



**CRISTO REY**  
ST. MARTIN COLLEGE PREP

# THE CORPORATE WORK STUDY PROGRAM

Business Partner Handbook

2018- 2019

**Cristo Rey St. Martin College Prep**  
**“We are the school that works”**

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# General Information

## Program Terms

**CRSM:** Cristo Rey St. Martin College Prep

**CWSP:** Corporate Work Study Program

**BP:** Business Partner

**SBI:** Summer Business Institute

**Supervisor:** individual in charge of the daily management of a student-worker

**CWSP Staff Member:** liaison between CWSP, Supervisor and Student Worker

## The Corporate Work Study Program Overview

Welcome! The Corporate Work-Study Program (CWSP) allows student-workers to earn 60+% of their tuition at Cristo Rey St. Martin College Preparatory School while providing real world job experience. It is an integral part of their educational experience and we require our student-workers to commit themselves to high standards of responsibility and behavior.

The CWSP contracts with companies to fill entry-level clerical positions at the Business Partners' (BP) locations. The CWSP coordinates schedules with Cristo Rey St. Martin so that each student-worker is available one full day (approximately 7 1/2 to 8 hours) each week plus an extra day every fourth week without missing any classes. Class schedules are staggered so that an equal number of student-workers are available each day of the work week. Student-workers are then placed in teams of four and are assigned to job positions. The team of student-workers "job share" the position for the year.

In return for the student-worker's work, each Business Partner signs a contract agreeing to pay the CWSP a fee. This fee is used to cover the costs of administration of the program and the remainder is run through a payroll system for the student-worker. Instead of receiving a check for their net earnings, student-workers sign an agreement with the CWSP assigning their earnings to help offset the cost of their education.

By participating in the Program, BPs create an invaluable learning and work experience for urban youth. The Program asks its BPs to treat the student-workers as they would any other worker or contracted worker. Working with adults in an adult environment helps student-workers understand the importance of acting responsibly and professionally. A BP should feel free to instruct and express approval or disapproval with student-workers just as she/he would with any other worker regarding a particular attitude, the quality of work, or any other situation meriting comment.

The CWSP staff exists to manage and support the relationship between our Business Partners and student-workers. Communicating with the CWSP staff allows us to work with you in training and managing the student-workers to achieve maximum performance and growth.

CWSP attempts to make participation as simple as possible for its Business Partners. For this reason, our policies and procedures follow, as much as possible, standard business practices and customs.

This handbook outlines the expectations for BPs participating in the CWSP and explains policies and procedures for the CWSP. The CWSP reserves the right to change or alter this handbook at any time. Changes or modifications to this handbook will be made in writing to the BPs. Requests for clarification of any part of this handbook should be addressed to Michelle Mehlis, Managing Director of the CWSP at Cristo Rey St. Martin College Prep.

### **CWSP Staff Members**

Business partners are assigned a CWSP Staff Member, who works as an account manager, trainer, and coach. They are responsible for ensuring the business partners are satisfied with the work they receive while helping students navigate their workplace and grow as professionals.

Business Partners should actively communicate with their staff member about any challenges they are experiencing in managing their student-workers.

Students should seek out communication with their CWSP Staff Member via their timecard, email, office hours, or phone. CWSP Staff Members can help address questions and concerns as well as provide additional training resources.

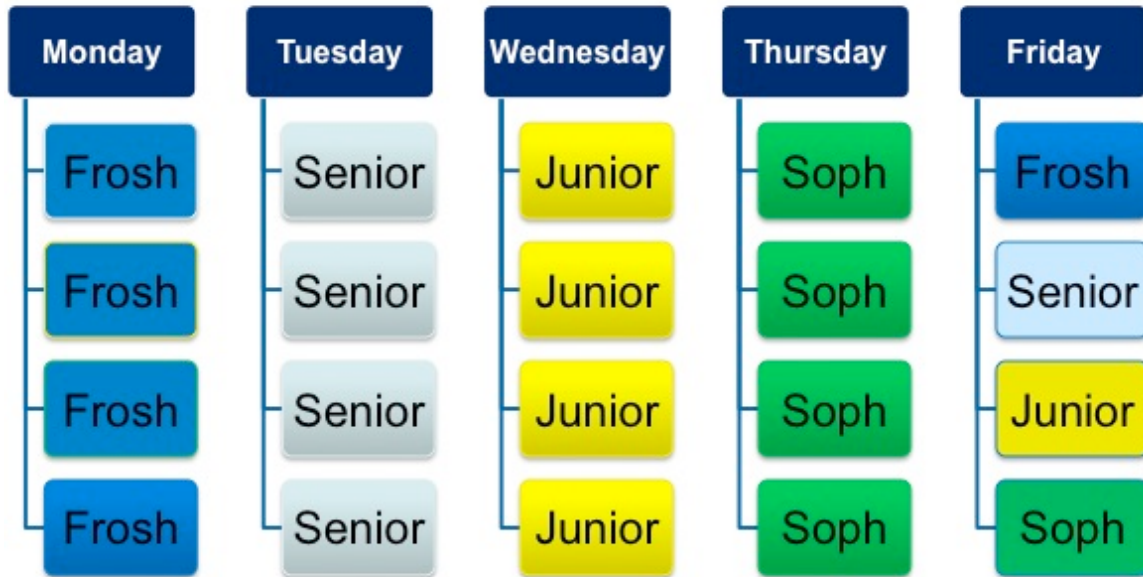
### **Program Structure**

The CWSP staff works to ensure that each business partner receives exceptional work for their fee. The CWSP evaluates student skills and groups students into student-worker teams. Based on BP needs, the CWSP matches teams to a suitable Business Partner. Each CWSP staff member is assigned to oversee student-worker teams and manage their relationship with BPs. Once assigned to a student-worker team, CWSP staff members serve as contacts for the respective BP, addressing any questions or concerns that arise during the course of the year.

### **Communication with Business Partners**

Parents and/or family members should NOT contact business partners and/or supervisors directly. The CWSP staff will communicate directly with supervisors. On school scheduled work days students are not to be picked up by any family members from work – only CWSP transportation is to be used.

### Sample Schedule For a Student Work Team



Student-worker teams can be organized to share one full-time equivalent job or work in multiple departments and positions depending on BP's needs.

# Cristo Rey St. Martin College Prep

## Contact Information

### Corporate Work Study Staff Information

**CWSP Main Number: (to report transportation issues, sick students, time sensitive matters)**

Phone: 224-587-7337

**Michelle Mehlis**

Managing Director

Cell: 847-971-3856

Email: michellemehlis@cristoreystmartin.org

**Jackie Flores**

CWSP Relationship Manager | CWSP Operations Lead

Cell: 847-477-2601

Email: Jackieflores@cristoreystmartin.org

**Brian Weinberg**

CWSP Relationship Manager

Cell: 847-769-1751

Email: brianweinberg@cristoreystmartin.org

**Lluvia Arizmendi**

CWSP Relationship Manager

Cell: 847-445-1673

Email: lluviaaarizmendi@cristoreystmartin.org

**Celeste Acosta**

CWSP Coordinator

Cell: 847-714-3343

Email: celesteacosta@cristoreystmartin.org

### School Contact Information

**Cristo Rey St. Martin College Prep**

3106 Belvidere Road Waukegan, IL 60085

School Phone Number: 224-215-9400

School Fax Number: 224-421-9737

Website: <http://www.cristoreystmartin.org/>

### School Facts

Cristo Rey Network: Cristo Rey St. Martin College Prep is part of the Cristo Rey Network, which is made up of 32 high schools through the United States.

Founded: 2004  
Enrollment: 410  
Mascot: Knight  
Colors: Blue and Yellow

**Mission:** Cristo Rey St. Martin, a Catholic community, empowers young people of limited economic means to become men and women of faith, purpose and service. Through a rigorous college preparatory curriculum, integrated with relevant work study experience, CRSM students graduate ready to succeed in college and life.

## Schedule

### Work Year

The work year begins Monday, August 20, 2018 and continues through May 30, 2018, except for Seniors, who end one week earlier on May 21, 2018. Many Business Partners choose to hire one or two student-workers to fill the CWSP position during the summer break and/or during school holidays. (Please refer to CWSP Policies information section under "Holiday Work" to learn about hiring student-workers when the CWSP is not in session.)

### Daily Work Schedule

Student-workers are expected to work a full day of approximately 8 hours with 30 minutes for lunch. Depending on their bus schedule, student-workers will be dropped off at their stop somewhere between 8:00 a.m. and 9:30 a.m. and will be picked up at their stop between approximately 3:30 p.m. and 5:00 p.m. Each Business Partner and student-worker will be notified of her/his van schedule when she/he receives her/his job assignment. Drop off and Pick-up times for a particular business partner may vary based on the day of the week (e.g. Tuesday workers are dropped off at 8:30 and picked up at 4:30, but Wednesday workers are dropped at 8:40 and picked up at 4:40).

Please allow the student-workers about 5 to 10 minutes to get to and from their van stop in the morning and afternoon. Student-workers will take a **30-minute lunch** and breaks according to the BP's schedule. CWSP recommends that you schedule movement breaks mid-morning and mid-afternoon especially for student workers who are spending long periods of time on the computer or doing repetitive tasks.

Student-workers are responsible for watching their own time. They are responsible for getting to the BP's location from the van in a reasonable amount of time in the morning *and* for notifying supervisors when they must leave in the afternoon. However, we do ask supervisors to monitor the student-workers to be certain an individual does not get in the habit of arriving late or leaving early. Should the



supervisor have any issues with a student-worker, they should contact their CWSP Staff Member.

### **CWSP Holidays**

The CWSP schedules fewer holidays than most schools. However, we still have several holidays. Please see your customized workday calendar.

### **Holiday Work for Pay**

Business Partners can opt to hire their student-workers during school holidays. In order to work for pay, students must be in good standing with the CWSP. Holiday work is outside of the normally scheduled work-days. CWSP will invoice at \$120 per work day during Christmas break, Spring break and/or Summer breaks and the student workers receive \$12.50/hour (gross pay). The remaining proceeds cover the costs of employment tax, worker's comp insurance, and processing the payroll.

**If a student has outstanding make-up days, those must be completed before they can work for pay.**

**In order to hire a student worker over the holiday, a business partner must**

1. Submit a Business Partner Authorization Form to indicate that they would like to have a student “work for pay” and to provide necessary billing information
2. Confirm availability with the student worker

In order to receive payment the student must submit a timecard with the “for pay” box checked within 24 hours of leaving work. Payment is triggered by an approved time card from the student’s supervisor.

The Corporate Work Study Program will provide transportation for students if they request it on their Student Authorization Form for a small fee to cover driver costs. This is an all or nothing choice and you may not opt-out for certain days.

### Three differences with holiday work.

1. Most student-workers get dropped off/picked up by their parents and we do not see them prior to their workday - so we cannot police their dress code. For those student-workers who cannot arrange their own transportation we do provide CWSP van service for a small fee. **It is up to you to set the expectations for start times, end times and the appropriate dress for each student-worker.**
2. We do not provide a lunch to student-workers during this time.
3. Each student-worker submits a timecard just as before, but are required to check the "for pay" box. **We also require the supervisor to approve the timecard in order to pay the student.**

Please do not hesitate to contact anyone in the CWSP office with questions about these hiring options for our student-workers.

Finally, the CWSP requests that BPs allow student-workers to make up absences from work during school holidays and also requests that these student-workers not receive any pay outside of the program for make up work.

#### **Business Partner (BP) Holidays**

If a BP has a business holiday or special meeting day when a student-worker's services are not required, the supervisor should contact their CWSP Staff Member with as much time as possible (Also see Off-Site Lunches section).

# CWSP Policies and Procedures

## Job Assignments

The CWSP determines all Business Partners assignments for student-workers. If necessary, the CWSP will make changes in student-worker assignments. Changes will only be made after consultation with the Business Partner.

Student-workers are expected to conduct themselves in a mature manner consistent with the expectations of the workplace. If a Business Partner is displeased in any way with a student-worker's performance, the supervisor is encouraged to address the situation as soon as possible with their CWSP Staff Member or CWSP Director, in hopes of resolving the issue. Student-workers will be removed from a position at any time at the supervisor's request and every effort will be made to replace the student-worker within 10 working days of removal. If the CWSP is unable to replace a student-worker, the Business Partner's fee can be reduced pro rata at the BP's request.

## Timecards

As a way to ensure that all student-workers are accountable for the time worked, we ask BPs to complete a simple time card for each student-worker. The student-workers are responsible for checking in with their supervisors when they arrive each morning. They will submit an electronic timecard, which will then send an email to their primary supervisor with an approval link. All students must submit a timecard for each workday no later than 24 hours after the end of their workday. Students are encouraged to submit a timecard before they leave work. The supervisor can make comments, give a rating for their work performance that day and approve the timecard if everything is accurate.

## Summer Business Institute (SBI)

In order to prepare freshmen student-workers for their jobs, the CWSP conducts an intensive 2-week training course called the Summer Business Institute (SBI) during the summer before their first year of CWSP begins. The SBI is designed to introduce student-workers to workplace conduct, office tasks, telephone etiquette, professional communication habits, and numerous other skills. Student-workers participate in team building exercises and learn computer skills such as the MS Office Suite. All new student-workers to the CWSP complete the SBI before beginning the year. Additionally, the CWSP conducts retraining for all students to polish skills and refresh expectations before work begins.

## Onsite Job Training

As part of the CWSP SBI incoming freshmen attend work for four consecutive days, before the beginning of the school year. During this week supervisors and student-workers are able to acclimate themselves and speed progress along the learning curve for the coming year.

The dates for Onsite Job Training will be provided to you. CWSP Staff Members will reach out to supervisors to ensure that they are able to take student-workers on those days.

### Continuing Education

Each class receives continuing professional development and support each year.

### Absence Policy

Each student-worker is expected to attend work each and every day they are assigned. The CWSP has strict rules and penalties for student-workers missing work for any reason other than illness or family emergency. Student-workers are expected to make up any missed days in a semester prior to the end of the same semester.

Student-workers are instructed that make up days will be scheduled at the convenience of their supervisor. Student-workers are encouraged to use school holidays to make up lost days. The student-workers are responsible for completing a “make-up” timecard, which is approved by their supervisor. During make up days student-workers are responsible for their own transportation and lunch.

The CWSP will notify a supervisor if one of its student-workers is not on the morning van to go to work on a particular day. **If a student-worker is absent and a supervisor does not hear from the CWSP, please notify the CWSP office immediately by calling the CWSP main number, 224-587-7337.**

If the BP cancels a normally scheduled work day the student-worker is not required to complete a make up day for the missed work day.

### Illness at Work

If a student-worker becomes ill at work, the student's supervisor is asked to call the CWSP main number (224-587-7337) and CWSP will arrange for transportation of the student-worker back to school. **Please do not release a student-worker on her/his own recognizance.** When a student becomes ill at work, the CWSP Absence Policy will apply; student-workers will be required to make up half/full days depending on the time they leave work. Parents/ guardians are NOT allowed to pick up sick students from work.

### Tardies

If a student-worker is excessively or consistently tardy to work or on return from lunch/breaks, the supervisor is asked to notify the CWSP and a Staff Member will address the subject with the student-worker.

### School Activities & Sports

A student worker should never request time off to miss work for any activity or sporting event. School activities and sporting events should not interrupt a student-worker's work schedule. In the event that any school activities or sporting events

conflict with a student-worker's work schedule, the student-worker's first responsibility is to her/his job. A student-worker may not miss any work in order to participate in extracurricular activities. BPs should only be aware of this to the extent that student-workers are never given approval to miss work for any school activities unless a request is made directly by CWSP administrators.

### **Performance Review**

In order to evaluate student-workers, we ask Business Partners to conduct two formal performance reviews per work year. Supervisors complete the performance review online and it is vitally important to complete a review in a timely manner. Student-workers should be treated like adult workers and regular evaluations are essential to measure the student-worker's performance. An email with instructions will be sent to each supervisor. The form evaluates student-workers in a number of areas including attitude, willingness to work and take direction, self-motivation, willingness to ask questions, quality of work, respect for co-workers and technical skills. Supervisor suggestions for improving the form are most welcome! The CWSP asks that supervisors be honest in these evaluations as it helps us better serve BPs and student-workers.

Performance Reviews will be sent in November and April.

The first review is designed to assist the student-workers in gauging their performance, identifying areas in which they are strong and weak, and allowing them to improve their performance. The final review measures the student-worker's overall performance and growth during the CWSP year.

Student-workers are allowed to view their evaluations and are encouraged to do so. Administrators of the CWSP will meet with student-workers on an individual basis as needed to discuss problems and concerns, and to encourage student-workers to improve.

We also encourage the student's direct supervisor to go over the evaluation with their student employees.

### **Lunch Time and Breaks**

Student-workers are allowed to take lunchtime and breaks according to the BP's preference and schedule. The CWSP expects that student-workers will take a 30 minute lunch break at some point between 11 a.m. and 2 p.m. Student-workers may not make arrangements to intentionally miss lunch and leave work early. Supervisors are encouraged to instruct the student-workers about the schedule. If a student-worker abuses the schedule to the dissatisfaction of the Business Partner, the supervisor is requested to notify the CWSP as soon as possible.

### **Dress Code**

CWSP student-workers are CRSM employees and must follow the dress code provided by the CWSP. Student-workers are expected to follow the exact same dress

code for work as they do for school, unless the workplace enforces a stricter policy. In such a case, the CWSP will ensure proper compliance with the Business Partner's dress requirements.

If a job requires special clothing such as gym shoes or casual pants due to the nature of the work, the CWSP requests the supervisor to contact a member of the CWSP to make proper arrangements.

**Business Partners are not required to enforce the dress code. However, supervisors are asked to notify the CWSP if a student-worker arrives for work in clothes, jewelry or with a physical appearance that the supervisor deems unprofessional or inappropriate for the workplace.**

The dress code for student-workers participating in the CWSP is professional, modest, conservative, safe and adult. Male students are expected to wear a button-down shirt, tie, dress pants and dress shoes. Girls must wear dress pants, a professional and modest blouse with buttons, sleeves, and a collar and dress shoes. The full, detailed Cristo Rey St. Martin dress codes will be provided.

### **Incidents On The Job**

The CWSP has a vested interest in both the continued satisfaction of its BPs and the continued success of its student-workers in their work experience. The Program will act as mediator in difficult situations between the supervisor and the student-worker.

Business Partners should be aware that any student-worker behavioral problems occurring at work, will be dealt with on an individual basis. The CWSP expects student-workers to comport themselves in a mature, professional manner. Since a student-worker's actions and demeanor reflect on him/her, the CWSP and Cristo Rey St. Martin College Prep School, incidents of misbehavior by student-workers in the workplace are treated very seriously. The CWSP may choose to remove a student-worker from the workplace and will coordinate with the BP to send a replacement.

Supervisors are requested to notify the program as soon as possible of any challenge or incident involving a student-worker. If parents call a supervisor with questions or concerns, please refer them to a CWSP administrator.

Student-workers are held to high standards of honesty and integrity by the Program. The Program has instructed them that use of a BP's telephone, internet, office equipment, offices services or office materials without a supervisor's approval is considered tantamount to stealing and will not be tolerated.

The CWSP requests and expects that all supervisors treat its student-workers with respect. For the safety of its student-workers, the Program is sensitive to matters involving sexual harassment, discrimination or other inequitable treatment of

student-workers based on gender, race, culture or religious beliefs and reserves the right to remove student-workers if necessary. If a student-worker reports any incident, the CWSP will contact the Business Partner to evaluate and discuss the situation. Whenever possible, the CWSP will cooperate with the BP's Human Resources area to resolve the situation according to the organization's guidelines.

### Accidents at Work

Should a student-worker be injured at work, supervisors are to seek medical care as necessary and contact CWSP immediately. The CWSP will contact student-worker's parents/ guardians.

A detailed incident report will have to be filled out by the responding CWSP staff member.

### Items With Restricted Use at the Work Place

Student-workers use of personal cell phones, iPods, CD players, radios, headphones, video games, backpacks or sunglasses are prohibited at the work site. We ask the supervisors to help enforce this policy. Please inform the CWSP if you observe a student employee using or wearing any of the aforementioned items.

The following rules apply at the client site for students:

- **No use of cell phones except when on break**
- No instant or text messaging
- Use of personal social media or other non-work related applications is strictly prohibited
- No checking personal email (unless work related)
- No personal calls while at work
- No listening to music (CD player, I-Pod, Internet) or playing games

If a student-worker should need to use a computer or Internet at work, they should **be limited to sites that are task related**. Student-workers are not to freely search the Internet.

We suggest that supervisors strongly enforce these rules as it will help student-workers focus on their given assignments.

Continued use of restricted items will result in student-worker's grade being docked. If the supervisor would like to have the student-worker use any of these items they should notify their CWSP Staff Member and sign the Earbuds and Phones Agreement (A copy of the Earbuds and Phones Agreement is located in the Appendix).

### Drug Testing

Some Business Partners of the CWSP require drug testing of workers. If your organization requires a drug screen, please notify the CWSP and we will assist you in getting the proper permission from parents/guardians.



### Work Permits

Child Labor laws require that organizations employing students under the age of 16 obtain a work permit from the student's school. As their employer, The CWSP obtains these work permits and will supply Business Partners with copies for those student-workers for whom it is required. All Cristo Rey student-workers are 14 years of age or older.

### Worker's Compensation & Liability Insurance

Because student-workers are workers of the CWSP, the program carries Workers' Compensation coverage for them. As stated in the Business Partner Agreement, the CWSP also holds liability coverage for itself and the student-workers. A copy of the Outline of Coverage for liability insurance is available at the request of the BP.

### Background Checks

The CWSP does not conduct background checks on its student-worker employees. Student worker information is redacted if the student is under age 18.

### Off-Site Lunches

Business Partners may request that student-workers participate in office parties or celebrations. The CWSP will work with individual supervisors to determine student-worker availability, but student-workers are not permitted to miss class to attend office parties. Student-workers and their parents sign a consent form allowing their student to leave the premises for an off-site meeting or lunch **as long as they are always with at least two employees of the company. Never should the student leave the company alone.** Additionally, the CWSP requests that student-workers do not participate in any office gatherings that include alcoholic beverages.

### Emergency Information

In the event of extreme weather conditions that close the schools, students will not be expected to attend work. Business Partners will receive email communication from the CWSP informing them of whether or not to expect the student worker. Students will not be expected to make up the missed day of work.

### Transportation

The CWSP provides transportation to and from the workplace for all student-workers. **Parents may not drop-off or pick up a student at work.** The student-worker has the responsibility to be on time for the morning and afternoon van. Supervisors are asked to be sensitive to the needs of student-workers to leave work in the afternoon so that they can make the afternoon van.

**Student-workers are only allowed to provide their own transportation on scheduled make up days and holiday work days.**

### Contracts and Billing Information

The CWSP requires contracts for all Business Partners. Modifications or changes to the contract can be made at the BP's request.



The CWSP offers several billing plans for BPs. Please review the contract for details about payment plans and wire transfers. The Business Partner should contact the CWSP staff if there are any changes to the billing information.

## **Business Partner Information**

### **Business Partner Orientation**

To ensure that each member of the job team receives the same introduction and initial training, we encourage all supervisors to attend our annual Business Partner Kick-Off Meeting. These orientation sessions are not mandatory for the supervisors, but prior experience indicates that these sessions are an excellent opportunity to train the entire team and review specific job expectations, as well as, new information. A member of the CWSP staff will contact the supervisors to RSVP for the meeting.

### **On Site Visits**

CWSP Staff Members are required to complete an on site visit at least twice a year. These visits are meant to familiarize the CWSP staff with specific jobs and strengthen the relationship between the CWSP and the BP. Site visits are also used as a tool to evaluate student-worker performance. The CWSP staff is responsible for contacting the BPs and arranging the visits for a time most convenient to the supervisors. These visits also fulfill The U.S. Department of Labor requirements.

### **Business Partner Visits To CRSM & Tours**

The CWSP encourages Business Partners to visit our school to better understand the school mission, CWSP, student-workers, and to better learn about the culture. Fridays at 9:00 AM are weekly assemblies, which are a great opportunity to see our campus and interact with students. Please contact a CWSP staff member to arrange a visit.

From time to time, Business Partners are given the option to host visits by teachers and faculty to promote better integration between work and academics. We will contact you with a request when these events occur.

### **Student-Worker Skills and Tasks**

The CWSP trains student workers to perform the following tasks: filing, data entry, faxing, copying, scanning, interoffice mail sorting and delivery, reception duties, supply room stocking and general office "go for" tasks. Some BPs require more specialized tasks and skills. The CWSP assumes that the training for these specific duties will be provided by the BP. Please contact your CWSP Staff Member to discuss extra training options for your student-workers.

The program recognizes that MS Office is the normal set of tools used in today's corporate world. While the students will be working with a similar set of tools to complete their schoolwork (Google Suite), they only have access to MS Office at your workplace. The Program provides all freshmen with access to a complete set of online training modules related to MS Office (Outlook, Word, Excel, PowerPoint, Access, SharePoint). Students are most likely to grow in these skills if the modules are completed close to when they will be assigned a task related to the software. Business Partners are encouraged to assign additional modules as tasks and projects become available that might be suitable for your student worker. Returning students will be offered access to MS Office Skillsoft, at the request of their supervisor.

### **Fall Back Tasks at Work**

The CWSP seeks to find ways to encourage our student-workers to grow and learn new skills that might be helpful for them at a future time. This practice is not only beneficial for our student- worker but also for the business partner. The student-worker can build skills that can allow them to do more challenging work. If a student ever has down time at work the CWSP asks that the supervisor have them work on one of the items listed below.

- AES courses (please refer to AES section)
- Company provided training (skilled based or compliance)
- Attend meetings with supervisor when appropriate
- Conduct research on their company
- CWSP extra credit assignments (creating organizational charts, goal setting, and information interviews)
- Professional development (resume building, career research, etc...)

# Best Practices

The following documents are provided as tools for CWSP supervisors to utilize in preparing to receive student-workers at the beginning of a school year as well to plan and gain student feedback on a daily basis. These documents are provided with the goal of maximizing each student-worker's performance.

## Student Orientation Checklist

<p><b>About the Company</b></p> <ul style="list-style-type: none"><li>• Our Vision</li><li>• Our Mission</li><li>• Key Priorities</li><li>• Our Values</li><li>• Overview of Leadership</li><li>• What is the student-worker's role within the department</li></ul>
<p><b>Your Team</b></p> <ul style="list-style-type: none"><li>• Your Department is: _____</li><li>• Your Group / Team is: _____</li><li>• Your Supervisor is: _____</li><li>• Your Buddy is: _____</li><li>• Your CRSM Staff Member is: _____</li></ul> <p style="text-align: center;"><b>If you ever get stuck, lost or just need someone to talk to, find one of us.</b></p>
<p><b>Your Role and Responsibilities</b></p> <ul style="list-style-type: none"><li>• Your Supervisor will meet with you to review your specific tasks and functions<ul style="list-style-type: none"><li>○ Management &amp; communication style</li><li>○ Goals</li><li>○ Performance standards</li><li>○ Dress code</li><li>○ Evaluation</li></ul></li><li>• Daily checklist</li><li>• Daily report</li><li>• Mid-year and final presentations</li></ul>

**Introduction to Work Tools**

- Computer log-in information / Printer setup
- Where documents reside (electronically and hard copies)
- Email / Email signature
- Electronic Calendar
- Microsoft Office
- Internet Access
  - Company website / Department website
  - Corporate directory

**Your Work Space**

- Your desk location
- Office equipment location (printers, copiers, fax, etc.)
- Office supplies
- Telephone directory
- Emergency assembly point

**About You**

- Scheduled work day: \_\_\_\_\_
- Emergency Contact Information:
  - CRSM Contact: \_\_\_\_\_
  - Family Contact: \_\_\_\_\_
- Tell us about yourself:
  - Your family
  - Pets
  - Hobbies
  - Favorite book
  - Favorite TV show
  - Favorite food
  - Work experience
  - Computer experience
  - Any accomplishments or awards that you are particularly proud of?

**Training and Development**

- Your supervisor will identify and provide training information, as needed

## Student Daily Checklist

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### Upon Arrival

- Check in with your supervisor
- Log in to your workstation and open mail application and company website
- Check your email for any new calendar invites and / or mail
- Review today's schedule to confirm scheduled responsibilities / to dos
- Identify your priority tasks and plan your day

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### During your Workday

- As often as your work and schedule permit, review your email for calendar changes or new actions
- Attend meetings, as required
- Complete tasks as time and schedule allow
- Speak with your supervisor, mentor or business associates as often as necessary to ensure that you fully understand job requirements and expectations – don't be afraid to ask questions

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### Before Leaving

- Back up any work completed
- Complete and submit project update
- Complete and submit your CRSM Daily Timesheet
- Review your calendar and work priorities, and make note of any "to do" items to ensure you are prepared for your next work day
- Clean up your workspace
- Don't forget to say good-bye!



## Supervisor Daily Checklist

If you are having any issues with your student-worker please contact your CWSP Staff Member as soon as possible to discuss a support plan. CWSP would also like to hear success stories and what BPs are doing to promote growth in student-workers.

### 1. What is my proximity to my student-worker?

- Ensuring that your student-worker is within sight or quickly accessible is a helpful way to ensure that work is being completed in a time manner.
- Proximity also helps recreate a stronger work relationship between supervisor and student-worker, which will help them become more comfortable in their new setting.

### 2. How accessible am I to my student-worker?

- It is important to create clear check-in points with your student-worker, in which they are responsible for coming to you.
  - Schedule check-ins through out the day not just at the begin and end of the day, **i.e. before and after lunch.**
- Make sure to let your student-worker know what is the best way to approach you with questions or challenges.
- Schedule quick overall check-ins throughout the year to make sure student-workers understand the tasks they are completing.

### 3. How do I set the correct expectations?

- Be clear of what you expect from your student-worker from the beginning
- Are you breaking up repetitive tasks?
  - If a student-worker is working on a large data management project or filling for most of the day make sure to give them breaks by having them do tasks like mail delivery, shredding, and supply replenishment.
- Are you giving student-worker achievable tasks?
  - It is important to break down larger tasks into small portions with a check-in in between those portions.
- Make sure to continue to build their skills and responsibilities.
  - High expectations typically improve student-worker's performance and attitude.

### 4. Good Habits v. Bad Habits

- **Good Habits:**
  - **Ensuring that student-workers are taking notes when given directions or any information.**
  - Scheduling daily check-ins with student-workers.
  - When possible have student-workers complete online timecards before leaving the office.

- Giving student-workers a variety of work when possible.
- Providing feedback to student-workers and having them fix their own mistakes.
- **Bad Habits:**
  - Allowing student-workers to use electronics (cell phones, ipods, etc...) during the work day.
  - Not having student-workers report to supervisors at least twice a day or more.
  - Not providing continued feedback to student-workers.
  - Not discussing student-workers mistakes.

**5. Does my Student-worker understand what our company and department does?**

- Understanding the importance of their tasks is key to a student-worker's performance.
- Discuss these two points with student-workers
  - Who would be doing this task if I weren't here.
  - What would happen if this work were not completed.



# Student-Worker Support Services

The Corporate Work Study Program offers several Student-Worker Support Services to enhance the performance and skill sets of student-workers. Please notify your Program Coordinator to refer your student-worker into any of the following Support Services:

## Success Coaching & Mentoring Program

Each semester, we implement a success coaching and mentoring program. This program is designed for students who require additional support integrating into professional environments. Students meet once per week with a professional success coach who will provide guidance, feedback and support based on supervisor feedback and comments. During the program, supervisors will be asked to provide weekly feedback on their student-worker to track student growth and progress. The program runs for as long as the student needs it for. Every student is different and therefore, the success coach training time can vary. Success coaches' work with the supervisor and student worker's schedules.

## After Work Support

Students with chronic timecard submission problems or students that CWSP sees as needing extra support will be required to take part in After Work Support. Students will be required to check in with CWSP staff after returning from work before they are allowed to leave campus to ensure he/she submits a timecard.

## Enhanced Professional Development

CWSP offers a variety of professional development workshops for students throughout the school year. Students participate in professional development workshops covering a wide variety of topics including: typing proficiency, advanced training in Excel, Word, PowerPoint and Outlook, business ethics, business communication, filing and more. We also provide on-going training as Supervisor's requests. We have an online learning management program called AES, where courses and learning modules such as Microsoft Office, Microsoft Access, and SharePoint can be accessed. Please contact your CWSP staff member to get courses added to your student's learning plan.

## AES

The CWSP has access to online teaching software. CWSP Staff Members can assign courses to student-workers to help develop and grow their skill sets. Courses include but are not limited to, Word, Excel, and SharePoint. Student-workers are able to login and independently work on the classes.

Below are links to the AES website and course catalog. Once a student-workers enrolls in a course (they will need a code from their CWSP Staff Member to enroll) they will have access to all their assigned courses at anytime. Student-workers are

to use their CRSM email addresses to access the AES system. Please contact your CWSP Staff Member for more information.

AES Website: <https://learn.aeseducation.com/>

AES Catalog: <https://www.aeseducation.com/programs/businesscenter21-course-list-catalog>

### **Re-Employment Program**

Our Re-Employment Program is exclusively designed for student-workers who have been terminated from their work assignment. This 6-8 week program includes rigorous re-training for students who consistently do not meet the goals outlined in their work assignment. Students entering this program must pass all components to become eligible for a new work assignment. During this time they are assigned a professional success coach who works with them on the book titled, “7 Habits for Successful Teens” or “Good to Great”. At the end of their re-training they present to the CWSP Staff in order to determine if the student is ready to be placed at a job again.

## **Dress Code**

Students must look professional and be in full compliance with dress code policy.

### **Men**

#### **Shirt**

Shirt must be long-sleeved, button down, with collar. Flannel, denim, polos, or multi-colored plaid print shirts are NOT permitted. No double breast pockets. No lettering or logos of any kind. Plain white undershirts must be worn.

#### **Trousers**

Trousers must be a dress style with a crease, a hem in the leg and fit appropriately. Conservative colors such as black, navy, brown, khaki or gray are preferred. Skinny cut pants or pants cut like jeans with rivets and outside pockets are not acceptable. Pockets: Pockets must be slit or slash pockets. No patch pockets allowed. Buttons: Rivets/metal buttons are not allowed on pants.

#### **Tie, belt, socks**

Ties should be a solid or neat print pattern. Belts must be solid black or brown. No oversized belt buckles. Dress socks must be solid conservative color and at least cover the ankle. No athletic socks allowed.

#### **Shoes**

Professional dress shoes should be leather or leather-like and of conservative colors such as solid black, gray or brown. Shoes must be closed all around. Sandals, gym shoes, work boots, moccasins, clogs, boat shoes, or slipper-like shoes are not permitted. Boots are acceptable during winter months; however students must have dress shoes to change into for work and school. Dress winter boots will be allowed.

### **Sweater/Business Jacket**

Collar of shirt and knot of tie must show above a V-neck sweater. No large logos/lettering on sweaters. No hooded sweatshirts or fleece of any kind. No turtlenecks.

### **Facial Hair**

Students must be clean-shaven at all times. No beards, goatees or long sideburns allowed. Students will be asked to shave on site if necessary. No man buns, ponytails, or mohawks.

## **Women**

### **Blouse or Top**

Blouse must be modest and professional with buttons, sleeves, and a collar, of cotton, poplin, or similar material. Satin, sheer, flannel, or large plaid prints are NOT permitted. Polos' and t-shirts may NOT be worn. No lettering or logos of any kind. Shirt must be below waist length, and loose fitting, not tight. Undergarments such as camisoles should be tucked in and not visible.

### **Slacks**

Slacks should be relatively loose fitting and fit appropriately. Pants must have a crease and a bottom hem, not dragging on the floor. Pleated styles preferred. No capri pants or leggings. No Skirts or Dresses allowed. Pants should not have rivets or outside pockets and should not be cut like jeans.

### **Shoes**

Should be leather or leather-like, and hold a shine. Shoes should be of professional appearance, preferably of black or brown color. Shoes must be closed all around and have a sole. No sandals, gym shoes, construction or work boots, clogs, or slipper-like shoes. Boots may only be worn to and from van during the winter. Students must change back into appropriate shoes once they arrive at their work place.

### **Sweater/Business Jacket**

Must be professional cut and style. V-shaped, cotton material preferred and collar on blouse must be visible. No sports logos on sweaters. No hooded sweatshirts or fleece of any kind. No turtlenecks. Sweaters must be waist length, no shorter.

## **Considerations For All Students**

### **Jewelry**

No excessive jewelry. Limit two bracelets. Bracelets should not have inappropriate images or language. No body or facial piercing allowed. Males may not wear earrings. No visible tattoos are permitted.

### **Make-up**

Make-up for females should be modest with conservative colors and styles (no black lipstick). Fingernails should be of a moderate length and a single color. Make-up and nail polish are not allowed for males.

**Hair Color/Style**

A neat appearance with conservative and professional hairstyles is expected. Hair shall not be excessive in length and students whose hair covers the shirt collar, eyebrows, or ears will be asked to cut their hair. Shaved heads, mohawks, and mullets are not acceptable. If students choose to dye their hair, it must be of a natural color.

Conservative hairstyles and a neat appearance are expected for females, and highlighted hair should be done in one natural color only. Hair should be worn off the face and with safety in mind, especially while working with office machinery.

**Hygiene**

Students are expected to maintain a neat and clean appearance. Attention should be paid to showering, shaving, using deodorant, brushing teeth, combing hair, and washing and ironing clothes.

**Outerwear**

Outerwear including hooded sweatshirts may not be worn inside or at work.

**Sunglasses**

Sunglasses may not be worn inside or at work or at school.

**Hoodies**

Hooded sweaters are not a part of dress code. They may not be worn inside or at work or at school.

# Appendix

## Earbuds and Phone Agreement



The Corporate Work Study Program at Cristo Rey St. Martin trains and teaches students professional habits that will help them in their future careers. As part of the program training, students are instructed to not use cell phones or earbuds during working hours. Cell phone usage and earbuds are allowed during breaks and lunch times only. Grading policy for 2018-19 indicates that student workers will be penalized if they use cell phones or earbuds (unless for online training) while at work.

The reasons for this include:

1. Part of a student's learning experience is meeting new people. With earbuds in, students are cutting themselves off from the people in the workspace.
2. Students are learn from office chatter, and with earbuds in, they don't hear it.
3. Earbuds do not usually give a positive impression. Anyone who walks by a student's work station and sees earbuds will not be impressed.
4. Cell phones can be distractions for CRSM student workers reducing work productivity.

Your Business Partner has asked for an exception to this rule. Please note that:

1. Music or audio is not to be played so that it would be audible to people in surrounding cubes nor do you ever "sing along."
2. Earbuds can be permitted but beats cannot.
3. This privilege will be immediately revoked with inappropriate usage.

Your Business Partner is also providing the following clarification to their cell phone/earbud/music policy.

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Business Partner Name:

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Supervisor Signature:

Date:

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Student Signature:

Date:

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