



Pacific University

WORK-STUDY PROGRAM

2008-2009

Student Participation Manual

Pacific University
Career Development Center
2043 College Way, Chapman Hall
Forest Grove, OR 97116

INTRODUCTION

The Pacific University Work-Study Student Employment Program is administered by the Career Development Center. Every effort is made to unite the educational goals of Work-Study with our Career Center mission of collaborating with fellow educators and community members to provide a transformative blend of liberal arts, experiential, and career education. This education strives to be so well integrated, empowering, and responsive to student needs that it emboldens them to pursue pathways to personal, professional, and community engagement that might otherwise have remained hidden or unattainable. Work-Study jobs can be excellent vehicles for gaining skill and experience valuable in helping students to reach their career goals. Our promise to students who join us in making the most of this opportunity is that they will launch meaningful careers *before* graduation.

Below are answers to some of the most common questions about the Work-Study Program and how to participate. For further information, please contact Julie Burris at 503-352-2877 or julieb@pacificu.edu, or simply drop by the Career Development Center in Chapman Hall.

PROGRAM OVERVIEW

The Work-Study Program is designed to assist with the costs of a college education by making part-time jobs available for students. That is, students have the opportunity to *work* so that they can afford to attend college to *study*—hence the name of the program. **The term *Work-Study* does not imply that students literally study while on the job—and students should not feel entitled to do so.** Work-Study is awarded by the Office of Financial Aid and is redeemed as wages for work performed in qualifying jobs. Work-Study jobs are located on campus, and some opportunities are available in local community-based, non-profit, and/or governmental community service organizations. Students are encouraged to seek out jobs that will complement their educational and career goals.

Students employed through the Work-Study Program are considered employees of the University. Pacific University is an equal opportunity employer and does not discriminate on the basis of sex, physical or mental disability, race, color, national origin, sexual orientation, age, religious preference or disabled veteran or Vietnam Era status in admission and access to or treatment in employment, employment programs, or activities as required by Title IX of the Education Amendments of 1972, section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990, or any other classification protected under state or federal law, or city ordinance.

PACIFIC WORK-STUDY vs. FEDERAL WORK-STUDY

Students receive either a Pacific Work-Study award or a Federal Work-Study award. Because the University funds the award of Pacific Work-Study, students with **Pacific** Work-Study awards may work only in **on-campus** jobs. Students with **Federal** Work-Study are eligible to apply for both on- and, as available, off-campus positions. Students uncertain about which type of Work-Study award they have should contact the Office of Financial Aid.

Community Service Program

Students receiving Federal Work-Study are eligible to apply for a limited number of positions at community service agencies off campus. Community service Work-Study jobs are typically situated in private community-based or non-profit community service organizations, or in federal, state, or local governmental community service agencies. Agencies participating in the Community Service Federal Work-Study Program enter into contracts with Pacific to ensure the agency is reliable and able to conform to program goals and guidelines. **Students may apply for community service jobs August 25 through September 26. Since the number of**

community service opportunities is limited, students seeking these opportunities should apply early. However, early application alone (even if submitted by September 26) does not guarantee obtainment of a community service Work-Study position. If the Career Development Center determines that community service Work-Study opportunities still remain after the September 26 deadline, it may be possible for additional positions to be obtained. Inquiries about such opportunities and the process for applying for them should be directed to Pete Erschen in the Career Development Center, 503-352-3126 or peterj@pacificu.edu.

Community services are defined as services that are designed to improve the quality of life for community residents, particularly low-income individuals, or to solve particular problems related to their needs. These services include the following:

- ◆ Such fields as health care, child care, literacy training, education (including tutorial services), welfare, social services, housing, and neighborhood improvement, public safety, crime prevention and control, and community improvement.
- ◆ Support for students with disabilities.
- ◆ Activities in which a student employee serves as a mentor for such purposes as tutoring, supporting educational and recreational activities, and counseling, including career counseling.

EMPLOYMENT

Finding Jobs

The Career Development Center maintains Work-Study job postings on www.careercenterjobs.org. Students can use the site to identify positions of interest and application procedures, which can vary per department or organization. The Career Development Center also hosts two Work and Service Fairs during the school year that feature Work-Study and other employment opportunities, including part-time jobs and internships. These fairs bring together local businesses, community service agencies, and campus departments searching for student employees to work throughout the school year. The Work and Service Fairs are always held on campus the first Thursday of fall and spring terms, from 11:00am to 1:00pm.

Job and Wage Classifications

Student Employment positions fall under one of four classifications: Instructional Assistant, Office Assistant, Program Assistant, and Technical Assistant. The pay level is based on the essential functions of the job and the level of skill and/or experience required. (Pay level is not a function of years on the job or class standing.)

- ◆ **Instructional Assistant I, II, III, IV**

Provides support to program instructors and students.

Tutor, Teaching Assistant, Laboratory Assistant, Research Analyst, etc.

Level I: Entry-level position. No previous experience required.

Level II: May include tutoring individuals on a specific subject.

Level III: May include basic research work.

Level IV: May include compiling, classifying, tabulating, and recording data from studies, or aiding in the analysis of research material and data, and assisting with the writing and editing of research reports.

- ◆ **Office Assistant I, II, III, IV**

Provides general office support.

Data Entry, Word Processor, Receptionist, File Clerk, Accounting Clerk, etc.

- Level I: May include filing, sorting, maintaining records, providing information, running errands, operating basic office machines, or answering phones.
- Level II: Duties may include typing, data entry, word processing, etc., and may require moderate experience, technical knowledge, and/or previous training.
- Level III: Duties may include data entry and/or data maintenance, and require intermediate proficiency with data entry and/or typing, and a detailed knowledge of specific software programs.
- Level IV: May include administering special projects and/or performing decision-making on an administrative level with little supervision. These positions require advanced technical experience and/or administrative expertise.

◆ **Program Assistant I, II, III, IV**

Library, Athletics, Graduate Programs, Community Service Agencies, etc.

- Level I: No experience required. These positions may offer on-the-job training in program-specific areas. Duties may include assisting during athletic functions and other entertainment events, data organization, etc.
- Level II: These positions provide general assistance to patrons and staff of the department or company. Duties may include stock maintenance; monitoring and recording of statistical data; equipment maintenance; laundering and issuing of clothing and/or materials; and equipment preparation. Customer service skills and prior cashier experience may be required.
- Level III: May include administering special projects and/or performing decision-making on an administrative level with little supervision.
- Level IV: These positions require advanced technical experience and/or extensive administrative expertise, substantial training, and/or program related experience. Database management experience and knowledge of a second language is generally preferred and may be required.

◆ **Technical Assistant I, II, III, IV**

Graphic Designers, Web Development Technicians, Optometric Technicians, etc.

- Level I: No previous experience required. Duties may include data organization or offer on-the-job training in specific technical areas.
- Level II: May include controlling the flow of work through a computer system, responding to user requests for operator services and assistance, training less experienced computer users, monitoring behavior of the computing system; reporting hardware and software problems as they arise, and determining the source or cause of system problems and taking corrective action.
- Level III: May include analyzing, designing, and developing customized programs.
- Level IV: These positions call for advanced technical experience and/or extensive administrative expertise, demonstration of independent judgment and/or decision-making ability with little direct supervision. Must be proficient in one or more operating systems and possess the ability to perform advanced operational functions and/or offer formal instruction.

Wage Structure

Work-Study student employees are paid on an hourly basis. Pay is determined by the requirements of the job. Wage levels for the 2008–2009 school year are as follows:

Level I:	\$8.25 or \$8.75
Level II:	\$9.00 or \$9.50
Level III:	\$9.75 or \$10.25
Level IV:	\$10.50 or \$11.00

TIME RECORDS, PAYROLL, AND PAYCHECKS

Payroll Set-Up

Student employees are placed on the payroll once all the necessary documentation has been completed. Employment Authorization and I-9 and W-4 forms must be completed *before* employment begins.

Employment Authorization forms require renewal on a yearly basis, even if the student is returning to the same job(s) as the year before. Completion of I-9 and W-4 forms is required only at the start of participation in the Work-Study Program, and need to be resubmitted only if warranted by relevant changes in information.

Employment Authorization Form

The **Employment Authorization** form serves several purposes. The form identifies the student as a participant in the Work-Study Program, indicates type of Work-Study award (Federal or Pacific), eligibility to apply for Community Service jobs, and provides an estimated beginning amount of the Work-Study award. Most importantly, once completed, the Employment Authorization allows the student to be put on the payroll. **Separate Employment Authorization forms are required for each position a student works.**

Employment Authorization forms can be obtained only from the Career Development Center.

1. Students should complete **Section 1 Personal Information & Employment Interest** and bring the form to interviews. This section will give the employer an overview of your skills and qualifications.
2. Once you are hired, complete **Section 2 Ability to Perform Job Functions & Responsibilities Acknowledgement**. This section verifies that you are able to do the job you have been hired for and that you understand and agree to follow the policies and procedures of the Work-Study Program outlined in this manual.
3. **Section 3 Hire Confirmation** is to be completed by your supervisor and his or her departmental Budget Authority and then returned to you for the subsequent steps. (If you are working in a Community Service job, your supervisor will complete his or her portion, but the Career Development Center will be responsible for the Budget Authority section.)
4. You, the new student hire, should take the Employment Authorization form (and I-9 and W-4 forms as necessary) to the Career Development Center for completion of **Section 4 Authorization to Report to Work**. Career staff will verify that you have completed all the required payroll paperwork and that all the information provided is accurate. Once this step is complete, the Career Development Center will provide you with an approved, stamped copy of the Employment Authorization form, which you will give to your supervisor. Upon approval, you may begin working. **You may not begin working until your supervisor receives the approved, stamped copy of your Employment Authorization Form.**

Required Paperwork: I-9 Form

The U.S. Department of Homeland Security requires that a Form I-9 be completed by all employees, providing proof of both identity and eligibility to work in the United States.

The following are acceptable forms of identification:

One document from list A OR one document each from lists B and C. Please review the list carefully. In most cases, ORIGINAL DOCUMENTS ARE REQUIRED — no faxes, photocopies, or scans are acceptable.

LIST A	LIST B	LIST C
Documents that establish both Identity and Employment Eligibility	Documents that Establish Identity	Documents that Establish Employment Eligibility
1. U.S. Passport (Un-expired or expired)	1. Driver's License or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address	1. U.S. Social Security Card issued by the Social Security Administration <i>(other than a card saying it is not valid for employment)</i>
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)	2. ID card issued by federal, state, or local government agencies or entities provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address	2. Certification of Birth Abroad issued by the Department of State <i>(Form FS-545 or Form DS-1350)</i>
3. An unexpired foreign passport with a temporary I-551 stamp	3. School ID card with a photograph	3. Original or certified copy of a birth certificate issued by a state, county, municipal authority, or outlying possession of the United States bearing an official seal
4. An unexpired Employment Authorization Document that contains a photograph (Form I-766, I-688, I-688A, I-688B)	4. Voter's Registration Card	4. Native American tribal document
5. An unexpired foreign passport with an unexpired Arrival-Departure Record, Form I-94, bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, if that status authorizes the alien to work for the employer.	5. U.S. Military card or draft record 6. Military dependent's ID card	5. U.S. Citizen ID Card <i>(Form I-197)</i>
	7. U.S. Coast Guard Merchant Mariner Card	6. ID Card for use of Resident Citizen in the United States <i>(Form I-179)</i>
	8. Native American tribal document	7. Unexpired employment authorization document issued by DHS <i>(other than those listed under List A)</i>
	9. Drivers License issued by a Canadian government authority	
	Persons Under age 18 who are unable to present a document listed:	
	10. School Record or report card 11. Clinic, doctor or hospital record 12. Day-care or nursery school record	

Required Paperwork: W-4 Form

The Internal Revenue Service requires that W-4 forms be completed by all employees to determine the correct amount of Federal income tax to be withheld from your pay. If your tax situation changes, a new W-4 should be completed at Human Resources to update your information.

W-2 forms, which report the employer's yearly summary of withholdings for tax filing, are mailed to the address that appears on your payroll check on or before January 31 of the following calendar year. You should inform Human Resources of any address changes immediately. Questions regarding income tax withholding, exemption from income tax withholding, and W-2 forms should also be directed to Human Resources.

Automatic Deposit

Automatic deposit is available for Work-Study students. To sign up for the program, complete a direct deposit form and submit it to Human Resources with a voided check. Direct Deposit forms can be found in new Work-Study packets, and on the Human Resources web site (www.pacificu.edu/offices/hr/forms/) under Payroll Forms. Checks will be deposited electronically on the 15th of each month. Students will receive a pay statement in lieu of a check and can be picked up in the Pacific Information Center (PIC) in the University Center on the Forest Grove campus on the 15th of the month. Unclaimed pay statements will be mailed to your permanent address on file with Human Resources. For further information, contact the Student Payroll Manager in Human Resources.

Reaching Allocation

A declining balance is noted on your monthly paycheck stub. Changes in a financial aid award package and/or working multiple jobs will impact the rate at which you earn your award. **Once you have earned the full amount of your award, you must stop working immediately**, unless your supervisor is able to arrange an alternative funding source. In any case, supervisors will need time to make other arrangements for your position once your award has been earned. Therefore, work closely with your supervisor(s) to monitor your declining balance so your supervisor has time to prepare for the loss of a valuable employee.

HOURS OF WORK, BREAKS, AND JOB-RELATED INJURIES

Hours of Work

Many Work-Study jobs are performed between the hours of 8:00am and 5:00pm. **During periods of enrollment**, student employees may work up to 20 hours per week total. Student employees may not work during regularly scheduled classroom or laboratory times. If a class or lab is cancelled or rescheduled, and the student employee works during that time, an explanatory note from the instructor should be attached to the time record.

Reporting Absences/Late Arrivals

Student employees are expected to notify their supervisor as soon as possible if they will be absent from or late to work. Continued tardiness can be cause for discipline and possible termination. **Any student employee failing to report to work for three consecutive days without notifying their supervisor will be considered to have voluntarily terminated his or her employment.**

Breaks and Meal Periods

Oregon Revised Statutes Chapter 653 requires all Oregon employers to provide their employees with rest breaks and meal periods. An unpaid meal period of at least 30 minutes is required when any employee works a shift of six hours or more, and a paid rest period of 10 minutes is required for every four hours worked. Rest breaks must be taken in addition to, and separately from, the time allowed for meals. If you take an unpaid break, you must mark your "split shift" in two columns on your timecard.

Work-Related Injuries

Student employees are covered under the University's Workers' Compensation program. **Students should report immediately all job-related injuries to their supervisor. They will also need to make a report to Human Resources within 24 hours of the time they are injured.**

1. **Immediately report the incident to your supervisor.**
 - ◆ If it is an on-campus injury, your supervisor will notify Campus Public Safety. Campus Public Safety will complete an Incident Report and forward it to Human Resources.
 - ◆ If you work at an off-campus site and you are injured, you should immediately notify your supervisor and if required seek treatment at the facility of your choice.
2. **Seek medical treatment as required.**
 - ◆ Campus Public Safety can provide basic first aid.
 - ◆ If you need more than basic first aid, seek medical attention at the facility of your choice.
3. **If you need to see a doctor:**
 - ◆ Tell the doctor that this is a work-related injury. Your doctor will be required to fill out forms related to work injuries and you will be given a copy to take with you to Human Resources.
4. **Obtain an OSHA 801 Form from Human Resources**
 - ◆ Human Resources will help you complete the OSHA 801 form and they will send the report on to Pacific's insurance company.

STANDARDS OF CONDUCT

Unlawful Harassment

Unlawful harassment of student employees by anyone—co-workers, supervisors, or clients—will not be tolerated. Any incident of unlawful harassment should be reported immediately to your supervisor and/or the Career Development Center so that the issue can be investigated promptly and corrective action taken.

Pacific University will not permit retaliation against any employee who makes a good faith complaint about discrimination or harassment, and any incident of retaliation should be immediately reported to the Career Development Center staff.

Harassment

Sexual Harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature if (1) submission to the contact is in any way made a term or condition of employment; (2) submission or rejection is used as the basis for any employment-related decisions; or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

In addition to the policy prohibiting sexual harassment, Pacific strives to maintain a working environment that is free from *all* forms of unlawful harassment, whether based upon race, color, religion, national origin, age, disability, marital status, injured worker status, sexual orientation, or any characteristic protected by law.

Not only is discrimination not tolerated, but it is also expected that all employees will refrain from any words or conduct—including ethnic jokes, religious slurs, slang terms denoting race, age, or national origin, disability, derogatory comments, cartoons, etc.—that might create a hostile or offensive working environment.

Employment at Will

All student employees are hired for an indefinite period and may resign or be terminated without cause or notice at any time. This is what is meant by “at will” employment. Normally, supervisors will try to give employees an opportunity to correct less serious performance problems before being terminated. In any case, however, the nature of the problem and/or the employee’s overall record will determine the most appropriate action to be taken. Typically, supervisors choose suspension, probation, or a verbal or written reprimand, but sometimes immediate termination may be necessary.

Unacceptable Conduct and Behavior

There is no way to identify every possible violation of standards of conduct. Conduct that may result in disciplinary action includes, but is not limited to, the following:

- ◆ Dishonesty
- ◆ Violating attendance, tardiness or call-in rules or procedures
- ◆ Incompetence, inefficiency, neglect of duties; or lack of application to the job
- ◆ Violating or disregarding any known, posted or generally accepted safety rule or practice, including the unauthorized removal of safety guards or devices or failure to wear protective equipment
- ◆ Fighting, horseplay, or other forms of conduct that are likely to provoke or cause bodily injury or property damage or otherwise interfere with University operations
- ◆ Refusing to perform job assignments or refusing to comply with supervisory requests or instructions except in circumstances where there is a reasonable belief that serious bodily injury may result
- ◆ Doing personal work or conducting personal business without prior permission from a supervisor
- ◆ Threatening, intimidating, coercing, or using profane or abusive language to any employee, supervisor, client, or others
- ◆ Unauthorized release of confidential, sensitive, or proprietary information

Again, these are only some general examples of conduct or behavior that could result in discipline and/or termination of employment.

Student Employee Grievance Procedures

Any student employee having a complaint or question concerning *any* matter relating to wages, hours, or working conditions should follow these procedures:

1. Discuss the problem with your immediate supervisor. You should discuss the problem within five workdays so that it can be dealt with promptly.
2. If you are not satisfied with your supervisor's response, you should contact Career Development Center staff as soon as possible. The Career Development Center will investigate the situation and make every attempt to help you resolve the issue.
3. If the situation still has not been resolved to your satisfaction, you may submit a written grievance to the Director of Human Resources, who may arrange a meeting with those involved in the situation and then respond.

There may be a situation where you feel a supervisor is the cause of the problem or does not have the authority to help or answer your questions. In these situations, you may present your question or complaint directly to the Career Development Center; if the same situation exists at that level, your grievance should be taken directly to Human Resources.

In situations involving possible discrimination or harassment, you may always refer the matter directly to Human Resources.

DISHONEST OR CRIMINAL CONDUCT

Identifying the Misconduct

Students suspected of dishonest or criminal misconduct on the job (e.g., falsifying hours on time cards, forging an employer's signature, theft of office property, unauthorized use of computer accounts, etc.) will be subject to

investigation by the Career Development Center. A comprehensive and confidential report will be submitted to the Dean of Students for further review and investigation. The Dean's office will notify the appropriate parties with regard to their findings and determine the appropriate disciplinary action as needed. Based on the severity of the violation, the student could be removed from the Work-Study Program for one academic semester or more.