

# **CORPORATE WORK STUDY PROGRAM HANDBOOK**

**2017-2018**



**DonBoscoCristoRey**

*High School and  
Corporate Work Study Program*

**WWW.DBCR.ORG**

**240-723-6100**

***cwsp@dbc.org***

**The School that Works!**

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## Corporate Work Study Program (CWSP) Staff Contact Information

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### **Address**

Don Bosco Cristo Rey  
1010 Larch Avenue  
Takoma, MD 20912

### **Corporate Work Study On Call Phone\***

240.723.6100

### **Main School Telephone**

301.891.4750

### **Fax Number**

301.270.1459

### **General Department Email Address**

[cwsp@dbcr.org](mailto:cwsp@dbcr.org)

### **Web Site**

[www.dbcr.org](http://www.dbcr.org)

*\* The CWSP On Call Phone should be used when reporting a student concern on the student's work day.*

# Don Bosco Cristo Rey Background

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## **Mission Statement**

Don Bosco Cristo Rey is a Catholic college preparatory school for young men and women from the Washington, DC area who have the need and motivation to help earn their own tuition money through an innovative Corporate Work Study program. In the tradition of St. John Bosco, who educated young people for life in an environment of trust and loving kindness, our rigorous educational program will prepare our graduates for college with the Christian values essential for a successful and fulfilling life.

## **Vision Statement**

Don Bosco Cristo Rey will be a leader in achievement as it creatively develops transformative leaders who will succeed in college and contribute to the arrival of the Kingdom of God.

## **Corporate Work Study Program Statement of Purpose**

The Purpose of the Corporate Work Study Program at Don Bosco Cristo Rey is to empower and enable college-bound under-resourced students to succeed in the professional workplace.

## **Corporate Work Study Program Belief Statements**

We believe:

- Skill building opens doors
- Opportunities for success are available regardless of life circumstances
- A cohesive program of academic and professional training cultivates diverse young leaders
- Exposure to the professional workplace broadens goals
- Work study engages a community of support and develops relationships vital to lifelong success

## **Corporate Work Study Program Overview**

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The Don Bosco Cristo Rey High School and Corporate Work Study Program provides high school students with real world job experiences while allowing them to earn a large portion of the cost of their education. The Corporate Work Study Program (CWSP) is an integral part of their educational experience at Don Bosco Cristo Rey High School (DBCRHS). We require our student workers to commit themselves to high standards of responsibility and behavior.

The CWSP partners with companies and organizations to fill entry-level positions. The CWSP coordinates schedules with the high school so that each student worker is available one full day a week without missing any classes. Students are then assigned to jobs, and in return for the students' work, each Partner formally agrees to pay the CWSP a fee. This fee is run through a payroll system for the students. Instead of receiving a check for their net earnings, student workers assign (by contract) their earnings to Don Bosco Cristo Rey to help offset the cost of their education.

Student workers are employees of the Don Bosco Cristo Rey Corporate Work Study Program and not employees of the student's assigned company. Student workers are not eligible for the assigned company's employee benefits unless specifically told so by their supervisor. Since the employment of the student workers is through Don Bosco Cristo Rey Corporate Work Study Program, students, parents or guardians should not directly contact the supervisors or other staff of the student's assigned partner organization.

This Handbook outlines the expectations for all who participate in Corporate Work Study Program. Requests for clarification of any part of this handbook should be addressed to your respective Placement Specialist.

The policies in this handbook represent a framework. It is not exhaustive and not be considered comprehensive of all organizational policies. Statements in this handbook are subject to amendment at any time.

# Student Worker Placement and Onboarding

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The CWSP determines all Partner job assignments for student workers and reserves the right to move student workers to other jobs at any time for any reason. Job are assigned with consideration of the requirements of our Partners and matching them as closely as possible to the surveyed skills of each student worker. All corporate Partners are encouraged to submit detailed job descriptions along with their renewal contracts, so we can do our best to match your requirements with the skill sets of each student worker. We strive to provide you with a balanced team of students in terms of maturity level and work experience.

## Physicals and Specialized Testing

CWSP requires that student workers receive general physicals and have up-to-date immunizations. If your organization requires more specialized testing, please notify CWSP. Although we cannot perform these tests, we will obtain the necessary parental approval and facilitate the completion of the onboarding requirements.

## Background Checks and Security Clearances

Employers requiring background checks and security clearances are asked to inform CWSP as soon as possible of the need and communicate all requirements so that we can work with the students to fulfill work requirements in a timely manner.

## Work Permits

The Department of Labor requires that organizations employing workers under the age of sixteen obtain a work permit from the student's educational institution. We maintain the original forms. If a Partner needs a copy, one will be provided. All student workers employed by CWSP are at least fourteen years old and deemed eligible to work according to the United States Department of Labor regulations.

## Worker's Compensation and Liability Insurance

Student workers are considered employees of CWSP, therefore it is the responsibility of our program to carry Workers' Compensation coverage for them. CWSP also holds liability coverage for itself and the students, as stated in the Corporate Partner Agreement. Students do not have any rights or access to the Corporate Partner's personnel benefits and/or insurance policies.

## Work Day Schedule

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Each student worker is expected to work a full eight hour day, on each scheduled workday. Student workers will arrive at work between 8:00 a.m. and 10:00 a.m. and will depart from work between 4:00 p.m. and 6:00 p.m. Each student worker is notified of the schedule when he or she receives a job assignment. Specific calendar days when student workers report is on page 14.

## Lunch Time and Breaks

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In order to comply with Labor requirements, students ages 14 and 15 must be provided the following minimum accommodation for lunch and breaks:

- One 15-minute break in the morning before lunch;
- One 15-minute break in the afternoon after lunch;
- One 30- minute lunch break

Student ages 14 and 15 **may not negotiate** these terms (unless the terms are more generous) or decline breaks or lunch for any reason. Breaks are not to be added to a lunch break or reserved for the end of the day in order to leave early. Student Workers are not to take the bus or metro or ride in a car to leave the work site during lunch or breaks. The timing of lunch and breaks is in accordance with the Partner's preference and schedule. Partners are encouraged to instruct the student workers about the schedule on the first day of work. If a student worker abuses the schedule to the dissatisfaction of the Partner, the Partner is requested to notify the Corporate Work Study Program as soon as possible. During the school day, the student workers eat lunch between 11:00 AM and 1:00 PM. We strongly suggest that work lunches be completed by 2:00 PM.

## Transportation

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The Corporate Work Study Program provides transportation for students to get to and from work via public transportation (e.g., metro, bus), school vehicles, uber, and taxicabs. The CWSP staff determines the appropriate method and ensures that student workers know their morning check-in location and time. If a supervisor notices that transportation is habitually early or late, please notify CRWP so that we can address the issue. We ask Partners to monitor the student workers to be certain an individual does not get in the habit of arriving late or leaving early.

**Morning Transportation:** Student workers transported by public transportation typically meet at a central metro station for check-in with a CWSP staff member. Students who are driven via school vehicle or in a contracted taxicab typically meet at the school for check-in. They are dropped off and picked up at the same location each work day.

**Metro Service:** WMATA has been undergoing an enormous series of repairs. Students are being regularly informed about all major disruptions and delays. Be aware that students commute times may vary by as much as 30-45 minutes from day to day. Students who are experiencing delays of more than 30 minutes will be instructed to contact the CWSP line so that we can keep supervisors up to date. If at any point the job placement staff is expected to report to another location or the expected work schedule changes please let us know as soon as possible. We are committed to ensuring students arrive to work in the most timely manner possible while remaining safe. Do not hesitate to contact your Placement Specialist or the CWSP phone or email line with any concerns.

**End of Day:** At the end of the work day, it is the student's responsibility to report to the assigned pick-up location on time. Supervisors are not responsible for watching students as while they wait for their ride.

If students are assigned to return to DBCR in a bus or van they **MUST** ride home in the shuttle. They are not to leave work on their own or be driven home by anyone other than the DBCR driver.

Many student workers are picked up from work by a parent/guardian or go home on their own using public transportation. CWSP is liable for ensuring that the students remain at work at during the agreed upon work hours.

**Student Workers are not to be released beyond 30 minutes without consent from the CWSP.**

**Special Rules for Students Travelling "Straight to Work":** Certain students are permitted to go directly to their offices without having to physically check in at school or Metro. **These students must notify CWSP that they have arrived at work safely.** There will be disciplinary action if a student worker does not notify CWSP of his or her arrival at the CWSP phone (240.723.6100) upon arrival at work in the morning. We ask supervisors to grant these students a moment to phone CWSP prior to beginning work in the morning. Students are not permitted to use their own vehicles during the workday.

## Attendance

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Each student worker is **expected to attend work each and every assigned day**. CWSP has strict rules and penalties for student workers missing work for any reason other than illness or family emergency. Students must make up any missed days in a timely fashion, including days missed for illness or family emergency. (See “Make-Up Days” section below.)

### Absences

**If a student worker is ill and will be absent from work: the parent/guardian is expected to inform the CWSP via the CWSP phone by 8:00AM.** The Attendance Coordinator will inform the supervisor by 9:30AM. If a student worker is absent at work and a Partner does not hear from the CWSP, please inform us of the absence by calling **240.723.6100**. *Please note—this number is the hotline for attendance or other exigent matters such as illness at work or emergency closings. Do not call or email the Placement Specialist directly as they are often not in the office.* By calling the CWSP line we can attend to the student issues in a more timely fashion. In the event that a parent/guardian calls the Partner supervisor, kindly inform them that they must communicate and coordinate with the CWSP.

### Tardiness

#### Notice

Student workers are required to call CWSP if they are going to be late to check in. CWSP will then contact the work supervisor to inform them. If a student worker is tardy to work, the Partner is asked to notify the CWSP through the timesheets or e-mail and the subject will be addressed with the student worker. Repeated lateness to work will result in attendance probation.

#### Make up time -Same Day

Students arriving late must make up the time within the same day if feasible. Time-in and Time-out should be accurately recorded on the timesheet.

#### Special Rules for Students Travelling by Van

If a student worker arrives late to school and misses the provided transportation, he or she will have to make-up the day if other transportation cannot be arranged. The student will become responsible for transportation to and from work.

### Early Departures

If a student worker becomes ill while at work, supervisors are to follow the procedure below. It is the responsibility of CWSP to arrange transportation from work for an ill student worker. If a student worker leaves work early for any reason, then the student worker will be required to make up the hours. **No student worker should be dismissed until arrangements are confirmed with CWSP office. Students are not permitted to leave early for school activities, sports, or other events unless pre-approved by the CWSP Office.**

- 1) The Supervisor calls 240-723-6100.
- 2) CWSP will contact the parent or guardian of the student to ensure the student may go home and by what means (e.g., a parent may permit Metro or may wish to pick up the student at the workplace).
- 3) CWSP will contact the Supervisor with verbal permission from parent/guardian and tell Supervisor whether the student may leave alone or wait for parent or other arrangement.

### Weather Related School/Work Closings

In the event of inclement weather, **Don Bosco Cristo Rey High School and the Corporate Work Study Program follow Prince George’s County’s schedule for school closures** unless the students and staff are notified otherwise. If the school is closed, then student workers will not report to work and the day will not be made up, since this counts as a school closing. If inclement weather arises during the day, the decision will be made by Don Bosco Cristo Rey as to whether or not to dismiss from work early. When Prince George’s County calls for 2 hour delays, the students will arrive at work between 10AM and 11AM.

## **Make-Up Days and Deadlines**

CWSP has designated several days on the school calendar for student workers to make up missed work days. Missed work days do not carry over from one semester to another. First Semester days must be made up by January 30<sup>th</sup> and Second Semester days must be made up by June 30<sup>th</sup>. Student workers are required to make up missed days during a school vacation period at the convenience of the Partner. It is the student workers' responsibility to speak with their supervisor and negotiate a make-up day. Students MUST inform the Placement Specialist IN ADVANCE of the make-up day. If the student does not make up the day he or she will be charged a fine. Students must pay off their balance before beginning the next school year and/ or receiving final documents.

*Timesheets will only be sent once the Placement Specialist has been notified. The day will not be considered made up until a completed time sheet is received.*

## **Partner Holidays/Office Closures**

If a Partner has a business holiday, offsite meeting or other office closure, and student worker's services are not required, we request that the Partner inform CWSP with as much lead time as possible. The program prefers to have its student workers work on all scheduled days and will find tasks for student workers to perform at school or at surrounding non-profit organizations. CWSP sincerely appreciates Partners who wish to include student workers in their office celebrations, provided the event falls on a student worker's work day and does not involve alcohol. Due to the student workers' rigorous academic schedules, student workers are permitted to leave school on a non-workday for holiday parties or end of year celebrations on an individual case basis.

## **Special Events on Non Work Days**

As with office celebrations, we ask that Partners extend invitations to special events on work days only. If there is a special event that the Partner believes would be especially beneficial or fulfilling to the student, the Supervisor should contact the Placement Specialist to facilitate this request.

## **Off-Site Activities**

If Partners are interested in taking a student worker off-site for special circumstances, such as an off-site meeting or corporate partnered special event, we will need a permission form signed by the parent and Partner. Work with your respective Placement Specialist to facilitate this request. This process takes at least one week so we ask that supervisors be cognizant of the timeline. The request forms can be found on the CWSP website and is also included on page 20.

# **Safety and Emergencies**

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## **Medical Concerns at Work**

Corporate Partners are not to administer medication at work for any reason. All medications, including over-the-counter medications, (i.e. Tylenol, Ibuprofen) must be approved by the school nurse. Any student worker requiring rescue medication, such as asthma inhalers or epipens, should be allowed immediate access for use. If a student worker gets sick while at work call the CWSP On Call line to determine next steps. If you have questions, please contact CWSP, and in case of emergency or severe illness do not hesitate to call 911.

*CWSP will notify the supervisor if a student worker placed at their company has any medical conditions that would impact him or her on the workday.*

## **Harassment**

CWSP expects that all Partners treat their student workers respectfully and in compliance with all federal and state regulations. For the safety and well-being of its student workers, and in accordance with federal, state, and local laws, 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, CWSP will remove the student workers from his or

her workplace, and he or she will not be allowed to return until the matter is resolved. CWSP will contact the Partner to evaluate and discuss the situation, and a prompt and thorough investigation of any alleged incident will be conducted. CWSP will work with the Partner's human resources department to resolve the situation according to the guidelines of both organizations.

### **Emergency Procedures**

In the case of minor injuries, please follow workplace procedures already in place. Please feel free to consult the Corporate First Aid delegate to examine and treat the injury, bearing in mind student worker allergies and that parental consent may be necessary in certain circumstances. Follow up with your assigned Placement Specialist via email within 24 hours with a short incident description.

In case of a serious accident, illness, or other emergency please:

- Call 911.
- Ensure Safety and security of student worker. Please treat the student worker like any other employee in an emergency situation.
- Call CWSP line- 240-723-6100.
- The school will contact a parent/guardian.
- Report the incident in writing to CWSP ASAP but at least within 24 hours.

### **Evacuations due to Fire, Terrorism, or Non-weather related events**

Each Company has its own procedures for building evacuations due to fire, terrorism, etc. These procedures include exit, staging, and check-in procedures. Student workers should follow the evacuation procedures of the company. Don Bosco Cristo Rey Corporate Work Study has three primary objectives in the event of an evacuation emergency:

1. Ensure student safety.
2. CWSP needs to know who the student worker is with and where he/she is going.
3. Ultimately, the student worker needs to go back to school or safely return to the parents care.

**If you experience an Evacuation Emergency, call or text 240.723.6100 as the student worker leaves the building.**

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## **Technology Policy**

Students are not allowed to use their mobile phones and/or other electronic devices during work hours without the prior approval and consent of his or her direct supervisor. Students are allowed to use a mobile phone and/or electronic device during lunch and free time in a pre-approved area. Students are not to be using social media unless it relates to the job assignment. Any questions or concerns regarding use of electronics or technology should be directed to the Placement Specialist.

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## **Solicitations**

Student workers are expected not to ask for or accept jobs, rides home, lunch (unless regularly provided for all employees) or money from assigned partner organization or personnel at the assigned partner organization. Solicitations can result in termination from the job.

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## **Holiday/Summer Employment**

Partners have the option of hiring student workers directly during their summer break and/or school holidays. The Partner is responsible for all administrative aspects of the employment. Partners pay the student worker directly.

## Dress Code at Work

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We want our student workers to look professional! Although student workers perform their work for various Partner organizations, they are actually employees of the Corporate Work Study Program.

Supervisors have the option of requesting three dress codes:

- 1) Professional (this is the dress code worn on their school days and the most common)
- 2) Business Casual (this is the dress code permitted on their non-working Mondays)
- 3) Special circumstances pre-requested by the job site (uniform or sneakers required)

Prior to departing from check-in in the morning, CWSP staff members are responsible for evaluating the student workers' attire to ensure a neat and professional appearance. Please keep in mind that student workers can change their appearance between school and work. Partners are not required to enforce the dress code but are welcome to remind students of the agreed upon expectations. However, Partners are asked to notify the CWSP if a student worker arrives for work out of dress code or in clothes, jewelry or with a physical appearance that the Partner deems unprofessional or inappropriate for the work place.

### **Business Professional Attire for Males**

**Dress Shirt:** Must be a long-sleeved, solid-colored dress shirt with collar and buttons. Shirts should be buttoned all the way up and down, at all times. Must be neatly tucked into pants at all times. The sleeves must remain unrolled. No lettering or large logos of any kind.

**Trousers (must be black):** Dress pants must have a crease and hem in the legs. Dickies (work pants); cargo pants, khakis, jeans and other work pants are not allowed. Pants should be worn to waistline.

**Tie:** Must be worn to match the shirt. Ties must be tied all the way up and worn correctly at all times.

**Belt:** Must be solid black and worn at all times.

**Socks:** Must be dark professional trouser length socks. No crew socks.

**Black Shoes:** Should be leather or leather-like office dress shoes, hold a shine, and have no stripes or similar "sneaker-ish" appearance. Loafer or tie-up styles preferred. No construction boots, work/athletic shoes allowed.

**Cardigan, V-neck Sweater, Vest or Business Blazer:** Young men have the option to wear the Official DBCR Cardigan or vest, a professional solid black vest, sweater or blazer (e.g., no hoodies, no sweatshirts, no zippers), and without patterns, words, and images. Shirt and tie are required and must be visible under sweaters or business blazers.

**Hair Color/Style:** Conservative hairstyles and a neat appearance are expected. Absolutely no razor-shaved or bald heads, no hair below the earlobe, no hair beyond 2 ½ inches in length when pulled straight; no ponytails, no cornrows, no hair coloring, no shaved shapes, patterns or designs; no military-style cuts (shaved on sides); no hairnets, hats or other covering. Sideburns must be at least 1 inch above the bottom of the ear. Hair should be kept neat.

**Facial Hair:** Must be kept neat and professional.

**Hygiene:** Students are expected to maintain a neat and clean appearance. Cologne, if used at all, should be worn in conservative quantities. Attention should be paid to showering, shaving, using deodorant, brushing teeth, combing hair, ironing clothes, etc.

**Jewelry and Make-up:** No visible jewelry or tattoos are permitted. Make-up is not allowed. No nail polish of any kind is permitted. Males are only permitted to wear one ring. If a student worker chooses to wear a chain or necklace it must be worn under the clothes and remain out of sight.

### **Business Professional Attire for Females**

**Dress Blouse:** (any color, but must be solid (no patterns, lettering, logos, stripes, beadwork, etc.)): Young women must wear a dress blouse (short sleeve, ¾-length or long sleeves are acceptable). They must be of cotton, poplin, or similar material. Blouse must be modest and professional, sleeves, and a collar. Blouse must be below waist length. Cleavage and midriff should never be visible and therefore must remain covered at all times. Undergarments are not to be visible through the blouse.

**Slacks/Skirts (must be black):** Young women may wear pants or skirts. Both should be relatively loose fitting (at least an inch of fabric should be able to be pulled) and must have a bottom hem. Creased pants are preferred. Skirts must be knee length or longer. No long slits or side slits on skirts. All pants and skirts must be of cotton, wool or similar material. **Tights/Socks (not required, but if worn, must be solid black, tan, or nude color):** Trouser dress socks or knee-high stockings may be worn with slacks only. Knee-high socks are not to be worn with skirts. Trouser socks and stockings must be solid. They are not to have any designs.

**Black Shoes:** Dress shoes only. Should be leather or leather-like, and hold a shine. Open toe or mesh shoes are not acceptable. No sandals, gym shoes, construction or work boots, clogs, moccasins, or platform shoes. No boots of any kind are accepted with skirts. Heels should be of moderate height- no more than 2 ½”.

**DBCR Cardigan, Dress Sweater or Business Blazer (color: Black only):** Young women must wear the official DBCR Cardigan, a dress sweater, or a blazer at all times during the school day. Sweaters can be V-neck or cardigans (no zippers or hoods). Short sleeve, ¾-length or long-sleeves are acceptable. It must have sleeves.

### **Business Casual Dress Code (required for some worksites- permission must be given in writing by the supervisor)**

**Shirt:** School or company polo (no other casual shirts are permitted)

**Slacks/Skirts:** Khaki or Black trousers or slacks

**Black Shoes:** Dress shoes only. (Unless otherwise specified by supervisor)

## **Timesheets and Supervisor Feedback**

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As a way to ensure that all student workers are accountable for the time worked, and to comply with Federal Department of Labor requirements, we require students to complete a timesheet for each day they work. These electronic daily performance evaluations are used to assess student grades, facilitate communication between the supervisor, student and Don Bosco Staff and ensure the integrity of our program. **We ask Supervisors to allot 5-10 minutes at the end of each work day for the student to complete the timesheet.** Timesheets are completed by the Students electronically through an online portal. The timesheet submission triggers an automated email with a link for the pending approval on the Supervisor end. The Supervisor also completes the timesheet approval and feedback through the same online portal.

### Student Requirements:

- 1) The student workers are responsible for checking in with their supervisors the moment they arrive each morning as well as before and after lunch. In this way, Supervisors will be able to confirm student hours as entered on the daily timesheet.
- 2) Students **must complete the timesheet prior to leaving for the day.**
- 3) Students must additionally make remarks about their day in the “Activities” section of their timesheet. This is critical for both CWSP information and for student learning and retention.

### Supervisor Requirements

- 1) Ensure that time is entered accurately.
- 2) Approve timesheet
- 3) Enter a student “ranking” from “Far Exceeds Expectations,” down to “Unacceptable.”
- 4) On a daily, or weekly, basis, **provide feedback on how the worker performed the job**, how the task contributes to the work of the office, or other information the Supervisor deems useful for the Student and CWSP.

## Overall Performance Feedback

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As part of the Cristo Rey Network of schools, Don Bosco Cristo Rey requires that supervisors evaluate their students on a biannual basis. Mid-year evaluations and end-of-year evaluations are followed up by a discussion with the student worker

This feedback is vital not only to the national Cristo Rey Network but to individual students' professional development. These evaluations are opportunities to identify key areas of improvement. For students who are high performers, we also recognize their accomplishments after the mid-year evaluation at a school-wide assembly.

**Evaluations are sent via email and completed electronically.**

## Regular Communications with Placement Specialists

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Students are required to present themselves in a professional and respectful manner at all times and with everyone at work. There is no excuse for poor behavior. Partners are encouraged to provide student workers with the Employee Handbook for your company.

Student workers are expected to conduct themselves in a mature manner consistent with the expectations of the work place, as well as DBCR's code of conduct. Placement Specialists will visit each partner organization twice per year. They will also check in by phone or email during the semester. Students are expected to reach out to their Placement Specialists with any questions or concerns regarding work. If a supervisor finds that a student worker's performance does not meet expectations, or the student is not behaving in a professional manner, the Partner should contact the assigned Placement Specialist. The Supervisor and Placement Specialist will work together to coach the student on improving performance and behavior. Additionally, the CWSP Training Specialist may be brought in to work with the Student and Supervisor.

## Sample Supervisor Comments

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### Comments Regarding Work Performance Exceeding Expectations:

- Monica did a great job today. She was asked to do a mail merge - which she had never done before... and when she needed help, she didn't hesitate to ask others in the department for it. This is a great trait to have and it is great that she feels comfortable asking for help when she needs it.
- "As you know, we think Paola is the best. She is proactive, not afraid to dig into the weeds to get what she is looking for, and her attention-to-detail is unsurpassed by most here.
- Melissa did an excellent job today assisting in preparing August general ledger reconciliations. She was able to keep with a lot of new instructions, and by the afternoon able to prepare certain reconciliations on her own
- Trevon did great. On his first day back, he was able to jump right in and be a part of the company. His work is excellent and we are all so happy to have him. He was missed. Trevon was able to run the entire office without supervision while the rest of the company was on the monthly company call.
- After a short training session last Thursday, he was able to cover the front desk for a while, as our receptionist was out for the afternoon. Taking and transferring calls can be stressful when unfamiliar with the system, and Angel did a great job making sure to get the caller talking to who they needed to be speaking with.
- Jason was a great value today in assisting one of the paralegals on two projects. He displayed initiative and was very conscientious of his work.
- Today Chris brought together the different skills he has learned to accomplish a project. We took advantage of the fact that he was here two days this week and that the training from Monday would still be fresh in his memory. He continues to ask good questions and perform quality work.
- Katherine did an amazing job. She continues to surprise me with how well she is working. She is engaging and diligent at her work. She is already part of the team.

- "Jennifer did a great job of managing her work effort today since I had to leave the office for a couple of hours.
- Patty came back and was ready to jump right in and work on things as though she was here just last week. Her project deleting old records and related cleanup helped move us forward on some very outstanding work.
- Genesis did an outstanding job today, the lunch was for 1,000. She helped with ticketing, as well as set up. Worked with 6 local restaurants.
- Bryan also prepared materials for the next two days' events. Works independently!
- Glad to have her back. Started immediately back into the groove of things. Adjusted well to additional 15 minutes added to her lunch hour.
- Very diligently attending to a project. It is extremely important to manage contacts in this industry. Her work organizing business cards and putting together contact binders has been extremely helpful.

#### **Comments Work Performance Failing to Meet Expectations:**

- Sylvia was off her game today. She failed to take notes and forgot assignments. I spoke with her today about my concerns with her performance, but will try to stress the importance of note taking again next week.
- Jason did not check in with me when he went to lunch. Normally he lets me know, which is the procedure we have established. As a result I spent a half hour looking for him. He also took 45 minutes for lunch instead of the allotted 30 minutes. I will speak to him about it on Wednesday.
- Karla continues to take her phone out when she is working at the front desk although we have told her she is not to have her phone out unless she is on her break. Please work with her to ensure this behavior stops.

#### **Comments Regarding Program Logistics or Other Important Communications:**

- "If there a possibility to changing Penelope's work hours to 8-4:30? Please contact me with any questions.
- We were advised to release students early due to inclement weather.
- I was told that Ebony would be making up the day, but I am unsure what day that will be.

## **Coaching Suggestions for Your Don Bosco Cristo Rey Student Worker**

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- Define learning today's objective.
  - "Today we will work on..."
  - Our goal for today is..."
- Encourage note taking skills.
  - "Do you need a notebook?"
  - "You should write this down."
- Plan a check in time
  - "Get to work on that and let's meet in ½ hour/hour and see if you have questions."
- Force students to think critically about purpose of assignments.
  - "What do you think is the most important part of this project?"
  - "How does this project help our organization achieve its mission?"
- Foster constant engagement.
  - Surprise check-ins.
  - Require updates.

- Check for Understanding.
  - “Please repeat these instructions in your own words.”
- Ask students to summarize.
  - At the end of the day, ask students to reflect on their performance and tactics that worked well or fell short.
- Provide Immediate Daily Feedback to the Student
- Call your respective Placement Specialist with Special Feedback at Any Time

## Tips for Increasing Productivity of Student Worker

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### Lessons Learned from Supervisors

- How do our supervisors address student **“Down time”** in the office?
  - Send out quarterly email blasts with pictures to the whole company as a reminder our students are there.
  - During weekly department meetings, determine which staff member/department needs the most help that week.
  - Have worker read articles about the company, stakeholders, etc. to stay up to date.  
Students have been instructed by CWSP staff to always ask for additional work once a task is completed. However, if down time occurs during the day, partners are encouraged to clearly outline what they deem appropriate and inappropriate down time activities, i.e. Internet usage, phone access, iPod use, homework, silent reading or company research.
- How do supervisors get students **engaged** with the work they are doing?
  - Show the finished product! Students understand importance of individual steps when they see a completed project.
  - Meet others doing other aspects of the same project.
  - Clearly explain the effects of accurate completion versus inaccurate completion or lack of completion.
- How do I, as a supervisor, **track the work** my student has been working on?
  - Create a checklist for a student.
  - Have students create their own check list each day.
  - Require email update at the end of each work day.
  - Use the electronic timecard as verification of work completed.
- How do we address **student complacency** and help them **actively search** for work?
  - Have students hand deliver materials to workers around the office. This develops a working relationship with everyone in the office, and makes it easier for students to request work.
  - Forming a professional, but personal, friendship with the student workers.
- How do we help students **understand their performance evaluation**?
  - Education on the front end – explain to students that the 1-5 metric is not an A-F scale, and “Meeting Expectations” is a good job in the work place!
  - The rating on the daily timesheet should mirror the semester performances.
- How can we expedite a **successful onboarding** of our students?
  - A handbook - Fitzgerald Automotive teaches our students the “Fitz Way”.
  - Our supervisor at the Archdiocese of Washington requires all student workers to interview each member of the department and introduce themselves via a resume.

- Have your student workers participate in the August Student Orientation so that they can get to know each other and so they all receive the same orientation at one time. This will save both parties a lot of time.
  
- How can we get our students to **speak up**, even when they're **shy**?
  - Draft a script for them to use when answering the phone.
  - Have the student greet every person in the department on each work day.
  - Have them meet with at least one new person every day for the first month.



**Request for Participation at a Work Event on a Non-Work Day**

<b>Section 1: Student Worker</b>	
Student Worker Name:	Work Day:
Supervisor Name:	Company Name:
Event Name:	Event Date:
Event Purpose:	
Estimated Time of Departure from School (if applicable):	
Estimated Time of Return from School (if applicable):	
Event Address:	
<i>Benefit to Student Worker: Describe how participation will benefit your job, career aspirations, or personal development.</i>	
<i>Parent/Legal Guardian Approval Print and have parent sign. Return completed form to your Program Coordinator. Note: We will not move forward until approval has been granted.</i>	
<input type="checkbox"/> Yes, student is approved to attend. Student is responsible for seeing teachers and catching up on missed school work. <input type="checkbox"/> No, student is not approved.	
Parent/Legal Guardian Signature: _____	
Parent/Legal Guardian Print Name: _____ Date: _____	
<b>Section 2: Corporate Work Study Program and School Use Only</b>	
<i>Corporate Work Study Program</i>	
<input type="checkbox"/> Student demonstrates good work ethic and performance. Yes, student is approved to attend. <input type="checkbox"/> Student does not demonstrate good work ethic and performance. No, student is not approved to attend. Comments:	
<b>Placement Specialist</b> Signature: _____ <b>Placement Specialist</b> Print Name: _____ Date: _____	
<i>Academics / Student Life</i>	
<input type="checkbox"/> Student is in good academic, attendance, and citizenship standing. Yes, student is approved to attend. <input type="checkbox"/> No, student is not in good academic, attendance, and citizenship standing, thus is not approved. Comments:	
Assistant Principal for Academics or Student Life Signature: _____ Assistant Principal for Academics or Student Life Name: _____ Date: _____	
<i>Placement Specialist Comments</i>	
Supervisor has requested student worker participation by <input type="checkbox"/> Email <input type="checkbox"/> Phone call Transportation <input type="checkbox"/> Yes, transportation will be needed. <input type="checkbox"/> No, transportation is not needed.	
* * * If Transportation is needed, request transportation and forward travel details to Lead Driver.	

## 2017 – 2018 Work Study Calendar

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September 4 – *Labor Day / No Work*  
 11 – **Tuesday Workers**  
 18 – **Friday Workers**  
 25 – **Thursday Workers**

October 2 – **Tuesday Workers**  
 9 – **Friday Workers**  
 16 – **Thursday Workers**  
 23 – **Wednesday Workers**  
 30- **Tuesday Workers**

November 6 – **Friday Workers**  
 13 – **Thursday Workers**  
 20 – **Wednesday Workers-not Tuesday!**  
 27 – **Tuesday Workers**

December 4 – **Wednesday Workers**  
 11 – **Thursday Workers**  
 18 – **Friday Workers**  
 25 – *Christmas Break | No Work*

January 1– *Christmas Break | No Work*  
 8 – **Tuesday Workers**  
 15 – *MLK Holiday | No Work*  
 22 – **Friday Workers**  
 29- **Thursday Workers**

February 5 – **Wednesday Workers**  
 12 – **Tuesday Workers**  
 19 – *President's Day Holiday | No Work*  
 26 – **Friday Workers**

March 5 – **Thursday Workers**  
 12 – **Wednesday Workers**  
 19 – **Tuesday Workers**  
 26 – **Friday Worker**

April 2 – *Spring Break / No Work*  
 9 – **Tuesday Workers**  
 16 – **Friday Workers**  
 23 – **Thursday Workers**  
 30- **Wednesday Workers**

May 7 – **Tuesday Workers**  
 14 – **Wednesday Workers**  
 21 – **Thursday Workers**  
 28 – *Memorial Day Holiday | No Work*

June 4 – **Thursday Worker**  
 11 – **Friday Workers**

Monday, September 4 | **Labor Day** | No Work  
 Thursday, September 7 | **First Day of Work**  
 Wednesday, November 22 – 24 | **Thanksgiving Break** | No Work  
 Monday, December 19 – January 5 | **Christmas Break** | No Work  
 Monday, January 15 | **Martin Luther King Jr. Holiday** | No Work  
 Friday, February 2 | **Feast of St. John Bosco** | No Work  
 Monday, February 19 | **President's Day Holiday** | No Work  
 Thursday, March 29 – April 6 | **Spring Break** | No Work  
 Tuesday, May 22 | **Seniors Last Work Day**  
 Monday, May 28 | **Memorial Day Holiday** | No Work  
 Thursday, May 31 | **DBCR Graduation Day** | No Work  
 Monday, June 11 – 15 | **Last Week of Work**

### **Student Worker Employment Schedule**

<b>Monday</b>	Rotation day schedule
<b>Tuesday</b>	<b>Seniors attend work</b>
<b>Wednesday</b>	<b>Freshmen attend work</b>
<b>Thursday</b>	<b>Most Sophomores attend work</b>
<b>Friday</b>	<b>Juniors and some Sophomores attend work</b>

## **Job Partners 2017-2018**

### **You make us the School that Works!**

- Abacus Technology Corporation
- Accenture
- Aireon
- *Akin Gump Strauss Hauer & Feld-  
FOUNDING JOB PARTNER*
- Alliance Bernstein
- ALSAC/ St. Jude
- *American Health Lawyers Association -  
FOUNDING JOB PARTNER*
- American University
- Archdiocese of Washington
- Association of Catholic Colleges and Universities
- B.F. Saul Company
- Baker Botts
- Baker Tilly Virchow Krause
- BakerHostetler
- BEST Kids, Inc
- *Boland - FOUNDING JOB PARTNER*
- Bregman, Berbert, Schwartz & Gilday
- Bright Beginnings
- Brown Advisory
- Capital Hilton
- Capital Research Center
- The Carlyle Group
- *Catholic Charities DC- FOUNDING JOB  
PARTNER*
- CHEER
- Chesapeake Bay Seafood House Associates
- Children's National Health System
- Christ Child Society/Opportunity Shop
- Clark Construction Group
- Coakley & Williams Construction
- *CohnReznick- FOUNDING JOB PARTNER*
- Columbia Country Club
- Crixus Construction Management LLP
- Cushman Wakefield
- Deloitte
- Deloitte Federal
- Don Bosco Cristo Rey
- The Donohoe Companies
- Epstein Becker & Green
- Ernst & Young
- FADICA
- *Fannie Mae- FOUNDING JOB PARTNER*
- Fernandez Group
- FINRA
- Fitzgerald Auto Malls
- Francis J. Collins Funeral Home
- Franciscan Monastery
- Freddie Mac
- Furey, Doolan & Abell
- Gabriel Network
- *Georgetown University- FOUNDING JOB  
PARTNER*
- Geppetto Catering
- Gilbane Building Company
- Girl Scout Council of the Nation's Capital
- *Gleason, Flynn, Emig & Fogelman-  
FOUNDING JOB PARTNER*
- Glen Echo Park Partnership for Arts and Culture, Inc.
- Gray Plant Mooty
- Greater Washington Board of Trade

- GTM Architects
- Hilton McLean Tysons Corner
- *Holy Cross Hospital- FOUNDING JOB PARTNER*
- Honest Tea
- Howard University
- Hyman Phelps & McNamara
- Iridium Communications
- J.S. Carroccio Landscaping LLC
- Jesuit Conference USA
- Jezic & Moyse, LLC
- *Jones Day- FOUNDING JOB PARTNER*
- Jubilee JumpStart
- Katten Muchin Rosenmann LLP
- Kirkland & Ellis
- KPMG
- Marriott International
- Mary's Center
- Marymount University
- Medstar Georgetown University Hospital
- *Miller & Long Concrete Construction - FOUNDING JOB PARTNER*
- The MITRE Corporation
- *Montgomery County Government- FOUNDING JOB PARTNER*
- NASA
- *National Federation for Catholic Youth Ministry- FOUNDING JOB PARTNER*
- *National Institutes of Health- FOUNDING JOB PARTNER*
- Our Lady of Lourdes Catholic School
- Palm Facility Services
- PCM Services
- Pepco
- PNC Bank
- Presidio Networked Solutions
- Reed Smith
- Ridgewells Catering
- RLJ Lodging Trust
- Rothwell, Figg, Ernst & Manbeck
- Saint Francis International School
- San Miguel School
- Savantage Solutions
- Shepherd's Table
- Shrine of the Most Blessed Sacrament
- Sibley Memorial Hospital
- Sidley Austin
- St. Jerome Child Care Center
- THEARC
- Thomas B. Fordham Institute
- Total Wine & More
- U.S. Agency for International Development
- U.S. Department of Education
- U.S. Department of Labor
- U.S. Department of State
- U.S. Senator Robert Casey
- United Bank
- Washington Jesuit Academy
- Whiting- Turner Construction
- Williams & Connolly
- Wilson Elser Moskowitz Edelman & Dicker
- Winston & Strawn
- The Woods Academy
- Youth Leadership Foundation

