



Federal Work-Study (FWS) Student Handbook For Students

Welcome to the Cuesta College Federal Work-Study (FWS) Program. As a student eligible for Federal Student Aid at Cuesta College, you have been extended a very important opportunity, one that is not extended to all students.

The FWS Program allows eligible students to earn an hourly wage (up to \$4,000 per academic year) while working in an on or off campus worksite (limited to certain job fields). 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 Cuesta College FWS Program is an opportunity that you should not take for granted. It is an opportunity that is difficult to attain, and easy to lose.

Succeeding in the FWS 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 FWS student employee at Cuesta College, 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 regulations and policies governing the FWS program and Cuesta College District employee policies and regulations.

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

Financial Aid Office
Cuesta College

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.

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. Eligibility requirements are for the student to be enrolled in 6 or more-degree applicable units, to be meeting the Cuesta College Satisfactory Academic Progress Policy and to have at least \$1,500-\$4,000 in unmet need to allow for the award.

Regulations

FWS student employees may work a maximum of 20 hours a week. FWS students may not work and exceed their initial awarded amount. In addition, student employees may not work more than 8 hours in one day/7 days in a row and if they work 6 days in a row their shift has to be less than 4 hours per day. Overtime is not allowed.

Work Schedule

Each FWS student 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 needs of the worksite. This encompasses the following:

1. Working the total daily number 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 program served.
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 impact your ability to work.
6. Scheduling personal commitments at times of the day or year that will have the least amount of impact to the normal operation of the worksite.

Breaks

Work schedules that are four or more hours require a 15-minute break (for every 4 hours worked) and an unpaid lunch break for either 30 minutes or one hour. For consistency, it is important to build these mandatory breaks into your schedule when working with your supervisor. 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 four hours or more.

Timesheets

Once you have been cleared to work, you will be able to access your Employee Dashboard where you will enter your time worked, monthly. You will enter your time worked by the **25th of each month**, and **submit** it for approval. You will then be paid on the 10th of the following month. Please record and save your hours worked on your time sheets. Instructions for reviewing your Employee Dashboard and entering your time worked can be found here https://www.cuesta.edu/about/documents/payroll-docs/Webtime_Entry.pdf.

Confidentiality

As a Cuesta College 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 inquiries. 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 department.
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-worksite staff may inadvertently view them.
5. If anyone asks for student related information, refer them to your department supervisor or other non-student employee.

Please review Board Policy/Administrative Procedure 5040 for additional information in the Appendix.

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:

- Professional office environment
- Neat, clean and well kept
- No style, images or wording that may be offensive to others
- 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:

- 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.)
- Remaining at your worksite at all times during scheduled work hours to provide employment related services as assigned.
- Documenting campus whereabouts when leaving the office for program/work related activities or assignments (you must have supervisor authorization to leave the worksite).
- 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).
- Completing assigned and/or pre-designated responsibilities/tasks in an efficient and timely manner.
- Taking the initiative in making yourself available to perform other program related tasks during times when you have completed your own assignments.
- Initiating daily responsibilities without the need for constant reminders or supervision.
- Utilizing work time to initiate non-worksite related duties/activities, doing homework or reading textbooks is not an acceptable use of paid work time.
- Using the internet or district equipment for personal matters is not acceptable.
- Using office telephones only when authorized and for College related business.

Customer Service

Every FWS student employee, regardless of their job title, is a representative of Cuesta College. As a representative, you are expected to demonstrate a personal attitude that reflects positively on the College, and 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. Cuesta College embraces a caring campus model and strives to adhere to the following:

- Make customer service a top priority at all times.
- Treat others with dignity, respect, patience, courtesy and professionalism.
- Make an effort to patiently explain policies and procedures to enhance understanding and compliance.
- Exercise good judgment when responding to angry, hostile, negative or disruptive attitudes or behavior.
- Exercise good judgment in utilizing communication styles that will promote cooperation, mutual respect, and appreciation for the services being extended.
- Conduct yourself in an appropriate and professional manner at all times.
- Refrain from returning to your work area to socialize with on duty staff when you are not scheduled to work.

STUDENT RIGHTS and RESPONSIBILITY

Equal Employment Opportunity

The San Luis Obispo County 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.

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. The Cuesta College Student Code of Conduct is also applicable to student employees in order to provide a safe, helpful and efficient Cuesta Community. For additional information, BP 5500 Student Code of Conduct is attached in the Appendix.

FWS student employees are expected to exercise personal integrity and honesty when reporting employment related information. Circumstances that are cause for termination from the program, but not limited to:

- Documenting false work arrival or departure time;
- Signing the name of a supervisor on any document;
- Entering any area of campus/office/etc. that you are not authorized to be in;
- Signing the name of another student employee on any document;
- Providing misleading or false information about the use of paid employment time;
- Using employment time for any purpose other than for work assignments;
- Misrepresenting yourself as anything other than a work-study student employee;
- Using college resources, equipment, etc. for personal use, without approval;
- Leaving your assigned area without advance supervisor approval;
- Leaving your assigned area, or the college, with any item in your possession that is not yours, and that you do not have written approval to leave with;
- Continued tardiness, absenteeism or failure to notify your office whenever you cannot report for work;
- Violating confidentiality.

The following information is general in nature. Your supervisor will tell you what is expected of you for your specific job assignment.

- 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;
- 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;
- 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;
- Your friends should not visit you during working hours;
- 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;

- Ask questions whenever you do not understand the instructions given to you; make sure you understand what is expected of you;
- Maintain a professional attitude and appropriate work attire;
- Do not exceed the maximum of 20 hours per week. Other program restrictions may apply, please discuss this with your supervisor.

Maintain FWS Eligibility

All FWS student 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.

DISTRICT POLICIES

Sexual Harassment Policy

The policy of the San Luis Obispo County Community College District is to provide an educational and employment environment free from unwelcome sexual advances, requests for sexual favors, verbal or physical conduct or communications constituting sexual harassment. Employees, students, or other persons acting on behalf of the District who engage in sexual harassment as defined in this policy or by state or federal law shall be subject to discipline, up to and including discharge, expulsion, or termination of contract. For additional information, BP 3430 Prohibition of Harassment and BP 3433 Prohibition of Sexual Harassment Under Title IX Policies attached in the Appendix.

Drug/Alcohol Free Campus

It is the policy of the Cuesta 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, BP 3550 Drug Free Environment and Drug Prevention Program Policy attached in the Appendix.

Smoking Policy

The San Luis Obispo County Community College District (District) is committed to providing a safe and healthy learning and working environment. To support this commitment, the District prohibits smoking and the use of any form of tobacco product on all District property and locations where the District provides services. BP/AP 3570 Smoking and Tobacco Use in Campus Policy attached in the Appendix.

Immediate Family Employment/Nepotism

The District does not prohibit the employment of relatives or domestic partners as defined by Family Code Sections 297 et, seq., in the same department or division, with the exception that they shall not be assigned to a regular position within the same department, division or site that has an immediate family member who is in a position to recommend or influence personnel decisions.

Appendix

- [BP 3430 Prohibition of Harassment](#)
- [BP 3433 Prohibition of Harassment Under Title IX](#)
- [BP 3550 Drug Free Environment and Drug Prevention Program](#)
- [BP 3570 Smoking and Tobacco Use on Campus](#)
- [AP 3570 Smoking and Tobacco Use on Campus](#)
- [BP 5500 Standards of Conduct](#)
- [AP 5500 Standards of Student Conduct](#)
- [BP 7310 Immediate Family Employment/Nepotism](#)
- [BP 5040 Student Records, Directory Information, and Privacy](#)
- [AP 5040 Student Records, Director Information, and Privacy](#)