



Outreach Department

Student Assistant Policies and Procedures

Enrollment Policy: All persons who are employed in the Student Assistant pay category must be students of the San Mateo County Community College District or another academic institution at the time of their employment. While employed in this category, students must be enrolled in a minimum of six (6) units during the fall and spring semesters.

In order to work as a student assistant during summer session, a student must 1) have been enrolled in a minimum of six (6) units during the previous spring semester; and 2) be reasonably expected to enroll in a minimum of six (6) units during the subsequent fall term.

Work Schedule Procedure: Work schedule will be posted every two weeks in the outreach office. A copy of the event(s)/ and assignment information will be placed in employee's box.

Vacation/Time- Off Request Policy: All employees must complete a 'Time-Off Request' form if they are planning to miss 2 or more consecutive work days. Form must be completed two weeks in advance and turned into the 'Time-Off Request' bin located in the outreach office. Employees will receive an approval or denial email within to 2-3 days.

Sign-In/Time Sheet and Mileage Form Procedure: All employees must sign in and out every day they are scheduled to work. Sign-in sheets are located in outreach office.

WebSmart time sheet must be submitted by the last working day of the month. Daily hours must not exceed 6.5 and total weekly hours must not exceed 20.

Mileage forms must be submitted by the last working day of the month. All locations indicated on the form must have an attached map. Two copies must be turned into the mileage bin (located in the outreach office).

Tardiness:

Make sure to follow the following steps when you are running late.

1. Text Mayra
2. Call Mayra's office

Note: If you are more than 10 minutes late this will count as an infraction, regardless if you follow the steps above.

Lunch and break policy: Employees are entitled to one 30 minute uninterrupted meal break (non-paid) after 5 hours of work unless work day is completed after 6 hours of work. In addition to employee meal break, employees are entitled to a 15 minute break (paid) for each 3.5 hours worked.

Confidentiality: Employee must honor the confidentiality of students, job and department. All confidential student information (documents with SS# or G#) must be stored and disposed an appropriate manner.

Dress Code Policy:

- It is expected that employees will apply a common sense approach to the dress code and dress in an appropriate smart/casual manner. On the occasions when employees are meeting with students, external visitors, or attending events, that they required to dress in a professional manner.
- Slogans or pictures on t-shirts/tops containing nudity or foul language are prohibited.
- Revealing attire i.e. shorts, crop tops, short skirts/dresses, tops with plunging neck lines, clothes made of see-through materials, may be deemed sexually offensive are prohibited.
- Gang related colors (red and blue) are not to be worn during high school visits or events

Event and high school visit attire

Employees must wear a Cañada Shirt, dark jeans/slacks and flat closed toed shoes (events only). Large jewelry is prohibited.

Student Assistant Warning Notice Policy:

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| 1 st Occurrence- Verbal warning | 2 nd Occurrence- First written warning |
| 3 rd Occurrence- Second written warning | 4 th Occurrence- Termination |

If student commits any of the following infractions they will either receive a verbal warning, written warning or termination, depending on the number of occurrences (refer to policy above).

Infractions

1. Expectations not met:

- *Off task* -Not working on the project that was assigned to you, Facebook, surfing the web, personal phone calls, texting, working on homework, etc.
- *Not being prepared* -High school visits, events, campus tours, appointment with student, etc.
- *Not following up with student, high counselor, supervisor, coworker, etc.*
Example: not emailing counselor when you won't be able to attend your visit
- *Not taking initiative*
- *Not showing up to work* -Office, event, high school visit, etc.

2. Attitude: Rudeness (supervisor, co-workers, students, etc.), Poor Customer Service (not referring to appropriate services, etc.) and unprofessionalism

3. Tardiness

4. Absenteeism

5. Leaving early

6. Falsifying hours or not completing timesheet correctly

7. Not submitting time sheet or mileage form on time

8. Not following office dress code policy

9. Not returning (timely manner) or damaging property

10. Not maintaining/disposing of student's confidential information