

FEDERAL WORK STUDY STUDENT EMPLOYMENT HANDBOOK

Updated 10/10/24

Nondiscrimination Statement

Hawkeye Community College does not discriminate on the basis of sex; race; age; color; creed; national origin; religion; disability; sexual orientation; gender identity; genetic information; political affiliation; or actual or potential parental, family, or marital status in its programs, activities, or employment practices. Veteran status is also included to the extent covered by law. Any person alleging a violation of equity regulations shall have the right to file a formal complaint. Inquiries concerning application of this statement should be addressed to: Equity Coordinator and Title IX Coordinator for employees, (319) 296-4405; or Title IX Coordinator for students, (319) 296-4448; Hawkeye Community College, 1501 East Orange Road, P.O. Box 8015, Waterloo, Iowa 50704-8015; or [email equity-titleIX@hawkeyecollege.edu](mailto:equity-titleIX@hawkeyecollege.edu) or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison, Suite 1475, Chicago, IL 60661, phone number 312-730-1560, fax 312-730-1576, [email OCR.Chicago@ed.gov](mailto:OCR.Chicago@ed.gov).

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Introduction

The Financial Aid Office is the department responsible for the administration of work-study student employment at Hawkeye Community College. The Financial Aid Associate Director is the appointing person for overseeing the work-study program and enforcing of applicable Federal and State Work-Study laws and statutes and institutional policies governing employment practices.

Hawkeye Community College employs an average of 50 students annually across approximately 40 on and off-campus work-study positions. The Work Study Program provides part-time jobs for undergraduate students with financial need, allowing them to earn money to help pay education expenses. The program also serves as an educational tool to increase the student's job skills and enhance future career opportunities.

Hawkeye Community College understands the importance of employment opportunities to students since it complements their academic experience and contributes to their retention rate. It is the policy of the College to provide equal opportunities to student employees, and not to displace or reduce full-time employment opportunities.

Disclaimer and General Guidelines

Disclaimer

The Financial Aid Office is responsible for awarding Federal Work Study Funds, as well as enforcing Federal and State laws and institutional policies in relation to Federal Work Study funds. The Financial Aid Office allows Hawkeye's staff/departments to post open work study positions through the Financial Aid Office site on [Hawkeye Community College's website](#). The Financial Aid Office does not recommend, represent or guarantee position information. Students are responsible for evaluating each staff/departments' hiring and employment practices. Some departments may require additional rules or guidelines to follow, depending on the position. (For example, Elementary Reading Tutor recommends a minimum score of Compass/ACT/SAT/Accuplacer.) The Financial Aid Office provides employment practice recommendations to all departments and agencies but is not responsible for their implementation.

Eligibility Requirements

1. Students must file their FAFSA (Free Application for Federal Student Aid).
2. Students must demonstrate financial need based on federal guidelines and meet all other federal student aid eligibility requirements.
3. Students must be meeting the Satisfactory Academic Progress guidelines as set by the Financial Aid Office.
4. Students must be enrolled and attending at least half time (6 credit hours) during the semester in which they want to participate in the Federal Work Study Program.
5. Students are eligible to earn the funds only during the Financial Aid Award year in which they were awarded. The work study award year follows the same as the FAFSA year. Normally it is only awarded in the fall and spring semester. If there is still funding available, the Financial Aid Office reserves the right to also award in the summer semester. In most instances you may not roll over work study funds from one semester to the next, so make sure you plan your schedule accordingly with your work study supervisor.
6. Each year students must complete a new FAFSA, fill out a new Work Study Offer Request for funds AND be eligible to receive another work study award. Please make sure to apply early (earliest date of work study offer request is after the initial financial aid offer).

General Guidelines

A work study position is just like any other job...

- Treat a work study job interview as you would any other job interview. You are not guaranteed a job; you are offered the opportunity to work. Dress appropriately, be on time, and bring a resume if you have one (optional).
- You must be at work when you are scheduled. If, for any reason, you cannot be at work at the scheduled time, you must contact your supervisor.
- You must immediately notify your supervisor and the Work Study Coordinator if you ever want to switch positions or choose to quit working. You may be asked to sign a Termination Form.
- You may not use work time for non-related work duties, including but not limited to, homework and non-work usage of office equipment (unless you have prior supervisor approval).
- Students are NOT ALLOWED to work while they are scheduled for classes. If class is cancelled or you are dismissed early, your supervisor **may** approve you to work at that time; however, you **MUST** provide documentation to your supervisor (ie, email/syllabus) before you are able to work during a normally scheduled class time.
- Students may work no more than 8 hours per day or 15 hours per week unless prior approval has been received, for example over spring break.
- Students must follow the [College's Code of Conduct](#) as they would follow any other employer's code of conduct.

Student, Supervisor and Financial Aid Office Duties

Student Duties

A student work study position is an employment opportunity that gives the student valuable work experience. The job is planned as an educational opportunity—sometimes directly connected with a student’s program, sometimes not—but in all cases, it is employment, which will provide the student experience in a work situation. The supervisor is a potential reference for the student who may be seeking employment after graduation. Therefore, the student employee is expected to:

1. Complete all the required interviews and forms at the beginning of employment.
2. Along with their supervisor, make sure that the completed and accurate timesheets are submitted via the web twice a month each month by the deadline. This will ensure that all students are paid on time. It is the student and supervisor’s responsibility to read and follow these guidelines and deadlines. Failure to meet Web Time Entry deadlines more than once may result in termination of the work study student and the job opening(s) in that department.
3. Manifest an interest in their work and attempt to complete the work to the best of their ability. The student should be able to take reasonable direction and correction and be able to feel comfortable asking questions if they do not understand their assigned project. Time should be used well and socialization kept to a minimum. Homework and non-work usage of office equipment is not allowed while working (unless you have prior supervisor approval).
4. Determine a work schedule with the supervisor so that there will not be any conflicts with class schedules. Once the schedule is decided upon, the student will be expected to report for work on time. If, for some reason, the student expects to be late, will not be able to report for work, or wishes to have some time off, they are expected to contact their supervisor as soon as possible in order to make their request.
5. Act in a professional manner concerning confidentiality of college and student records and any other information, which comes to the student by virtue of their work. Breaches of such confidentiality and any act of dishonesty may be cause for **immediate dismissal** from the Work Study Program.
6. The student must be enrolled and attending at least half time at all times, and will report to the supervisor and the Financial Aid Associate Director if their class load is reduced to where they would no longer qualify for work study and must stop working.
7. Act in a professional manner in carrying out daily duties. Every time an employee speaks with the public, whether it is in person or over the telephone, they are projecting the image of Hawkeye Community College. It is very important that proper office and phone etiquette be used; as well as wear proper attire according to the employing department’s dress code.

8. Follow all departmental and campus safety rules. If you do not know what they are, please ask your supervisor and/or Hawkeye Community College's Public Safety Coordinator.
9. All work study earnings are subject to federal and state taxes and are to be reported as earnings on state and federal tax forms. At the end of each calendar year, students will be mailed W-2 forms, from Business Services, in order to complete their tax information.

Supervisor Duties

1. To maintain up to date information on the web pertaining to their job postings.
2. To interview, hire, and provide completed and signed Job Description to the student employee.
3. To conduct an office/department orientation at time of hire. The best method of empowering students is to provide a written list of job expectations. It would also be beneficial to provide the mission/purpose of the department and introduce the student to the department's dress code.
4. To provide evaluations periodically, especially if the work study student employee requests it.
5. To ensure that the student employee has work to do during their scheduled hours and to make certain that the place of employment is open.
6. To ensure students are not working while scheduled for classes. If class is cancelled or dismissed early, supervisor can only allow student to work during scheduled class time ONLY if they receive and maintain documentation that class was not in session.
7. To provide training, counseling, supervision, and understanding for the student employee. The supervisor is the immediate superior of the working student. If a student is not performing up to the standards expected, the **supervisor** must make an effort to improve the student's level of performance. Many students have not worked before and may need guidance in order to perform effectively.
8. To complete the timesheets of each student employee's hours and submit twice a month via the web. (Deadlines can be found in *Google Drive > Shared Drives > Hawkeye Global > Payroll > Employee Time Entry > Scheduled Pay Dates file*.) This is both the supervisor's and the student's responsibility to sign and submit timesheet. By submitting it, the supervisor is verifying that the student worked the documented hours. It is the student and supervisor's responsibility to read and follow these guidelines and deadlines. Failure to meet web time entry (WTE) deadlines more than once may result in termination of the work study student employee and the job opening(s) in that department. The supervisor has the ultimate authority to submit WTE even if it's not signed by the student. The supervisor should make clear the consequences of not filling out WTE and signing at the end of the pay period.

9. Along with the Financial Aid Office, monitor the amount of compensation each student is earning throughout the year to ensure the student does not earn more than their work study award. It is understood that any excess of the work study award will need to be paid by the employing department funds.
10. To read any work study newsletters and monitoring information sent out from the Financial Aid Office and make the information available to their work study students, if applicable.
11. To complete a Termination Form for students that are no longer working (regardless of the reason) and forward it to the Financial Aid Office.
12. To attend all work study supervisor meetings and trainings.
13. Follow recommended break and lunch hour guidelines (provided on page 13 of this handbook).
14. To communicate and discuss expectations early. Make students aware of disciplinary action that may be taken. (See Disciplinary Action section of this handbook.)
15. If a grievance occurs, provide the student with a copy of the Grievance Procedure (found on page 15 of this Handbook). Many student grievances occur due to lack of information or miscommunication that can easily be avoided. Please take the time to properly train your students at the beginning of their job experience. Make expectations clear and put responsibilities for which students are accountable in writing.

Financial Aid Office Duties

1. To award eligible students in a fair and equitable manner.
2. To inform HR of Returning Work Study Student Employees start date in order to reactivate the position.
3. To forward any Job Descriptions or Termination Forms received from supervisors to Human Resources.
4. To monitor the amount of compensation each student is earning throughout the year to ensure the student does not earn more than their work study allotted award.
5. To review payroll reports as received from Payroll and to update the Payroll Department if necessary.
6. To monitor work study funds to ensure equitable distribution through all participating departments.

Federal Work-Study Program

Program Overview

It is a federally funded program designed to help students with financial need obtain jobs, allowing them to earn money to help pay education expenses. The program encourages community service work and work related to their field of study. It is an opportunity for students to gain experience in their program field, or develop new skills that would be helpful in their future employment opportunities. Students can check their eligibility by completing a Work Study Offer Request Form and returning to the Financial Aid Office or to reach out to the Financial Aid Office directly.

Eligibility and Employment Requirements

To be eligible for work study a student must have filed a Free Application for Federal Student Aid (FAFSA), FAFSA results must show financial need and the student must meet all other federal student aid eligibility requirements. A student must be enrolled and maintain at least half-time (6 credit hours) enrollment status, and maintain Satisfactory Academic Progress as set by the Financial Aid Office (please refer to the Financial Aid Handbook for further details regarding Satisfactory Academic Progress). Audited and non-Title IV eligible classes are not considered degree-granting credits and do not count toward the credit hour requirement. Students may only work in one Federal Work Study position at a time.

Earning Limit

The Financial Aid Office will send a Work Study Offer Notification email to the student's Hawkeye email. The amount of work study funds that have been set aside (awarded) to the student will be included on the student's Offer. The student must work to earn these funds. The award amount is the maximum amount a student can earn in that given school year. The student and the employing department will need to calculate how many hours a week the student can work so it stretches out throughout the year. We recommend around 12 hours a week so the student is able to have enough money to work for most of the year as well as not get overloaded with their school schedule. **Once the student has earned the full award, the student has to stop working under the Federal Work Study Program.** In some cases, the employing department may choose to hire that student as a "departmental part-time student employee" in which case, the student gets paid by that department's budget. This process would go through the Human Resource Office.

- While the Financial Aid Office monitors the earnings of all work study student employees, it is the responsibility of the student and the supervisor to pay close attention so students are not working past their award amount. Twice a month, a student has to record their worked hours on the Web, sign it, and then the supervisor has to approve it.

Adjustments of Award Amounts

The Financial Aid Office may be able to adjust a work study award amount. After departments have filled the available federal work study student employee positions, and as long as there is still funding available, the award dollars may be increased if the student's "unmet financial need" allows it, and it gets approved by the Financial Aid Associate Director. If the student's financial aid package changes, it may cause the student's work study award to also change. In this case, the Financial Aid Office will inform the student in writing and the student is responsible for informing the employing department of this change.

Suggested Weekly Work Hours

The hourly wage ranges from \$10.75-12.75. Fall and Spring semesters are 16 weeks. (Please see section: Student Employment Policies, Rate of Pay, Timesheets, and Payment.) If students already know they want to work through the end of the Spring semester and want to make sure they have enough work study money for this, they should be calculating the number of hours per week over a 32-week Academic Year.

Example:

Student is awarded \$6,000 (\$3000 Fall and \$3000 Spring)

The position they have been hired for pays \$10.75

Take $\$3000/\10.75 per hour = 279 hours

The student plans on working the entire semester, so take 279 hours/16 weeks

This averages to about 17 hours per week each semester.

If the student starts later in the fall semester, then take the hours divided by the number of weeks left in the fall semester. Then make sure to use the full 16 weeks for spring. So the hours may be different between the fall and spring semesters, depending on when the student starts working and if the award needed to be reduced due to other aid.

Student Hiring and Appointment Process

Posting Job Announcements

All departments are able to post work-study available openings through the Financial Aid Office Website. A NEW Work Study Position Request Form (*Google Drive > Shared Drives > Hawkeye Global > Financial Aid_Public > Work Study folder*) must be filled out and submitted to the Financial Aid Manager/Associate Director if a brand-new position is being created.

Steps To Obtain a Work Study Position

1. Complete a FAFSA and receive the initial Financial Aid Offer.
2. Complete the appropriate year's Work Study Offer Request (found on www.hawkeyecollege.edu > Students > Financial Aid > Types of Aid > Work Study).
3. If eligible and awarded work study funds, the student will receive an email to their Hawkeye email of their next steps.
 - a. Students are directed to the Hawkeye Community College website (www.hawkeyecollege.edu > Students > Financial Aid > Types of Aid > Work Study > Work Study Positions) to look for employment openings (maintained by each supervisor).
4. Review the available positions and determine which positions you may be interested in and meet requirements, if applicable.
5. Contact the supervisor listed and arrange for an interview. When contacting the supervisor listed, be sure to state that you have been awarded work study funds or take your Offer with you to the interview.
6. Once hired, you will receive your Job Description from your supervisor. This must be completed and signed by both the supervisor and the work study student employee (you).
7. The Job Description will need to be provided to Human Resources (HR).
8. Complete the new hiring paperwork sent from HR through DocuSign to your Hawkeye email.
9. Sign the waiver sent in a second email from HR to complete the background check.
10. Complete the I-9 form in person in the HR Office with the 2 forms of ID.
11. Follow instructions sent to Hawkeye email from Payroll to enter direct deposit information.
 - a. Review instructions in same email of how to complete web time entry.
12. Complete the OSHA Training sent from HR through SafeColleges to your Hawkeye email.
13. Do not start working until your supervisor informs you that they have been notified by HR that you are ready to start working.
14. Returning work-study students who have completed a FAFSA for the new academic year and meet eligibility requirements, will be considered first in awarding work study the following year.

- a. If you are a returning work study student to the same position, confirm with your Supervisor that the position is still available and your new work hours.
- b. If you are a returning work study student to a different position, you must complete a new Job Description Form with your new supervisor and submit to Human Resources.

Federal Work Study Student Employment Hiring Process

All Federal Work Study student employees must receive authorization to work through the Financial Aid Office. Employing departments are not permitted to hire a Federal Work Study Student Employee without proper authorization from the Financial Aid Office. Once a student is awarded federal work study funds, they will receive an email notification along with other pertinent information on how to find employment.

Students need to pick the department that interests them from the Hawkeye Financial Aid website and request an interview. A student properly authorized for federal work study funds will have their awarded work study funds included in their Financial Aid Offer when they interview for a position. If they do not, the department could either call the Financial Aid Office to confirm eligibility or cancel the interview and direct the student to complete the Work Study Offer Request to determine if they are eligible.

The employing department directs all interviews and makes all hiring decisions. The Financial Aid Office does not conduct preliminary screening or tests to determine a student's level of skill or proficiency. When the student is hired, the employing department should go over a Job Description and the hours the student will be working. The supervisor and the student fill out the Job Description, and both should sign it. The student or supervisor will provide the signed Job Description to Human Resources. Human Resources will then email the new employee the hiring paperwork to complete through DocuSign. The student must have their Driver's License (or State Issued ID) and either Social Security Card or Birth Certificate to complete the I-9 Form, as would be needed with any other job, and will need to provide in person to the Human Resources Office. Human Resources will also email the new employee a waiver to complete a background check. Once all paperwork and checks are completed, the supervisor will be informed when the student employee can begin work.

Students are eligible to work during the Financial Aid year in which they were awarded the work study funds. Each year at Hawkeye Community College covers Fall and Spring. To continue a work study assignment into the next award year, students **MUST** reapply for the new Financial Aid year (FAFSA), complete a new Work Study Offer Request, and be eligible to receive another work study award. Returning students will be awarded first as long as they continue to meet the eligibility requirements.

Documents Required to Work

All student employees are required to fill out the "normal" hiring paperwork as to work any job. Some forms include: Federal and State W4 forms, Confidentiality Agreement, Direct Deposit Form, and I-9. New student employees will need to provide some documentation in person to the Human Resources Office. The lists of acceptable documentation will be provided to the student employee via email as part of the hiring paperwork.

Student Employment Policies

Break and Lunch Hour Guidelines

Rest, break and meal periods are provided to increase productivity and reduce fatigue and the risk of injury. Students must be relieved of all duties and be free to leave their assigned work area during break and meal periods.

Rest periods are given at the discretion of each supervisor, which are generally 5 minutes in length, that are paid and they do not need to be entered in the timesheet. Breaks are generally 15 minutes in length and meal periods are generally 30 minutes in length. They are **not** paid and not considered as time worked so must be recorded on the timesheet. These are given at the discretion of the supervisor and/or student so as to not interfere with the department's normal work routine.

The following are recommendations:

- If the work shift is 4 (four) or 5 (five) consecutive hours, students should be permitted one, 15 (fifteen) minute unpaid break period during that shift.
- If the work shift is 6 (six) or 7 (seven) consecutive hours, students **must take at least** one 15 (fifteen) minute break period during that shift.
- If the work shift is 8 (eight) consecutive hours, students **must take at least** a 30 (thirty) minute unpaid meal period during that shift.

Rate of Pay, Timesheets and Payment

Students are to be paid at least minimum wage and may work a maximum of 15-20 hours per week when school is in session (most students work an average of 7-10 hours per week). The wage rate, set by the college, ranges from \$10.75 – \$12.75 per hour depending on the job position.

How to enter time entry procedures are found online at *Google Drive > Shared Drives > Hawkeye Global > Payroll > Employee Time Entry*. It is the student and supervisor's responsibility follow the submission and approval deadlines found on *Google Drive > Shared Drives > Hawkeye Global > Payroll > Employee Time Entry > Scheduled Pay Dates file*.

Students are paid through direct deposit twice a month. No wages will be applied directly toward any bill at Hawkeye.

Job Description

At a "pre-employment" interview, supervisors should discuss the job position with the student. A written explanation of the position (Job Description), as well as a verbal explanation, should be provided to the student that outlines the job duties as well as any other information that is pertinent to the position (i.e. a student needs to be knowledgeable of the Dewey Decimal System, be able to lift 50 pounds, etc.) If there are additional criteria needed for a particular department/position, it should be brought to the student employee's attention at

the time of hire. For instance, in the Financial Aid Office, students must sign an additional confidentiality statement that states that any breach of confidentiality will be grounds for dismissal. Prior to hiring, it should be discussed with the student what the expectations are for them in that position. In other words, if a student is unable to come to work for any reason, the student should be informed of whom to call, also what attire is needed for the position, the scheduling of hours, etc. At this time, it should also be made clear to the student the employer's policies regarding personal phone calls, computer usage for purposes that are not work related, breaks, etc. It is very important that these issues are discussed at the time of hiring. This is so that there are not any "gray" areas as to what is expected of the student employee.

Work and Enrollment Policy

All work study students must be enrolled and attending at least half time (6 credit hours) in order to qualify and maintain their work-study eligibility. To work between semesters, students must have completed the registration process for the following semester (i.e. if students want to work between spring and summer semesters, they must already anticipate and be enrolled for the summer and/or fall period before they could start working). This will take collaboration between the supervisor and the Financial Aid Office.

Students will automatically lose employment eligibility if they drop below half time enrollment (6 credits) at any time. If they continue to work, the hours will not be paid by the Financial Aid Office under Federal Work Study Funds.

Federal Work Study student employees may not be employed by more than one Federal Work Study position at the same time and it is recommended that the total work hours not exceed 20 hours per week. Departments should advocate that a student's primary responsibility is to be academically successful. Attending classes should be every student's number one priority. Students are not permitted to work during the scheduled time of a class in which they are enrolled. Exceptions: If class is cancelled or dismisses early and the student would like to work during this normally scheduled class time, the student must provide documentation that there is no class in order to work. The supervisor must maintain this documentation.

Trainings

In certain departments, supervisors will also require their student employees to attend other types of training related to their job. As long as the training has been approved by the supervisor and the Financial Aid Office, the training time can be counted as paid time in that month's timesheet (this does not include travel time and transportation expenses).

Disciplinary Action

Expectations of student employee behavior should be discussed and agreed upon at the beginning of each student's work experience. Each supervisor is responsible for discussing the particular expectations of the position they supervise with their new employees. It is advisable to have a student employee sign an expectation sheet. When a student does not meet the agreed upon expectations of the position, a disciplinary action should be followed at the supervisor's discretion. It needs to be very well documented and the date(s) on which the action(s) took place is to be recorded as well as copies of any written correspondence. Some common examples of behavior that would not meet expectations and may cause disciplinary action include:

- Not showing up for work and not calling in.
- Showing up late for scheduled work times.
- Wearing inappropriate clothing in the workplace.
- Using work time for activities other than work-related duties.
- Breaching confidentiality rules.
- Not meeting WTE deadlines.

Any student employee who is not performing satisfactorily may be placed on probation, suspension, or terminated. All students are expected to read and comply with Hawkeye's Code of Conduct.

<https://www.hawkeyecollege.edu/webres/File/financial-aid/institutional-code-of-conduct-for-educational-loans.pdf>

Grievance Policy

As stated in the Hawkeye Community College Handbook, a Grievance Procedure is available to students with complaints of unfair practices. This grievance procedure is used when regular communication channels and approaches have failed. This means that the student employee and supervisor should attempt to settle the problem, with the right to appeal to a higher level exercised only after it is determined that mutual satisfaction cannot be reached. There should be every effort made to resolve the problem on the spot, on its merits, and with minimal delay. Each employing department must inform all student employees of the student employee grievance procedure.

Some issues may involve more than one policy, which because of either the nature of the complaint or the status of the complaint may be related to other departments, such as Human Resources.

Copies of the grievance procedure are available from the Student Activities Office in the Brock Student Center and the Student Services Office located in Hawkeye Center.

Workplace Safety and Injury Reporting

All campus employees, including student employees, are responsible for maintaining a safe and healthy workplace. In the event that an injury or illness occurs as a result of performing normal job responsibilities, the following should be followed:

A. If the injury is such that the **STUDENT EMPLOYEE CANNOT BE MOVED:**

- 1) Call 911 for an ambulance and
- 2) Call Public Safety, ext. 4234, (319) 493-1763 or (319) 493-1765, or main Switchboard Operator for assistance.

B. If the injury is such that the **STUDENT EMPLOYEE CAN BE MOVED:**

- 1) Call or have Barb Farrell (ext. 4409) assist with arrangements to go to a health center designated by the school.
- 2) If help is needed to transport the injured employee, call Public Safety, ext. 4234, (319) 493-1763 or (319) 493-1765, or Switchboard Operator for assistance. The injured person **MUST** see a designated doctor.

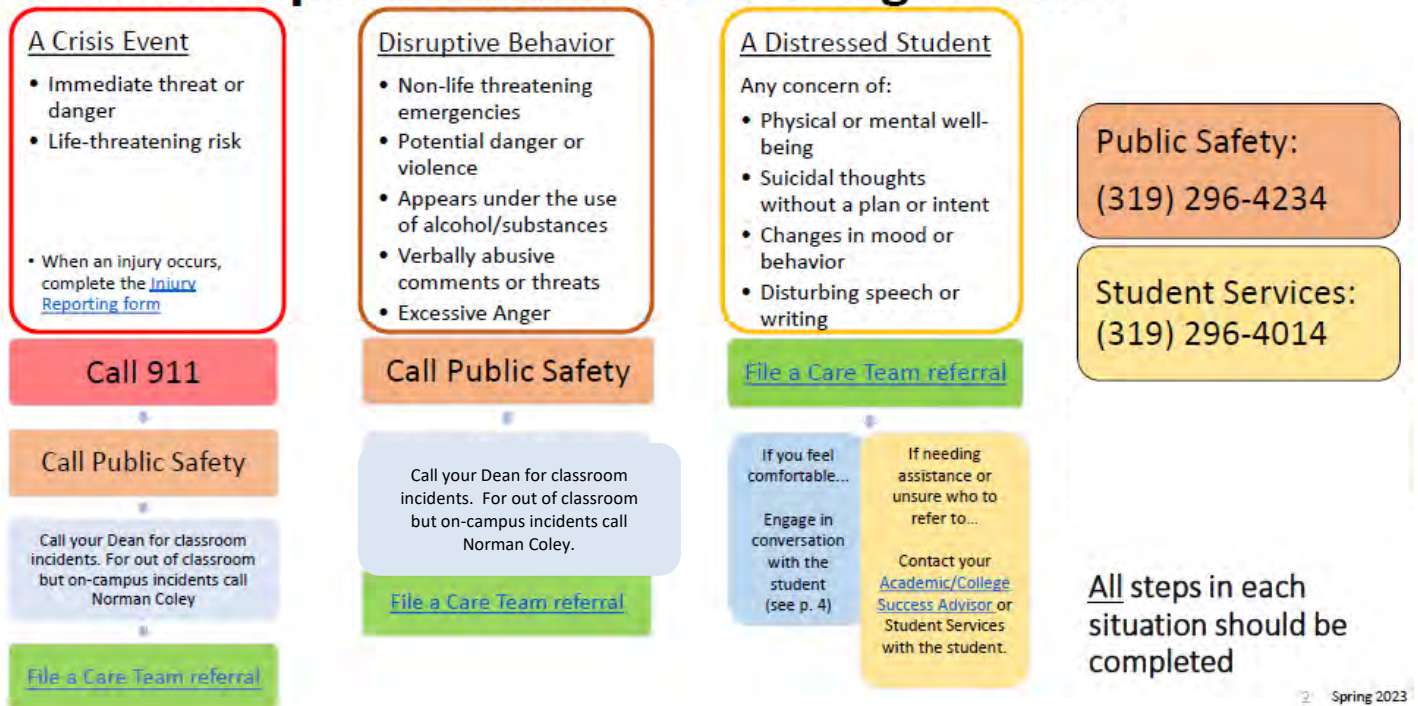
C. As soon as possible, notify Barb Farrell (ext. 4409) of the injury, to complete and send the signed Employee Report of Injury Form to Administrative Services **within 24 hours** of the injury.

D. Any questions regarding this procedure can be directed to Barb Farrell (ext. 4409) or Dan Gillen (ext. 4268).

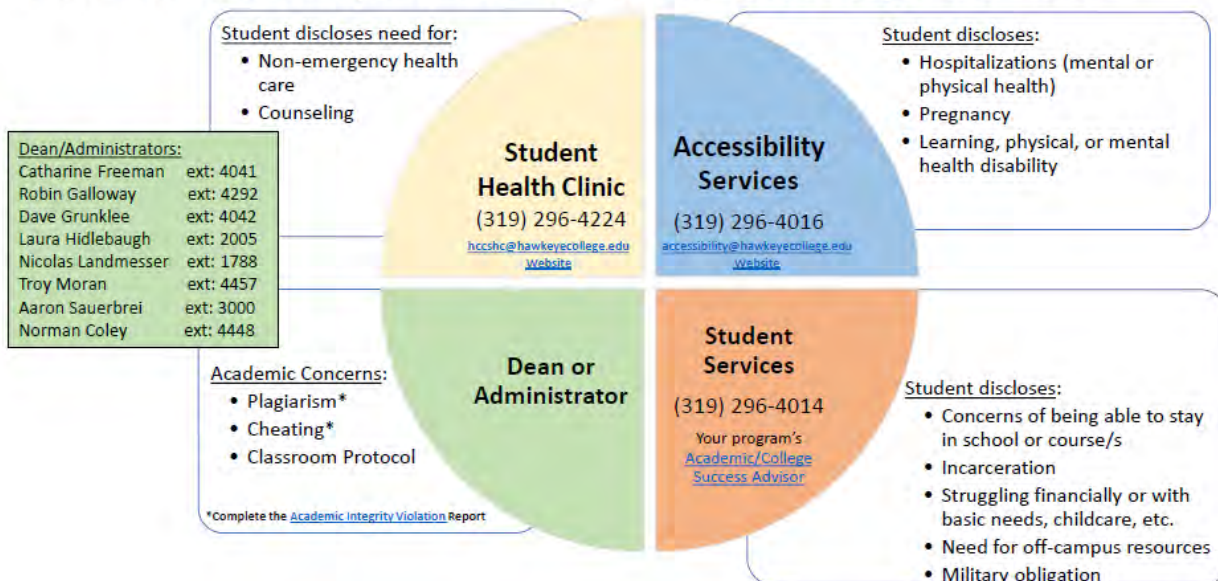
Supervisors are encouraged to collect and keep updated emergency contact information for each student employee. If a supervisor does not have this information, it can be obtained from Human Resources.

If a customer (any individual receiving services from your department) requires assistance or needs to be brought to someone's attention, please refer to the flowchart for guidance.

Critical Response Procedures Involving Students



Non-Critical Response Procedures Involving Students



Student Payroll

Overview

The work study student employee payroll system is based upon days 1-15 of the month and days 16-the last day of the month. Student employees are appointed on an hourly basis. Their gross pay is calculated by adding all hours worked during pay period, and then multiplying it by the hourly wage rate.

Federal Work Study Timesheets

Supervisors may locate payroll procedures for supervisors and students on *Google Drive > Shared Drives > Hawkeye Global > Payroll > Employee Time Entry*. It is the student and supervisor's responsibility to read and follow these guidelines and deadlines. Failure to meet Web Time Entry (WTE) deadlines more than once may result in termination of the work study student and the job opening(s) in that department. The supervisor has the ultimate authority to submit WTE even if it's not signed. The supervisor should make clear of the consequences of not filling out WTE daily and signing twice a month.

W-2 Forms

All student employees have the option to go to *MyHawkeye > Self Service > Employee > Tax Information* to opt in to receive their W-2 in electronic format. If the electronic format is not selected, then the Business Office will mail the W-2 to those who worked the previous year. Any student who has lost their W-2 or requires a replacement W-2 should contact the Payroll Office at (319) 296-2329 extension 1275.

Students, who need to change their address, must fill out a change of address form with the Enrollment Department. The address on file with the Registrar's Office is where all payroll related information will be sent.

Student Benefits

Student employees do not receive automatic annual pay increases, vacation, sick leave or holiday pay, and are not eligible to apply for a leave of absence.

If a student is called for jury duty, s/he should immediately notify the supervisor to request that time off. This time is not paid and it is up to the supervisor's discretion to whether or not the time could be made up.

Motor Vehicle Operator Policy

Hawkeye Community College requires that anybody that will be operating a school vehicle as part of his/her job duty, must have a valid driver's license. The employing department will take care of the necessary paperwork. If at any time, after hired, your license is revoked, you must notify your supervisor immediately.

Criminal Background Check

Hawkeye Community College requires all departments to conduct mandatory background checks before hiring. The student will be required to sign a Background Check Form.

National Student Employment

National Student Employment Week

The National Student Employment Association declares the second full week in April as “National Student Employment Week”. Hawkeye Community College joins other colleges and universities during this time to recognize the valuable contribution student employees give to the college by hosting a series of activities during this week.

The Hawkeye Community College Financial Aid Office encourages all supervisors and departments to take every possible opportunity to recognize the hard work of their student employees. Celebrate Student Employment Week in your office by doing something special for your students. Some ideas are:

- Have a treat day or maybe a treat week.*
- Decorate your office with balloons and streamers.*
- Make a banner or a giant Thank You card.*
- Write a note to the student’s family of how you appreciate them.*
- Take an office picture and give a copy to everyone.*

Also, think about what you can do to support your student employees during Finals Week, such as, handing out Survival Sacks filled with little gifts that may be helpful during study period (candy, pens/pencils, stress-ball, treats, pop, etc.)

Student Employment Recognition Ideas

Student employees are not only a great asset to our college, but bring with them a refreshing quality to the departments where they work. The Hawkeye Community College Financial Aid Office likes to recognize those student employees that exhibit outstanding skills and commitment to their work; therefore, every year a student employee is selected for the “Student Employee of the Year” award.

To be eligible for this award, nominees must be:

- Currently working as Student Employees
- Employed at least 6 months (through the end of that school year)
- Nominated by their supervisor

The nominator must provide a letter explaining the detailed reason(s) that this student employee should be considered for the Student Employee of the Year award. At least one supporting letter must also be included. Evaluations are based on the following:

- Creative solutions to difficult departmental challenges
- Active interest, initiative and participation in departmental affairs
- Evidence of reliability and outstanding quality of work
- Specific contribution that the student has had on the college and/or community
- Demonstration of personal growth or progression of responsibility

The selection committee announces the winner during the National Student Employment Week. The Student Employee(s) of the Year receive(s) a personal plaque, and his/her name is added to the Student Employee(s) of the Year plaque located outside the Financial Aid Office in Hawkeye Center.

Frequently Asked Questions

Where is the work study office located at?

The work study program is administered by the Financial Aid Office, which is located on lower level of Hawkeye Center. The hours are Monday - Friday 8 a.m. to 4:30 p.m. For questions, please call (319) 296-4020.

How do I apply for the work study program?

Students will complete a Work Study Offer Request Form and turn it in to the Financial Aid Office. Their eligibility will then be checked. The students will receive an email to their Hawkeye email of the results.

What is the pay rate?

The work-study pay rate ranges from \$10.75 - \$12.75 an hour, depending on the position.

How often would I get paid?

Work study student employees are paid twice a month, as long as their Web Time Entry is submitted and signed by the deadline provided by Payroll.

How do I get paid?

All work study student employees are paid through direct deposit. Students may view their pay advice via their MyHawkeye Self Service by clicking on Employee Profile.

Where do I go to get my W-2 form for tax filing purposes?

Hawkeye Student Employees should expect to receive a W-2 in the mail in late January, following the employed year. If you lose your W-2 form and need a copy, please contact the Payroll Department at (319) 296-2329 ext. 1275.

How many hours a week may I work?

Students should always strive to find a successful balance between work, school, and other commitments. Work study student employees have their weekly work hour limits determined by the amount of their work study award. Typically, a student will work around 10-12 hours a week in order to spread their award for the entire school year.

How many credit hours must I be enrolled in to work Federal Work Study?

Student employees must be enrolled and attending at least half time (6 hours) at all times.

May I work in between semesters?

The work study award is intended to be used for when classes are in session. However, if the employing department is in need of assistance during the break periods and the student is willing to work, the students can work as long as they are already enrolled in the following semester. Specific situations should be discussed with the Financial Aid Office.

Appendix A

STUDENT EMPLOYEE DRESS CODE

Student employees are required to present themselves in a neat, clean, groomed manner and shall refrain from dressing in a manner that reflects negatively upon the College. If a question arises, the subject of appropriate dress should be discussed with the appropriate supervisor.

The Financial Aid Office requests that student employees follow appropriate office attire guidelines as outlined above and avoid clothing, such as:

- * Tops with obscene, sexually suggestive, profane graphics and /or messages.
- * Revealing clothing
- * Any clothing with inappropriate tears, rips, slits, or soils
- * Hats, caps and other head gear

The appropriate supervisor of the employing Department reserves the right to determine if any clothing worn by student employees is inappropriate for the office setting.

Appendix B Student Employee Evaluation

Student Name: _____

Department: _____ Evaluation Date: _____

The purpose of the Student Employee Performance Evaluation is to facilitate communication between the student employee and their supervisor; it is designed to provide construction feedback to the student employee on work performance, thus maximizing the employment experience for both the student and the department.

Please use the following scale to evaluate this student employee's level of performance:

4 – Exceptional 3 – Commendable 2 – Competent 1 – Inadequate N/A: not applicable

Rating		Rating	
	Professionalism: maturity, business-like demeanor, appropriate dress		Dependability: punctuality, notification of absences, flexibility
	Communication skills: phone and in person with co-workers, supervisors, clients.		Judgment: ability to make sound decisions
	Initiative: interest in assuming additional responsibility		Attitude: enthusiasm, energy, willingness to work, relation to others
	Quality of work: ability to do satisfactory work following specified procedures,		Cooperation: ability to work with supervisors and co-workers, teamwork
	Continuous improvement: ability to respond to feedback		Job Knowledge: familiarity with job procedures

Comments:

Supervisor's Signature Date Student's Signature Date

Nondiscrimination Statement
Hawkeye Community College does not discriminate on the basis of sex; race; age; color; creed; national origin; religion; disability; marital status; sexual orientation; gender identity; genetic information; political affiliation or belief in its employment practices; educational programs and activities; admission procedures; outreach and recruitment; counseling and guidance; testing; selection, placement, appointment, and referral; or promotion/retention. Veteran status in educational programs, activities, employment practices, or admission procedures is also included to the extent covered by law. Students, prospective students, employees, or applicants for employment alleging a violation of equity regulations shall have the right to file a formal complaint. Inquiries concerning application of this statement should be addressed to: John Clopton (Equity Coordinator and Title IX Coordinator for Employees) or Nancy Henderson (Title IX Coordinator for Students), Hawkeye Community College, 1501 East Orange Road, P.O. Box 8015, Waterloo, Iowa 50704-8015, telephone 319-296-4405, email: equity-titleIX@hawkeyecollege.edu

Copies of this evaluation should be given to the student as well as being placed in the employee's personal file

Appendix C Office Protocol

- Time Management Tips
 - Managing your time means getting organized
 - It takes the same amount of time to do your job accurately and well as it does to do it carelessly, so why not do it accurately?
 - Get to know your resources. Look for ways to do your job more efficiently
 - Set goals for what you want to accomplish during a time period and stick to them. Do what you can in that period of time and move on.
- Organize Your Work Area
 - Homework and office equipment for personal usage are not acceptable
 - Create a pleasant, well equipped work area
 - Know where to find materials & information
 - Keep a Hawkeye Community College personnel directory
 - Avoid work area clutter
- Telephone Etiquette
 - Common irritations to avoid doing when on the phone:
 - Multiple transfers from person to person or from office to office
 - Transfer call before caller has a chance to fully explain what is needed
 - Put on hold for long periods of time
 - Not sound interested in helping
 - When Answering Calls:
 - Identify your department and yourself by name
 - Callers appreciate knowing which office they've reached and who answered the phone
 - Caller may have been transferred without being told where
 - When Transferring Calls:
 - Give caller name and title of the person (if possible) and department you are transferring them to
 - Give caller the phone number of new department in case they get disconnected and need to call back
 - When Taking Messages:
 - Indicate the period of time the person will be unavailable
 - Offer to take a message, and also offer to transfer the caller to someone who can give immediate assistance
 - Write down important information given
 - Ask for clarification as needed, such as correct spellings
 - Read back what you've written to be sure you've understood correctly
 - Take down the message accurately, then deliver it!
 - Remember:
 - Be a good listener
 - Speak clearly
 - Be cheerful and positive
 - Be courteous
 - Be knowledgeable and accurate
 - End the call with good bye
 - Speaker phone – let listener know they're on
 - Put yourself in the caller's place – "Do unto others what you want done to you"
 - You represent the college – your courtesy reflects the entire school
- Courtesy – Go the extra mile
 - Meet and Greet
 - Smile
 - Pleasant tone of voice
 - Willingness to do more than what people might expect from you
 - Standard Courtesy

- Good Morning
 - Thank You
 - Please
 - You're Welcome (Not "Yup")
- Extra mile Tips
 - Do your job efficiently and carefully, then add a bright smile
 - Stop to help people who look lost and confused
 - Try to remember the names of people you help
- Observing Confidentiality
 - Student Records
 - Do not divulge outside your work area any information you have access to
 - Keep it at work if it's related to your work
 - Even when it's not confidential, it's easier than you think to be overheard by other students or their friends
- Professionalism
 - Arriving at work early or on time or calling in if not able to come in
 - Completing assignments on time and with minimal fuss
 - Taking the initiative
 - Taking responsibility for your mistakes
 - Talking to your supervisor when trying to address a concern
- Criticism
 - Always take it seriously
 - Never deflect or dismiss it
 - Ask for examples
 - Offer your own examples if you can
 - Ask how you can improve
 - Stay polite
- Dress Code
 - Every office has a dress code, whether it is official or not
 - Dressing well—and appropriately—for work is important
- Diversity
 - Treat everyone the same, regardless of their religion, race, ethnicity, gender, or sexual orientation
 - Never ask personal questions out of idle curiosity
 - Ignore stereotypes; most are wrong
 - Treat people like individuals, but not like exceptions
 - Bigotry is defined by the person who experiences it. If it feels bad to him or her, it is