

BATES TECHNICAL COLLEGE
WORK-STUDY EMPLOYEE
HANDBOOK



Table of Contents

Welcome Letter	1
Work-Study Mission Statement	2
What You Can Expect from the Financial Aid Office	2
What the Financial Aid Office Expects from You	2
About Work-Study	3
Privacy and Confidentiality	3
Rules of Conduct	
Overview	3
Corrective Action	3
Rules of Conduct	3
Discharge and Discipline	
Just Cause	4
Discipline	4
Infractions that May Lead to Disciplinary Action	5
Infractions that May Lead to Termination	5
College Policy - Title IX	6-9
Computer Usage Policy	9-14
Dress Code	
What is Appropriate	15
What is not Appropriate	15
Customer Service	
Telephone Tips	15
Handling Difficult Situations	16
Go the Extra Mile	16
Professionalism on the Job	
Work-Study Employees Are Representatives of BTC	16
Work-Study Positions Are Real Jobs	16
Work-Study Does Not Mean Study During Work	16
Personal Calls and Visits	16
Eating, Drinking, Chewing Gum, etc.	17

The Customer Comes First	17
Personal Work Performance	17
Conflict Resolution	
Conflict with a Customer	17
Conflict with a Fellow Work-Study Employee	17
Conflict with a Work-Study Supervisor	18
Maintaining Enrollment Requirements	18
Scheduling	
Setting Your Schedule	18
What You do if You Have a Scheduling Conflict	18
What to do if Your Academic Schedule Changes Next Semester	18-19
What to do if You Are Sick and Need to Call Off	19
A Note About Reliability and Dependability	19
Electronic Timesheets	
Where to get Timesheets	19
When to Record the Hours You Work	19
When to Submit Your Timesheet	19
Honesty Policy	19
Paychecks	
When Will You Get Paid	20
Direct Deposit	20
What to do if You Feel There is a Discrepancy in Your Pay	20
Deductions (Taxes) from Your Paycheck	20
Emergency Policies and Procedures	20
Training	20
Evaluation	20
Recognition	21

Dear Work-Study employee:

The Work-Study Employee Handbook is intended to provide you with important information about your employment and the policies and procedures that affect you so you can feel comfortable in your work-study position. Please read this handbook carefully and in its entirety. We want you to fully understand the work-study policies and procedures. Please do not consider this handbook as your only source of information about work-study employment. No handbook can anticipate every circumstance. If you have a question, just ask your supervisor or contact the Financial Aid Office. We will regularly review all policies and procedures, and from time to time, there will be changes. We will keep you informed as changes occur, and policies are revised and implemented. It is your responsibility to familiarize yourself with this information and with any changes that are subsequently distributed.

Welcome to the Work-Study Employment Program at Bates Technical College!

We are glad to have you as part of our team. Many departments rely on student employees to keep their daily operations running smoothly and efficiently. As a work-study employee, you will gain and develop valuable skills and experience throughout your employment. This handbook was developed to ensure the highest level of success for work-study employees, as well as the departments in which they work.

The Mission and Vision of Bates Technical College is as follows:

Our Mission

Bates Technical College enriches our diverse communities by inspiring student learning, challenging greater achievement, and educating for employment.

Our Vision

Bates Technical College helps students realize their potential for growth and success through innovative instruction in a nurturing, diverse environment. Students achieve their career and personal goals, strengthening the region's social and economic vibrancy. Strong local and global partnerships with business, industry, labor and the public make the college a respected contributor to community vitality.

Our Core Themes

Bates measures mission fulfillment through four strategic core themes.

Workforce Education: We are committed to providing high quality training that helps students realize their potential for growth and success through innovative instruction.

Student Centered: Bates supports students, enabling them to succeed, to aspire to education, to reach their educational goals and transition successfully to further education or employment.

General Education: Bates recognizes that the skills and knowledge attained through general and related education are essential to success and ensuring well-rounded learners.

Community Relationships: Strong local and global partnerships with business, industry, labor and the public make the college a respected, effective community resource, contributing to local community vitality.

WORK-STUDY MISSION STATEMENT

Bates Technical College, the Financial Aid Office staff in particular, supports and maintains a Work-Study Program for eligible students at Bates Technical College in order to enhance the academic experience with practical work experience in a positive, supportive learning environment while providing financial assistance to help offset related expenses.

WHAT YOU CAN EXPECT FROM THE FINANCIAL AID OFFICE

We will:

- Seek and maintain a variety of on-campus work-study job opportunities.
- Provide training opportunities and evaluations to prepare you to begin and maintain your work-study position.
- Extend reasonable assistance and opportunity for improvement in academic, work responsibilities and outlooks.
- Offer assistance with financial aid and work-study questions.

WHAT THE FINANCIAL AID OFFICE EXPECTS FROM YOU

You should be prepared to...

- Work to the best of your ability and expand viewpoint.
- Represent BTC in a positive manner.
- Abide by all BTC and work-study policies and procedures.
- Maintain good academic standing and enrollment eligibility.

ABOUT WORK-STUDY

Work-Study is a form of financial aid that you earn in the form of a paycheck. The program is either federally funded or state funded. The funds are intended to help offset your educational expenses. Wages are earned by working on-campus.

You may hold only one position at a time, but you may interview to change positions at any time during the year as long as you are still eligible. It is your responsibility to contact the Financial Aid Office to request a Work-Study Eligibility Card prior to changing positions.

Federal and State Work-Study

Work-Study employees will be awarded in either the federal or the state work-study programs based on funding availability. Both programs are funded through federal and state work-study allocations and matches. The hourly rate is currently \$16.28 per hour. There is a variety of on-campus positions available for students. Positions will be made available if there is funding available.

To maintain Federal and State Work-Study Program eligibility, you must:

- Have a completed FAFSA/WASFA at BTC
- Demonstrate financial need
- Be enrolled at least half-time (six financial aid-eligible credits)
- Maintain satisfactory academic progress
- Complete the work-study orientation, employment paperwork and training
- Meet the priority processing deadlines.

PRIVACY AND CONFIDENTIALITY

As a work-study employee, your position may grant you access to private and confidential information. You may not release confidential information to any unauthorized person or organization in any way. If you are not sure how to handle a situation, you should refer to a staff member for assistance. Any breach of confidentiality will result in immediate termination of employment.

Do not discuss any information about students or employees of BTC except with staff members in your department. Do not disclose the whereabouts of a student to anyone, even if they have an official warrant. You should refer the individual seeking the student to your supervisor.

RULES OF CONDUCT

Overview

This policy is intended to outline Bates Technical College's position on administering equitable and consistent corrective action for unacceptable conduct in the workplace. The college's own best interest of all employees and in assuring that corrective action is prompt, uniform and appropriate.

Work-study employees are expected to observe certain standards of job performance and good conduct. When performance or conduct does not meet acceptable standards, the college will endeavor when it deems appropriate to provide the work-study employee a reasonable opportunity to correct the deficiency. However, if the work-study employee fails to make the correction, he or she will be subject to corrective action, up to and including termination of employment.

Corrective Action

It is the college's mission to take a constructive approach to unsatisfactory performance or behavior. Corrective action may commence at any level of the process depending on the severity of the circumstances and the number of violations. Documentation of disciplinary action will be placed in the work-study employee's file.

Rules of Conduct

The rules set forth below are intended to provide work-study employees with a fair notice of what is expected of them. These rules are established to clearly set fourth our expectations. In addition, to create an atmosphere of mutual respect and to maintain an orderly and productive environment, while safeguarding the college, its students and property. Such rules cannot however, identify every type of unacceptable conduct, behavior or performance. Therefore, the following list is not all-inclusive. It is indicative of the types of conduct, which are not acceptable. Any behavior that adversely effects or is otherwise detrimental to the interests of the college, employees, or students may also result in corrective action; including termination of work-study employment or other action by the college.

DISCHARGE AND DISCIPLINE

Just Cause

An employee may be discharged or disciplined only for just cause. The employee has the right to grieve any discharge or disciplinary action.

Discipline

There are three levels in the disciplinary process. Disciplinary action can begin at any level of the process including immediate termination of employment based on the severity of the infraction. All three levels involve written documentation that must be signed by the employee, immediate supervisor and the Financial Aid Office. The three levels are: First Written Warning, Advance Written Warning, and Last and Final Warning.

First Written Warning:

- The employer may document continued substandard job performance and/or incidents that eventually could require additional disciplinary action. The employee will sign the first written warning as verification of the notification of a performance problem. Written Warnings will be maintained in the employee's official personnel file and will be considered for a period of one (1) year if no additional infractions have been documented.

Advanced Written Warning:

- The employer may document continued substandard job performance and/or incidents that eventually could require additional disciplinary actions. In addition, the employer may document more serious violations of college policy beginning at this level. The employee shall sign the advance written warning as verification of notification of disciplinary action.
- Advanced written warnings will be maintained in the employee's official personnel file and will be considered for a period of two (2) years if no additional infractions have been documented.

Last and Final Warning:

- The employer may document continued sub-standard job performance and/or incidents that will lead to termination of employment for the next infraction. In addition, the employer may document a more serious violation of college policy, beginning at this level. This will lead to termination of employment for the next offense. The employee shall sign the last and final warning as verification.
- Last and final warnings will be maintained in the employee's official personnel file and will be considered for a period of three (3) years if no additional infractions have been documented.

Discharge

Any student terminated from a work-study position may be banned from the Work-Study Program and refused future work-study eligibility based on the severity of the infraction. In addition, any student terminated from multiple work-study positions or supervisors will be banned from the Work-Study Program and refused future work-study eligibility.

The following offenses are examples of infractions that may lead to disciplinary action up to and including termination of employment based on the severity of the offense:

- Unsatisfactory job performance, including but not limited, below average work quality or quantity, lack of professionalism or failure to follow instruction of college procedures.
- Insubordination or lack of cooperation, including failure to follow college policies and procedures or the instruction of a supervisor or manager.
- Repeated absence or tardiness, failure to notify your supervisor in advance of anticipated tardiness or absence prior to beginning of the scheduled starting time when unable to report to work.
- Repeated failure to report to work on time, to observe the time limits for break, or obtain approval to leave work early.
- Engaging in illegal, immoral or indecent conduct while on college property or while on college business.
- Failure to give a high degree of service to any internal or external stakeholder including but not limited to disrespectful or discourteous treatment.
- Violation of safety rules or engaging in any conduct that jeopardizes the health or safety of others, or creating or contributing to unsafe, unhealthy conditions.
- Using vulgar, profane, or obscene language in an offensive manner towards supervisors, co-workers, students or visitors.
- Failure to report an accident or job-related injury.
- Being convicted of a crime that indicates unfitness for the job or raises a threat to safety or well-being of the college, its employees, students or visitors, or brings into question issues of moral turpitude.
- Unauthorized or improper use of college telephones, electronic media or Internet access in violation of college policies and/or procedures.
- Failure to cooperate fully in any college investigation.

The following offenses are examples of infractions of the rules of conduct that may result in termination of work-study employment or other action by the college for the first offense:

- Theft or misappropriation of college property.
- Dishonesty or breach of trust.
- Altercations including fighting, other acts of violence, or threatening violence in the workplace or on-campus.
- Falsifying or altering college records including student records, work records, time, pay and attendance records.
- Providing false or misleading information or making material omissions on the employment application or other personnel records.
- Intentionally misusing, defacing, damaging, or destroying college property. This includes computer system access, or any property that the college uses to conduct business.
- Possessing a firearm or other dangerous weapons on college property or while conducting college business.
- Engaging in discrimination, harassment including sexual harassment, coercion, intimidation, mistreatment, abuse or threats of any kind against fellow employees, supervisors, students or visitors.
- Being under the influence of, manufacturing, dispensing, distributing, buying, using or alcohol or illegal substances (or non-prescription controlled substances) on college property, or while performing college business at any time during the execution of your job duties.

Title IX at Bates

Bates Technical College is committed to providing a healthy and productive environment for our students to learn and our employees to work. The college does not tolerate violent, harassing, threatening, or intimidating behavior toward our students, staff, faculty or visitors. Students learn and employees work best when they know they have a supportive environment in which to do so. The safety of our students, staff, faculty and visitors is our highest priority.

Bates Technical College offers our campus community professional staff, resources, training, and policies that help ensure a safe environment on and off campus. With these people, tools, and means in place, we are confident that we have created a college in which people can learn and work at their best.

If you are sexually assaulted:

Find a safe place

- Your emotions may be confusing right now. That is normal in response to trauma. Know that it is not your fault.

Seek medical attention

- Take care of your injuries and preserve evidence. Don't shower or brush your teeth, keep your clothes in a paper bag.
- Go to a hospital emergency room and request a rape exam (also called a rape kit).

File a report

- Download the procedure and forms at <https://www.batestech.edu/about-bates/title-ix-at-bates/>.
- Document all the details you can remember.
- File a report with Campus Safety (253-680-7111), the Title IX Coordinator, Director of Advising & Conduct (253-680-7007), and/or local law enforcement (911) or Tacoma Police Department 253-287-4455

Talk to someone and get support

- Pierce County Crisis Line, 1 (800) 576-7764
- Pierce County Sexual Assault Center, (253) 474-7273 or 1-800-756-7273
- Crystal Judson Family Justice Center, 253-798-4166 or 1-800-764-2420

What is Title IX?

Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681) is an all-encompassing federal law that prohibits gender-based discrimination in educational institutions that receive federal funds. Title IX is most commonly associated with gender discrimination in sports and is credited with advancing participation of women in athletics. However, the scope of Title IX is much broader. It prohibits gender-based discrimination in all college programs and activities.

Title IX protection from discrimination extends to faculty, staff and students and includes such things as: sexual harassment, dating violence, domestic violence, stalking, gender-identity and pregnancy. It also prohibits retaliation against anyone who makes or participates in a complaint.

[Intersection of Title IX and the Clery Act](#)

Bates Technical College complies with Title IX of the Education Amendments of 1972.

In compliance with Title IX, Bates Technical College does not tolerate sexual harassment or discrimination in its educational programs or activities. It is the college's goal to maintain a respectful environment that is free from harassment, discrimination, bullying, hazing, domestic violence, dating violence, stalking, sexual violence, and rape. If you have experienced harassment, discrimination, sexual harassment, sexual assault, rape, domestic/dating violence, stalking, bullying or hazing, or are aware of an incident.

CALL OR GO TALK TO:

On Campus:

- For students: Bates Title IX Coordinator, Direct of Advising & Conduct 253-680-7007
- For employees: Bates Human Resource Director, 253-680-7180
- Bates Campus Safety, 253-680-7111

Off Campus:

- Pierce County Crisis Line, 1 (800) 576-7764
- Pierce County Sexual Assault Center, (253) 474-7273 or 1-800-756-7273
- Crystal Judson Family Justice Center, 253-798-4166 or 1-800-764-2420
- Washington State Employee Assistance Program, (877) 313-4455
- Local Police, 9-1-1

Sex Offender Notification:

Policy

The Bates Technical College Board of Trustees authorizes the Bates Technical College President to develop procedures for making appropriate notifications to the college community concerning known registered sex offenders whose presence may be reasonably expected on or near the college campus, according to RCW 9A.44.130 and RCW 4.24.550.

The extent of the disclosure of relevant and necessary information will be related to:

1. The level of risk posed by the offender to the college community;
2. The course/program locations of the college where the offender is regularly expected to be found; and
3. The needs of the affected college community members for information to enhance their individual and collective safety.

Procedures

The college is notified

Upon notification by the Pierce County Sheriff's Office, Tacoma Police Department, or other persons that a registered sex offender may be reasonably expected to be on or near the campus, the Chief Student Services Officer (CSSO) will determine if the offender has completed an admissions form and/or has registered for a course. If the offender is projected to be enrolled at the college, and is not currently enrolled, the offender will have a student identification created within the college's registration department and a block will be placed on the offender's student account until they meet with the CSSO.

Sex offender student meets with Chief Student Services Officer

As soon as possible, the offender will be contacted to meet with the CSSO and Sergeant of Campus Public Safety, or Director of Safety and Security to discuss the offender's career goals, support services needed, notification requirements, coping with possible reactions of college community, and student rights and responsibilities that can be found in the college's Student Handbook.

Notification of the College Community when the potential student decides to enroll

When the potential student decides to enroll, the CSSO provides written notification to the college community accordingly with *Level I*, *Level II* and *Level III*:

Level I-Low Risk to Re-offend

Notify: Chief Academic Officer (CAO), Chief Administrative Services Officer (CASO), Deans/Associate Deans, Campus Public Safety, ECEAP/Child Care Director, Financial Aid Office staff, Library staff, and other affected employees.

- No others are notified without consulting first with the CSSO.

Level II-Medium Risk to Re-offend

Notify: CAO, CASO, Deans/Associate Deans, Campus Public Safety, ECEAP/Child Care Director, Financial Aid Office staff, Library staff, and other affected employees. No others are notified without consulting first with the CSSO.

- In addition, details of the issues and photo (if available) of the offender will be sent to Campus Public Safety Office with details and photo posted.
- No others are notified without consulting first with the CSSO.

Level III-High Risk to Re-offend

Notify: CAO, CASO, Deans/Associate Deans, Campus Public Safety, ECEAP/Child Care Director, Financial Aid Office staff, Library staff, and other affected employees. No others are notified without consulting first with the CSSO.

- In addition, details of the issues and photo (if available) of the offender will be sent to Campus Public Safety Office with details and photo posted.
- No others are notified without consulting first with the CSSO.

Any sex offender discovered to be currently enrolled without undergoing these procedures must be immediately referred to the CSSO so that the procedures become immediately implemented. The offender should not attend class until they have met with the CSSO.

Bates Technical College officials and employees are immune from civil liability for damages for any release of relevant and necessary information unless acting with gross negligence or in bad faith, in accordance with RCW 4.24.550. All students are expected to abide by standards set forth in the Student Code of Conduct. (Student Handbook and College Catalog)

External Resources

Any student, employee, applicant for admission or employment, or member of the public using Bates Technical College facilities who believes he/she has been discriminated against has the right to bypass the internal college process and file a discrimination complaint with one of the agencies listed below or any other agency with the jurisdiction to hear such complaints. Individuals seeking assistance from state and federal agencies need to be aware that many agencies have strict timelines regarding the filing of complaints.

Sex offender policy and procedure was last updated February 2018.

SEATTLE OFFICE OFFICE FOR CIVIL RIGHTS

U.S. Department of Education
915 Second Avenue Room 3310
Seattle, WA 98174-1099
(206) 607-1600 · (800) 877-8339 TTY <http://www.seattle.gov/civilrights/>

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

909 First Avenue, Suite 400
Seattle, WA 98104-1061
(206) 220-6883 · (206) 220-6882 TTY www.eeoc.gov

WASHINGTON STATE HUMAN RIGHTS COMMISSION

711 South Capitol Way, Suite 402
PO Box 42490
Olympia, WA 98504-2490
(360) 753-6770
1-800-300-7525 TTY
<http://www.hum.wa.gov/>

U.S. DEPARTMENT OF EDUCATION

Office for Civil Rights
915 Second Avenue, Room 3310
Seattle, WA 98174-1099
(206) 220-7900 · (206) 220-7907 TTY www.ed.gov/ocr

Information Technology Acceptable Use Policy

Consistent with policy adopted by the Board of Trustees, Bates Technical College, hereinafter referred to as “the college,” has a commitment to: provide access to current information technologies that support the training of students in workforce skills, enhance communications among college staff and the trustees, and improve the efficiency of college operations.

Access to modern information technology is essential to the pursuit and achievement of excellence throughout the college mission. Access to systems, software, and internal and external data networks is important to all members of the college community. To protect that access all members of the college community who use the college’s computing equipment and network resources must act responsibly. Users and system administrators must guard against misuse that would affect services, both at the college and on networks that can be reached from the college.

The college shall provide, within allocated resources, a comprehensive range of appropriate technologies to support a wide range of instruction and learning and to allow the college constituents to interact in learning environments independent of time or place. The college shall also make use of appropriate technologies for the efficient management and administration of college internal and external business and operations.

I. Definitions

A. “College Community” includes students, staff, faculty, administration, and the trustees.

B. “Data Network” is a group of two or more computer systems linked together.

C. “Download” refers to copying data from a main source such as a bulletin board service, mainframe or network server to a peripheral device such as a personal computer or printer.

D. “Electronic Messaging” includes but is not limited to, electronic mail (email) systems which store and transmit typed communications, voice mail systems which store and transmit voice communications, facsimile and imaging equipment which store and transmit images, transmission of messages over the Internet, and similar systems.

E. “Electronic Publications” are documents that are stored on computers that represent the college, programs, departments, offices, services or other units and are accessible within the college or are publicly accessible.

F. “File” refers to a discrete collection of data or information, stored on a computer or network device, including but not limited to text files, program files, and directory files.

G. “Hardware” refers to components such as disks, disk drives, display screens, keyboards, monitors modems, printers, boards, and chips.

H. “Information Technology” is the broad subject concerned with the electronic tools, including but not limited to personal computers, computer networks, and telecommunication networks, used to manage and deliver information.

I. “Information Technology Department” is the functional area of the College responsible for the research, management, and operation of informational delivery systems such as computer, telecommunications and video teleconferencing networks.

J. “Network/Computing Resources” include but are not limited to personal computers, servers, the cable and electronic infrastructure, and the bandwidth (the amount of data that can be transmitted in a fixed amount of time) that can run across it.

K. “Online Database” refers to a structured collection of data that is accessible and retrievable through a direct and real time connection to a computer system.

L. “Software” includes the operating system and all the utilities that enable the computer to function, and programs that do real work for users such as word processors, spreadsheets, and database management systems.

M. “Systems Administrators” refers to staff responsible for managing computer and telecommunications networks. Responsibilities include:

- Security: Ensuring that the network is protected from unauthorized uses.
- Performance: Eliminating impediments in the network.
- Reliability: Ensuring the network is available to users and responding to hardware and software malfunctions.

N. “Systems Management” concerns configuring and managing network resources.

O. “Upload” refers to the transmission of data from a personal computer to a bulletin board service, main-frame, or network server.

II. General Information

A. Application of Policies

The provision and use of computing, networking, and electronic messaging privileges is governed by college policies as well as those applicable policies and standards implemented by the state of Washington, or other governmental authorities. The primary responsibility for the management and use of information, information systems, telecommunications, equipment, software, and services rests with the college president, or designee. [RCW 43.105.017, 041]

B. Institutional Purposes

Use of computing and electronic messaging resources is for purposes related to the college mission. All users may utilize these resources only for purposes related to their college studies, instruction, duties as employees, official business with the college, and other college – sanctioned activities as specified in the state ethics laws. [RCW Chapter 42.52, RCW 43.105.017, WAC 292.110.010 and others]

C. Copyright

The college utilizes a wide variety of software, with a wide range of license and copyright provisions. Users are responsible for complying with the license and copyright provisions of the software that they employ. No software copy is to be installed, made or distributed by any user without a prior determination that such an activity is in fact permissible. All users must respect the legal protection provided by copyright and license to programs and data, including protections extended to those materials which may be found on the network and Internet. The Information Technology Department will maintain licenses of software and online databases obtained through college system negotiated agreement. Other divisions and departments are responsible for maintaining the records of software and on line database licenses applicable in their labs or areas, as well as departmental or specific software that is placed on the network for their specific use. [RCW Chapter 19.24 and others] [Title 17 US Code]

D. Right to Privacy

The college will, insofar as possible, respect the privacy of the user's files or electronic messages. However, all files and electronic communications are subject to inspection in the course of investigating misconduct or criminal activity, at the request of the appropriate departmental supervisor, as the result of a court order, or to investigate whether they are the cause of network difficulties. Bates employees, charged with the responsibility for maintenance of the integrity and security of computing and electronic messaging systems, are permitted to copy or move network stored user files for routine backups and preservation.

E. Access to Data and Telecommunications Systems

Access to data and telecommunications services shall be granted to specific users upon the written consent of their departmental supervisors. The services include access to college networks and servers, electronic messaging, and the state SCAN system.

F. Computer Access

Computers are college resources, and as resources their use may be allocated to serve the greatest needs of the college. Computer facilities are not for use by the public, and are to be used only for college related activities. General purpose computers are made available to college students who have current student validation, and have acknowledged lab procedures. The general student population may not use specific labs that are designed to support specific classes or college functions.

Computers in specific classrooms, office's or other non – public areas are not intended for general access. Unauthorized use of computers or computer in equipment is prohibited. The college does not make computers available for public use.

G. Network Resources

When computing and network resources are overburdened, the Executive Director of Information Technology or their designee will determine priorities among services and uses, depending on the need and number of users affected.

H. Operational Limits

Computer systems administrators have discretion to set and revise reasonable usage priorities and operational policies (such as hours of operation, usage time limits, populations to be served, etc.). They may also set such routine as may be reasonably necessary for the operation of their systems or facilities. Food and beverages are not permitted in computer labs.

I. Systems Security

The college will make reasonable efforts to ensure systems and file security.

J. Information Technology Acquisitions

All acquisitions for information technology purchases that involve hardware, software, or any associated support technology must receive prior approval from the Executive Director of Information Technology to ensure the proposed acquisition will fulfill college requirements and standards.

III. Usage

Computing resources should be used appropriately in accordance with the high ethical standards of the college community as described in college publications. Additionally, all uses of college networks and equipment must comply with the standards of state ethics laws and use policies. Any college network shall not be used to transmit or receive any communication and any form, or store any file, that could be found to be obscene, abusive, or highly offensive by prevalent college in community standards. College computing resources shall not be used for commercial purposes or personal gain. [RCW Chapter 42.52 and others]

Specifically, users of college technical resources are obligated to conform to the following procedures:

A. Users shall not intentionally seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users, whether on college campuses or elsewhere, without permission

B. Users may not represent themselves as others in electronic transmissions.

C. In accordance with board policies on sexual harassment and nondiscrimination, users shall not develop or implement programs or communications to harass other users or that create a hostile work or learning environment, either on the college campuses or elsewhere. [RCW 4.24.405, RCW 9A.36.080 and others]

D. Users shall not intentionally use college resources to impair the use or operations of any computing system. Users may not capture, record, or monitor any traffic on any network in an attempt to violate the system or security, or to gain access to private communications. [RCW 9.26A.100 and others]

E. Users shall not attend to damage, or alter without proper authorization, technological resources.

F. Users may not physically connect any equipment to the college network without Information Technology Department authorization. Users may not reconfigure or reconnect college systems or equipment without Information Technology Department authorization.

G. Users may not move any computer equipment within the campus without following established inventory procedures. Students are not allowed to move equipment unless employed by the college for that purpose. College equipment may not be removed from one campus location to another without proper authorization in writing from the Vice President, Director, or Associate Director supervising the department responsible for the equipment. In some cases, this permission will not be granted due to gift or grant restrictions.

H. Users may be asked to move from workstations, PC's, terminals, and computer facilities in order to maximize use, maintain equipment or according to the college schedule.

I. Users are expected to respect property rights. Users may not upload, download, store, or transmit any materials and violations of copyright laws. [RCW Chapter 19.24 and others] [US Code Title 17]

IV. Electronic Messaging

Electronic messaging services are important resources for instructional and administrative communications and essential element in the college's day-to-day activities.

A. Purposes for Use

College messaging services may only be used for college-related purposes. Any matter created, received, or store in or sent from college electronic messaging systems is the property of the college. [RCW Chapter 42.52]

B. Prohibited messages

Electronic messaging services may not be used for the transmission of information that promotes:

- a) Discrimination on the basis of race, creed, color, gender, religion, disability or sexual orientation;
- b) Sexual harassment;
- c) Copyright infringement;
- d) Personal political beliefs;
- e) Personal business interests;

- f) Personal religious beliefs;
- g) Non college-related commercial purposes;
- h) Political lobbying;
- i) Any unlawful activity.

All material entered within the electronic messaging systems becomes the property of the college. The college reserves the right to audit any account without the knowledge or authorization of the user. [RCW 7.42.010, RCW 4.24.405 and others]

C. Messaging System Disruptions

- a) Unauthorized access to any messaging system is prohibited.
- b) Knowingly performing an act, which will interfere with the normal operation of information technology facilities or services, is prohibited.
- c) Knowingly running or installing on any system or network, or giving another user a program intended to damage or place excessive loads on systems or networks is prohibited.

D. Security and Confidentiality

The college will attempt to provide electronic messaging systems to provide confidentiality and safeguards against unauthorized access and other security violations.

V. Use of Computing Resources for Electronic Publications

The quality of information published by the college plays an important role in maintaining the strong reputation and image of the college. This procedure sets minimal standards that are meant ensure that information published electronically is visually appealing, well-written and follows the same high standards as other forms of published information.

- A. Electronic publications created using college or other state resources may only be used for approved, official college – related activities.
- B. Electronic publications must follow all applicable local, state and federal laws and college policies and standards regarding nondiscrimination, libel, copyright, licensing restrictions, offensive material, visual identity, etc.
- C. Official college electronic publications are those which represent the college, programs, departments, offices, services, or other units, as well as officially registered student, faculty or staff organizations and are assessable within the college (such as on the Intranet) or are publicly accessible (such as on the Internet).

D. Official college electronic publications are subject to the same policies and standards as other college communications.

E. All of official college electronic documents will include, at a minimum, the standard college logo, the date of the last revision, the name and contact information to the person responsible for maintaining the information in the document, and if appropriate, a link to the official college homepage. The College Advancement Office has oversight responsibilities for all college electronic publications and will use established additional procedures relating to developing, publishing and maintaining official college electronic publications.

F. It is the intention of the college that official electronic publications be constructed in such a manner as to enable persons with disabilities to obtain essential information from that publication. The college disability support specialist will be responsible for developing procedures related to this process, including provisions for maintaining and updating any accommodations necessary to be in compliance with ADA standards.

VI. Adjudication, Enforcement and Sanctions

A. Responsibility

The principal responsibility for investigation of suspected noncompliance with the provisions of this procedure rests with the president or designee.

B. Rights

The investigation of alleged to or suspected non-compliance with policy or procedure is to be conducted with due regard for the rights of all the users.

C. Suspended Service

The technical support staff from the college Information Technology Department may suspend service to users without notice when it is necessary to the operation or integrity of the system or connected networks. Cessation of service, whether by network disconnection or disablement of log-in capability, shall be utilized in preference to file inspection when remedying or investigating instances of alleged disruption.

D. File Contents

File contents may become known during the course of systems operations or maintenance. Suspect files may be examined if they are causing network difficulties.

E. Violations

Violation of the procedures described herein for legal and ethical use of computing resources will be dealt with in a serious manner. Individuals accused of violation will be subject to the established disciplinary and grievance procedures of the college and, in addition, the loss of computing privileges may result. Illegal acts involving college computing resources may also be subject to prosecution by local, state and federal agencies

in ensuring that users of the college computer network are in compliance with appropriate laws and regulations.

VII. Limits of Liability

Bates Technical College makes no warranties of any kind, expressed or implied, that the functions or services provided through Bates network system will be error free or without defect. The college is not responsible for any damages users may suffer, including, but not limited to, the loss of network services or access. The college is not responsible for the accuracy of any information obtained through or stored on the college network system or computers.

DRESS CODE

What is appropriate:

- Dress/sport shirts (such as Polo style)
- Casual blouse, sweater
- Skirts and dresses
- Casual pants
- Jeans good condition
- Comfortable shoes, sandals, and sneakers in good condition

What is not appropriate:

- Clothing with large slogans/pictures that may be offensive
- Racer back and spaghetti strap tank tops. Unless a sweater or jacket is worn over top.
- Sweats or jogging suits- Fitness Center employees only
- Shorts (except knee-length, such as Bermuda style)
- Flip flops or slides
- Short skirts
- Spandex, tights, and leggings
- Hats
- Sunglasses
- Frayed/Holey clothing
- No showing cleavage, midriff, or under garments

Supervisors may maintain a stricter dress code. However, all Work-Study Employees must minimally follow the dress code, as it is outline above. Any questions about the dress code should be directed to the Financial Aid Office.

CUSTOMER SERVICE

Telephone Tips

- Remember that you represent BTC, so it is important that you convey professionalism.
- Always be courteous to the caller – remember what it is like to be on the other end.
- If you need to take a message, be sure to accurately include all the important information given. Read back the information to the caller for accuracy and check for possible errors. Always include information such as:
 - Name of the caller
 - Time of the call
 - Phone number of the caller
 - Best time to return the call
- Do your best to help the caller, but if they require assistance that you cannot provide, transfer the call to someone who can help them.
- If you need to transfer the caller to another department, be sure to tell the caller the extension number you are transferring them to, in case they are accidentally disconnected. Refer to the BTC phone directory for employee and department extensions.

Handling Difficult Situations

- Listen actively and ask helpful questions that will turn the focus of the situation away from the problem to finding possible solutions.
- Suggest positive alternatives, sometimes people get so frustrated about their situation they cannot see a way of solving the problem.
- Some people will continue to be angry no matter what you do. If this occurs, enlist the assistance of your supervisor or another staff member.
- Do not take the situation personally. The person is not really upset with you – they are upset with the situation. Put it behind you when you leave. Treat your co-workers and the next person you help with a smile and the courtesy they deserve.

Go the Extra Mile

- Do more than the minimum work required. Go beyond the scope of your job description. Help your co-workers when they are overwhelmed. Stop to help someone when they look lost or confused – even if it is not your area or department.
- In the campus environment, you will encounter many different types of individuals. Many of whom will be different than you. Always be courteous and treat everyone with respect. Put yourself in the other person's shoes and treat them the way you would expect to be treated. Remember that you represent BTC.

- Think of some of the ways others made you feel special or ways you were recognized that you appreciated. Try to do that same for others. Be creative, and this will encourage teamwork and make the working environment more pleasant for everyone.

PROFESSIONALISM ON THE JOB

Work-study employees are representatives of BTC

Always remember that when working, you are a representative of BTC. As such, you must always act in an appropriate professional manner.

Work-study positions are real jobs

It is a privilege to hold a work-study position. Eligibility for work-study does not guarantee you a position. You are interviewed along with other applicants to secure your position just like a real job. Being hired does not guarantee you will keep your position. Now that you are hired, you need to focus on your job responsibilities during your scheduled hours. Your performance will be regularly evaluated.

Work-study does not mean you study during work

During your scheduled hours, you are there to work. Most work-study supervisors are aware that you are trying to juggle an academic schedule with a work schedule. That is why you and your supervisor will discuss a work schedule that will best accommodate your academic hours and study time. When discussing your work schedule, be sure to leave time outside of your work hours for studying.

Personal calls and visits

Do your best to avoid receiving personal visitors or using mobile devices during work hours. You will need to focus your attention on your work responsibilities. Please turn off your cell phone and ask friends and family members to call or visit you only if there is a serious emergency that requires your immediate attention.

Eating, drinking, chewing gum

While on the job, you should refrain from eating, drinking and chewing gum in front of customers and using language that may be offensive to others. BTC would like to project a professional image. Since you, as an employee, represent BTC, such unprofessional behavior should be avoided.

The customer comes first

If you are in a position of customer service and you are asked to work on certain tasks during slow periods, those tasks should be put aside when a customer approaches you. If you are involved with helping a customer or need to leave your position and no one is available to help the customer who is waiting. Acknowledge the waiting customer with a sincere hello, and let them know someone will be with them as soon as possible. Put yourself in the other person's shoes. Remember what it feels like when you are waiting to be seen and no one acknowledges you.

Personal work performance

Your work performance is constantly being evaluated and you will receive a formal evaluation on a regular basis. Your work performance evaluation will be covered in more detail in another section of this handbook, but the following is an overview of the skills that all work-study employees should exhibit:

- Dependability
- Positive Attitude
- Quality Work (neat and accurate)
- Skill Development
- Cooperativeness
- Personal Development
- Good Working Relationship
- Reliability
- Initiative

Work-study employees who demonstrate exceptional performance will be recognized for their contribution. Work-study employees who do not meet performance standards will be asked to make improvements, or they may not be approved to continue with employment.

CONFLICT RESOLUTION

Conflict with customer

After doing your best to provide customer service in accordance with our customer service policies (refer to section on customer service), if you are still unable to resolve the conflict, politely excuse yourself from serving the customer and ask your supervisor or a staff member to handle the situation.

Conflict with fellow work-study employee

When you and a fellow work-study employee find yourselves unable to agree on an issue or unable to work together, you should first discuss the issue one-on-one with each other in a private setting. Pick a time when you are not both already agitated about the situation. Avoid being defensive, listen to the other persons' view of the situation, and try to understand it from their perspective. If necessary, agree to disagree without letting it interfere with your work.

If the work-study employees are unable to resolve the situation with each other, enlist the assistance of your supervisor for mediation.

Conflict with your supervisor

Understand that your supervisor is in a position of authority over all work-study positions within their department. If you feel that you have been treated unfairly, asked to do something unreasonable or unlawful, you should first request an opportunity to discuss the issue one-on-one with your supervisor in a private setting. Pick a time when you are not both already agitated about the situation. Avoid being defensive, listen to your supervisor's side of the issue and try to understand it from their perspective. If necessary, agree to disagree without letting it interfere with your work.

If after discussing the issue with your supervisor, you still do not feel like the situation was resolved. Or that it may interfere with your work performance, or that your lawful rights as an employee are being violated. You may contact the Financial Aid Office (A208) for mediation.

MAINTAINING ENROLLMENT REQUIREMENTS

While the work-study program exists to provide practical work experience in a positive, supportive, learning environment, we do not believe it should be at the expense of your academic experience; rather it should enhance it. Therefore, in order to continue working as a work-study employee at BTC, you will need to meet certain academic eligibility requirements.

- Work-study employees need to be enrolled in a minimum of half time (6 financial aid-eligible credits) and maintain satisfactory academic progress.
- You must be enrolled for the upcoming quarter to work during school breaks.
- To continue working over the summer, you must be enrolled in a minimum of half-time financial aid eligible credits for the summer and/or the fall quarter.
- You must have financial need and be eligible for financial aid.

If you drop below the minimum enrollment requirements, you must stop working immediately and notify the Financial Aid Office.

SCHEDULING

Setting your schedule

You and your supervisor will work together in setting your initial schedule. Have your academic schedule on hand at your interview or at the time that your supervisor arranges for working on your schedule. Your supervisor will do their best to accommodate your academic schedule, but your supervisor is not responsible for providing your maximum number of hours if the department's hours of operation will not permit.

What do you do if you have a schedule conflict?

Once your schedule is set, your department and your supervisor are counting on you to be there when you are scheduled. You are part of a team now, and a team is only as strong as its members. If it is a one-time conflict, give plenty of notice to your supervisor so that he or she can try to cover your shift. If you feel it will be an ongoing conflict, talk to your supervisor ahead of time to see if your schedule can be adjusted. If your schedule cannot be adjusted or the shift cannot be covered, then you need to either keep your commitment to your work schedule, or give advance notice of your intent to leave so that your supervisor has time to find a replacement.

What to do if your academic schedule changes quarterly?

Work-study supervisors are aware that it is common for an academic schedule to change from quarter to quarter. Most supervisors will be able to accommodate the change by adjusting your schedule. As soon as you have registered for classes, let your supervisor know the changes you will need. Although rare, some circumstances may warrant certain hours that you will be allowed to work, and schedule changes cannot be made. If applicable, these circumstances will be explained to you during your interview.

What to do if you are sick and need to call off?

It is important to give your supervisor as much notice as possible if you are sick or have a personal emergency. Do not wait until you are due to be at work to call. Your supervisor may need time to call other employees to cover your shift. Call a day ahead if possible, or at least first thing in the morning. It is understandable if you have an unexpected emergency, just make sure to call and inform your supervisor so that adjustments can be made.

A note about reliability and dependability

Your department and your supervisor are counting on you to be there when you are scheduled. It is not fair for you to make a habit of being late or not showing up while the rest of your team becomes frustrated with having to pick up your work. It reflects badly on you and your department. Excessive lateness will result in poor performance evaluations. Unexcused absence may result in termination. (For more information see: Discipline Code)

ELECTRONIC TIMESHEETS

A workweek runs from Sunday to Saturday, even if it is split between two different timesheets!

Where to get timesheets?

Bates Technical College uses the ctcLink Report Time system. Your time sheet can found on your Employee Self Service tile in ctcLink. You will need your ctcLink ID and password to access the system. The navigation to access your timesheet is: Employee Self Service (homepage)> Time (tile\homepage)> Enter Time (tile). You can go here <https://dms.batestech.edu/wp-content/uploads/documents-directory/ctclink/Report%20Time-For%20Hourly%20Employees.pdf> for step by step instructions on how to report and submit your hours. If you have difficulty with accessing your time sheet, please contact the Financial Aid Office at 253.680.7020 or the Payroll Office at 253.680.7118. For any other payroll questions or concerns, please email payroll at payroll@batestech.edu.

When to record the hours you work

You are responsible for accurately reporting all hours worked each day. You should report your hours daily at the end of each shift.

When to submit your timesheet

Timesheets must be submitted on the 15th and last working day of every month. We highly recommend that you submit your timesheet on time. Any late timesheets will not be processed until the next pay period. This means that you will not receive a paycheck for the following pay period.

- If you miss the timesheet submission deadline, you must complete a paper timesheet, and submit it to the Payroll Department in B306. Understand that your timesheet will not be processed until the next pay period (a 1/2-month later). Contact the Financial Aid Office for a paper timesheet.

Honesty Policy

You must be honest in the recording of your hours. Only record hours that you actually worked. Falsifying your hours is considered a severe infraction. The result of falsifying your timesheet will be immediate termination.

PAYCHECKS

When will you get paid?

- Pay periods are bi-monthly. This means you will get two paychecks a month. Pay periods end on the 15th and the last business day of each month. Paycheck are dispersed on the 10th and 25th of each month.

What to do if you feel there is a discrepancy in your pay

- If you feel there is a discrepancy in your pay, such as being paid for fewer hours than what you remember working. Please contact the Financial Aid Office as soon as you notice the discrepancy.

Deductions (Taxes) from your paycheck

- The appropriate standard taxes deducted from your gross pay include:
 - Federal Tax
 - Unemployment
 - Paid Family Medical Leave
 - L&I

Work-study wages are a form of Title IV government-funded financial assistance and a need-based employment program.

EMERGENCY POLICY AND PROCEDURES

Refer to the Bates Technical College publication that addresses this policy.

TRAINING

There will be training that the Financial Aid Office requires of you in order to prepare you to begin your work-study experience and to enhance the development of your work skills. This training currently consists of an initial orientation which included a paperwork session and online training.

EVALUATION

It is the responsibility of your supervisor to oversee your performance in order to ensure that your experience is successful and that policies and procedures are being followed. You will undergo evaluation by your department supervisor twice a year, once in the fall, and another in the spring. This will also provide personal growth and feedback from your supervisor; it will also inform the Financial Aid Office of your work performance. The evaluation will rate your performance level within nine (9) different work skills along with a place for your supervisor's comments. Your supervisor will meet with you to discuss the results and listen to your response. The evaluation will then be turned in for review by the Financial Aid Office and placed in your file.

RECOGNITION

It is the desire of the employees and supervisors of the Work-Study Program to see all work-study employees excel in their positions and to take the skills they have learned with them to the workplace upon completion of their studies. Some work-study employees will stand out above the rest by going the extra mile and performing above the expectations of their responsibilities. We appreciate the dedication and hard work of all work-study employees who do their best on a daily basis.

Thank you for all you do!

Bates Technical College reaffirms its policy of equal opportunity and does not discriminate on the basis of race, ethnicity, color, national origin, creed, religion, sex, sexual orientation, gender identity, age, marital status, disability, or status as a disabled veteran or Vietnam era veteran in its programs and activities in accordance with college policy, and applicable federal and state statutes and regulations. Bates publications are available in alternate formats upon request by contacting the disability support services office at 253.680.7012. Inquiries regarding Bates' non-discriminatory policies, including Title IX and ADA, should be directed to: for student matters, the Dean of Advising and Retention, Niraj Swami at 253.680.7102, niraj.swami@batestech.edu, Downtown Campus A211. For employee matters, to Executive Director of Human Resources, Kameil Borders at 253.680.7180, kameil.borders@batestech.edu, Downtown Campus A326. If you are a person with a disability and need assistance, contact the Disability Support Services Coordinator Sarah O'Neal, 253.680.7012, sarah.oneal@batestech.edu. 7/11/2023