



Sinclair  
Community  
College

# STUDENT EMPLOYMENT HANDBOOK

*Success starts here*

1/2009





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## Message from Career Services Manager

Greetings and congratulations on obtaining employment as a student worker at Sinclair Community College. It is my sincere hope that this opportunity will be a wonderful learning experience that supplements your academic pursuits within the college.

Student workers are a valuable asset to the college and the departments in which they serve. Your responsibilities as a student worker should not be taken lightly and you should continually challenge yourself to exceed the expectations put forth by your supervisors. While your responsibilities to the job are important it is not intended that student employment should ever overshadow your educational goals and therefore throughout this manual you will read about your responsibilities as a student employee which must always be followed.

This manual is intended to help guide you through the process of being a successful student worker at Sinclair Community College. Please take the time to read it in its entirety and make sure to keep it in a place where it can be easily reviewed from time to time.

Unfortunately, it is not possible to address all of your potential question within this manual so I urge you to frequently talk to your supervisor and ask questions on a regular basis. Communication will be a crucial piece to your success as a student worker. You are also welcome to visit the Career Services office at any time for assistance.

Sincerely,

Matt Massie  
Manager, Career Services







## **Welcome to Student Employment**

Sinclair Community College has established on-campus job opportunities for students which exist for the purpose of:

1. Supplementing the college staff in tasks which do not require full-time employees
2. Providing students with the opportunity to partially support them financially while working toward a degree or certificate
3. Providing employment experience for students.

The Student Employment Program comes under the auspices of Career Services located in Building 10, Room 10-312. Over 600 students work part time for the college during an academic year.

<http://www.sinclair.edu/services/career/StudentEmployment/>

## **Sinclair History**

"Find the need and endeavor to meet it."

With that simple philosophy the Dayton YMCA opened a night school for men in 1887 and gave birth to what would eventually become Sinclair Community College. A Canadian of Scottish descent, the college's founder, David A. Sinclair, believed in fostering a close relationship with the business community the YMCA school served.

The first classes were arithmetic, freehand drawing, and mechanical drawing. Vocational classes were added as the need arose. Sixty-one years later, the YMCA College became Sinclair College, a private two-year junior college. It was named for David A. Sinclair, General Secretary of the Dayton YMCA from 1874-1902, and founder of the YMCA's educational program.

In 1965, the Sinclair College Board of Trustees recognized the need for a community college in Montgomery County and agreed to turn over the assets of Sinclair College when such a college was created and properly supported. That same year, County Commissioners created the Montgomery County Community College District and appointed a Board of Trustees. A 20-acre tract of urban renewal land in downtown Dayton was acquired for a new campus.

The Ohio Board of Regents approved the official plan for the community college in February 1966. Governor James A. Rhodes presented the charter to Sinclair Community College in March 1966. The following May, voters demonstrated their support for the establishment of the college by overwhelmingly approving a ten-year, one mill levy for operating and capital funds. The assets of the private Sinclair College were then transferred to the public community college.

In 1967, Edward Durrell Stone of New York was named chief architect for the new campus. Construction began in July 1969. Eight buildings were completed and opened for fall quarter classes in September 1972.

The voters of Montgomery County continued to demonstrate their support for Sinclair. The initial one mill levy was renewed for 15 years in 1975. In November 1989, a new 2.5 mill levy was approved for 10 years. In 1998, Montgomery County voters voiced their overwhelming support for Sinclair by passing a 10-year, 2.5 mill replacement levy with 73 percent approval.

In 1997, Dr. David H. Ponitz retired after 22 years as Sinclair president. During his 22-year tenure, Sinclair's credit enrollment grew dramatically from 7,500 students to more than 20,000. Dr. Ned J. Sifferlen, a native Daytonian and longtime Sinclair faculty member, dean, vice president and provost succeeded him in 1997. Under President Sifferlen's leadership, Sinclair has embarked on the transformation to a true Learning College. In fall 2003, Dr. Steven Lee Johnson became the fifth Sinclair president. He had served for three years as provost under Dr. Sifferlen, who is now President Emeritus. The college's credit enrollment totals nearly 23,000 students.

Expanding on David Sinclair's simple philosophy, the college has developed into one of the nation's leading two-year public colleges. Accredited by the North Central Association of Colleges and Schools, Sinclair is a member of the prestigious League for Innovation in the Community College and has been chosen as a Vanguard College.

## **Mission**

Career Services provides quality customer oriented career services to students, faculty, staff, prospective students, alumni, employers and community members by:

- Assisting individuals to assess their personal and professional aspirations.
- Providing individuals with a career development strategy while also empowering them to self manage the process during their lifetime.
- Assisting prospective grads and alumni in securing professional employment by linking them to appropriate employers in their career fields.
- Facilitating an exchange of information.

## Responsibilities

### Career Services Responsibilities

Student employment is one of the units within Career Services and has the following responsibilities:

1. Help students secure employment for the purpose of off –setting educational expenses
2. Help students obtain career-related or practical work experience
3. Post job vacancies
4. Ensure college-wide compliance with student employment policies and procedures as established by the college
5. Recommend and implement procedures for compliance with federal regulations regarding student employment
6. On the payroll notification, please verify enrollment eligibility and review for completeness

### Student Responsibilities

As employees, student represents the department and the college to other students, faculty, staff, and visitors to the college. All students are expected to fulfill the following responsibilities:

1. Maintain adequate credit hours for type of employment.
2. Complete Student Employment Payroll Packet.
3. Complete assigned duties on the job and not conduct personal business while at work.
4. Report to work at the agreed upon time.
5. Maintain regular, efficient, and cooperative job performance.
6. Work with a positive attitude. Good fellowship and a sincere desire to be cooperative and helpful are encouraged. Loud talking and boisterous laughter have no place in an office.
7. In case of sickness or other reasons for absenteeism, notification should be given as early as possible and at least 30 minutes before your scheduled shift begins (excessive absenteeism or tardiness is grounds for dismissal).
8. Notify the supervisor if it becomes necessary to resign.
9. Keep an accurate record of hours worked.
  - ✓ Federal Work Study students are restricted to working no more than an average of 20 hours per week when classes are in session.
  - ✓ **Breaks** - students who are scheduled to work four (4) consecutive hours may take a 15-minute break during those hours. Students working six (6) or more consecutive hours may, in addition to a break, take a one-half hour (non-paid) lunch break. Breaks and lunch should be scheduled/approved by the supervisor.

10. Submit the completed time sheet to the supervisor on the last working day of the payroll period.
  - **Completing Time Sheets** – time sheets must be accurately completed using the student’s legal name. They must be signed by the supervisor and department head listed on the Payroll Notification. Completed time sheets for regular student employees must be submitted to the payroll office and time sheets for Federal Work Study employees must be submitted to the office of Financial Aid & Scholarships.
  - **Deadline for Submitting Time Sheets** – a payroll calendar with deadlines is distributed to all supervisors and students at the beginning of the academic year by the Office of Financial Aid & Scholarships. Persons who sign the time sheet are responsible for the accuracy of the information and for certifying that the students actually worked the reported hours. Time sheets are available through your supervisor.
  - **Electronic Time Sheets-** Another option, Supervisors must have been approved and trained before this option can be used.  
**Please check with supervisor first.**
  - **Why Students Might Not Receive a Paycheck** – if students have not received a paycheck, even though a time sheet was submitted, there may be one of several reasons:
    - No payroll Notification has been submitted by the supervisor.
    - Rate of pay listed on time sheet is different than the rate of pay on the Payroll Notification.
    - Person who signed the time sheet is not listed on the Payroll Notification and; therefore, is not authorized to sign.
    - The dates that were worked are not covered by the period of employment listed on the Payroll Notification.
    - The time sheet was not signed.
    - The student name, social security number, department, and account number does not appear on the time sheet.
    - Time sheet is submitted after the deadline.
  - The students’ pay dates are listed on the Student Payroll Calendar which is provided to each supervisor and student. Paychecks for students are distributed by the individual supervisors.
  - If students are employed in more than one position, they will receive only one paycheck. The paycheck will be available from the employer who has submitted the most hours worked.
11. Do not eat lunch or snacks in the office unless approved by supervisor.
12. Do not use the telephone in the office for personal calls.
13. Give the supervisor a schedule for each quarter. If there are any changes in work hours, please notify the supervisor.
14. Notify the supervisor of any job related accidents.
15. Understand and comply with departmental and college regulations.

16. Respect the rights and property of other employees and treat all co-workers with courtesy and consideration. Use of profanity, distasteful humor, slurs, and other potentially offensive or abusive language is unacceptable.
17. Remember academic responsibilities.
18. Maintain appropriate dress and personal hygiene. It is important to dress neatly and in good taste. Good personal habits are always appropriate. The student employee is representing the institution as well as making a personal statement.
19. Wear Student Assistant badge while working, if one is provided.

Students should be responsible, work efficiently, report to work on time and take pride in their work. Employers can be potential references for employment sought after completion of college. Student employees often feel since they are part-time their role in a position is rather casual or unimportant — this is not true.

### **Supervisor Responsibilities**

It is the supervisor's responsibility to:

1. Monitor the credit hour enrollment of the student.
2. Job Descriptions should be accurate and reviewed for completeness.
3. Interview and hire student employee(s)
4. Provide the appropriate training and work space for each student employee
5. Monitor the remaining Federal Work Study award for each student
6. Notify Career Services when student employment positions are opened, closed, or altered in any way.
7. Notify Manager of Career Services if there is an apparent problem with a student that cannot be resolved.
8. Notify Career Services when a student's employment is terminated.
9. Complete the Payroll Notification accurately and promptly.
10. Be certain that the time sheets are accurate before signing and submitting them on a timely basis. The supervisor's signature certifies that the students have actually worked all hours reported.

**Do not allow students to work until the Payroll Notification has been approved by the Department Head.**



Career Services Office, Room 10-312

### **Federal Work Study Responsibilities**

Since Federal Work Study is based on financial need, students are expected to:

1. Maintain enrollment of 6 credit hours
2. Not default on a student loan
3. Maintain satisfactory academic progress
4. Earn no more than the predetermined FWS award
5. Notify the Office of Financial Aid & Scholarships of any changes in the family financial circumstances or receipt of outside assistance such as scholarships.
6. Reapply for financial aid each year according to the deadlines
7. Submit all requested documents to the Office of Financial Aid & Scholarships in a timely manner
8. Notify the Assistant Director of Career Services about problems with the supervisor or

<b>Quarter</b>	<b>Minimum Credit Hour Enrollment Required</b>
Fall, Winter, Spring and Summer Quarters	6 Credit Hours Per Quarter

## **POLICIES and PROCEDURES**

### **Non-Discrimination Practices**

Sinclair Community College is strongly committed to a policy of equal opportunity in its employment practices, educational programs and activities, and the many services it offers to the community. The college does not discriminate against applicants, employees or students on the basis of race, color, creed, religion, age, sex, marital status, veteran status, national origin, ancestry, citizenship, or non-disqualifying mental or physical disability. Inquiries concerning this policy should be directed to the Director of Human Resources/EEO Officer in the Office of Human Resources, Sinclair Community College, 444 West Third Street, Dayton, Ohio 45402-1460, (937) 512-2514.

### **Harassment Policy**

Sinclair Community College is committed to providing and maintaining a community in which students, faculty, administrators, staff and other members of the community can work and live together in a safe and supportive environment. The College enforces a strict policy against harassment of a sexual nature and/or on the basis of race, color, creed, religion, age, sex, marital status, veteran status, national origin, ancestry, citizenship or disability. Offensive or harassing behavior will not be tolerated against any person in the workplace. Such behavior may consist of:

1. Any type of physical contact, demeaning or abusive written or spoken language, or graphic communication that is unwelcome or unwanted by the recipient. This includes but is not limited to, physical assault that is sexual in nature.
2. Slurs, jokes, posters, cartoons or gestures that are offensive, hostile or intimidating to an individual.
3. Unwelcome sexual advances, request for sexual favors and/or other verbal, physical, or nonverbal offensive conduct when
  - submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment or the student's academic performance,
  - submission to or rejection of the conduct by an individual is used as a basis for employment decisions or the student's academic performance outcomes, or
  - The conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive working or academic environment.

4. A pattern of conduct that has the purpose or effect of creating an embarrassing, uncomfortable, hostile, intimidating, or offensive environment.

NOTE: The conduct must be sufficiently severe or pervasive to alter the conditions of the complainant's employment and create an abusive working environment.

Student Employees should report any harassing act(s) or pattern of conduct to any of the following persons: his or her supervisor or the supervisor's superior, the Ombudsmen, Director of Human Resources/Equal Opportunity Officer. Reports or complaints are thoroughly investigated in a timely manner and are treated with the greatest possible confidentiality. The College has a strong policy of non-retaliation against anyone filing a report or complaint.

### **Safety Awareness Program**

It is the policy of Sinclair Community College to provide a safe environment for all employees, students, and visitors and to promote continuing vital Safety Awareness.

Sinclair Community College recognizes its responsibility to furnish an environment that is safe for all; to provide safety devices and mechanical safeguards; to promote the use of methods and processes to protect the life, health, safety and welfare of employees, students and visitors; and, to maintain and enforce a program to fulfill this responsibility.

Therefore, it shall be each employee's responsibility not only to assure his or her personal safety, but also to develop a concern for the safety of all the College constituents.

The acceptance of employment at Sinclair Community College obligates a person to follow the safety policies and procedures established by the College. ([http://our.sinclair.edu/sites/manuals/docs/Safety\\_booklet.pdf](http://our.sinclair.edu/sites/manuals/docs/Safety_booklet.pdf))

### **Drug and Alcohol Policy**

Sinclair Community College does not permit illegal drug activity and alcohol consumption in the workplace. It is expected that all employees will report to work in appropriate physical and mental condition for work.

### **Appearance and Conduct**

Business casual attire, good personal habits and professional behavior make a good impression on students, visitors, and colleagues and are expected of all employees of the College. Student workers are not exempt from this, but are expected to dress accordingly for the department they work in. Remember you have only chance to make a good first impression.

## Public Relations

Greet each customer with a smile. Do not argue with customers. Listen to your customer and remember this, an angry person when confronted with courtesy and good temper is very often embarrassed. The customers concern should be given the utmost consideration. It is the duty of all office personnel to receive anyone needing assistance in a friendly and helpful manner.

**Rule 1     **Protect yourself with a professional image.****

A professional image includes all of the following:

- Knowledge of the job
- Good appearance
- Neat work area
- Good eye contact with visitors, students, staff
- Focus on the job
- Pleasant tone of voice

**Rule 2     **Do not create difficult customers****

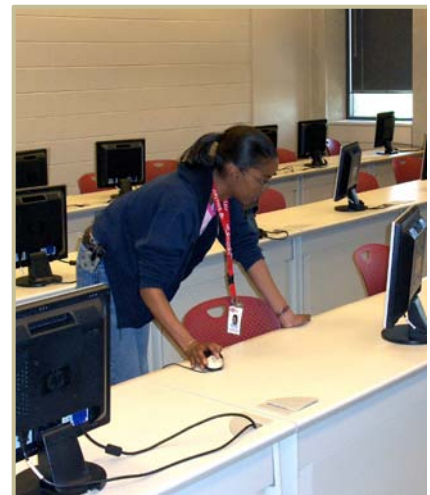
**Rule 3     **Recognize the difference between “venting” and verbal abuse****

**Rule 4     **Concentrate on the task or relationship; not the personality****

**Rule 5     **Treat all customers with equal respect regardless of age, dress style, accent, race, disability, their communication skills, or the kind of day you are having.****

## Regular Student Employment

If students have regular student employment, it means they have not applied for financial aid, have not received any Federal Work Study, or have exceeded their Federal Work Study awards. It is not necessary to monitor these earnings. The normal student work week is 20 hours or less while classes are in session. Under Regular Student Employment, the students work on campus and the department pays 100 percent of their wages. They do not have to show financial need for this type of employment. To be eligible for student employment, students must be enrolled for six credit hours and regularly attending each quarter that they are working.



## **Federal Work Study Program**

Student employees who receive Federal Work Study awards may not earn more than the dollar amount of their award. **The financial aid counselor in charge of student employment and the supervisor MUST monitor all Federal Work Study student earnings to ensure that students do not earn more than the awarded amount.** If the Federal Work Study account is exceeded, the students will be changed to Regular Student Employment and the department will be charged at 100 percent.

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## **Ohio Public Employees Retirement System (OPERS)**

In order to be classified as student employees, individuals must be enrolled for six credit hours and regularly attending classes. This applies to all quarters of the calendar year. Qualifying student employees can fill out forms exempting them paying into PERS and FICA Medicare. The qualifications for exemption status are discussed below.

Regulations and procedures regarding eligibility for OPERS and FICA student exemption status have changed. Effective July, 1998, a student employee must meet the following exemption status.

### **New Student Employees**

**The exemption is effective at the time the student is hired if the student is enrolled in a regularly attending six credit hours of instruction (audit classes not included).**

**It is the student's option to choose to be exempt or to be a member of OPERS, not the colleges, if the student meets the requirements.**

### **Continuing Student Employees**

The OPERS and FICA exemption remains in effect during each quarter and during the breaks between quarters as long as the student employee is enrolled in and regularly attending at least six credit hours of instruction. This rule applies to all quarters including summer.

### **Termination of Employment**

The employment relationship between student employees and Sinclair Community College is at will. In other words, student employees are free to resign their employment whenever they wish and Sinclair is not restricted from terminating a student employee at any time for any reason.

## Grievance Procedures

When there is a disagreement between employer and student employee concerning employment, prompt and judicious action is necessary. Accordingly, the time limits outlined below for the processing of grievances are extremely important. The grievance procedure provides for a three-step plan utilizing established administrative levels. All college affirmative action policies and procedures are applicable.

- Step 1** The grievance is handled informally between the student employee and the supervisor. A meeting of both parties should be arranged to discuss the problem.
- Step 2** If not resolved in Step 1, the dissatisfied party may appeal the decision to the Department Manager of the employer. The grievance must be put in writing. The Department Manager will investigate the allegations and will answer the dissatisfied party in writing within ten working days of receipt of the grievance.
- Step 3** If the grievance is not resolved in Step 2, the student can contact the College's Ombudsman for mediation and conflict resolution services. (<http://www.sinclair.edu/support/advocate/>)



Library, Lower Level of Building 7

## General Office Policies

### Telephone Procedures

Student workers are not permitted to use college telephones for any reason other than conducting the business of the college.

#### Dialing procedure

On-Campus	Dial the last four digits of the phone number
Off-Campus	Dial 9 for an outside line, and then dial normally

If your position requires making long-distance telephone calls, management will advise you on the proper procedure for dialing and documenting calls. Making unauthorized personal long-distance phone calls from the college is grounds for dismissal, is a violation of the student code of conduct, and may subject you to criminal prosecution.

Student workers carrying cell phones must have them turned off during working hours. You are discouraged from making or receiving personal cell phone calls while on the job. Check with management regarding departmental policy concerning cell phone use.

### Breaks

A fifteen (15) minute break can be taken after working four consecutive hours. This should not merit coming to work or leaving work early or late in lieu of a break.

### Promptness

Arrive at work on time and do not leave ahead of time. Occasionally, circumstances beyond the student employee's control will result in late arrival. However, habitual tardiness indicates poor management or lack of interest and requires some change in habits.

### Office Equipment



College computers and all other college equipment are to be used solely for the purpose of conducting the business of the college.

Student workers must adhere to the same policies regarding the use of information technology and other college resources as the other college employees.

Playing games, doing schoolwork or other personal use of college computers is unacceptable while at work unless you have approval from your supervisor.

Printing, copying, and faxing should be confined to work related documents only.

College equipment should never leave the workplace.

### **Loitering in the Office**

Because of the large volume of confidential material in most offices, family and friends are not to be entertained in the office. Circumstances sometimes dictate that family must come into the office; however, this should not become habitual. All personal conversations with family and friends should be conducted outside the office and on your own time.

### **Building Cooperation**

Strong customer service and/or student advocacy as demonstrated through a positive attitude of approachability, adaptability, strong problem solving and desire to identify and support student success.

Engage in behaviors that create an inclusive environment in which all people are valued and supported.

Do not stop with the first or easiest answer to a customer, but get to the cause of the problem, question, or issue to solve it as quickly and professionally as possible.

### **Being Proactive**

To be proactive simply means to predict possible problems and try to head them off. To be reactive means to wait and see what happens and then react. Many jobs have predictable “stress periods” — certain times of the day, week or year when extra strains are put on the office. By preparing for those periods in a proactive way the student employee can greatly reduce mistakes and stress.



CIL Open Lab, Building 14

## General Rules

1. Social interaction in the office should be kept at a minimum. **Discussing your personal life should not be done while someone is waiting for assistance.** Although your workplace may be open for student use, refrain from inviting your friends to stop by for a chat. If they are using the services, help them, but keep your interactions professional.
2. **Please do not eat at the front desk, check with your supervisor as to what is acceptable in your department.**
3. Personal phone calls **CANNOT** be made from the workplace without permission of your supervisor.
4. Computers at the front desk in the office are not for personal use (internet searches and computer games).
  - Your tasks are top priority, if all tasks are completed you may have permission to work on your homework. **Please consult your supervisor first.**
5. Use discretion when interrupting professionals, administrative coordinators/assistants and supervisors while workshops and meetings are in progress. Usually a closed door means do not disturb. When in doubt, ask your supervisor how to handle this situation.
6. Consider all office information/communication **confidential!** Avoid inappropriate public discussions about students, faculty, staff or college policies. **Disclosure of confidential information to sources outside of the office will be cause for dismissal.**
7. **Your regular attendance is very important for the smooth operation of day-to-day functions in your assigned office.** It is also a reflection on how well you will perform in future jobs and it will be considered on both your evaluation and future letters of reference. Take it seriously!

**Finally, please remember that this is a job.**

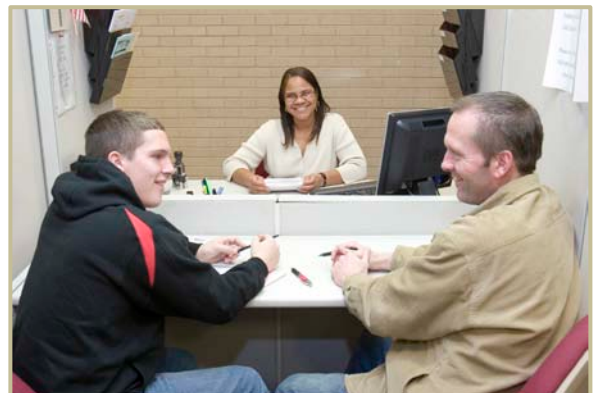
## Student Employment Benefits

As a student worker you have the opportunity for the following:

- \* Expand your résumé
- \* Networking opportunities
- \* Develop your professionalism
- \* Opportunity to work on a variety of projects
- \* Improve your Communication Skills
- \* Make money to supplement your income
- \* Acquire new soft skills

## Customer Service

Customer service in one form or another is part of any job we have at Sinclair Community College. You can really make a difference.



### THE 5 P'S OF GREAT CUSTOMER SERVICE

1. *Professional*—Put the Customer first.
2. *Polite*—Respect is very important.
3. *Prompt*—No one likes to be kept waiting. Acknowledge the presence of the customer. Even if you are otherwise occupied let them know you will be right with them.
4. *Proud* (knowledgeable)—confidence and competence is important.
5. *Personal*—Treat each person as an individual.

### WHAT GOES INTO MAKING A GOOD FIRST IMPRESSION?

1. Be genuinely interested in the customer.
2. Smile, Smile, Smile.
3. Remember that saying a person's name is a way to acknowledge them.
4. Be a good listener.
5. Make the customer feel important.