STUDENT EMPLOYMENT HANDBOOK

Purpose of the Handbook & General Disclaimer
Glenville State College employee handbooks are intended as a general summary of rights, responsibilities, and information for employees of Glenville State College (sometimes “College”). This handbook describes in brief your responsibilities as a student employee and provides an outline of the programs available to Glenville State College student employees. More complete details of policies may be obtained from the Human Resources Department, or other official College policies and procedures, as well as the College's web site.

The handbook's provisions may be changed from time to time at the sole discretion of the College. An up-to-date version will be maintained online at http://www.glenville.edu/life/career_svcs.php. HR or the Office of Career Services may provide notices through email or campus mail; however, these changes will have effect regardless of whether any particular notice is given or received.

The provisions of the policies contained in this handbook, and any other similar written policy or document developed or disseminated by the College, are designed and intended to provide guidance and information. This handbook was prepared in accordance with College current policies, and applicable state and federal laws. Should any information in the handbook conflict with any federal or state law, the applicable provision of law will take precedence. This handbook is not intended to substitute, replace, overrule, or modify any existing federal and state laws, agency rules, regulations or policies, nor be inclusive of every policy.

No provision of this handbook, or any other policy or like document developed or disseminated by Glenville State College, creates an employment contract, binding agreement, agreement to continue your employment, or any other obligation on the part of the College in regard to employment.

All employees are responsible for reading and understanding this handbook and for abiding by the College's policies and procedures. The final interpretation of the provisions contained in this handbook and in other similar written policies or documents developed or disseminated by the College is the exclusive responsibility of the management of Glenville State College.

If you have any questions regarding this handbook, please contact the Career Services Coordinator at extension 6052 or the Director of Human Resources at extension 6193.

DEFINITION
A student worker is a student who is enrolled in classes at Glenville State College for at least 6 credit hours or more and has been hired to work on campus being paid out of the work study funds awarded as part of their financial aid package or paid directly out of departmental funds. All student employees are considered “at-will” employees. Their employment is interim, temporary, serves a support function, and is contingent upon satisfactory performance in the pursuit of their academic degree.

ELIGIBILITY FOR STUDENT EMPLOYMENT
Student workers must:
• Maintain a 2.0 grade point average each semester and cumulatively
• Attend class faithfully
• Adhere to the following rules for the total weekly hours they may work based on their enrollment status:
  o 1-5 hours (less than half-time) are not eligible for student employment
  o 6-8 hours (half-time students) - eligible to work half the total potential hours (10);
  o 9-11 hours (3/4 time students) - eligible to work ¾ of the total potential hours (15);
  o 12+ hours (full-time students) - eligible to work the total potential hours (20)
EXPECTATIONS

Supervisors are expected to:

• Serve as department role models
• Understand College policies and procedures for hiring and supervising students
• Provide clear job expectations for student workers
• Implement orientation, training, and evaluation procedures for student employees
• Provide a working environment where students can learn transferable job skills
• Provide opportunities for leadership development of student employees
• Keep their students workers motivated and busy

Student Expectations

When a student is hired for a work study or workshop position at Glenville State College, he or she becomes a member of a work unit that others will depend upon and should be expected to perform as any other College employee. Work study and workshop employees are not entitled to study while on the job.

Student employees are expected to:

• Locate and secure a job
• Submit completed payroll documentation forms
• Follow all College policies and procedures
• Arrange a work schedule with their supervisor
• Report to work promptly when scheduled
• Notify their supervisor promptly if they will be late or unable to work
• Dress appropriately for work
• Take time to gain a thorough understanding of any new procedures, technology, or skills required for the position
• Work hard and perform duties to the best of their abilities
• Maintain a positive attitude toward co-workers and customers/clients
• Work with co-workers to assist with and accomplish other functions and goals, as necessary
• Take their job duties seriously
• Refrain from conducting personal business while on the job
• Follow all required time reporting and other documentation procedures
• Consider the employers needs as well as their own needs when requesting time off

Students employed under the Federal Work-Study and the Glenville State College Workshop program:

• Do not accrue sick leave or vacation time
• Do not receive pay for holidays
• Are compensated only for authorized hours worked
• Must be paid for all authorized hours worked
• Are not paid for overtime (the department will be charged)
• Should work only during normal College business hours, although exceptions could be made, such as to help with a special events, as long as a supervisor approves this time and can verify that any hours turned in on a time sheet were actually worked
• Are covered under Workers Compensation for job related injuries
• Are paid at no less than the higher of either state or federal minimum wage
• Are entitled to a 30-minute unpaid break for work of more than 6 consecutive hours
• Must complete payroll documentation, including identification verification, in Career Services immediately following their initial hire, as well as set up a WV MyApps account
• Must log in and out of the Kronos system at the beginning and end of each working period
• Will be paid biweekly
• May not work over 20 hours per week during a period of enrollment
The Career Services Coordinator will monitor the academic performance of all student employees. This includes four week or mid-term grade deficiencies. At the discretion of the Career Services Coordinator, student workers with grade deficiencies may be required to complete mandatory tutoring each week until all grades improve to passing.

INTERNATIONAL STUDENTS
There are specific Federal requirements for international students who are hired as student employees, as follows:

- International student employees cannot be paid with FWS funds.
- Students studying on an F-1 Visa are permitted to work 20 hours per week while classes are in session and 40 hours per week when classes are not in session.

The Internal Revenue Service requires that international students, who wish to be considered for tax exemption, complete Form 8233 each calendar year and submit the Form 8233 to Payroll Office. This form can be found on the Internal Revenue’s website (irs.gov). Publication 901 details the countries with an existing tax treaty with the United States. Tax treaties offer a reduced rate, or possibly a complete exemption, from United States income tax withholding for residents of a particular country.

REASONABLE ACCOMMODATIONS
It is the policy of Glenville State College to provide reasonable accommodations for qualified individuals with documented disabilities. This college will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations with regard to affording equal educational opportunities. An student employee in his/her present position who is otherwise qualified and has or acquires a permanent medial impairment or impairments causing functional restrictions or limitations which can be reasonably accommodated will be provided such measures by the Institution, a reasonable accommodation will permit the employee to meet the essential requirements of his/her particular job. Student workers seeking reasonable accommodations should contact Heather Coleman, Disabilities Services Coordinator, by phone at (304)-462-6155. This is in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

INTERVIEWING
The following job duties and expectations are some items that could be covered during the interview:

- Overview of the job duties
- Reporting for the position
- Training and attendance requirements, including punctuality and reliability
- Dress code
- Acceptable behaviors

SCHEDULING
Student workers are students first and employees second. Students should communicate their availability to work only after accounting for class and study time along with any other academic and relevant extra-curricular obligations. However, students should direct their time at work solely to tasks assigned by their supervisor. Students are not entitled to study or work on class assignments or projects for relevant extra-curricular activities during work hours. If, after developing a student work schedule, intermittent time conflicts arise, it is the responsibility of the student to inform their supervisor as soon as possible of any situation that may compromise their ability to work at their assigned times. Likewise, supervisors should remain flexible in accommodating such instances and are encouraged to allow students to make up time lost within the same week, either by working the same amount of hours on a different day or temporarily switching shifts with another student worker, if at all possible. Supervisors do not have to grant requests for student work schedule accommodations, and all such student worker requests should be approved by a supervisor (not as an agreement between student co-workers). Additionally, student workers are not entitled to receive compensation for time worked that has not been authorized by their supervisor.

ORIENTATION
Orientation topics that should be explained in detail are:
• College policies on Conflict of Interest, Access and Confidentiality concerning Student Records, The Family Educational Rights and Privacy Act (FERPA), and policies related to Security, Discrimination, Harassment and any other policies that are appropriate to the specific work situation

• College policies on appropriate dress, work schedule, reporting absences, time sheets and pay procedures, appropriate use (or misuse) of office equipment, phones, and facilities
  o Please note that in order to tighten control standards, the Payroll Office cannot accept time sheets hand delivered by anyone other than a supervisor. Time sheets can also be delivered via campus mail. Once accepted by and approved by a supervisor, a time sheet should remain in his or her control until it is placed in the mail or hand delivered to the Payroll Office.

• Organizational structure and layout/tour of the work area

• Introductory to office staff

• Location of exits, stairs, and elevators

• Security procedures as part of emergency situations

• Location of mailboxes, supply cabinets, office equipment, etc.

• Location of bathroom, break areas, and procedures on taking a break

JOB TRAINING

Specific training topics that should be covered in detail are:

General Office information
  • What is important to know about the department
  • Who are the department’s internal or external customers (i.e. students, parents, faculty, staff, vendors)
  • What are some typical questions that the student worker may be asked
  • What are some appropriate answers to those questions
  • What are some possible complaints that the student worker may encounter and how might they best respond to them
  • What upcoming campus events, holidays, projects, etc., might affect office procedures

Phones
  • Preferred greeting for answering the phones
  • How to transfer calls to department extensions
  • When to make a transfer and when to take a message
  • Other phone etiquette procedures

Computers
  • Log-in and log-off procedures
  • Software and other programs to be used
  • College policies on personal use for checking email, web access, downloading music, doing homework, etc.

PROFESSIONAL APPEARANCE

Glennie State College relies on the good judgment of its employees and supervisors in matters of personal grooming and professional appearance. The dress code for each department varies and is based on a student worker’s duties. Some departments will require student workers to dress more formally than others. All student workers are expected to dress neatly and in good taste. A student worker should remember that he or she is a representative of the College and should always strive to project the best image possible for themselves and Glennie State College.

Student workers are encouraged to take pride in their appearance and are expected to dress professionally. Appropriate items include modest, neat, and clean clothing. Inappropriate items include ill-fitting, unkempt (dirty, wrinkled, threadbare), or suggestive clothing. Additionally, student workers are encourage to wear GSC apparel as their departmental dress code will allow and refrain from wearing anything bearing the logo or insignia of another higher education institution while at work.

PRIVACY

Students preserve their eligibility to work on-campus by remaining in good academic standing and attending class
faithfully. The Career Services Coordinator will verify final grades and cumulative grade point averages for all student workers at the conclusion of each semester. Supervisors may talk to their student workers about any concerns relating to their academic performance or attendance. Additionally, the Career Services Coordinator may, at any point during a student worker’s employment, verify their academic performance and class attendance with faculty and/or the Office of the Registrar.

CONFIDENTIALITY
Student workers may become party to sensitive and confidential information in the course of completing their job duties, and this information must not be disclosed. What student workers learn about other GSC students and general college business must remain confidential and is not to be discussed with anyone else other than their supervisor. Any alteration or misuse of GSC identification cards, records, documents, or computer data is not acceptable and is grounds for immediate dismissal. Student workers found in breach of confidentiality will be held accountable. Student workers may not access confidential information for any reason other than for that which they have been asked to do by their supervisor. Student workers agree to maintain the confidentiality and privacy of all such records and information during and after their period(s) of employment at Glenville State College.

STUDENT PERFORMANCE EVALUATIONS
The performance evaluation is an opportunity for a student employee and their supervisor to meet and discuss the student’s work performance. Student workers are required to undergo a performance evaluation at least once a year prior to their next employment period. Evaluations can be done as often as at the end of each semester or the end of an employment period such as the summer. Generally, supervisors should schedule a performance evaluation toward the end of an employment period. Evaluations are a helpful assessment tool and provide an opportunity to discuss performance strengths and weaknesses, clarify job expectations, ask for feedback, and make suggestions for improvement.

Supervisors are to direct their student employees to download the Student Employee Evaluation Form from www.glenville.edu so that they may rate their own core competencies themselves before submitting it to their supervisor. The supervisor will then rate the student worker’s core competencies along with any general comments and/or goals and expectations for the following semester. The supervisor will review these ratings and comments with the student worker before both parties sign the evaluation.

A student worker may attach a written statement to their signed evaluation to explain any deficiencies or elaborate on a rating, comment, goal, or expectations in their evaluation that they do not agree with. After the completed evaluation is reviewed in joint session and signed by both the supervisor and the employee, supervisors should make two copies of it along with any written attachments. Supervisors should keep one copy to retain for their records and give the other to the student employee. The original signed evaluation should be submitted along with any attachments to Career Services.

PROGRESSIVE DISCIPLINE PROCESS
Supervisors will inform student workers of the standards of performance and conduct they are expected to meet. If student workers fail to meet these standards, supervisors are expected to counsel them to resolve the problem. Student employment supervisors at Glenville State College are advised to use the following four-step, progressive discipline process.

- Step 1: Verbal Warning
- Step 2: Written Warning and Improvement Plan
- Step 3: Review on Improvement Plan
- Step 4: Dismissal

*Because some performance/behavioral issues warrant skipping steps in the process, supervisors may immediately dismiss an employee or skip any step(s) in the progressive discipline process with the approval of the Career Services Coordinator.
Supervisors are directed to reference each action and step in this process with Student Employment Progressive Discipline Process Documentation, which is available for download at www.glenville.edu. Supervisors are advised to hold their workers accountable for their actions, encourage them in better behavior, and exercise discretion in conducting the discipline process. Students are advised to communicate openly with their supervisor and put forth an earnest effort to improve any deficiencies. At any point in the progressive discipline process, if a student worker feels that they have been treated unfairly, they may find recourse in the Student Employment Dispute Resolution Process.

Verbal Warning
In conducting a verbal warning, supervisors should:

- Project a supportive attitude with a tone of rapport in a timely, consistent, and reasonable manner
- Objectively gather and present facts relevant to the circumstance
- Set a meeting to discuss the performance issue confidentially with the student worker when traffic is low or close to a break in the workday
- Open the meeting by communicating concern and ask how the student worker has been
- Note performance strengths first and then concerns over deficient areas
- Allow student workers to share what issues might be adversely affecting their work performance
- Reassure the student with constructive feedback and clear expectations for improvement
- Keep student worker disciplinary proceedings confidential; neither co-workers nor other students should be party to these matters.

Unless otherwise noted by the supervisor issuing the verbal warning, improvements are expected to begin immediately.

Written Warning and Improvement Plan
If a student worker fails to comply with a verbal warning, a supervisor may issue a written warning. Supervisors are directed to use the written warning and improvement plan template available for download from www.glenville.edu, to detail the nature of the nonstandard work, previous steps taken to correct it, expected improvements, a calendar date by which the student’s work must conform to standards, and a notification that failure to bring student work up to standards by the date specified will result in the student worker being dismissed. Supervisors will review any improvement plan with their student worker.

If student employee performance does not improve following an improvement plan, they may be dismissed. Supervisors should provide student workers a copy of any written warning and a copy must also be sent to Career Services to be placed in the student’s employment file. Written warnings will be kept on file for a period of 12 months from the date of the warning.

Improvement plan status will last for a predetermined amount of time not to exceed 30 days from the initial date of review with the student. Within this time period, the student worker must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor in the improvement plan. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.

Student workers may request a mediated hearing through the Student Employment Dispute Resolution Process by filing a written request with the Career Services Coordinator if they do not agree with the terms of the improvement plan or feel that they have been treated unfairly. A request for mediation will not, in itself, delay or postpone the improvement plan. Student workers may have representation of choice to assist them at any such mediation.

Dismissal
Student employees may be dismissed immediately if they flagrantly or willfully violate rules, regulations, or standards of acceptable behavior or performance. The kinds of offenses for which a student employee may be discharged without warning include, but are not limited to, the following:

- Repeated failure to perform assigned duties
• Reporting to work under the influence of alcohol or narcotics or partaking of these substances while at work
• Malicious destruction or theft of property of the College or its visitors, patrons, or employees
• Wrongful injury to a member of the campus community
• Failure to comply with college policies and rules, including violation of the policy on sexual harassment and assault
• Intentionally providing false information
• Habitual absence from work or tardiness without permission or proper explanation
• Unauthorized use of firearms on College property
• Unprofessional behavior

Supervisors will provide student workers with a written notice of immediate dismissal and send a copy of that notice to Career Services to keep in the student worker’s employment file. Student workers may respond by filing a written request for a mediated hearing through Career Services; however, a request for a hearing will not, in itself, delay or postpone the immediate dismissal.

Reassignment
In lieu of dismissal, a supervisor may recommend a student worker for reassignment to another on-campus student employment vacancy after consulting with the Career Services Coordinator.

Written warnings
Student workers being considered for dismissal (as opposed to being immediately dismissed) must be informed of this fact in writing. This written notice must be delivered in person or by certified mail and must specify:
• The nature of the nonstandard work
• Remedial steps that must be taken to correct it
• A calendar date by which the student’s work must conform to standards
• A notification that failure to bring student work up to standards by the date specified will result in dismissal

Student workers may be dismissed for offenses after receiving a written warning.

Voluntary Resignation
Student workers are expected to give their supervisor a minimum of two (2) weeks advance notice in writing. A copy of this letter should also be provided to the Office of Career Services. In order for a student worker to leave employment in good standing and to receive their final paycheck, the Exit Checklist for student workers should be properly executed by all noted areas. A copy of this form may be found at www.glenville.edu.

STUDENT EMPLOYEE DISPUTE RESOLUTION PROCESS

If a student worker is unable to resolve an issue with their supervisor, they are directed to contact the Career Services Coordinator for guidance in resolving the issue. The Career Services Coordinator will help parties identify and clarify the issues of their conflict and evaluate the benefits, risks, and costs of the possible outcomes. The Career Services Coordinator may suggest mediation to resolve the matter and serve as mediator in that process. The goal of mediation is to reduce obstacles to communication and to address the concerns and needs of all parties. Decision-making authority rests with both parties to the dispute, and outcomes must be mutually acceptable to all parties.

During the mediation, the supervisor named in the complaint may be accompanied by another Glenville State College faculty/staff member. The student filing the complaint may be accompanied by another Glenville State College student or faculty/staff member. No one may be present who is not a Glenville State College student, faculty, or staff member unless a special exception is granted by the Career Services Coordinator.

Should mediation fail to satisfactorily resolve the issue for all parties, the student worker has the option to either drop their complaint or leave a decision on the matter to the Career Services Coordinator. The Career Service Coordinator’s
decision is final and binding. A copy of the decision will remain in the student worker’s employment file in Career Services for a period of 12 months from the date of the decision.

At any time during the appeal process, the student may withdraw his/her complaint.

Career Services Coordinator
Student Employment at Glenville State College is managed by the Career Services Coordinator. If any supervisor or student worker feels that the Career Services Coordinator has not acted in accordance with the policies and procedures for Student Employment as set forth in this policy, they may voice their concerns in a written statement to the Provost of the College and adhere to the dispute resolution process of that office.

**Please see the Student Employment FAQ’s for more information on current payroll procedures.**