



FINANCIAL AID OFFICE

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Federal Work-Study (FWS) Student Handbook For Students

Welcome to the City College of San Francisco (CCSF) Federal Work-Study (FWS) Program. As a student eligible for financial aid at CCSF, you have been extended a very important opportunity, one that is not extended to all students.

The Work Study Program allows eligible students to earn an hourly wage while working in an on or off campus worksite. It offers a student the opportunity to develop marketable work skills and gain valuable work experience, in a California Community College, while they make an effort to pursue and complete a college program of study.

Your selection to participate in the CCSF Federal Work-Study Program is an opportunity that you should not take for granted. It is an opportunity that is difficult to attain, and easy to lose. Not every student who wants to participate in the program is eligible, and once you have been extended this opportunity, you don't want to lose it, regaining it is not an easy process.

Succeeding in the Federal Work-Study Program is a process that will take a responsible, dedicated and active effort on your part. You will be expected to take this opportunity seriously, and the success that you achieve will serve to help you actualize numerous other educational and career opportunities in the future. As a federal work-study student employee at CCSF, you are a vital member of the College Staff. Student employees at the college provide a broad range of academic, student services and office support, and also serve in positions that contribute to the well-being of the surrounding community. This handbook has been prepared to familiarize you with the regulation and policies governing the FWS program.

We are looking forward to working with you this academic year. Welcome to the CCSF Federal Work-Study Program and Good Luck!

Office of Financial Aid
City College of San Francisco

STUDENT EMPLOYMENT PROGRAMS

Federal Work-Study Program (FWS)

The Federal Work-Study Program is a federally funded program that assists students with their cost of education. The FWS program assists students earn financial funding through a part-time work program. The program is based on financial need and students must meet federal eligibility requirements every year to qualify for the program. In order to qualify for the FWS program students must apply for federal assistance through the Free Application for Federal Student (FAFSA) annually. The program will determine if students qualify and how much they will be awarded.

CalWORKs (CWS) Work-Study Program

The CalWORKs Work-Study Program is a state funded program that assists students in earning cash while learning important job skills through on-campus opportunities. The program provides job readiness training to enhance work performance skills and do not need Financial Aid eligibility to participate. The students must be CalWORKs participants and are eligible to work up to 15-20 hours per week. Interested in CalWORKs work-study program please contact CalWORKs Department.

LAB AIDE

Lab Aide is a term CCSF uses to identify our general fund. Student workers who are ineligible for FWS or CalWORKs can apply for Lab aide funded positions as long as you meet all the SHEP requirements. For information on lab aide positions contact the Office of Student Employment

STUDENT RIGHTS

Equal Employment Opportunity

The San Francisco Community College District is committed to the principles of equal employment opportunity and will implement a comprehensive program to put those principles into practice. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunity, and are not subjected to discrimination in any program or activity of the District on the basis of race color, ancestry, national origin, ethnic group identification, religion, age, gender, marital status, domestic partner status, sexual orientation, disability or AIDS/HIV status, medical conditions, gender identity or status as Vietnam-era veteran, or on the basis of these perceived characteristics, or based on association with a person or group with one or more these actual or perceived characteristics.

The District will strive to achieve a workforce that is welcoming to men, women, person with disabilities and individuals from all ethnic and other groups indicated above, to ensure the District provides an inclusive educational and employment environment. Such an environment fosters cooperation, acceptance democracy and free expression of ideas. An Equal Employment Opportunity Plan will be maintained to ensure the implementation of equal employment opportunity principles that confirm to federal and state laws.

Supervision

You have the right to clear instructions, a safe work environment, and all necessary equipment and materials to perform the required work. Your supervisor or their official designee will be available to you on campus at all times when you are working. Student employees are not issued keys and do not have the authority to open or close facilities.

Safety

You have the right to a safe work environment. It is your responsibility to read all available safety literature and to perform the duties of your job in a safe manner. Contact your site supervisor for any additional safety materials.

DISTRICT POLICIES

Sexual Harassment Policy

It is the policy of the San Francisco Community College District to provide an educational, employment and business environment free of unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct or communications constituting sexual harassment, as defined and otherwise prohibited by state and federal statutes. Record your understanding of the CCSF Sexual Harassment Policy in SHEP Step #4, available through WEB4. For additional information regarding this policy and the procedures involved, visit http://www.ccsf.edu/Policy/Manuals/1/bp1_36.pdf.

Drug/Alcohol Free Campus

It is the policy of the San Francisco Community College to maintain a campus free of the unlawful manufacture, distribution, dispensing, possession or use of controlled substances as listed in Section 1-V of Section 202 of the controlled Substances Act (21 USC Section 812), which includes but is not limited to, substances such as marijuana, heroin, cocaine, amphetamines, and alcohol. For additional information regarding this policy, visit http://www.ccsf.edu/Policy/Manuals/2/bp2_14.pdf.

Smoking Policy

The Chancellor shall establish an administrative procedure to prohibit smoking on San Francisco Community College District facilities except for certain designated areas. The areas designated for smoking are to be specified.

FWS EMPLOYMENT POLICIES & PROCEDURES

Financial Aid Award Year

The Financial Aid award year begins July 1 and extends until June 30. All FWS students must have a new financial aid application submitted each year and meet all eligibility requirements.

Regulations

Federal Work-Study student employees may work a maximum of 15 hours a week and may not exceed more than 30 hours in a pay period. FWS students may not work and exceed your initial awarded amount. In addition, student employees may not work more than 8 hours in one day.

Breaks

If your work period is four hours or longer, you are entitled to a paid 15-minute break. An unpaid 30 minute or one hour lunch break can be arranged with your supervisor if your work shift is five hours or more.

Timesheets

24 hours after you are successfully hired by your supervisor you will receive a new tab in Web4 labeled EMPLOYEE. Time sheets are accessible through the employee main menu. Please record and save your hours worked on your time sheets. Submit your time sheet for approval every two weeks, by deadline posted on time sheet. Student employees are paid bi-weekly.

Compensation

During the SHEP process, step #6 allows you to enter your bank information or choose to be paid by PAYCARD. If you choose to enter your bank information, you will receive direct deposit. If you choose to be paid by PAYCARD, you will need to pick up your PAYCARD at 33 Gough St. San Francisco, CA 94103 on your first pay day. When picking up your PAYCARD, you will need to provide documents that establish your identity. Contact the Payroll Department for more information 415-241-2241.

Taxes

Income from Federal or State Work-Study wages is subject to Federal and State Income Taxes. Federal Work-Study earnings are exempt from FICA taxes.

Work Study Student Employee Code of Conduct

Once hired, you must become aware of the Standards, Expectations, Goals, Objectives, Processes, Procedures, and Code of Ethics in the department that you are employed in. The following guidelines reflect a Code of Conduct that is expected of all student employees.

Confidentiality

As a CCSF student employee, you may inadvertently have access to student information. This information may be available to you through handling of student applications and files, copying records, and in your discussions with students about concerns or crisis. It is absolutely crucial you recognize that student information of any kind cannot be shared with others outside of the department.

Student information is confidential and cannot be shared without the student's written consent. To violate confidentiality can put the college and employee in serious jeopardy and liable to legal action. To guard against this liability, each employee needs to be aware of the following:

1. Never share student information with individuals outside of the worksite.
2. Never give out student's telephone number, address, student enrollment status, etc to anyone, for any reason; unless you have been authorized to do so (this includes individuals who claim to be friends, relatives, public employees of Social Agencies, law enforcement representatives, etc.).
3. Do not talk about a student, in the presence of non-workplace staff who may be in the office and who may overhear your conversation.
4. Do not leave student files or information out in the open, where non-worksites staff may inadvertently view them.
5. If anyone asks for student related information, refer him or her to your worksite supervisor or other non-student employee.

Work Schedule

Each FWS employee shall adhere to a consistent work schedule as authorized by the worksite supervisor or designee. Work schedules are developed to address the needs of the worksite and the best interests of the customers served by the worksite. This encompasses the following:

1. Working the total daily amount of hours as defined by your assigned work area.
2. You are expected to arrive to work on time, take breaks, and leave work as scheduled by your supervisor.
3. Developing a work schedule that reflects the needs of the assigned area and the needs of the students that the program serves.
4. Informing your supervisor if you are unable to work the agreed upon hours. You do not have the option of changing your work schedule on your own. A change in your work schedule requires advance authorization from the supervisor.
5. Notifying your supervisor of any changes to your class schedule that would affect your ability to work.
6. Scheduling personal commitments at times of the day or year that will have the least amount of negative impact to the normal operation of the worksite.

Attire

Your worksite is a part of a public educational institution. As such, all activities associated with the worksite must reflect a level of professionalism that reflects well on the College. This includes modeling a level of work

attire that is consistent with working in a public educational setting. Attire worn in the performance of responsibilities at on/off campus sites would be appropriate to the worksite that you will be assigned to. At a minimum, your attire needs to reflect the following:

1. Professional office environment
2. Neat, clean and well kept
3. No style, images or wording that may be offensive to others
4. No shorts or flip flops. Foot covering must be worn at all times.

Accountability

You are expected to demonstrate daily accountability for your actions and activities while on duty. Such accountability needs to be demonstrated in the following manner:

1. Arriving at the assigned worksite on time and leaving at the appropriate hour. (If you will be absent or late, you will contact your supervisor or alternate contact and report your situation.)
2. Remaining at your worksite at all times during scheduled work hours to provide employment related services as assigned.
3. Documenting campus whereabouts when leaving the office for program/work related activities or assignments (you must have supervisor authorization to leave the worksite).
4. Provide a telephone number where you can be contacted in case of an emergency when you are off campus on work related assignments (if your employment activities take you off campus).
5. Completing assigned and/or pre-designated responsibilities/tasks in an efficient and timely manner.
6. Taking the initiative in making yourself available to perform other program related tasks during times when you have completed your own assignments.
7. Initiating daily responsibilities without the need for constant reminders or supervision.
8. Utilizing work time to initiate non-worksite related duties/activities, doing homework or reading textbooks is not an acceptable use of paid work time.
9. Using the internet or district equipment for personal matters is not acceptable.
10. Using office telephones only when authorized and for College related business only.

Customer Service

Every FWS employee, regardless of their job title, is a representative of CCSF. As a representative, you are expected to demonstrate a personal attitude that reflects positively on the College, and that project a sense of respect, courtesy, and professionalism towards the students we serve, and the staff that we work and interact with disrespectful behavior towards others is not acceptable in the workplace. As a FWS employee, the manner in which you approach, communicate with, and serve customers or visitors, has a significant impact upon the public relations image of the College. You shall strive to demonstrate the following:

1. Make customer service a top priority at all times.
2. Treat every customer with dignity, respect, patience, and courtesy.
3. Make an effort to patiently explain policies and procedures to enhance students understanding and compliance.
4. Exercise good judgment when responding to angry, hostile, negative or disruptive attitudes or behavior.
5. Exercise good judgment in utilizing communication styles that will promote cooperation, mutual respect, and appreciation for the services being extended.
6. Treat fellow co-workers with respect and professionalism at all times.
7. Conduct yourself in an appropriate and professional manner at all times.
8. Refrain from returning to your work area to socialize with on duty staff when you are not scheduled to work.
9. Do not eat food in the office area or take food or drinks into the computer area.

Student Responsibility

Student employees are expected to exercise personal integrity and honesty when reporting employment related information. Situations that are cause for termination from the program:

1. Documenting false work arrival or departure time.
2. Signing in or out for another employee.
3. Signing the name of a supervisor on any document.
4. Using the signature stamp of any employee for any purpose.
5. Entering any area of campus/office/etc. that you are not authorized to be in.
6. Signing the name of another student employee on any document.
7. Providing misleading or false information about the use of paid employment time.
8. Using employment time for any purpose other than for work assignments.
9. Misrepresenting yourself as anything other than a work-study student employee.
10. Using college resources, equipment, etc for personal use, without authorization.
11. Leaving your assigned area without advance supervisor authorization
12. Leaving your assigned area, or the college, with any item in your possession that is not yours, and that you do not have written authorization to leave with.
13. Continued tardiness, absenteeism or failure to notify your office whenever you cannot report for work.

Each student employee is an important and valuable asset to the successful operation of CCSF. We want you to enjoy association and expect that you will put forth your very best effort. The following information is general in nature. Your supervisor will tell you what is expected of you for your specific job assignment.

1. You are expected to work the hours assigned and to indicate the number of hours worked on your time sheet each working day, before the end of your shift. Any departure of this procedure must be approved by your supervisor.
2. Avoid scheduling appointments that will conflict with your work schedule. If you cannot avoid doing so, please notify your supervisor as far in advance as possible.
3. Information regarding individual student or staff members that you may come in contact with during the course of your work is considered to be confidential and may not be released without your supervisor's specific approval.
4. Your friends should not visit you during working hours.
5. Personal phone calls are highly discouraged and may be made only with your supervisor's specific permission. Use of office telephones, computers, and other office equipment for personal use is prohibited, unless approved by your supervisor.
6. Ask questions whenever you do not understand the instructions given to you; make sure you understand what is expected of you.
7. Maintain a professional attitude and appropriate work attire.
8. Meet SHEP requirements throughout the semester; e.g. maintain minimum enrollment requirement complete 2 step TB screening, etc.
9. Do not exceed the maximum of 15 hours per week. Other program restrictions may apply, please discuss this with your supervisor.

Maintain FWS Eligibility

All FWS employees are required to meet all federal requirements to continue to remain eligible for the program:

1. Meet Satisfactory Academic Progress Standards at the end of every semester AND
2. Must have minimum unmet financial need of \$1,500 AND
3. Enrollment in 6 or more units every semester.