

# **Campus Student Work Program Handbook**

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**John A. Logan College  
700 Logan College Road  
Carterville, IL 62918**



**2017**

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## **MISSION STATEMENT:**

**We are a diverse learning and teaching community committed to improving individual life and society through high-quality, accessible educational programs and engaged learning opportunities.**

## *Career Services Staff:*

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Career Services Address:

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700 Logan College Road

Room C215

Carterville, IL 62918

*John A. Logan College does not discriminate on the basis of race,  
religion, color, national origin, disability, age, or gender.*

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# *I. Statement of Purpose*

The student work program at John A. Logan College is designed to serve three basic purposes: provide a means of income for those students that have established a financial need in order to attend college, provide an opportunity for students to gain work experience (many for the first time) in a systematic and professional environment, and provide valuable and needed assistance to faculty and staff in each division.

The student work program is financed through the regular College budget and also through work-study, a program funded by the federal government and administered by John A. Logan College.



## *II. College Policy Regarding the Employment of Student Workers*

Administrative Policy has established criteria and guidelines for both students and College staff to follow during the pre-employment process. It is the ultimate responsibility of each student worker supervisor to adhere to each of the twelve criteria that comprise Administrative Policy #811 before officially employing a student.

## **ADMINISTRATIVE POLICY #811**

1. All on-campus student jobs must be listed with John A. Logan College's Career Services Office. Qualifications and job-related responsibilities must accompany the listing.
2. The Career Services Office will post all job vacancies for a minimum of five working days, or until the position is filled.
3. Those students interested in applying for on-campus student work positions must make official application through Career Services.
4. Career Services will refer qualified applicants to the supervisor(s) for the interview process. The actual hiring will be the responsibility of the student worker supervisor in charge of the specific worksite.
5. To be eligible for on-campus employment, students must carry at least six semester hours during both the fall and spring semesters. Students employed during the summer semester must be enrolled for at least three semester hours for the duration of that semester.
6. Student workers are allowed to work no more than 16 hours per week, except during breaks and the summer, at which time they may work up to 20 hours per week. The only exception to these new hours will be for areas which are specifically related to safety and security, (lifeguards and computer lab student workers).
7. Students interested in on-campus jobs must apply for financial aid by submitting the FAFSA application (Pell Grant). The results of this application must be on file in the Financial Aid Office before the student can be declared eligible for employment.
8. Priority in hiring student workers will be given to students who are eligible for financial assistance, provided they meet the qualifications specified for the vacant student work position.

9. All student workers employed by John A. Logan College are expected to maintain satisfactory academic progress as explained in the most recent edition of the annual College bulletin.
10. Student workers will not be permitted to begin work until the employee recommendation form has been properly completed by the student worker's supervisor, and necessary approval signatures have been secured.
11. Student employees may not work more than five hours continuously without a half-hour unpaid break.
12. If a student worker is leaving at the end of the semester, the student should be terminated immediately at the end of the final exam week.

*Exceptions to these rules may be made on an emergency basis if approved by the vice-president for administration, or the president.*

## **PROCEDURE TO OBTAIN AN ON-CAMPUS STUDENT WORK POSITION**

Any student seeking a student work position must make application online through Career Services. However, before a student's application for on-campus employment can be activated, the student must have completed all of the adopted College requirements listed under the guidelines and criteria for the employment of student workers (Administrative Policy #811). Career Services personnel will then attempt to match a student's academic background and previous work history with corresponding departmental vacancies. This information is then forwarded to the individual student worker supervisors in order that they can compare various applicant credentials and make a final decision regarding the employment of a student worker. The actual decision to hire a student is not made by Career Services; the final decision is made by the supervisor in charge of the specific work site. Career Services will, however, assist both the student applicant and the supervisor in making certain that all established guidelines and procedures are followed according to policy during the hiring process, and thereafter.

Once the supervisor makes a decision on filling a vacant position, the student and the supervisor must complete the necessary employment forms before the student can actually begin working. The necessary forms include an employee recommendation form, the state and federal W-4 forms, the I-9 form, an employee questionnaire, an educational loan questionnaire, and an emergency contact form. The student worker supervisor will refer the student to Human Resources, Room C116, to complete the above mentioned forms, with the exception of the employee recommendation form. In addition, the student must provide two forms of identification for Human Resources. Acceptable forms of identification include a valid driver's license, a Social Security card, a birth certificate, or a United States passport. Once this entire process is completed, the student may begin working.

Finally, if you are a "carryover" or a second year student worker, you must once again follow and abide by Administrative Policy #811.

### ***III. Responsibilities of Student Workers***



1. Report to work on time.
2. Notify supervisor in advance of any foreseen delays in reporting to work.
3. Refrain from conducting personal business during working hours.

4. Report accurately the number of hours worked on the TimeClock Manager.
5. Take your job seriously and perform at the highest level of your ability.
6. Exercise responsible, ethical behavior when using the College's computing facilities and equipment.
7. Act in a professional manner concerning confidentiality of student records and other office or work site business.
8. Use professional courtesy by giving your supervisor two weeks' written notice prior to quitting or resigning your position as a student worker.
9. Although the College has no specific dress code, student employees are expected to dress neatly and appropriately according to the work site environment. Discuss any questions regarding attire with your supervisor.
10. Proper telephone usage is extremely important. Consider the following methods of developing consistent telephone etiquette:
  - a. Learn how to use the phone. If you have questions, ask your supervisor for help. Don't try to answer the phones until you have been properly trained.
  - b. Always identify yourself. Give your name and department when you answer or place a call.
  - c. Each call is important. Use courtesy, and BE A GOOD LISTENER.
  - d. Your voice creates an image. Use a pleasing tone of voice and speak clearly into the receiver.
  - e. Take complete messages: note the caller, area code and phone number, date and time, the message itself, and sign your name. Always keep pads and pencils by the telephone.

- f. When you put someone on hold, explain what you are doing and check back frequently. If you know the wait will be long, offer to take a message.
  - g. Be sure of what you intend to say before you place a call.
  - h. When transferring a call, please tell the caller that you are transferring the call and provide a brief explanation before transferring.
11. Always maintain high standards of behavior that will reflect well on both you as an individual and the College as a whole.
  12. Complete assigned duties promptly and qualitatively.
  13. Abide by the rules and regulations of the College and the office or department in which you work.

#### ***IV. Responsibilities of Student Worker Supervisors***

The role of the supervisor is vital to the success of any work-learning program, and in order to be effective, the supervisor must perform a wide range of activities.

As a supervisor, you are responsible for the development of the work environment. This process begins when you interview and select student workers with the skills and attributes necessary to support the operations of your department. You must communicate departmental



goals, provide job descriptions, organize assignments and establish expectations for your students. You will also be responsible for the training, motivating, communicating with, guiding, evaluating and

relating to the students you hire. You should serve as a model for the development of good work habits, such as punctuality, dependability, cooperation, honesty, and efficiency.

A supervisor's primary responsibility is providing student employees with adequate guidance, training, and support. You are responsible for the work that your student employees do. Many students have a great deal of potential but very little work experience, and your patience and support can help them develop that potential and become a valuable asset to the department as they gain important work experience.

Make certain that all criteria and guidelines listed under Administrative Policy #811 (policy for the employment of student workers) are followed and completed.

After the student has been hired, set time aside to orient the student to the department. It is suggested that the supervisor reinforce topics discussed at the interview as well as the additional topics listed below:

1. Variation in work schedules during holidays and examination periods
2. Safety and health practices
3. Responsibilities toward College facilities and equipment
4. Performance standards
5. Procedure for recording hours worked through the TimeClock Manager
6. Paydays and paycheck distribution
7. Security procedures
8. Acquaintance with supervising and administrative personnel

When discussing supervision, it is important to provide answers to the following questions: Who is the student's immediate supervisor? Who is the next supervisor in the chain of command? To whom should the student direct questions or problems? Who should be contacted in case of absence or change in work schedule?

Although it may be difficult to establish a formal training program for student employees, good personnel practices require that every new worker be oriented to the organization of the specific workplace and trained to perform necessary tasks. If you supervise student workers at John A. Logan College, you have the following responsibilities:

1. Submit a complete job description of responsibilities and duties for each student work position to Career Services.
2. Inform the student of his/her role in the department and the standards of behavior expected from all employees.
3. Assist the student in developing skills and procedures necessary to perform assigned tasks.
4. Provide a work space that is safe and free from hazards.
5. Keep communication lines open, clear, and constructive.
6. Set a good example.
7. Treat student employees according to their rights, which are the same as all employees, as defined by applicable College, state, and federal regulations.
8. Evaluate each student employee one time per semester and forward the evaluation to Career Services.
9. Work with your student employees to establish regular work schedules, making it clear that you expect them to follow these schedules.

10. Give a student's academic progress priority by allowing flexibility in scheduling during exam times.
11. Verify the accuracy of your student worker's time before approving the hours. The person who signs as supervisor confirms the hours worked as they appear on TimeClock Manager. All payroll becomes official records open to audit by the federal government, and supervisors are accountable for the accuracy of the records.
12. If termination of a student employee becomes necessary, consult the Human Resources and Career Services regarding current termination policy and procedures.

## ***V. Qualities Supervisors Search for When Selecting a New Student Worker***

College staff members that supervise student workers are generally the individuals that are given the final say and authority to hire a student in their particular department. Those staff members, with such authority, are referred to as student worker supervisors.

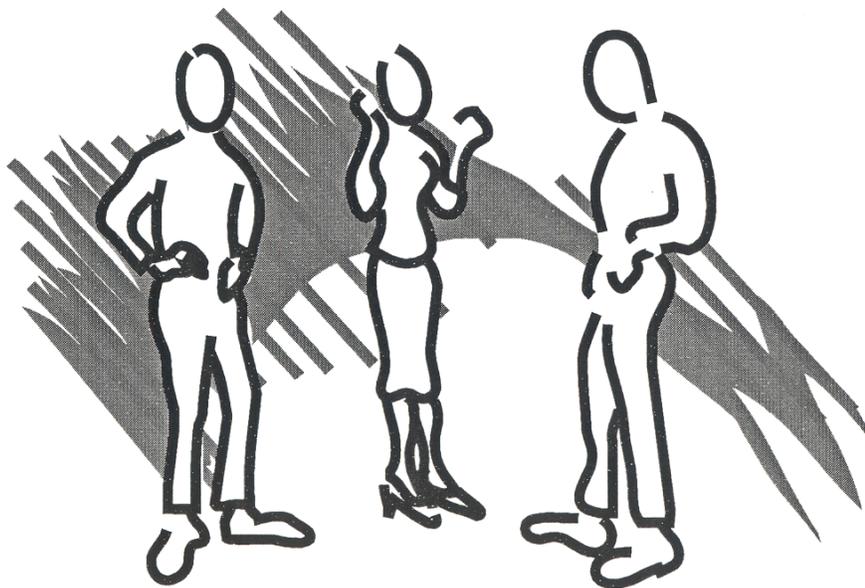
During a supervisor's search for a student worker, there are certain individual characteristics, qualities and conditions that the supervisors will always look for in a potential student worker. These qualities are vital to the student work program in that they assist each program and department in maintaining a certain degree of productivity and ultimate success.

### **QUALITIES AND CONDITIONS THAT SUPERVISORS LOOK FOR IN STUDENT WORKERS:**

1. **DEPENDABILITY** – Will the student arrive on time and maintain an outstanding attendance record?
2. **COMMUNICATION SKILLS** – Does the student have good written and verbal communication skills?

3. **COURTESY** – Is the student thoughtful and respectful of other people? Does the student display a pleasing personality?
4. **APPEARANCE** – Is the student clean and neatly dressed for the work environment?
5. **WORK ETHIC** – Is the student a hard worker with the ability to take direction and constructive criticism when necessary?
6. **SKILLS** – Does the student have the ability to do the job now?
7. **TIME** – Does the student’s class schedule provide a block of time that will fulfill the supervisor’s needs?
8. **ACADEMICS** – Is the student academically responsible and capable of maintaining academic responsibilities?

Although there are many other qualities that are important, the above-mentioned eight items are prominent during the hiring process at John A. Logan College.



## ***VI. Employment Boards***

Career Services maintains fourteen different job opportunity boards located at various points throughout campus. These boards list all of the job vacancies for off-campus positions. A corresponding job vacancy list is also available at the reception desk within Career Services. The job list within the office area is updated on a daily basis, while the employment boards throughout the campus are updated on a weekly basis. The information provided on the job opportunity boards is condensed. For more detailed and specific information regarding the vacancies, you must contact Career Services. All job vacancies are also listed online under Career Services.

## ***VII. Student Worker Orientation***

It is mandatory that each student worker attend a student worker orientation within one week of being notified of his/her employment. The orientation is designed to familiarize the student with various important and related responsibilities, procedures, guidelines, policies, and expectations that accompany on-campus student employment at John A. Logan College. Student workers are also required to complete an online training seminar:

1. Title IX

## ***VIII. Grievance Procedure***

Student employees should be aware of the grievance procedure that has been adopted for the protection and benefit of all students enrolled at John A. Logan College. The grievance procedure is thoroughly outlined and explained in the latest issue of Student Rights and Responsibilities Manual available online. If you have a need to utilize such a procedure, refer to this booklet and follow the directions. This procedure was adopted by the John A. Logan College Board of Trustees and is referred to as Board Policy 3512.

# *Employer Expectations Checklist*

You should try to show the employer that you meet one or more of the three major expectations with each and every response you give during a job interview.

## **EXPECTATION 1: APPEARANCE**

*“Do you look like the right person for the job?”*

\_\_\_\_\_ The Way You Look: dress, grooming, and hygiene

\_\_\_\_\_ The Way You Behave: confident, courteous

\_\_\_\_\_ The Way You Write: neat, complete, accurate

\_\_\_\_\_ The Way You Speak: clear, correct, enthusiastic

## **EXPECTATION 2: DEPENDABILITY**

*“Can you be counted on to do the job?”*

\_\_\_\_\_ Attendance

\_\_\_\_\_ Punctuality

\_\_\_\_\_ Reliability

## **EXPECTATION 3: SKILLS**

*“What can you do that relates to the job you want?”*

\_\_\_\_\_ Job-Related Skills

\_\_\_\_\_ Transferable Skills

\_\_\_\_\_ Self-Management Skills

## **TIPS FOR A SUCCESSFUL INTERVIEW**

Arrive a few minutes early.

Check your dress and grooming in a mirror before you arrive.

Be friendly and professional with the receptionist.

Emphasize your best skills and experiences for the job, and give examples to support them.

Practice answering difficult questions.

Answer the question “Why should I hire you?” even if it is not asked.

Be relaxed and friendly during the interview.

Summarize your key strengths before you leave.

If you want the job, say so.

Follow up after the interview with a thank-you note.