, directories, files and all other content, including internet use, under appropriate conditions, all data contained in the system to protect the integrity of the system and to insure compliance with these policies. Any user who is found to be in violation of these policies is subject to:

- Suspension and/or termination of computer privileges;
- Disciplinary action according to both College and FWS policies;
- Referral to law enforcement authorities for criminal prosecution; and
- Other legal action, including action to recover civil damages and penalties.

Performance Evaluation

Employers are encouraged to give positive feedback to work-study employees; however, there may be times during the year when a work-study employee is not performing up to your expectations as a work-study supervisor. At these times, it may be necessary for the supervisor to inform the work-study employee of their dissatisfaction with the employee's performance. Western Technical College has a policy put in place to assist with performance coaching and discipline.

1. Verbal Coaching - The first step should be to verbally notify the employee of the inappropriate actions. Hopefully, this will be sufficient to correct most problems. This would be a discussion between the work-study supervisor and employee.
2. Formal Coaching - If the situation continues, the problem should be defined in writing by using the Performance Improvement Plan (PIP), *see Performance Improvement Plan, page 19*. This would be a discussion between the work-study supervisor and the employee with written documentation. Suggestions for improvement should also be detailed in writing, including an expected date of improvement. This form should be signed by both the work-study supervisor and the work-study employee so that there is a mutual understanding of the situation. Once these procedures are followed, hopefully there will be an improvement in the situation. If, however, the problem continues to be unresolved, it may be necessary to terminate the employee. *If this is necessary, please see the warnings and terminations section.*

Warnings and Terminations Procedures

The employment relationship between Western Technical College and all student employees is exclusively that of an employee-at-will. The College of the work-study may terminate the employment at any time. An offer of hire or an actual hire **CANNOT** be construed to be a contract for employment for any specific length of time.

The College depends on its work-study employees to be reliable and conscientious. Repeated negligence such as absenteeism, tardiness, time card abuse, or lack of job performance may warrant a warning or even dismissal.

Most job-related difficulties or misunderstandings should be worked out between the individual student and the supervisor. Generally, a conversation between the work-study employee and the supervisor/manager should be the first course of action. If that conversation or subsequent conversations proves unsuccessful in modifying the problem, the supervisor must send the student employee a written warning; and the Manager should be consulted in drafting this notice. If a written warning proves unsuccessful, the supervisor, with manager approval, has grounds for dismissing the student.

Absenteeism: If illness or some other unavoidable circumstance prevents attendance at work, the student employee must notify the supervisor as soon as possible. It is the student employee's responsibility to find an approved substitute if the supervisor has supplied a list of names for that purpose, or a substitute list may be used by the supervisor. Continued absenteeism is cause for disciplinary action or dismissal, but as with any other employment action, must be within the law.

If a work-study employee drops below six-credits during the regular fall/spring term, they are no longer eligible for college work-study funds and need to stop working immediately. It is the student's responsibility to let their supervisor and the Work-Study Coordinator know.

Throughout the regular term, the Office of Student Financial Aid evaluates the total college work-study balance and may make new awards or take some away depending on the available funds. July and August is a separate financial award period and the entire process of awarding and hiring students must be repeated. Your Fall/Spring work-study employee(s) may or may not be able to return in the Summer, depending on their eligibility.

Harassment and Discrimination Policies

Harassment or discrimination of any kind, by or against any member of the College, will not be tolerated. If a student employee is found to have harassed or discriminated another employee, or student, staff, community or faculty member, disciplinary action will be taken which can include termination. For more details on harassment and discrimination policies see the Employee Handbook located on the Sharepoint at <https://intranet.westernnc.edu/hr>.

Refer to: [Policy C0102](#)

Disability Accommodation

Provision of Reasonable Accommodation for People with Disabilities

Western Technical College is in compliance with Section 504 of the 1973 Rehabilitation Act and with the Americans with Disabilities Act Amendments Act of 2008. It is the policy of Western Technical College to provide reasonable accommodations (when requested) for qualified individuals with disabilities who are students, potential students, employees or applicants for employment, provided such reasonable accommodations do not place undue hardship on the operations of the College.

The College will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations as required to afford equal employment and educational opportunity to qualified individuals with disabilities. Reasonable accommodations will be provided in a timely and cost-effective manner upon self-identification, verification and an analysis of solutions.

Provision of Reasonable Accommodations for People with Disabilities

Student accommodation:

- Contact Disability Support Specialist (608) 785-9875
- Provide proof of disabling condition(s) and limitations resulting from condition
- For further information refer to <https://www.westernnc.edu/access-services>

Employee accommodation:

- Speak to supervisor or request a form from the Employment, Benefits, and EEO Manager in the Human Resources Office
- Return form to the Human Resources Office
- Provide proof of disabling condition(s) and limitations resulting from condition

Reasonable accommodations:

- Will be addressed in timely manner

- We encourage any individual who has questions or believes he/she has not received accommodations to access the employee complaint resolution process or student grievance process. You may also elect to file a complaint at the state or federal level.

Western:

If you believe your request for reasonable accommodations has not been addressed, please see Policy C0101(b) Employee Complaint Resolution – Actions that are in Violation of College Policy or Student Grievance Process – Student Handbook

Further Resources:

- State of Wisconsin (employee or student)
- DWD: Equal Rights-Fair Employment Law and Complaint Process

Federal:

- U.S. Equal Employment Opportunity Commission (employee)
- OCR-Office of Civil Rights (employee or student)

Equal Employment Opportunity

The College will not discriminate against any employee or applicant for employment, student or prospective student based on race, color, sex, sexual orientation, religion, creed, national origin, ethnicity, ancestry, age, disability, marital status, veteran status or military service, genetic information, pregnancy, off-campus use/nonuse of lawful products, arrest or conviction record, or any other characteristic protected by federal, state, or local law (hereinafter "Protected Characteristic(s)"). This prohibition applies to recruitment, hiring, transfers, promotions, training, layoff or recall from layoff, terminations, retention, certification, testing and committee appointments, education and assistance thereof, and social or recreation programs. The College is strongly committed to this policy, and believes in and practices equal opportunity and affirmative action.

Principal publications available to students, employees, applicants for admissions or employment, and sources of referral for both, will include a statement of nondiscrimination which specifically includes reference to Title IX of Education Amendments of 1972 and to Section 504 of the Rehabilitation Act of 1973. Delivery of student services will be performed in harmony with statutory requirements.

It is the policy of the College to assure equal opportunity for qualified applicants for employment, for qualified employees in matters of employment, and for students in District educational programs in all educational and employment-related activities. This policy applies to all students, employees, applicants, and prospective students irrespective of any Protected Characteristic(s). Responsibility for the Equal Employment Opportunity is assigned to the Employment, Benefits, and EEO Manager.

The Human Resources Department is charged with the responsibility for assuring that areas of statistical deficiency are being addressed. When a selection process involves the recruitment of candidates from the general public, the Employment, Benefits, and EEO Manager/Equal Opportunity Compliance Officer is responsible for:

- Ensuring the selection team contains a representative from the Diversity Advisory Team and/or a manager who has completed diversity-in-hiring training.
- Monitoring the process to assure that all efforts are made to ensure a representative applicant pool both at the initial recruitment stage and the interview stage.
- Statistically analyzing the selection process to assure that there are no elements of the process that are resulting in adverse impact against either minorities or females.

The College is committed to compliance with all applicable local, state, and federal equal opportunity and affirmative action laws and regulations, including:

Titles VI and VII of the 1964 Civil Rights Act Title IX of the 1972 Educational Amendments Act Section 504 of the Rehabilitation Act of 1973 The American with Disabilities Act of 1990 The Civil Rights Act of 1991 The Carl D. Perkins Vocational and Technical	The Age Discrimination Act of 1975 The Civil Rights Restoration Act of 1987 The Genetic Information Nondiscrimination Act of 2008 The Wisconsin Fair Employment Law Other appropriate laws and executive orders and/or administrative directives and codes including the
--	--

Education Act The Equal Pay Act of 1963 The Pregnancy Discrimination Act The Age Discrimination Act of 1967	Office of Civil Rights Guidelines for Eliminating Discrimination and Denial of Services on the Basis of Race, Color, National Origin, Sex and Handicap in Vocational Programs (34 CFR, Part 100 Appendix B)
--	--

The College will not condone harassment by its staff or students on the basis of any Protected Characteristic(s). Such harassment is unlawful and is prohibited.

Refer to: Policy C0102 Anti-Harassment (Handbook – Employment Section)

Procedure C0102p Anti-Harassment (Handbook – Employment Section)

The College will provide equal educational opportunity in an educational climate that is conducive to and supportive of cultural and ethnic diversity. This commitment includes, but is not limited to, physical access to courses and programs; physical education and athletics, extracurricular activities; admissions; student policies and their application; counseling, guidance and placement services; financial assistance; work-study; housing and all other District facilities. The District will make reasonable accommodations for persons with disabilities to assure access to programs and employment.

The District will provide reasonable accommodations to staff for religious observances and practices.

The specific responsibility for the implementation of the affirmative action plan rests with the Employment, Benefits and EEO Manager (EEO/AAP) who should be contacted for any questions. The Employment, Benefits and EEO Manager (EEO/AAP) reports to the Director of Human Resources. All managers and staff share Equal Opportunity program responsibility, and their performance standards will include an Equal Opportunity component. This commitment includes the establishment of internal assessment and reporting procedures, and of complaint procedures for prompt processing of charges of discrimination.

Staff may file complaints with the:

Employment, Benefits, and EEO Manager and/or
Director of Human Resources

These individuals are located at the following location:

Western Administrative Center; 400 Seventh St N; La Crosse, WI 54602
Phone: 608-785-9077

Students may file complaints with the Dean of Students

For Employee Complaint Resolution Regarding College Actions That Are in Violation of College Policy see:

- Policy C0101(b) Employee Complaint Resolution – Regarding College Actions that are in Violation of College Policy (Handbook- Employment Section)
- Procedure C0101(b)p Procedures for Employee Complaint Resolution – Regarding College Actions that are in Violation of College Policy (Handbook – Employment Section)

For students see:

- Student Grievance process located in the Student Handbook

Directory

Janessa Horstman
Work-Study Coordinator
Email: Horstmanj@westerntc.edu
Phone: 608-785-9437

John Heath
Human Resources Director
Email: HeathJ@westerntc.edu
Phone: 608-785-9464

Jerolyn Grandall
Financial Aid Manager
Email: GrandallJ@westerntc.edu
Phone: 605-785-9576

Amanda Grosse
Employment Coordinator
Email: GrosseA@westerntc.edu
Phone: 608-789-6253

Performance Improvement Plan (PIP)

Employee's Name: _____

Date: _____

Problem/Situation:

Suggestions for Improvement:

Date of Expected Improvement: _____

Outcome:

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____

One Copy – Supervisor

One Copy – Work-Study Employee

One Copy – HR

As a member of the Western Technical FWS Program I understand and agree to the position I now occupy in my role as a work study supervisor. Therefore, I am in total agreement with this contract and will fulfill my obligations.

I have been given a copy of the Work-Study Handbook or the information needed to access an electronic version of the current Work-Study Handbook for Western Technical College.

I have read and studied the contents of the Work-Study Handbook and will follow the federal and institutional policies and procedures contained therein.

Name (Print)

Date

Signature

This form needs to be submitted to the Work-Study Coordinator