

COLLEGE WORK STUDY
PROGRAM

2024-2025 Student Employment
Handbook

*Student
Financial Aid
Office*

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WELCOME and CONGRATULATIONS!

We are excited that you've decided to begin a learning enriched experience as a Work-Study Employee. The Federal Work-Study Program is designed to assist you the student to earn money while you attend classes during the semester and develop leadership qualities. In short, you are important to accomplishing our institutional mission and goals.

This Work Study Handbook is your guide to the policies, procedures, guidelines and general information about the College Work-Study Program. These guidelines have been developed to meet the needs of the program's student workers and their supervisors.

The Program has recognized the importance of part-time employment as a supplement to the student's financial resources, personal education growth and preparation for the future working world. As a result The Student Financial Aid Offices have developed a number of increasing opportunities for students to earn their Work Study awards throughout the campuses and support offices.

We truly appreciate your involvement in this program. It is our hope that this handbook provides you with basic information that allows us to create a positive and effective partnership.

Sincerely,

The Office of Student Financial Aid.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

*"Family Educational Rights and Privacy Act" of 1974, is commonly known as **FERPA**. All Alamo Colleges adhere and comply with the provisions outlined in the law. The law is designed to:*

- Protect educational records.
- Establish rights of students.
- Provide guidelines for correction of inaccurate and misleading data.

As an employee of the Alamo College, you as a work-study student will be held with complying with the provisions of the law.

Depending on the job task, you as a work-study employee may come into a situation where FERPA law applies. Knowing what data is allowable or forbidden for release is vital; therefore, each you as a work-study employee is responsible for learning the FERPA regulations. Data that may be released is called directory information. Such items are considered as directory information: student's name, dates of attendance, major, classification, enrollment status (full-time or part-time), previous institution(s) attended, degree(s) awarded, academic honors/awards. Items that can never be identified as directory information are a student's social security number or institutional identification number, address, telephone number, date of birth, race/ethnicity, citizenship, nationality, gender, grades, grade point average or class schedule. Students may place a directory hold on any or all of this information by contacting the Student Services Department at their college. You as a work-study employee is responsible for learning the technical process at their work site to ensure compliance with the law.

Addition information on FERPA and Alamo College's policy and procedure can be found at: <https://www.alamo.edu/about-us/compliance/ferpa/>.

WORK SCHEDULE

Work Hours

A maximum of 38 hours per pay period, or 19 hours per week (NO exceptions), are allowed based on the financial need of the student as demonstrated by the FAFSA Submission Summary (FSS).

The work schedule is determined between the supervisor and the work-study student. The immediate supervisor is encouraged to initiate the work-schedule discussion on or before the first day of work by asking the student about their class schedule, upcoming events and other related educational obligations that may arise during the semester.

Students are not permitted to work during established, assigned, or scheduled class times or events. If work is done during such periods, written justification from the student, supervisor and class professor will be required and must be submitted for approval to the Student Financial Aid advisor at the campus.

Requests for leave should be made to the supervisor or designated staff in advance, if at all possible, or the department policy and procedure governing such action must be followed.

Beginning and Ending Dates

Work-Study students may begin work on the first day of classes of the semester, if eligibility is met. The final day to work each semester is the last day of the academic semester. Only students with a secured enrollment for the subsequent semester may be considered for employment for the following semester.

Meal and Comfort Breaks

Work-study students are eligible for a fifteen (15) minute break and a thirty (30) minute unpaid lunch break for every four (4) hours worked. An hour unpaid lunch break is encouraged for students who work eight (8) hours or more in one day. Supervisors are to clarify meal and break times that meet the needs of both the agency and the students. Students may not work more than ten (10) hours in one day shift.

Pay Rate

The hourly rate for all work-study jobs is \$15.33 per hour. Starting September 1, 2024, the pay rate will increase to \$16.29 per hour as approved by the Alamo Colleges Board.

Enrollment

All students must maintain enrollment in at least six (6) credit hours at home campus. These enrollment hours must all be listed within your Degree Plan (CPOS).

EXPECTATIONS OF WORK-STUDY STUDENTS

Work-study students working on campus or with a District support office are expected to maintain a high level of professionalism. Your supervisor should establish and set forth all expectations for their work study students. This is to include work attire, performance, call-out process ETC... Below are general expectations regarding workplace etiquette and behaviors that most employers expect new hires to exhibit.

Acceptable behavior

As an employee of an on-campus department of support office, students, staff and visitors will view a work-study student as a professional who represents the department. Self-monitoring of behavior is critical. Behavior that is acceptable in other settings, such as those in a social setting are not always appropriate and may not be suitable in the workplace.

Appropriate Dress for Your Work Setting

Inquire about dress and grooming (including hairstyle) expectations when initially meeting with your supervisor to discuss your work schedule. Remain mindful that work-study students represent the department.

Attendance

The departments and the students served depend on a regular schedule, making regular attendance at work a priority. Punctuality, arriving at work and returning from scheduled breaks are critical for the operation of the department. Any deviation from the regularly scheduled hours must be discussed *prior* to the change of hours with the supervisor. Explaining an absence or reason for tardiness *after* the event is not acceptable professional behavior.

The supervisor recognizes that work-study students at times might need to deviate from their work schedule to get extra studying completed or to finish a class project. These requests must be discussed with the supervisor with sufficient notice, at least a week or several days beforehand.

If you are going to be absent due to illness or emergency, you must speak with your supervisor or designee at least a half hour before the start of the scheduled work time.

Confidentiality

Work-study students should avoid prying to discover information not needed to complete a work-related task. Respect student's and co-workers' privacy by not reading faxes, email, computer screens, or mail that is not shared. As a member of a department, refrain from discussing student's, individuals, cases or sensitive information outside of the department. Additionally, department documents, files, and other written materials should not be taken from the premises.

Work-study students should refrain from posting photographs of students or of themselves at work with other students or photographs of co-workers on social media.

Language

In the workplace, students need to be thoughtful of language as they interact with co-workers, visitors and students. Profanity is not appropriate regardless of the situation. Writing and

speaking in complete sentences prevents miscommunication. Always address co-workers, visitors and students by their last name, unless invited to refer to them by their first name.

Personal Business

Take care of personal business, such as making or taking personal phone calls, texting messages, or sending emails before arriving at work or during your breaks, away from co-workers, guests or students.

Professional Relationships

As a Work-Study student, one of the student's objectives is to meet and get to know professionals who may later offer a job, refer the student to another place of employment or who may agree to serve to as a reference. Every effort should be made to impress the professionals with whom the student makes contact. Work to build and maintain a healthy working relationship with individuals at work.

Supervision

Work-study students are required to always have supervision and should always know how to reach out to their supervisor in the event guidance or information is needed. A work-study should not be left physically unattended or "in charge" of the department.

If you as a work study are ever left unsupervised or asked to par-take in full-time employee duties **please contact the work study financial aid advisor at your home campus immediately.**

Tardiness

Students are expected to arrive on time to their work-study assignment. If running late to work, call to notify the supervisor at least a half-hour before the scheduled start time, or as soon as possible.

Office Updates

Work study work and assignments for the Fall 2024 and Spring 2025 semesters will continue to operate via in-person, remote and hybrid work. Supervisors must ensure students have all access and technology equipment needed to complete their assignments. Supervisors will establish a method to ensure students are supervised and work is accounted for while students are working remotely.

Work Study Students who will be working in person or hybrid are not allowed to work in the following capacities:

- Working in the office by themselves unsupervised
- Used to clean and sanitize offices, tables, phones, walls etc other than the student's assigned work space.
- Used in a janitorial role
- Used to set up or take down event equipment

COMPENSATION

Calendar

The Alamo College operates under a two-week, bi-weekly pay period system. Each pay period runs from the 1st through the 15th and the 16th to the last day of the month. Pay days are every 15th of the month and the last day of the month. Pay will be on the day prior to a weekend or holiday should the 15th or end of the month land on a weekend or holiday.

WTE Calendar Due Dates			
Pay Period	Due Date	Pay Date	Payroll Sequence
8/16/2024-8/31/2024	TBD	TBD	SL17
9/1/2024-9/15/2024			SL18
9/16/2024-9/30/2024			SL19
10/1/2024-10/15/2024			SL20
10/16/2024-10/31/2024			SL21
11/1/2024-11/15/2024			SL22
11/16/2024-11/30/2024			SL23
12/1/2024-12/15/2024			SL24
12/16/2024-12/31/2024			SL1
1/1/2025-1/15/2025			SL2
1/16/2025-1/31/2025			SL3
2/1/2025-2/15/2025			SL4
2/16/2025-2/28/2025			SL5
3/1/2025-3/15/2025			SL6
3/16/2025-3/31/2025			SL7
4/1/2025-4/15/2025			SL8
4/16/2025-4/30/2025			SL9
5/1/2025-5/15/2025			SL10
5/16/2025-5/31/2025			SL11
6/1/2025-6/15/2025			SL12
6/16/2025-6/30/2025			SL13
7/1/2025-7/15/2025			SL14
7/16/2025-7/31/2025			SL15
8/1/2025-8/15/2025			SL16
8/16/2025-8/31/2025			SL17

Timesheet

Timesheets are used to record the hours and amount of hours worked. A Web Time Entry (WTE) submission via your ACES is required for a paycheck to be generated after each pay period. Work-study students must complete an electronic timesheet on a daily bases to avoid misreporting of actual hours worked. The completed WTE timesheet must be submitted within two (2) business days of the end of a pay period. The department supervisor will review for accuracy and approve the student's WTE submission before the deadline of each pay period.

Failure to submit timesheets on time will result in your department temporarily being suspended from the Work Study program.

Web Time Entry (WTE)

The method of recording work hours is an online system known as the Web-Time Entry (WTE) Program.

Work-study students will access their timesheets by following these steps:

- Log onto www.alamo.edu
- Select the ACES link on the top margin of the page
- Sign in using your ACES User ID and Password
- Click on the Employee Tab
- Click on Web Services
- Click on the Employee Link
- Click on the Timesheet link
- Select the current Pay Period

A tutorial video on the WTE Process is available:

- Log onto www.alamo.edu
- Select the ACES link on the top margin of the page
- Sign in using your ACES User ID and Password
- Click on the Employee Tab
- Scroll down the middle of the page to find the tutorial videos.

Payroll Contact Information

Please contact Payroll at dst-BannerPayroll@alamo.edu or 210-485-0370 to resolve any payroll issues. Must email payroll through student employee email and include your name & Banner ID.

Direct Deposit

Students are eligible to establish direct deposit to receive their wages. Students should have established this when they initially met with the HR department to sign new hire paperwork. If direct deposit was not set up at that time, please contact payroll for assistance.

- A voided check or,
- Students banking information from the bank on their letter head.

Submit these 2 forms in person or via fax to the Alamo Colleges Payroll department. Payroll Fax 210-486-9151.

Important Dates

Aug 26, 2024	First Day of Fall Semester/ First Day of work
Sept 02, 2024	Labor Day/ ACD Closed
Nov 28-Dec 1, 2024	Thanksgiving Break/ ACD Closed
Dec 15, 2023	Last day of Fall Semester/ Last Day to work
December 19, 2024 - January 1, 2025	Winter Break/ ACD Closed
Jan 20, 2025	Martin Luther King Jr. Day/ ACD Closed
Jan 21, 2025	First day of Spring Semester/First Day of work
March 10-16, 2025	Spring Break/ ACD Closed
March 31, 2025	Cesar Chavez Holiday/ ACD Closed
April 18-20, 2025	Easter Holiday/ ACD Closed
May 02, 2025	Fiesta Friday/ ACD Closed
May 17, 2025	Last day of Spring Semester/Last day to work
May 26, 2025	Memorial Day/ ACD Closed
June 9, 2025	First day of Summer Session/First day of work
June 19, 2025	Juneteenth/ ACD Closed
July 3 - 4, 2025	Independence Day/ ACD Closed

EMPLOYMENT STATUS

Continuing Employment

Work-study students may continue within the same position in subsequent enrollment periods as long as they and the employer maintain work-study program eligibility and the employers offer the position again.

- Most work-study awards are made for the Fall and Spring semesters. Some awards may be made for only one semester. The Student Financial Aid Office can verify and confirm students eligibility to supervisor.
- A separate award is made for the summer sessions, based on a student's eligibility.
- A new FAFSA must be completed, submitted, and processed each academic year to confirm continued student need and eligibility for the work-study program.
- Work-study students may work only during the terms in which they are enrolled in a minimum of six credit hours within their degree plan (CPOS).
 - Fall semester: August-December
 - Spring semester: January-May
 - Summer Sessions: June-August

End of Job Date Termination

- Work-study students may work until the last day of the semester, unless the student's allocation has been met prior to that date.
- Employment during times of non-enrollment must be approved by the Office of Student Financial Aid.

Student Terminating Employment

- Work-study students can terminate their work-study employment at any time.
- To initiate a termination, a written notice by the student must be submitted to the department Primary or Alternate Supervisor, who must notify the Financial Aid advisor.
- The work-study student must submit final Web Time Entry electronic time sheet on their last day of employment
- If eligible, the student may re-apply for a different work-study position during the same semester. Please contact HR and Financial Aid for further instructions for placement.

Summer Employment Requirements

- Students must have enrollment in summer sessions for a minimum six (6) credit hours within the students Degree plan (CPOS). Includes combination of Maymester, Summer I, Summer II.
- Have a completed FAFSA (including all requirements) and be enrolled for the upcoming academic year
- Maintained Satisfactory Academic Progress (SAP) .

Transferring Jobs

Students looking to transfer must contact their Financial Aid Advisor to initiate request. Student must stop working immediately at current position to allow transfer request to be reviewed.

Student must submit a new Student Agreement prior to release of authorized start date.

DISCIPLINE

If disciplinary action is required because of unsatisfactory performance, poor attendance, excessive tardiness or misconduct, the following process will be utilized:

- Notify the appropriate HR Partner to begin an oral Discussion and Recommendation. Suggestions for improving performance or changing behavior will be offered.

HR Partner - DSO	Jacob Wong	jwong19@alamo.edu	x50231
HR Partner - SAC	Jacob Wong	jwong19@alamo.edu	x50231
HR Partner - SPC	Lorrisa Gibson	lgibson29@alamo.edu	x64892
HR Partner - PAC	Sandra Torres	storres304@alamo.edu	x63904
HR Partner - NVC	Jacob Wong	jwong19@alamo.edu	x50231
HR Partner - NLC	Lori Manning	lmanning@alamo.edu	x65368

- A formal written Disciplinary Notice, prepared by the Office of Human Resources, will be discussed with the work-study student. The notice will detail: the problem, action to correct the problem, the time period for resolution, and the consequence if the problem is not resolved. The Disciplinary Notice is shared with the Office of Human Resources.
- If the Disciplinary Notice does not resolve the problem, the HR Partner will discharge the work-study student from the employment.
- Major offenses such as insubordination, assault, or theft, are grounds for immediate discharge.

Risk Management

If student is injured for any reason while on the job and clocked in, please ensure that the student seeks medical attention quickly. The Department supervisor will need to contact the Financial Aid Advisor and HR Risk Management Director, Michael Legg, at 210-485-0206 or mlegg2@alamo.edu, to ensure a full report is documented within 24 hours of incident.

ALAMO COLLEGES DISTRICT POLICIES

It is the policy of the Alamo Colleges to provide an educational, employment and business environment free of discrimination, harassment, and retaliation based on protected criteria. Students and employees are responsible for maintaining an educational environment free of discrimination, harassment, retaliation and complying with all policies. Alamo Colleges is committed to promoting the goals of fairness and equity in all aspects of its operations and educational programs and activities. The policies addressed in this document are subject to resolution using the Civil Rights Complaint and Resolution Procedure H.1.2.1, regardless of the status of the parties involved, whether members of the campus community, students, student organizations, faculty, administrators or staff.

For the complete version of each policy introduced below, click on <https://www.alamo.edu/siteassets/district/about-us/leadership/board-of-trustees/policies-pdfs/section-h/h.1.2-policy.pdf>

To report a concern regarding any of these policies, please contact the HR partner at your campus.

1. College District Policy on Nondiscrimination

Alamo Colleges adheres to all federal and state civil rights laws banning discrimination, harassment, and retaliation in public institutions of higher education and the workplace. Alamo Colleges will not discriminate against any employee, applicant for employment, student or applicant for admission on the basis of race, color, sex, pregnancy, religion, creed, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, sexual orientation, gender, gender identity, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status, any other protected category under applicable local, state or federal law, or persons who have opposed discrimination or participated in any complaint process on campus or before a government agency. Students and employees are required to comply with this policy. Retaliation in any form for having brought a complaint or report of discrimination or harassment based on any protected criteria, including sex and gender, is expressly prohibited.

2. College District Policy on Disability Discrimination and Accommodations

Alamo Colleges is committed to full compliance with the Americans With Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973, which prohibit discrimination against qualified persons with disabilities, as well as other federal and state laws pertaining to individuals with disabilities. Under the ADA and its amendments, a person has a disability if he or she has a physical or mental impairment that substantially limits a major life activity, such as hearing, seeing, speaking, breathing, performing manual tasks, walking, or caring for oneself.

3. College District Policy on Discriminatory Harassment

Students, staff, administrators, and faculty are entitled to a respectful working and educational environment, and Alamo Colleges is committed to providing a work and educational environment free of harassment based on protected class.

4. Sexual Harassment

Federal and Texas law regard sexual harassment as a form of sex/gender discrimination and, therefore, as an unlawful discriminatory practice. Sexual harassment consists of: Unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual/gender nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, educational environment, or academic status, (2) submission to or rejection of such conduct by an individual is used as the basis of employment, educational, or academic decisions affecting such individual, or (3) such conduct is sufficiently severe, pervasive or persistent that it has the effect of unreasonably interfering with an individual's work, educational environment, or academic performance by creating an intimidating, hostile, or offensive working, educational, [residential] and/or social environment.

- **Consensual Relationships – Employees, Officials**

The College District seeks to maintain a professional educational and work environment.... Romantic or sexual relationships between trustees and students and between employees and their subordinates or students over whom they exercise authority are prohibited whether or not they result in sexual harassment.

- **Sexual Misconduct**

Sexual misconduct is a broad term used to encompass unwelcome conduct of a sexual nature that is prohibited by Title IX and Alamo Colleges. Sexual Misconduct includes, but is not limited to, behaviors often described as sexual harassment, sex/gender discrimination, sexual assault, rape, stalking, and relationship violence (including domestic and dating violence).

5. College District Policy on Other Civil Rights Offenses

The following conduct is prohibited by College District Policy:

- (a) Threatening or causing physical harm...
- (b) Intimidation...
- (c) Hazing...
- (d) Bullying...
- (e) Violence between those in an intimate relationship...
- (f) Dating Violence...
- (g) Domestic Violence...
- (h) Stalking...
- (i) Hate Crimes...

6. College District Policy on Retaliation

Retaliation is defined as any adverse action taken against a person participating in a protected activity because of their participation in that protected activity. Retaliation against an individual for alleging harassment, supporting a complainant or for assisting in providing information

relevant a claim of harassment is a serious violation of College District policy and will be treated as another possible instance of harassment or discrimination.

7. Recognizing the Signs of Abusive Behavior and How to Avoid Potential Attacks

Alamo Colleges is committed to a safe and supportive learning and working environment for all students, staff, faculty, and visitors. We are dedicated to creating an environment that fosters safety for all by preventing and responding to incidents that are disruptive, threatening, abusive or violent.

8. Safe and Positive Options for Bystanders

A bystander is someone who sees a situation but may or may not know what to do, may think others will act or may be afraid to do something. Intervening in abusive or potentially violent behavior first requires an ability to identify the warning signs and then consider whether the situation demands action. Before getting involved, the priority is to evaluate safe and positive ways to act to prevent or intervene. *If the situation is already violent or is escalating quickly, do not directly intervene. Call the police.*

9. Civil Rights Harassment/Discrimination & Sexual Violence Primary Prevention & Awareness

The Alamo Colleges Board of Trustees recognizes that prevention is a primary tool to help eliminate complaints of civil rights based harassment, discrimination; and retaliation conditions. Therefore, the Chancellor or designee shall take all necessary steps to prevent and eliminate sexual harassment...

FORMS TO BE SUBMITTED

The Alamo Colleges District is transitioning to online forms to cut back on paper waste.

- Before a department may request or hire a student, the Department Supervisor must complete the College Work Study Task Description form. This online form will be routed to the chosen Financial Aid Advisor for their campus for approval.
 - [Form Link](#)

- Once the Task Description form is completed and the department has selected the student they would like to hire, the student must submit a College Work Study Student Agreement. This agreement will route to the Department Supervisor, as input by the student on the form, for approval. Once completed, it will be routed to the Financial Aid Advisor that is listed on the form for their campus. This form will allow the Financial Aid office and HR office to set up the student's Employee Tab on ACES. Supervisors will not be given an authorized start date until the Student Agreement is received.
 - [Form Link](#)

**Alamo College District
Work Study Handbook
Student Handbook**

Work-Study Time Sheet

Name: _____ Banner ID: _____

Organization: _____

Hourly Rate: _____ Position No: W _____ FOAP: _____
(Enter FOAP only if it is different than assigned FOAP)

Pay period start Date: _____ Pay Period End Date: _____

Timesheets must be completed to the nearest quarter hour. Please refer to the schedule below to calculate minutes.
15 Minutes= .25 hour 30 Minutes = .50 hour 45 Minutes= .75 hour

Date 202_	Month	Day	Time Worked				Daily Totals Use Decimals	Weekly Totals Use Decimals
			In	Out	In	Out		
SAT								
SUN								
MON								
TUE							_____	
WED								
THU								
FRI								
SAT								
SUN								
MON								
TUE								
WED								
THU							_____	
FRI								
SAT								
SUN								
MON								
TUE								
WED								
THU							_____	
FRI								

TOTAL HOURS WORKED THIS PAY PERIOD _____

We hereby certify that this time sheet is a true statement of the hours worked.

Signature of Employee

Date

Signature of Supervisor

Date

JOB TITLE: Work-Study (includes Federal, Texas, America Reads/Math, Community, & other work-study Programs)
FLSA: Non-Exempt

JOB CODE: 88000
GRADE: WS

JOB SUMMARY:

Assists departments/agencies with various assignments and duties that support the overall success and operation of the department or agency.

ESSENTIAL JOB FUNCTIONS:*

- May assist with general office work, including filing, creating and distributing documents, sending and receiving faxes, and making copies.
- May perform receptionist duties including greet the public, answer phones, and respond to walk-in inquiries. May screen/route telephone calls and incoming emails.
- May perform data entry or document preparation.
- Performs other duties as assigned.

***Note:** Additional information specific to each position will be contained in the job posting and the candidate offer letter.

MINIMUM EDUCATION AND EXPERIENCE:

- High school diploma, GED equivalent, or other approved eligibility requirements.
- Must meet applicable financial aid requirements.

PREFERRED EDUCATION AND EXPERIENCE:

- General office/work experience and skills applicable to specific work-study assignment.

LICENSES AND CERTIFICATIONS:

None

KNOWLEDGE, SKILLS AND ABILITIES:

- Skill in oral and written communication and interpersonal relations.
- Ability to concentrate on detailed tasks despite interruptions; to understand detailed instructions; to take accurate messages; to keep accurate and detailed records; to maintain good attendance; and to work the hours agreed upon with department/agency.
- Must adhere to Alamo Colleges District and other applicable department/agency rules and guidelines.

SUPERVISION EXERCISED:

None

PHYSICAL REQUIREMENTS:

Work is usually performed in an office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of lightweight (under 20 lbs.) may be required.

SECURITY SENSITIVE:

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Reviewed 6/28/2016

This job description is intended to describe the general nature and level of work performed by employees assigned to this classification. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Management retains the right to add or change the duties of the position at any time.