Welcome to the Community Service Work-Study (CSWS) program! This unique employment opportunity is designed to assist with the cost of your college education, reinforce your educational and career goals, and enable you to contribute to positive community change. This handbook has been created to help you make the most of your experience. At the Haas Center, we hope that, with a conscientious and focused approach to your work-study opportunity, you will leave the program with professional skills, a greater understanding of service-related fields, and a feeling of having constructively contributed to your community organization. It is our hope that you will conclude the experience with enhanced personal and professional development, as well as a deeper understanding of public service.

We encourage you to use the handbook to clarify logistical details and to help enrich your experience. If, at any point, you have questions, comments, or concerns, please contact Yvette Zepeda.

**We believe that a successful work-study experience will afford you the opportunity to:**

- contribute to the work and goals of a community organization
- gain relevant, career-related work experience
- have direct exposure and contact with professionals in public service-related fields
- exercise knowledge and skills gained from the classroom while acquiring on-the-job training
- reflect and deeply consider the organization’s work as well as the conditions that make
the services of the organization necessary

1. Before the first day on the job
   • Contact your supervisor before your start date and request website addresses, written materials and other useful resources that will orient you to the organization’s work.
   • Create a Learning Plan (see p. 3) reflecting your personal and professional goals for your work-study experience. Be prepared to share them with your supervisor.

2. Now that I’m working...
   How do I know what I’m doing?!
   The organization will designate a specific person on-site to train, supervise and mentor you. Together, you and your supervisor will develop a clearly defined role and/or project(s) appropriate for you at this point in your college career. Additionally, your supervisor should provide you with ongoing feedback. We strongly encourage you to develop an effective professional relationship with your supervisor, as he or she will be integral in helping you make the most of your experience and potentially provide a future recommendation.
   While we provide you with a general orientation about federal CSWS program guidelines (see p. 5) and typical work environments, we expect your supervisor to provide you with an orientation to the organization and your work expectations. This may take place all at once or over time. In your orientation, be sure to:
   • Learn about the history of the organization
   • Acquaint yourself with the organization’s mission statement
   • Familiarize yourself with the organizational structure and where you fit within that structure
   • Learn about the community the organization serves and the societal context in which the organization works
   • Ask plenty of questions—if there is something that you do not understand or are unsure about, ask your supervisor for clarity
   • Approach each and every project as a learning opportunity and with a positive attitude; while you may not always enjoy the work you are assigned, try to complete each project with the same level of enthusiasm and professionalism
• Seek an introduction to the staff and request a tour of the workplace

How do I make the most of my experience?

MAINTAIN A LEARNING PLAN

Creating a learning plan helps you articulate, prioritize, and gain support for what you want to accomplish and learn during your fellowship. It gives all involved—you and your supervisor—a means to better understand your intentions and goals, so that you can more effectively contribute to your experience as it unfolds. This will be most useful to you if you regard it as a living document, making adjustments along the way, and as a tool for conversation and reflection.

The learning plan is not meant to suggest that you will meet all these objectives during your time at your organization, or that the objectives you list will accurately describe what you ultimately take from your experience. Rather, the goal here is to keep you as intentional as possible throughout your experience so a clear exchange of expectations can take place between you and those you work with.

Refer to the Learning Plan guidelines and template here:
http://studentaffairs.stanford.edu/haas/students/csws/forms

ASK FOR AND PROVIDE FEEDBACK

Feedback is critical to your professional development and it is therefore in your best interest to seek positive and constructive feedback from your supervisor and from others around you. After completing a project or making significant progress, ask your supervisor to review your performance and identify what you have done well and ways in which you can improve. At the same time, it is also important that you provide your supervisor with feedback about your work experience.

• Schedule regular meetings with your supervisor. Such meetings provide you with the opportunity to keep your supervisor abreast of what you have accomplished and any questions you may have.

• Revisit expectations and goals periodically. It may be necessary to modify your goals. This will help you and your supervisor establish more realistic goals and expectations.

• Offer feedback about your experience at the organization.

• Identify where you think you have improved and where more work needs to be done. Suggest ways that your supervisor can help you.

• Ask your supervisor to provide you with specific examples so that you clearly understand what you have done well and how you can improve.
REFLECT

Opportunities for reflection allow you to think about your work experience and learn from it. While your supervisor can assist you in your reflection by asking you questions about your experience or helping you understand the “big picture,” we encourage you to reflect about your experience on your own.

Different modes of reflection:
• Journaling
• Sending a letter or email to someone about your experiences
• Thinking about your contributions to the organization
• Engaging in conversation with others (friends, family and co-workers)

Questions to think about:
• What have I learned?
• What can I do to bring more meaning to my work-study experience?
• Who have I encountered at the organization? Are there other people who I would like to meet?
• Are there aspects of the organization that I do not understand? How can I learn more about other areas of the organization?
• How is the organization’s work valuable? How can the organization have a more significant impact?
• What have I done well? How can I improve?
• What positive experiences have I had that would make me want to return to this organization or to a similar field? What challenging experiences have I had? How have they influenced my interest in this field or similar fields?

Additionally, throughout the summer we will send you regular reflection prompts to consider.

TOP TEN TIPS (from previous CSWS students)

1. Get properly oriented.
2. Set personal goals.
3. Meet with your supervisor.
4. Ask questions.
5. Show initiative and seek out projects.
6. Tackle all tasks with a positive attitude and enthusiasm.
7. Value your experience as a learning opportunity.
8. Be professional.
10. Have fun!
What are the MOST IMPORTANT federal program policies?

It is crucial that you abide by the program guidelines, as outlined in the application. Any violation of the following federally mandated restrictions or misuse of CSWS funds can result in the organization being required to pay your wages in full and your dismissal from the program. You are responsible for adhering to the following:

WHEN TO WORK

• You are only eligible to work within certain date ranges for the summer program and for the academic year program. Refer to the CSWS website or contact the CSWS Program Director for specific dates.
• You may not begin working until your application has been approved and you have attended a mandatory program orientation at the Haas Center.
• You must apply and be approved separately for the summer and academic year CSWS programs.

MAXIMUM EARNINGS & HOURS: ACADEMIC YEAR

• Maximum allowable earnings are variable and depend on the your financial aid award. Your total wages may not exceed this amount.
• Maximum of 20 hours a week. The university strongly recommends a maximum of 15 hours a week. **No overtime or holiday pay is allowed.**
• If you are paid through the university for more than one position (work-study or otherwise), you may not exceed 20 hours a week for the two jobs combined.

MAXIMUM EARNINGS & HOURS: SUMMER

• Maximum allowable earnings are listed in your program acceptance letter. Your total wages may not exceed this amount.
• Maximum of 40 hours a week or eight hours a day. **No overtime or holiday pay is allowed.**
• If you are paid through the university for more than one position (work-study or otherwise), you may not exceed 40 hours a week or 8 hours a day for the two jobs combined.
• You must log the time allotted for lunch.
So...how do I get paid?

1. Record your hours using the web-based Axess Timecard System each day that you work. Be sure to include your unpaid lunch break.

2. Submit and approve your time sheet online through Axess by **12 pm** on the last day of each pay period. There are two pay periods each month: one ending on the 15th and one ending on the 30th or 31st.

3. Print a hard copy of your time sheet.

4. You (the student) should sign and date the hard copy.

5. Your supervisor must also review your hours, sign, and date the hard copy.

6. Scan and email the hard copy of your time sheet to csws-timerecords@stanford.edu by **12 pm** on the last day of each pay period.

More about your Time Sheet:
- If you do not plan to work for a pay period, a time sheet with **zero hours** must still be approved and submitted.
- If the approved time sheet is not received by the submission date, you will be asked to stop working.
- If the approved timesheets are continually submitted late, you will be terminated from the program.

Axess Timecard Tutorial:
Visit the following website for a tutorial on how to use the Axess Timecard System:
[http://psupkdev.stanford.edu/UPK/TL/Publishing%20Content/PlayerPackage/csp.html](http://psupkdev.stanford.edu/UPK/TL/Publishing%20Content/PlayerPackage/csp.html)

Please note:
- Due to the large number of emails on submission days, we are unable to confirm receipt of individual time sheets.
- When a bank holiday falls between the end of the pay period and payday, the payroll must run one day earlier than normal to ensure that direct deposits post on payday. As such, Axess timecard actions must be completed by **10 am** to meet the accelerated schedule. Please take special note of the early deadlines provided on the CSWS website.

Contact Director for an example of a correct time sheet.
3. Sometimes things don’t go as planned...

*Leaving the CSWS program earlier than expected*

If there is an emergency and you are unable to fulfill your intended commitment with this program, you must notify your supervisor and contact the CSWS Director. Failure to communicate with your work supervisor and CSWS Director may prevent your future participation in the CSWS program.

*Injury and sexual harassment*

Should you be injured on the job or experience anything that makes you feel uncomfortable and may be considered a form of sexual harassment, please contact Yvette Zepeda by calling 650-725-7407 or emailing yvettag@stanford.edu within 24 hours or as soon as possible. As an employee of the university while in the program, the university must be aware of all such events in order to provide you support.

4. Concluding your placement and finishing strong...

- **Plan the completion** of your projects so that you can allow for a proper sense of closure, as you reach the end of your CSWS experience.
- **Take inventory** of all of your contributions. You want to make sure that you leave the organization with tangible accomplishments.
- **Schedule** a time to meet with your supervisor to evaluate your experience together.
- **Return** to your Learning Plan and review your goals.
- **Inform your supervisor** of where to find all the resources that you created or used. Clean your workstation and be sure to take any personal belongings.
- **Say good-bye** to individuals you have met and thank everyone who has helped you.
- **Fill out evaluations.** There are two evaluations you will be asked to complete:
  1) a self-evaluation that will ask you to reflect on your personal work-study experience ([https://studentaffairs.stanford.edu/haas/students/csws/forms](https://studentaffairs.stanford.edu/haas/students/csws/forms)) and
  2) an evaluation of the overall CSWS program (the link will be sent to you).

Each comment and suggestion is carefully considered and helps us improve the
CSWS program. Please take the time to complete these evaluations.

5. What about my supervisor?

Your supervisor has received information outlining her/ his responsibilities and is expected to do the following:

- Pay the 10% contribution toward your benefits and wages at the end of the quarter or summer.
- Verify all hours worked and sign your time sheets.
- Train, supervise and mentor you.
- Provide you with an orientation.
- Give your ongoing oversight and feedback.
- Develop clearly defined projects and responsibilities appropriate for a college student.
- Review your Learning Plan.
- Complete an evaluation.

Contact Information

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