

Office of Experiential Learning
Office of Student Financial Aid

ALAMO COLLEGES
DISTRICT DISTRICT
Community-Based
Federal Work-Study
Program

Student Handbook
2018-2019



ALAMO
COLLEGES
DISTRICT

ALAMO COLLEGES DISTRICT
Community-Based Federal Work-Study Program
Student Handbook



Office of the Chancellor

July 1, 2018



Dear Community-Based Federal Work-Study Student,

Congratulations on being selected and hired to work as an Alamo Colleges District community-based federal work-study student. I am delighted that you are engaged in this program which started at Alamo Colleges in 2016.

I am honored to have you represent Alamo Colleges District as a work-study student employed with an area non-profit or governmental agency, serving the needs of our community. Through this unique experience, you will gain valuable work experience to advance your knowledge and skills, build relationships with professionals who may later support you in your career, and you will become more aware of the needs of our community thereby increasing your commitment to service.

As an Alamo Colleges District student, you will demonstrate to others the quality education offered at Alamo Colleges District and the commitment we have to improve and support the efforts of non-profit and governmental agencies to better serve our community.

I encourage you to excel at your new employment; show initiative, reveal your eagerness to learn and work, demonstrate your positive attitude toward new challenges, and offer your talents.

I look forward to soon hearing how your community-based federal work-study employment has made an impact on your education and life experience.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce Leslie", with a long, sweeping flourish extending to the right.

Dr. Bruce Leslie
Chancellor

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WELCOME FROM THE DIRECTOR OF FEDERAL FINANCIAL AID

Dear Student,

Welcome to the Alamo Colleges District Community-Based Federal Work-Study Program! I congratulate you in choosing to earn your work-study award working off-campus and accepting a position at an area non-profit or governmental agency.

Through this opportunity, you will enjoy applying your knowledge and skills to real-world work situations, have the chance to meet professionals in your chosen career pathway and have the distinctive opportunity to gain a greater understanding of the needs of our community. The Alamo Colleges District Community-Based Federal Work-Study Program is designed to allow students to earn money while they attend classes and develop leadership skills.

I encourage you to read this handbook thoroughly and refer back to it if questions arise later. Additionally, I recommend that if you have questions, you reach out to your worksite supervisor or one of the several individuals at Alamo Colleges District who may be able to answer your question. As is always practiced in the workplace, you should first attempt to resolve questions or issues at the lowest level.

Below is a list of individuals who you can contact if you need assistance in resolving a question or issue:

District Financial Aid	Ashley Brooks	Associate Director	abrooks30	485.0620
Experiential Learning	Martha Trevino	Director	mtrevino114	486.5900
Experiential Learning	Katherine Driscoll	Academic Program Specialist	Kdriscoll2	486.5083

I wish you the best as you move forward in completing your academic requirements and position yourself to work in the community to build your professional and social capital.

Sincerely,

Harold Whitis

Harold Whitis, Ed.D.
Director of Financial Aid

OVERVIEW

Description

The Alamo Colleges District Community-Based Federal Work-Study Program matches federal financial aid-eligible students with part-time jobs at non-profit and governmental agencies, serving the public interest. These jobs help develop students' career and academic interests and increase their commitment to participating in positive social change. Agencies hiring Alamo Colleges District community-based federal work-study students benefit by adding to their staff, enjoying the fresh perspective of a new employee, and have the opportunity to become familiar with the emerging workforce.

Community-Based, Defined

College students reading this handbook already understand and appreciate how federal work-study operates and how it benefits college students. However, many students may not know much about what *community-based* means.

Alamo Colleges District Community-Based Federal Work-Study students will work at off-campus worksites rather than on campus. The majority of the off-campus worksites are non-profit agencies and some are governmental agencies that serve the public interest and provide services or products to the public for no- or minimal cost to the client (customer). Terms used to identify non-profit agencies include:

Community agencies	Public agencies
Community-based agencies	Service agencies
Community-based organizations	Service organizations
NPO	501(c)(3)
Non-profits	Governmental agency (funded through tax dollars)

Agencies may assist individuals and families, known as clients, to acquire the resources they may need to gain access to new opportunities and to achieve self-sufficiency by providing assistance with

- job training
- health care
- housing
- childcare
- groceries
- counseling
- assistance paying utility bills

Non-profit agencies

- have a clear understanding of the community needs
- develop targeted plans and strategies
- provide various direct services
- attain financial and nonfinancial resources
- advocate on behalf of their clients
- partner with other organizations to provide quality and efficient services to clients.

Non-profit agencies, because they offer free or low-cost services to clients, rely on external funding sources such as donations, United Way support, fundraisers and grants to fund the work they do.

Non-profits agencies have clients, offer products and services, require revenue, market themselves, and are concerned about client satisfaction. These agencies succeed or fail like other businesses, depending on how well they are operated. Every employee, volunteer and work-study student working at a non-profit agency is vital to the success of the organization and the services and products it provides its clients.

Alamo Colleges District is privileged to be in partnership with numerous non-profit and governmental agencies to provide support to their missions while providing college students the opportunity to serve the community and gain real-world work experience.

Benefits

Students have the potential to

- Gain career pathway experience
- Acquire additional clarity on their career choice
- See the community's needs and contribute to the welfare of others
- Make contacts with professionals who can help students later when seeking a job
- Obtain other opportunities such as an internship or a job

Challenges

Students will find that

- Reliable transportation is expected
- Travel time to the worksite needs to be considered
- Workplace etiquette and professionalism is expected by co-workers and clients
- Thoughtfulness about dress and hairstyle needs to be considered
- Agencies depend on a consistent and regular work schedule from employees

WORK SCHEDULE

Work Hours

A maximum of nineteen (19) work hours per week is allowed based on the student's financial need.

The work schedule is determined between the supervisor and the work-study student. It is the responsibility of students to inform their supervisor of their class schedule, events, and other related educational obligations that arise during the semester.

Students are not permitted to work during established, assigned, or scheduled class times or events, nor during college breaks and holidays. If work is done during such periods, written justification from the student and supervisor may be required to be approved by the Office of Student Financial Aid before payment of wages is allowed. The table below lists the time periods and days students are not eligible to work due to holidays or semester transition periods for the 2018-2019 academic year.

Work-Study Student Holiday and Semester Transition Periods

August 27, 2018	First Day of Fall Semester/First Day of Work
September 3, 2018	Labor Day
November 22 - 25, 2018	Thanksgiving Break
December 14, 2018	Last day of Fall Semester/Last Day to Work
December 20, 2018 - January 2, 2019	Fall-to-Spring Transition/Alamo Colleges Closed
January 21, 2019	MLK Day
January 22, 2019	First day of Spring Semester/First Day of Work
March 11 - 17, 2019	Spring Break
April 19, 2019	Easter Holiday
April 26, 2019	Fiesta Friday
May 17, 2019	Last day of Spring Semester/Last day to Work
May 18, 2019 - June 9, 2019	Spring-to-Summer Semester Transition
June 10, 2019	First day of Summer Session/First day of Work
July 4, 2019	Independence Day

Request for Leave

Requests for leave, due to illness or personal commitments, should be made to the supervisor or designated staff in advance, if at all possible.

Beginning and Ending Dates

Work-study students may begin work after the first day of classes each semester. The final day to work each semester is the last day of the semester. Only students with a secured enrollment for the subsequent semester may be considered for employment for the following semester.

Meal and Comfort Breaks

Work-study students are eligible for fifteen minute breaks and a thirty (30) minute unpaid lunch break for every four hours worked. An hour unpaid lunch break is encouraged for students who work eight hours or more in one day. Students should consult with their supervisors to arrange for all breaks.

EXPECTATIONS OF WORK-STUDY STUDENTS

Work-study students working at non-profit or governmental agencies will receive briefings and/or orientation regarding the agency, clients served, the work-study student's role and expectations for conforming to the agency's practices. Below are general expectations regarding workplace etiquette and behaviors that most employers expect new hires to exhibit.

Acceptable behavior

As an employee of an agency, visitors and clients will view a work-study student as a professional who represents the agency. Self-monitoring of behavior is critical. Behavior that is acceptable in other settings, such as those in a social setting are not always appropriate, and may not be suitable in the workplace. Avoid behavior such as

- checking messages or making personal phone calls
- using earphones or headphones
- cleaning fingernails
- eating on the job
- grooming in public
- singing or humming
- speaking in slang
- using profanity
- yawning or coughing with mouth uncovered

Appropriate Dress for Your Work Setting

Inquire about dress and grooming (including hairstyle) expectations when initially meeting with your supervisor to discuss your work schedule. Work-study students represent the non-profit agency to the community and also represent Alamo Colleges District to the non-profit agency, dressing appropriately for work is critical.

Attendance

The agency and the clients they serve depend on a regular schedule, making regular attendance at work a priority. Punctuality arriving at work and returning from scheduled breaks is critical for the operation of the agency. Any deviation from the regularly scheduled hours must be discussed **prior** to the change of hours with the supervisor. Explaining an absence or reason for tardiness **after** the event is not acceptable professional behavior.

The supervisor recognizes that work-study students at times might need to deviate from their work schedule to get extra studying completed or to finish a class project. These requests must be discussed with the supervisor with sufficient notice, at least a week or several days beforehand. If you are going to be absent due to illness or emergency, you must speak with your supervisor or designee at least a half hour before the start of the scheduled work time.

Confidentiality

Work-study students should avoid prying to discover information not needed to complete a work-related task. Respect clients' and co-workers' privacy by not reading faxes, email, computer screens, or mail that is not shared. As a member of a professional agency, refrain from discussing clients,

individuals, cases or sensitive information outside of the agency. Additionally, agency documents, files, and other written materials should not be taken from the premises.

Work-study students should refrain from posting photographs of clients or of themselves at work with clients or photographs of co-workers on social media.

Consideration of Others' Time

Be thoughtful of others' time when working. Avoid interrupting co-workers as they work. If the need arises to speak with someone who is busy, ask if they will approach you when they are free. While visiting with and chatting with co-workers is acceptable, students should be mindful when the conversation is no longer work-related and return to work, allowing the co-worker to return to his/her tasks. Work-study students should avoid keeping people waiting whether for information or for a work deliverable. Offer assistance to a visitor or client who appears to be waiting or who has yet to be served.

Considerate Office Behavior

Students are encouraged to be considerate of the professionals with whom they work. Ensure that the office area remains organized and neat. Remove coffee mugs, soda cans and water bottles from the work area when they are empty. Refill the copier if it needs paper and unjam it if it becomes jammed. Replace staples in staplers after using if it becomes empty.

Discipline

If disciplinary action is required because of unsatisfactory performance, poor attendance, excessive tardiness or misconduct, the following process will be utilized:

1. A formal written Disciplinary Notice is prepared by Alamo Colleges District Office of Human Resources and discussed with the work-study student. The notice will detail the problem, action to correct the problem, the time period for resolution, and the consequence if the problem is not resolved. The Disciplinary Notice is shared with the Alamo Colleges District Office of Financial Aid.
2. If the Disciplinary Notice does not resolve the problem, the Alamo Colleges District Office of Human Resources will discharge the work-study student from the employment.
3. Major offenses such as insubordination, assault, or theft, are grounds for immediate discharge with no Disciplinary Notice prepared.

Language

In the workplace, students need to be thoughtful of language as they interact with co-workers, visitors and clients. Profanity is not appropriate regardless of the situation. Writing and speaking in complete sentences prevents miscommunication. Always address co-workers, visitors and clients by their last name, unless invited to refer to them by their first name.

Personal Business

Take care of personal business, such as making or taking personal phone calls, texting messages, or sending emails before arriving at work or during your breaks, away from co-workers, guests or clients.

Professional Relationships

As a Community-Based Federal Work-Study student, one of the student's objectives is to meet and get to know professionals who may later offer a job, refer the student to another place of employment or

who may agree to serve to as a reference. Every effort should be made to impress the professionals with whom the student makes contact.

Work to build and maintain a healthy working relationship with individuals at work. It is not acceptable for Alamo Colleges District work-study students to

- socialize with co-workers other than for work-related events
- engage in communication with co-workers or supervisors for reasons unrelated to work (including oral or written communication; telephone calls; texting, instant messaging, email, chat rooms, Facebook, or other social networking sites; webcams; or photographs)
- become engaged in interpersonal relationships with co-workers or supervisors
- consume alcohol at work or at work functions, regardless of their age
- use or come to work under the influence of drugs
- engage in any sexual behavior with co-workers or supervisors

Professional Telephone Etiquette

Always maintain a pleasant tone regardless of the other individual's tone, refrain from eating or chewing gum while on the phone and keep "hold" times as brief as possible.

Answer the phone within 2-3 rings and identify yourself and the agency using a professional and pleasant tone.

Use phone message forms to record accurate and complete messages, name of person for whom the message was left, caller's name, organization or department, phone number and date and time.

Proper telephone language

Instead of Saying	Say...
You have to...You need to...Why didn't you...?	Will you please...Would you please...?
Your problem... Your complaint...	Your question, Your concern, This situation
I can't do that... or It's not my job	I'm not able to do that. Allow me to speak to my manager...
Hang on, Hold on	May I put you on hold?
Who's calling?	May I ask who is calling please?
I can't hear you, speak up!	I am having a difficulty hearing you. Can you please speak up?
I can't help you. You'll have to speak to someone else.	May I transfer your call so that they can answer your question?

Supervision

Work-study students are required to always have supervision and should always know how to reach out to their supervisor in the event guidance or information is needed. A work-study should not be left physically unattended or "in charge" of the agency.

Periodic visits from Alamo Colleges District will be scheduled to visit the worksite and review the work-study student's work environment. During these visits the Alamo Colleges District representative will be assessing the student's satisfaction with their work and whether the working environment is conducive to a productive and successful performance, and to ensure that the student is integrating well into the organization.

Tardiness

Students are expected to arrive on time to their work-study assignment. If running late to work, call to notify the supervisor at least a half-hour before the scheduled start time, or as soon as possible.

Welcome Visitors and Clients

Treat everyone that comes into the agency with respect and dignity. Always make individuals feel comfortable.

Warmly welcome all visitors and clients when they enter your work area. Offer a handshake, if appropriate, and introduce the visitor or client to the individual they have arrived to visit.

Immediately respond and pay attention to visitors or clients who are seeking assistance. Avoid talking while they speak and ask follow up questions only after they have described the reason for their visit.

Evaluation

In the Forms section of this Handbook is the **Student Evaluation by Agency** form that will be used by federal work-study supervisors to assess students' performance on the job. Work-study students are encouraged to review the form to be conscious of the behaviors and attitudes that will be assessed. Additionally, students will see that the agency and Alamo Colleges District is looking for students to truly contribute to the success of the agencies and encourage students to demonstrate commitment and leadership while on the job.

COMPENSATION

Calendar

Alamo Colleges District operates under a two week, bi-weekly pay period system. Each pay period runs from the 1st through the 15th and the 16th to the last day of the month.

Pay days are the 15th and the last day of the month. Pay will be on the day prior to a weekend or holiday should the 15th or end of the month land on a weekend or holiday.

Signed timesheets must be submitted within two (2) business days of the end of a pay period.

2018 - 2019					
WEB and DEPARTMENT TIME ENTRY					
TIMESHEET DUE DATES					
Pay Period			Due Date	Pay Date	Payroll Office Use Only
08/16/18	-	08/31/18	09/05/2018	09/15/2018	SL17
09/01/18	-	09/15/18	09/19/2018	09/29/2018	SL18
09/16/18	-	09/30/18	10/03/2018	10/13/2018	SL19
10/01/18	-	10/15/18	10/18/2018	10/31/2018	SL20
10/16/18	-	10/31/18	11/02/2018	11/15/2018	SL21
11/01/18	-	11/15/18	11/18/2018	11/30/2018	SL22
11/16/18	-	11/30/18	12/04/2018	12/15/2018	SL23
12/01/18	-	12/15/18	12/11/2018	12/19/2018	SL24
12/16/18	-	12/31/18	01/04/2019	01/12/2019	SL1
01/01/19	-	01/15/19	01/17/2019	01/31/2019	SL2
01/16/19	-	01/31/19	02/02/2019	02/15/2019	SL3
02/01/19	-	02/15/19	02/19/2019	02/28/2019	SL4
02/16/19	-	02/28/19	03/01/2019	03/09/2019	SL5
03/01/19	-	03/15/19	03/20/2019	03/29/2019	SL6
03/16/19	-	03/31/19	04/03/2019	04/13/2019	SL7
04/01/19	-	04/15/19	04/17/2019	04/30/2019	SL8
04/16/19	-	04/30/19	05/02/2019	05/15/2019	SL9
05/01/19	-	05/15/19	05/17/2019	05/31/2019	SL10
05/16/19	-	05/31/19	06/05/2019	06/14/2019	SL11
06/01/19	-	06/15/19	06/19/2019	06/28/2019	SL12
06/16/19	-	06/30/19	07/03/2019	07/12/2019	SL13
07/01/19	-	07/15/19	07/17/2019	07/31/2019	SL14
07/16/19	-	07/31/19	08/02/2019	08/15/2019	SL15
08/01/19	-	08/15/19	08/17/2019	08/31/2019	SL16
08/16/19	-	08/31/19	09/05/2019	09/14/2019	SL17

Pay

The hourly rate for all work-study jobs is \$9.00 per hour.

Timesheet

Timesheets are used to record the hours and amount of hours worked. A signed paper timesheet and Web Time Entry (WTE) submission is required for a paycheck to be generated after each pay period.

Work-study students must complete a paper and an electronic timesheet on a daily bases to avoid misreporting of actual hours worked.

At the end of the pay period, the paper timesheet is signed by student and the supervisor. The supervisor scans and emails the paper timesheet to the Associate Director Financial Aid (abrooks30@alamo.edu) on the due date. The signed timesheet must be submitted within two (2) business days of the end of a pay period. The work-study student finalizes the WTE entries and submits the electronic timesheet for approval.

The College contact will compare the paper timesheet to the WTE submission before approving the student’s submittal for payment. Below is a sample timesheet and at the end of this handbook is a printable version of the document.

ALAMO COLLEGES DISTRICT
Community-Based Federal Work-Study Time Sheet

Name: _____ Banner ID: _____
 Organization: _____
 Hourly Rate: \$9.00 Position No: W09997 FOAP: _____
 Pay period start Date: _____ Pay Period End Date: _____

Timesheets must be completed to the nearest quarter hour. Please refer to the schedule below to accurate minutes.
 15 Minutes = .25 hour 30 Minutes = .50 hour 45 Minutes = .75 hour

DATE	Month	Day	Time Worked		Daily Totals (all times)	Weekly Totals (all times)
			IN	OUT		
SAT						
SUN						
MON						
TUE						
WED						
THU						
FRI						
SAT						
SUN						
MON						
TUE						
WED						
THU						
FRI						
SAT						
SUN						
MON						
TUE						
WED						
THU						
FRI						

TOTAL HOURS WORKED THIS PAY PERIOD _____
 We hereby certify that this time sheet is a true statement of the hours worked.

Signature of Employee _____ Date _____ Signature of Supervisor _____ Date _____

This form must be completed in Blue or Black Ink ONLY

Web Time Entry (WTE)

The method of recording work hours is an online system known as the Web-Time Entry (WTE) Program. Work-study students will access their timesheets by following these steps:

- Log onto www.alamo.edu
- Select the ACES link on the top margin of the page
- Sign in using your ACES User ID and Password
- Click on the Employee Tab
- Click on Web Services
- Click on the Employee Link
- Click on the Timesheet link

- Select the current Pay Period

A tutorial video on the WTE Process is available:

- Log onto www.alamo.edu
- Select the ACES link on the top margin of the page
- Sign in using your ACES User ID and Password
- Click on the Employee Tab
- Scroll down the middle of the page to find the tutorial videos.

Payroll Contact Information

If a student has an issue with their pay check or timesheet they may contact the Associate Director of Financial Aid (abrooks30@alamo.edu) with their concern. The Alamo Colleges District Office of Payroll will be contacted to resolve the student's issue.

EMPLOYMENT STATUS

Continuing Employment

Work-study students may continue at the same position in subsequent enrollment periods as long as they and the employer maintain work-study program eligibility and the employers offer the position to the student. Below are the requirements to continue employment from semester to semester.

Semester	Requirements	Notes
Fall-to-Spring	<ol style="list-style-type: none"> 1. Meet the Satisfactory Academic Progress (SAP) criteria <ol style="list-style-type: none"> a. 2.0+ cumulative GPA b. 67% cumulative completion rate¹ c. 99 maximum attempted hours of college level courses 2. Have a Spring award on the student financial aid account 3. Be enrolled in ≥6 Spring credit hours at home college 	<ul style="list-style-type: none"> • Students do not reapply for work-study. • Students continue with current CBFWS position, unless they request a change.² • Student and CBFWS supervisor will be notified by email by January 1st of the student’s eligibility to resume work.
Spring-to-Summer	<ol style="list-style-type: none"> 1. Meet the Satisfactory Academic Progress (SAP) criteria <ol style="list-style-type: none"> a. 2.0+ cumulative GPA b. 67% cumulative completion rate¹ c. 99 maximum attempted hours of college level courses 2. Submit Summer Application via ACES by May 31st 3. Be enrolled in ≥6 Summer³ credit hours at home college 4. Complete FAFSA application for the Fall <ol style="list-style-type: none"> a. On file at Alamo Colleges b. All requirements completed 5. Be enrolled in ≥6 Fall credit hours at home college 	<ul style="list-style-type: none"> • Students do not reapply for work-study. • Students continue with current CBFWS position, unless they request a change.² • Only students graduating or transferring at the end of the Spring semester who are enrolled for the summer terms are eligible to work until June 30th. • Student and CBFWS supervisor will be notified by email by May 31st of the student’s eligibility to resume work.
Spring-to-Fall	<ol style="list-style-type: none"> 1. Meet the Satisfactory Academic Progress (SAP) criteria <ol style="list-style-type: none"> a. 2.0+ cumulative GPA b. 67% cumulative completion rate¹ c. 99 maximum attempted hours of college level courses 2. Complete FAFSA application for the next year <ol style="list-style-type: none"> a. On file at Alamo Colleges b. All requirements completed 3. Be enrolled in ≥6 Fall credit hours at home college 	<ul style="list-style-type: none"> • Students do not reapply for work-study. • Students continue with current CBFWS position, unless they request a change.⁴ • Student and CBFWS supervisor will be notified by email by August 15th of the student’s eligibility to resume work.

¹ Completed hours ÷ attempted hours

² Contact the Associate Director of Financial Aid or the Director of Experiential Learning

³ Any combination of the following sessions: Maymester, SSI or SSII

End of Job Date Termination

- Work-study students may work till the last day of the semester, unless the student's allocation has been met prior to that date.
- Employment during times of non-enrollment must be approved by the Office of Financial Aid.

Student Terminating Employment

- Work-study students can terminate their work-study employment at any time.
- To initiate a termination, the student must submit notification to the supervisor.
- The work-study student inputs the appropriate information on the student Web Time Entry electronic timesheet.
- If eligible, the student may reapply for a different position during the same semester.

Transferring Jobs

There is no method to "transfer" work-study positions. A work-study student must fully terminate their employment with the original position before an application for a new job can be accepted. The new application for a new position will be considered along with other applications for the same position. No guarantee can be made to any student on the selection for a job nor can a promise of employment be made for a job by any representative of Alamo Colleges District or a non-profit agency.

ALAMO COLLEGES DISTRICT POLICIES

It is the policy of the Alamo Colleges District to provide an educational, employment and business environment free of discrimination, harassment, and retaliation based on protected criteria. Students and employees are responsible for maintaining an educational environment free of discrimination, harassment, retaliation and complying with all policies. Alamo Colleges District is committed to promoting the goals of fairness and equity in all aspects of its operations and educational programs and activities. The policies addressed in this document are subject to resolution using the Civil Rights Complaint and Resolution Procedure [H.1.2.1](#), regardless of the status of the parties involved, whether members of the campus community, students, student organizations, faculty, administrators or staff.

For the complete version of each policy introduced below, click on <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/H.1.2-Policy.pdf>

To report a concern regarding any of these policies, contact either District Financial Aid Associate Director, Ashley Brooks at abrooks30@alamo.edu (210.485.0620) Office of Experiential Learning Director, Martha Trevino at mtrevino114@alamo.edu (210.485.0841) Office of Human Resources Partner, Leo Pacheco at lpacheco@alamo.edu (210.485.0265)

1. College District Policy on Nondiscrimination

Alamo Colleges District adheres to all federal and state civil rights laws banning discrimination, harassment, and retaliation in public institutions of higher education and the workplace. Alamo Colleges District will not discriminate against any employee, applicant for employment, student or applicant for admission on the basis of race, color, sex, pregnancy, religion, creed, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, sexual orientation, gender, gender identity, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status, any other protected category under applicable local, state or federal law, or persons who have opposed discrimination or participated in any complaint process on campus or before a government agency. Students and employees are required to comply with this policy. Retaliation in any form for having brought a complaint or report of discrimination or harassment based on any protected criteria, including sex and gender, is expressly prohibited.

2. College District Policy on Disability Discrimination and Accommodations

Alamo Colleges District is committed to full compliance with the Americans With Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973, which prohibit discrimination against qualified persons with disabilities, as well as other federal and state laws pertaining to individuals with disabilities. Under the ADA and its amendments, a person has a disability if he or she has a physical or mental impairment that substantially limits a major life activity, such as hearing, seeing, speaking, breathing, performing manual tasks, walking, or caring for oneself.

3. College District Policy on Discriminatory Harassment

Students, staff, administrators, and faculty are entitled to a respectful working and educational environment, and Alamo Colleges District is committed to providing a work and educational environment free of harassment based on protected class.

b. Sexual Harassment

Federal and Texas law regard sexual harassment as a form of sex/gender discrimination and, therefore, as an unlawful discriminatory practice. Sexual harassment consists of: Unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual/gender nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, educational environment, or academic status, (2) submission to or rejection of such conduct by an individual is used as the basis of employment, educational, or academic decisions affecting such individual, or (3) such conduct is sufficiently severe, pervasive or persistent that it has the effect of unreasonably interfering with an individual's work, educational environment, or academic performance by creating an intimidating, hostile, or offensive working, educational, [residential] and/or social environment.

1. Consensual Relationships – Employees, Officials

The College District seeks to maintain a professional educational and work environment.... Romantic or sexual relationships between trustees and students and between employees and their subordinates or students over whom they exercise authority are prohibited whether or not they result in sexual harassment.

c. Sexual Misconduct

Sexual misconduct is a broad term used to encompass unwelcome conduct of a sexual nature that is prohibited by Title IX and Alamo Colleges District. Sexual Misconduct includes, but is not limited to, behaviors often described as sexual harassment, sex/gender discrimination, sexual assault, rape, stalking, and relationship violence (including domestic and dating violence).

4. College District Policy on Other Civil Rights Offenses

The following conduct is prohibited by College District Policy:

- (a) Threatening or causing physical harm...
- (b) Intimidation...
- (c) Hazing...
- (d) Bullying...
- (e) Violence between those in an intimate relationship...
- (f) Dating Violence...
- (g) Domestic Violence...
- (h) Stalking...
- (i) Hate Crimes...

6. College District Policy on Retaliation

Retaliation is defined as any adverse action taken against a person participating in a protected activity because of their participation in that protected activity. Retaliation against an individual for alleging harassment, supporting a complainant or for assisting in providing information relevant to a claim of harassment is a serious violation of College District policy and will be treated as another possible instance of harassment or discrimination.

9. Recognizing the Signs of Abusive Behavior and How to Avoid Potential Attacks

Alamo Colleges District is committed to a safe and supportive learning and working environment for all students, staff, faculty, and visitors. We are dedicated to creating an environment that fosters safety for all by preventing and responding to incidents that are disruptive, threatening, abusive or violent.

10. Safe and Positive Options for Bystanders

A bystander is someone who sees a situation but may or may not know what to do, may think others will act or may be afraid to do something. Intervening in abusive or potentially violent behavior first requires an ability to identify the warning signs and then consider whether the situation demands action. Before getting involved, the priority is to evaluate safe and positive ways to act to prevent or intervene. *If the situation is already violent or is escalating quickly, do not directly intervene. Call the police.*

11. Civil Rights Harassment/Discrimination & Sexual Violence Primary Prevention & Awareness

The Alamo Colleges District Board of Trustees recognizes that prevention is a primary tool to help eliminate complaints of civil rights based harassment, discrimination; and retaliation conditions. Therefore, the Chancellor or designee shall take all necessary steps to prevent and eliminate sexual harassment...

NEXT STEPS

Four steps to begin working:

1. CBFWS Student Handbook Assessment

Complete the 10-item handbook assessment (link below). A score of 90+ must be achieved **before** your first day of work. You will receive a congratulation statement if you pass with the required score. If you do not make the required score, you will be notified and must re-take it until you the requisite 90+.

Contact your employer to set your start date **after** you have attained a 90+ score.

Handbook Assessment link:

<http://survey.alamo.edu/Survey.aspx?s=68829aaf15e14e9aa57da81e0b9bc289>

2. Read and sign (via DocuSign®) the CBFWS Code of Code found on page 21.

3. Attend the CBFWS Orientation: Success as a Knowledge Worker

Attend the CBFWS Orientation on the last Friday of the month you have been hired. You will be paid for attending the session and may log up to 23 work hours that week.

If you have a non-negotiable scheduling conflict, email your situation to mtrevino114@alamo.edu. If you do not attend the CBFWS Orientation, you will be temporarily suspended from work until you attend the following month.

The CBFWS Orientation takes place at San Antonio College, Oppenheimer Center, Room 106 (Located on the corner of Evergreen and Maverick, behind the Bill Miller's on San Pedro Ave.)

The sessions are on Fridays from 12:30pm to 4:30pm on

FALL	July 27	August 31	September 28	October 19
SPRING	February 22	March 29		

4. Pre-Orientation Assignment

Before attending the CBFWS Orientation, watch the two TED Talks listed below.

1. **Everyday Leadership** 6:04

https://www.ted.com/talks/drew_dudley_everyday_leadership

2. **The Key to Success? Grit** 6:12

http://www.ted.com/talks/angela_lee_duckworth_the_key_to_success_grit

After watching each TED Talk, complete the following statements for each of the talks:

- *The primary message the presenter is delivering to the listener is....*
- *One way I can implement the presenter's message to my life/career is by...*

Bring the four statements with you when you attend the CBFWS Orientation. You will be using your responses in the Orientation session.

FORMS

On the following pages you will find work-study forms that will be used during your employment.

Community-Based Federal Work-Study Code of Conduct

This form outlines the expectations Alamo Colleges District has of its work-study student working in the community. Because the partner agencies are professional agencies that provide critical services to those in need, it is vital that Alamo Colleges District students reflect the professionalism and quality service required of all agency employees.

Community-Based Federal Work-Study Student Agreement

On your first day of employment, print the Community-Based Federal Work-Study Student Agreement form complete it with your supervisor. This will be your opportunity to negotiate your work schedule and clarify expectations. Request to have a copy for your records.

Request that your supervisor submit the signed Community-Based Federal Work-Study Student Agreement to the Associate Director of Financial Aid (abrooks30@alamo.edu).

Community-Based Federal Work-Study Timesheet

This is the form that is discussed in detail on page 12 of this Handbook. The data recorded on this timesheet must match the hours inputted into the WTE system. Consider reviewing the details on the submission of the timesheet to ensure timely and accurate paychecks. Remember that your signed timesheet must be submitted within two (2) business days of the end of a pay period.

Student Evaluation by Agency

Work-study students are encouraged to review the evaluation form that will be used to evaluate your performance on the job. Carefully review the items that will be assessed and discuss issues of concern with your supervisor.

**COMMUNITY-BASED FEDERAL WORK-STUDY
CODE OF CONDUCT**

Congratulations on being hired by an Alamo Colleges District community partner who provides work-study positions to students. **You now represent the college district** and it is vital that you remain aware of how professionals, clients and the public view you. The CBFWS Program holds you to a very high standard of conduct as your work and your relationship with your agency is focused on providing service to the agency and its clients, as you gain valuable work experiences.

The agency that has hired you is a professional organization, loyal to its reputation and brand image.

You are expected to:

- Dress appropriately: no torn, highly faded clothes, no exaggerated hairstyles, make-up or jewelry
- Keep your personal life personal: do not discuss your personal life on the job
- Demonstrate phone etiquette: do not make personal calls, do not use your personal phone
- Use office equipment for work purposes only: including e-mail, internet searches and copying
- Eat or drink only in designated areas, not at the desk
- Maintain confidentiality of all information: do not share information with anybody

The agency clients see you as a professional, not a student, and expect top quality service.

You are expected to:

- Dress appropriately: no torn, highly faded clothes, no exaggerated hairstyles, make-up or jewelry
- Respond promptly and appropriately to clients/visitors when they arrive or are in your work area
- Keep your personal life personal: do not discuss your personal life on the job
- Eat or drink only in designated areas, not at the desk

The agency that has hired you needs your full commitment to operate effectively and efficiently.

You are expected to:

- Report to work on time: contact your supervisor with ample time before you are tardy or absent
- Maintain professionalism if you are no longer able to continue employment: contact the supervisor and the CBFWS Office to explain why you cannot continue your employment if you must terminate your employment.

To proudly indicate, on your resume, that you worked for this agency, ensure that you:

- You are mindful of your work performance as your performance is evaluated daily
- Work to make contact with professionals who may become a source of letters of reference
- Leave the agency in a professional way, having given the proper notice of your exit

I understand the terms of the CBFWS Student Code of Conduct and agree to comply with the terms. I recognize that I am called to carry myself as a professional and that, while on occasion a student may need to end their employment for a variety of acceptable reasons, I must notify my supervisor and the CBFWS Office if I am not able to keep my job. Terminating my position without talking with my supervisor and the Director of the CBFWS Program will be grounds for not being rehired in future semesters.

Go to **LINK** to sign the CBFWS Code of Conduct

Student Name (printed)

Student Signature

Date

Semester

COMMUNITY-BASED FEDERAL WORK-STUDY
STUDENT AGREEMENT

Student	College of Record	Banner ID
_____	_____	_____
ACES email	1 st Phone	2 nd Phone
_____	_____	_____
_____	_____	_____
Supervisor Name	Title	Phone
_____	_____	_____
Agency	Address	Email
_____	_____	_____

I, _____, understand by initialing each item below and signing this agreement I must comply with all rules and policies as established by my Employer and the Office of Financial Aid. I agree to fulfill to the best of my ability, with honesty and integrity, the duties and responsibilities that are required of me.

- I will develop a work schedule (below) with my supervisor, report to work on time, and work as scheduled.
- I will call my supervisor immediately if I need time off, have an emergency, am too ill to work, or will be late.
- I will work the agreed work schedule and not work during enrolled class time or college breaks or holidays.
- I will not work more than *19 hours per week* unless otherwise stated.
- I will keep accurate timesheets and submit them to my supervisor in a timely manner.
- I will request for and comply with the dress code provided by my supervisor.
- I will refrain from studying and cellphone use for calls, texts and social media while at work.
- I will reduce my work hours or resign to avoid *over-award* if I receive other financial aid awards.
- I understand that I risk termination if I perform my work unsatisfactorily, or develop a pattern of tardiness or fail to contact my supervisor, with ample notice, about an absence.
- I understand I will be terminated if I falsify a timesheet.
- I understand I will be terminated if I fall below 6 college hours and do not retain a GPA of ≥ 2.0 .

Signatures

Student	Date
_____	_____
Supervisor	Date
_____	_____

Student Work Schedule							
Semester _____				Year _____			
Monday		Wednesday		Friday		Sunday	
Tuesday		Thursday		Saturday			

**COMMUNITY-BASED FEDERAL WORK-STUDY
TIMESHEET**

Complete in blue or black ink; submit within two business days of the end of a pay period.

Name: _____ Banner ID: _____

Organization: _____

Hourly Rate: \$9.00 Position No: W09997 FOAP: _____ (for office use only)

Pay period start Date: _____ Pay Period End Date: _____

Report time to the nearest quarter hour: 15 minutes = .25 hour; 30 minutes = .50 hour; 45 minutes = .75 hour

Date 201__	Month	Day	Time Worked				Daily Total <small>use decimals</small>	Weekly Totals
			In	Out	In	Out		
Sat								
Sun								
Mon								
Tue								
Wed								
Thu								
Fri								
Sat								
Sun								
Mon								
Tue								
Wed								
Thu								
Fri								
Sat								
Sun								
Mon								
Tue								
Wed								
Thu								
Fri								

TOTAL HOURS WORKED _____

I hereby certify that this time sheet is a true statement of the hours worked.

Signature of Employee Date

Signature of Supervisor Date

STUDENT EVALUATION BY AGENCY

Student's Name: _____

Agency Supervisor: _____ Agency: _____

Using the following scale (5, exceeded expectations to 1, failed to meet expectations), rate the student's performance:

The work-study student...	5	4	3	2	1	N/A
1. came to work as scheduled						
2. arrived to work on time						
3. came to work prepared to work						
4. came to work dressed appropriately						
5. took ample initiative						
6. responded professionally to guests and clients						
7. complied with agency practices and regulations						
8. showed effective management of time						
9. completed tasks well						
10. used good communication skills						
11. worked well with others						
12. overall performance						

What impact did the student make on the agency?

What was exceptional about this student?

What challenges did you experience with this student?

Other comments.

Signature of Supervisor

Date

Signature of Student

Date