Federal Work Study
Job Orientation
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Work Study Basics

• Federal Work-Study is a temporary or part-time hourly employment.
• Jobs and employers are set up by the financial aid office.
• Students work between 10-20 hours weekly.
• Wages range from $7.00 to $8.00 an hour.
• Jobs are assigned to all IRSC campuses
Basics of the Award

- Your award is the amount of total dollars you may earn from a federal work study job.
- You may not earn more than the award limit.
- You must monitor your hours to ensure you do not go over the total allotted.
- The financial aid office calculates the hours you will work as follows:
  - Award Amount \times Weeks \times Wage = Hours
  - Example: $1500 \times 16 \times $7.00 = 14 hours
Paycheck

• You should receive your first paycheck within three to four weeks from your start date.

• Checks are distributed on the 15\textsuperscript{th} and the last workday of the month

• You can pick your check up:
  ➢ On Campus/Cashiers office or
  ➢ Direct Deposit
YOU WILL NOT BE PAID IF:

• You work without a contract

• You don’t submit your timesheet

• You don’t sign your timesheet

• Your work study paperwork is not complete
Professionalism in the Workplace

- Professionalism is a set of internalized character strengths and values directed toward high quality service to others through one’s work.

- Be task-oriented and service-oriented
Dress Code & Appearance
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• You represent IRSC and therefore, the presentation you make to our students, guests, visitors and co-workers is extremely important.

• You are expected to dress in business casual attire.

• This includes: sport and golf shirts, dress pants and khakis for men; skirts, dresses, slacks and pants, shirts and tops are permitted for women.
Dress Code & Appearance

• Your clothes should be clean and well pressed.

• Hair (including facial hair) must be neat and well groomed.

• Personal appearance should be a matter to every employee. If your Supervisor feels your attire is out of place, you will be asked to leave your work place and return to work with the proper attire.

• Dress code may vary depending upon your department, please consult with your supervisor.
Telephone Etiquette
Telephone Etiquette

• Courtesy is as important in speaking over the phone as in talking to people face to face.

Telephone Guidelines:
• Answer telephone promptly
• Speak pleasantly, be welcoming
• Identify your place of business and department
• Acknowledge that you are willing to help
• Liberally use, “Sir, Ma’am, Please and Thank you”
Etiquette

With the number of students we serve, there will be times when you will have to multi-task. Below are helpful phrases to direct this process:

“I will be right with you”

“Thank you for waiting, how may I help you”

“Please hold one moment”

“Thank you for holding, how may I help you?”
Time Management
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• Time management refers to the development of processes and tools that increase efficiency and productivity.

• Show up on time (Be Punctual)

• Make efficient use of resources and time

• If you need to adjust your work schedule, please inform your supervisor as soon as possible.
Work Ethics
A good work ethic involves a set of values based on hard work and diligence. It refers to being professional, competent and reliable.
Job Responsibilities
Job Responsibilities

- It is your primary responsibility to service all students in the Student Success Services department.
  - Ask how you can help them
  - Direct students to the appropriate area and/or point of contact.
  - Assist with orientation set-up, FAFSA, student accounts and emails.
  - Enforce printing policies and computer usage policies.
Daily Job Responsibilities

- Check all printers for paper.
- Ensure the environment is clutter free and safe.
- Make sure chairs are pushed in and trash removed from the computer areas.
- Stock cards, schedules, forms and catalogs as needed or by the request at front desk, SSS desk, Career Center and all Assistant desks.
- Ask advisors if they need any items re-stocked.
Standards of Conduct

• Work-Study students shall perform their duties in conformity with the highest professional standards of conduct endorsed by the College, including, but not limited to the following:

  ➢ To abide by all College policies & procedures;
  ➢ To treat all co-workers, students, and the public with respect and dignity;
  ➢ To manage work time for maximum effectiveness and efficiency;
  ➢ To refrain from engaging in activities or conduct that might discredit or disrupt the College, students, or co-workers;
  ➢ To perform duties in accordance with exemplary professional principles and practices.

• Work-Study students who violate this policy may be subject to disciplinary action up to and including termination.
FERPA

- All students admitted to Indian River State College, regardless of age are protected by FERPA regulations.

- Student educational records are characterized as directory information or personally identifiable information.

- Student directory information is considered public. IRSC identifies student directory information as the student’s name, address, listed telephone number, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of College attendance, degrees and awards received, and previous educational institutions attended by the student. This information may be released without the student’s written permission at the discretion of the College. All requests must be submitted in writing.

- A student may opt to keep directory information confidential by signing a Non-Disclosure Request.

- Student personally identifiable educational records (e.g. SSN, SID, Grades, GPA, and Schedule) are considered confidential and may be not released without the written consent of the student, except by provisions outlined in FERPA regulations. All exceptions are handled by fulltime staff of your assigned department.
Work Study Affirmation

• Work study students are responsible for maintaining the security, confidentiality and integrity of student records, such as:
  - Storing all student educational records in secured locations at all times;
  - Locking rooms and file cabinets where paper records or other backup media are kept;
  - Changing system passwords periodically and not sharing passwords with others;
  - Not sharing student personally identifiable information with any third party or in any public manner;
  - Referring calls or other requests for student information to designated individuals in the department; and
  - Reporting any suspicious attempt to obtain student information to the Office of Admissions and Records.