

Campus Student Work Program Handbook

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



2017

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:

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-

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

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.

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.

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

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?”