Federal Work-Study Program
2015-16 Academic Year
Student Guideline Handbook

Distributed by the Human Resources Department

*Policies in this manual are subject to revision and amendment by the Human Resources Office in line with Federal Guidelines.
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Welcome to the Federal Work-Study Program of Point Park University!

Brief Description of the Program
The Federal Work-Study Program was instituted by Congress in 1964 to provide need based part-time employment for students. Under this program, funds are given to the college in accordance with federal guidelines for the use of providing meaningful, on-campus and off-campus community service employment for students. These are positions that must be applied for and there is no guarantee of employment. In addition, satisfactory performance must be maintained in order to maintain employment. It is meant to be a “true to life” and beneficial work experience for you while you are pursuing academics.

Eligibility Requirements
- Student must demonstrate a financial need
- Student must be enrolled for at least 12 credits, (full-time) and maintain good academic standing
- The student must complete a FAFSA each year to maintain the chance for eligibility and should request Federal Work Study on their FAFSA.

Program year – FWS runs the academic year
- FWS generally work ends each semester on the last day of classes
- FWS students are NOT permitted to work more than 20 hours a week during class time
- Students are permitted to work during holiday periods up to 34 hours a week with prior approval from the Human Resource Department and their supervisor.
- There is not a summer Federal Work-Study Program available at Point Park, however, you may qualify for a PA State Work-Study position. You may contact the Student Employment Coordinator in Human Resources for more details. (If spending of the FWS budget is low, there is a possibility of offering to the current Federal Work Study employees an extension to work through June and July. This decision is determined by budget spending and the need of the department.)

Contact Information:
Joan Dristas, Student Employment Coordinator and Megan Rodgers, HR Specialist
7th floor of Frontier Hall, located on First Ave. within the Human Resources Office (Office Hours 8:30 – 4:30 Monday through Friday.) Joan: 412-392-4782 E-mail: jdristas@pointpark.edu or Megan: 412-392-3952 mrogers1@pointpark.edu
Allotment of Hours

**Department** - Allotments for departments are determined once a year by July of the academic year. Forms to request student employees are sent to departments by March of each academic year for the following year, and departments are required to complete and submit the form with an updated job description, if necessary. All positions must be posted in order to give all students an equal opportunity for employment. There is no guarantee that the exact same positions will be available in all departments from year to year and the number of hours requested will need to be authorized through the Human Resources department.

Departments are allotted hours based upon need and the following criteria:

- The availability of FWS funding
- Quality of student employment opportunity within departments, based upon job descriptions and other related factors
- The supervision and quality job experience offered to students
- Past participation in the program and adherence to guidelines by supervisor
- The anticipated usage of student employment

**Department allotment is the number of hours available to a department to use in the Federal Work-Study Program. Allotment usage is monitored, and may be subject to change with notice coming from the Human Resources and Finance Departments. There is a finite amount of funding the university is given to spend in the Federal Work-Study Program. Schedules and hours available are subject to change depending upon the rate of usage of our funding.**

**Student** – All changes, revisions, or additions to your student employment AMOUNT is done through the Financial Aid Office. If a student has any questions regarding your work-study award, please contact their office at 412-392-3930, or stop down to Student Service Center during business hours. Student Employment is determined from financial need and is subject to change each year with the newly filed FAFSA or possibly during the year due to a change in the student’s financial status. **Student may not** bring forward any unused hours from fall semester to use in the spring semester unless this has been approved through the Human Resources office. In December, it is determined by the FWS spending thus far, on whether unused hours may be moved to spring semester. Students may verify with Human Resources the amount of Federal Work Study hours remaining for the semester at any time, but are noted at the bottom of their timesheets.
(Student Allotment continued)

As a student, you receive a Federal Work-Study Award which is communicated through the Human Resource or Financial Aid Offices, which indicates the amount you can earn.

- “Student Employment” on a Financial Aid award is **NOT** a guarantee of employment.
- If in the Federal Work-Study Program, the amount listed in “Student Employment” is the **maximum amount** that will be paid through federal funds for work, it is **not** a grant or guarantee that you will earn the total amount of those funds. You are paid by the hour for work done.
- **Students are not permitted to work during time that classes are scheduled unless class has been canceled.** A Hiring Addendum form will need to be completed to verify that schedules do not conflict.
- As you enter your hours onto your timesheet, your remaining hours for the semester will appear on the bottom of the timesheet when printed out to be signed. **DO NOT** exceed these hours unless approved through your supervisor.
- Students must be paid for all hours worked. When you have completed your hours, you will be asked to stop working unless the supervisor pays from departmental budget.
- Unused fall semester hours will not be brought forward unless authorized by the HR department.
- Students can make up hours, but must adhere to specific amount agreed on upon being hired and cannot exceed 20 hours per week unless classes are not in session.

**Hiring Process**

Students can access the Federal Work Study information, payroll forms & job directory through a tutorial on Blackboard if he/she is eligible. A short quiz follows the information section of the tutorial and the student cannot miss more than 2 questions or they will be asked to review the information section again for clarification. This tutorial is usually available through the website approximately 1 week prior to the start of classes. The tutorial can also be taken manually at one of the Federal Work Study Workshops which is held throughout the first week of classes or the Human Resources Office located on the 7th floor of Frontier Hall between the hours of 8:30 – 4:30 Monday through Friday. **The tutorial is required for all students who have not worked as a work-study employee at Point Park University before.** It will give the student the information on how to apply and also timesheet and pay check information and also includes information regarding policies and procedures of the program.
(Hiring Process continued)

The summary of the process of obtaining a FWS position is as follows:

- A NEW application MUST be completed for all new and returning students each academic year
  1. After completing the tutorial (if new to the program) through Blackboard or at the FWS Workshop, students should contact the department(s) in which they are interested for an interview. You may apply for 3 positions in order to increase your chances; one must be completed for each department of interest.
  2. You will be required to interview with a department for a position; these are interviews for potential employment and should be treated as such. There is no guarantee that you will be hired with a specific department. It is up to the discretion of each department to choose the right fit for their employment needs.
  3. IF HIRED, you must have the following paperwork in for approval by the Human Resources Office BEFORE you may begin work:
     - Signed and completed application form- signed by you and the supervisor
     - Complete a Hiring Addendum form showing class and work schedule. This form should be signed by employee and supervisor. A copy of the student’s schedule should be printed from PointWeb and attached to the form. If either schedule changes, new information needs to be submitted to the Human Resources Office.
     - Complete the information on the permit form and sign at the bottom. Supervisor should note how many hours per week you will be scheduled. A copy of this form will be returned to you upon approval with your rate of pay, student employment funds maximum, and maximum hours in your orange folder once you are processed.
     - Tax forms must be completed (if this is your FIRST time working for the University, or if you wish to make changes to your exemptions or your permanent address has changed.) PLEASE CONTACT THE HR OFFICE IF YOUR PERMANENT ADDRESS CHANGES DURING THE ACADEMIC YEAR BECAUSE THIS COULD AFFECT YOUR TAXES AND ALSO RECEIVING W2 OR PAY CHECKS.
     - I-9 form- complete section 1 and you must have 2 forms of valid ID-no copies or faxes will be accepted. Student is not permitted to work until both forms have been submitted to the Human Resources Office.
     - Confidentiality Policy and Harassment Policy are both required to be read and signed by the student and supervisor or Student Employment Coordinator upon hire. This will be kept in personnel file and only needs to be done once unless requested by HR or department supervisor.
(Hiring Process continued)

- Complete all paperwork as soon as possible and turn into the Student Employment Coordinator in the Human Resources Office for final approval. YOU MAY NOT BEGIN WORK UNTIL ALL PAPERWORK IS IN ALONG WITH I-9 IDENTIFICATION AND YOU HAVE BEEN APPROVED BY THE HUMAN RESOURCES OFFICE.

- A copy of your application and Work Permit form will sent to the supervisor which once you have been processed.
- You do not have to fill out any additional paperwork, once hired, to carry the same job from the fall to spring semester.
- You may work 2 work study jobs, but the hours must be shared between the two positions and close tracking must be done so not to work more than the allocated hours. Timesheets will need to be submitted for each position separately. (The same applies, if you also work as an apprentice or honors assistant or other part-time position on campus.) If it is decided by the student that hours need to be transferred from one department to another, the student needs to notify the Human Resources Office in order to revise the timesheets accordingly.

**Timesheets**

- Timesheets are in the form of an electronic format and will be stored in a link within the University database by Human Resources Office for students working on campus. Students will be notified by an email from HR how to access their timesheet and will also be sent Timesheet Guidelines and Directions. Due to a processing delay, student is asked to keep track of all hours until timesheet is received on a temporary timesheet. Student should sign in and out daily in order to keep a correct tally of hours worked. All hours on the temporary timesheet must be transferred to electronic timesheet once it is available in order to be paid.

- Supervisor will be asked to train student on the use of the timesheet, but a training video will be accessible through Blackboard, and also within the email received with the timesheet. **Students are required to be trained on the timesheet to insure accuracy when submitting.**

- The timesheet should not be saved anywhere, but on the timesheet link unless the student is working off campus. The link is only available in an administrative office or in one of the Point Park University computer labs.

- Students working off-campus will be emailed timesheet to be saved at organization in which they work. All other rules apply as noted.

- Any timesheets submitted with handwritten corrections will not be accepted, but will need to be revised and resubmitted with required signatures.
(Timesheets Continued)

- Timesheets are turned into the Human Resources Office by the 2nd of each month unless noted otherwise on the Timesheet Schedule which will be given to the supervisor. Note ONLY the hours noted on the timesheet and submit when the timesheet is complete.

- The STUDENT is responsible for turning in his/her timesheet to their supervisor at the end of EACH month for signature. Timely submission of these records is encouraged in order to stay in compliance of payroll guidelines.

- The SUPERVISOR is responsible for turning in the timesheets to the HR department, but student may also submit them in one of the timesheet boxes located on 1st and 7th floor of Frontier Hall and 1st floor of Lawrence Hall by student mailboxes.

- Timesheets without supervisor signatures will NOT be paid. Supervisors may submit timesheet without student’s signatures, but student signatures are preferred.

- Complete your timesheet on a daily basis in case of a schedule change and submit only hours worked-NOT scheduled hours. If student works over break or finals, timesheet should be initialed by supervisor to verify hours are accurate.

- All breaks must be shown on timesheet. You must note ½ hour unpaid break if you work more than 5 hours in 1 day. Students should not exceed 8 hours in one day even when working in 2 different positions.

- Late timesheets will be paid in the following month’s pay. No special checks will be issued due to late timesheet submission.

- The remaining hours will be noted on the bottom of the electronic timesheet, so please watch your hours carefully so you don’t exceed your allocation. This is the only timesheet that will be accepted. If it is determined to move hours forward, HR will notify the supervisor and timesheets will be adjusted. This decision depends on the budget spending by mid-December.

- MAKE SURE that your timesheet is turned in, (ESPECIALLY BEFORE YOU HEAD HOME FOR THE HOLIDAYS and at the end of the year)

- Any falsification of records or altered timesheets will result in immediate termination from the Federal Work-study Program. You will also be ineligible to participate in the Federal Work-Study Program for the remainder of your time at Point Park University and would be subject you to possible discipline under the Student Conduct process.
Work Schedule

- You are required to commit to a schedule with your supervisor and then adhere to it.
  If you are unable to show for work, you MUST contact your supervisor PRIOR to your scheduled starting time. **You should call at least 4 hours in advance, if possible.**
- If a student works 5 consecutive hours, they MUST take a ½ hour (unpaid) break & note it on your timesheet.
- FWS generally work ends each semester on the last day of classes, but can continue into finals week if approved through Human Resources Department. With authorization students may begin work 1 week prior to the start of classes, but must have submitted required paperwork prior to working. Doing this may slightly lower how many hours per week student can work due to hours are calculated based on a 15 week semester. Students who start their jobs later in the semester do have the option of working extra to make up the hours if approved through Human Resources.
- Students are not allowed to work more than 8 hours in a day.
- FWS students are NOT permitted to work more than 20 hours a week during class time.
- Students are allowed to work up to 34 hours a week when classes are not in session with the approval of the department supervisor and the HR office.
- Students’ work is secondary to their academics, and departments should remain flexible if the student provides proper notice.
- Students are not permitted to work during scheduled course times.
- If student does not call off for 3 scheduled work days, this is considered Job Abandonment and supervisor has the right to terminate employment without a warning notice.

Paychecks

- Students are paid once a month on the last working day of the month and are paid 1 month after the hours are worked if the timesheet is submitted by the deadline.
- No special checks will be issued due to late timesheet submission.
- The FIRST FWS paycheck for the fall semester is distributed the last working day of October if hired in August or September and required paperwork has been submitted; for spring semester, it is the last working day of February. The last paycheck will be issued at the end of May and sent to permanent address unless other arrangements are made through the supervisor. **Student paychecks will come directly to the department for the SUPERVISOR or administrator to disburse. The December, May and June checks will be mailed to their permanent address listed on check. Alternate arrangements can be made with the supervisor for the student to pick up or mail to another address.** Off-campus student workers will pick up their paychecks from the Human Resources office and are required to show ID.
(Paychecks Continued)

- If a student is also an Apprentice or Honors Assistant, their paycheck will still be sent to the FWS supervisor. If student has 2 FWS jobs, the student can inform the HR office where he/she would like to pick up their check.

- Checks/stubs will be in the departments on the LAST working day of every month by 11am.

- Checks/stubs that are not claimed at the department within 3 working days will be mailed to the permanent address on the check.

- Contact the Student Employment Coordinator at 412-392-4782 with pay issues or questions.

- If you have a change of address, you should contact Human Resources to ensure we have the proper address in our payroll system and your taxes are set up correctly. We DO NOT share the same computer system as the Registrar Office, so it is the student’s responsibility to contact each department with updated information immediately. Not changing address could affect taxes paid and delay in receiving pay check or W2 in a timely manner.

- Paychecks will be given to the department to be distributed to the students directly. They can be, but are not required to be, put towards any tuition balance. It is up to the student’s discretion to apply the wages where they see fit. Direct deposit is also an option and takes one pay day to go into effect after the form has been submitted to the Human Resources Office.

Wage Information

Pay is according to the academic year unless otherwise agreed upon by the Human Resources Office, (based on particular qualifications or positions.) A couple of the departments pay a higher rate due to the skill or type of work involved for that position.

The rate of pay will be $7.45/hr. unless noted otherwise on the job description. Wages are determined due to standards set by the State and Federal Wage and Labor Laws and are subject to revisions and amendment by the Human Resources Office in line with State and Federal Guidelines.

What to Expect from your Supervisor

- Supervisors must be flexible with schedules, with the understanding that employment is second to academics provided the student gives ample notice.

- Supervisors must provide some orientation to the department and training, and supervision for all student workers is a federal requirement.

Supervisors must provide a clear list of duties and responsibilities for student workers.
(What to Expect from your Supervisor Continued)

- Students are only permitted to perform duties within their job description and the general realm of duties pertaining to departmental business. They are not to perform tasks outside these parameters or personal favors for supervisors and other employees.
- Feedback should be regular regarding student employee performance and possible evaluation at the end of the academic year.
- Supervisors must maintain a non-discriminatory atmosphere for the student workers. Harassment of students is protected under Title IX and will not be tolerated. A Harassment Policy form needs to be read and signed by employee and supervisor and submitted to HR.
- Supervisors are responsible for turning in timesheets by the deadline each month to the Human Resources Office, as well as giving paychecks to student workers the last working day of each month.
- Follow established procedure for student worker issues.
- DO send students home if there is no work for them to do.
- Students MUST be paid for all hours worked, by law.
- Students must be supervised at all times with the exception of lunch hours or short breaks.
- Students are not permitted to engage in work of the following nature:
  - Displacement of work done by a full time employee
  - Work that involves anything of a religious nature
  - Work that involves anything that could be considered political

If a student feels that they are being discriminated against or treated unfairly, please contact the HR Office immediately. A complaint form is available in the HR Office, located on the 7th Floor of Frontier Hall, to document the details and further actions will be addressed by the HR Director.

Evaluations

Evaluations should be done at the end of the year by the immediate supervisor or when the student leaves the position, but is not mandatory unless student is working off-campus. The purpose of the evaluation is to give feedback to the student to help to grow in their position and let them know how they are performing in their job. This is a good time to let the supervisor know of any problems or concerns. Evaluations will be kept on file in the HR department and will remain confidential.

All off-campus employees must complete an evaluation form on their employer/supervisor at the completion of their position. The off-campus supervisor will also be required to do evaluation on the student.
Verification of Employment/Recommendation from Supervisor

If student needs verification of employment, the Human Resources can provide this information, but the student will need to sign an authorization to release this personal information. Supervisors are not permitted to verify this information due to FERPA guidelines.

Supervisors may give a verbal recommendation for the student; however, a written letter is preferred. This would include their performance information only and should not include the date of hire or termination of employment. It is always important to ask the person you are using for a recommendation beforehand to clarify that they are willing to comply and have it accessible when applying for a position.

Documentation

All documentation pertaining to student employees will be kept on file in the department.
- Supervisors may keep copies of timesheets if they wish to have them for their records
- All performance documentation will be turned into HR
- If a student employee is terminated, the file and all documentation will be turned into HR immediately.
- The remaining hours worked by the student will be paid in the nearest monthly payroll and student must make arrangements for picking up their last paycheck with their supervisor or HR
- Supervisors will document students for absences, poor performance, or other violations. Repeated violations may result in termination of employment and participation in the Federal Work-Study Program and may be subject to discipline under the Student Conduct process.

Changes in Eligibility

The Student Employment Coordinator may contact you and your supervisor in the event that your eligibility changes under the following circumstances:
- Student has earned their maximum award
- The student is not in good academic standing or does not have enough credits
- The student’s financial needs have changed, and they are no longer eligible to participate in the program
**Policies and Guidelines**

1. **Dress Code** - students are expected to show up for work in proper dress. While they are not expected to have a new wardrobe for work, below are some guidelines that must be adhered to during work hours:
   - Students must dress in a manner that represents the department professionally
   - No cut off, short shorts or mini skirts
   - No excessively baggy shorts
   - Jeans, if worn, must be neat in appearance and should have no tears
   - No torn shirts, mid-riffs, or sleeveless tank tops. Nothing with profanity or designs of a lewd, inappropriate, or graphic nature
   - Hair must be neat, groomed, and of a professional nature
   - No slippers or sleepwear of any type
   - No flip flops or shoes that may pose a hazard in the work environment
   - Make up must be conservative and appropriate for the work environment
   - Body piercing must also reflect a professional atmosphere

2. **Attendance** – students are expected to work their scheduled shifts and arrive on time. There should be consideration given to academic needs, but it is the student’s responsibility to inform departments in due time to make other arrangements. The attendance policy will follow a “3 strikes you are out” approach.
   - Students should contact the department at least 4 hours before their shift if they are unable to attend work, if possible.
   - Students who miss more than 5 scheduled shifts, but do call off, can be taken under the review of the department for future employment. There must be documentation of the missed shifts, and the student must receive a verbal and then a written warning that their job is in jeopardy due to attendance, prior to a termination notice.
   - If termination is being considered, the department must contact the Human Resource Office first and provide written documentation. If termination is the decided outcome after consultation with the HR office, a notice of termination will go to the employee and a copy to the Human Resources Office.

Failure to call off work for 3 consecutive scheduled days is considered job abandonment and may result in termination of employment.
3. **Poor Performance** – students are not guaranteed employment, and therefore must work to satisfactory standards to maintain employment. This is why it is imperative that job duties and responsibilities are clearly defined before a student begins work. Supervisors will also maintain documentation and written warnings that continued poor performance would result in termination. Documentation will include the following:

- Name of the student, department, and the position they occupy
- Date of documentation and date of the incident or issue
- Details concerning the issue and corrective action, (if any) to be taken
- Time frame regarding improvement of performance and consequences of lack of improvement
- Date and signature of the supervisor and student

Areas/ examples that may reflect poor work performance and would be subject for review and action by the department supervisor:

- Less than acceptable performance or productivity levels
- Refusal to do assigned tasks related to the duties of the position
- Poor/inadequate completion of assigned tasks
- Frequent absences or absences without notification
- Poor professional or customer service representation of the university
- Any discriminatory or other harassing behavior
- Abuse of phone, computer, or other privileges related to work in the department
- Breach of confidentiality of the office or department, (terminable offense)

A student may be terminated after 3 offenses or less depending on the severity of the offense.

4. **Malfeasance Issues**: Students who are found to be in violation of the following will be terminated from their current position and have their eligibility to participate in Federal Work-Study revoked for their remaining time of enrollment at the University.

- Falsification of time records
- Forgery
- Misuse of confidential or privileged information
- Theft of any kind
- Discrimination or harassment, or other types of serious misconduct

*In addition, such a violation would be considered a violation of the Student Code of Conduct and subject to possible discipline under the Student Conduct process.*
Cell phones and pagers are to be KEPT OFF during work hours. No personal phone calls are allowed, except in the case of an emergency or authorized through their supervisor.

Confidentiality – The confidentiality of an office is for the protection of the student/staff/faculty and the university. Under NO circumstances is confidential information to be given to anyone outside the office. If there should be an outside caller or visitor requesting information, refer their request to a supervisor. A Confidentiality Agreement will be signed upon employment and kept on file.

Personal Phone Calls – There are to be no personal phone calls made or received from work areas unless in an emergency and approved by the supervisor. Misuse or abuse of phones may result in termination.

Friends Visiting – Students or friends are not permitted to come in to visit for an extended period of time while student is working. This is a workplace and should be treated as such.

Computer Usage – Computer usage follows the policies as outlined by the Information Technology Department. Misuse or abuse of the computers here at the college may result in termination from the department and Federal Work-Study Program. Use of computers for personal matters while at work is prohibited.

Training
Supervisors will provide training for the student when hired regarding the protocol about calling off, dress code, phone usage and the office policies and procedures. There is also timesheet training and job training that is required which will be provided by the supervisor of the department. The work schedule will be set through the student and supervisor based on their need and the student’s availability. If a change in schedule occurs, the student should immediately advise the supervisor in order to prevent the loss of time worked.

Timesheet Training: Directions on how to use the electronic timesheets which will also include a guide to assist with troubleshooting will be emailed by Human Resources once the student’s timesheet is set up. There may be a delay due to the volume of processing within the HR department. Usually it can take 24-48 hours after the student has been processed for the timesheet to be available, so student should keep track of hours worked and transfer to the timesheet once it is the information is emailed.
(Training Continued)

There is also an instruction within the Federal Work Study Blackboard tutorial that gives a narrated and non-narrated version to assist students in learning how to use the electronic timesheet. Training is required to avoid errors on the timesheets which could cause payment to be delayed for the student. The training will also be on Point Park University Intranet which can be accessed through the supervisor.

FERPA Training & Quiz: All student workers will be required to do the FERPA (Family Educational Rights and Privacy Act) Training and Quiz within 30 days of hire. This policy establishes privacy standards for student educational and employment records. The training will be available through Blackboard and is required to be reviewed every three years. A short 3 point quiz is included in the training and must be done so the student has acknowledged that he/she has completed the training and understands the policy.

Student Responsibilities

– Adhere to guidelines and policies regarding student employment in the Federal Work-study Program
– Represent the University in a positive and professional manner while employed
– Know and satisfactorily perform all related job duties
– Adhere to agreed upon schedule, and notify supervisor of any foreseen changes
– Record time accurately on timesheet at the end of each shift
– Submit a timesheet according to the schedule provided. Most of the time they are due by the 2nd of the month. If the timesheet is excessively late it will paid the following month. No special checks will be cut.
– Provide and maintain accurate payroll and tax information to Human Resources
– Inform supervisor of any changes to Work-study, (student employment amount, eligibility, pay, or if terminating you should put in a two week notice)
– To work only the amount of hours as determined by both the department and the limit of your student employment amount
– To report any issues that occur while involved in the Federal Work-study Program in a timely manner to the Student Employment Coordinator
– To report any injuries directly to the Student Health Center immediately. If the injury occurs after hours, then proceed to the nearest medical facility or emergency room for treatment, if it is of a serious nature. Complete a report with the Student Health Center the following day (within 24 hours.)
– Notify student employment coordinator if permanent address changes immediately
Transferring Departments

You may transfer to another department provided you get the approval of the following:

− You should first get approval from the department for which you are working
− Approval from the department you wish to transfer
− The department you would like to transfer to MUST obtain approval from the Student Employment Coordinator in the Human Resources Office before you can start work
− A new signed application & permit form must be completed prior to transfer

The student should give a 2 week notice before leaving current position so supervisor can find a replacement.

Tips for Students in an Office Environment

Phone calls – When answering the phone, realize that these are customers of the University, and the phone should be answered in a prompt and courteous manner. You should check with your supervisor to see if they have some specific guidelines regarding answering phones. Here are some general guidelines to follow:

− Answer the phone promptly within 2-3 rings
− Say “Good morning/afternoon, (give department name), this is, (your name), how may I help you”
− If you have to transfer the call ask, “Who may I say is calling,” and then let the caller know that you will be transferring them/putting them on hold
− If you have to take a message get the name, phone number, and nature of the call, and then repeat the information back to the caller to ensure accuracy

Walk – in visitors/ students of the University – these people are to be treated with the utmost respect and concern for customer service. You should greet walk-in guests with enthusiasm and respect, and listen while making eye contact. Staff should be addressed in the same manner, with respect for their title and position. No cell phones or electronic devices should be present at the front desk during scheduled working hours.

If you ever feel threatened by a walk-in visitor, please do not attempt to handle the situation yourself; try to get a trained staff member or contact security. Try to remain calm and not agitate the visitor.
Workplace Language and Conversation – please be aware that when at work, you are representing the University as a whole. Your language in and around the office should be professional in manner and tone. You should also be wary of your casual conversation in the workplace. Refrain from gossiping, swearing, or lewd/questionable conversation in the work area.

Remember this job will be helping you to build your resume for your career and may provide you with references. The experience that you obtain from this position may also assist you in finding your dream job.

Off-campus Community Service Employment
Due to federal requirements, the University must use 7% of the student’s earnings under a community service program. To meet these requirements, there are several non-profit employers who have contracts with Point Park to hire students under the FWS Community Service Program. These positions are off-campus, some in the downtown Pittsburgh area and others in the suburbs.

Students are expected to use the same professional standards that are required while working on campus in order to represent the University in a respectable manner. Students are not permitted to volunteer at the organization while on payroll under the University’s Federal Work Study Program per the federal guidelines. They may work in the summer, but must be hired by the organization as a part-time employee.

- Timesheets: Timesheets will be emailed to the student and supervisor and saved on a computer within the organization and not accessible through the link as is for the on campus student workers. Students are expected to note their hours and have them approved, signed and submitted by the 2nd of the month or on the deadline given by the HR Office, in order to be paid on a timely basis. The original timesheet must be submitted if working off-campus. A faxed or scanned copy will be accepted for payment, but an original must be provided as soon as possible. The timesheet workbook should be emailed to the Student Employment Coordinator when the student leaves their position.

- Training: Office and timesheet training will be provided for the student workers by the supervisor or through the tutorial on Blackboard. Flexibility is expected for these positions in order to focus on education. Student’s work schedule will be coordinated by the supervisor, but must adhere to the allocated student and department hours.
• **Pay Rate:** The hourly pay rate will be $7.45 an hour and the number of hours are based on the student’s award as it is on campus. If a student uses public transportation, he/she can be paid for the time it takes for them to travel and will need to keep a separate timesheet for these hours for auditing purposes and submitted with regular timesheet that month. These hours should also be noted the regular timesheet in order to receive payment.

**Paychecks:** Paychecks will be distributed through the Human Resources Office located at 7th Floor of Frontier Hall which is located on First Avenue. Supervisors will be contacted by HR to remind students when the checks are available for pickup and will be mailed out after 3 days if the student does not pick up the check or notify the Human Resources office. Photo ID must be provided when the student picks up the check and student will need to sign for the check. Friends are not permitted to pick up checks for the student worker.

• **Evaluation:** Student workers who work at a off-campus community service position under the Federal Work Study Program are required to complete an evaluation form at the end of the year or the end of employment in order to determine if the employer and position serves as a good experience and that the federal guidelines are being met. Students will also be evaluated by the supervisors at the end of the year.

• **Notification:** If a student is injured at work, then the student should notify the Student Health Center immediately after notifying his/her supervisor. Students are expected to call off according to the normal standards which are at least 4 hours prior to start time, if possible and contact if running late or becomes ill.

• **Students are not permitted to work over their allocated hours or to volunteer their time when they are employed as a Federal Work Study employee by Point Park University.** If a student is asked to work extra hours, they must notify the HR office prior for approval.

**Employment Policies**

**Nepotism Policy**

The policy at Point Park University is that no person may be either hired or placed in the same department or supervised by a relative, domestic partner or significant other in order to prevent potential conflicts of interest and to avoid favoritism or the appearance of favoritism in the workplace.
Definitions:
Relative: For purposes of this policy, a relative is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew, first cousin or corresponding in-law or step-relation.

Domestic Partners: Individuals who reside in the same household and are involved in a relationship, often identifying themselves as marital partners, but who are not legally married, including same-sex couples.

Significant Others: Individuals who are dating or engaged to be married, but may or may not reside together.

Notice of Non-Discrimination
Point Park University does not discriminate on the basis of race, color, national origin, sex, age, religion, ancestry, disability, veteran status, sexual orientation, genetic orientation, marital status, caregiver status, or familial status, in the administration of any of its educational programs, activities, or with respect to employment or admission to the University’s educational programs and activities.

This policy is in accord with state and federal laws, including Title VI of the Civil Rights Act of 1964, Title VII of the Civil Rights Act of 1964, Title IX of the Education amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act and the Age Discrimination Act of 1975. Inquiries regarding these regulations, policies, or complaints of discrimination should be referred to the Human Resources Officer, 2nd floor, Thayer Hall, telephone number (412) 392-3952. Inquiries regarding Title IX and the Title IX regulations can also be referred to the Human Resources Officer as the Title IX coordinator.
Sexual Harassment Policy - Point Park University is committed to an academic and work place environment in which its students, faculty and staff have a right to be free from sexual harassment by any member of the University community. Sexual harassment is prohibited by University policy and is also a violation of state, federal and local laws. It is also a violation of University policy and the law for anyone to retaliate against an employee, student or applicant who makes a claim of sexual harassment.

Any individual who, after thorough investigation and an informal hearing, is found to be guilty of sexual harassment is subject to disciplinary action for violation of the University policy appropriate for the severity of the offense, up to and including expulsion or termination. Definitions, actions to be taken, filing complaints and remedy details are clarified in the Student Handbook.

** The policies in this handbook represent minimum standards and are not all-inclusive.

** The policies in this handbook come from the Human Resources Office and are subject to review and revision by the Student Employment Coordinator. Updates will be made to the manual as needed.

** All policies governing harassment, discrimination, and other employment laws apply to student workers in the same regard. Any questions please contact Human Resources in 7th floor of Frontier Hall.

A Confidentiality Waiver and Harassment Policy must be signed prior to the student starting employment. Both forms must be signed by the employee and also by their supervisor and submitted to the HR Department to keep in their personnel file.