



PAUL QUINN COLLEGE

Work Program Handbook

2016 - 2017

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A. GOALS AND PURPOSE

i. Vision

The vision of the Paul Quinn College Work Program (“the Work Program”) is to transform ability into action and potential into achievement by encouraging all students to embrace the ideals of disciplined work, servant leadership, and initiative in preparation for lives of financial freedom, community engagement, and outstanding character.

ii. Mission

The Work Program is designed to provide students with meaningful work opportunities that allow them to better serve the Paul Quinn community while also developing the necessary skills, habits and experiences to be competitive in the 21st century job market and practicing economic leadership by actively contributing towards the cost of their education. This mission is fulfilled by:

- Creating a workforce that provides PQC with the staffing for campus operations and students with opportunities for debt reduction.
- Expanding the educational experience of the student.
- Strengthening students’ work ethic and commitment to the service of others.
- Encouraging the pursuit of excellence, reflection, and self-development.
- Producing effective, high-quality work supervisors.

iii. Institutional Objectives & Program Specific Outcomes

The Work Program was designed with the objectives and needs of the College, the Paul Quinn students and the broader community in mind.

Institutional Objective #1: Prioritize the needs of the global community over individual pursuits by teaching our students to think critically and act justly in all encounters, whether said encounters be personal, professional, or civic.

- Program Specific Outcome: Create a capable workforce that provides the College and institutional partners with staffing for key areas of operation.

Institutional Objective #2: Integrate the tools of commanding speech, clear written communication, and broad interdisciplinary academic training to form the bases of knowledge and skill suited to future study, career placement and entrepreneurial enterprise.

- Program Specific Outcome: Design positions that strengthen students’ work ethic, personal and professional competencies, and commitment to the service of others

Institutional Objective #3: Connect professional reliability, personal fiscal responsibility, and social accountability with innovative problem-solving to deliver not just quality work product, but also societal change.

- Program Specific Outcome: Produce effective, high-quality work supervisors to support program students.
- Program Specific Outcome: Encourage the pursuit of excellence, reflection, and self-development through rigorous performance evaluation and mentorship.
- Program Specific Outcome: Operate a program that complies with all relevant federal, state and local regulations.

Institutional Objective #6: Cultivate servant leadership as defined by ethical practices, educational excellence, and fiscal responsibility.

- Program Specific Outcome: Provide all program students with opportunities to work towards reducing their educational debt.

iv. Program Goals

- Establish and implement clear procedures and expectations for the Paul Quinn College Work Program that comply with federal Work College guidelines, standardize operations across work stations and ensure program compliance.
- Enroll residential, full-time students into the program and assign them to jobs across campus in order to assist them with reducing their out-of-pocket educational costs.
- Design and run an internship component of the Work Program.
- Cultivate relationships with external partners in order to provide off-campus Work Program assignments for students.
- Improve and increase the number of training opportunities for students and supervisors.
- Increase the number of students who complete their work hour requirements in order to earn the full \$5,000 tuition credit.
- Create marketing materials and redesign the Work Program website.

v. Work Station Common Learning Objectives

Regardless of the assigned work station, every student in the Work Program will experience the following eight Common Learning Objectives (CLOs), which are based on the Four Ls of Quinnite Leadership. All general and job-specific work performance expectations will be based on the CLOs and students will be evaluated on their ability to meet those expectations.

LEAVE places better than you found them.

- Entrepreneurial Spirit: Student implements new opportunities and creative solutions through thoughtful analysis and as a result of his/her tenacity and determination.

- Initiative: Student thinks ahead to anticipate future needs and demonstrates sound judgment when making decisions.

LEAD from wherever you are.

- Collaboration: Student exhibits the ability to work well with others, including his/her supervisor and other student workers, and is able to maintain a positive attitude and a sense of professionalism in all situations and interactions.
- Accountability/Dependability: Student takes responsibility for actions, good and bad, and demonstrates reliability and timeliness.

LIVE a life that matters.

- Resilience/Adaptability: Student sees challenges as opportunities for growth and remains motivated to reach goals despite obstacles.
- Integrity: Student values honesty, trustworthiness, and respect for self and others.

LOVE something greater than yourself.

- Presentation: Student demonstrates commitment to producing a quality work product no matter the scope of the project, presents well in all verbal and written communications, and takes pride in his/her appearance by dressing according to the College's Dress Code Policy.
- Service: Student recognizes role as a part of a larger community and puts the needs of the community above individual wants.

B. STRUCTURE AND OPERATIONS OF THE WORK PROGRAM OFFICE

The Paul Quinn College Work Program Office is staffed by the Dean and Assistant Dean of the Work Program, in collaboration with Director of the Office of Personal and Career Development who:

- Provide leadership and management of all Work Program operations and programming;
- Assign students to on- and off-campus positions;
- Monitor students' progress towards completing semester work hour requirements;
- Address student work performance concerns;
- Coordinate evaluations and assessments;
- House student work records;
- Identify areas of personal and professional growth needed; and
- Design and implement professional development opportunities for students.

The Work Program Office collaborates with the Enrollment Management, Financial Aid and Business Offices to identify program eligible students, apply the Tuition Assistance Grant and Work Study Funds to students' aid packages, pay students on a monthly basis and calculate Work Program balances for non-compliant students.

General Office information

The Work Program Office is located on the second floor of the John Hurst Adams Administration Building Suite 206, 3837 Simpson Stuart Road, Dallas, Texas 75241.

Hours of Operation:

Monday through Friday 8:30am to 5:30pm

Office Staff:

Dean of the Work Program – Nithya Govindasamy

Office Phone Number: (214)-379-5517

Email: ngovindasamy@pgc.edu

Assistant Dean of the Work Program – Melanie Wagner

Office Phone number: (214)-379-5437

Email: mwagner@pgc.edu

C. POLICIES AND PROCEDURES

i. Enrollment in the Work Program

a. Residential Students

All residential students enrolled in Paul Quinn College are required to participate in the Work Program regardless of their classification or financial need. Once a student enrolls in the program, s/he is considered a participant for as long as he remains enrolled in the College and lives in on-campus housing. If an enrolled Paul Quinn student who participated in the Work Program previously moves off campus, even if s/he is suspended from the Work Program, s/he is considered a non-active Work Program student until s/he graduates or withdraws from the College. Non-active Work Program students may not receive tuition credits and are not subject to semester work hour requirements; however, they are required to pay off any balance in full that resulted from not completing the work hour requirement for a semester. A student is considered active again if he moves back into on campus housing.

All Work Program students are required to sign the “Paul Quinn College Work Program Enrollment Agreement”, which outlines the requirements of the Work Program as well as the consequences for program non-compliance. This agreement stays in effect for the entire period of a student’s enrollment.

b. Non-residential Students

At this time, non-residential students will only be admitted into the Work Program if there is available space for them and if they demonstrate a financial need that can be alleviated by participation in the program. Non-residential students who participate

in the Work Program are held to the same expectations as residential students and must agree to abide by the same guidelines.

ii. **Work Requirement**

D.30.3 Semester Work Hour Requirements*

All Work Program students who work on campus must complete 150 hours each semester (300 hours the entire year) in exchange for receiving the tuition reduction of \$5,000. The minimum amount of hours per week a student may work is 10 hours per week; the maximum number of hours is 20 hours per week. Students participating in the Paul Quinn College Corporate Work Program are required to work no less than 16 hours per week and may work no more than 20 hours per week.

On rare occasions, a student may work more than 20 hours per week. Students must receive permission from the Dean of the Work Program to work more than 20 hours per week. No student will be permitted to work more than 40 hours in a week or to work more than 8 hours a day.

Students who do not complete the required number of hours will be considered Work Program Noncompliant and subject to consequences, including Work Program Suspension.

Students have the opportunity to work in over 35 work stations side-by-side with full-time staff members in departments vital to making the College run. A sample of work stations includes:

- Registrar's Office
- WE over Me Farm
- Enrollment Management Office
- Fitness Center
- Financial Aid Office

The Work Program Office will make requests in the middle of each spring semester for Work Program position descriptions for the following school year. While the Work Program Office will attempt to honor the requested number of students for a department, additional students may be placed in a work station due to enrollment increases.

New Work Program students can apply for a position within a work station by completing the "Application for On-Campus Student Employment" at the beginning of each school year or at the beginning of the first semester they enroll in the Work Program. Work assignments will be made by evaluating the information provided on the application. Current Work Program students will have the opportunity to participate in Work Program job fair and interview for open positions during the spring semester of each academic year.

Students will be notified of their work assignment and will be required to contact their supervisors immediately to review responsibilities and to establish work schedules. Once a student is assigned a work station, they will remain in that work station a full semester. The Work Program Office may change a student's work assignment during the middle of the semester for the following reasons:

- A change in the student's class schedule conflicts with the operating hours associated with the work station.
- A student has become physically unable to carry out the responsibilities of the work assignment.
- A supervisor believes that a student is not a good fit and requests that he be reassigned.
- Another work station requires additional student workers.

A student may not be released from or leave his work assignment without prior approval from the Work Program Office.

iii. Scheduling

Students are only permitted to work during the stated Work Program semesters, which coincide with the Paul Quinn College academic semesters. Most work stations are closed to student workers during the following holidays and campus breaks:

- Labor Day
- Winter Break
- Martin Luther King Jr. Day
- Good Friday
- Easter Sunday
- Spring Break
- Summer Break

Students assigned to work in the following work stations may be allowed to work during breaks in order to ensure on-going, essential campus operations:

- Cafeteria
- Facilities
- Security
- WE over Me Farm

Any hours worked outside of the Work Program semesters or during breaks without prior approval will not count towards a student's semester work hour requirement.

Most Work Program students will be scheduled to work Monday through Friday between the hours of 8:30 AM and 5:30 PM. However, some on-campus work stations and Corporate Work Program positions may require students to work after hours and/or on the weekends. Students may not work when they are scheduled to be in class and must notify their supervisors if their class schedules change.

iv. Excused vs. Unexcused Absences

If a student can attend class, then a student can go to his scheduled work shift. There may be some instances where a student may be excused from work. A student is required to notify his/her supervisor at least four hours before his/her scheduled shift if s/he is unable to make it to work. Students may be

excused from work for the following reasons, which must be documented in order to not receive official written warnings:

- An illness
- A family emergency requiring travel home
- A funeral
- A required College-sponsored event (i.e. town hall meetings, class field trips, Speaker Series events, etc.)

Students may not be excused from work for reasons including, but not limited to:

- Attending or participating in events and activities that are not required for a grade or are advertised as mandatory for all students
- Forgetting a scheduled shift
- Feeling unmotivated to work
- Visiting other campus departments to handle personal business without approval from a supervisor

v. Work Credit for Excused Absences

Should an emergency arise, such as an illness requiring hospitalization or a death in the family, a student should notify their work supervisor and the Work Program Office as soon as possible in order to determine if the student will be credited with hours worked. Students requesting for their hours to be excused due to an emergency should complete the Work Hour Credit Form. This form and supporting documentation should be submitted within two weeks after the absence.

A student who requests Work Hour Credit due to an emergency absence must commit to making up the first five hours of his missed work hours. Once the five hours have been made up, the student can receive credit for any remaining missed hours. A student may only receive credit for a maximum of 15 hours for excused absences.

vi. Non-Work Program Off-Campus Jobs

The Work Program Office strongly urges against Work Program students taking on a non-Work Program off-campus job, as it will be difficult for students to handle a full academic course load as well as the semester work hour requirements. If a student decides to accept a work position off-campus, s/he must make sure his/her off campus work schedule does not conflict with his/her on-campus work schedule or his/her class schedule. The semester work hour requirement will remain the same for a student who decides to work off-campus in a non-Corporate Work Program business and s/he may not receive Work Program credit for this work.

vii. Supervisors and Work Stations

a. Work Program Supervisor Role and Responsibilities

The Work Program allows students the opportunity to work with staff and faculty who can guide them through the knowledge and expectations associated with the work force. Supervisors are expected to identify the strengths of each student, assist with the development of areas needing improvement, and prepare students for the Corporate Work Program and the professional sector. Specifically, supervisors are expected to complete the following tasks each semester:

- **Address inappropriate work place behavior.**

If a student is behaving inappropriately, supervisors are allowed to provide the student with one verbal warning. If the behavior continues, supervisors are expected to notify the Work Program Office immediately. Once the office is notified about the behavior, an official written warning will be issued. After three warnings a student is placed on Work Program Probation and must adhere to a 30-day performance plan. A student who receives four written warnings in a semester will be suspended from the Work Program for one year.

- **Review electronic timecards once a week.**

Supervisors must verify that a student's electronic timecard is up-to-date and includes any times documented on a paper timesheet, if applicable. Students are required to work a minimum of 10 hours and are not to exceed 20 hours of work each week without prior approval. If a student has falsified their hours (i.e., clocked in when they were not at work), the supervisor should immediately contact the Work Program Office. A screen shot of the false hours must be emailed to the Work Program Office with an explanation of the misreported time(s). Additionally, the supervisor should adjust the times in the electronic timecard system to portray the correct time(s).

- **Provide training throughout the semester.**

While the Work Program Office and the Office of Personal and Career Development will offer professional development workshops and courses for students, supervisors must provide their workers with adequate training to be able to fulfill their positions' responsibilities. Training should take place at the start of each semester and should be related to the work station and the responsibilities for the work position. If a student needs to be re-trained or redirected during the semester, a supervisor is expected to provide the student with training and should contact the Work Program Office for assistance and support.

The Work Program is an educational program, as well as a financial assistance program for students. Because of this, supervisors are asked to ensure that student workers receive meaningful and substantial work that challenges them on a daily basis.

- **Clearly communicate needs and issues to Work Program Office.**
Update the Work Program Office on any issues or concerns you are having with your students or your work station.

- **Adjust student schedules when necessary.**
In order for a student to remain on track for completing their Work Program hours, they must make-up any hours missed. If a student continuously misses work without making up hours, the supervisor is expected to work with the student to create an adjusted work schedule based on the amount of hours remaining to complete and the number of weeks left in the semester.

- **Student evaluations.**
Students are reviewed at the midpoint and end of each semester in order to give them guidance on their development. Supervisors should accurately and honestly assess their student workers and are encouraged to meet with their students to review evaluations.

- **Ensure students are working in their designated work station.**
Unless otherwise instructed, a student is assigned to one work station for the full semester. Students are unable to make-up hours with another work station or during an event unless they have received prior approval from the Work Program Office. If a student is removed from a work station, for any reason, the supervisor will be immediately notified. Paul Quin College staff members are not allowed to hire a Work Program student for their office, even temporarily, without notifying the Work Program Office first.

b. Work Assignments

Students have the opportunity to work in over 35 work stations side-by-side with full-time staff members in departments vital to making the College run.

The Work Program Office will make requests in the middle of each spring semester for Work Program position descriptions for the following school year. While the Work Program Office will attempt to honor the requested number of students for a department, additional students may be placed in a work station due to enrollment increases.

New Work Program students can apply for a position within a work station by completing the “Application for On-Campus Student Employment” at the beginning of each school year or at the beginning of the first semester they enroll in the Work Program. Work assignments will be made by evaluating the information provided on the application. Current Work Program students will have the opportunity to participate in Work Program job fair and interview for open positions during the spring semester of each academic year.

Students will be notified of their work assignment and will be required to contact their supervisors immediately to go over responsibilities and to establish schedules. Once a student is assigned a work station, they will remain in that work station a full semester. The Work Program Office may change a student's work assignment during the middle of the semester for the following reasons:

- A change in the student's class schedule conflicts with the operating hours associated with the work station.
- A student has become physically unable to carry out the responsibilities of the work assignment.
- A supervisor believes that a student is not a good fit and requests that he be reassigned.
- Another work station requires additional student workers.

A student may not be released from or leave his work assignment without approval from the Work Program Office.

c. Temporary Hiring of Work Program Students

Special events (i.e. Homecoming) and short-term special projects may require additional student workers. If a supervisor, or other staff member, would like to temporarily hire a Work Program student to assist with events or projects, he should first contact the Work Program Office and provide the following information:

- Date(s) and time(s)
- Number of student workers needed
- Name of students who you would like to hire, if possible
- Name of the person supervising
- Description of the event or project

The Work Program Office will be responsible for finding students if student workers have not been identified. Supervisors may not temporarily hire Work Program students without approval from the Work Program. It is crucial for the Work Program Office to know where students are working at all times in order to verify student hours.

d. Recording Hours

The Work Program uses the Bowles MOSAIC Time Management software to track student hours. In order to receive credit for hours worked, students must use MOSAIC to clock in at the start of work and clock out at the end of work. Students may only access the system via a computer or smartphone app.; students assigned to certain on campus work stations and Paul Quinn College Corporate Work Program student interns may use the MOSAIC smartphone app. Falsifying MOSAIC

timesheets will result in an automatic Work Program Probation for the guilty student or Work Program Suspension, if deemed to be egregious.

Supervisors are responsible for certifying the times of the students assigned to their offices at the end of each pay period and are required to keep track of when students sign in to work and when they sign out. Supervisors have the ability to log in to MOSAIC to track, monitor and edit their assigned students' hours. Adjustments to students' hours for a pay period can be made through the MOSAIC system up to the payroll calculation date.

Supervisors may not use the MOSAIC system to edit students work hours logged during a closed pay period. For instance, if a supervisor discovers at the end of October that a student was credited for all of the hours he/she worked in September, the supervisor cannot go back into MOSAIC to edit the September timesheets as that month's pay period is closed. If corrections to a student's timesheet from a closed pay period need to be made, a supervisor must contact the Work Program Office.

viii. Payments

1.1.1 Anti-Discrimination Statement

Paul Quinn College admits students of any race, color, religion, sex, sexual orientation, or national or ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students of the College. It does not discriminate on the basis of race, color, religion, sex, sexual orientation, or national or ethnic origin in administration of its educational policies, admissions policies, scholarships and loan programs, and athletic and other school-administered programs. No handicapped person is, on the basis of the handicap, excluded from participation in, denied benefits of, or otherwise subjected to discrimination under any program, employment, or activity at Paul Quinn College. For information regarding the Americans with Disabilities Act, contact the Vice President of Academic Affairs.

Paul Quinn College makes every effort to offer financial assistance through a variety of programs (federal, state and institutional), to students that meet the criteria for each fund. In addition to providing funds on the basis of demonstrated financial need in the form of grants, work awards, and loans, the College may offer scholarships to recognize and reward talent, academic achievement, and meritorious performance. Students must apply for need-based financial assistance each year by completing the Free Application for Federal Student Assistance (FAFSA) online at www.fafsa.gov.

Financial assistance to help defray educational-related expenses, including tuition and fees, books and supplies, housing, meals, transportation, miscellaneous, and health insurance may be provided in the form of scholarships and grants (gift monies that are not repaid) and self-help (loans and work-study employment). Loans must be repaid, usually after 6 months of the day the recipient has graduated or discontinued studies. Under the federal work-study program, students are provided employment. Students may use money earned to defray expenses directly related to educational costs.

A student receiving aid at the time of admission may expect to continue receiving assistance during subsequent years, provided:

1. The student makes satisfactory academic progress as defined in this Policy and Procedure Manual;
2. The need for aid continues;
3. The student meets the specific requirements of the various scholarship/grant programs;
4. The College continues to receive adequate federal and/or state aid funds; and
5. The student files the proper forms (i.e., FAFSA, requested documents, etc.).

In the event the student fails to maintain satisfactory academic progress and is denied such assistance, he or she may appeal for a decision by the financial aid committee, reestablish student financial assistance by enrolling at his or her own expense and subsequently raising his or her PQC cumulative GPA to 2.0 and/or increase the rate of pace (credit hours earned divided by credit hours attempted) to meet the required standard (67%).

3.1.2 Federal Work Study Program

Any student that is eligible for Federal Work Study (FWS) may be awarded FWS funds based on need and availability of funds. Students are notified once a month of current openings within the program. This notification may be sent via email to the student aid applicants. The award amount depends on the student's need but will not exceed \$2,500.

Students are highly encouraged to work in an environment that re-enforces their major. All students are asked what their major is upon meeting with a Financial Aid Counselor during the first interview.

All students that are interested in the FWS are given the opportunity to work off campus if they have their own transportation. A hire wage is given to students that work off campus for two reasons: 1) the hire wage is an incentive to work off campus and 2) the higher wage will help compensate for traveling cost. The FWS Coordinator identifies all eligible on and off-campus employers and positions. The FWS Coordinator researches prospective jobs with off-campus non-profit organizations by contacting a representative from a local organization either by phone or letter. A job description is required before any position is approved for student employment. The job description is to list all duties that a student would be performing during work activities. All duties must be within reasonable constraints based on the purpose of the position. Each position will have its own benefits when applying it to an educational complement. After the position is approved, if off campus, an off-campus agreement is to be signed by the FWS Coordinator, the site supervisor, and PQC's President before the student is cleared to work.

Packaging Philosophies

PQC's philosophy of providing financial assistance to students with need is reflected in the packing policy administered by the Financial Aid Office. The goals of this policy are:

To provide each student applicant with information about their eligibility, including the types of aid (federal, state, institutional, outside) and amounts for which they qualify for

- To distribute federal aid across the eligible populations in a manner that is fair and equitable and complies with federal regulations
- To utilize institutional funds to recruit and retain students
- To provide work experience opportunities to students while at the same time providing PQC with a valuable employment pool
- To assist students with the greatest need in attaining awards and loans to cover the cost of education at PQC.

F.2.05 Career Preparation and Graduation Rates

Paul Quinn College is currently instituting policies which will allow students to gain employment at the college and earn money to go toward their education. The work college model will address responsible borrowing for the management of those students and tracking money earned by students for their education.

In addition, the college offers students who are eligible for work study funds the option to participate in a hiring fair for the institution. Students are required to come prepared to interview for different positions throughout the college which includes preparing a resume and dressing in business casual attire. These events expose students to interview etiquette, and prepare them for real-life application once they graduate from the institution.

Lastly, students are presented with opportunities for internships with outside organizations to increase exposure to trends in their field and options for career advancement. Most majors require students to participate in an approved internship related to their field of study. Students can receive credit for their participation and are required to submit a report detailing their experience to the Vice-President of Academic Affairs.

Frequently, students working as interns with outside companies are offered employment during the summer and in between semesters. It also is quite common for college interns to be offered full time positions with these companies immediately after graduation, inciting students to complete their program of study and graduate on-time. Graduates who are employed soon after they separate from the institution are more likely to be in a position to pay back their loans and stay out of default status.

a. Work Program Tuition Assistance Grant

All Work Program students receive a \$2,500.00 Work Program Tuition Assistance Grant each semester, which is applied to their Paul Quinn student ledgers along with the rest of the scholarships, loans and grants included in their financial aid packages. In exchange for this grant, on-campus students are required to work 150 hours each semester. If a student does not complete the required 150 hours by the last day of work of the fall semester, s/he will owe the College the unearned portion of the Tuition Assistance Grant.

In order to satisfy this balance, a student will be required to agree to complete one of the options:

- Pay the outstanding balance in full before the start of the next semester.
- Take out a loan in the spring semester to cover the balance.

Students who fail to complete their hours at the end of the fall semester will be considered program non-compliant during the spring semester and will be suspended from the Work Program if they fail to complete their hours at the end of the spring semester.

No Work Program student will receive refunds based on the application of the Work Program Tuition Assistance Grant and additional institutional aid amounts may be adjusted as a result of receiving grant funds.

b. Direct Cash Stipend Payments

In addition to the Tuition Assistance Grant, on-campus students may be able to earn up to \$500.00 in direct cash payments each semester. Eligible students must meet set hour targets each month in order to qualify for the corresponding cash stipend payment. Students who fail to meet the minimum monthly hour target forfeit the cash payment for that month. Funds are deposited directly into student accounts on or around the 16th of each month. This payment structure is meant to motivate students to complete their work hours each month and to ensure that students stay on-track for successful completion of the semester work hour requirement. Students who are on Work Program Probation may not receive cash payments during the course of their probation period. If a student's probation period begins in the middle of the month, any hours accumulated before the start of the probation will be counted towards the cash payment award.

Cash payment funds are awarded on a first-come-first-serve basis. In order to be awarded cash payment funds, a student must:

- Complete the Free Application for Federal Student Aid (FAFSA)
- Qualify for Federal Work Study funds
- Have a bank account that allows direct deposits
- Submit all of the required HR paperwork to be set up in the Paul Quinn College payroll system

Students who previously received cash payments throughout the semester may be denied subsequent payments if a student commits a work violation serious enough to warrant a denial of cash payments. Additionally, if a student no longer qualifies for Federal Work Study funds, s/he may stop receiving cash payments.

ix. Performance Concerns

D.30.6 Performance Concerns

Students can be penalized for not meeting work performance expectations and for not complying with Work Program policies. Supervisors are authorized to give students written warnings. Warnings follow students throughout a semester, and four written warnings will result in a student being suspended from

the Work Program. Previously issued warnings will be forgiven at the beginning of a new semester, unless a student has been suspended from the Work Program or placed on Work Program Probation. Students may appeal warnings by submitting a formal written appeal to the Dean of the Work Program.

D.30.7 Work Program Probation*

A student will be placed on Work Program Probation for the following reasons:

- S/he received three written warnings due to work performance concerns.
- S/he commits an act that the College's administration deems offensive enough to warrant Work Program Probation.

If a student is placed on Work Program Probation during the semester due to receiving two written warnings, he will be placed on a performance plan for a period of 30 days and will not be allowed to receive cash payments for the remainder of the semester. This plan details the steps the student must take to restore his or her good standing. If after the 30-day period, it is determined that the student has made significant performance improvement, s/he will be allowed to continue in the Work Program.

Students can appeal their probation status by submitting a formal appeal to the Dean of the Work Program.

D.30.8 Work Program Suspension*

A student will be suspended from the Work Program for a full year the following reasons:

- S/he received four written warnings due to work performance concerns.
- S/he failed to complete the work requirement for two semesters.
- S/he failed a drug test or was found in possession of drugs.
- S/he commits an act that the College's administration deems offensive enough to warrant suspension.

Once a student has been issued a suspension during the school year, s/he will be removed from on-campus housing and will not be allowed to move back into on campus housing until the end of the term of the suspension. Additionally, s/he will forfeit the remainder of the Tuition Assistance Grant and will be required to pay off any remaining balance. Students suspended at the end of the school year will not be allowed to move back into on-campus housing for the term of their suspension. Depending on the offense, the College may impose additional sanctions (i.e. social probation or academic suspension). Work Program Suspensions will be noted on students' transcripts.

Students can appeal their suspensions by submitting a formal appeal to the President of the College and the Dean of the Work Program

D.30.9 Work Program Expulsion*

A student may be permitted expelled from the Work Program for the following reasons:

- S/he has previously been suspended from the Work Program and qualifies for suspension again.

- S/he failed a drug test or was found in possession of drugs.
- S/he commits an act that the College's administration deems offensive enough to warrant expulsion.

If a student is expelled from the Work Program, s/he is permanently excluded from participation in the Work Program even if the student re-enrolls in the College. Furthermore, the student is prohibited from living on-campus. Depending on the offense, the College may impose additional sanctions (i.e. social probation or academic suspension). Work Program Expulsions will be noted on students' transcripts.

Students can appeal their expulsions by submitting a formal appeal to the President of the College and the Dean of the Work Program.

D.30.10 Drug Testing

The College reserves the right to administer drug tests to all students participating in the Work Program. Students who are participating in the Corporate Work Program will be required to take a drug test before beginning their work assignment. Refusal to take a drug test at any time will be treated as a failed drug test and punished accordingly.

D.30.11 Failed Drug Tests*

Students who fail drug tests will face the following penalties:

Students working on-campus

First Offense: Social Probation for one year and mandatory drug counseling.

Second Offense: Suspended from the Work Program for one year.

Third Offense: Expelled from the Work Program and recommendation for expulsion from school.

Students working off-campus

First Offense: Social Probation for one year, mandatory drug counseling and \$2,500 of tuition credit taken away.

Second Offense: Expelled from the Work Program and recommendation for suspension from the College.

Employer administered drug test

If a student fails an employer's drug test, s/he will be expelled from the Work Program and will be recommended for expulsion from the College.

a. Written Warnings

Students can be penalized for not meeting their work stations' performance expectations and for not complying with Work Program policies. The Work Program Office will issue official written warnings to a student after a supervisor notifies the office of a performance concern. Written warnings consist of the date, time and description of the work violation as well as steps students must take in the future to correct the behaviors. These warnings carry throughout the semester and remain in

the student's work file permanently. Previously issued warnings will be forgiven at the beginning of a new semester, unless a student has been suspended from the Work Program or placed on Work Program Probation.

A student may receive up to four warnings during a semester before being suspended from the Work Program. The following actions occur after each written warning has been issued:

- **1st written warning:**

The Assistant Dean of the Work Program works with a student and supervisor to devise strategies to correct the behaviors that are preventing the student from performing optimally on the job.

- **2nd written warning**

The student is placed on Social Probation for the remainder of the semester. If the second warning is issued after the first half of the fall semester, the Social Probation will carry over in to the spring semester. If the second warning is issued at the end of the spring semester, the student will be required to fulfill their probation period during the fall semester of the next academic year. While on Social Probation, a student will not be allowed to:

- Hold leadership positions on campus, including Student Government Association positions.
- Participate in any activity where s/he will be representing the College. This includes athletics, Miss PQC, Homecoming Court, etc.

The Assistant Dean of the Work Program will require the student to meet with her frequently to monitor work performance.

- **3rd written warning:**

The student is placed on "Work Program Probation." Once a student is placed on Work Program Probation, s/he will not be allowed to receive direct cash payments, if eligible to receive them. Additionally, s/he will be placed on a 30-day performance plan designed and monitored by the Dean of the Work Program and be required to meet with the Dean of the Work Program on a weekly basis over the 30-day period. If a student shows improvement after the 30-day period, he will not have to meet weekly with the Dean but s/he will not be allowed to receive cash payments until the next semester.

If the student is placed on Work Program Probation at the end of a semester, the status will carry over in to the spring semester or the next academic year.

- **4th written warning:**

The student is officially suspended from the Work Program for the next two semesters. Consequences of suspension are:

- The student must immediately vacate the dorm room and will be ineligible for on-campus housing during the suspension period.
- The student will owe the College a balance corresponding to the unearned portion of the Work Program Tuition Assistance Grant.
- The student may become ineligible for other institutional aid or assistance.
- The student may be recommended for suspension from the College.

Warnings follow all enrolled students through a semester, even if they change work stations. Students will be forgiven for all previously issued warnings at the beginning of a new semester, unless they have been suspended from the Work Program for one academic year.

For off-campus students enrolled in the Corporate Work Program, the Dean of the Work Program administers each written warning and oversees the implementation of the disciplinary action.

b. Examples of Work Violations

The following list details examples of violations that could result in a written warning:

1. Failing to report to work without notifying a supervisor at least 2 hours prior to a scheduled work shift.
2. Reporting to work late without notifying a supervisor at least 30 minutes prior to a scheduled work shift.
3. Leaving an assigned work station without prior approval.
4. Neglecting duties while still clocked into work.
5. Refusing to follow the policies and procedures of an assigned work station and/or the Paul Quinn College Work Program.
6. Producing unsatisfactory work that results in additional work for other students or staff members.
7. Being disrespectful to supervisors, the Assistant Dean of the Work Program or the Dean of the Work Program.

The following work violations will result in automatic Work Program Suspension and possible suspension from the College:

8. Falsifying a timecard.
9. Participating in activities or behaviors that threaten the safety of others in the workplace.
10. Stealing or conducting acts of vandalism.
11. Physically or verbally abusing another individual.
12. A student who is interning through the Corporate Work Program being fired from their position in a partner organization.

c. Work Program Noncompliance

A student is considered Work Program Noncompliant if s/he does not complete the required number of work hours per semester.

Student fails to complete 150 semester hours for one semester

- Required to pay the balance of the unearned portion of the Tuition Assistance Grant corresponding to the amount of unworked hours.

Failure to complete 150 semester hours for BOTH semesters

- Suspended from the Work Program for the duration of one semester.
- Ineligible for on-campus housing for the duration of one academic year.
- Payment in full of any remaining balance on student's ledger.

d. Appeal Process

Students may appeal their probation, suspension or expulsion status. Appeals must be written and submitted to the Dean of the Work Program and the President of the College within 48 hours after the warning was issued. A student worker will be notified as to whether his/ her appeal is granted and no disciplinary actions will be taken while the request for appeal is being considered.

In order for an appeal to be granted, a student must prove one or more of the following:

- The punishment is excessively harsh considering the work violation.
- Improper procedures were followed.
- S/he is not guilty of the work violation or behavior that triggered the punishment.

x. Paul Quinn College Corporate Work Program

D.30.4. Corporate Work Program*

For the first two years, most Work Program students will work in positions on-campus. However, once a student is deemed "ready," they become eligible to participate in the Corporate Work Program. Corporate Work Program students work 16 – 20 hours each week for 400 hours each academic year in internships at Dallas-Fort Worth area businesses. All Corporate Work Program interns are required to go through a screening process and must attend trainings before they are placed in positions off-campus.

The Paul Quinn College Corporate Work Program ("Corporate Work Program") is designed to give Paul Quinn students the opportunity to explore various career options prior to graduation and to receive one-on-one professional mentoring through internships at businesses and organizations throughout the Dallas-Fort Worth area. Businesses and organizations desiring to hire interns through the Corporate

Work Program must agree to provide funds that apply directly towards an intern's tuition, cash stipend payment, and transportation and administration costs incurred by the College.

Corporate Work Program student interns are selected on the basis of their prior record of performance in the Work Program, their academic performance, and their demonstrated leadership on campus. Additionally, participants are required to complete an entrance interview with the Dean of the Work Program and possibly other staff members, and must go through extensive training prior to being placed in an off-campus internship. The Work Program Office reserves the right to dismiss a student from the Corporate Work Program at any time before placement or during the internship period.

Like on-campus Work Program students, Corporate Work Program students are required to complete their work hour requirement, 400 hours, each academic year in order to earn the full \$5,000 Tuition Assistance Grant. No student intern in the program may work less than 16 hours each week and must not work more than 20 hours each week, without prior approval from the Dean of the Work Program.

Interns are expected to arrive on time for all scheduled shifts. If a student is unable to make it to work, s/he is required to provide his/her supervisor with proper notice of his absence, as well as the Dean of the Work Program. Interns are expected to arrange to make up any missed hours with supervisors and the Dean of the Work Program as soon as possible after returning to work.

If an intern does not complete his/her required hours by the end of the fall semester, s/he may either arrange with his/her supervisor to make up hours over Winter Break or arrange to make up his/her hours over the course of the spring semester. Interns who choose to make up hours over the Winter Break must complete all of their hours before December 18th. Any remaining unworked hours must be completed during the spring semester or by May 31st.

While the College endeavors to assist students with transportation to and from their off-campus work assignments, it is ultimately the responsibility of the student interns to ensure they arrive to work on time for every scheduled shift.

Student interns are required to comply with the guidelines of both the Work Program and the rules, regulations and policies of the business or organization to which they are assigned.

Interns will be evaluated by their Corporate Work Program supervisors at the midpoint end of each semester and will receive grades based on their evaluation scores, in addition to the successful completion of their required work hours.

xi. Evaluations and Work Transcripts

D.30.5 Performance Evaluations

Supervisors officially evaluate student work performance at the midpoint of the semester and at the end of the semester. Supervisors evaluate the degree work students fulfill the following expectations:

- Attendance/Punctuality
- Accountability
- Initiative/ Willingness to Learn
- Teamwork/ Attitude
- Prideful Workmanship & Presentation
- Response to Supervision

- Workplace Culture, Policy, and Safety
- Communication
- Problem solving/ Critical Thinking

Each performance expectation is rated on a four-item scale, indicated below:

Student Work Performance Evaluation Grading Scale	
Evaluation Rating	Description
Exemplary	Consistently demonstrates skills required for the position. Often exceeds expectations and has emerged as a leader that improves the overall team.
Proficient	Demonstrated the skills required for the position, but needs additional development. Met work hour requirement.
Needs Development	Inconsistent in demonstrating and developing skills for the position, but development is needed.
Performance Improvement Plan Needed	Is not yet demonstrating the skills required for the position and needs to have a formal plan for improving skills. May need additional training.

Additionally, in this evaluation supervisors rate students on their overall performance using the above scale. This rating, in combination with the number of work hours a student completes each semester translate into a work transcript grade. The table below outlines the work performance factors that corresponds to each grade.

Work Transcript Grading Legend	
Grade	Description
A	Exemplary: Consistently demonstrated skills required for the position. Often exceeded expectations and emerged as leader who improved the work environment. Met work hour requirement.
B	Good: Met expectations and demonstrated initiative in improving skills. Met work hour requirement.
C	Proficient: Demonstrated the skills required for the position, but needs additional development. Met work hour requirement.
D	Needs Improvement: Did not demonstrate the skills required for the position and needs to follow a Performance Improvement Plan developed with the Supervisor moving forward. May not have met minimum work hour requirement.
F	Unsatisfactory: Did not meet minimum expectations of the position and/or did not complete work hour requirements.

Final evaluation grades are reported on students' work transcripts. The grade does not affect academic G.P.A.s.

D.35 Transcript Requests

A student may formally request an official transcript, by downloading from the college website the Transcript Request Form and then mailing or faxing the form to the Office of the Registrar. The cost of each transcript is \$15.00 payable with a money order or credit card. Transcripts will not be provided for students who have outstanding financial obligations to the College. It normally takes five to seven working days to process a transcript request. Requests made during the College's registration periods will take longer.

D.36.01 Permanent, Confidential, and Redundant Storage of Student Academic Records

In keeping with the document retention guidelines found in PH B.8, Paul Quinn College securely maintains a permanent academic record for each student who has enrolled at the College. Electronic records of current students are also stored on local servers, regularly backed up, and stored in perpetuity to ensure redundancy in case of damage. All such records are confidential and are property of the College.

The Family Educational Rights and Privacy Act of 1974 (FERPA) guarantee students the right to review, inspect, and challenge the accuracy of information kept in a cumulative file by the College. It also ensures that records cannot be released without the written consent of the student. Individual students shall be afforded the right to correct or amend, upon reasonable request, an inaccurate record. Information contained in a student's educational records file shall not be disclosed or used for other than authorized College purposes without his or her express written consent, unless required by law.

D.36.02 Guidelines for Confidentiality of Records

(a) Confidential Nature of Student Records

Except as herein set forth in this policy statement; certain educational records shall be kept confidential with respect to requests made by all persons other than appropriate school officials, as determined by the President, or parents of a dependent student, as defined for income tax deduction purposes in Section 152 of the U.S. Internal Revenue Code.

(b) Release of Information to Investigators

When written consent has been received by the College from a student who is the subject of a governmental or employment investigation, information requested by such investigator for records of such student may be released through authorized staff personnel of the College within whose offices such records are maintained upon proper identification of the investigator. Investigators must adequately identify themselves through the display of official credentials, must indicate the agency they represent and demonstrate a satisfactory basis for their request. Even to such investigators, information in student records not yet released will be withheld if a student timely notifies the Registrar's Office in writing that he or she has withdrawn his or her prior consent.

(c) Release of Information to Investigators

Officers and employees of the College will not release addresses or telephone numbers of students to non-college affiliated persons. In the event of an emergency, a student or guardian may request the release of his or her information in writing to the office of Student Affairs.

(d) Faculty Review of Student Academic Record

Individual faculty members may review academic records of their students with each student's written consent, except that such consent shall not be necessary for faculty members who serve as advisors and other administrative officers or counselors of the College in the discharge of their official functions.

(e) Removal of Records from Custodial Office

Except as required in cases involving litigation, a student's permanent academic records may not be removed from the Registrar's Office. Copies of the content of such records may be made available to administrative staff officials in conducting official business involving such records.

(f) Additional Guidelines

Public Law 93 -382, the Family Educational Rights and Privacy Acts (FERPA), grants all students access to their records. The law also limits others' access to student grades, reports of academic performance, reports of disciplinary action and other personal data unless the student grants permission. As provided in Public Law 93-380, donors and/or potential donors of scholarships may be provided copies of a student's record without prior consent from the student or parent (s) provided the student has made application for the scholarship.

No record thereof will be maintained. Records will also be released in compliance with a valid court order.

D.36.02 Student's Waiver of Privacy to Third Parties

Information about a student, including but not limited to, any personally identifiable information, records or files, may be released with the student's written permission in the following cases only:

- The College will release the following information directly upon request: student name, current address, telephone number, and field of study, dates of attendance, degrees and awards received. The College will release such information if the student has completed a release of information form and specified who should be the recipient of the information;
- To College officials, including faculty and staff who have a legitimate educational interest;
- In connection with a student's application for the receipt of financial aid; and
- If there is written consent from the student specifying records to be released, the reasons for such release, and to who the records are to be released.

RESPONSIBLE POSITIONS FOR SECTION D:

VICE PRESIDENT OF ACADEMIC AFFAIRS

DIRECTOR OF RECRUITING

REGISTRAR

DEAN OF WORK COLLEGE

xii. Evaluation of the Work Program

Students will have the opportunity to evaluate their work stations, supervisors and the Work Program at the end of the academic year by completing the Work Program Evaluation Survey. This feedback is vital to assisting the Work Program Office with improving the quality and effectiveness of the program. All students are encouraged to complete a Work Program Evaluation Survey prior to enrolling in the Work Program the following academic year.

D. WORK PROGRAM STAFF POSITION DESCRIPTIONS

i. Dean of the Work Program

The Dean of the Work Program is responsible for providing direction and support in the design and implementation of the student-managed Work Program. The Dean is responsible for the operation of the Paul Quinn College Work Program. The Dean's job responsibilities will include, but are not limited to the following:

- Continuing the development of a student work study program that is line with the characteristics of a federally funded work college program.
- Selling and marketing the program to prospective students, families and potential donors and business partners.
- Communicating effectively with various audiences including, but not limited to, students, staff members, and external stakeholders.
- Managing complex relationships with a diverse group of colleagues, external partners, and students.
- Developing, executing, and evaluating the effectiveness of a work-readiness curriculum/program for Work Program students employed in on-campus jobs with the goal of preparing them for participation in the Corporate Work Program by their junior year.
- Creating Work Program materials for dissemination to new and current students, potential partners, and the general public.
- Gathering data and information for reports and grants.
- Supervising Work Program Office student workers.
- Establishing and monitoring Work Program policies, procedures and guidelines. This includes learning all applicable facets of financial aid as related to the Work Program.
- Supporting and guiding student workers relative to student job placement, orientation, training and supervision.
- Keeping informed of campus work needs and issues related to student workers.
- Coordinating the hiring of students for semester breaks, holidays and the summer season.
- Setting appropriate standards and assuring that student workers are being held accountable.

- Assuring that student labor and management are used to the maximum extent feasible and allowable in the operation of the College.
- Assisting with the development of student off-campus internships associated with their development within their areas of work.
- Performing other duties as assigned.

ii. Assistant Dean of the Work Program

The **Assistant Dean of the Work Program** is responsible for assisting the Dean of the Work Program in all aspects of developing and growing the work program in order to ensure the success of Paul Quinn College's application of becoming a Federal Work College. Duties and responsibilities of the position include the following:

- **Work Program Student Professional Development:**
 - Plans, executes and evaluates the effectiveness of a professional training program for Work Program students employed in jobs on campus with the goal of preparing all students for participation in the Corporate Work Program by their junior year.
 - Tracks the professional development of each on campus Work Program student.
 - Oversees the performance evaluation process for on campus Work Program students and supervisors.
 - Advises the Dean of the Work Program on student work placements based on their work performance and professional goals.
- **Work Program Student Advisement**
 - Addresses students' Work Program performance issues and develop interventions for each student to ensure they complete their Work Program requirements.
 - Ensure the implementation and monitoring of Work Program performance interventions for each student.
 - Maintain appropriate student advisement record keeping.
 - Collaborates with Work Program supervisors, faculty members and other staff members to ensure that each student is able to improve their Work Program performance.
- **Other Responsibilities**
 - Assists the Dean of the Work Program with formulating policies, procedures and guidelines for the Work Program that are consistent with both federal requirements and existing Paul Quinn policies.
 - Collaborates with the Dean of the Work Program on Work Program materials and communications for dissemination to new and current students, potential partners and the general public.
 - Assists with gathering data and information for reports and grants
 - Supervises Work Program Office student workers.
 - Perform other duties as assigned.

**Provisional pending Board approval*