

Student Employee Training Guide

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Student Employee Training Guide

Definition of a Student Position

A student position is defined as a position which:

- A. Provides students with extra money to help finance their education within the District and with the opportunity to gain work experience:
- B. AND is reserved for students enrolled in at least 6 units (12 units for international students with F-I status) in a Los Rios college during the period of employment, unless otherwise explicitly stipulated in a written contract or agreement entered into by the District with an agency:
- C. AND is identified "as a student position by the appropriate supervisor";
- D. AND is supervised directly and locally by a classified/certificated staff member at all times. Any district employee may supervise student employees. The supervisor is responsible for training the student, assigning specific duties and responsibilities of work to be performed and keeping an accurate work record. It is preferred that the supervisor work in the same area with the student.

Definition of a Student Employee

A student employee is one who is primarily pursuing an educational goal in the Los Rios Community College District on at least a half-time basis (6 units) and is employed in a student position; however, international students with F-I status must carry 12 units. Student employees are not regular employees, nor are they considered classified temporary help. They do not receive benefits that are provided to regular employees under contract to the district: i.e., medical/dental, sick leave, vacation, holiday pay, among others. State law requires that employees be paid overtime (time and one-half) for any work over 40 hours a week. Los Rios Community College District policy, however, does not allow student employees to work overtime hours.

While student employees provide invaluable services to college divisions and departments, they shouldn't be considered permanent employees; they may be terminated without cause, and when unemployed, they are not eligible for unemployment benefits.

Federal Work Study Employee Guidelines

A student must apply for financial aid by completing the Free Application for Federal Student Aid and be determined eligible in order to be considered for federal Work-Study funds. The total federal Work-Study award depends on the application date for financial aid (Sacramento City College's priority deadline is March 2), the date follow-up documents are submitted, their level of need, their academic progress, and the funding level of our school. Students who are not awarded may petition with the Financial Aid Office to be considered when more funds become available. (International students may not be employed in Federal Work-Study funded positions.)

- A. Students must show the supervisor or Job Services staff proof of receiving a Federal Work-Study Award before they can begin work. Be sure that Federal Work-Study is noted with the amounts of their semester allocations on the Financial Aid award letter. A copy of the Federal Work-Study award letter must be attached to the Los Rios Community College District "Intent to Employ" form.

- B. A student is awarded an allocation for each semester. Supervisors and students are responsible for keeping a record of the student's earnings and terminating all work once the Federal Work-Study allocation for the semester is earned. Under no circumstances may a student continue to work after his/her allocation for the semester has been earned. If the student should work over the semester allocation, it will be the department's responsibility to pay the student for the extra hours earned.
- C. Students are required to maintain satisfactory progress toward an eligible degree or certificate program as defined in the financial aid policies.
- D. Students are permitted to work up to 26 hours per week when school is in session, and not more than 40 hours per week out of session. (F-1 students are permitted to work up to 20 hours per week when classes are in session.)
- E. Students are not allowed to work Los Rios Community College district official holidays.
- F. Students may not work during a time they are scheduled to be in class.
- G. Students are required to maintain a minimum of 6 units for each period of enrollment (Fall, Spring) at Sacramento City College. If a student drops below 6 units, he/she must stop working and the balance of the allocation will be canceled.
- H. Students who do not use their allocation of Federal Work-Study for a particular semester will lose the unused portion.

Summer Federal Work-Study students must:

1. Submit a Summer Federal Work-Study Petition signed by the supervisor requesting the Summer student employment.
2. Be enrolled in 3 units for Summer.
3. Be a continuing federal Work-Study student from the previous Spring semester.
4. Be enrolled/attending the following Fall semester at Sacramento City College.
5. Have applied for financial aid by the March 2, Sacramento City College priority deadline.
6. Have submitted all follow-up documents.

District Funded Student Help Guidelines

- A. Students are permitted to work up to 26 hours per week (20 hours per week for international students with F-1 status) when school is in session, and not more than 40 hours per week when school is out of session.
- B. During Summer, current enrollment is not required. Students may work with anticipation of enrollment in Fall semester.
- C. Students are not allowed to work overtime or on holidays. Overtime is defined as over 40 hours in one week or over eight hours per day. Holidays are defined as Los Rios Community College District approved holidays or non-service days.
- D. Students must be enrolled in a minimum of 6 units at a Los Rios College at all times and maintain satisfactory progress.

Approved Holiday and Non-Service Days

Independence Day	Christmas	Washington Day (President Day)
Labor Day	Winter Recess	Spring Recess
Veteran's Day	New Year's Day	Memorial Day
Thanksgiving	M. L. King Jr. Day	Semester Break
Thanksgiving Recess	Lincoln Day	

Specific non-service days will vary yearly.

Work Hours, Pay, and Breaks

- A. You should keep and record daily work hours.
- B. You must not work extra hours or days without permission.
- C. You must take a 15-minute break if you are scheduled for 4 hours of work. (To be arranged with coworkers.)
- D. You must take a 30-minute lunch if you are scheduled for at least 6 hours of work. (To be arranged with coworkers.)
- E. Payroll is from the 25th of one month to 24th of the next month. Pay day is the 10th each month. Time sheets are due approximately on the 20th of each month.

Supervision

Each student will be assigned to a department which has 1 or more permanent or temporary classified staff members. You will report directly to these staff members (or lead workers) who, working in cooperation with the department supervisor, will be assigning students tasks/work to complete during their shift. All classified staff have authority to supervise student assistants and make sure that proper work etiquette is being followed.

Work Assignments

When you finish an assigned task, please let the staff on duty know.

If someone else requests your assistance and you're unsure what to do, check with the lead staff member on duty. *Remember though, if covering the front counter, that is almost always the number one priority.*

Breaks and Lunch

Employees are allowed a 15-minute break within a four-hour work period. The break time must be agreed upon between the employee and the supervisor/lead. An unpaid meal break of not less than 30 minutes must be taken if six hours of work is scheduled. It is important to return on time from breaks and meals.

ABSENCES

Unplanned Absences

Whenever you will be unexpectedly absent or late, please call the “check in” person and also let your supervisor know prior to your scheduled arrival time and leave a message. Make up hours *may* be available with prior notification and permission from supervisor.

Planned Absences

When you have to miss work due to a planned absence such as a doctor appointment, class field trip or other occasion, please fill out a Student Absence Request Form (see Appendix B page 13) and give it to the lead staff member on duty at least 10 days before the date you plan to be absent (if possible). They will make sure the schedule is updated.

In general, we will not ask you for verification of reasons for planned or unplanned absences. However, if excessive absences become an issue, we will ask you to verify why you are absent.

Time Sheets

Time sheets should always be filled out to reflect ACTUAL HOURS WORKED on any given day - DO NOT make adjustments or modifications for "make up time." When time is projected and you are paid for it but are absent, you must have documentation initialed by a Supervisor/lead that compensating hours were subsequently worked - otherwise, the next pay period will be adjusted to reflect the overpayment.

Time sheets should be turned in to your assigned supervisor/lead on the due date. If you're unsure about the due date, check with your supervisor/lead. Remember - if the time sheet is late, your check will be delayed until the next pay cycle... it's your responsibility to get it in on time!

There are two versions of timesheets for student assistants so be sure to complete the one that is appropriate for you: 1) Federal Work Study or 2) Student Help (anyone not hired through Federal Work Study).

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature made by someone from, or in, the work or educational setting.

Sexual harassment includes, but is not limited to the following:

- Making unsolicited written, verbal, visual, or physical contact with sexual overtones;
- Continuing to express sexual interest after being informed that the interest is unwelcome;
- Making reprisals, threats of reprisal, or implied threats of reprisal, following a negative response to asexual advance;
- Offering favors, or educational, or employment benefits, such as grades, assignments, or recommendations, in exchange for sexual favors.

If you want to review SCC's complete Sexual Harassment Policy, or if you believe that you may have been the victim of sexual harassment, contact the Campus Equity Officer, Julia Jolly in Rodda North 257, 558-2407. If there was physical contact, please call the Campus Police at 558-2221.

DOING THE JOB

Working in almost any job requires good customer service whether you are talking to someone in person or on the telephone. Being part of a team that provides information and assistance to students is a very important job.

When you are given an assignment, you should complete it; give it to the person who assigned it, clean up your workspace and return tools to their proper places when you are finished. If you do not complete the assignment before it is time to leave, you should attach a note to the work explaining how far along you got, and then give it to the person who assigned it. If you have a problem or see a problem, speak to your supervisor/lead.

Customer Service

Everyone to whom you speak should be considered a *customer* and given good service, both in person and on the phone. If they have a bad experience with you, they may not come back!

Things to remember:

- To the customer, ***YOU ARE THE CAMPUS REPRESENTATIVE FOR YOUR DEPARTMENT!***
- ***If there is a problem you can't resolve courteously, stay calm and pass the customer on to a staff member with a quick and clear explanation of the customer's problem.***
- Apologize when you make a mistake or say something that you feel has been misunderstood.
- Do not discuss confidential information with anyone at any time.
- Listen carefully to the *customer* to obtain as much information as possible about his or her concern.

Good Customer Service Also Includes:

- A kind and helpful manner. Offer assistance, but don't offer information that you are not absolutely sure is correct. It is better to admit you don't know than to give out bad information.
- A show of interest in your job and the people around you.
- A smile with a clear and pleasant tone of voice. Use a pleasant greeting such as, "May I help you?"

Good Telephone Techniques

A big part of customer service is answering and speaking on the phone. You want to give people the clear impression that you care about them and want to help them. Use the above skills combined with the following telephone techniques for good customer service on the phone.

Answering the phone:

- Answer the phone by the third ring, and smile. Smiling actually makes you sound friendlier!
- Using a clear, pleasant tone of voice say, "Sacramento City College (your appropriate work area; then your name). May I help you?" If you have a good attitude it will be heard in your voice. The opposite is also true. Also, you should be careful *not to use slang*.
- Do not put someone on hold before you find out who they are and what they want.

Placing someone on hold:

- Never leave someone on hold longer than 30 seconds without checking back with them to tell them the status of their call and how much longer they may have to wait. You may need to check back more than once. If the wait is going to be longer than a minute ask, "May I (or whomever they are calling) call back or would you like to continue to hold?"
- If you are on the phone when another line rings and there is no one else to answer it, say, "Please hold, I have another call." Then answer the second line by the third ring and find out who is calling and what they need. At this point, you must decide whether you need to call this second person back, or if you can get right back to them within a minute. If you think the first call will be more than a minute, to the second caller say, "I'm on another line. May I take your name and phone number and call you back." Then do so.
- If you think you can get back to the second caller within a minute say, "I'm on another line. May I put you on hold for a minute or shall I call you back?" Then do as they ask. Be sure to get right back to your first call; all of this within 30 seconds if at all possible.

Transferring calls and taking messages:

- If the call is for someone else in your office, ask the caller their name, tell them you will transfer them, push the transfer button, then dial the other person's extension (the last 4 digits of their phone number), and hang up when you hear it ringing. Before you transfer the call give the caller the complete number of the transfer in case they get cut off.
- If the call is for someone who is out at the moment, inform the caller and ask if they would like to leave a message or a voice mail. If the individual says yes, either transfer them to the message line (see above bullet), or take a complete and clear message using the appropriate message form.
- Be sure to put the written message in the correct mailbox or wherever you have been told to put messages.

Telephone Tips and techniques:

- If the call is for someone you don't know, check the SCC phonebook to find the name & phone number. If you can't find it, check with someone else in the office to determine who this person is and where they are located. Give the caller this information and transfer caller to the correct number.
- Keep your conversations professional. It is inappropriate to start up a chatty or personal conversation with a customer, no matter how friendly he or she may be.
- If you receive an emergency call for someone who is not in the office, tell a regular staff person and let that person handle the call.
- Do **NOT** make personal phone calls while on the job unless you have a genuine emergency. Even then, you should ask your supervisor/lead before you make the call.
- Please make sure you cell phone is off or silent while you are working. That includes not using text messaging.

Work Etiquette

Remember, your work area is in a business and your behavior should be appropriate to the job setting.

DO:

- A. Honor the student dress code. (See Appendix A, page 10 and examples on pages 11-12).
- B. Get to work on time.
- C. Call the supervisor if you will be late or absent and *also your "check in" person if you have one.*
- D. Ask questions if in doubt on what to do.
- E. Take notes so that you are clear about your job duties.
- F. Ask for more projects or work after completing projects
- G. Be a good worker and a team player.
- H. Use good manners; be polite.
- I. Be responsible and follow the rules.
- J. Be honest.
- K. Remember that all information in the office is confidential and should not be discussed outside the workplace.

DON'T:

- A. Talk on your cell phone or use text messaging during work hours.
- B. Visit with friends during work hours.
- C. Copy, fax, and use the computer for personal use. They are reserved for office use only.
- D. Make personal phone calls, except in an emergency and with permission.
- E. Eat at desk.
- F. Give gifts to supervisors or accept gifts from customers.

Students must call the office before their scheduled arrival time if they are going to be late or absent

*****Remember, You Can Put This Job on Your Resume***

Personal Work Habits

Desirable Qualities Student Assistants Would Like to See in Their Co-Workers

Bright	Neat
Caring	Open honest communication
Cohesiveness	Patience
Courteous	Positive attitude
Dependable	Punctual
Direct	Reliable
Engaging	Sensitive
Enthusiastic	Smell good
Friendly	Team player
Honest	Trustworthy
Inclusive	Understanding
Motivational	Use appropriate language

Reasons Employees are Fired

As with any job, repeated lateness or absenteeism could be cause for dismissal. The top reasons employers give for firing an employee are:

- Poor attendance
- Dishonesty
- Lack of responsibility
- Worked too slowly
- Made too many mistakes
- Did not follow orders
- Did not get along with co-workers
- Did not get along with supervisor
- Bad attitude

Does your attitude result in any of the behaviors in this list? If your answer is yes, you'll probably want to adjust your attitude. Make it positive.

MISCELLANEOUS INFORMATION

Emergency procedures are outlined in the Emergency Procedures Manual. Become familiar with them.

APPENDIX A

Unacceptable attire includes, in part, the following:

- A. Overly baggy/sagging pants and pants with holes and/or tears in them.
- B. Clothing with underwear showing (including boxers and thongs).
- C. Spaghetti strap or thin strap shirts.
- D. White muscle tank shirts (men and women).
- E. Underwear shirts.
- F. Back-less shirts (shirts that do not cover the back entirely).
- G. Bare midriff shirts (stomach should not be exposed).
- H. Strapless/tube shirts; no off shoulder tops.
- I. Excessively low-cut shirts.
- J. See through shirts (men and women).
- K. Halter shirts/dress.
- L. Slipper and pajamas.
- M. Micro mini skirts and shirts.
- N. Headgear (hats, bandanas, sweatbands).

NOT APPROPRIATE



No Bare Midriffs or Lingerie looking tops



NO HEADGEAR
(hats, bandanas or sweatbands)



NO DROPPED PANTS
NO UNDERWEAR SHOWING
(including boxers and thongs)

APPROPRIATE



NOT APPROPRIATE



(This means MEN and women.)



APPROPRIATE



