

# **Pueblo Community College**

## **Student Employee Expectations**

**2021-2022**

**Financial Aid Office**

**900 West Orman Avenue, Suite – SC280**

**Pueblo, Colorado 81004**

**Phone: (719) 549-3032 Email: [Eric.Schwien@pueblocc.edu](mailto:Eric.Schwien@pueblocc.edu)**



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## **Welcome!**

Welcome to Pueblo Community College (PCC) as a student employee. Your participation, both as student and employee, should be a rewarding and pleasant experience. We are excited to have you join our department and look forward to working with you to serve our students, faculty, staff, and community.

This document is intended to clearly define student employee expectations and promote work standards in a consistent manner regardless of where you might be assigned to perform your duties.

In addition to this document, student employees are expected to abide with the PCC Student Code of Conduct and all policies stated in the [PCC Student Handbook](#).

We welcome you and value you as an integral component of our mission!

## **Pueblo Community College Mission and Vision Statement**

### **Our Vision**

Pueblo Community College is the first choice for success.

### **Our Mission**

Pueblo Community College transforms lives, enriches communities, and strengthens the regional economy by empowering individual achievement through a continuum of education.

### **Our Core Values**

**Achievement:** We embrace a diverse student body attending our institution of higher education and support all individuals in attaining high-quality postsecondary credentials across our academic disciplines. Through our retention efforts across the college, we work to keep students engaged and focused on completing their course work to become highly-skilled professionals and gain the most from their educational pursuits to achieve success in the workforce by meeting the demands of a global economy.

**Excellence:** We embrace continuous quality improvement and innovation in all areas of the institution. We deliver high-quality programs and services that respond to the needs of the communities we serve and prepare students for success in an ever-changing, diverse, and global workplace.

**Integrity:** We advance our mission ethically and responsibly. We value fair and equitable treatment, participatory decision-making and transparent resource management. We have an organizational culture that inspires high performance and accountability for behaviors, actions, and results in a collaborative spirit.

**Respect:** We provide a safe, caring, and supportive environment conducive to the success and well-being of students, faculty and staff. We welcome diversity of backgrounds and opinions, recognize individual talents, encourage personal and professional growth, celebrate accomplishments, and honor institutional traditions.

**Scholarship:** We value and promote student, faculty, and staff scholarship. We strive to create a student-centered learning environment that cultivates critical and creative thinking, problem solving, intellectual inquiry, and global awareness. Through continuing development, we expect faculty and staff to be productive workers, responsible decision-makers, and servant leaders. We believe that scholarship should occur in all organizational levels through knowledge sharing and effective communication.

**Teamwork:** We believe inclusive cooperative relationships are critical to the vitality and long term success of our institution. We strategically pursue mutually beneficial partnerships to help students learn and advance other institutional priorities. We encourage active collaboration within and between departments and operational areas. We believe in the importance of nurturing student-to-student and student-to-faculty/staff interactions as a means of promoting student success.

#### **Voluntary Affirmative Action Form**

Employment selection and related decisions are made without regard to sex, race, age, disability, religion, national origin, color or any other protected class.

If you would enjoy working in a dynamic environment and are looking for an opportunity to become part of a stellar team of professionals, we invite you to apply online today. We are an equal opportunity employer.

#### **The Disability Resource Center**

Your personal and educational goals are important to us, and the Disability Resource Center (DRC) is here to help you succeed! The DRC operates under the mandates of Section 504 and Section 508 of the Federal Rehabilitation Act of 1973, Americans with Disabilities Act of 1990 (ADA), and the Americans with Disabilities Amendments Act of 2008 (ADAA), which prohibits discrimination on the basis of disability against any "otherwise qualified individual." Reasonable accommodations are established on a case-by-case basis to provide equal access to educational opportunities offered through Pueblo Community College.

If you have a disability and feel that you would benefit from accommodations while attending our college, please contact our center to make arrangements at (719) 549-3446 or [Disability.Resources@pueblocc.edu](mailto:Disability.Resources@pueblocc.edu). Our office is responsible for establishing and coordinating all accommodations, not only for the Pueblo Campus students but also for those students enrolled at our extension campuses (Fremont, Durango, & Mancos,

Bakersfield). Extension site students can set up a phone appointment to establish accommodations so please feel free to contact us. Please remember that we are here to support you in all your educational endeavors and to help promote your independence and self-advocacy.

### **Assisting Other Departments**

Often student employees are asked to assist other departments. Student employees are expected to be flexible, adaptable and able to assist as needed.

### **Timesheets/Pay Periods/Pay**

On a daily basis, all student employees are required to record their time worked on the electronic timesheet and must accurately reflect the time worked. Certain departments also require a timecard or paper timesheet.

### **Timesheets**

- Keep an accurate timesheet. You will submit your timesheet via the Portal time recording system. Record your time in and out on your timesheet on a daily basis. Timesheets are due to your supervisor according to the payroll schedule as directed by your supervisor. It is your responsibility to make sure you submit your timesheet.
- Falsification of timesheets is a violation of the Student Code of Conduct and may result in termination and/or disciplinary action.
- Student employees are paid on a bi-weekly basis with the pay periods falling every other Friday.
- See your student employee contract for your pay rate.
- Payroll is handled by direct deposit.
- Timesheets are due every other Friday except in special circumstances, student employees will finalize and submit their timesheet to their supervisor.
- No later than 5:00 p.m. on the last day of the pay period, supervisors must review the timesheet for accuracy and submit to the Payroll Department.
- If the timesheet is not accurate, the supervisor will return it to the student employee with revision requested. The student employee must correct and resubmit the timesheet no later than 5:00 p.m. that day.
- Bi-weekly employees will be paid for the time submitted two weeks after the end of the pay period for which the time was submitted.
- **Timesheets must be submitted by the designated deadline. Failure to do so may result in a delayed paycheck.** If a student employee misses the deadline for submitting their online timesheet to their supervisor, they will need to submit a paper timesheet in order to be paid on the next payroll cycle.

- On payday, student employees will receive an email in their PCC email account from the Payroll Office. A copy of the student employee's pay stub will be attached to the email.

### **Work Schedule**

- You must coordinate your work hours with your supervisor according to the department's needs and your own class and study schedule.
- During your schedule, you should perform assigned duties promptly and competently.
- There may be times that your duties may vary depending on departmental needs. You also may be assigned other duties to meet departmental needs.
- Student Employees will follow the recommended hours listed on their work-study contracts.
- Notify your supervisor as soon as possible of any needed change in your work schedule BEFORE your shift begins and speak to a permanent staff member.
- Every effort will be made to implement a work schedule that will work for you but if the needs of the department cannot be met while accommodating your academic schedule, employment may be denied or rescinded.
- If you have a class schedule change during the semester, please notify the supervisor as soon as possible so your work schedule can be updated.
- Please submit your new semester class schedule as soon as you get registered for the next semester so a new work schedule can be created.
- Student Employees are expected to stay at the station they are assigned to unless given permission to do otherwise or unless they are covering while someone is away from their assigned area for an excused purpose (i.e., bathroom break).
- Student Employees are not allowed to change their schedule without a supervisor's prior approval, which includes lunch and break times. If Student Employees have an appointment and must miss work, they must work with their supervisor to make arrangements for missed work. Notice must be given to the supervisor in advance unless that is not possible.
- Student Employees may not work or be scheduled to work during their scheduled class times.
- In the absence of your supervisor, your supervisor will assign a designee for assignments.
- Student Employees are expected to work the full shift as scheduled.
- Student employees are expected to understand and follow all call off procedures.
- If you choose to resign from a position, you should give a two weeks' notice to your supervisor.



## **Overtime/Limited Work Week**

At no point in time are students allowed to exceed 20 hours per week, no exceptions. Under no circumstances will overtime be allowed. When the standard work schedule is less than 20 hours per week, there **may** be certain times of the year that allow students to increase hours up to 20 during short peak times, but **must** be reduced at a later time to make up for the adjustment.

At times, you may have an opportunity to work in another department (i.e. dining services). No matter what department you are assigned to, you may not exceed 20 hours per work week.

## **Breaks**

PCC Policies and Procedures-Student employees may be provided meal periods and are at the discretion of the supervisor and do not count as work time for compensation purposes. When granted, meal periods must be at least 30 minutes in duration and the student employee must be free of all work during that time. These may not be granted at the beginning or end of the work day. Breaks are provided at the discretion of the supervisor and count as work time for compensation purposes. When granted, student employees may be given two 15 minute breaks per day, one during the first half of the workday and one during the second half. Breaks may not be taken at the beginning or end of the work day. Breaks cannot be coupled with a meal period. Breaks are not cumulative and may not be used together in one day or saved for use during other days.

- Office visits from friends or family should be kept to a minimum. If it requires more than three minutes, please excuse yourself by informing your supervisor and stepping out of the office. Please use time before work, after work, during breaks, and lunch to address personal needs or business.

## **Attendance**

- Attendance is one of the most important components of your job! Know we depend on you. Please take your work-study job assignment seriously.
- Report to work on time. Notify your supervisor in advance of any possible delays.
- You may be required to work during the rush season at the beginning/end of the semester. Some areas may have extended hours.
- Some areas require their Student Employees to work during semester breaks due to the need to staff their area consistently.
- Do not work any hours that have not been pre-arranged with your supervisor.
- You are expected to call in if you will be late. The call must be made by you, not your boyfriend/girlfriend/spouse/parent/any family member unless it is an emergency; otherwise, it will be documented as an unexcused absence.
- Calls must be made to a supervisor or a permanent staff member. Please refer to the "Sick or Time Off" section in regards to calling off.

Unexcused absences, failure to follow call off procedures, failure to maintain your schedule, and being late for work may result in termination.

### **Sick or Time Off**

- As of January 1<sup>st</sup> 2021 student employees/work-study students will earn paid sick leave.
  - For every 30 hours worked a student employee will earn/accrue 15 minutes or paid sick time.
- Scheduled time off, vacations, funerals, etc., do not fall into the unexcused absence category as long as they are approved in advance. Time off may be made up during the work week (Saturday-Friday) when prior approval given by your supervisor. Please give at least two (2) weeks' notice for any time off requests you have planned. Time off during the rush times will not be allowed unless prior approval by your supervisor.
- If you are sick or an unforeseen circumstance arises, please contact your supervisor immediately. If at all possible, do not leave a voice message. We like to speak to you directly. If your supervisor is unavailable, please speak to a permanent staff member. The call must be made by you, not a boyfriend/girlfriend/spouse/partner/parent or any family member, unless it is an emergency; otherwise, it will be documented as an unexcused absence.
- A "No Call No Show" may result in immediate termination.
- In accordance with PCC Policy, more than three (3) consecutive days of absence, due to a medical reason, must be documented with a note from your doctor and a fitness to return document from a medical provider indicating that you have been released to return to work and whether or not you have temporary restrictions. Unexcused absenteeism may result in disciplinary action which may lead to termination. It's important that we are able to count on you.  
Please speak with your supervisor to discuss what to do in the event you need to call off or miss work.

### **Unemployment**

After employment has ended (whether from termination or leaving the position), work-study employees do not qualify for unemployment benefits. For any follow up questions, please contact our Human Resources office at 719-549-3220 and [PCCHR@pueblocc.edu](mailto:PCCHR@pueblocc.edu).

### **Financial Aid Requirements**

## **Work-Study Employees**

- Student Employees must be actively enrolled in a minimum of six (6) credits (each semester) at PCC to be eligible for student employment, complete 67% of classes and maintain a 2.0 GPA. If the student is not actively enrolled in six (6) credits at PCC, then the Student Employee must notify his or her supervisor immediately. The Financial Aid Office will run weekly reports to ensure minimum requirements for employment are being maintained.

## **Student-Hourly Employees**

- Students who are employed under student hourly must be actively enrolled in a minimum of (6) six credits (each semester) at PCC to eligible for employment as a Student Hourly. Students can continue their Student Hourly employment during the summer, even though they are not actively enrolled in classes, provided they were actively must have been enrolled in classes at PCC the preceding Spring semester and be actively enrolled at PCC for the upcoming Fall semester.

## **Dress Code**

Per Operating Protocol & Procedure 241 the following criteria for Professional Appearance and Hygiene have been set forth:

Pueblo Community College proudly fosters its image in the community as a high-quality, professional educational institution. PCC's reputation and image stem from the results the college achieves, as well as the impression student employees and students make in interactions with one another and others in the community. Student employees are important role models to our students and serve as ambassadors of the college to the public. Appearance, including attire and personal hygiene, is an important factor in the image each student employee creates, making a statement about both the individual employee and the college. PCC expects all student employees to make appearance choices that support the college's efforts to create a positive and professional public image.

Given the range of roles at PCC and variance in the frequency of contact with students, business contacts and the general public, supervisors have the discretion to establish specific appearance guidelines appropriate for the work performed within the individual departments. The shared standard at PCC is that all student employees must choose clothing that communicates professionalism consistent with their job responsibilities and in accordance with appropriate safety expectations.

Following are minimum guidelines for all employees to consider in ensuring a professional appearance:

- Clothing should be neat and clean, pressed, not excessively worn or faded and should be free of holes and rips, even those considered fashionable.

- Excessively tight, sagging, see-through, or revealing clothing that distracts from professionalism in conducting the business of the college should not be worn.
- Clothing should not have statements or logos that could be offensive or demeaning to a student, colleague or campus visitor.
- Jeans, t-shirts, tennis shoes, sweat pants, flip-flops, shorts and similarly casual attire may not be worn as normal business attire. (*There are legitimate business reasons for allowing exceptions to this specific directive and supervisors may determine with is appropriate, for the duties performed and the circumstances under which they are performed, in the best interests of their specific department.*)
- PCC logo t-shirts, polo and sweat shirts may be worn on Spirit Fridays if approved by the appropriate supervisor.
- Due to the service nature of the college's work, all PCC employees must maintain personal cleanliness by grooming daily, bathing regularly and practicing good oral hygiene. Student employees must also remain aware of other's odor sensitivity in their use of colognes, perfumes, body sprays and other personal scents. Those scents should be used in moderation.

Student employees who have questions about appropriate standards for their position should confer with their immediate supervisor or the Human Resources Department.

**If at any time the supervisor feels that you are inappropriately dressed for the task at hand, and you are sent home, you will not be paid for the time you are absent and the time it takes to return in appropriate clothing.**

### **Office Etiquette**

- All student employees are to adhere to the PCC Promise in their interactions with all customers.
  - To always recognize & greet you with a smile
  - To listen to you
  - To respond to your needs
  - To respect & value you
  - To celebrate your accomplishments & successes
- Remember, ATTITUDE is everything!
- Keep in mind, you are always representing PCC.
- Customer service comes first in every office; please be courteous. Treat others as you would like to be treated.

- Use good judgment and remember this is a professional institution and you will be working with different individuals on and off campus. Be professional at all times.
- Unacceptable language is prohibited. How you portray yourself is a reflection of the office and the staff.
- You are a student and your behavior must follow the Student Code of Conduct or you may be subject to disciplinary actions including suspension from PCC.
- Participating in and/or starting gossip and rumors will not be tolerated.
- Be willing to help other departments.
- When working the front office desk, immediately greet the customer and ask, "May I help you?"
- Minimal small talk while completing work assignments is acceptable, but excessive visiting will not be accepted. This includes co-workers, friends, family and other visitors.
- Student Employees are not allowed to conduct personal business while working. This includes, but is not limited to scheduling their classes, purchasing books, being advised, applying for Financial Aid, or visiting with instructors.
- Student Employees are encouraged to assist and solve guest concerns. Always speak with your supervisor before making a judgment call. With that comes trust that you will act in a manner that is beneficial to the guest and to your department. If you do not know the answer, try to find the answer or enlist help to find it.
- All Student Employees are expected to follow the chain of command and comply with the supervisor's written or verbal directives. In the absence of the immediate supervisor, certain circumstances may warrant the need to take direction from another professional staff member.
- Meals should be eaten before or after your shift or during scheduled break time. Meals can be eaten in a designated area but not at desks that are visible to the public. Check with your supervisor regarding snack or food in your work area.
- When all assigned tasks have been completed, please straighten your area, replenish office supplies, etc.
- You should not expect to study or work on classroom assignments while on the job. Homework must be done on your own time. Student Employees caught doing so may be immediately terminated.
- You should not have family/friends visit you at work unless allowed by your supervisor on an occasional basis. If a family member or friend does visit, keep visits brief and rare.
- When taking a phone or in person message, please collect the following:
  - First and Last name
  - Phone number

- What was the individual inquiring about?

### **Phone Usage**

- PCC office phones are to be used for business purposes only. Recognizing there are times when Student Employees may need to use office phones for personal use, the phone calls should be limited in number and length, not to exceed (1) minute.
- Personal cell phones should be placed on silent/vibrating mode in case of an emergency. No cell phone usage, including texting or messaging will be allowed during work hours.

### **Phone Etiquette for Business Calls**

#### Answering Phones:

- When answering a business phone it is important that it is not allowed to ring more than three times. The second or third ring is the ideal time to pick up the telephone.
- Speak in a clear tone using a voice that is neither too loud nor too low. Words should be enunciated and said slow enough that people are able to understand what is being said to them.
- Answer and speak on the phone with a smile – the caller can “hear” the smile.
- Identify yourself AND the department when answering the phone.
  - For example “Hello, Admissions and Records, Sally Smith Speaking. How may I help you?”
- Always remain professional while on the phone.
- When a caller is speaking, listen to what he or she has to say without interruptions.
- Never say the words, “I don’t know” when talking with someone on the phone. The ideal response to a question where there is not a definite answer is to say “I’ll check on that for you.”
- Always announce a call to the receiving individual before it is transferred. (“Hello this is Sally Smith from [Name of Office], and I am transferring [Caller’s Name] regarding [Subject Matter] to you.”
- Student Employees are expected to listen for and answer all phones while working.
- When ending a phone call, do not hang up the phone without a positive closure such as “Thank you for calling,” or “Have a Good Day.”

#### Placing Phone calls:

- Always return phone calls if a return call has been promised. If you need to delay the conversation, call to postpone it, but do not make the other person wait around for your call.
- If a time frame was given the caller must make every attempt to return the phone call as quickly as possible within that frame.
- When you call someone and they answer the phone, do not say "Who am I speaking with?" without first identifying yourself: (Example - "This is Sally Smith from [Your Office Location]. To whom am I speaking?")
- Always know and state the purpose of the communication.
- When you reach a wrong number, don't argue with the person who answered the call or keep them on the line. Say: "I'm sorry, I must have the wrong number. Please excuse the interruption." And then hang up.
- If you do not leave a number/message for someone to call you back, do not become angry if they are not available when you call again.

#### Handling Rude or Impatient Callers:

- Stay calm. Try to remain diplomatic and polite. Getting angry will only make them angrier.
- Always show willingness to resolve the problem or conflict.
- Try to think like the caller. Remember, their problems and concerns are important.
- If you need help: Offer to have your supervisor talk to the caller or call him/her back if the caller persists.

#### Taking Messages

- Be prepared with pen and message slip when you answer the phone.
- When taking messages be sure to ask for:
  - Caller's name (asking the caller for correct spelling.)
  - Caller's phone number and/or extension (including area code)
  - If the caller is a student, ask for the Student ID# (if appropriate) and ask what the call is in regard to.
- Repeat the message to the caller.
- Be sure to fill in the date, time, and your initials.
- Deliver the message in a timely matter.
- Place the message slip in the called party's inbox or in a conspicuous place in their office, such as their chair.
- Do not forget that you can transfer them to voicemail instead of taking a paper message, but don't forget to ask, "Would you like me to transfer you to his/her voicemail?" Do not assume that the caller would rather go to voicemail. Always ask first.



## Ending Conversations

There are several ways that you can end a long phone call without making up a story or sounding rude:

- Leave the conversation open.
- Promise to finish your discussion at another time.
- End on an "up" note.
- Tell the person how much you've enjoyed speaking with him/her.
- Before hanging up, be sure that you have answered all the caller's questions
- Always end with a pleasantry such as : "Have a nice day" or "It was nice speaking with you"

As long as you are honest and polite with the other person, you shouldn't have any problems getting off the phone and onto something else.

## Leaving Voice mail Messages

- Speak clearly and slowly.
- Be sure to leave your name and extension number. It's best to say it at the beginning and end of your message.
- Leave the date and time you called in the message. Let the person know the best time to call you back.
- Keep messages short and to the point.
- Cover one topic in one message; specify what you want the recipient to do.
- Remember that you want to leave the person you are calling with a good impression of you.
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## Technology

The College has adopted the following policy in concert with Board Policy 3-125 to guide usage of all forms of electronic communication as an employer and owner of the computer system at PCC. The policy applies to faculty, staff, students, and other authorized persons granted computer access at PCC. For purposes of this policy statement, electronic communications includes but is not limited to electronic mail, internet services, voice mail, all college phones, audio and video conferencing, and facsimile messages that are sent or received by faculty, staff, students, and other authorized users of College resources.

- The office computers are the property of PCC.
- DO NOT share your passwords with anyone!
- Always log yourself off or lock your computer when you walk away. Not doing so allows another person to use your computer.



- At the end of your shift, log off or shut down your computer
- Internet, work emails, telephones, and business equipment will be used solely for work- related purposes.
- Computers are not for personal use including personal emails between co-workers, staff, and student employees, doing your homework or personal downloads. Internet (including streaming music) usage is prohibited UNLESS you are asked by your supervisor for College business purposes.
- You may not use State equipment or supplies for personal use or classroom assignments. This includes using the phone, printer, photocopy machine, FAX, and computers. You also cannot install personal software on university computers.
- Personal electronic devices are not allowed while on work time, unless prior approval is granted for work-related issues. This includes, but is not limited to headphones, thumb drives, iPods, laptops, DVD players, and digital recording devices.

### **Safety/Emergency Procedures**

In every room of PCC, you will find an Emergency Procedures Guide. The Guide provides action steps for:

- Emergency Contact Information
- Medical Emergency
- Bomb Threat
- Campus Map
- Person/Circumstance of Concern – Lock Down
- Fire
- Hazardous Material Spill-Natural Gas Leak
- Active Shooter Response
- Evacuating Persons with Disabilities
- Weather Emergencies-Campus Closure

### **What to do in an Emergency**

No emergency is ever the same therefore no single response can dictate how an emergency will be dealt with.

- Always assess if anyone is injured and the severity of the injuries. Immediately call Campus Safety at 719-549-3355 or call 911.
- Activate firm alarm if not already activated. Evacuate the building. Go to designated area. Do not leave campus.
- Never speculate about the circumstances of an emergency.
- Follow directions given by law enforcement or emergency response personnel.

- Remain calm; keep each other informed as much as possible; reassure others.

Your supervisor will go over the following:

- I have read/understand the Emergency Procedures Guide **Initial** \_\_\_\_\_
- I have read/understand the “In an Emergency” document **Initial** \_\_\_\_\_
- I will discuss with my supervisor as to what I should do in an emergency  
**Initial**\_\_\_\_\_

### **Drug and Alcohol**

PCC is a drug and alcohol free environment. Any violation of this policy will be reported to your supervisor, PCC Public Safety, PCC Human Resource Office, and the Chief Student Success Officer. Violation of this policy can also result in immediate termination of employment and/or disciplinary action.

According to PCC operating protocol and procedure 805:

Smoking and the use of tobacco products, including but not limited to cigars, cigarettes, smokeless tobacco, snuff, electronic smoking devices, and chewing tobacco, is prohibited on all College campuses and off-campus locations where PCC classes are held.

### **Tobacco Free Campuses**

PCC desires to support individuals to be tobacco free, achieve their highest state of health, and to launch students into their careers at a high level of health and wellbeing. To support this commitment, PCC is a tobacco free environment.

### **Sexual Harassment Policy**

PCC is committed to fostering a positive learning, working, and living environment. PCC will not tolerate acts of sexual harassment or related retaliation against or by any student employee or student in its educational programs and activities.

### **Federal Rights and Privacy Act (FERPA) and Confidentiality**

All PCC Employees must abide by The Family Educational Rights and Privacy Act of 1974 (FERPA), commonly known as the Buckley Amendment, which affords students certain rights with respect to their education records. FERPA rights are afforded to the students at the time of course registration. The Act helps protect the privacy of student records by requiring that PCC limits the disclosure of information from these records to third persons, as well as notify student of the right to review and correct your records.

- Confidentiality is required!

- As a Student Employee you agree to keep what you see and hear confidential. This includes conversations, data, planning information, etc. in and out of the workplace.
- A breach of confidentiality will be grounds for immediate termination of employment.
- You have signed the Confidentiality-Security Agreement.
- When in doubt, speak with your supervisor.

*Pueblo Community College (PCC) may release the following directory information about you to the public:*

- Student name
- Major field of study
- Participation in officially recognized activities and sports
- Dates of attendance
- Degrees and awards received
- Most recent educational institution attended
- Height and weight (only for students in officially recognized activities and sports)

### **Disciplinary Action**

- Student employment is “at-will”, meaning that the employment may be ended by either party at any time, with or without cause. This means that there is no right to progressive discipline or the right for opportunity to improve performance before the employment relationship is terminated. However, it is our goal for you to be a successful student employee and to provide you the opportunity to learn and grow.
- If the supervisor chooses to provide you an opportunity to address performance concerns (there is no right to these steps and at any point in the process, the supervisor may choose to terminate employment), normally the first level of disciplinary action is a verbal warning. This warning will include a conversation between the student employee and the supervisor, indicating steps the student employee can take to correct the behavior. A follow-up email should be sent by the supervisor to the student employee summarizing the content of the discussion, so both parties have a record of what was discussed.
- If the supervisor determines that you have not improved after the verbal warning, the supervisor may decide to engage in the second level of disciplinary action, which is a written warning. This warning will include another conversation with the supervisor, and a written memo that will detail salient points of the discussion, the agreed upon action to be taken by the student employee and a

description of the next step to be considered and the timeline for review if appropriate. Both the supervisor and student employee will sign the memo. The original memo will be provided to the student employee and a copy will be placed in the student employee file maintained by the supervisor. It may also be placed in the personnel file.

- Once a verbal and/or written warning is issued, a copy of each will be maintained in the student's employee file for as long as they are employed in that department. A new semester does not necessarily constitute a "clean slate."
- Each violation of the Expectations and Guidelines handbook may result in a warning, verbal or written.
- If another offense is committed after a written warning is issued, the student employee may be terminated at the supervisors discretion.
- If either the student employee or the supervisor deems that the student employee is not a good fit for the position for which they were hired, the employment relationship should not be continued. Termination, or resignation, from one position does not necessarily mean the student employee is ineligible for further employment with the college. Each situation will be addressed based on the individual situation.
- You are a student and your behavior must follow the Student Code of Conduct or you may be subject to disciplinary actions including suspension from PCC.

### **Maintaining a Positive Work Environment**

- Remember that others are relying on you. Your first priority is your education. If you have a test or paper that you need to complete, let your supervisor know beforehand, so that you can adjust your schedule accordingly. Otherwise, your supervisor is counting on you to work your agreed hours. If you are consistently absent from work, you are affecting not only your supervisor but the department you work for, and may result in a poor reference and/or disciplinary action up to and including termination of employment.
- Communication- Communicate with your supervisor if you have problems with your schedule, work-load, a faculty member, or if you have a specific problem with the supervisor themselves. It is better to keep an open dialogue with your supervisor, rather than being uncomfortable. If problems persist after communicating with your peers and supervisor, contact the Human Resources Office.
- And last, but not least, SMILE. A smile can go a long way in diffusing a situation and maintaining a positive environment for everyone you work with.

I, \_\_\_\_\_ understand that I am being

offered employment as a Student Employee at Pueblo Community College in the Department of \_\_\_\_\_ . By signing this document below, I verify that my supervisor has explained my work expectations and I have read, understand, and agree to each of the provisions listed above. I understand that failure to comply with these provisions may result in disciplinary action, up to and including termination.

Student Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_