

Harper College STUDENT EMPLOYEE Handbook



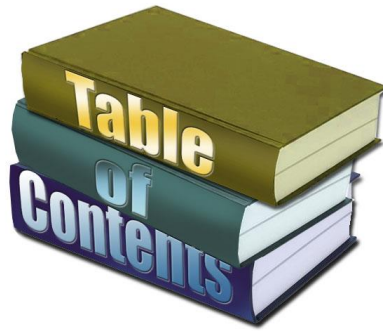


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Harper College provides employment opportunities to students in order to enhance their educational experience, promote their involvement with the College and to enable the College to function in an effective and cost-efficient manner. Research shows that on-campus student employment between 10 and 20 hours per week contributes to completing your college goals.

The purpose of the *Handbook for Student Employees* is to assist you with the procedures for acquiring a job on-campus. Guidelines for work etiquette, payroll, and job performance are outlined along with answers to frequently asked questions.

Students desiring to meet educational expenses through part-time employment are encouraged and assisted in locating employment opportunities. Ultimately, you are responsible for obtaining your own position on campus, and this handbook will help guide you through the experience.

Take part in the newly developed SEED program (see page 11) to add to your professional development. It looks great on your resume!

Good Luck, and let us know in the Job Placement Resource Center (JPRC) if we can help!

Kathleen Canfield

Kathleen Canfield
Director, Job Placement Resource Center

Eligibility for Student Employment

To be eligible for on-campus jobs, you must meet the following:

- Be a current student enrolled in at least 6 credit hours in fall and/or spring semesters.
- For summer session, Regular Student Aides must be registered for summer (3 credits or more) or for the following fall semester. Summer work for those on Federal Work Study may not be available. The supervisor will check prior to you being hired to determine if funds are available.

Student Work Classifications

On-campus jobs are classified by two categories: **Federal Work Study** (FWS) paid for by the government through FASFA and **Regular Student Aide** which is budgeted and paid for by the College Department.

All students must apply online at jobs.harpercollege.edu

To apply for a Federal Work Study job, students must be awarded and accept a Work Study grant through the Office of Student Financial Assistance. Work Study grants are based on financial need. The aid award designates the maximum amount of money you can earn through FWS. Federal Work Study students must meet Federal Satisfactory Academic Progress (SAP) standards. Your supervisor will submit paperwork to the Office of Student Financial Assistance who will verify your eligibility. Follow online application procedures and submit your application to the job(s) of interest.

Regular Student Aides follow online application procedures and submit your application to the job(s) of interest.

International Students may apply for any Regular Student Aide positions on campus. International students will process paperwork the same as non-international students, with the exception of a few extra forms/steps to complete the new hire paperwork. International students will need to be ready to provide, at any time during the paperwork process, their Form i-94, I-20, and a short memo from the supervisor in the hiring department which includes the student's job title, hourly pay rate, and the number of hours of work per week. Follow online application procedures and submit your application to the job(s) of interest.

Each job requires a separate application!

Maximum Hours

All students, including international students, are allowed to work a maximum of 20 hours per week when school is in session.

Students may work more than one job on campus, but the total amount of hours for all jobs combined may only be 20 hours per week maximum.

Between semester break periods, when classes are not held, and during the week of Spring Break, student workers can work 29 hours per week maximum.



Applying for Student Worker on-Campus Jobs

- Search for open positions. Go to jobs.harpercollege.edu which will bring you to the Online Employment Site. It is advisable to use **Mozilla/Firefox** as your browser.
- Check out the “Available Positions” you can sort on “Student Worker” to bring all the student aide positions to the top.

The screenshot shows the Harper College website's job portal. The top navigation bar includes 'GET STARTED', 'ACADEMICS', 'STUDENT LIFE', 'BUSINESS SOLUTIONS', and 'ABOUT US'. A left sidebar contains a menu with 'Jobs at Harper' expanded to show 'Available Positions', which is highlighted by a red arrow. The main content area is titled 'Available Positions' and lists several job categories: 'Student Aide - Computer Lab Aide', 'Adjunct Faculty Credit - Astronomy', 'Adjunct Faculty Credit - Engineering', 'Adjunct Faculty Credit - Geology', 'Adjunct Faculty Credit - Physical Science', 'Adjunct Faculty Credit - Physics', and 'Adjunct Faculty Credit - Chemistry'. On the right side, there are buttons for 'Sign in here' and 'Sign up for Job Alerts', along with 'Contact Us' information, a 'Job Search' input field, and a 'Categories' section. In the 'Categories' section, 'Student Worker (1)' is selected and highlighted by a red arrow.

- Find a position for which you are interested, and click the title to open up that position.
- Read over the job description to see if you meet the qualification

1. Review the open positions and apply to all jobs in which you have an interest in by clicking **Apply Now**. You will need to fill out an application for each student worker job in which you are interested.
- Hit the **Apply Now** button. This will bring you to the “**Begin Application**” page

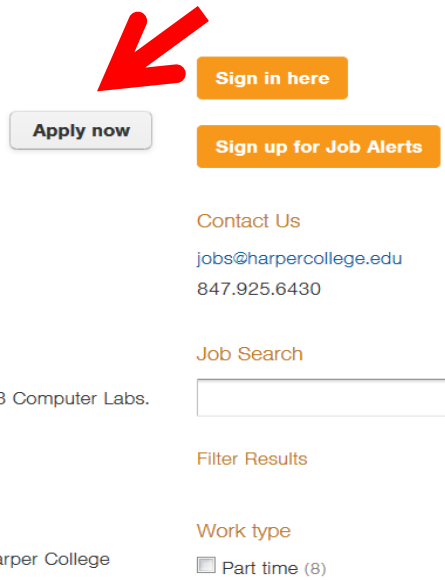
Student Aide - Computer Lab Aide

Job no: 492303
Work type: Part time
Location: Harper College Main Campus (Palatine)
Categories: Student Worker
Salary: \$8.25
Division: Finance & Administrative Services
Department: Information Technology

Duties of Position:

- Manage the front desk during scheduled work times, in either the I223 or Y203 Computer Labs.
- Assist students and authorized personnel with questions and problems.
- Report all hardware and software problems to the service desk.
- Enforce lab rules and maintain study zone environment.
- Open/close computer labs as scheduled.

Education Requirements: In order to apply for this position, you must be a current Harper College student, enrolled in at least six credits per semester (three for summer)



Sign in here

Apply now

Sign up for Job Alerts

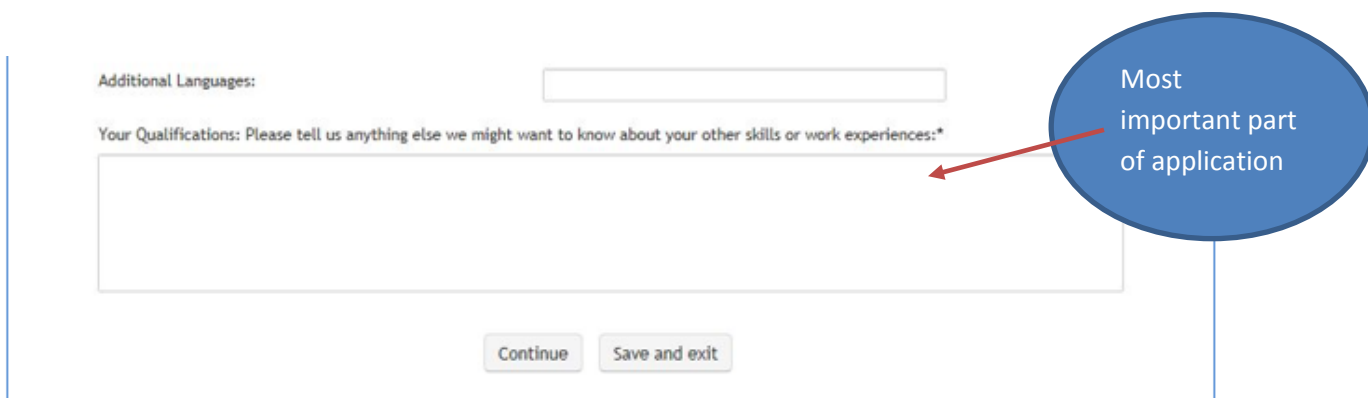
Contact Us
jobs@harpercollege.edu
 847.925.6430

Job Search

Filter Results

Work type
 Part time (8)

2. Make sure that your application is filled out completely, is free of errors and uses capitalization and punctuation correctly.
3. Pay special attention to the “*Your Qualifications*: Please tell us anything we might want to know about your other skills or work experience” **This is the only way to make your applications stand out from all the other applications.**



Additional Languages:

Your Qualifications: Please tell us anything else we might want to know about your other skills or work experiences:*

Continue Save and exit

Most important part of application

It is important to fill out your availability with the **time(s) you are available to work each day**. Do not put “open” as the employer will have no idea if you can work the hours they are looking to fill.

The screenshot shows a form titled "Availability" with a hamburger menu icon in the top right corner. Below the title, there is a "Semester*" section with three checkboxes: "Fall", "Spring", and "Summer". Below this is a prompt: "When are you available? Please be specific as to the hours of each day you are available*". There are seven text input boxes, one for each day of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. At the bottom of the form are two buttons: "Continue" and "Save and exit".

4. Save and Exit
5. Once you submit your application, email a copy to yourself and print. You may want to visit the hiring office on campus (with a copy of your application) to inquire about their opening and when they plan to interview candidates.

The Interview

Once your application has been chosen by an office, they will call you for an interview. Be sure to be prepared to answer questions about yourself and why you would be a good worker.

Here are some typical questions you should be prepared to answer:

Tell me about yourself?

Tell me about your customer service (computer, etc.) skills?

Why would you like to work in this department?

Come to the Job Placement Resource Center in W207 if you need help with your interviewing skills.

Criminal Background Checks

Only students in certain areas are required to pass a criminal background check, students who:

- Deal with money
- Work with IT equipment
- Work in childcare

Your supervisor will tell you if and when they are performing the background check. If a background check has been ordered, an email will be sent to you with instructions concerning the background check.

Pay Schedule/Time Sheet Entry



Students will be paid every two weeks according to the College's payroll schedule. The starting salary is \$8.25/hour. It is up to the department to set your pay rate and your work schedule.

All student workers will fill out their online time sheet in Oracle. Instructions for filling out a time sheet will be given by your department when you are hired.

Be sure to:

- Keep an accurate record of hours worked.
- Adhere to time sheet deadlines set by your supervisor

Student Employee Responsibilities

When you accept a student employee assignment, you AGREE TO:

- ✓ Adhere to Harper College's [Code of Student Conduct](#).
- ✓ Maintain confidentiality at all times. Some student employees will have access to confidential information. You will sign the "Employee Confidentiality Agreement" as part of your onboarding process
- ✓ Ask your supervisor when you have questions.
- ✓ Discuss workplace problems directly with your supervisor.
- ✓ Exercise professional etiquette. This includes, but is not limited to, dressing appropriately for the work setting, cleanliness, personal hygiene, manner of speech, and other proper conduct.
- ✓ Deliver excellent customer service.
- ✓ Conform to your supervisor's rules regarding homework in the workplace. If homework is permissible in your office, only do homework when all of your work tasks have been completed. When a work task arises, stop doing your homework.
- ✓ Abide by your supervisor's regulations regarding computer and Internet usage.
- ✓ Follow your supervisor's policy regarding personal telephone calls. If personal calls are permitted, they should be kept to a minimum.
- ✓ Avoid engaging in overly social behavior with fellow student employees or other students while at work.
- ✓ Follow safe working practices and observe safety rules. Employees safety is a responsibility shared by the College and every student employee.
- ✓ Promptly notify the supervisor of any job-related accident.

The #1 reason
you will be
fired – not
showing up!

Attendance and Punctuality

- Report to work on time and be ready to work.
- Make requests for time off as early as possible. Projects, exams and college-related activities may occasionally interfere with your work schedule. Most supervisors will make every effort to accommodate your request.
- Follow your supervisor's procedures regarding notification when you will be absent because of illness or emergency.
- Repeated tardiness and excessive absences will be grounds for termination from the job.

Workplace Etiquette

Following these simple rules will make for a good working environment.

- ✓ Be sure to show up on-time, every day you are scheduled to work.
- ✓ Make sure that you know the dress code for your department and follow it.
- ✓ Don't answer your cell phone or text during work hours.
- ✓ Don't be checking facebook or any social media accounts.
- ✓ Do not have personal mail sent to you at Harper or use Harper's address for non-Harper business.
- ✓ Be sure to work with enthusiasm and have a smile.

Student Dress Code

General guidelines regarding clothing NOT to wear in most on-campus positions are as follows:

- Flip-flops
- Cutoffs
- Inappropriate t-shirts or sweatshirts
- Ragged clothing
- Halter tops/tank tops
- Micro-miniskirts
- Revealing attire
- Bare midriff
- Low-rise pants
- Underwear as outerwear
- Hats should not be worn in the office except for religious reasons



A more department specific dress code may be required, depending on the department. Some departments allow you to dress more casually, depending on job duties, while other departments will require you to dress more professionally.



Job Performance

You are expected to perform the job duties as required by your supervisor. Job duties will vary from position to position, but all student employees are expected to complete all job tasks completely, accurately, and in a timely manner. You should have a clear understanding of what is expected of you, and ask questions when you do not understand. You should also have a copy of your job description.

Evaluations can be expected each semester or at least once each year. A sample evaluation is attached at the end of this handbook. Be sure to discuss your performance with your supervisors and ask for ways that you can improve.

Resignation

Providing your supervisor two weeks' notice when you are going to end your employment is appropriate business etiquette.

Termination

Student employees may be terminated at any time.

The following problems account for the majority of student employee terminations:

1. Student employees should be familiar with the Code of Student Conduct. Failure to adhere to the Code of Student Conduct may result in termination of student employment.
2. Unreported absences, excessive absences and/or tardiness as a general rule will result in termination.
3. Fraudulent reporting of hours worked constitutes gross misconduct and typically will result in termination of student employment.

Student Employee Exllence Development (SEED)

The Harper College Student Employee Exllence Development (SEED) program is designed to provide you with opportunities to enhance your skill set, knowledge base, and leadership potential so you can excel in the student workforce and in your future career.



Benefits of Participating

The SEED program gives you the chance to attend paid, one-hour workshops on a variety of topics related to employment and work/life balance.

Here are a few of the benefits of participating:

- Turn your employment into a personal and professional development opportunity
- Learn to connect your student job to your career goals
- Improve your communication, time management and stress management skills
- Discover valuable resources available to you across campus
- Increase your cultural competency and ability to work effectively with others

If you complete the program requirements, you also will:

- ***Receive a program certificate***
- ***Be able to list “Student Employee Excellence Development certificate” on your resume***
- ***Be recognized during the Student Employee annual lunch in April***

Certificate Requirements

To earn the SEED certificate you must have at least 100 hours of employment (i.e. 5 hours for 20 weeks) as a student aide at the College. This requirement can be met at any time during the school year (September– May)

Attend at least 4 workshops (check topics and dates on the Student Portal)

You must complete the workshop attendance and written reflection requirement within the year (September– May)

Submit to the JPRC a 1-2 page written reflection on what you learned in the workshops. Please see guidelines.

How Do I Participate?

Participation in the program is free! All you have to do to participate in the program is register for the SEED workshops by contacting the JPRC at 847.925.6400 or online at harpercollege.edu/jprc.

Guidelines for Written Reflection

To receive the SEED certificate you must submit to the Job Placement Resource Center (JPRC), via email jprc@harpercollege.edu, a written reflection that addresses what you learned in the SEED Program and/or from your employment with the College.

The reflection should be 1 – 2 pages double spaced in length. (Send as a Word doc or PDF)

Please select and respond to one or two of the following prompts for each workshop you attend.

- What stood out to you? What surprised you, really clicked with you, interested you, or made you want to learn more?
- What will you do differently in your current student job based on what you've learned? (For example, what will you do more of or less of?)
- What are three major points you learned that you could share with someone in your same position to increase job performance?
- What is a career goal you're considering? How might you use your SEED training in your future career?
- What is one of your biggest strengths? How can you put that to work for you in your student job or future career? What is a quality you want to work on? What actions will you take, and/or what resources will you use, in order to work at this?

You will have up to two weeks after attending the program to submit your reflection.

FREQUENTLY ASKED QUESTIONS



1. *How do I find a job?*

Go to the Harper College online employment site at jobs.harpercollege.edu. Click on “Available Positions” you are able to **sort Student Worker** openings. Review the job description and apply to each job that you are interested in. You will need to fill out an application for each position.

2. *How do I apply for a job?*

Via the online employment site:

- Click on the “Available Positions”.
- Sort by “Student Worker”
- Click on any job for which you have an interest to review the position description
- If interested hit the “Apply now” button to begin the application process
- Please contact the HR Recruitment Office at 847-925-6430 if you have any questions.

3. *How do I increase my chances of getting an interview?*

After you have applied for a position online, you can go to that office/department on-campus and introduce yourself.

4. *What offices are hiring?*

Typically the Health & Recreation Center, Library, Computer labs, the business office and department offices hire student aides. Check the employment website to see openings, but you can also ask any area if they need a student aide.

NOTE the Harper Bookstore is run by the Follett Company. To work at the bookstore you must apply on line at <http://www.follett.com/follett-CAREERS> click on careers.

The Harper Dining Services are run by Sodexo. To work at any of the cafes, catering, Starbucks or Subway apply at <http://www.sodexo.com/en/careers/work-for-sodexo.aspx>

When do offices hire?

Most offices hire at the beginning of the semester, especially in August, September and January. But there may be openings throughout the year.

How do I know if I have or am eligible for Federal Work Study?

Federal Work Study is part of your financial aid but you must ask for the money to be applied to your account. If you have submitted a FASFA form for financial aid go to the One Stop in Building A first floor and ask them to check if you are eligible for Federal Work Study.

FREQUENTLY ASKED QUESTIONS – Cont.

5. *I have changed my class schedule. How do I update my on-line application?*

Log into your account on the Harper job site at jobs.harpercollege.edu. You are able to edit your application.

6. *I forgot my password for the on-line job site, how do I find it?*

Use the Account assistant on the jobs.harpercollege.edu to have the password reset sent to your email.

7. *Do I have to fill out a new application for every job that I want to apply for?*

Your profile (name, address, phone, email) will carry over to the applications. You must fill out the rest of the information for each job for which you apply.

Sample Student Evaluation

Name _____

Date _____

	Superior	Above Standard	Meets Standard	Below Standard	Unsatisfactory	Comments
ADAPTABILITY: Ability to learn quickly; ability to adjust to change in job assignments, methods, personnel, or surroundings.						
ATTENDANCE: Absenteeism; punctuality; remaining on the job.						
COOPERATION: Willingness to take supervision; ability to get along with co-workers and others.						
CREATIVITY: Talent for having new ideas, for finding new and better ways of doing things.						
CUSTOMER SERVICE: Ability to use good judgment when dealing with customers. Degree of politeness and friendliness shown to the customers.						
DEPENDABILITY: The degree the employee can be relied upon to get the job done.						
JOB KNOWLEDGE: Degree of familiarity with job procedure and essential equipment to satisfactory job performance.						

<p>QUALITY OF WORK: Consider accuracy; attention to detail and neatness of work, need to re-do work; orderliness of work place.</p>						
<p>REASONING: Ability to use good judgment to arrive at sound conclusions and the ability to take timely action.</p>						
<p>INITIATIVE: Self-starter; finds work to do; self-motivated.</p>						

Overall Performance Evaluation:

Employee Signature

Supervisor Signature