



*Student Employment  
Policies and Procedures*

**2008 - 2009**

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## INTRODUCTION

Westfield State College endeavors to assist students by offering opportunities for part-time employment on and off campus. All student employment opportunities are open to all students who are eligible to work in the United States with the exception of the financial need component of the Federal Work Study program. The following information is designed to provide an overview of Westfield State College's student employment procedures and guidelines.

## TYPES OF POSITIONS

Students demonstrating financial need and eligibility for federal student financial aid may be employed through the Federal Work Study Program. The Federal Work Study Program is a federally funded program designed to provide part-time employment to students who demonstrate certain financial aid eligibility. Federal Work Study is part of the student's total financial aid package.

Westfield State College makes every attempt to assure that employment made available from Federal Work Study funds, to the maximum extent possible, compliments and reinforces the educational program or vocational goals of each student receiving assistance under said program.

Students that are not eligible to participate in the Federal Work Study Program may seek employment on the campus through the Trust Fund Program. For a student to be employed through this program, he/she need not necessarily be eligible for Federal Work Study but must be eligible to work in the United States. Trust Fund positions are limited. Trust Fund positions, to the maximum extent possible, compliment and reinforce the student's educational goals.

## POSTING AVAILABLE STUDENT EMPLOYMENT POSITIONS

A department that wishes to employ students (either through the Federal Work Study or Trust Fund programs) may post all available positions for student perusal using the Westfield State College Student Administrative Service Center (SASC) website. For access to this site, Student Employment Supervisors should contact Jen Keenan-Jolie at 413-572-8550 or [jkeenanjolie@wsc.ma.edu](mailto:jkeenanjolie@wsc.ma.edu). The following information is needed to properly post a student employment position:

- Student position title
- Name of department
- Duties of student worker
- Required/preferred qualifications/majors of the applicant (if any)
- Supervisor's name and direct phone extension
- Expected rate of pay and number of hours expected to work per week
- Work Study/Trust Fund preference and number of employees requested for this position
- Date the job has been posted

Requests for student employees should be posted by **May 1<sup>st</sup>** for summer employment and **August 15<sup>th</sup>** for the following academic year.

## FINDING A POSITION

Available student employment positions are posted on the Student Employment website. The website for students to view these positions is:

<http://www.wsc.ma.edu/studentemployment>

Positions are available:

- On campus - Many offices and departments on campus employ students through the Federal Work Study Program and/or Trust Fund Program, and
- Off campus - Positions are available with off campus community service organizations for students who have been awarded Federal Work Study.

Westfield State College does not place students in positions. If a student needs help finding a Work Study position, the staff can assist. If you need assistance, please contact Financial Aid at 413-572-5218.

## STUDENT PAPERWORK REQUIREMENTS

Student Employment paperwork requirements are different for students employed under the Work Study and Trust Fund programs. The following are separate descriptions of employment paperwork requirements for the two programs:

### Work Study – Academic Year

All students seeking employment under the Federal Work Study Program must complete a Federal Work Study Authorization Form. For students awarded Federal Work Study, this form and other employment paperwork listed below, is mailed home in August. Duplicate packets of this paperwork can be found at the Financial Aid Office. Students must bring the packets to their Supervisor for completion and then return the form to the Financial Aid Office. Students employed through the Federal Work Study Program are only allowed to have one position at a time. Federal Work Study employment paperwork includes the following:

- Federal Work Study Authorization Form, and
- \*I-9 Form (Employment Eligibility Verification Form). Students must complete and return the form to the Financial Aid Office with two forms of identification. Acceptable identifications are outlined on back of form, and
- Commonwealth of Massachusetts Standard Contract Form, and
- Federal Work Study Direct Deposit Authorization Form, and
- W-4 Form (Employee's Withholding Allowance Certificate).

Once this paperwork is completed and submitted to the Financial Aid Office, it will be processed and then sent to the Payroll Office. Once this processing is complete (approximately 1 to 2 weeks), the Supervisor will be contacted via email by Financial Aid. This email will contain authorization for the student to begin working and a student-specific Alternate Identification (Alt ID) Number. This Alt ID is used by the Supervisor to identify students on all Payroll documentation. **It is imperative that the student not begin working before the Supervisor receives this email and Alt ID.**

\* Please note that all students will be required to submit a new I-9 for the 09-10 academic year.

## STUDENT PAPERWORK REQUIREMENTS (continued)

### Work Study – Summer

All students seeking employment under the Federal Work Study Program during the summer must apply for Summer Federal Work Study using the Summer Federal Work Study Application. This form is available in the Financial Aid Office in early April and is due back to Financial Aid by May 15<sup>th</sup> for the following summer. Summer Federal Work Study Awards are given out in two parts: Summer Session 1 and Summer Session 2:

- Summer Session 1: the day after Commencement until June 30<sup>th</sup>
- Summer Session 2: July 1<sup>st</sup> until the day before Fall Semester classes begin

To be approved for Summer Federal Work Study, a student must meet the following requirements:

- Have a completed financial aid file with the Financial Aid Office, including the Free Application for Federal Student Aid (FAFSA) for both the preceding and following academic years, and
- Any other documentation requested by the Financial Aid Office, and
- Plan on being enrolled at Westfield State College during the following academic year (if you are graduating, you are not eligible for Summer Federal Work Study), and
- Be making Satisfactory Academic Progress, and
- Be eligible for Federal Work Study.

Once a student is approved for Summer Federal Work Study, employment paperwork will be mailed to the student. Students employed through the Federal Work Study Program are only allowed to have one position at a time. Federal Work Study employment paperwork, available at the Financial Aid Office, which the student must complete includes:

- Summer Federal Work Study Application, and
- Federal Work Study Authorization Form, and
- \*I-9 Form (Employment Eligibility Verification Form) Students must complete and return the form to the Financial Aid Office with two forms of identification. Acceptable identifications are outlined on back of form, and
- Commonwealth of Massachusetts Standard Contract Form, and
- W-4 Form (Employee's Withholding Allowance Certificate), and
- Federal Work Study Direct Deposit Authorization Form.

Once this paperwork is completed and submitted to Financial Aid, it will be processed by the Financial Aid Office and then the Payroll Office. Once this processing is complete (approximately 1 to 2 weeks), the Supervisor will be contacted via email by Financial Aid. This email will contain authorization for the student to begin working and a student-specific Alternate Identification (Alt ID) Number. This Alt ID is used by the Supervisor to identify students on all Payroll documentation. **As with academic year Work Study, students may not begin working until the Supervisor receives this email and Alt ID.**

\* Please note that all students will be required to submit a new I-9 for the 09-10 academic year.

## **STUDENT PAPERWORK REQUIREMENTS (continued)**

### Trust Fund – Academic Year

All students employed under the Trust Fund Program must complete the following paperwork requirements:

- \*I-9 Form (Employment Eligibility Verification Form) Students must complete and return the form to the Supervisor with two forms of identification. Acceptable identifications are outlined on back of form, and
- Trust Fund Direct Deposit Authorization Form, and
- Commonwealth of Massachusetts Standard Contract Form, and
- Temporary Employment Guidelines and Agreement, and
- W-4 Form (Employee's Withholding Allowance Certificate).

**These documents are available as the “Trust Fund Hiring Packet” on Odyssey.** Once this paperwork is completed, it should be submitted directly to the Payroll Office. Upon submission of Trust Fund Hiring Packet, the student may begin working immediately. Students employed through the Trust Fund program are allowed to have more than one position at a time. If a student has multiple positions, he/she must complete a Temporary Employment Guidelines and Agreement Form for each position.

\* Please note that all students will be required to submit a new I-9 for the 09-10 academic year.

### Trust Fund – Summer

Students employed through the Trust Fund Program during any academic break, including summer break, must complete a Summer Application Form and a Commonwealth of Massachusetts Omnibus Budget Reconciliation (OBRA) Participation Agreement. All students employed under the Trust Fund Program must complete the following paperwork requirements:

- Summer Application Form and
- Commonwealth of Massachusetts Omnibus Budget Reconciliation (OBRA) Participation Agreement and
- I-9 Form (Employment Eligibility Verification Form) Students must complete and return the form to the Financial Aid Office with two forms of identification. Acceptable identifications are outlined on back of form, and
- Trust Fund Direct Deposit Authorization Form and
- Temporary Employment Guidelines and Agreements.

**These documents are available as the “Trust Fund Hiring Packet” on Odyssey.** Once this paperwork is completed, it should be submitted directly to the Payroll Office. Upon submission of Trust Fund Employment Paperwork, the student may begin working immediately. Students employed through the Trust Fund program are allowed to have more than one position at a time. If a student has multiple positions, he/she must complete a Temporary Employment Guidelines and Agreement Form for each position.

**NOTE: Students are not eligible to work, nor be paid until all aforementioned program-specific forms have been submitted.**

## **RATES OF PAY**

The rate of pay, determined by the Supervisor, is based on the duties of the position and qualifications of the employee. Rates of pay are to be included in all position postings. Fall 2008 pay rates will be at a minimum of \$8.00 per hour, the current Commonwealth of Massachusetts minimum wage. Rates of pay should never exceed \$10.00 per hour. For Fall 2008, the following scale should be used in determining the rate of pay for student employees:

<b>Job Title</b>	<b>Description</b>	<b>Minimum Pay</b>	<b>Maximum Pay</b>
CLERK 1	Entry Level	8.00	8.75
CLERK 2	Advanced Work	8.00	9.25
CLERK 3	Very Advanced Work	8.00	9.75
CLERK 4	Paraprofessional	8.00	10.00

Supervisors may use discretion in determining which Job Title category and thus what rate of pay a student employee may receive. All decisions on Job Title and rates of pay are subject to inspection by the Financial Aid and Payroll Offices. We suggest that departments be consistent with student employees' rates of pay. Students with the same amount of responsibilities and/or skills should be paid the same rate. Students with greater responsibility should be paid a higher rate than those with fewer responsibilities and/or skills.

The maximum rate of pay for any student employee is \$10.00/hour. Those students eligible to receive Federal Work Study are awarded a certain allocation (listed on their Federal Work Study Authorization Forms) as part of their financial aid packages and are not allowed to earn more than their allocation. Thus, when determining rates of pay, Supervisors should be aware that a higher rate of pay will result in a student exhausting his/her Federal Work Study award faster.

## **RAISES**

Students are eligible to receive raises at any time during the year. Rate of pay is based on the duties of the position and qualifications of the employee. Departments should be consistent with student employees' rates of pay. Students with the same amount of responsibilities and skills should be paid the same rate. Supervisors may increase the hourly rate of pay for a student employee by submitting a memorandum to the Financial Aid Office to the attention of Jennifer Keenan-Jolie or an email to [jkeenanjolie@wsc.ma.edu](mailto:jkeenanjolie@wsc.ma.edu). The memorandum or email should include:

- Student's name
- Name of the department
- Title of the position
- Old rate of pay
- New rate of pay
- Supervisor's signature (unless in email) and date

## **HOURS WORKED**

Students should be prepared to provide a schedule of availability and academics at the time of application for employment. The student and Supervisor will negotiate and agree on the student's employment schedule. Trust Fund Student employees are not permitted to work more than 20 hours per week during the academic year and 40

hours per week during academic breaks. Trust Fund students that have more than one job are permitted the same number of hours per week between the multiple jobs.

Work Study Student employees are not permitted to work more than 20 hours per week during the academic year. Understand that students with Federal Work Study will earn their full awards and be removed from the Work Study Payroll before the end of the semester/year at this rate. A Work Study Student employee who is paid \$9.00 per hour will earn the full award by working about 150 hours in the academic year, or an average of 5.5 hours per week.

Student employees are paid on an hourly basis only. Holidays, sick days, snow days, break times, and any other un-worked hours are not to be added to the student's time sheet.

Those supervisors who submit attendance for multiple departments should submit separate summary sheets for each department.

## **PAYMENT**

Both Federal Work Study student employees and Trust Fund student employees must submit individual time sheets on a weekly basis to his/her Supervisor. Sample individual FWS and Trust Fund time sheets are included in this manual. These signed time sheets must be retained by the department for a minimum of 7 years for audit purposes. They must have both the student's and the supervisor's signatures. The record of time worked by all Student employees is submitted to the Payroll Office on a Master Time Sheet by the department's Student Employment Supervisor. The Master Time Sheet must include the Alt ID for each FWS student. This Master Time Sheet is available in electronic format from the Payroll Office at 413-572-5794 or 413-572-5505. Time sheets may be mailed or faxed to the Payroll Office. The Payroll Office's fax number is 413-572-5628.

Please refer to the Payroll Date Form for timesheet due dates, pay dates, etc. Time sheets are due in the Payroll Office by 12:00 pm on the due date. Master Time Sheets are to be turned in by the Supervisor to the Payroll Office no later than Monday at noon for the preceding week. Unfortunately, exceptions to these due dates cannot be made. Master Time Sheets submitted after the due dates will be processed with the following payroll cycle. Payment to student employees' bank accounts via direct deposit should be available after 12:00 am on the pay date."

Students funded through the Federal Work Study Program are not allowed to earn in excess of their allotted Federal Work Study Award. This amount is included on the student's Financial Aid Award Letter and will appear on the completed Federal Work Study Authorization Form. Federal Work Study students that have earned an amount equal or greater to their award must cease working. **It is the responsibility of the Supervisor to track his/her student employee(s) payroll limit(s).**

## **STUDENT EMPLOYEE EXPECTATIONS**

Student employees at Westfield State College are expected to adhere to the rules and regulations of student employment set forth in this manual and by the department of employment. The Student Employee Expectation Agreement provides Supervisors with a medium for articulating these expectations. Supervisors are encouraged to discuss these expectations with all Student Employees. Student Employee Expectation Agreements are to be signed by all student employees and kept on file by Supervisors for the duration of the student's employment and for 1 year after the student's departure from the department and/or Westfield State College.

Confidentiality, as one of these expectations, is especially important. Protecting the privacy of our students is one of Westfield State College's most important tasks. Most students not only understand our policy on confidentiality, but appreciate our efforts. If you have any questions about confidentiality or the Family

Educational Rights and Privacy Act of 1974 (FERPA), please contact the Westfield State College Associate Registrar.

## **TERMINATION OF EMPLOYMENT**

Students that wish to leave a position are encouraged to give the Supervisor two weeks notice prior to leaving. Written notice is preferred. Once the student has notified his/her Supervisor, the student may seek out new employment and the Supervisor may again post this position as being open, if so desired.

If a Supervisor is dissatisfied with a Work Study student's performance, a written warning must be issued prior to termination. All written warnings must be on file with the Financial Aid Office. All terminations must be done in writing with a copy of the notice sent to the Financial Aid Office. In the event of an unlawful act conducted by a student while working, written warnings are not required and the Supervisor should contact Public Safety at 413-572-5262 immediately.

If a student has any difficulties with his/her work environment and/or Supervisor, he/she is encouraged to contact the Human Resources Office (located on the second floor of the 333 Building) at 413-572-5637. Students are also encouraged to refer to the Student Handbook regarding the College's Sexual Harassment Policy.

## **STUDENT RESPONSIBILITIES**

- Complete all necessary program specific paperwork.
- Report to work on time on scheduled days and shifts.
- Request, not assume, absence from Supervisor.
- Notify Supervisor of an illness as early as possible.
- Follow all rules and adhere to expectations of the office.
- Maintain professional conduct as an employee of the College.
- Complete time sheets carefully and accurately.
- Inform Supervisor, preferably in writing, two weeks prior to resigning from a position.

## **FERPA INFORMATION**

The Family Educational Rights and Privacy Act of 1974 (FERPA), which took effect on November 19, 1974, assures confidentiality of education records containing information directly related to a presently enrolled student, a former student, or alumnus/a.

Unless a student specifically requests in writing that his/her prior consent be obtained, an educational institution may make public "Directory Information" about a student, which includes name, campus address, date and place of birth, campus telephone listings, schools attended, degrees and awards received, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, and the most recently attended educational institution. However, to protect the safety and security of our students, Westfield State College will release only local telephone numbers and will not release address information, except in the context of requests under the Freedom of Information Act. A request made by students to suppress from public distribution the above mentioned information is to be made in writing annually and submitted to the Student Administrative Services Center, no later than October 1 of the academic year for which the information is being made public.

As this law is interpreted at Westfield State College, the College may not release information about a student's academic performance or any other aspect of a student's college life to anyone, including the student's parents, without the written authorization of the student. If a student is declared as a dependent on a parent's Federal Income Tax Form, the parent has a right to this information. It is up to the parent to establish the dependent status

## **FERPA INFORMATION (continued)**

of the student, or to the student to provide written authorization to the college to release such information to the parent. Other exceptions to FERPA are provided by law and are published in the Student Handbook. Further information on the Family Education Rights and Privacy Act of 1974 may be obtained from the Office of the Registrar or the Vice President of Student Affairs.

Student employees at Westfield State College, in departments where they will have access to confidential student information, are to read and sign the Student Employee Expectation Agreement, which includes a FERPA statement of understanding, as a condition of their employment. Supervisors are responsible for establishing information security measures appropriate to their department and for maintaining signed Student Employee Expectation Agreements on file for the duration of their student(s)' employment and for one year following their departure from the department and/or Westfield State College. Specific questions regarding FERPA application and/or interpretation should be directed to the Westfield State College Associate Registrar.

## **CONTACT INFORMATION**

Jennifer Keenan-Jolie  
Staff Assistant, Financial Aid  
Federal Work Study Coordinator  
Student Administrative Service Center  
333 Building, 1<sup>st</sup> Floor  
413-572-8540 (phone)  
413-572-0520 (fax)

Human Resources Office  
333 Building, 2<sup>nd</sup> Floor  
413-572-5637 (phone)

Payroll Office  
333 Building, 2<sup>nd</sup> Floor  
413-572-5505 (phone)  
413-572-5794 (phone)  
413-572-8141 (phone)  
413-572-5628 (fax)

Public Safety  
White House  
413-572-5262 (phone)

Student Employment Supervisors



Westfield State College
HUMAN RESOURCES OFFICE

Federal Work Study Individual Time Sheet

This form is to be used to record weekly hours worked by specific student workers. This form is not to be submitted to the Student Administrative Service Center or the Payroll Office. This is for departmental records only. All hours should be submitted to the Payroll Office by the supervisor on the department-specific spreadsheet.

Name: \_\_\_\_\_

Payroll ID#: \_\_\_\_\_

Table with 5 columns: Day, Date, Time In, Time Out, # of Hours. Rows include Sunday through Saturday and a Total Hours row.

I, the undersigned, certify that I have worked the hours recorded above.

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

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

Westfield State College  
HUMAN RESOURCES OFFICE

TRUST-FUND PAYROLL TIME SHEET  
FOR IRCMS

EMPLOYEE NAME: \_\_\_\_\_ EMPLOYEE ID: \_\_\_\_\_

SOCIAL SECURITY NUMBER: \_\_\_\_\_

~~SECTION 508 COMPLIANCE STATEMENT FOR SUPPLIERS~~

Total Hours:  Hourly Rate: \$ \_\_\_\_\_ Payment Due: \$ \_\_\_\_\_

Flat Rate:  R.A.  Coach  Other Flat Rate Due: \$ \_\_\_\_\_

For flat rate employees: Pay period beginning: \_\_\_\_\_ Total Payment Due: \$ \_\_\_\_\_

Department: \_\_\_\_\_

Chart: W \_\_\_\_\_ Fund Code: \_\_\_\_\_ (3 digit) Organization Code: \_\_\_\_\_ (4 digit) Account Code: \_\_\_\_\_ (4 digit)

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

~~SECTION 508 COMPLIANCE STATEMENT FOR SUPPLIERS~~

Days Worked	Hours Worked								

CHANGE OF ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Employee Signature Date

**FEDERAL WORK STUDY  
MASTER TIME SHEET\***

Student Name	Award \$	Hourly \$	Hours Week Beginning Dates 2008-2009		
			29-Aug	5-Sep	12-Sep
<b>Jane Doe</b>	<b>1,000.00</b>	<b>7.50</b>	<b>12</b>	<b>10</b>	<b>2</b>
			<b>84.00</b>	<b>70.00</b>	<b>14.00</b>
<b>John Doe</b>	<b>1,000.00</b>	<b>7.50</b>	<b>5</b>	<b>4</b>	<b>12</b>
			<b>32.50</b>	<b>26.00</b>	<b>78.00</b>

\* This is available from the Payroll Office in electronic format.



**STUDENT EMPLOYEE  
2008-2009 PAYROLL DATES**

Time Sheet Are Due EVERY  
Monday (by 12:00 noon)

Payroll Check or Direct Deposit Date

July 11, 2008  
July 25, 2008  
August 8, 2008  
August 22, 2008  
September 5, 2008  
September 19, 2008  
October 3, 2008  
October 17, 2008  
October 31, 2008  
November 14, 2008  
November 28, 2008  
December 12, 2008  
December 26, 2008  
January 9, 2009  
January 23, 2009  
February 6, 2009  
February 20, 2009  
March 6, 2009  
March 20, 2009  
April 3, 2009  
April 17, 2009  
May 1, 2009  
May 15, 2009  
May 29, 2009  
June 12, 2009  
June 26, 2009

# New Student Employee Pay Periods

Effective February 2009

## Work Study/Trust Fund Pay Dates/Pay Periods

### Pay Dates

9-Jan-09

23-Jan-09

6-Feb-09

**2/20/2009**      **New submission effects pay period here**

6-Mar-09

20-Mar-09

3-Apr-09

17-Apr-09

1-May-09

15-May-09

29-May-09

12-Jun-09

26-Jun-09

10-Jul-09

24-Jul-09

7-Aug-09

21-Aug-09

4-Sep-09

18-Sep-09

2-Oct-09

16-Oct-09

30-Oct-09

13-Nov-09

27-Nov-09

11-Dec-09

24-Dec-09

### For Pay Period

1/18/09 thru 1/31/09

**2/1/09 thru 2/7/09**

2/8/09 thru 2/21/09

2/22/09 thru 3/7/09

3/8/09 thru 3/21/09

3/22/09 thru 4/4/09

4/5/09 thru 4/18/09

4/19/09 thru 5/2/09

5/3/09 thru 5/16/09

5/17/09 thru 5/30/09

5/31/09 thru 6/13/09

6/14/09 thru 6/27/09

6/28/09 thru 7/11/09

7/12/09 thru 7/25/09

7/26/09 thru 8/8/09

8/9/09 thru 8/22/09

8/23/09 thru 9/5/09

9/6/09 thru 9/19/09

9/20/09 thru 10/3/09

10/4/09 thru

10/17/09

10/18/09 thru

10/31/09

11/01/09 thru

11/14/09

11/15/09 thru

11/28/09

11/29/09 thru

12/12/09



## STUDENT EMPLOYEE EXPECTATION AGREEMENT

Student employees in the \_\_\_\_\_ Office at Westfield State College are expected to adhere to the rules and regulations of student employment set forth by the Westfield State College Student Employment Policies and Procedures Manual and the department of employment. Due to the sensitive nature of some work done in the aforementioned office, student employees must also adhere to the following expectations.

### **Office Etiquette**

This is a professional office, and as such, professional behavior is expected of all employees, including students. Due to limited working space and highly confidential information, employees must be extremely careful in their actions and words. Being a student employee does not warrant exclusion from expectations of proper work etiquette and confidentiality.

### **Attitude**

This office is a high energy, high expectation work area. Student employees are expected to want to help with daily work loads, not avoid work. Employees are expected to be rested and ready for work on any given day. When assisting customers, employees must remember to be friendly and polite. If you encounter a customer who is being impolite or rude, refer them to a professional staff person.

### **Scheduling**

Student employees are expected to arrive on-time for their assigned shift(s). If for any reason an employee is to be late or miss an assigned shift, he/she must notify his/her Supervisor as soon as possible. Student employees must keep their own weekly or bi-weekly time sheets and submit them to their assigned Supervisor on or before scheduled due dates.

### **Office Equipment**

All equipment in this office is for business use only. No equipment, including but not limited to computers, printers, copy machines, and facsimiles are not for personal use.

## Attire

Dress should always be neat and conservative. Hats, sweatshirts, cutoff clothing, flip flops, clothing with holes and/or beachwear are not considered appropriate forms of dress.

## FERPA

Student employees should understand that, by the virtue of employment at Westfield State College, students may have access to records which contain individually identifiable information, the disclosure of which is prohibited by the Family Educational Rights and Privacy Act of 1974. Student employees should acknowledge and understand that the intentional disclosure by any student employee of this information to any unauthorized person could subject the student employee to criminal and civil penalties imposed by law. Student employees should further acknowledge that such willful or unauthorized disclosure also violates Westfield State College policy and could constitute just cause for disciplinary action including termination of employment regardless of whether criminal or civil penalties are imposed.

## Confidentiality

Protecting the privacy of our students is one of this office's most important tasks. The majority of our customers not only understand our policy on confidentiality, but appreciate our efforts.

Student employees should be distributing information only. At no time should a student employee distribute advice or counseling, even if you are certain it is sound advice. This should only come from a professional staff person.

When assisting customers in person, confirm the customer's identity by asking for a form of identification. If a customer has more than a simple question, refer him/her to a professional staff person.

When assisting a customer over the telephone, you can never certainly confirm a person's identity, thus there are only certain types of information that can be released via the telephone.

- The following information can be released via telephone:
  - If a student's requested documents have arrived
  - What requested documents a student is missing
  - Directory information (name, telephone number)
  - Other calls should be referred to a professional staff person
  - Other: \_\_\_\_\_
  
- The following information can NOT be released via telephone:
  - Any dollar amounts regarding Financial Aid or the student's bill
  - Any information regarding the student's academic record
  - Any information regarding a student's application to the institution
  - Any of these phone calls should be referred to a professional
  - Other: \_\_\_\_\_

**Any information gained due to working in this office can not be shared with any person outside of this office for any reason.** If requests are made of you for information, please refer that person to a professional staff person within this office. Any computer passwords you may be issued for use in the office should also not be shared.



## STUDENT EMPLOYEE EXPECTATION AGREEMENT

Student Name: \_\_\_\_\_

1. As a student employee in the \_\_\_\_\_ Office, I understand that I cannot share information about any student's financial, academic, or personal record with anyone outside of the office. I also understand that any breach of this policy will result in automatic termination of employment. Student employees should understand that, by the virtue of employment at Westfield State College, students may have access to records which contain individually identifiable information, the disclosure of which is prohibited by the Family Educational Rights and Privacy Act of 1974. Student employees should acknowledge and understand that the intentional disclosure by any student employee of this information to any unauthorized person could subject the student employee to criminal and civil penalties imposed by law. Student employees should further acknowledge that such willful or unauthorized disclosure also violates Westfield State College policy and could constitute just cause for disciplinary action including termination of employment regardless of whether criminal or civil penalties are imposed.
2. If for any reason, I expect to be late or miss an assigned shift, I will contact my Supervisor as soon as possible.
3. I understand that while working in the aforementioned office, I represent the entire college and therefore am expected to dress and act appropriately.
4. I understand that I am expected to keep my own time sheet and submit it to my Supervisor on or before assigned submission dates. I further understand that any purposely provided incorrect information on my time sheet will result in immediate termination.
5. I understand that use of office equipment is for work related projects only and that I will not use said equipment for personal use.
6. I have received a copy of the Student Employee Expectations Form and understand that I must adhere to said expectations.

By signing below, I confirm that all of the above statements are correct.

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

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## 2008 – 2009 Student Employment Supervisor Contact Information

<b>Department Name</b>	<b>Dept. Code</b>	<b>Contact</b>	<b>Phone</b>
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Admissions	003	Faith Boucher	Ext. 8533
Advancement/ College Relations	005	Elizabeth Audley	Ext. 5244
Amelia Park Children's Museum, Westfield	907	Barbara Butera	413-572-4014
Art	007a	Beverly Zeigler	Ext. 5630
Art Gallery	007b	Barbara Keim	Ext. 5328
Athletics	009	Lou Ann Simchak	Ext. 5417
	009	Andrew Johnson	Ext. 8252
Biology	010	Judith Franz	Ext. 5302
Boys & Girls, Westfield	908	Kellie Brown	413-562-2301
Campus Center	012a	Maureen Johnson	Ext. 5648
Campus Center night/wkend	012a	Arthur Cologgi	Ext. 8157
Campus Center/Teller Window	012c	Siddharth Lodaya	Ext. 5449
Campus Center/Wellness Center	012b	Amy Szlachetka	Ext. 5443
Career Services	013	Maureen McCartney	Ext. 5206
Center for Teacher Education	006	Priscilla Miller	Ext. 8065
Central Receiving	031b	Denise Page	Ext. 5249
Community Education/Conf Serv	015	Jon Berman	Ext. 8183
Continuing Education	016	MJ Onofrey	Ext. 8805
Copy Center	017	Arnold Grimaldi	Ext. 5247
Counseling Center	066	Tammy Bringaze	Ext. 5790
Criminal Justice	019	Denise Browne	Ext. 5309
Disability Services	022	Rosann Ryczek	Ext. 5789
Economics/Management	023	Carmen Diaz	Ext. 5590
Education	024	Kathy Tansey	Ext. 5315
English	025	Regina Smialek	Ext. 5330
Environmental Services	021	James Rovezzi	Ext. 5289
Finance	033	Lisa Freeman	Ext. 5204
Franklin Elementary School	914	Julian Fleron	413-572-5716
Geography/Regional Planning	027	Linda Kakos	Ext. 5573
Girls' Club, Springfield	909	Jean-Claude Gerlus	413-739-4743
Highland Elementary School	912	Kathy Itterly	Ext. 8054
	912	Maria Popielarski	413-572-6248
History	028	Michelle Pescetta	Ext. 8297
Honors Program	004	Ricki Kantrowitz	Ext. 5378
Human Resources	045	Evie Soucie	Ext. 5637
Information Technology	014	Nicholas Wojtowitz	Ext. 8136
Instructional Technology(CIT)	070	Lynn Zayac	Ext. 8142
	070	Lisa Clark	Ext. 8130
International Studies	067	Cynthia Siegler	Ext. 8545
Inventory	031a	Jim Rondinelli	Ext. 5629
Juniper Park School	032	Tina Howe	413-572-8280
Library	035	Lynn Reynolds	Ext. 5639

Mailroom	037	Miguel Dejes us	Ext. 5248
	037	Kimberly Gamache	Ext. 5248
Marketing	020	Janet Garcia	Ext. 8037
Mass Communication	036	Cosette Cousineau	Ext. 5751
Math	040	Deborah Samwell	Ext. 5349
Media Services	041	Matthew Misiaszek	Ext. 5653
MLK Jr. Community Center	910	Michael Branch	413-746-3655
		Margaret (Peg)	
Moseley Elementary School	901	Burke	413-572-6360
Movement Science	042	Susan Chiasson	Ext. 5679
Multicultural Development	065	Kathy Pitoniak	Ext. 5391
Music	043	Karen Ducharme	Ext. 5356
Peer Advising	030	Laurie Simpson	Ext. 5563
Philosophy	046	Susan Hirsch	Ext. 5669
Physical Science	047	Susan Hirsch	Ext. 5669
Political Science	048	Nancy Boistelle	Ext. 5480
Porter Memorial Library	905	Mary Kronholm	Ext. 5489
President's Office	080	Sue Queen	Ext. 5295
Psychology	050	Linda Hogan-Shea	Ext. 5376
	050	Bill Duval	Ext. 5377
Public Safety	052	Althea Tyburski	Ext. 5263
Purchasing	053	Linda Broughton	Ext. 5243
Reading/Writing	049	George Layng	Ext. 5334
Residential Life	055	Ellen Wetherell	Ext. 5402
Skills Enhancement	038	Charles Bookman	Ext. 5461
Social Security Administration	913	Ronald Grzelak	413-532-0276
Sociology/Social Work	069	Nancy Boistelle	Ext. 5480
Southwick Recreation Center	904	Kirk Sanders	413-569-5950
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Student Affairs	058	Deborah Niles	Ext. 5446
Student Government	029	Barbara Hand	Ext. 5429
Student Records	018	John Ohotnicky	Ext. 8971
Student Support Services	063	Kathy Pitoniak	Ext. 5391
Switchboard	059	Elizabeth Desnoyers	Ext. 5297
Urban Education	061	Kathy Pitoniak	Ext. 5391
Volunteers in Westfield Schools	902	Barbara Trant	413-572-6345
Western Mass. Hospital	923	Bettylou Hodgman	413-562-4131
			413-538-9717
Women's Shelter	940	Barbara Collins	ext 15
Women's Studies	068	Linda Kakos	Ext. 5573
Woodward Center	008	Andrew Johnson	Ext. 8252
World Languages, Multicultural	026	Linda Kakos	Ext. 5573
YMCA, Westfield	906	Michelle Anamisis	413-568-8631