



UNIVERSITY OF
DENVER

Office of Financial Aid
Office of Student Employment

Work-Study Supervisor Handbook

2009-2010

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2009-2010 Work-Study Calendar

July 6	First day of Work-Study employment (student must be registered for fall term)
September 24	Student Employment Off-Campus Part-Time Job Fair
October 15	Deadline for undergraduate students to secure Work-Study employment
January 31	Deadline for undergraduate students returning from study abroad to secure Work-Study employment
March 1	Financial Aid priority deadline for incoming students
April 1	Financial Aid priority deadline for continuing students
April 12-16	National Student Employment Appreciation Week
May 20	Last day of 2009-2010 Work-Study employment (College of Law)
June 3	Last day of 2009-2010 Work-Study employment (main campus)
June 20	Last day of 2009-2010 Work-Study employment (summer enrolled)
July 5	First day of 2010-2011 Work-Study employment (student must be registered for fall term)

Contact List

<p>Office of Student Employment University Hall 210 2197 S. University Blvd. Denver, CO 80208 Ph: 303.871.6792 Fax: 303.871.2341 Email: stuemp@du.edu www.du.edu/studentemployment</p>	<ul style="list-style-type: none"> Awards Work-Study Monitors enrollment status of Work-Study employees Processes Work-Study paperwork Maintains Work-Study employee files and records Troubleshoots Work-Study award and payroll issues Developes and manages the Community Service Work-Study program Locates and develops jobs for the Off-Campus Job Database Maintains the Student Employment website
<p>Office of Financial Aid University Hall 210 2197 S. University Blvd. Denver, CO 80208 Ph: 303.871.4020 Fax: 303.871.2341 Email: finaid@du.edu www.du.edu/finaid</p>	<ul style="list-style-type: none"> Manages the financial aid application and verification process Monitors academic progress for Work-Study employees Assists graduate departments with the financial aid awarding process Processes withdrawals
<p>Payroll Office Mary Reed 107-A 2199 S. University Blvd. Denver, CO 80208 Ph: 303.871.3754 Fax: 303.871.4221</p>	<ul style="list-style-type: none"> Houses W-4s and tax exemption status Sends out W-2s Releases paychecks Processes Direct Deposit Forms
<p>Human Resources Mary Reed 4th Floor 2199 S. University Blvd. Denver, CO 80208 Ph: 303.871.7420 Fax: 303.871.3656 www.du.edu/hr</p>	<ul style="list-style-type: none"> Drug and Alcohol Policy Anti-Discrimination Policy Workplace violence Offers professional development courses Houses I-9 records
<p>Career Center Suite 30 Driscoll Center South 2050 E. Evans Ave. Denver, CO 80208 Ph: 303.871.2150 Fax: 303.871.4335 Email: career@du.edu www.du.edu/studentlife/career</p>	<ul style="list-style-type: none"> Directs internship program Offers career counseling Organizes employment workshops for resume writing, interview techniques, etc. Hosts career fair

Work-Study Program

The Work-Study Program provides jobs for students with financial need, allowing them to earn money to help pay education expenses. The program encourages community service work and work related to each student's course of study. Work-Study jobs are available both on and off campus. If the student works off-campus, then the employer will be a private nonprofit organization or a public agency. The work performed must be in the public interest.

Although many students qualify for Work-Study, a Work-Study award is not offered to all eligible students because funding is limited. We make a conscious attempt to support the employment needs of all University of Denver students to the greatest extent possible.

Work-Study Program Objectives

- To assist students in meeting educational costs.
- To the maximum extent possible, provide jobs that complement and reinforce the student's educational program or career goals.
- To regulate employment conditions that are appropriate and reasonable according to the type of work performed.
- To make students aware of community service job opportunities and encourage them to get involved with local nonprofits and government agencies.
- To provide a human resource to the University of Denver.

Community Service Work-Study Program

As a requirement of the Federal Work-Study Program, the University of Denver must make students aware of community service opportunities and employ Work-Study students in community service jobs.

Community Services Defined

For the purpose of the University of Denver Federal Work-Study Program, community services are defined as services designed to improve the quality of life for community residents, particularly low-income individuals, or to solve particular problems related to their needs. These services include:

- such fields as health care, child care, literacy training, education (including tutorial services), welfare, social services, transportation, housing and neighborhood improvement, public safety, crime prevention and control, recreation, rural development, and community improvement;
- work in service opportunities or youth corps as defined in Section 101 of the National Community Service Act of 1990, and service in the agencies, institutions, and activities designated in Section 124 (a) of that act;
- support services for students with disabilities (including students with disabilities who are enrolled at the school);
- activities in which a Work-Study student serves as a mentor for such purposes as tutoring, supporting educational and recreational activities, and counseling (including career counseling).

There is no restriction as to whether these jobs are located on or off campus. On-campus jobs can meet the definition of community services, provided that the services are open and accessible to the community. The service provided by the Work-Study employee must be in the public interest, meaning it primarily benefits the community as opposed to the agency or school. Work is not in the public interest if:

- it primarily benefits the members of an organization with membership limits, such as a credit union, a fraternal or religious order, or a cooperative;
- it involves any partisan or nonpartisan political activity or is associated with a faction in an election for public or party office;
- it is for an elected official unless the official is responsible for the regular administration of federal, state, or local government;
- it is work as a political aide for any elected official;
- it takes into account a student's political support or party affiliation in hiring him or her;
- it involves lobbying on the federal, state, or local level.

Tax-exempt status as described in the Internal Revenue Code is not an automatic qualification for the Community Service Work-Study Program. The Office of Student Employment reviews all Community Service Work-Study job descriptions and classifies them for the Community Service Work-Study Program.

Community Service Contracts

Once the job description has been reviewed and classified as community service, the University of Denver must enter into a written agreement (contract) with the agency. Student Employment staff are authorized to contract with agencies on behalf of the University of Denver. Neither department supervisors nor students are permitted to contract with the agency. Contracts must be renewed every academic year. The agency is required to submit a copy of the State Form or IRS Form and the Bylaws, Constitution, or Charter for verification.

Student Employment staff will ensure that the agency is a reliable agency with professional direction and staff and that the work performed is consistent with the purpose of the Community Service Work-Study Program. In contracting with potential community service agencies, priority will be given to jobs that meet the human, educational, environmental, and public safety needs of low-income individuals. For-profit agencies do not qualify as community service employers.

The agency will maintain time and attendance records and retain such records for a period of five years. The University of Denver assumes payroll responsibility and bills the agency for **30%** of student earnings on a quarterly basis.

The Office of Student Employment is responsible for making sure that payment for work performed is properly documented and that each student's work is properly supervised. Student Employment staff will make annual site visits to determine whether students are doing appropriate work and whether the terms of agreement are being fulfilled. Staff members of the agency must become acquainted with the University of Denver's Financial Aid Office and Office of Student Employment to better understand the educational objectives of the Community Service Work-Study Program.

Community Service Work-Study supervisors are responsible for following all policies and procedures in the *Work-Study Supervisor Handbook*. In general, supervisors are expected to:

- Develop a job description for each position available in the agency.
- Post job openings on the University of Denver Student Employment Website.
- Recruit students who are generally interested in the position.
- Conduct interviews.
- Submit hiring paperwork to the University of Denver in a timely manner.
- Check timesheets for accuracy and completeness. Ensure all areas are filled in and the hours are added correctly.
- Provide supervision and regular communication to student employees.
- Ensure that Work-Study employees do not study while at work.
- Monitor the student's Work-Study earnings.

On-Campus Community Service

On-campus community service is defined as an academic or administrative unit at the University of Denver that provides services to the Denver community. If the school provides services through off-campus sites, these sites are considered "on-campus" community service as long as the services are open to the community. A service is considered open to the community if the service is publicized to the community and members of the community use the service. Collaborative projects affiliated with the University of Denver are eligible for on-campus community service classification and will not be billed for student earnings. These may include, but are not limited to:

- Center for Community Engagement and Service Learning (CCESL) – The Bridge Project
- CCESL – Public Achievement
- CCESL – Denver Commission to End Homelessness
- CCESL – Transportation Solutions
- College of Education (COED) – Rick's Center
- COED – Fisher Early Learning Center
- COED – Highline Academy
- Special Community Programs (SPCP) – Volunteers In Partnership
- Graduate School of Professional Psychology (GSPP) – Professional Psychology Clinic

Student Employment staff will determine the eligibility of University of Denver collaborative projects for the Community Service Work-Study Program.

Off-Campus Community Service

Off-campus is defined as a private nonprofit organization or a federal, state, or local public agency. Agency address is not a factor in determining off-campus community service. The nonfederal share of Work-Study wages paid to a student working off-campus is **30%**. The nonfederal share is paid by the agency on a quarterly basis.

Community Service Tutor

The nonfederal share of Work-Study wages paid to a tutor is **30%**. The nonfederal share is paid by the agency on a quarterly basis. A tutor is defined as a student:

- employed as a reading tutor for preschool age children or elementary school children,
- employed as a mathematics tutor for children in elementary school through ninth grade,

- performing literacy activities in a family literacy project that provides services to families with preschool age children or elementary school children, which includes Even Start and Head Start.

Elementary school is defined by the Colorado Department of Education as grades K-6.

A family literacy program integrates four components. It provides:

- literacy or pre-literacy education to children,
- literacy training for parents or other caregivers of children in the program,
- a means of equipping parents or other caregivers with the skills needed to partner with their children in learning,
- literacy activities between parents or other caregivers and their children.

Community Service Work-Study Job Description

Community Service job descriptions are required for every Work-Study position and will be reviewed by the Office of Student Employment prior to hiring or contracting with an agency.

Community Service Work-Study Paperwork

The Office of Student Employment will provide all off-campus community service employees with a *Work-Study New Hire Form, I-9, Affirmation Statement, and W-4*. Off-campus agencies will submit new hire paperwork directly to the Office of Student Employment. The Office of Student Employment will provide timesheets, collect timesheets on a bi-weekly basis, and process payroll time entry for off-campus employees. Agencies will be billed on a quarterly basis for 30% of the student’s earnings.

Graduate Work-Study

To qualify for a Work-Study award a graduate student must:

- be a U.S. citizen, permanent resident, or eligible non-citizen (as determined by FAFSA),
- submit a FAFSA (if flagged for verification, additional documents will be required),
- demonstrate financial need.

The Office of Financial Aid requires graduate students to be enrolled **half-time**, 4 credit hours per term, to be eligible for Work-Study. Graduate students enrolled in “Continuous Enrollment” are also eligible for a Work-Study award. The Work-Study job is guaranteed for only one academic year; every student must re-apply annually. Students may only retain one Work-Study position at a time, and may not utilize both Work-Study funds and a GTA or GRA waiver within the same quarter or semester.

Undergraduate Work-Study

To qualify for a Work-Study award an undergraduate student must:

- be a U.S. citizen, permanent resident, or eligible non-citizen (as determined by FAFSA),
- submit a FAFSA, IVF, and prior year taxes by the priority date,
- demonstrate financial need.

The Office of Financial Aid requires undergraduate students to be enrolled **full-time**, 12 credit hours per term, to be eligible for Work-Study. The Work-Study job is guaranteed for only one academic year; every student must re-apply annually. Students may only retain one Work-Study position at a time.

Work-Study Policies and Procedures

Work-Study Awards

The total Work-Study award depends on when the student applied, the level of need, and the funding level available at the time the student applied. Work-Study is need-based and awarded on a first-come, first-served basis. The standard award amount is **\$3,000** for continuing undergraduate students and **\$2,500** for incoming undergraduate students. For graduate students, the standard award amount is **\$5,000**. The maximum Work-Study award for an undergraduate student is **\$6,000** and the maximum award amount for a graduate student is **\$10,000**.

For newly awarded students, all Work-Study funds are distributed on a first-come, first-served basis, to those who met the priority deadline.

Priority Date for New Students: March 1st

Priority Date for Continuing Students: April 1st

In mid-May, awarding begins for continuing students. Students who submitted a complete financial aid application by April 1 are given priority during the awarding process. Work-Study funds are awarded to:

1. students who posted earnings for a Work-Study award in the previous year and submitted a complete financial aid application by the priority date, April 1, neediest students first.
2. students who did not receive Work-Study in the previous year, submitted a complete financial aid application by the priority date, April 1 and indicated on the Free Application for Federal Student Aid (FAFSA) that s/he would like Work-Study, neediest students first.

Because Work-Study is a highly competitive financial aid award, there are not enough funds to award all students that show financial eligibility. In order to accommodate additional requests, a student can ask to be put on a Work-Study waitlist. However, we cannot guarantee that the Office of Student Employment will have the funds to award all additional requests. Employment is an excellent financing option and students can still work even if they do not receive Work-Study. You may contact the Office of Student Employment for more information regarding these options.

Loan Changes

If students are awarded Work-Study through the waitlist process, a loan change may be required. There are two common Work-Study awarding scenarios which require loan changes. In the first scenario, the student does not demonstrate financial need. If the student does not demonstrate need, then it may be possible to reduce the student's **Subsidized Stafford Loan**. In the second scenario, the student's financial aid package has reached the student's Cost of Attendance (COA). If the student has reached the COA, then it is possible to reduce the student's **Private Loan**, **PLUS Loan**, or **Unsubsidized Stafford Loan**.

Students must contact the Office of Financial Aid to authorize loan changes. In this situation, please note that the student may not begin working until the loan has been reduced. It can take up to four weeks to process a loan change.

Award Increase, Cancellation, or Reduction

Award Increase

If a supervisor expects that the undergraduate student will earn more than their award during the year, then the supervisor and student can fill out the *Work-Study Award Increase Form* to request more money. The supervisor and student will be notified by the Office of Student Employment if/when the award increase is processed. Award increases are contingent on a variety of factors pertaining to the student's award, as well as the amount of Work-Study funding left. Not all award increases will be processed due to these restrictions.

In order to receive a Work-Study award increase, a student may need to request a loan change after the disbursement date, in which case the student may need to return loan funds. Students are responsible for contacting the Office of Financial Aid to receive a loan reduction. The loan reduction can take up to four weeks to process.

Award Cancellation

Work-Study awards will be cancelled if:

- The award is not accepted by July 1.
- The student does not find a job by October 15th. Students studying abroad in the fall quarter will have until January 31st.

Reduction

If the student receives an additional scholarship or grant, requests a loan, or makes a loan change, then the Work-Study award will be reduced by any amount necessary to prevent awards that exceed gross need. Work-Study award reductions occur frequently for undergraduate students, thus students and supervisors should anticipate an award change.

Work-Study Job Description

A job description is a written document which describes the duties of the job and the skills and knowledge a successful candidate will need to be hired for the position. Every employee needs a job description so that they clearly understand the nature of their role within your unit.

Supervisors hiring for Work-Study positions are responsible for submitting the *Work-Study Job Description* via the Student Employment website prior to recruiting for the position. Your job description will be associated with a Job Level Classification. You will be notified via email once the job description has been approved.

A Note about Work-Study Job Duties

At the University of Denver, student employees perform a variety of job duties. The Work-Study job is an entry level position for most first and second year undergraduate students. Entry level positions include answering phones, clerical errands, filing, and basic data entry. Many third and fourth year students have already mastered these skills and can perform advanced job duties which include supervising other student employees, graphic

design, managing special projects, and creating training manuals. Graduate students may hold positions varying in responsibility.

Work-Study Job Grade Classification and Pay Grades

Job Level Classification

Job Grade Classifications are separated into levels 0 - 5. By determining the appropriate knowledge, skills, and abilities necessary to perform the job function, you will correlate the most appropriate Job Grade Classification for the job description. Please use the Job Grade Classification worksheet as a guide for this determination. After a *Work-Study Job Description* is submitted to the Office of Student Employment, we will either approve or reject the classification and notify the supervisor via email.

Pay Rates

Department of Education regulations state that pay must be determined according to the type of work performed. In past academic years, Work-Study pay rates have been based on student class level. While level of education is an important factor in the hiring process, it does not provide a comprehensive evaluation of the prospective employee's abilities or the variation in job duties from employee to employee. Pay Grades are associated with the Job Grade Classification and is required to be submitted with the job description.

Work-Study Earnings and Limits

It is your responsibility to monitor earnings and ensure the student does not earn more than their authorized award amount. The Office of Student Employment monitors every pay cycle closely to ensure that the student does not earn more than they are eligible to be paid. When a student earns over their award amount, the Office of Student Employment will correct the overage by charging the department's FOAP provided on the *Work-Study New Hire Form* and terminating the Work-Study position.

To calculate the number of hours per week a student can work, maximizing his/her award, use the following formulas:

$$\frac{\text{Total Work-Study Award}}{\text{Rate of Pay}} = \text{Total Hours of Eligibility}$$
$$\frac{\text{Total Hours of Eligibility}}{\text{Number of Weeks Employed}} = \text{Number of Hours per Week}$$

A student may not earn more than the Work-Study award. However, there is an option for students who expect to earn more than their authorized award amount (see Award Increase section of this handbook).

Work-Study New Hire Paperwork

Submit paperwork to the Office of Student Employment in University Hall 210. Forms are available for download on the Student Employment Website. First, you must ensure that the student has been given a Work-Study award. They can demonstrate this by printing out a copy of their financial aid award letter. If a student does not want to show this letter, you can contact the Office of Student Employment to confirm receipt of this award.

- **Background Checks:** Work-Study employees are required to complete a background check. Each background check MUST be completed prior to the student working any hours. As long as the student

does not take an extended leave from school (more than 120 days), each background check will be effective for the students' entire course of study.

- **Work-Study New Hire Form:** This form must be completed by the student, direct supervisor, timekeeper and Division Budget Officer and be returned to the Office of Student Employment prior to the student's first day of work. The form is required every academic year for all Work-Study employees. The timesheet organization number corresponds to the placement of the student within the time entry process for the University of Denver. In the event the student exceeds their Work-Study earnings, the department is responsible for all overages. Thus, we require a FOAP to be on file for each student so that we can bill appropriately.
- **Work-Study Job Description:** Departments are responsible for attaching a hard copy of the job description to the *Work-Study New Hire Form* for all new hires even if it is "on file" with our office.
- **I-9:** As mandated by the Immigration Reform and Control Act of November 6, 1986, the University administration is required to verify the identity and work eligibility of all employees. The supervisor must verify employment eligibility and attach the I-9 to the *Work-Study New Hire Form* for every new hire. Also, photocopies of the documents used for the I-9 verification must be attached. Employees will not be placed on the University payroll until this paperwork has been received.
- **Affirmation Statement:** As mandated in House Bill 1017, the law requires employers to take additional steps in verifying work authorization for all new hires. In addition to completing an I-9 on each new employee, you must also complete the Affirmation Statement and attach appropriate documentation to the Affirmation Statement on all new employees.
- **W-4:** The Payroll Office requires a new, original W-4 for each new hire. Departments are responsible for issuing the W-4 to each student and submitting with the Work-Study hiring paperwork.
- **Confidentiality Statement:** This statement is now required for all Work-Study students and is available online via WebCentral once the student has been hired.
- **Direct Deposit:** Students are encouraged to enroll in Direct Deposit. If they choose not to enroll in Direct Deposit, then their paychecks will be mailed to them. Direct Deposit is the student's best option for being paid promptly.

Incomplete Work-Study Paperwork

Incomplete forms will *not* be processed. If the form is incomplete, the Office of Student Employment will notify the appropriate departmental contact for completion. Please note that incomplete new hire paperwork delays the student's first paycheck. Paperwork received after 4:00 p.m. Monday prior to time entry may not be processed until the next pay period.

Period of Employment

Students must pay the bulk of their education costs in the beginning of each period of enrollment. To provide the opportunity to earn wages before incurring education costs, the Office of Financial Aid allows students to earn Work-Study wages to cover expenses for the next period of enrollment. The next period of enrollment is usually the next term, including summer term, or in the case of summer earnings, fall term. Work-Study employment begins as early as July 6 and ends the last day of exams in the spring quarter (main campus). The law school begins July 6 and ends the last day of exams in the spring semester. Departments must budget appropriately if they wish to hire Work-Study students during June, July, and August as these dollars will come from their next year's allocation.

First-year students are required to register for fall term before beginning Work-Study employment. If a department would like to hire an incoming student before they are enrolled, they will need to complete a Work-Study Pre-Term Employment Contractual Agreement Form. This form states that, in the event the student does

not attend the University of Denver in the fall, the department will be responsible for all earnings. The Work-Study appointment is temporary and ends by the last day of finals in spring term each year.

Work-Study Employment in the Summer

Students may continue to utilize their 2008-2009 Work-Study award until the last day of finals, **June 3, 2010**. If a student is enrolled at least **half-time** in summer term, they may continue to utilize Work-Study funds until **June 20, 2010**. 2010-2011 Work-Study will begin on **July 5, 2009** for students registered for fall term.

Graduation

If your Work-Study employee graduates, the last day of finals for that term is the last day the student may work.

Volunteering at Work

The Fair Labor Standards Act of 1938, as amended, prohibits the University of Denver from accepting voluntary services from any paid employee. Work-Study employees may not volunteer hours at their Work-Study job. If a student is participating in a "Service Learning" course and the Work-Study Program, they may not volunteer and work for the same agency.

Work Hours

The University of Denver has the philosophy that academic success comes first. To ensure this, full-time students are encouraged to work no more than 20 hours per week while classes are in session. During University breaks, students may work 37.5 hours per week. Graduate students enrolled half-time with Work-Study awards may work the full 37.5 hours per week during the course of the academic year.

Work-Study employees are not permitted to work on University holidays. However, if the office remains open and the supervisor is present, then the student is permitted to work. Work-Study employees do not receive a higher wage for work performed on a holiday.

Breaks

Where required by law and in certain situations where the University deems appropriate, the University permits employees to have a paid 10 minute rest period every four (4) hours worked. Departments do not have to permit the employees to leave the premises for the break. At the supervisor's discretion, the lunch period may be considered the break, if it falls within the four hour time frame.

A meal period of not less than thirty minutes (off duty, unpaid time) is required if an employee works for a period of more than five hours. When a work period of not more than six hours will complete the day's work, the meal period shall be optional. If for some reason an employee is required to remain in the work area all day (e.g. to answer phone calls, handle walk-in inquiries, etc.), an "on duty" meal period will be permitted, which shall be paid time and counted as time worked for overtime purposes.

<u>Hours Worked</u>	<u>Break Time</u>	<u>Paid or Unpaid</u>
4	10 minutes	Paid
5	30 minutes	Unpaid
6	60 minutes	Unpaid

Overtime

It is not recommended that a Work-Study employee work more than 37.5 hours per week. However, if a Work-Study employee works more than 40 hours in a work week, then they will be compensated at time and a half. It is important to remember that Work-Study employees are also students and they must juggle a hectic school schedule. Please discourage your Work-Study employees from working more than 37.5 hours per week. Overtime earnings cannot be paid out of Work-Study monies and the department will be responsible for any and all overtime earnings. If a student is working in more than one department, it is the responsibility of the department where the overtime occurs to assume responsibility for the earnings.

Payroll Calendar

Department Time Entry opens at noon Friday and closes at 4:00 p.m. the following Monday. Timesheet deadlines may vary when holidays occur. Please refer to the online Payroll Calendar and make note of early bi-weekly time entry deadline exceptions that may occur.

Pay Period	Start Date	End Date	Pay Date
BW 15	7/6/09	7/19/09	7/24/09
BW 16	7/20/09	8/2/09	8/7/09
BW 17	8/3/09	8/16/09	8/21/09
BW 18	8/17/09	8/30/09	9/4/09
BW 19	8/31/09	9/13/09	9/18/09
BW 20	9/14/09	9/27/09	10/2/09
BW 21	9/28/09	10/11/09	10/16/09
BW 22	10/12/09	10/25/09	10/30/09
BW 23	10/26/09	11/8/09	11/13/09
BW 24	11/09/09	11/22/09	11/27/09
BW 25	11/23/09	12/06/09	12/11/09
BW 26	12/07/09	12/20/09	12/25/09

Pay Period	Start Date	End Date	Pay Date
BW 1	12/21/09	1/3/10	1/8/10
BW 2	1/4/10	1/17/10	1/22/10
BW 3	1/18/10	1/31/10	2/5/10
BW 4	2/1/10	2/14/10	2/19/10
BW 5	2/15/10	2/28/10	3/5/10
BW 6	3/1/10	3/14/10	3/19/10
BW 7	3/15/10	3/28/10	4/2/10
BW 8	3/29/10	4/11/10	4/16/10
BW 9	4/12/10	4/25/10	4/30/10
BW 10	4/26/10	5/9/10	5/14/10
BW 11	5/10/10	5/23/10	5/28/10
BW 12	5/24/10	6/6/10	6/11/10

Timesheets

Turn in student timesheets to the Department Timekeeper by noon on Friday so that Department Time Entry may be processed by 4 p.m. Monday. Pre-printed timesheets are available to departments via DU Reports. Blank timesheets are available on the Student Employment Website.

As a supervisor, your signature on the timesheet indicates that you have reviewed the timesheet for accuracy and completeness. Please ensure all areas are filled in and the hours are added correctly, not exceeding daily or weekly allowances. **A copy of all student timesheets should be retained by the department for five academic years.**

The Office of Student Employment will **not** authorize hand checks to be issued upon the error of a supervisor or timekeeper. Special care should be taken when entering student hours, especially during high-need times such as before winter or spring break.

If you submit new hire paperwork after the hiring deadline for the pay period and the student submits a timesheet, the timesheet will be delayed until the following time entry. All students should anticipate a delay in receiving their first paycheck.

Department Time Entry

Each department will be responsible for entering Work-Study hours on *PHATIME* just as they do for other bi-weekly and monthly employees. Hours will be entered as CWS (College Work-Study) or PPA (Previous Pay Adjustment). Please make note of the Timesheet Organization number on the *Work-Study New Hire Form*. An incorrect Timesheet Organization number is the main reason a student does not show up in Department Time Entry. Errors in the timesheet organization number will prohibit you from entering time in the Banner system.

If Work-Study hours are not entered by the deadline, a paycheck will not be issued for that pay period. If a student employee submits a late timesheet, both timesheets may be entered by the department during the new pay period. Please enter the prior timesheet as a PPA, rather than as CWS. Remember that a student may only report time worked after new hire paperwork is processed.

If a timesheet is submitted after the due date of the final pay period of the academic year, or your student works past the last day s/he is eligible, your department will be responsible for paying the student for the hours worked.

Paychecks

Work-Study employee paychecks are *not* available to individual departments. Work-Study employees will have three options for receiving their paychecks:

1. Every Work-Study employee is eligible to enroll in Direct Deposit (see below).
2. If the Work-Study employee does not enroll in Direct Deposit, then the student can pick up their paycheck from the Payroll Office on payday (the student must bring their student ID card with them in order to receive their paycheck).
3. After three business days, the Payroll Office will mail the paycheck to the student's mailing address.

Any questions about student paychecks (i.e., missing hours, wrong pay rate, etc.) should be directed to the Office of Student Employment.

Direct Deposit

Work-Study employees may enroll in *Direct Deposit* by completing the form located on the Controller's forms page or myWeb. Please encourage all of your Work-Study employees to consider this option.

Tax Information

Money earned through the Work-Study Program is subject to state and federal taxation.

W-4: Federal and state tax withholding is calculated from information provided on the *W-4*. All Work-Study employees are required to submit a *W-4*. If a student asks you how to complete the form, refer them to their tax preparer or to a parent. If a student has a question about what they reported for tax withholding, please refer them to the Payroll Office. The Office of Student Employment does not provide students with any information about tax withholdings.

W-2: Payroll will mail University employees a *W-2*. Duplicate *W-2*'s can be requested from the Payroll Office.

Social Security: All University employees contribute to Social Security as a requirement of the Federal Insurance Compensation Act (FICA). However, students that are enrolled at least **half-time** are automatically exempt from paying FICA.

Work-Study Employees

New Student Orientation

New Student Orientation, known as Discoveries at DU, is designed to assist first year students in making the best possible start to their experience at the University of Denver. The Office of Financial Aid attends Discoveries and presents an educational session for new students receiving financial aid, and a Work-Study Orientation is included. At the orientation, freshman and transfer Work-Study students receive information about the Work-Study Program, instructions for finding a job, and the *Work-Study New Hire Form*. They may begin working after attending Work-Study Orientation. As with all Work-Study students, they must find a job by October 31st or the award will be cancelled.

National Student Employment Appreciation Week

Each year colleges and universities across the country recognize the importance of the student work experience during National Student Employment Week. The University of Denver's Work-Study Program offers students career-enhancing opportunities, the ability to develop skills relevant in any career, and better preparation for the job market upon graduation. At the University of Denver, student employees perform invaluable services with enthusiasm, dedication, and initiative. Indeed, departments depend on the contributions of this reliable workforce for the efficient operation of the entire campus.

Student Employee of the Year

The Office of Student Employment is encouraging each department to recognize their outstanding students during National Student Employment week, the second full week in April. To help raise awareness of all of the extraordinary student employees at the University of Denver, the Office of Student Employment will sponsor the University of Denver Student Employee of the Year competition.

Satisfactory Academic Progress

www.du.edu/finaid

The Office of Financial Aid monitors academic progress on an annual basis for all students who receive aid. The Satisfactory Academic Progress (SAP) policy is located on the Office of Financial Aid Website.

Resources for Work-Study Students

Student Employment Website

www.du.edu/studentemployment

The Student Employment Website is an excellent resource for students. Work-Study policies and procedures are posted online.

Training Opportunities for Work-Study Students

Please encourage all of your Work-Study employees to take advantage of the wide variety of training opportunities available to them as employees of the University of Denver. While it is recognized that students might have periods of work that are slower than other times of the year, we do not encourage studying while at

work. Instead, have the student utilize the resources outlined below. Remember that students are paid for any training, workshop or conference hours.

Diversity and Community Awareness Training

<http://www.du.edu/engage/index.htm>

<http://www.du.edu/cme/>

Each quarter the Center for Community Engagement and Service learning along with the Center for Multicultural Excellence will host training on diversity and community awareness. This training is designed to give students the opportunity to discuss diversity within the University of Denver community and how to appreciate the cultural needs of the greater Denver community. Please contact CCESL for more information.

Banner

<http://www.du.edu/uts/banner/index.html>

Students may be required to use Banner. Security requests must have the written authorization of department supervisors and the module signatory.

UTS Classes

<http://www.du.edu/uts/training>

University Technology Services offers a diverse schedule of computer classes that can enhance a student's professional knowledge. The classes mainly focus on the Microsoft Office Suite and are held every quarter.

Human Resources Training and Development

<http://www.du.edu/hr/training/index.html>

Designed by Sharon Gabel, Associate Human Resources Director of Organizational Effectiveness

The following online courses are available to all Work-Study students through DU Training and Development (along with 1000+ other business and professional skills courses). Contact Sharon Gabel for customized performance consulting to make the student Work-Study experience a productive one.

Online Courses: For Work-Study Students

The Effective Administrative Support Professional

- ADM0101 Getting Started – Administrative Support
- ADM0102 Overview to Effective Business Communication
- ADM0103 Using Effective Business Communication
- ADM0104 Administrative Functions

Skills for Administrative Support Professionals

- ADM0111 Behavior: Putting Your Best Foot Forward
- ADM0112 Managing Yourself and Those Around You
- ADM0114 Communication with Power and Confidence

Interpersonal Communication Skills for Business

COMM0001 The Dynamics of Interpersonal Communication Skills

COMM0002 The Mechanics of Effective Communication

COMM0003 Communication Skills for the Workplace

Professional Telephone Skills

COMM0401 Handle Calls with Confidence and Professionalism

COMM0402 Turn Difficult Callers into Delighted Customers

COMM0403 Managing Telephone Technology

Work-Study Supervisors

Responsibilities

As a supervisor of students in the Work-Study Program, you are responsible for following all policies and procedures in this handbook. You are expected to:

- Develop and/or update a job description for each position available in your office every academic year.
- Post job openings and recruit students who are generally interested in the position.
- Conduct interviews.
- Submit complete paperwork to the Office of Student Employment in a timely manner for new hires, pay rate changes, and terminations.
- Check timesheets for accuracy and completeness; ensure all areas are filled in and the hours are added correctly, not exceeding daily or weekly allowances. Submit timesheets to your Department Timekeeper by noon on Friday when time entry opens. Retain a record of all student timesheets for five academic years.
- Provide supervision and regular communication to student employees.
- Ensure that Work-Study employees do not study while at work.
- Monitor the student's Work-Study award and earnings.
- Celebrate National Student Employment Appreciation week and nominate your excellent student employees for Student Employee of the Year.

Resources for Work-Study Supervisors

[Work-Study Supervisor listserv](#)

The Office of Student Employment publishes a monthly Work-Study Supervisor Update. Topics include: New Hire Paperwork, Payroll Calendar, Performance Reviews, Student Employee of the Year Competition, and much more! Supervisors are also encouraged to use the listserv as a resource for asking questions, requesting feedback, etc. from other Work-Study supervisors.

Student Employment Website

www.du.edu/studentemployment

The Student Employment Website is an excellent resource for supervisors. Work-Study forms, policies, and procedures are all posted online.

Training Opportunities for Work-Study Supervisors

Please take advantage of the wide variety of training opportunities available to you as an employee of the University of Denver.

Banner

<http://www.du.edu/uts/banner/index.html>

Banner is used to submit timesheets and track student work history. Security requests must have the written authorization of your supervisor and the module signatory. Please visit the UTS Website for Banner access to the student work history screen *RJISEWH* and student earnings report *RJRDPPR*. This screen is part of the Financial Aid Banner Module.

UTS Classes

<http://www.du.edu/uts/training>

University Technology Services offers a diverse schedule of computer classes that can enhance your professional knowledge. These classes are offered quarterly and mainly focus on Microsoft Office Suite.

Human Resources Training and Development

<http://www.du.edu/hr/training/index.html>

Human Resources Training and Development offers professional development opportunities to support individual and group job performance at all levels of the University.

Supervisory Skills

Student employees are temporary employees, thus you should anticipate experiencing challenges in areas such as recruitment, training, motivation, and retention. Students are focused on academics, so it may take them a significant amount of time to job search, interview, and submit the required documentation to get hired. Once hired, they need to be trained before they will be able to handle the responsibilities described in the job description. Depending on the student and the number of hours worked per week, it may be spring term before they hit their stride. Sometimes after hours and hours of training, the student does not stay with the job. The work you do as a Supervisor will always be time consuming and at times frustrating, but it will also be one of the most rewarding aspects of your job at the University of Denver.

Role of the Work-Study Supervisor

The roles and responsibilities of supervisors vary greatly depending on the department in which you work. Your responsibilities may include planning and organizing work activities, scheduling work hours, providing leadership and direction, ensuring that the work gets done, and taking responsibility for the performance of students working for you. Work-Study supervisors must set a positive example of professional, polite, and ethical behavior. If students witness a supervisor that is punctual and professional, they will learn the importance of doing the same.

Recruiting Work-Study Employees

Your ability to recruit successfully will determine the number of Work-Study employees you are able to hire. Keep in mind that undergraduate students and graduate students will conduct their job search differently. For example, undergraduate students might not have as much work experience as a graduate student, thus your recruiting practices need to be tailored to fit the demands of each student type.

Use the Internet to your advantage to recruit students. Post your position on the Student Employment Website. This is a great tool for students because they are already familiar with the site. Post flyers on campus bulletin boards and within your office. If you have a student listserv for your department, send the job opening to the list. Also, ask professors to announce the job opening in class.

Post a Work-Study Job Opening on the Student Employment Website

The Work-Study Job databases on the Student Employment Website are provided as a resource to students who would like to identify departments with Work-Study job openings.

If you need assistance recruiting Work-Study employees contact the Office of Student Employment.

Interviewing and Selecting a Work-Study Employee

Interviewing will help you get to know the applicant, reveal qualifications, work experience, and work attitude.

Before the interview

- Make arrangements to conduct the interview undisturbed.
- Review the job description.
- Prepare questions. Design open-ended questions that are behaviorally anchored- avoid “yes” or “no” answers. Past behavior predicts future performance. Title VII of the Civil Rights Act of 1964 prohibits employment discrimination on the basis of race, color, religion, sex, disability, or national origin. If you are unsure what you may ask in an interview, contact Human Resources.

Sample Interview Questions

What attracted you to this job?

How will this job relate to your area of study and career goals?

What type of experience do you have with...?

What did you like most (or least) about your last job?

Tell me about a time when you encountered a difficult customer. What did you do?

Tell me about a time when you had to make a tough decision, but didn't have all the information you needed.

How do you plan to balance your class work with your Work-Study job?

What are your long and short term goals? How do you plan to achieve them?

During the interview

- Put the applicant at ease.
- Describe the work environment.
- Review the responsibilities of the job, pay rate for the job, job requirements (skill set, experience, etc.), any training provided to perform the job, and start date and length of employment.
- Allow the applicant to ask questions.
- Share your hiring timeline.
- Thank the applicant for his/her time.
- Offer a means to contact you with questions.

After the interview

- Assess applicant potential- definitely hire, hire, maybe, probably not, do not hire.
- Rank applicants.
- Make an offer.
- Follow-up with all applicants.

Student Expectations

Work-Study employees want to look up to you, learn from you, and receive daily feedback from you. Plan to spend a lot of time teaching and coaching. They want you to be invested in their success. They want “in” on the whole picture and to know the scoop. It is appropriate to communicate information about the department’s operation as a whole.

Time Management and Delegation

For some supervisors, learning to manage their own time as well as supervising Work-Study employees can be very daunting. The key to successful time management is to learn how to delegate. Delegating tasks to student employees is a great way to provide structure within your office. This also provides students with valuable business skills.

Communication

Your verbal and nonverbal communication sets the performance standard for your student employee. If you do not use open communication with a student employee, chances are the student will become too frustrated to perform at their highest level. Thus, make sure you communicate specific goals for you student employees. Specify your performance expectations and ground rules. Plan and organize the student’s work in advance and show the student employee how to do the specific task. A student should always know how s/he is doing.

Teambuilding

Work-Study employees are used to working in groups and teams. They believe a team can accomplish more because they’ve experienced team success. Plan to mentor, coach, and train your Work-Study employees as a team. With a common goal, team members support each other until success is achieved. In this environment, team members are needed for achieving the goal. For this reason, team motivation is extremely powerful. The exchange of ideas, information and testing the results adds to the motivating force. As a result, each member seeks to be a leader of quality input. Letting students know that you trust and believe in them helps to foster a

sense of cohesiveness, and provides great practical experience. Please remember that this is a learning experience for the students you hire.

A Note about Customer Service

If your student employees provide customer service in your organization, make sure that they understand your department's philosophy on providing customer service. Customer service incorporates a variety of factors including: phone skills, multi-tasking, friendliness, situation management, and interpersonal skills. If you have more questions about customer service training, consider the Human Resources online courses.

Motivation

Every employee has a different reason for working. For a student employee, working means financial support while earning a degree. Because of this factor, money is the main motivation for student employees. In response to this, the Office of Student Employment has designed the "Merit Increase" system which is outlined in this handbook.

However, motivation is not always about the money. Some students might be motivated by a variety of factors including: training, development, education, flexible workplace, opportunities for advancement, and control of their own work. If you have a student employee who lacks motivation, try to design new challenges that will result in a more rewarding experience.

Retention

The quality of supervision an employee receives is critical to employee retention. Student employees leave supervisors more often than they leave the department. It is not enough that the supervisor is well-liked or a nice person. Thus, supervisors that start with clear expectations of the student employee play a critical role in retention. Anything the supervisor does to make the student employee feel undervalued will contribute to turnover. Frequent student employee complaints center on these areas: lack of clarity about expectations, lack of clarity about earning potential, lack of feedback about performance, failure to hold scheduled meetings, and failure to provide a framework within which the employee perceives they can succeed.

Also, when it comes to retaining a student employee, it's about food! Students react well to pizza, soda, sweets, and office potlucks.

Performance Evaluation

At least one *Performance Evaluation* is required for every Work-Study employee by **March 1st**. Students hired in the winter quarter are subject to a performance evaluation at the supervisor's discretion. Performance evaluations for Work-Study employees hired after March 1st are encouraged, but not required. Provide comments for areas in which the employee is evaluated as outstanding or below average. Meet with your employee and discuss the evaluation. This is also a good time to re-state goals and expectations. Both the supervisor and the student are asked to sign the form and submit to the Office of Student Employment no later than March 1st. If a merit increase is requested, attach the *Performance Evaluation* to the *Merit Increase*. The forms can be found on the Student Employment Website.

Merit Pay Increase

When reviewing the performance of your Work-Study employee, you may want to reward outstanding performance by increasing the rate of pay. Work-Study employees who have been **employed for 6 months** or who have **worked 400 hours** since the beginning of the 2009-2010 academic year are eligible for a merit pay

increase. The student must also have a meritorious performance review. The supervisor must submit a *Work-Study Merit Increase Form* to the Office of Student Employment. If the merit increase is approved, then the supervisor will be sent a confirmation email with the assigned effective date. Pay rate may not exceed the Student Pay Grade for which the position is classified.

If the *Work-Study Merit Increase Form* is submitted after the *Performance Review*, then the supervisor does not need to submit the *Performance Review* again.

Rewards and Recognition

Student employees need to know that they are more than just students. There are numerous ways to show your appreciation through rewards and recognition. Try to give positive feedback and praise to students for exceptional work. This is a particularly effective tactic when the praise is verbal, but you could also praise your students in writing. When student employees are recognized for being important members of your organization, they tend to develop loyalty towards their position. Recognition and praise is priceless and provides a quick and effective reward.

Problem Solving

Student employees are great at problem solving! Because of their academics, they are challenged daily to think outside the box. Allow for student input within your department. Ask your student employees what they think of a certain project and facilitate employee problem solving. For example, if you have student employees that are responsible for a specific area (such as file management), gather their input before implementing any drastic changes. Chances are, they have invaluable ideas.

Coping with Stress and Managing Change

Student employees have the additional stress of prioritizing their academics before work. For some students, you might need to provide stress relief. Try to plan a fun activity or ease the work load to help eliminate some of the student's stress. Supervisors should also plan to communicate with their students during peak academic times. If a student needs to rearrange their schedule, try to be flexible and accommodating. Changes within the office can also add stress to your student employee's responsibilities. Make sure that you communicate with your student to understand where the stress is coming from. If you do not address the student employee's situation, then it could affect their job performance.

Conflict Resolution

According to a recent article, managers spend 30-40% of their time each day responding to conflicts. For a student employee, conflicts can occur with other students, class time, or even superiors. To resolve a conflict with a student employee, make sure that you use open communication. If the conflict is with another employee or a customer, then you should handle the situation from a non-partisan viewpoint. Try to hear both sides of the situation to create the solution. Some supervisors are hesitant to resolve conflicts such as tardiness, leaving work early, absenteeism, or substandard work. However, supervisors should be proactive in resolving these issues. For the most part, talking with students about their behavior will result in a valuable lesson learned for the student. Try to be creative and flexible with resolutions and never play the blame game.

Corrective Action, Termination, and Grievance

The University does not have a formal disciplinary policy for non-union employees. Since discipline problems do arise, it is important for supervisors to respond to the situation. Your goal is to change the undesired behavior by being fair, firm, and friendly and allowing the employee time to make improvements. Supervisors should be

aware that the Office of Student Employment provides assistance with the resolution of disputes. Human Resources is responsible for procedures involving sexual harassment, drugs and alcohol, or workplace violence.

Corrective Action

It is recommended that students are hired for the duration of the academic year. However, it is understood that conflicts may occur and corrective action may be necessary. The Office of Student Employment has developed an *Employee Warning Notice* to assist you with the corrective action process. This process involves communicating with your students the duties of their position and making recommendations for future behavioral changes. Try to be open and positive, and communicate clear boundaries when discussing any corrective action.

Termination

Terminations may happen for a variety of reasons: the student's academic schedule and work schedule conflicts, the workload of the office does not allow for continued employment, or the student has earned the Work-Study award. When the job ends, a *Work-Study Termination Form* must be completed and sent to the Office of Student Employment. The student must be terminated from your office before receiving a *Work-Study New Hire Form* for a new job.

In most cases, incompetence, failure to report to work, and habitual tardiness can be remedied with a strong warning, without resorting to termination (see Conflict Resolution). In the event this situation arises please consider the following:

Step One: Verbal Discussion

Students should receive an initial, verbal warning from the immediate supervisor.

Step Two: Written Statement

Students should receive a written warning outlining all infractions and possible ways to remedy the problem. Work-Study positions are real jobs and, therefore, a written warning is professional and just. The Office of Student Employment has developed an *Employee Corrective Action Form* to assist you with the corrective action process.

Step Three: Termination

In the event that termination is necessary, the supervisor must submit a *Work-Study Termination Form* to the Office of Student Employment. This form must be signed by the supervisor and student employee. This form will be placed in the student's file. Please attach copies of written warnings given.

Grievance

Grievances by Work-Study employees are those complaints relating to:

- alleged wrongful termination
- substantial disagreement regarding an unsatisfactory work performance evaluation
- significant matters affecting terms or conditions of employment

Step One: Verbal Discussion

The employee must discuss any complaint with his/her direct supervisor and make a concerted effort to resolve the issue.

Step Two: Written Statement

If employee is not satisfied with the results of this discussion, the employee must provide a written statement to the employee's direct supervisor. The supervisor's written response should be made within five (5) working days after the receipt of the employee's written statement.

Step Three: Resolution

If the employee and the supervisor are unable to resolve the grievance, the Office of Student Employment will resolve the matter. Our decision will be final.

From the Office of Human Resources

Anti-Discrimination Policy

The University of Denver strives to create and maintain a community in which people are treated with dignity, decency, and respect. The environment of the University should be characterized by mutual trust, freedom of inquiry and expression, and the absence of intimidation, oppression, and exploitation. People in this community should be able to work and learn in a safe yet stimulating atmosphere. The accomplishment of this goal is essential to the academic mission of the University. Therefore, the University will not tolerate unlawful discrimination or harassment of any kind.

Anti-Discrimination Prohibited Conduct

Discrimination

It is a violation of this Policy to discriminate in the provision of education or employment opportunities, benefits, or privileges, to create discriminatory work or academic conditions, or to use discriminatory evaluative standards in employment or educational settings if the basis of the discriminatory treatment is, in whole or in part, the person's race, color, national origin, age, religion, disability, sex, sexual orientation, marital status, or veteran status.

Discrimination of this kind may also be strictly prohibited by a variety of local, state, and federal laws, including Title VII of the Civil Rights Act of 1964; the Age of Discrimination Act of 1975; the Americans with Disabilities Act of 1990; the Vietnam Era Readjustment Assistance Act; Title 24, Article 34 or the Colorado Revised Statute, and Denver Municipal Ordinance. This Policy is intended to comply with the prohibitions of these anti-discrimination laws.

Discrimination in violation of the Policy will be subject to severe sanctions, including termination.

Sexual Harassment

This Policy prohibits sexual harassment by any faculty, student, staff or agent of the University. Besides disciplinary action under this Policy, the sexual harasser may also suffer criminal and/or civil penalties in a court of law.

Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature will constitute "sexual harassment" when:

- Submission of such conduct is either explicitly or implicitly a term or condition of an individual's employment or status in a course, program or University sponsored activity.

OR

- Submission to or rejection of such conduct is used as the basis of employment or education decisions affecting that individual.

OR

- Such conduct has the purpose or effect of unreasonable interfering with and individual's academic or work performance, or creating an intimidating, hostile or offensive environment for working or learning.

Verbal or physical conduct that may constitute sexual harassment, if unwelcome, includes the following:

- directly or indirectly threatening sexual activity
- joking about sex or about men/women in general
- touching, pinching, patting, stroking or brushing against a person
- "rating" a person's sexuality or attractiveness
- insulting or belittling a person on the basis of gender
- pestering a person for a date or sexual relations
- displaying sexually explicit material or material demeaning to men/women
- sending letters or notes, or making telephone calls of a sexual nature
- aggressively exposing one's self
- attempting or committing sexual assault

Copies of the complete policy are available from Human Resources.

Drug and Alcohol Policy

The University of Denver prohibits the consumption or possession of unsealed alcoholic beverages on University property or during the discharge of University duties (whether or not on University property), except in those areas or during those events which are licensed or catered in such a manner to provide for the serving of such beverages. Although moderate consumption with meals or during social events is not prohibited, the University does not encourage the consumption of alcoholic beverages during working hours. Individuals are prohibited from reporting to work under the influence of alcohol. The University reserves the right to conduct drug or alcohol testing of its employees. For a complete copy of the policy, refer to the *University Policy Manual* or contact Human Resources.

The University of Denver is committed to a drug-free workplace and prohibits the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances by employees, students, subcontractors, consultants and visitors. For a complete copy of the policy, reference the *University Policy Manual* or contact Human Resources.

Anyone who has a concern about a possible violation of the policy should immediately contact one of the following resources for assistance:

- The Employee Assistance Program for referrals on treatment and related issues.

- The Campus Safety Department to report incidents of illegal activity.
- The Department of Human Resources for assistance on the disciplinary process or policy related issues.

Workplace Violence

An act or threat of violence will be considered to be within the University community if and when it occurs on University property and is undertaken by one member of the University community against another. Members of the University community include: students, employees, and outside person(s) doing business with the University such as customers, vendors or others.

The University takes a strong and unequivocal position against intimidation, threats or violence in the workplace. We will investigate complaints of threatening, intimidating or violent acts including hostile behavior, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons onto University property or any other act which, in the University management's opinion, is inappropriate to the workplace. This guideline extends to persons doing business with the University including customers, vendors and others who interact with University employees and students.

We request the support and cooperation of all employees and students in helping to keep our University a safe and healthy place to work. Employees and students should immediately report any behavior which may constitute a potentially violent situation to University management.

Workplace Violence Procedures

Upon witnessing or hearing of an act or threat of violence, the appropriate manager may immediately act to suspend the individual(s) involved, pending the results of an investigation. If the individual(s) refuse to leave, the manager should call Security at extension 13000 to escort the individual(s) off campus.

The manager should notify the Human Resources Department immediately. Human Resources will help in determining the appropriate action to be taken. Should the alleged perpetrator of violence be a student, Student Judicial Affairs will handle the matter in accordance with the *Student Code of Conduct*.

The University will conduct any required investigation in a discreet manner. During the course of the investigation, the University may find it necessary to talk to a number of employees, particularly to the alleged perpetrator. As a result, the University will not guarantee the confidentiality of reported complaints.

At the conclusion of the investigation, the employee will be notified of the action to be taken. The action to be taken must be reviewed by Human Resources and/or University Legal Counsel before it is communicated to the employee.

Documentation of the incident, and action taken, will be kept in the employee's personnel file.

From the Department of Risk Management

Workers' Compensation Procedure

www.du.edu/risk

The Department of Risk Management manages the Workers' Compensation Program for the University of Denver. If a student employee is injured on the job they are allowed to seek medical treatment according to state and federal guidelines. Report all injuries to Risk Management within 24 hours.

When an Injury Occurs

1. If life-threatening, contact **911**, and call Campus Safety at **303-871-3000**.
2. For non life threatening injuries, seek medical treatment by contacting Campus Safety at 303-871-3000 or at designated provider.
3. Employees should not transport injured parties unless paramedics have given approval.
4. Notify Department of Risk Management within 24 hours. Call Loss Control Manager at 303-871-2354 to start the process.
5. Fill out Employee First Report of Injury and return via fax to 303-871-4455 within 24 hours.
6. Have supervisor fill out "Supervisor's Report of Injury" and return to Risk Management at 303-871-4455.
7. All lost time from work due to an injury has to be approved by the designated provider doctor in advance.
8. Translation needs: Anyone needing translation services may request by scheduling appointment in advance after initial visits. Co-workers are prohibited from attending medical conferences with doctors.

Driving Procedures

www.du.edu/risk

Employees who drive vehicles for the University of Denver must pass the Defensive Driving Course offered by Department of Risk Management. To register for classes view the Risk Management training calendar. Personal vehicles are not covered by University of Denver insurance, however if a University of Denver employee is injured while on University business they may be covered under Workers' Compensation.