

Community Service Work-Study Program Student Handbook

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 leave the organization with personal and professional development, as well as a deeper understanding of public service.

“How wonderful that nobody need wait a single moment before starting to improve the world.”

--Anne Frank

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

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

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1. Before the first day on the job

- **Contact your supervisor** before your start date and request website addresses, books, 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 supervise, mentor, train and advise you. Together, you and your supervisor will develop a clearly defined role and/or a project 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 a relationship with your supervisor, as they will be integral in helping you make the most of your experience. 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. 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 with which 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 experience 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 learn and accomplish during your fellowship. It gives all involved—you and your community partner—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 fellowship experience so a clear exchange of expectations can take place between you and those you work with.

Refer to the Learning Plan handout or Haas CSWS website.

ASK 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 concerns 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
- There are many other ways to reflect!

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?

Answering these questions will not only help you better understand the organization and the work it does, but it will also give you the chance to explore a possible career field and develop personally.

TOP TEN TIPS

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.
9. Leave with tangible accomplishments.
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 on 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 student's financial aid award. Student's 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.
- You must log the time allotted for lunch.

MAXIMUM EARNINGS & HOURS: SUMMER

- Maximum allowable earnings are listed in the program acceptance letter. Student's 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?

More about your timesheet:

- If you do not plan to work for a pay period, a timesheet with **zero hours** must still be approved and submitted.
- If the approved timesheet 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:

If you need additional help with logging your hours into Axess, please contact Program Director, Yvette Zepeda, yvetteg@stanford.edu.

STEPS

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 timesheet 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 the one ending on the 30th or 31st.
3. Print a hard copy of your timesheet.
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 timesheet to Upload_gsp1zapa6a81bpnc@ubox.com by 12 pm on the last day of each pay period.

Please note:

- Due to the large number of emails on submission days, we are unable to confirm receipt of individual timesheets.
- 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 **12 pm** to meet the accelerated schedule. Please take special note of early deadlines provided on the CSWS website.
- Haas Center employees do not need to print out hard copies of their timesheets.

Refer to the handout or Haas CSWS website

**The words "timesheet" and "timecard" are synonymous. When you are logged into Axess, you will edit an online "Timecard". The copied and emailed version of the Axess Timecard you will submit is the timesheet.*

3. What about my supervisor?

Your supervisor has received information outlining their 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 timesheets.
- Supervise, mentor, train, and advise you.
- Provide you with an orientation.
- Give your ongoing oversight and feedback.
- Develop a clearly defined project and/or role appropriate for a college student.
- Review your Learning plan.
- Complete an evaluation.

4. 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, Yvette Zepeda. 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 sexual harassment, please contact Yvette Zepeda by calling **650-725-7407** and emailing **yvetteg@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.

5. Now that I'm done with my placement...

- **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.** Each comment and suggestion are carefully considered and helps us improve the CSWS program. Please take the time to complete these evaluations.
 - There are two evaluations will you 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>) and
 2. An evaluation of the overall CSWS program (the link will be sent to you).

6. Contact Information

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