

Information Commons Student Employee Handbook

Revised May 8, 2007

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Training Checklist

- ✓ Student Services Online Training
- ✓ Library Information Commons Handbook
- ✓ Non-Compliance Enforcement for Acceptable Use Policy (Inappropriate Websites)
- ✓ Website
 - Info Commons – Multimedia Workstation, Wireless, Software Tips
 - Look Up Account Information – Technology Information Guide
 - Email
 - Virtual Campus
 - Discount Software
 - Library – When to refer to Circulation Desk
 - Internet Café – When to refer to Internet Cafe
- ✓ Student Workstation Log In
- ✓ Printing
 - Debitek Cards
 - Log In Info
 - New Card
 - New Student
 - Returning Student
 - Adding Value
 - Decreasing Value
 - Cash to Card Machine
 - Pharos
 - Log In Info
 - Releasing and Moving Print Jobs
 - Shut Down Info
 - Load Paper
 - Removing Paper Jams
 - Printing Single-Sided Documents

- ✓ Color Printers
 - Load Paper
 - Adjusting Photos – Resizing & Resolution
- ✓ General Computer Information Handout
- ✓ Saving Documents
 - USB Drive, LSCnet Account
- ✓ Word
 - Formatting Comp Papers
 - Save As RTF
 - Converting 07 to 03, Works (wps)
- ✓ Excel
- ✓ Access
- ✓ PowerPoint
- ✓ Outlook
- ✓ D2L
- ✓ Scanning
 - Photos
 - Text
- ✓ BadCopy – Disk Recovery Program
 - Admin Log In (Student Stations)
- ✓ Headphones – Policy & Procedure
- ✓ Opening/Closing – Mornings, Evenings, & Saturdays
- ✓ Other Campus Dept - Learning Center, Students With Disabilities, Virtual Campus
- ✓ Information Center – Pay Checks, Lost & Found
- ✓ When I am Gone
 - Questions – Val, v.lundberg@lsc.edu
 - Issues – Helpdesk@lsc.edu cc:c.snyder@lsc.edu
 - Unable to Report to Work – 733-7656, c.snyder@lsc.edu, 733-2009

Library Information Commons Work Rules

OBJECTIVES

- Assist users with the operations of computers, software, and printers.
- To give good, courteous, and friendly service and strive for improvement.
- To provide the best possible working conditions.
- To be receptive to users' ideas and suggestions.

To accomplish these objectives each of us has to do our part and follow the guidelines.

WORK GUIDELINES

- Never say you cannot help. Use the handouts provided, use the help feature, use a textbook, or find someone to help. Try to locate myself or Val. If we are not available, give out our business cards.
- Be pleasant, polite, helpful, and courteous at all times.
- Refrain from school work – **NO TEST OR QUIZZES AT WORK!!!**
- **REPORT TO WORK ON TIME – *Attendance and Punctuality Are Mandatory!***
 - Unexcused absences may result in loss of employment.
 - Schedule changes (time off or switching shifts with another student employee) must be approved in advance by the supervisor.
 - If your replacement is not at the Help Desk, please try to find me before leaving. If I am not available, let the Library staff know when your replacement is scheduled to work.
 - If sick call me at 733-7654. If you do not talk to me in person, email me at c.snyder@lsc.edu AND call Steve, my supervisor, at 733-2009.
- Learn your job and do it well. Keep up to date on training and software.
- Give your job your best effort and strive to improve yourself in your job.
- Keep the lab clean and organized. Walk around and monitor the lab. Clean 5 stations per shift, straighten chairs, pick up waste paper, keep printers supplied with paper and in working order, report any computer/software/printing issues to supervisor.
- Keep a clean and neat personal appearance and follow the LSC dress code as described in the Student Services Online Training.
- Refrain from visiting with friends on your shift.

Student Services Online Training

TYPES OF STUDENT EMPLOYMENT

There are two types of student employees at Lake Superior College: Work-Study and Student Worker

LSC's work-study programs provide students with opportunities to earn money to help meet education costs. Eligibility for work-study is determined as part of the standard financial aid process. To receive need-based work-study, students must demonstrate financial need, maintain satisfactory academic progress, be enrolled at least half-time, and for state work study, meet residency requirements. Eligibility may vary from year to year depending upon the financial information of the student's family and the resources available to the student from other sources. A student who is eligible for need-based work-study is notified on their financial aid award letter. A student may earn up to the amount printed on the award letter and may not exceed the amount unless approved by a Financial Aid Specialist.

Federal Work-Study: Federal work-study is a program of the U.S. Department of Education.

State Work-Study: State work-study is a program of the Minnesota Higher Education Services Office and is funded annually with 75% state and 25% institution or employing agency funds.

LSC's student worker programs are not tied to the federal financial aid package. They are funded through appropriate sources of campus funds and are processed through the campus student payroll system. Hiring for student workers is not necessarily dependent upon student need.

ENROLLMENT REQUIREMENTS

In order to be employed in a need-based work-study program on or off-campus during the academic year, you must be enrolled at LSC at least half-time (6 credits per semester).

In order to be employed as a student worker, students must carry a minimum of 6 credits. Some positions will have GPA requirements as well. Many will have a formal application and interview process in place. Student eligibility is verified each enrollment term.

HOURS

Students who are eligible for the maximum work-study award of \$2380 per academic year must average 10 hours per week while classes are in session in order for their employment to continue through the end of the academic year. A student cannot work more than 20 hours per pay period without prior approval from Placement Services. NOTE: THE TYPICAL WORK-STUDY AWARD OF \$2380 EQUATES TO APPROXIMATELY 10 HOURS OF EMPLOYMENT PER WEEK. IF YOU WANT TO ASSURE THAT YOUR WORK-STUDY EARNINGS LAST THROUGHOUT THE SCHOOL YEAR, YOU WILL NEED TO AVERAGE 10 HOURS OF EMPLOYMENT EACH WEEK WHILE CLASSES ARE IN SESSION. ONCE YOU HAVE EARNED YOUR WORK-STUDY AWARD, YOUR EMPLOYMENT WILL CEASE.

If your work-study award is less than \$2380 per academic year, you can determine your average maximum hours number of hours per week by dividing your award by 34 (number of weeks in the academic year). Divide this number by 7 (\$7.00 per hour).

Example: Your work-study award if \$1200 for the year

$$\$1200/34 \text{ weeks} = 35.29$$

$$35.29/\$7.00 \text{ per hour} = \text{approximately 5 hours per week}$$

If you are unable to work your scheduled hours due to illness or an emergency and want to make them up, you must make them up in the same pay period. Remember, you cannot work more than 20 hours a pay period unless you have prior approval from Placement Services.

We recommend that students work no more than 10 hours per week while school is in session to help ease the transition to college. Please keep in mind that you may not work during breaks (times when classes are not in session), unless you are working in non-faculty offices and are eligible for additional funding. The Financial Aid Department will determine this increased amount and list it on your award letter. Work-study students are not entitled to sick pay, overtime, vacation or holiday pay.

Students who are employed as Student Workers are eligible for a maximum of 20 hours per week during the academic year and 40 hours a week during the summer months.

Students may work both as a work-study and student worker – but the combined hours of the two positions may not exceed 20 hours a week during the academic term and 40 hours a week during the summer months.

Student workers are not entitled to sick pay, overtime, vacation or holiday pay. Exceptions to these rules will be at the discretion of the President of the college.

PAY RATES AND DATES

The rate of pay for all work-study students is subject to the Fair Labor Standards Act as Amended. The rate of pay is \$7.00 per hour on campus and \$8.00 for community work sites off-campus. The pay rate for student workers may vary, but is not lower than \$7 per hour.

For both types of positions employees are paid biweekly. Time sheets are due in the Business Office as noted on the pay period sheet. Students are not allowed to bring their signed time sheets to the Business Office. Supervisors must hand deliver time sheets to the Student Payment Office or place them in a sealed envelope and sign over the sealed flap if they are to have it delivered by a work-study student. All paychecks are disbursed from the Student Payment Office and can be picked up at the Switchboard Desk (Information Desk at the main entrance) between the hours of 10 am – 2 pm on payday. Checks not picked up will be mailed. No other person may pick up your paycheck. Students who work in a department for more than one consecutive year will receive \$8.00 per hour at the beginning of their second year with that department (on-campus) and \$9.00 per hour for community work sites off-campus.

WORK STUDY ALLOCATION

Your work-study allocation, as shown on the award letter and on the work-study authorization, is valid during the academic year. This is the maximum eligibility and may not be exceeded, under any circumstances, without prior approval by Student Services. Additional loans and other financial aid will affect your work-study award (decrease the number of hours you can work). It is your responsibility to keep an accurate, up-to-date accounting of all work-study earnings to prevent exceeding your allocation.

Work-study funds are awarded to your financial need. If you do not earn all of the funds you have been assigned, those unearned funds cannot be transferred to any other student.

SUPERVISOR'S NOTE: If the supervisor approves time sheets listing more than 20 hours per pay period without prior approval, a warning notice will go out to both the supervisor and the student. If this continues, a written notice of possible termination will be sent to the supervisor and the student. If this still continues, the supervisor and student will receive written notice that they have lost their eligibility to be a work study student and the student's position will be eliminated.

SUMMER STUDENT EMPLOYMENT

As a general rule, work-study during the summer is limited to save most or a majority of work-study funds for the school year. However, some work-study supervisors may need work-study personnel during the summer months. Financial Aid will determine your eligibility for summer work-study. If you are eligible, one of the following will apply:

1. SUMMER WORK-STUDY FOR STUDENT ENROLLED IN SUMMER SCHOOL WHO ARE TURNING FALL SEMESTER, 2006-2007

You may be eligible for summer work-study employment beginning May 23, 2006. You must be enrolled Summer Session for a total of 6 credits or more, and you must have registered for fall semester (for a minimum of 6 credits) up until fall semester begins.

Your total summer work study award is determined by the Financial Aid Department. You may be allowed to work a maximum of 20 hours per week while classes are in session.

If you choose to work 20 hours per week during the period when classes are not in session, any earnings you receive will be counted as financial aid for the next academic year. All earnings will be listed under fall semester's financial aid as summer work-study. Therefore, you must have received an award letter for 2006-2007 in order to qualify.

If you have any questions on summer work-study, please contact the Financial Aid Department.

2. SUMMER WORK-STUDY DURING PERIODS OF NON-ENROLLMENT

You may be eligible for employment under the Work-Study Program from May 23, 2006 up until fall semester begins. You must not be attending Summer Session for more than a total of 5 credits and must have registered for fall semester 2006-2007 classes for a minimum of 6 credits.

You will, therefore, be employed during a period of non-enrollment. Any time that you work during a period of non-enrollment, the amount you earn must be counted as financial aid toward the next period of enrollment. Any work-study money you earn during the summer will be counted as financial aid for the 2007 academic year.

You are eligible to work 20 hours per week. Your 2007 Academic Year Award Letter will list an award amount for summer work-study. We are allowed to increase your fall semester budget once you have signed a work-study contract. If you will be paying income taxes for 2007 or have living costs directly related to the fact that you are employed in a work-study position, additional increases may be made in your fall semester budget. You may see your subsidized loan eligibility or academic year work-study eligibility decrease because of your summer earnings. Please talk with the

financial Aid Department or Placement Services to determine the exact impact to your academic year financial aid package.

3. SUMMER WORK-STUDY FOR STUDENT ENROLLED IN SUMMER SCHOOL, BUT NOT RETURNING FALL SEMESTER 2006-2007.

You are eligible for summer work-study employment from May 23, 2006 through the end of summer session. You must be attending summer session for a combined total of 6 credits or more, and that you are not planning to register for fall semester 2006-2007 courses. You must stop working at the end of your last summer course.

4. NEW FALL TERM STUDENTS APPLYING FOR SUMMER WORK-STUDY.

New students may apply for summer work-study. All students must have completed the financial aid process and found to be eligible. Students must certify their intent to enroll fall semester at Lake Superior College as at least a half-time student. Students cannot begin their employment until after July 1.

Summer Employment for Student Workers:

Students may be eligible to work during the summer months provided they were registered for a minimum of 6 credits during the previous spring term or are registered for at least 3 credits during summer session. Students may be eligible for a maximum of 20 hours per week during the academic year and 40 hours per week during the summer months.

REQUIRED RECORDS (for both work-study and student workers)

Records of each student's names, address, job, rate of pay, number of hours worked each day, and the amount paid each pay period will be kept by the Placement office and/or Student Payment Office. You and your supervisor should sign the time sheet each pay period that you work. Placement Services must have on file your work-study contract, work-study authorization, confidentiality form, W-4, I-9 (Employment Eligibility Verification) and photocopies of your driver's license (or other identification) and social security card before employment begins.

The Immigration Reform and Control Act of 1986 mandates that all employers employ on US Citizens or nationals and lawfully authorized alien workers. To meet this federal requirement, LSC requires certain identification and verification of new employees. These requirements apply to student employees. Identification documentation is either a valid passport or a combination of a picture driver's license and social security card or a birth certificate. You must provide verification of your identity and employment authorization to Placement Services BEFORE beginning work.

DISABILITY SERVICES INFORMATION

If you will need to request reasonable accommodations to perform the essential duties of this position please call (218)733-7650 (VOICE) OR 722-6893/TTY as soon as possible. Certain Accommodations require advance notice in order to provide adequate and timely services. THIS DOCUMENT CAN BE MADE AVAILABLE IN ALTERNATIVE FORMATS, SUCH AS LARGE PRINT, BRAILLE OR AUDIO TAPE BY CALLING THE ABOVE LISTED NUMBER.

RESIGNATION

You may resign or change employment with due written notice to the employer at least one week in advance. Should employer and employee agree, resignation may be immediate. You must contact Placement Services for a new work-study contract when changing jobs.

TERMINATION

As a student employee, you may be terminated after sufficient warning and due written notice. Sufficient warning means at least one meeting or written notice in which you are notified that termination of employment is probable if no improvement is shown. Due notice means at least one week. It is expected and desired that an earnest effort be made to provide opportunity for continuation.

Immediate dismissal may occur when, in the judgment of the supervisor or departmental administrator, continuation of employment would be damaging to the nature of operation for the individual department or the College at large. Such dismissal requires written notice to the student. All work-study employment termination requires notification to Placement Services.

The following are grounds for disciplinary action and dismissal:

Tardiness, Un-excused absences

Under the influence of alcohol or other drugs while on duty

Violation of LSC and department or agency regulations, policies and rules

Violation of LSC Conduct Standards

Violation of local, state or federal laws

Unacceptable job performance

APPEALS

Work Study students may appeal an employment termination. For more information regarding this process, please review the LSC website under Policies & Procedures section.

Student Workers may be able to appeal – or not, it depends on the regulations and procedures put into place by the supervising department.

SATISFACTORY ACADEMIC PROGRESS

You must maintain satisfactory academic progress. You may not work if you have been suspended on unsatisfactory academic performance. Some student worker positions may have other academic requirements, check with your supervisor.

STUDENTS WITHDRAWING

If you withdraw from the semester, you cannot continue in your work-study or student worker position or return to your position once you re-enroll. Students who return to school must re-apply for employment on campus.

STUDENT AND SUPERVISOR RESPONSIBILITIES

STUDENT RESPONSIBILITIES

Student employment is viewed as a valuable component in your educational program. You will be working in jobs directly related to your educational goals, or working in jobs that will have indirect benefits in any profession you pursue. You have an opportunity to make your employment viable for future employment.

As a student employee, you will acquire a wide range of knowledge. For example, your employment experience will give you insight into understanding how an institution, such as the College, operates. By working with campus employees, you will see firsthand some of the policies, procedures, and challenges involved in the management of an educational institution. You will have the opportunity to develop and improve clerical, laboratory, mechanical, verbal, and other special skills involved in a work-study employment experience. You may also develop such characteristics as dependability, cooperation, leadership, responsibility, social skills, and pride in your work.

You are responsible for the following:

1. Assuring that the necessary paperwork has been completed and submitted to Placement Services, or the Student Payment Office BEFORE beginning work.
2. Arranging a work schedule with the supervisor. Any changes made to the work schedule must be approved by the supervisor. If schedule time is not worked, you should offer to make up the time missed within the same pay period.
3. Maintaining enrollment in at least 6 credits.
4. Making satisfactory academic progress.
5. Adhering to the rules and regulations established by the department.
6. Keeping an accurate, up-to-date accounting of all work-study earnings to prevent earning in excess of your allocation. We suggest that you keep a running total of your hours on your Pay Schedule Sheet.
7. Giving adequate notice to your supervisor if you decide to discontinue your work with that department.
8. Dressing appropriately for work. No midriffs to be exposed and appropriately cut skirts, shirts or tops to be worn.

You must understand that:

1. Studying is not to be done during work time.
2. Any work of a personal nature cannot be done while you are working at your work-study job.
3. If you are unable to report for employment, under no circumstance may someone else work under your time sheet.
4. If you are exposed to confidential information, you will keep this information confidential.
5. Telephones and computers are not for personal use. Unapproved collect telephone calls are not to be accepted. The campus 1-800 number may not be used.

SUPERVISOR RESPONSIBILITIES

Supervisors play a key role in making your work experience a valuable one for future employment. Training work-study students for employment can be a rewarding experience for both the supervisor and the student.

A supervisor must be firm, patient and understanding. Supervisors can encourage student employees to develop characteristics of good judgment, responsibility, initiative, and pride in their work.

Supervisors are responsible for the following:

1. Making sure that all required paperwork has been completed and submitted to Placement Services, or the Student Payment Office before a student is allowed to begin work.
2. With the student, developing a work schedule, keeping in mind that students may not work during the times they are scheduled to be attending class.
3. Clearly explaining the job and the student's duties.
4. Introducing the student to other employees in the work area.
5. Explaining the rules and regulations relevant to the work area.
6. Offering encouragement and "tips" on improvement; don't intimidate the student.
7. Training the student to do the required tasks.
8. Informing the student of the dress code preferred in the work area.

Each student employee will be supervised by a staff employee. Student employees may not supervise other student employees. A supervisor need not be present at all times the student is working.

POLICIES

SEXUAL HARASSMENT AND VIOLENCE

Lake Superior College will not tolerate sexual harassment or sexual violence toward its students, faculty and staff. In all its forms, sexual harassment and assault violate fundamental rights and the law, and are causes for disciplinary action including but not limited to probation, suspension or expulsion.

Sexual harassment can happen to anyone, in any place, regardless of age, race, marital status, gender, position, or personal characteristics. Sexual harassment is not the victim's fault. LSC has established policies and procedures to handle such incidents in a timely manner. If you see or experience sexual harassment or assault at LSC, please report the incident. College administrators are charged with promoting and maintaining an atmosphere which properly deters and responds to sexual harassment. All members of the college are expected to actively discourage all behavior which might be construed as sexual harassment and have zero tolerance for acts of sexual violence.

The college's concern is to provide appropriate support to the victim while recognizing the rights of the accused. Every effort will be taken to ensure confidentiality and provide remedies, including protection of victims and witnesses from retaliation. Everyone's cooperation is needed to assure that LSC is a safe place to learn and work. For more detailed information regarding sexual harassment and sexual violence, you should consult the college's sexual harassment and sexual violence policy listed in the school catalog and student handbook. Problems of sexual harassment should be directed immediately to the Affirmative Action Officer, Stacy Johnston, (218)279-2682.

RACIAL AND RELIGIOUS HARASSMENT AND VIOLENCE

LSC prohibits any form of racial or religious harassment or violence on all of its campuses as well as off-campus sites, at college-sponsored or college-related events, and in dealing with customers and vendors of the college.

It shall be a violation of this policy for any student or employee of LSC to harass a student or an employee through conduct of a racial or religious nature as define by this policy.

It shall be a violation of this policy for any student or employee of LSC to be violent to a student or employee based on race or religious beliefs or practices.

The College will investigate all complaints, either formal or informal, verbal or written, of racial or religious harassment or violence and discipline any student or employee who harasses or is violent to a student or employee of the college.

NON-DISCRIMINATION POLICY

LSC shall provide education and shall promote employment opportunities that encourage diversity and are equitable for all people without regard for their race, creed, color, gender, sexual orientation, national origin, age, marital status, status with regard to public assistance, religion or disability.

ACCEPTABLE USE OF COMPUTERS AND INFORMATION TECHNOLOGY RESOURCES: 5.22

Computer and information technology resources are essential tools in accomplishing the mission of Lake Superior College. These resources must be used and managed responsibly in order to ensure their availability for the competing demands of teaching, scholarship, administration and other mission-related uses. This policy establishes responsibilities for acceptable use of Lake Superior College information technology resources.

Acceptable use - College information technology resources are provided for use by currently enrolled College students, administrators, faculty, other employees, and other authorized users. College information technology resources are the property of Lake Superior College, and are provided for the direct and indirect support of the College's educational, research, service, student and campus life activities, administrative, and business purposes, within the limitation of available College technology, financial, and human resources. The use of Lake Superior College information technology is a privilege conditioned on adherence to this policy and any procedures or guidelines adopted pursuant to this policy.

This policy applies to all users of Lake Superior College information technology, and to all uses of those resources, wherever located. Lake Superior College is not responsible for any personal or unauthorized use of its resources. Security of data transmitted on its information technology resources cannot be fully guaranteed.

Definitions

College information technology – College information technology means all College facilities, technologies, and information resources used for information processing, transfer, storage, and communications. This includes, but is not limited to, computer hardware and software, computer labs, classroom technologies such as computer-based instructional management systems, and computing and electronic communications devices and services, such as modems, e-mail, networks, telephones (including cellular), voicemail, facsimile transmissions, video, and multimedia.

Transmit - Transmit means to send, store, collect, transfer or otherwise alter or affect information technology resources or data contained therein.

User – User means any individual, including, but not limited to, students, administrators, faculty other employees, volunteers, and other authorized individuals using college information technology in any manner, whether or not the user is affiliated with LSC

Sanctions - Users who violate this policy or related procedures shall be subject to disciplinary action through appropriate channels. Violations may be referred to appropriate law enforcement authorities.