



**Student/Supervisor
Handbook**

Table of Contents

Preface.....	2
Student Expectations	3-4
Supervisor Expectations	5-6
Orienting Your Work Scholar.....	7
References/Appendix.....	8-15

Preface

Purpose of this Handbook

This handbook has been prepared to inform new LC Work Scholars students and worksite supervisors of their role in the LC Work Scholar Program. It is neither all-inclusive nor intended to provide strict interpretations of our policies. Rather, it offers an overview of the Work Scholar environment.

LC Work Scholars Program reserves the right to unilaterally revise, suspend, revoke, terminate, or change any of its policies, in whole or in part, whether described within this handbook or elsewhere. Every effort will be made to keep parties informed of changes; however, we cannot guarantee that notice of revisions will be provided for each revision. Questions and feedback are always welcome. Questions may be directed to the Assistant Dean of Student Financial Services or the Program Assistant of the Student Work Programs.

Work Scholar Student Expectations

Work Scholars are held to a high standard both academically and in the workplace.

The Work Scholar (student), in accepting admission into the LC Work Scholars Program, agrees to:

- Participate in employment at an approved LC Work Scholar position for the duration of their enrollment in the program.
- Work no fewer than 150 hours throughout the academic term and adhere to the work schedule required by the position and arranged with the worksite supervisor.*
- Secure approval for absences from worksite and arrange to make up hours in advance of the absence, if possible.
- Immediately notify the supervisor of any unexpected absence or tardiness using a method of communication pre-approved and arranged with the worksite supervisor.
- Strive to meet duties, responsibilities, and standards required by the position as defined by the supervisor.
- Complete timesheets by deadlines (failure to submit timesheets on-time may delay stipend disbursement or dismissal from the program)
- Complete Work Scholar Experience Evaluation at the end of each semester
- Participate in at least 2 hours of volunteer service and complete 2 professional development opportunities.
- Participate in the Work Scholar Program’s orientation at the start of each semester
- Schedule and meet with work supervisor 2 times per semester to ensure that employment progress is being made at a satisfactory level.

Further description of “Check-In” meetings:

- *Performance evaluations are scheduled by the student – this is a learning opportunity for students who have had limited experience planning for and scheduling business meetings*
- *Duration of meetings: 15-20 minutes. Meetings are simply “check-in” with students*
- *Purpose and desired outcome of meetings: discuss student’s workplace success, areas for growth, or areas to take on new challenges. Student-centered discussion based on student’s goals. Gain an understanding of strengths and possible challenges in the position, or student’s academic career. Help student brainstorm solutions or resources to overcome barriers. Help student understand what they could be doing/experiencing now to better position them for success in years to come.*
- Maintain full-time enrollment status as defined by Lewis-Clark State College standards, and a minimum cumulative GPA of 3.0 throughout her/his participation in the Work Scholars Program.
- Participate in other Work Scholars Program activities as assigned.

*If students have additional degree requirements during the semester such as a nursing preceptorship or student-teaching, then they will be eligible for an adjustment of program requirements during that semester. This is determined on a case-by-case basis each semester. In order to be considered for program requirement adjustments, the student will have to submit official documentation stating the specifics of the additional degree requirement.

Academic performance and recovery semesters:

- Work Scholars are required to maintain a cumulative 3.0 GPA
- They may be offered a one-time recovery semester if their cumulative GPA drops below a 3.0
- The recovery semester allows the student one semester to regain their program eligibility and bring their GPA back up to a cumulative 3.0.
- See Appendix “Recovery Semester Documents” for further details.

Seven Student Performance Expectations:

Attendance

- ✓ Is punctual and arrives on time for work as scheduled and/or required
- ✓ Give advance notices of absences

Accountability

- ✓ Manages time well and is able to provide timely completion of job assignments
- ✓ Supports workplace policies and procedures including dress and safety requirements
- ✓ Ensures proper care of college equipment, facilities, materials, and work environment

Teamwork

- ✓ Demonstrates a willingness to work, support, and collaborate with supervisors and co-workers while promoting a positive atmosphere in the workplace for all people.
- ✓ Demonstrates an understanding of the relationship of his/her work to the work of others within the department.

Initiative

- ✓ Consistently completes job assignments without need for constant supervision.
- ✓ Is a self-starter with the ability to adjust and adapt to change as needed

Respect

- ✓ Exhibits professional conduct in the workplace and interacts respectfully with all people including supervisors, co-workers, and those being served
- ✓ Respectfully deals with conflict and differing points of view

Learning

- ✓ Enhances the effectiveness of co-workers and the department by sharing knowledge
- ✓ Demonstrates an interest in acquiring new skills
- ✓ Seeks to reflect and understand the value of the job and how it relates to personal development

Job Specific

- ✓ The degree to which this student fulfills the basic labor requirements and objectives as set forth in his/her job description.

Background Checks:

Students will be admitted to the program provisionally, pending the submission of a clean background check.

- Results of the check are released to the student and with the student's permission, accessed by Assistant Dean of Student Financial Services and/or the student's worksite supervisor.
- If the check is clean, the student will be eligible for full admission to/ continuation in the program.
- If the background check contains crimes, misdemeanor or felony, that conflict with the policies and guidelines of the Assistant Dean of Student Financial Services and/or the student's worksite supervisor will review the findings and make a decision based upon the results of the findings.

Worksite Expectations

Worksite Supervisor Role

Supervisors are responsible for ensuring Work Scholar member(s) have enough job-related service activities to complete the required hours within their term of employment.

- *Coordinate and collaborate* with LC Work Scholars Program office
- *Act as mentor and educator*
 - Model professional standards of conduct for student Work Scholars
 - Act in a manner that reflects the highest moral and ethical integrity in the LC Work Scholars Program
 - Model positive regard for the beliefs of others by acknowledging differences and supporting ideals that respect humanity
 - Demonstrate honesty and safety in all activities associated with the LC Work Scholars program and worksites
- *Provide instruction in workplace policies and procedures*
 - Communicate and model respectful behavior and use of constructive techniques when addressing problems that may occur at the worksite
 - Work Scholars must comply with a drug free worksite
- *Support and reinforce the learning objectives for the position*
 - Encourage access to professional development trainings that are in line with the job criteria and expectations.
- *Ensure job is meaningful and necessary* – adhering to approved job description
 - If changes need to be made to student’s responsibilities, then the supervisor must contact the Program Office prior to making these changes.
- *Perform regular performance evaluations*
 - Supervisors are required to monitor Work Scholar’s performance and provide evaluations on their progress toward previously established goals.
 - Evaluation forms are provided by LC Work Scholars.
 - Located on the LC Work Scholars website:
<https://www.lcsc.edu/media/14794/23performanceevaluation.pdf>
 - Work Scholars have a self-evaluation that aligns with the performance evaluation.
*Please see: Program Calendar for due dates**
- *Schedule work hours to accommodate classes*
 - LC Work Scholars office aims to see students to graduation quickly and in responsibly, meaning students must be able to enroll in classes meeting their graduation requirements.
- *Verify student work hours*
 - Work Scholars work a total of 150 hours each semester, approximately 10 hours each week over the course of a 16-week semester (this includes Fall and Spring Breaks).
 - Hours worked by your Work Scholar that exceed 10 hours per week will be paid by the worksite, may not exceed 18 hours (8 compensated directly by the worksite) each week
 - Summer hours are paid in full by the worksite
 - Ensure that your worksite will not subcontract the services of any Work Scholar member(s) funded under this contract to any other organization or individual without prior written approval in advance from LC Work Scholars office.
 - Worksite Supervisors are required to review, verify, and electronically sign Work Scholars member hours timecards utilizing the online system located on lcsc.edu under “Current Work Scholars” in the Financial Aid section.
 - When approving member service hours, you are attesting to the accuracy of their reported hours and service activities.
 - You may choose to hire your Work Scholars for an additional 8 hours of work per week (minimum wage and worker’s compensation laws apply).

- For **on-campus* employers these additional hours would be paid as IH (Irregular Help). On-campus worksites must complete a Personnel Record Card and email it to Human Resources to get this set up.
- For **on-campus worksites only*: If your Work Scholar has another job on campus, then you may need to coordinate with Human Resources on the additional hours worked.
 - For students holding more than one job on campus: Students may only work a total of 19 hours/week between Work Scholars and their other job. OR 29 hours/week between all jobs for 5 months or less.
- Students may neither “volunteer,” nor “bank” hours for their worksite or department. Just as regular employees are not allowed to volunteer/bank hours to keep from accruing paid overtime.
- *Attend required trainings/meetings*
 - Supervisors are required to attend supervisor orientation at the beginning of each academic year.
 - Worksite Supervisors are required to attend an annual training with their Work Scholar member once Fall-August/September semester has started.

Correction and disciplinary action:

The LC Work Scholars program needs to be alerted to any performance issues as they arise. If necessary, then the Work Scholars office will assist in delivering formal disciplinary action including verbal and written warnings up to and including termination.

Performance issues requiring immediate attention:

- Tardiness
- Unexpected absences
- Disrespect while in/outside of the worksite
- Not completing assignments given to them
- Not following worksite instructions/guidelines
- Not meeting their worksite/project deadlines
- Professional issues including but not limited to: unprofessional behavior or unprofessional appearance
- Each worksite is different. **You set the rules.** Please be specific with your Work Scholar about:
 - dress code
 - schedule
 - behavioral expectations
 - It is your responsibility to monitor your Work Scholars’ daily performance.

Help us get the word out - LC Work Scholars Visibility:

We encourage all of our partners to clearly identify themselves as a worksite by:

- Posting a “proudly supporting LC Work Scholars” window cling
- Allowing students to clearly identify themselves as LC Work Scholars by wearing the Work Scholars shirt and/or Work Scholars lapel pin as appropriate and/or name tag and/or business cards
- Promoting LC Work Scholars as applicable in media and marketing materials
- Agreeing to mention LC Work Scholars in any publicity or exposure it gives to the work performed by the LC Work Scholar

Orienting your Work Scholar:

The program provides students with a program orientation/overview. Please do not underestimate the value of a worksite orientation. Help your Work Scholar get oriented to your worksite and introduce them to members of your staff. Also, take time to help your staff members understand the role the new Work Scholar plays in your worksite.

The following is an orientation guide. Student Work Scholars are provided with a similar document titled “Getting your Year into Gear!” (see appendix)

Guide for worksite supervisors:

The First Day for your Work Scholar:

- Introduce Work Scholar to all staff within your worksite
- Introduce Work Scholar to your worksite’s policies and procedures (vacation dates, sick leave, etc...)
- Show Work Scholar their work area
- Provide a copy of the job description

The First Two Weeks:

- Meet every day – even if it is 10 minutes.
 - Reflect on their day; ask how it is going and if they have any questions
- Review your site goals
 - Share those goals with the Work Scholar and discuss how they are going to work to carry out those goals
 - Discuss Work Scholar’s personal goals
 - Encourage them to think of some accomplishments they would personally wish to achieve over the course of their Work Scholar tenure

The First Month or Two:

- Take them to a staff meeting and introduce your Work Scholar
 - Tell the meeting members what your Work Scholar will be doing for your worksite
- Plan your Work Scholar’s hours out for the year
 - Coordinate school calendars, holidays;
 - Required trainings
 - Calculate how many hours per day your Work Scholar will need to work in order to complete their hours by the end of their employment year
- Reflect on your Work Scholar’s accomplishments every two weeks or so, discuss their frustrations and learned lessons
- Lend your member moral support and be their mentor

The Remaining Year:

- Hold weekly meetings – “more than just signing their timesheet.” Take time to review the worksite goals, member goals, and see where your Work Scholars are in meeting them.
- Student Performance Evaluation:
 - 1 time per semester *Please see: Program Calendar for due dates**
 - Work Scholars calendar will be provided at the beginning of the term
- Pay your cash match within 30 days of receiving your invoice.

Grievance policy:

We work hard to partner with our approved worksites. We know that you provide our students with high-quality resume building experiences. Just as Work Scholars can be exited from the program for reasons including (but not limited to) not adhering to the program, our worksites can also be exited from the program. Additionally, the LC Work Scholar’s program office does have a Labor Grievance Policy/Procedure. Please see the Appendix to review the full document.

References

“Chapter 00c. Mission, Motto & History”. Policies & Procedures. LC Work Scholars (2024)

“Chapter 4d. Student Roles- Seven Performance Expectations”. Policies & Procedures. LC Work Scholars (2024)

“Chapter 8a. Worksite Roles and Agreements”. Policies & Procedures. LC Work Scholars (2024)

LC Work Scholars Performance Evaluation Forms (2016). Retrieved from <https://www.lcsc.edu/media/14794/23performanceevaluation.pdf>

Appendix: LC Work Scholars Vocabulary

Host Worksite: An organization through which LC Work Scholars members may be placed and provided work and experience.

Host Site Supervisor: Person responsible for direct supervision of the LC Work Scholar member(s) placed at a host worksite.

Academic Supervisor: Academic advisor to LC Work Scholar.

LC Work Scholar: Current LC State student that meets eligibility requirements and have successfully completed the hiring process into an approved worksite.

Student Scholarship: Funds paid to LC Work Scholar up to in-state tuition per academic year in the program.

Student Stipend: Funds paid to an LC Work Scholars member during her or his term of service in the amount of \$750.00 per academic school year paid out bi-weekly and may increase in subsequent years.

Orientation: Training provided by LC Work Scholar Director and program staff, usually held in the Spring and Fall semesters.

Evaluation: One semester performance evaluation to be filled out by the worksite supervisor to inform the student and staff of their worksite performance goals and objectives, and allows for constructive feedback for the student.

Check-in Meetings: Check-in meetings include the Work Scholar and worksite supervisor. The purpose of these meetings are to identify any barriers to success (academic or on the job) that the Work Scholar may be experiencing and connect the Work Scholar with resources that help alleviate these barriers.

Appendix: Recovery Semester Documents

Below are sample documents. Other documents may be required depending on student's recovery semester agreement.



Work Scholars Recovery Semester Agreement

Work Scholar: _____

Date: _____

Worksite: _____

Recovery semester

Time period for recovery semester:

- Fall _____ semester
 Spring _____ semester

Dates: _____

Mid-term Review date: _____

Final Review date: _____

List performance improvement areas:

List expected recovery plan:

(actions to be taken by the student to improve performance areas listed above)

Employee is being given every opportunity to positively perform the duties outlined in the Lewis-Clark State College Work Scholars Program Agreement in a satisfactory manner. Failure to comply with the above listed directives may result in further disciplinary action up to and including immediate termination. This includes achieving all LC Work Scholars program requirements, including but not limited to: full-time student status, service project, professional development, and minimum cumulative 3.0 GPA.

Work Scholar: _____ Date: _____

Work Scholar Program Assistant: _____ Date: _____

Worksite Supervisor: _____ Date: _____

Academic Advisor: _____ Date: _____



Mid-Term Academic Report

Student Name (please print) _____ Date _____

Semester _____

The LC Work Scholars program requires students to maintain a cumulative GPA of 3.0 or higher.

Course	Credits	Instructor	Midterm Grade	Instructor's Initials

I hereby confirm that the above information provided is true and authentic to the best of my knowledge.

Work Scholar's Signature _____ Date _____

For office use only:	
Total Semester Credits _____	Current Cumulative mid-term Semester GPA _____

Appendix: Student Document “Getting the Year in Gear”

This form can be found on the lcsc.edu website in the “Work Scholar Central” tab under “Financial Aid.”



Getting the Year in Gear

To get your year as an LC Work Scholar off to a good start, take this list and review these questions with your supervisor.

General Expectations

- What days and hours are you expected to work?
- How will you serve approximately 10 hours during weeks with a holiday or during school breaks?
- Who do you call when you're going to be late or absent?
- What is the preferred method of communication (telephone, e-mail, text, etc.)?
- What is the dress code for the department?
- Who should you contact if you have a question, concern or problem at your work site?

Departmental Rules and Boundaries

- Can you drive a student/client to an appointment or event?
- What happens if you overhear a student/client talking about using drugs or being hurt by a parent or partner?
- Is it acceptable to text student clients or communicate with them on social media?

Goal Setting (see page 2)

- What does your work site hope you will be able to accomplish during the semester?
- If there is something specific you would like to experience or accomplish, please share this with your supervisor. Be realistic, but know that speaking up may open doors to additional experiences.
- How will you measure your progress?
- Are there any department-specific performance measures you'll be tracking?

Training

- What type of training will you need? Are there specific programs, processes, or software you'll need to learn?
- Will you be allowed to take advantage of professional development classes offered by the college?

Adapted with permission from Lewis-Clark Service Corps AmeriCorps



Semester Goals

In the table below, list up to four goals you have during the semester and include steps on how you plan to achieve these goals. Make sure to keep this document for reference as you will be asked to review your progress towards these goals in your performance evaluation at the end of the semester.

Current Semester (Term/Year): _____

Goal	Steps (How you will achieve your goal)

Work Scholar Student Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Appendix: Mid-Term Check-In

This form can be found on the lcsc.edu website in the “Work Scholar Central” tab under “Financial Aid.”



Mid-Term Check-In

You are responsible for creating an agenda for your mid-term check-in with your worksite supervisor. The purpose of this meeting is for you to reflect on your performance at your worksite and allow for open dialogue with your supervisor on how you can improve. Below are a list of example prompts you could use to lead your meeting discussion.

- How do you feel about your work role and responsibilities?
- Do you have a clear understanding of your tasks and goals?
- What challenges or obstacles have you encountered so far and how have you addressed them?
- How do you prioritize and manage your tasks?
- Are there any resources or support you feel you need to perform better?
- Are you making progress on your goals? If not, how can you improve?

Directions:

1. Create a meeting agenda.
2. Schedule a time to meet with supervisor in the mid-term check-in window. See program calendar*
3. Meet with supervisor and discuss planned topics.
4. Write up a meeting summary.
5. Send agenda and meeting summary to lcworkscholars@lcsc.edu by the end of the mid-term check-in window. See program calendar*

Appendix: Labor Grievance Policy/Procedure

The LC Work Scholars grievance procedure is to be used by LC Work Scholars (students) who wish to formally resolve a dispute or grievance.



Background: The LC Work Scholars grievance procedure is to be used by LC Work Scholars (students) who wish to formally resolve a dispute or grievance.

Point of Contact: Program Assistant for Student Work Programs

Purpose:

This policy is to be used by LC Work Scholars who wish to formally resolve a dispute or disagreement regarding a decision or action affecting the LC Work Scholar. Grievance procedures do not apply to decisions regarding dismissal from the Work Scholars program.

LC Work Scholars are encouraged to resolve grievances with their worksite, through their worksite supervisor whenever possible. However, it is understood that this is not always possible. For these situations a formal procedure is required to ensure swift and fair resolution as situations arise.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by all parties.

Procedure:

Step 1

LC Work Scholars should first seek to informally discuss their complaint with their worksite supervisor. This should be done in a timely manner (as quickly as possible) so that the supervisor has an opportunity to address the complaint.

If the complaint is not resolved through this process, or if the matter itself concerns the Work Scholar's immediate supervisor and the LC Work Scholar feels the issue cannot be resolved through a discussion with their supervisor, then the grievance should be discussed informally with the Program Assistant for Student Work Programs.

Step 2

In most instances the program office expects the grievable matter to be resolved informally and in a timely manner as described in Step 1. If the matter has not been resolved, the LC Work Scholar may submit a formal grievance in writing to the LC Work Scholars program office. Response to this form will be provided in writing from the program office.

LC Work Scholars who wish to file a formal grievance should do so in writing within five (5) working days of the informal discussion listed in Step 1. The formal grievance (sample below) must include:

1. Date of original grievance
2. Describe clearly the grievable matter (State clearly what action or decision is being grieved)
3. Outline steps already taken to resolve the grievable issue, including decisions that have been made, if any
4. Copies of documents, if any, supporting the formal grievance

Step 3

Within 15 working days after the receipt of the formal written grievance from the LC Work Scholar to the LC Work Scholars program office the following will occur:

1. Affected/Involved parties will be notified of the formal grievance.
2. A meeting with all affected/involved parties will be scheduled.
3. Copies of the formal grievance and supporting material, if any, will be shared with affected/involved parties

The scheduled meeting will be attended by the LC Work Scholar who filed the formal grievance, the Program Assistant for the Student Work Programs, the individual who the grievance was filed against, and any other appropriate/affected/involved parties as determined by the LC Work Scholars program office.

The meeting will:

1. Review the formal grievance with the group in attendance.
2. Review evidence presented within the formal grievance.
3. Ensure that documents are made available to all parties.
4. Ensure that the timeline and meeting schedules are discussed with and agreeable to all parties.

The Program Assistant for Student Work Programs will facilitate the grievance meeting and will make the final determination regarding the grievance in writing, including recommendations if appropriate, within five (5) working days of the meeting. The final determination will be shared with the LC Work Scholar, the individual who the grievance was filed against, and any other affected/involved parties as deemed appropriated by the Work Scholars program office.

Decisions made by the LC Work Scholars program office are final.

Sample 1 (must be typed)

Today's Date: _____

To: Program Assistant for Student Work Programs

From: _____

Worksite: _____

Immediate worksite superior: _____

Dear _____(Program Assistant for Student Work Programs)_____

I wish to file a formal grievance against: _____ name of individual _____

In line with the LC Work Scholars Grievance Procedure. The details of my grievance are shown below:

Document must include at minimum the following:

1. Date of original grievance
2. Describe clearly the grievable matter (State clearly what action or decision is being grieved)
3. Outline steps already taken to resolve the grievable issue, including decisions that have been made, if any
4. Copies of documents, if any, supporting the formal grievance

Yours sincerely,