

Work-Study Orientation



Welcome to Sauk Valley Community College Work-Study orientation. This orientation is designed to give you an understanding of SVCC's expectations of student workers.

Work-Study

Purpose:

To provide students with a positive learning experience for future employment, that requires the same responsibilities as full-time staff on campus, or the equivalent off campus.

Benefits:

- Work-study offers students a schedule that works with their college courses while gaining real-world experience.
- Work-study experience is great for future resumes
- Supervisors can be excellent references for future employment

Note: The federal work-study program is designed to give you real life work experience while attending school. As a work-study student you are expected to perform no differently than a regular employee of the College.

Topics

- **College Policies**
 - **Discrimination & Harassment**
 - **ADA**
 - **Emergency Procedures**
 - **FERPA**
 - **DCFS Mandated Reporter**
- **Work-Study Policies**
 - **Expectations**
 - **Dress Code**
 - **Phone Skills**
 - **Continued Employment**
- **FAQ's**





**College Policies:
Discrimination &
Harassment**

Discrimination & Harassment

- **Title VII, Civil Rights Act, 1964**
 - Prohibits discrimination in employment based on race, color, religion, gender, sexual orientation or national origin
 - The courts have interpreted discrimination based on sex to include sexual harassment
- **Sexual Harassment**
 - Any unwelcome attention of a sexual nature that creates an intimidating, hostile, or offensive work environment or interferes with educational or work performance

How Can Sexual Harassment Occur?

- **Verbal Behavior**
- **Nonverbal Behavior**
- **Physical Behavior**



Examples of Verbal & Non-Verbal Harassment

- **“Humor” or jokes about sex or gender or sexual orientation related characteristics.**
- **Suggestive comments about a person’s clothing, body, or sexual activity**
- **Sexual propositions**
- **Direct or indirect threats linked to sexual proposition or activity**
- **Leering, whistling, suggestive sounds, or gestures**

Quid Pro Quo



- Means “This for that”
- Usually occurs within the relationship of
 - Supervisor to Employee
 - Faculty to Student
 - Administrator to Faculty
 - Supervisor to Subordinate/Worker

Generally occurs in a relationship that involves two people, where one of the two has some form of power over the other.

Hostile Work Environment

- **Intimidating or offensive work environment that interferes with educational or work performance**
- **Does a hostile work environment exist?**
 - **How frequent is the conduct?**
 - **How severe?**
 - **Is the conduct physically threatening or humiliating?**
 - **Does the conduct unreasonably interfere with the individual's work performance?**



Who Can Commit Sexual Harassment?

- Supervisor
- Students
- Subordinates
- Same Sex
- Co-workers
- Clients
- Customers



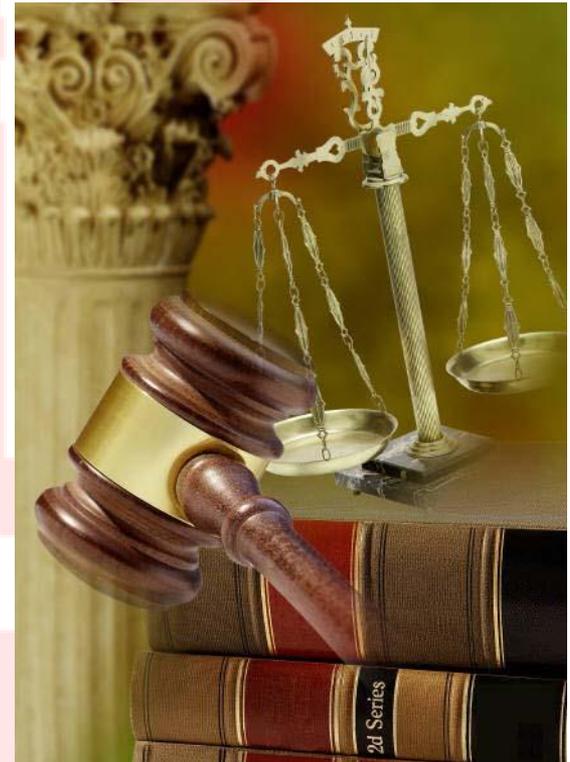
Common Misconceptions



- **No complaint, there is no legal obligation**
- **Turning a blind eye**
 - Failing to create policies
 - Ignoring inappropriate conduct
- **Negligent handling of a complaint or harassment**

The College May Be Charged

- **Wrongful or negligent hiring or retention**
- **Failure to be cognizant of inappropriate conduct**
- **Failure to adequately investigate a complaint**



Avoiding Discrimination & Harassment

- **Be aware of your words & actions**
- **Treat everyone with respect**
- **Do not discuss religious beliefs at work**
- **Avoid age based comments**
- **Avoid horseplay**
- **Avoid assumptions that jokes & gestures are harmless or offensive**
- **Do not talk about your romantic life or anyone else's**
- **Do not use the internet or your e-mail to download distasteful jokes, sayings, cartoons, or access questionable websites**



Responsibility

We all have the responsibility of keeping Sauk free of harassment. Anyone who feels he/she has been or is being harassed, or who believes that another individual has been or is being harassed, should immediately report to:

- **Affirmative Action / Equal Opportunity** -
 - Kathryn Snow, Office 3L18, phone 291
- **Sexual Harassment Officers** -
 - Kathryn Snow, Office 3L18, phone 291
 - Steve Nunez, Office 3L12, phone 263
- **Sexual Harassment Officer** – student-to-student or student-to-employee
 - Janet Matheney, Office 1H06, phone 305

**College Policies:
Americans With
Disabilities Act (ADA)**

The Americans With Disabilities Act (ADA)

On July 26, 1990, President Bush signed the Americans with Disabilities Act into law.



This act was the world's first comprehensive civil rights law for people with disabilities

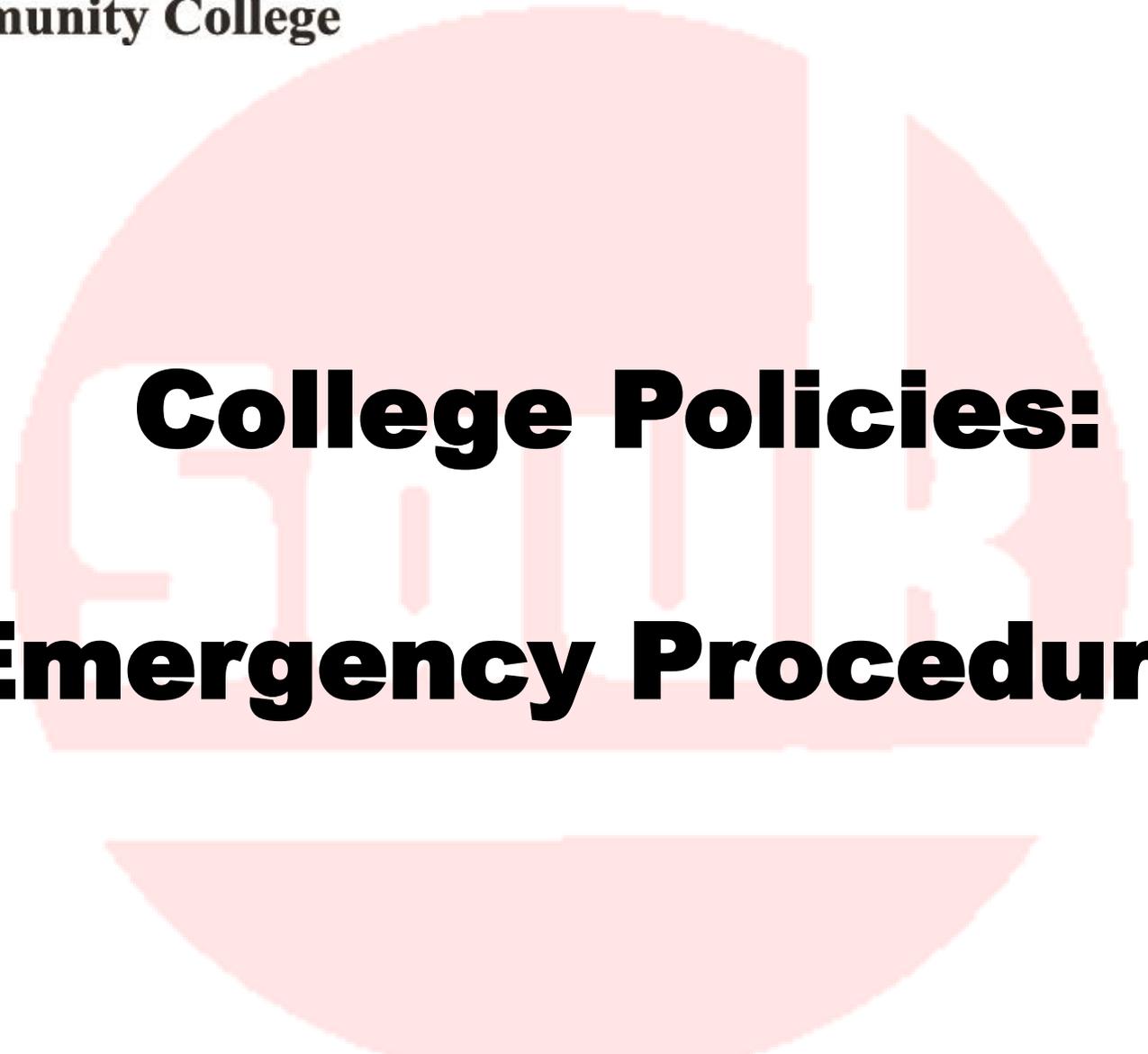
Executive Order 12291; Public Law 101-336; Section 504 of 1973 Rehabilitation Act

Americans With Disabilities

The Americans With Disabilities Act (ADA) of 1990 is a National mandate to end discrimination against persons with disabilities in social and economic life.

College Resources:

- **Kathryn Snow, ADA Coordinator for the College
Office 3K18, phone 291**
- **Sandra Geiseman, Coordinator, Disability Support Office
Office 1F27, phone 246**



**College Policies:
Emergency Procedures**

Emergency Procedures

- **Emergency Procedures are located in every classroom and office in the college**
 - **Medical Emergencies**
 - **Fire & Evacuations**
 - **Severe Weather & Taking Shelter**
 - **Assisting Persons with Disabilities in Emergencies**
 - **Personal Safety**
 - **Crime**

Calling Security or 911

- **Dial 789 on any campus phone to reach Security**
 - Security is on campus 24/7, 365 days a year
- **If calling 911 – Be sure to call from a college phone**
 - Alerts the emergency personnel where you are in the college
 - Notifies SVCC's emergency response team

Medical Emergencies



- **Ask if person needs assistance or an ambulance**
- **If an ambulance is needed, dial 911 from a college phone**
- **Call security**
- **Wait with the person until security or emergency personnel have arrived**

Fire & Evacuations

- **If you smell smoke or see fire report it right away**
- **Sound the alarm (alarm is Audible & Visible)**
 - Alarm is **ONLY** used in the event of a fire – if the alarm sounds **Evacuate**
- **Evacuate at least 500 ft from building**
- **Do not use the elevator**
- **Wait for the “All Clear” before returning to the building**



Severe Weather & Taking Shelter



- **SVCC Monitors weather**
 - **Weather Warnings**
 - **Increased Alert**
 - **Warning Notifications**
- **Announcement to take shelter in the basement will be made over the speaker system**
- **Do not use the elevator**
- **Wait for the “All Clear” before returning to your workspace**

Assisting Persons with Disabilities

- **Evacu-Trac is a device used by qualified personnel during emergency conditions to safely move persons with disabilities to the 1st floor. They are located on the 3rd floor West Mall and Center Stairwell**
- **In the event of an emergency, trained personnel will be at these locations to assist**



Personal Safety

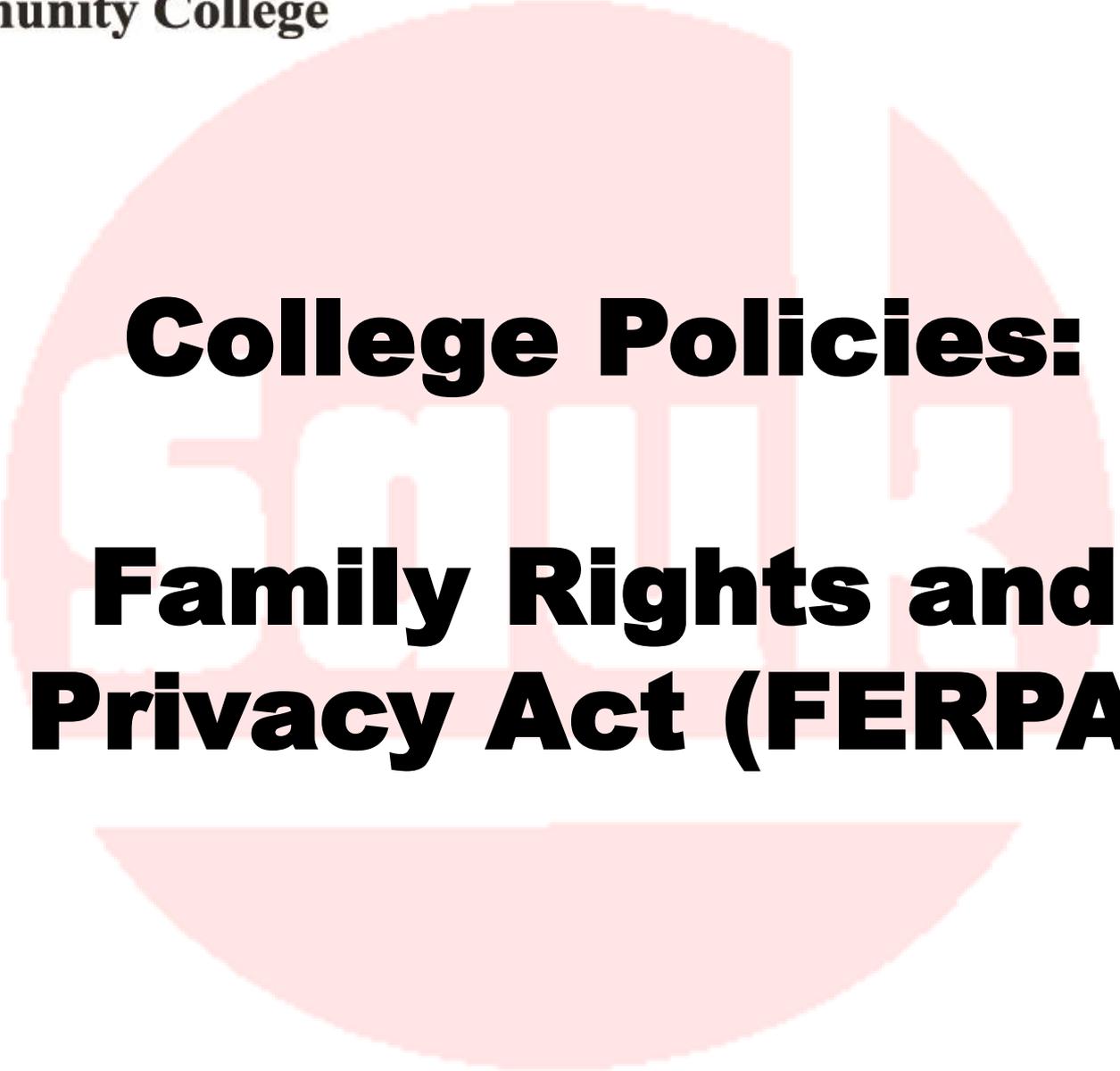
- **Phones are located in offices, classrooms and hallways**
- **Call boxes are located in parking lots**
- **Security is available to escort you to your vehicle**



Security

- **Annual Security Report located at:**
<http://www.svcc.edu/students/right-to-know/>
- **Report all incidents to security staff, immediate supervisor or night administrator**
- **When in doubt Report it!**

See it - Report it



**College Policies:
Family Rights and
Privacy Act (FERPA)**

FERPA

- **FERPA stands for the Family Educational Rights and Privacy Act (sometimes called the Buckley Amendment). Passed by Congress in 1974**
- **The Gramm-Leach-Bliley (GLB) Act, effective May 2003, requires colleges to take steps to ensure security and confidentiality of student records**

FERPA

The Act is designed to protect the privacy of education records, to establish rights of students to inspect and review education records, and to provide guidelines for correction of incorrect or misleading data through formal and informal hearings.

FERPA allows students:

- The right to see the information that the institution is keeping on the student.**
- The right to seek amendment to those records and in certain cases append a statement to the record.**
- The right to consent to disclosure of his/her records.**
- The right to file a complaint with the FERPA Office in Washington**

FERPA & Prior Written Consent

What is Prior Written Consent?

- **A signed and dated document specifying the records to be disclosed, the purpose of the disclosure and the identity of the person to whom records will be disclosed.**

Work-study Students & Prior Written Consent

- **Work-study students should not release information about a student to anyone other than the student, even if there is Prior Written Consent. Direct the person to your supervisor or a staff member**

FERPA & Directory Information

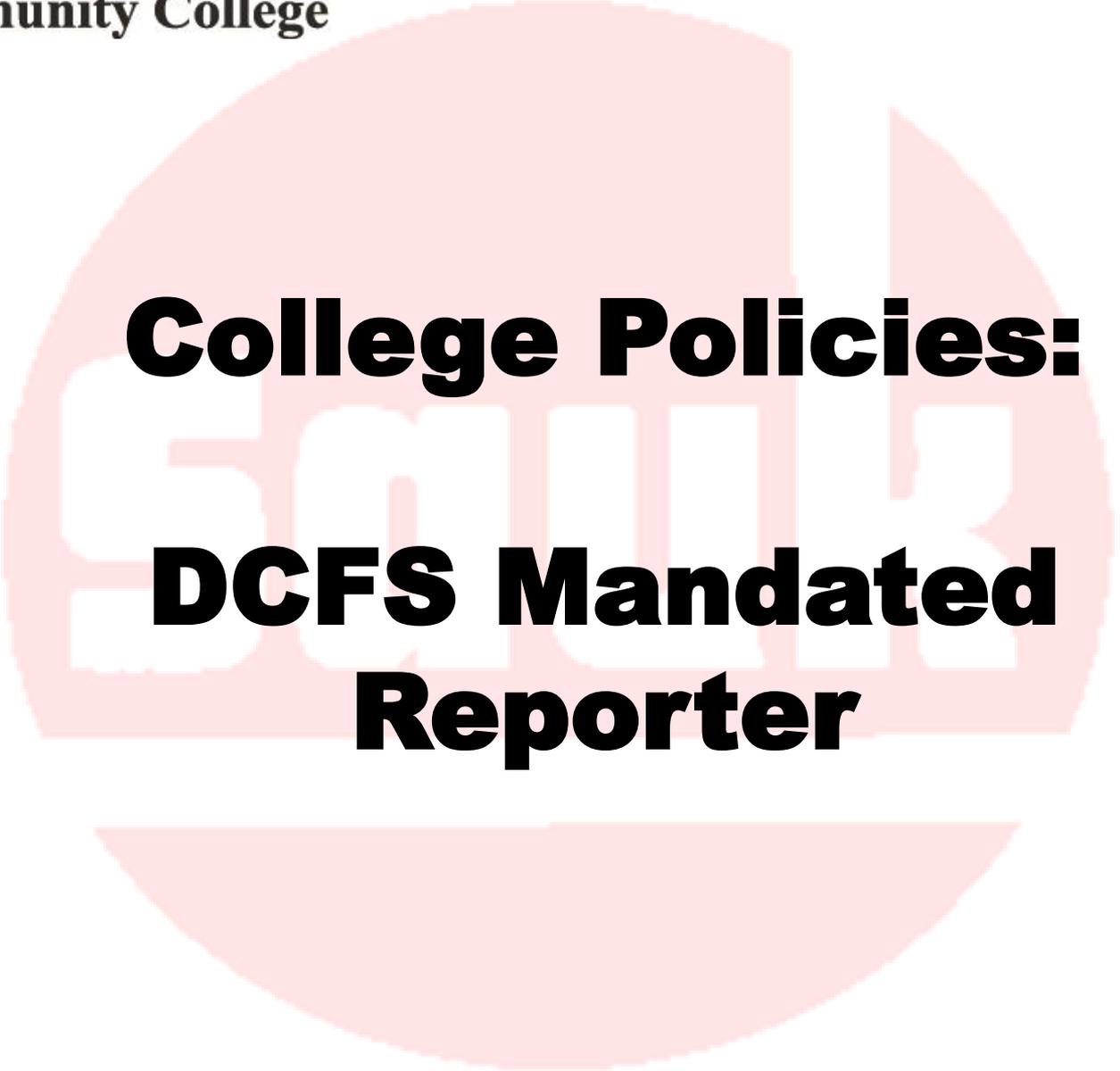
**Directory Information is considered
“public information”**

- **Name**
- **Address**
- **Telephone number**
- **Major field of study**
- **Dates of attendance**
- **Degrees and awards received**
- **Most recent institution attended.**
- **Photographs**
- **Participation in recognized sports or activities**
- **Weight/height numbers for athletic teams**

Confidential Information

- **If a student has requested that the college keep their information confidential**
 - **Banner Account is flagged with “Confidential”**
 - **No information may be given about the student, including recognizing that we have information about the person**
- **In the event that someone asks for information on a person whose account is marked Confidential**
 - **Inform the person requesting “I do not have any information on that person” (Do not use student, as that recognizes that the person is/was a student)**





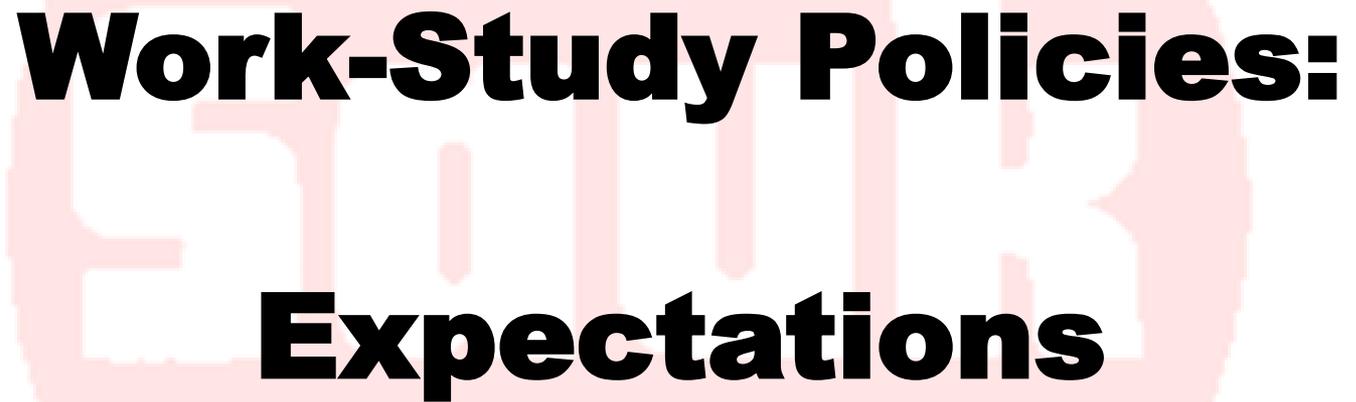
**College Policies:
DCFS Mandated
Reporter**

DCFS Mandated Reporter

All college employees, including work-study students, are required to become DCFS Mandated Reporters

Upon completion of this orientation, you will be required to complete the DCFS Mandated Reporter training and submit the Certificate of Completion and the Acknowledgement of Mandated Reporter Status to Human Resources, at your Sign-up

You are not eligible to begin employment until you have met this requirement.



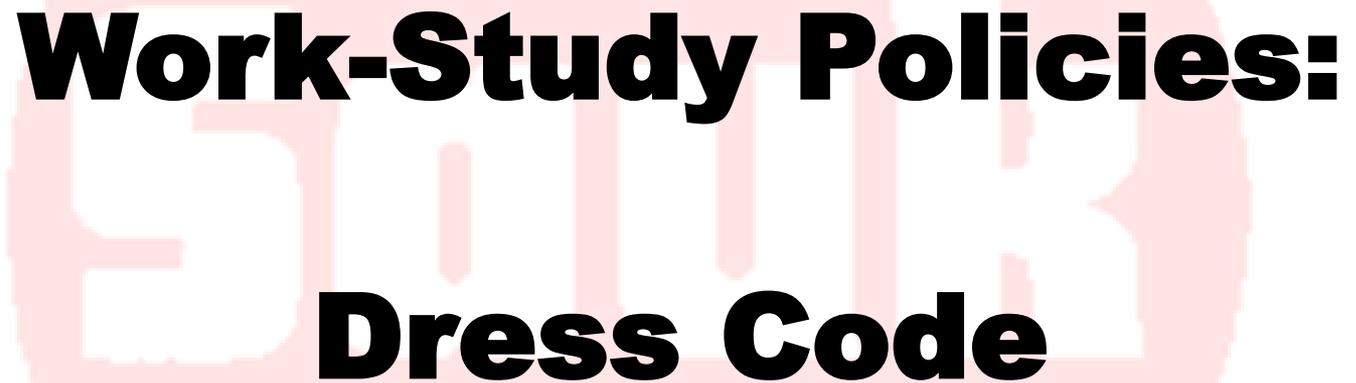
**Work-Study Policies:
Expectations**

Expectations

- **Arrive at work on time**
- **Report promptly to your supervisor if there is a change in your work schedule**
- **Schedule appointments around your work schedule**
- **Complete all assigned work and keep all work **CONFIDENTIAL**.**
- **Computers are used for office work, not personal use, such as e-mails, writing papers for class or surfing the net.**

Expectations

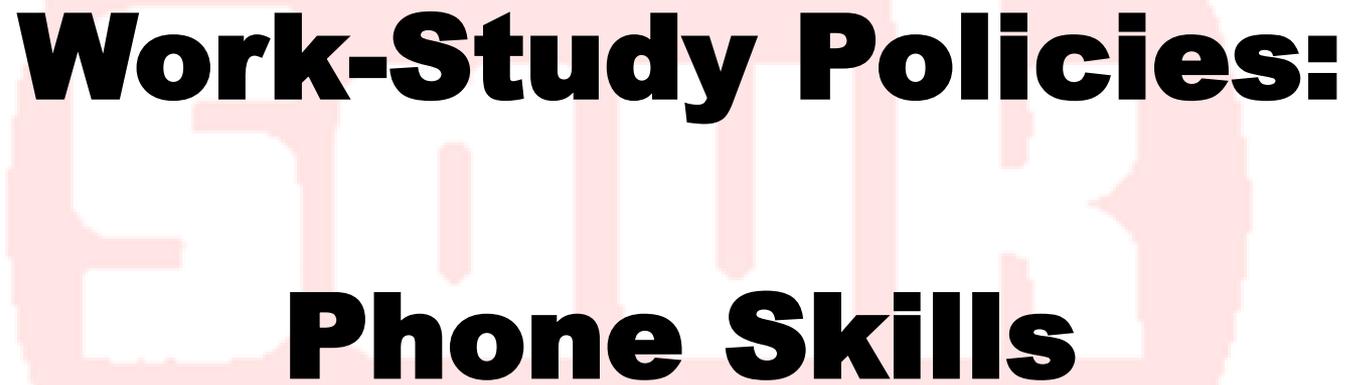
- **Personal cell phones are not to be used during work hours including text messaging unless it is an emergency.**
- **Use discretion when interrupting meetings, counselor's appointments, or secretaries. If you encounter a closed office door, take a message and post it outside that office. Interruptions should be kept to a minimum, except in case of an emergency.**
- **Same expectations for full- and part-time staff are expected of you.**



Work-Study Policies:
Dress Code

Dress Code

- **Dress in a manner appropriate for your work-study position, if you are unsure, ask your supervisor for the dress code policy.**
- **T-shirts with messages/pictures on shirts that would be offensive to anyone else, tops that are revealing, shorts, sweats and hats are unacceptable office attire. Jeans are not allowed with holes that are inappropriate, if you are unsure, check with your supervisor.**
- **Proper office attire distinguishes you as a Sauk employee.**



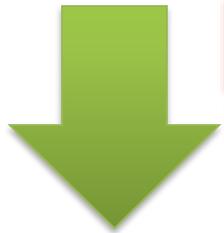
Work-Study Policies:
Phone Skills

Phone Skills

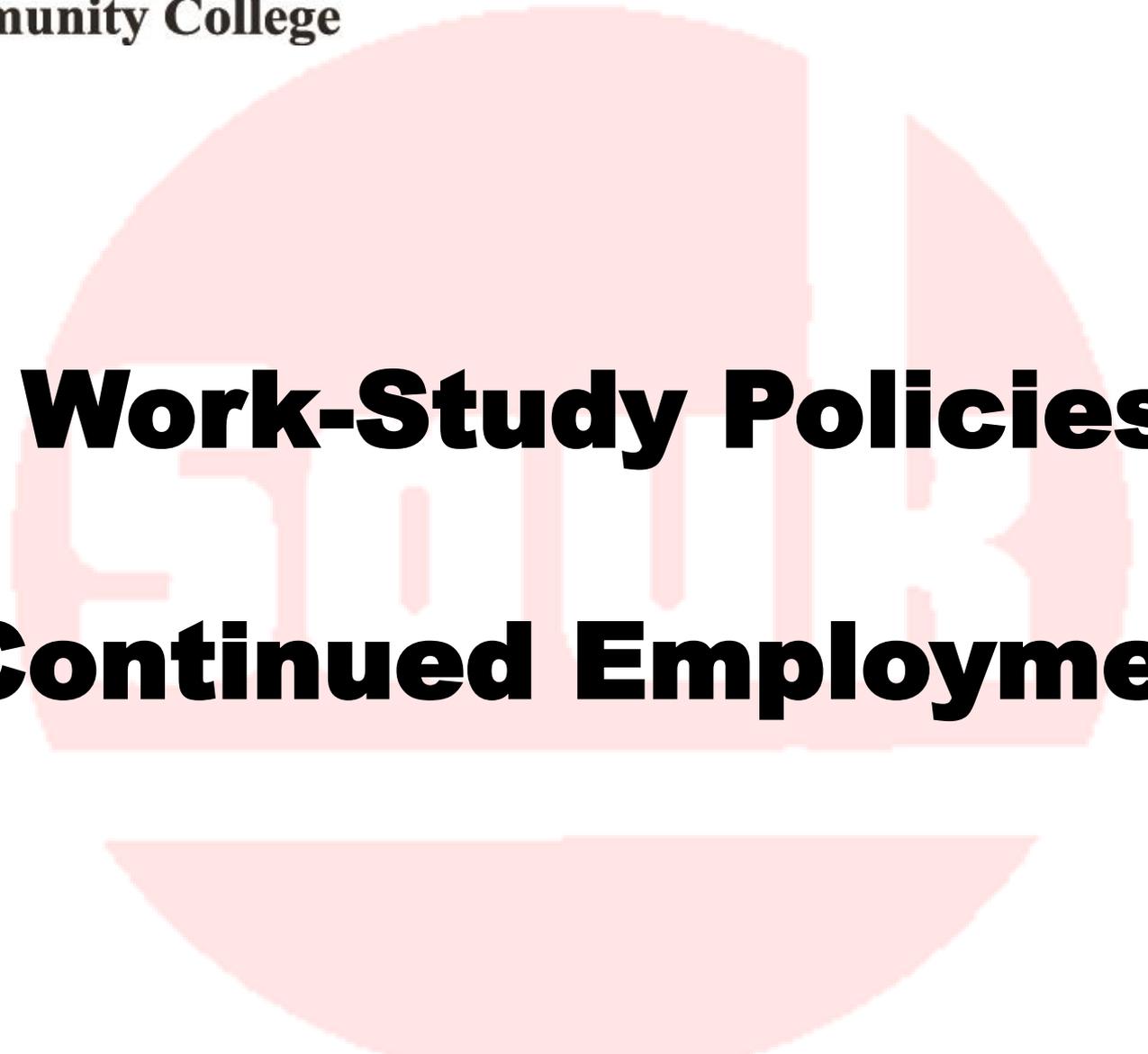
- **Promptly answer the phone, identify yourself and your department with a pleasant greeting, and be ready to assist the caller.**
- **Listen attentively and take accurate messages**
 - Name
 - ID Number (if the caller is a student)
 - Phone number
 - Message
- **Transfer calls and deliver messages promptly**



Challenging Phone Calls



- **Challenging phone calls are something that unfortunately we cannot avoid.**
- **Be humble and kind, even when the caller is rude.**
- **Focus on the solution, putting your emotion aside.**
- **Avoid defensiveness; remain calm and positive, as you talk.**
- **Asking the caller what action he/she wants to take may diffuse a tense conversation.**
- **You are not expected to take verbal abuse or threats – transfer the call to your supervisor if necessary**



**Work-Study Policies:
Continued Employment**

Work-Study Eligibility

- **Students are determined to be eligible for work-study based upon federal regulation**
- **In order to remain eligible for work-study you must:**
 - **Continue to be enrolled in at least 6 credit hours (3 for summer employment)**
 - **Continue to meet the Standards of Academic Progress Policy**
 - **Continue to have Unmet Need**
 - Cost of Attendance**
 - **Aid Awarded**
 - **Expected Financial Contribution**
 - **Outside Resources**
 - ≡ Unmet Need**

Work-Study Eligibility

- **Work-study eligibility is awarded on an academic year basis – You must apply for financial assistance each year**
 - **Work-study students are encouraged to file their new FAFSA in October each year and return requested documents as soon as possible in order to ensure their file is complete in time**

- **Timeline of eligibility**

Enrolled in:

Fall (6 credits)

Spring (6 credits)

Summer (3 credits)

Eligible to work:

July 1st – last day of Fall Term

1st day after Fall Term – last day of Spring term

1st day after Spring Term – June 30th

Reasons for Dismissal

Voluntary Terminations:

- **Failure to meet requirements of Work Study Program**
 - Drop below 6cr fall/spring or 3cr summer
 - Fail to meet standards of academic progress policy
 - Exhaust all eligibility

Changes in enrollment or aid (taking out a student loan) may change your eligibility!
- **Department exhausts all eligibility**
- **Student initiated end of employment**
- **Graduation or desire to discontinue employment**

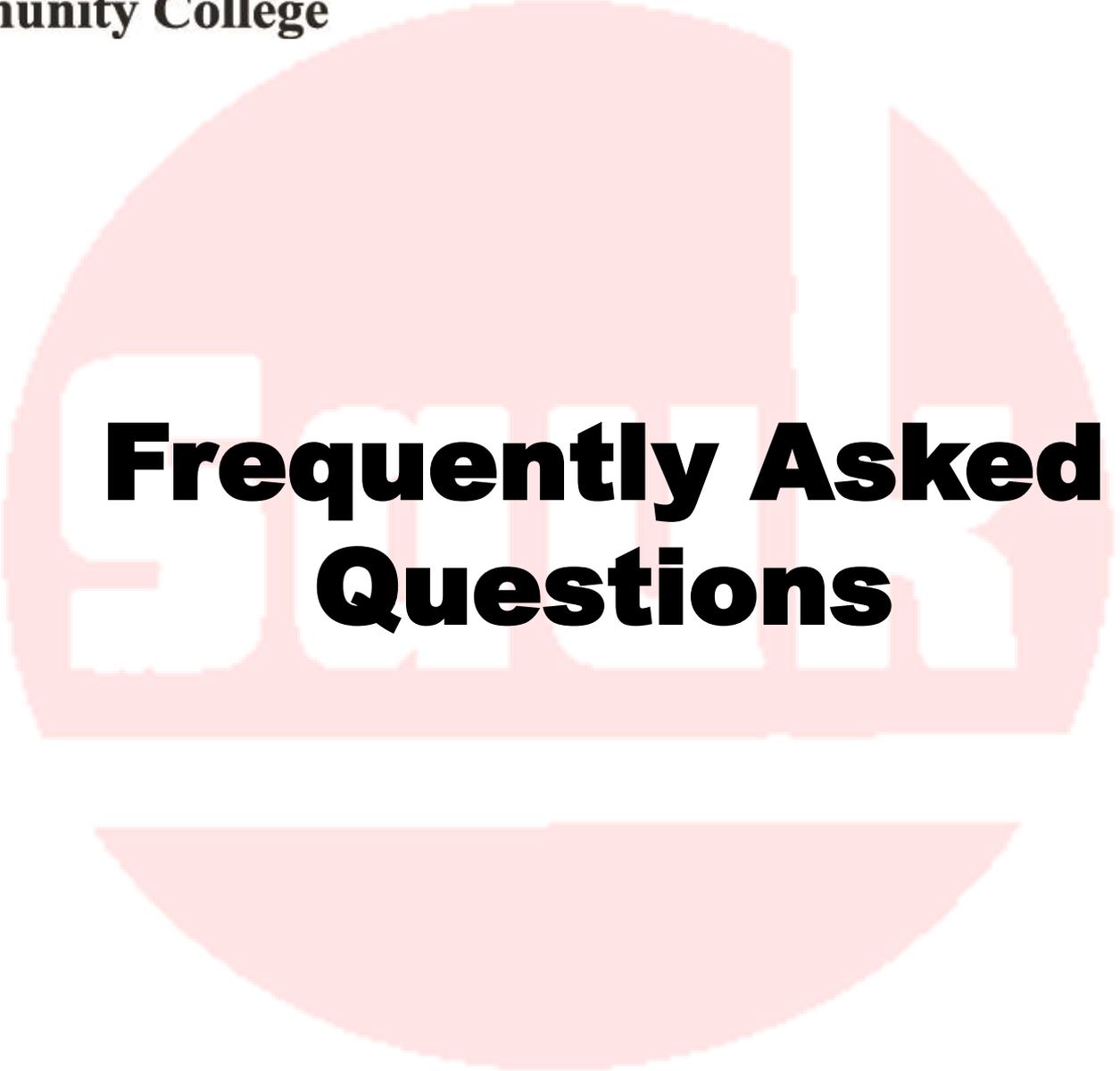
Reasons for Dismissal

Involuntary Terminations:

- **“No-call, No-show”**
- **Failure to meet job expectations**
 - **Job assignments not completed**
 - **Failure to work assigned schedule**
 - **Unsatisfactory performance**
 - **Impairing the operation of the College**
 - **Violating FERPA or other privacy rules**
 - **Other inappropriate student conduct**

Termination Process

- **Voluntary**
 - Student & Supervisor must sign Request to Terminate
- **Involuntary**
 - Face-to-Face conference
 - Written warning
 - Supervisor submits Request to Terminate
 - Request is reviewed & appropriate action is taken



Frequently Asked Questions

Frequently Asked Questions

- **Can I work during the summer?**
 - Yes, if you are enrolled in at least 3 credit hours and continue to meet the eligibility requirements
- **How many hours can I work?**
 - Your hours will be determined by your eligibility and by the eligibility of the department you work for. Most positions are 10-15 hours per week.
- **My supervisor would like to increase my hours, can we do that?**
 - Your supervisor should check with the Office of Financial Assistance to ensure that you will have enough eligibility for the increased hours.

Frequently Asked Questions

- **How will I get paid?**
 - Work-study students are paid bi-monthly, on the 13th and the 28th. Students may pick up their check after 1 pm on payday in the Business Office.
- **Can I take a break?**
 - Students are entitled to a 15 minute break after 4 hours of work and are required to take a 30 minute unpaid lunch, if working a shift of 8 hours or more. Work with your supervisor to schedule your breaks.
- **Can I work next semester?**
 - As long as you continue to have eligibility for the work-study program and your department has the budget, your supervisor may continue your employment into the next term.

Frequently Asked Questions

- **Can I work in more than one position?**
 - Students can not generally hold more than one work-study position. We do make an exception that students who are tutors may also be employed in a non-tutoring position.
- **Can I change positions?**
 - If you wish to change positions, contact the Office of Financial Assistance to see if any other opportunities are available. Please be aware that you are not guaranteed another position. Your application with other departments will be processed just as any other new application.

Welcome to Sauk!

**Please contact the
Office of Financial
Assistance if you have
any questions.**