

# RRCC STUDENT EMPLOYMENT HANDBOOK



Spring 2018

Red Rocks Community College

# RRCC Student employment handbook

## RED ROCKS COMMUNITY COLLEGE

*Greetings coworker,*

*Congratulations on becoming a member of the Red Rocks Community College team! In your dual role as student and employee, you are in a unique place within this institution; you are both the recipient and benefactor of what we hope to be an exceptional student experience. Your employment with us should provide you with new skills and valuable work experience, helping you to transition boldly from RRCC to the workplace or University environment. At the same time, your insight as a student will help to promote the best parts of RRCC, and the work you do here should provide guidance and understanding to your fellow students. As employees, we strive to be a community of cooperative, collaborative individuals, with the aim of exemplifying the mission and values of RRCC.*

### **Vision**

We envision Red Rocks as a national and international leader in community college education recognized for accomplishment of our students' goals, engagement with our community, empowerment in our workplace, and commitment to our values.

### **Mission**

**Our mission** is to provide students with opportunities for growth and development that set the foundation for self-directed learning, academic achievement, and career accomplishment. We do this through high quality, innovative educational programs that convey our passion for learning, our commitment to excellence, and our dedication to our students and the communities we serve.

### **Values**

**Red Rocks Community College values Integrity.**

**Red Rocks Community College values Collaboration.**

**Red Rocks Community College values Learning.**

**Red Rocks Community College values Inclusiveness.**

**Red Rocks Community College values Communication.**

*Thank you for taking on the challenge and distinction that is student employment. I wish you all the best in this role and in all your future endeavors.*

- **Bob Miller, Coordinator of Student Employment**

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## OVERVIEW OF STUDENT EMPLOYMENT

### Goals of Student Employment

Student employment should be viewed as a mutually beneficial learning experience that duplicates outside employment (affording students realistic work experience) while also focusing on a student's education. It should be a win-win situation in which the student employee gains valuable work experience, professional references, job skills and income, while the college gains reliable, versatile labor.

### Types of Student Employment and eligibility

**Work-Study Employment** – This type of employment is characterized by the fact that funding for such positions comes from the state or federal financial aid system. It requires that a FAFSA be completed and that students accept work-study funds. Students must be enrolled in a minimum of six credit hours in the semester in which they are working. Work-study funding is not available in the summer semester. If a work-study employee drops below the six credit hour minimum enrollment, they will no longer be eligible for employment.

**'Student Hourly' or Departmental Student Employment** – Unlike work-study employment, departmental student employment does not require any interaction with financial aid department. Funding for these positions comes directly from the department employing the student. Students must be enrolled in a minimum of six credit hours in the semester in which they are working to be eligible for departmental student employment.

In the summer semester, students are eligible for departmental student employment if they are registered for six credit hours or have pre-registered for courses during the fall semester. If a student is working in the summer semester but is registered for fewer than six credit hours during that semester, they will be required to contribute to a TIAA individual retirement account. If a departmental student employee drops below a six credit hour minimum enrollment in any semester (or terminates their fall pre-registration during the summer semester), they will no longer be eligible for employment effective on the first day of the subsequent payroll cycle.

### Campus-Wide Policies

The following policies should be reviewed and acknowledge during the onboarding process and are listed here for your reference:

- ▣ [Drug-Free Workplace Policy](#)
- ▣ [Sexual Misconduct Statement](#)
- ▣ [Violence/Firearm Policy](#)
- ▣ [Civil Rights Grievance & Investigation Process for Employees](#)
- ▣ [Colorado Community College System code of Ethics](#)
- ▣ [Relationships and Conflicts of Interest](#)
- ▣ [Whistleblower Protection Policy](#)

- ❑ [Electronic Communication Policy](#)
- ❑ [Affirmative Action/Anti-Discrimination Policy](#)

## Confidentiality

No matter your position on campus, you will have access to private information about the institution and individuals within the institution. This information is private and protected at the [CCCS level](#) and in some cases the federal level ([FERPA regulation](#).) Sharing confidential information could expose the institution and the employee to liability and is expressly prohibited.

## Changes in personal information

If you relocate, change your direct deposit information, change or add to your emergency contact information, or need to modify any other personal information, please visit the human resources office in room 1025, or contact them at 303.914.6570 or [bob.miller@rrcc.edu](mailto:bob.miller@rrcc.edu). Failure to update this information could result in missed correspondence or failure to deposit funds (in the case of direct deposit information.)

You can update some of this information by logging into 'The Rock', navigating to your 'Employee' tab and selecting any link in the 'Employment Details' channel. From there, you can select the 'personal information' tab and update some of your personal information.

## Employee Identification Cards

Employees of the Audio/Visual and IT departments can obtain an employee identification card by visiting the Student Life Desk. You will need to take a copy of your 'Good to Go' email from the Human Resources Department, or have a Student Life employee call the human resources office to verify your employment status.

## WHAT IS EXPECTED OF STUDENT EMPLOYEES?

Different departments will have varying expectations for student employees, so communication is a key element of the supervisor/student employee relationship.

**Supervisors should provide student employees with a written summary of departmental expectations and their job duties. If your supervisor forgets to provide this, feel free to ask for a summary of expectations early in your employment.**

Students should also make a point of communicating their expectations to their supervisors. What new skills do you hope to cultivate in the position? Are there any duties for which you will need extra instruction? Make sure to communicate this with your supervisor so that unexpected issues don't mar your work experience.

## Student Employee Dress Code

RRCC does not have a universal employee dress code. However, individual departments will have a dress code applicable to full-time and student employees alike, which can vary for several reasons. In the food services department, the dress code is based on the state health code. In customer service roles, the dress code may demand a certain degree of professionalism. Supervisors in each

department are entitled to create and enforce their department's dress code. Inappropriately dressed employees may be sent home or asked to change clothes. Here are some general guidelines for appropriate work attire:

- If you're not sure whether a certain garment will be appropriate, it's probably best to choose another outfit.
- Be careful of the message or graphics portrayed on your clothing. What may be acceptable for a general student might be inappropriate for a student employee.
- Have a sweater or over-shirt in your locker or work area in case of temperature fluctuations or inadvertently wearing inappropriate clothing.
- For clarification, talk to your supervisor about departmental dress code expectations.

## Behavioral Expectations

In our pursuit of providing true-to-life work experiences, student employees are held to similar behavioral expectations as individuals in the general workforce. Some examples:

- Profanity may be common, but it is not professional. Do not use explicit language on the job.
- RRCC strives to be an eminently inclusive environment. Hateful or Negative speech targeted towards any group, student, visitor or your fellow employee is absolutely unacceptable and could result in termination of employment. Additionally, sexually explicit language of any sort is prohibited and could leave an individual liable to harassment charges.
- Be timely in terms of your work schedule. In most departments, you are expected to be present and ready to work at the time your shift starts. If you anticipate being late or being unable to work a given shift, contact your supervisor as early as possible.
- Prepare to act professionally in the work place. Though you may be interacting with your peers in an enjoyable environment, remember that you are representing RRCC in a customer service capacity.
- Refrain from conducting personal business while on the job.

## Disciplinary Guidelines

RRCC assesses all instances of disciplinary action on an individual basis. We believe that student employment should be a learning experience and we therefore try to reserve termination for serious cases of behavioral or performance related malfeasance. In the interest of developing student employees, we believe in working to correct these types of issues before they rise to the level of termination.

The Human Resources Department recommends that the following steps be taken when addressing performance issues:

- 1) Supervisors should acknowledge problem behaviors verbally, and communicate the most appropriate means of correcting the behavior. They should keep a record of this conversation.
- 2) If the behavior persists, a written reprimand should be issued to the student employee, including a time line and method for correcting the problem behavior.

- 3) If the behavior persists, an additional written warning should be administered. Some type of sanction may be utilized, including a temporary reduction of hours or change of job duty.
- 4) Continued failure to correct problem behavior at this point may result in termination.

Certain behavioral issues warrant the bypass of these steps and egregious behavioral issues may result in immediate termination. Supervisors may also have separate procedures for dealing with performance issues. Consult your supervisor about their approach to these issues.

## Injuries during Employment

If you are injured during employment, you must contact the Human Resources Office as soon as possible. If you are able, please visit the HR office (room 1025) in person to obtain information about treatment options. If you are not able to visit the office in person, please contact Michele McCall via email at [Michele.McCall@rrcc.edu](mailto:Michele.McCall@rrcc.edu) or by phone at 303.914.6297.

## Resignations and Terminations

Student employment is 'at-will' and can be terminated by the student or supervisor at any time.

If a student employee wishes to resign, industry standards recommend giving employers notice two weeks in advance. RRCC understands that this is not always possible and acknowledges that student employees can terminate their employment with limited warning. We do ask that students provide us with a brief resignation letter or email so that we can formally terminate their employment, and so that RRCC can use that feedback to improve our processes.

If a student employee is terminated for egregious behavioral issues, they will receive their final paycheck within five days and will not be eligible for future employment with the Colorado Community College System.

## PAYMENT INFORMATION

### Employee Scheduling

The student employee schedule in each department is created by the department supervisor for periods determined by the supervisor. This schedule should take into account an employee's class schedule and complement that schedule whenever possible. Student employees may be asked to fill in unexpectedly if gaps in the department schedule appear.

**CCCS policy disallows student employees from working more than 20 hours per week.  
Any exceptions to this rule will be announced by the human resources office.**

### Electronic Timesheets

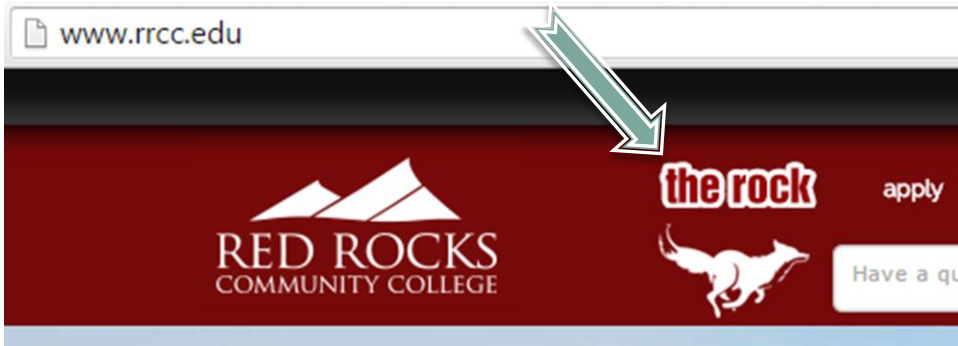
Student employees are required to complete biweekly electronic timesheets in order to be paid. Students should enter their worked hours at the conclusion of each workday and submit their time sheet on the final day of the biweekly pay period. When timesheets are submitted, they will be channeled to the employee's supervisor for approval. Normally, a supervisor will reconcile the time sheet and approve of it. The employee will then be paid normally at the conclusion of the following biweekly pay period.

If the supervisor finds errors on an employee's time sheet, they will return it to the employee for correction. The employee will have until midday on the Monday following the end of the pay period to correct the time sheet and re-submit it for approval. The supervisor will have until five o'clock pm on the Monday following the end of the pay period to approve the time sheet.

Any delay in completing, submitting or approving a timesheet could result in a delay in remuneration.

### How to fill out your electronic time sheet

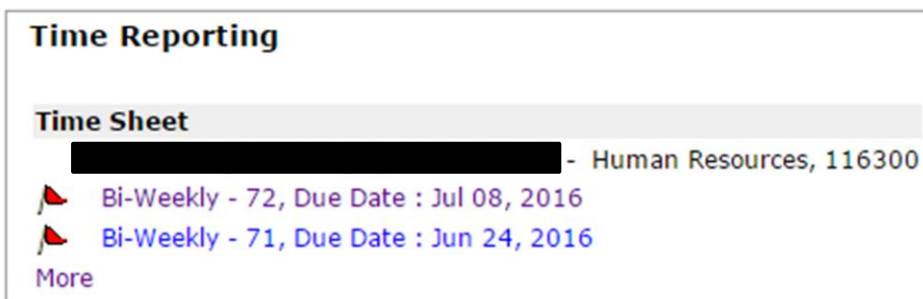
Log into 'The Rock' using your student S-Number and personal password. If you are having issues logging into 'The Rock', visit the IT helpdesk in room 1452 or by calling 303.914.6677.



Once you are logged in, go to your employee tab.



In your employee tab, you should see a channel labeled 'Time Reporting'. In this channel, you will see a link to your job and the dates of the current pay period. If you have multiple jobs, all of your jobs will appear within this channel as well. Occasionally, past or future timesheets will also be visible. Make sure to enter your time on the appropriate timesheet. To access your time sheet, click on the link. The red flags will not disappear, even after you've successfully submitted your time sheet. You will also receive email reminders from the payroll office, even if you've already submitted your current time sheet.





Your timesheet will provide a link for each day of the pay period. Click the link on the appropriate day to enter your hours.

| Total Units | Saturday<br>Jun 25, 2016    | Sunday<br>Jun 26, 2016      | Monday<br>Jun 27, 2016      |
|-------------|-----------------------------|-----------------------------|-----------------------------|
|             | <a href="#">Enter Hours</a> | <a href="#">Enter Hours</a> | <a href="#">Enter Hours</a> |
|             | 0                           | 0                           | 0                           |
| 0           | 0                           | 0                           | 0                           |

Enter your arrival time and departure time for each day. Make sure to subtract lunch periods or any break period greater than fifteen minutes in duration.

**Date:**

**Earnings Code:** Regular

| Shift                          | Time In  | Time Out   | Total Hours |
|--------------------------------|--|--|-------------|
| <input type="text" value="1"/> | <input type="text" value="09:30"/> <input type="text" value="AM"/> | <input type="text" value="01:45"/> <input type="text" value="PM"/> | 4.25        |
| <input type="text" value="1"/> | <input type="text" value="02:15"/> <input type="text" value="PM"/> | <input type="text" value="05:00"/> <input type="text" value="PM"/> | 2.75        |

Once you save the hours you've entered, they'll appear on your time sheet.

| Monday<br>Jul 04, 2016      | Tuesday<br>Jul 05, 2016 | Wednesday<br>Jul 06, 2016 |
|-----------------------------|-------------------------|---------------------------|
| <a href="#">Enter Hours</a> | <a href="#">7</a>       | <a href="#">8.5</a>       |
| 0                           | 7                       | 8.5                       |

You will notice that time can only be entered in fifteen minute increments. Therefore, some rounding is required. For example: if you arrived to work at 8:09 a.m., you will enter 8:15 a.m. on your time sheet. If you leave for lunch at 9:55 a.m., you will enter 10:00 a.m. on your timesheet.

**Date:** Monday, Jun 27, 2016

**Earnings Code:** Regular

| Shift | Time In  | Time Out | Total Hours |
|-------|----------|----------|-------------|
| 1     | 8:15 AM  | 10:00 AM | 0           |
| 1     | 10:30 AM | 2:45 PM  | 0           |
| 1     | AM       | AM       | 0           |
| 1     | AM       | AM       | 0           |
| 1     | AM       | AM       | 0           |
|       |          |          | 0           |

A rounding guide where X represents the given hour:

Round down if you arrive or depart between X:00 and X:07, X:15 and X:22, X:30 and X:37, or X:45 and X:52.

Round up if you arrive or depart between X:08 and X:15, X:23 and X:30, X:38 and X:45, or X:53 and X:00.

On the final day of the biweekly pay period (or on a day of your supervisor's preference) submit your time sheet for approval.

**Total Units:**



**Submitted for Approval By:**

If you experience issues with any of these steps, please contact the Human Resources Office at 303.914.6300.

## Payment Schedule

The biweekly payroll calendar is available on the student employment website or by clicking the link below. This calendar details when you need to submit your electronic timesheet and when you can expect to be paid.

[Spring 2018 Biweekly Payroll Calendar](#)

[Summer 2018 Biweekly Payroll Calendar](#)



**Helpful Bob says,** “Use the biweekly payroll calendar to determine the end of the next biweekly pay period. Create a calendar event on your phone with an attention grabbing title like: “Time to Tackle your Timesheet, Timbo!” (Timbo is a fun nickname you have for yourself, in this scenario.) Set this calendar event to alert you on Fridays, every other week. You can thank me later.”

Payday and the timesheet due date always coincide on the last Friday of the biweekly payroll cycle. You can expect to be paid two weeks after you submit your electronic timesheet. Your first paycheck may feel like it is delayed because of this function of the cycle. For example, if you begin work on the first Monday of a pay period, you will work for two weeks, submit a timesheet, and then work for two more weeks before you receive your first paycheck. This is because your paycheck arrives two weeks after your submit your timesheet. You can expect a paycheck every two weeks thereafter, provided you don’t have any extended gaps in employment.

## Student Pay Rates

Student Employee compensation is determined via the ‘Student Compensation Pay Matrix.’ The Matrix consists of four levels and three tiers. The pay level (I, II, III, IV) for a given position is determined by the positions requisite skill level and they types of duties it entails. A student’s tier (I, II, III) which will always begin at tier I, can be increased yearly through merit based wage increases as requested by a supervisor. Below is a visualization of the current pay matrix, which begins at \$10.20/hour. The precise wage associated with each level/tier is determined by the Human Resources Office on a yearly basis.

| 2018      | TIER I  | TIER II | TIER III |
|-----------|---------|---------|----------|
| LEVEL I   | \$10.20 | \$10.45 |          |
| LEVEL II  | \$10.50 | \$10.75 | \$11.00  |
| LEVEL III | \$11.00 | \$11.25 | \$11.50  |
| LEVEL IV  | \$12.00 | \$12.25 | \$12.50  |

## Pay stubs and W-2

Verification of earnings (your pay stub) will be delivered to your student email on the day of payment. You can also find an archive of your pay stubs and your most recent W-2 by logging into ‘The Rock’, navigating to your ‘Employee’ tab and clicking the ‘Pay Stub’ link.

## Holidays and Leave

Student employment is considered hourly employment. Therefore, students are not compensated for any time not physically worked. During certain holidays, campus will be closed and student employees will not be permitted to work without approval from the HR office. Students should be careful not to report any hours during campus closures or holidays. Students are not eligible for payment during snow closures.

If a student is summoned to jury duty, they will be compensated at their regular hourly rate for whatever time has been scheduled in advance. For example: if a supervisor creates the departmental schedule one week in advance and a student is summoned to jury duty for the entirety of that week, they will be compensated for that time. However, if the jury duty extends beyond the student's pre-determined schedule, that time is not compensable. Students will need to present evidence of their jury summons.

## STUDENT EMPLOYMENT EXPERIENCE

### Performance Evaluations

Your supervisor may wish to conduct performance evaluations with you periodically throughout your employment. We encourage this process and see it as a valuable tool in developing student employees and refining work processes.

The evaluation process is also an opportune time for student employees to provide feedback to supervisors. If you have a suggestion as to how your job can be done more efficiently or ways your supervisor can help you excel, feel free to make those ideas known!

### Employment Verifications

RRCC uses 'The work number' to provide automated employment and income verification for our employees. The Work Number is a fast and secure way to provide proof of your employment or income—necessary for many of today's life events including obtaining credit, financing a home or automobile, obtaining a housing lease or securing government benefits or services. The Work Number simplifies the verification process and accelerates qualifying decisions through an online system available to verifiers 24 hours a day, 7 days a week.

Please direct entities in need of proof of your employment or income to [www.theworknumber.com](http://www.theworknumber.com). They may also call 800-367-5690 for assistance. For additional information about The Work Number, creating a salary key, or accessing your Employment Data Report, please visit [www.theworknumber.com/employees](http://www.theworknumber.com/employees).

### Questions, Concerns and Important contacts

Most questions about the technicalities of RRCC policies are addressed on the [RRCC policies and procedures page](#). Procedures pertaining specifically to student employment appear on the [RRCC student employment procedures page](#).

General questions and comments about student employment can be addressed through the Human Resources Coordinator for Contingent Employment, Bob Miller. Bob can be reached via email at [bob.miller@rrcc.edu](mailto:bob.miller@rrcc.edu) or by phone at 303.914.6300.

Most workplace concerns should first be addressed through a student employee's direct supervisor. A supervisor will be able to assess whether or not a concern can be addressed within the department or if it warrants elevation.

Concerns about an RRCC employee or supervisor should be brought to the attention of the human resources department. The human resources department is in room 1025 on the Lakewood campus, and can be reached at 303.914.6570

Campus wide concerns of any sort can be addressed anonymously through the RRCC ['Report a Concern'](#) utility.

For personal wellness, the student health center can be contacted at 303.914.6655. This number can also be used to make appointments with our behavior health counselor to help manage stress, anxiety, depression, grief and other challenges.

Questions about financial aid should be addressed through the financial aid office by calling 303.914.6256 or emailing [finaid@rrcc.edu](mailto:finaid@rrcc.edu).