

CORPORATE SPONSOR HANDBOOK
2009-2010



Corporate Sponsor Handbook

Education That Works, LLC
Work-Study Program

2009-2010

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IMPORTANT INFORMATION

Mailing Address: **Education That Works, LLC
Memphis Catholic High School
61 N. McLean Blvd.
Memphis, TN 38104**

Main Telephone: **(901) 276-1221**
Fax: **(901) 725-1447**
Web Site: www.memphiscatholic.org

WORK STUDY PROGRAM (WSP) CONTACTS

<u>Name</u>	<u>Title</u>	<u>Information</u>
Jim Pohlman	President	(901) 276-1221 Ext. 12 jpohlman@memphiscatholic.org
Ted Schreck	Director, Work-Study	(901) 276-1221 Ext. 16 tschreck@memphiscatholic.org
Dani Ray Barton	Director, Development and Alumni	(901) 276-1221 Ext. 22 drbarton@memphiscatholic.org
Dell Russell	Administrative Assistant	(901) 276-1221 Ext. 11 drussell@memphiscatholic.org
Shirley Mathena	Secretary	(901) 276-1221 Ext. 10 smathena@memphiscatholic.org

STUDENT WORK TEAM (Based on 4-Person)

<u>Work Day</u>	<u>Calendar Day</u>	<u>Student</u>
MONDAY	A-DAY	Senior (12 TH Grade)
TUESDAY	B-DAY	Junior (11 TH Grade)
WEDNESDAY	C-DAY	Sophomore (10 TH Grade)
THURSDAY	D-DAY	Freshman (9 TH Grade)
FRIDAY	SHARED ROTATION DAY	(Sr.-Jr.-So.-Fr.)

Note: To access the 2009-2010 Calendar, please visit: [2009-2010 Academic and Work-Study Calendar for MCHSMS](#) or via our home page at www.memphiscatholic.org.

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Program Overview

Welcome to *Education That Works, LLC*. The Work Study Program (WSP) provides students with real world job experiences while allowing them to earn a large portion of the cost of their education. It is an integral part of their educational experience at Memphis Catholic High School. We require our students to commit themselves to high standards of responsibility and behavior.

The Work Study Program contracts with sponsoring organizations to fill entry-level clerical positions at the sponsors' places of business. The WSP coordinates schedules with Memphis Catholic High School so that each student is available one full day (approximately 7 1/2 to 8 hours) each week plus an extra day every fourth week without missing any classes. Class schedules are staggered so that an equal number of students are available each day of the work week. Students are then placed in teams of four and are assigned to sponsor job positions. The team of students "job share" the position for the year.

In return for the students' work, each sponsor signs a contract agreeing to pay the WSP a fee. One hundred percent of this fee goes to *Education That Works, LLC*, Memphis Catholic High School, to help offset the cost of their education.

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

Remember that the WSP wants to support sponsors and students in this experience. Communicating with the program will allow us to add additional assistance in matters involving you and the students in negative situations. The WSP expects that more serious circumstances will require its involvement and asks sponsors to notify administrators of the program of any serious or on-going problems involving a student.

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

This handbook outlines the expectations for sponsors participating in the WSP. Memphis Catholic reserves the right to change or alter this handbook at any time. Changes or modifications to this handbook will be made in writing to the sponsors. Requests for clarification of any part of this handbook should be addressed to the President or Work Study Director.

If a sponsor has any problems or concerns about the WSP or with any of its administrators, she/he is encouraged to address them directly with us.

Thank you for being a Sponsor!

Jim Pohlman
President, MCHS

Ted Schreck
Director, Work Study Program

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Sponsor Assignments

The WSP determines all sponsor assignments for students and reserves the right to move students to other jobs at any time for any reason. Sponsors will receive a list of the students assigned to work at their organization. If necessary, the WSP will make changes in student assignments. Changes will only be made after consultation with the sponsor.

Students are expected to conduct themselves in a mature manner consistent with the expectations of the work place. If a sponsor is displeased in any way with a student's performance, the sponsor is encouraged to address the situation as soon as possible with the Director of Work Study at Memphis Catholic. Students will be removed from a position at any time at the sponsor's request and every effort will be made to replace the student within 10 working days of removal. If the WSP is unable to replace a student, the sponsor's fee can be reduced pro rata at the sponsor's request.

Student Orientations

To ensure that each member of the job team receives the same introduction and initial training, we encourage all sponsors to schedule a common training session. Two days in August, prior to school starting, is available for the sponsors to bring all members of the student team(s) together at their location at the same time for training. These orientation sessions are not mandatory for the sponsors and are held at the option of the sponsor.

Each work-study position is job-shared by a team of four students. The team will not change for the entire school year (unless the sponsor requests a change). To ensure that each member of the job team receives the same introduction and initial training we encourage all Sponsors to schedule a common training session. The dates of Wednesday, August 12th, Thursday, August 13th and Friday, August 14th are available for you to bring all members of your student team(s) together at your location at the same time for training.

If you will require more than one day training for your students, please let us know as soon as possible and we will make sure the students are available for whatever length of time you need. Please contact us to schedule your training orientation. ([EMAIL NOW](#))

Performance Reviews

The students should be treated like adult employees as part of the learning experience in the WSP. We ask sponsors to conduct two performance reviews per work year. Sponsors are sent a three-page form (see sample form on page 10) and asked to complete the form for each student. Because we want to make the process as easy as possible for our sponsors, we have tried to keep the form as simple and direct as possible. The form is the same for all reviews. (As of Spring 2009, we have begun using SurveyMonkey.com for reviews; however, sponsor can also use printed document in this handbook).

The first performance review will be requested in November. Students are allowed to view their evaluation and are encouraged to do so. Administrators of the WSP will meet with students on an individual basis as needed to discuss problems and concerns, and to encourage students to improve. The first performance review assists the students in gauging their performance, identifying areas in which they are strong and weak, and allowing them to further improve their performance before their second review.

The second performance review serves as the student's final review for the year and will be sent to sponsors in April. Sponsors are requested to make honest and forthright evaluations of student performance.

A copy of the Performance Review form is available to all sponsors. The form evaluates students in a number of areas including attitude, willingness to work and take direction, self-motivation, willingness to ask questions, quality of work, respect for co-workers and property. Sponsor suggestions for improving the form are most welcome!

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Daily Work Schedule

On the day a student is assigned to work, she/he is expected to work a full day of approximately 7½ (seven and a half) hours. Depending on their bus schedule, students will be dropped off at their stop somewhere between 8:00 a.m. and 8:30 a.m. and will be picked up at their stop at approximately 4:30 p.m. or 5:00 p.m. Each student will be notified of her/his bus schedule when she/he receives her/his job assignment. Each sponsor will be notified of the students' bus schedule at the beginning of the work year. Please allow the students about 15 minutes to get to and from their bus stop in the morning and afternoon.

Students are responsible for watching their own time. They are responsible for getting to the sponsor's office from the bus in a reasonable amount of time in the morning and for notifying supervisors when they must leave in the afternoon. However, we do ask sponsors to monitor the students to be certain an individual does not get in the habit of arriving late or leaving early. A sample time card is presented on page 14 of this handbook.

Time Cards

As a way to ensure that all students are accountable for the time worked, we are asking sponsors to complete a simple time card for each student (see page 14). The students are responsible for checking in with their supervisors the moment they arrive each morning. They will ask the supervisors to sign the arrival time on their card. The students are instructed to do the same before leaving for lunch, when returning from lunch and before leaving at the end of the day.

Lunch Time and Breaks

Students are allowed to take lunchtime and breaks according to the sponsor's preference and schedule. Sponsors are encouraged to instruct the students about the schedule. If a student abuses the schedule to the dissatisfaction of the sponsor, the sponsor is requested to notify the Work Study Program as soon as possible.

Dress Code

Although students perform their work for various sponsor businesses, they are actually employees of the school's WSP. Students are expected to follow the exact same dress code for work as they do for school, unless the workplace enforces a stricter policy. In such a case, the WSP will ensure proper conformance with the sponsor's dress requirements. We ask that sponsors not allow students to dress casually even if other workers in the office do.

Sponsors are not required to enforce the dress code. However, sponsors are asked to notify the WSP if a student arrives for work in clothes, jewelry or with a physical appearance, which the sponsor deems unprofessional or inappropriate for the work place.

Attendance

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

Each student is granted the privilege of 1 sick day per semester granted that it is approved by the Director of Work Study. This sick day will not be required to be made up and no penalty will be assigned.

If a student is ill and will miss work, the student is required to:

- 1) call school and notify the Director of Work Study at the school that she/he will be absent,
- 2) call her/his work place and notify the supervisor that she/he will not be coming to work, and
- 3) schedule a date with her/his supervisor to make up the day of work missed.

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Students are instructed to call their sponsors no later than 8:00 a.m. of the day missed. Students are also instructed that make up days will be scheduled at the convenience of their supervisor. The students are responsible for bringing an absence make-up form to their supervisors (see page 15), filling it out with the supervisors and returning it to the director or assistant director of Work Study.

The WSP will notify a sponsor if one of its students is not on the morning bus to go to work on a particular day. If a student is absent and a sponsor does not hear from either the student or the WSP, please notify the WSP immediately of the absence.

Illness at Work

If a student becomes ill at work, the sponsor is asked to call school and the school will arrange for transportation of the student back to school. Memphis Catholic will call the student's parents and keep the student at school until she/he can be picked up from school. **Please do not release a student on his/her own recognizance. (PHONE: 901.276.1221)**

Tardies

If a student is excessively tardy to work, the sponsor is asked to notify the WSP through the time card or by phone, fax or e-mail and the subject will be addressed with the student. ([EMAIL](#))

School Activities & Sports

School activities and sporting events should not interrupt a student's work schedule. In the event that any school activities or sporting event conflict with a student's work schedule, the student's first responsibility is to her/his job. A student may not miss any work in order to participate in extracurricular activities. Sponsors should only be aware of this to the extent that students are never given approval to miss work for any school activities unless a request is made directly by the Director of the Work Study Program or the President.

School Holidays

Memphis Catholic High School schedules fewer holidays than most schools. The WSP asks sponsors to allow students to take off these school holidays. A copy of the school holidays appears on page 9 of this handbook. You may also refer to the 2009-2010 Academic/Work-Study Calendar at: [2009-2010 Academic and Work-Study Calendar for MCHSMS](#).

Sponsor Holidays

If a sponsor has a business holiday or special meeting day when a student's services are not required, the sponsor should call, fax or write the director of Work Study with as much lead time as possible. The program prefers to have its students work on all scheduled days and will find tasks for students to perform at school or at surrounding non-profit organizations.

Work Year

Although students start school in August, the work year for the students begins the middle of August and continues through May (please check calendar for exact dates). We are asking you and all the other sponsors to use August 17, 2009 as the official start date for students to begin work at your location.

Many sponsors choose to hire one or two students to fill the WSP position during the six-week summer break and/or during school holidays. There are two hiring options for sponsors who wish to employ students over school breaks: 1) the students can become direct employees of the sponsor and the sponsor sets the pay rate, or 2) students can be hired through the WSP program for a per diem of \$65. The students remain employees of Memphis Catholic over the breaks and the program continues to handle all payroll matters. Please do not hesitate to contact anyone in the WSP office with questions about these hiring options for our students. (As of Summer 2009, Option #1 is the standing available option; however, sponsor is asked to notify the WSP office if they choose to hire a student during the break).

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The WSP requests that sponsors allow students to make up absences from work during school holidays and also requests that these students not receive any pay outside of the program for make up work.

Incidents on the Job

The WSP has a vested interest in both the continued satisfaction of its sponsors and the continued success of its students in their work experience. The program will act as mediator in difficult situations between the sponsor and the student. If parents call a sponsor with questions of concerns, please refer them to the Director of Work Study (901.276.1221).

Sponsors should be aware that any student behavioral problems occurring at work will be dealt with on an individual basis. The WSP expects students to conduct themselves in a mature, professional manner. Since a student's actions and demeanor not only reflect on her/him personally but also reflect on the WSP and Memphis Catholic High School, incidents of misbehavior by students in the work place are treated very seriously. The WSP may choose to remove a student from the workplace and will coordinate with the sponsor to send a replacement.

Sponsors are requested to notify the program as soon as possible of any incident of misconduct involving a student.

Students are held to high standards of honesty and integrity by the program. The program has instructed them that use of a sponsor's telephone, office equipment, offices services (such as Internet access or other services) or office materials without a supervisor's approval is considered tantamount to stealing and will not be tolerated.

The WSP requests and expects that all sponsors treat its students with respect. For the safety of its students, the program is sensitive to matters involving sexual harassment, discrimination or other inequitable treatment of students based on gender, race, culture or religious beliefs and reserves the right to remove students if necessary. If a student reports any incident, the WSP will contact the sponsor to evaluate and discuss the situation. Whenever possible, the WSP will cooperate with the sponsor's human resources area to resolve the situation according to the organization's guidelines.

Bus Policy

The WSP provides transportation to and from work. The student has the responsibility to be on time for the morning and afternoon bus. Sponsors are asked to be sensitive to the need of students to leave work in the afternoon so that they can make the afternoon bus. Sponsor is asked to notify the WSP office of any specific bus drop-off location or security gate requirements to facilitate timely transportation. If the bus is running behind due to traffic or other unforeseen issues, WSP will make every effort to notify the sponsor and student.

Drug Testing

Some sponsors of the WSP require drug testing of employees. If your organization would like to perform its own testing, please notify the director of Work Study and we will assist you in getting the proper permission from parents/guardians. Costs associated with Drug testing and background checks are the responsibility of the sponsor.

Work Permits

Tennessee no longer requires a student work permit for individuals under the age of 18. The WSP verifies that all students are 14 years of age or older and has birth records on file should a sponsor wish a copy.

Child Labor Act Title 50-5-101 – 115

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Worker's Compensation & Liability Insurance

Because students are employees of the WSP, the program carries Workers' Compensation coverage for them. As stated in the sponsor agreement, the WSP also holds liability coverage for itself and the students.

Memphis Catholic High School CALENDAR OF SCHOOL AND WORK HOLIDAYS FOR 2009-2010

Students begin work on Monday, August 17, 2009 and end on Friday, May 21, 2010. The Work Study Program asks that sponsors allow students to take the following days off from work:

September	:	7	Labor Day
October	:	9, 12	Fall Break
November	:	25-27	Thanksgiving
December	:	21-31	Christmas Break
January	:	1	Christmas Break
		18	Martin Luther King, Jr. Day
February	:	15	President's Day
March	:	8-12	Spring Break
April	:	2, 5	Easter Break

If a Sponsor prefers that students go to work on these days, please call the Director of Work Study as soon as possible, and we will make the necessary arrangements in order to accommodate your needs.

Important scheduling information for the end of the school year:

- Last work day for the graduating seniors will be Monday, May 10, 2010.
- Last WSP work day for all students will be Friday, May 21, 2010.
- Last make up day for Fall Semester will be on Friday, January 1, 2010.
- Last make up day for Spring semester will be on Friday, June 4, 2010.

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STUDENT PERFORMANCE REVIEW FORM
--

Student Worker Name:	Mentor's Name:
Grade:	Title:
Department:	Phone Number:

FUNCTION AREAS OF RESPONSIBILITY

List in the box below the essential functions of the position, and/or projects for which the student is evaluated:

Rating Standards

Outstanding	Work performance is consistently superior to standards required for the job
Exceeds Expectations	Work performance is consistently above the standard of performance for the position.
Meets Expectations	Work performance consistently meets the standards of performance for the position.
Improvement Needed	Work performance does not consistently meet the standards of performance for the position. Serious effort is needed to improve performance.
Unacceptable	Work performance is inadequate and inferior to the standards of performance required for the position. Performance at this level cannot be allowed to continue.
Not Applicable	The Student is not required to perform in a specific rating factor, and it cannot be measured.

RATING 1: QUALITY OF WORK (MANNER IN WHICH THE STUDENT COMPLETES JOB ASSIGNMENTS) - PLEASE CHECK ONE AND DESCRIBE KEEPING IN MIND SOME OF THE BULLET POINTS BELOW

- | | |
|---|--|
| <ul style="list-style-type: none"> • Accuracy/Precision • Attention to Detail • Thoroughness/Neatness • Reliability • Responsiveness to requests for service | <ul style="list-style-type: none"> • Follow-through/Follow-up • Work Completed • Work Completed on Schedule |
|---|--|

- | | | |
|------------------------|----------------------|------------------|
| ◇ Outstanding | ◇ MEETS EXPECTATIONS | ◇ Unacceptable |
| ◇ Exceeds Expectations | ◇ Improvement Needed | ◇ Not Applicable |

Comments: _____

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RATING 2: QUANTITY OF WORK (Student's success in producing required amount of work) - Please check one and describe keeping in mind some of the bullet points below

- Amount of Work Completed
- Work Completed on Schedule

- | | | |
|---|--|---|
| <input type="checkbox"/> Outstanding | <input type="checkbox"/> MEETS EXPECTATIONS | <input type="checkbox"/> Unacceptable |
| <input type="checkbox"/> Exceeds Expectations | <input type="checkbox"/> Improvement Needed | <input type="checkbox"/> Not Applicable |

Comments: _____

RATING 3: COMMUNICATIONS SKILLS (Effectiveness in Student communication with mentor and co-workers) - Please check one and describe keeping in mind some of the bullet points below

- Written Communication
- Verbal Communication with Co-workers
- Waits for appropriate times to speak with Mentor

- | | | |
|---|---|---|
| <input type="checkbox"/> Outstanding | <input type="checkbox"/> Meets Expectations | <input type="checkbox"/> UNACCEPTABLE |
| <input type="checkbox"/> Exceeds Expectations | <input type="checkbox"/> Improvement Needed | <input type="checkbox"/> Not Applicable |

Comments: _____

RATING 4: INTERPERSONAL SKILLS (Effectiveness of the Student's interactions with others and as a team participant) - Please check one and describe keeping in mind some of the bullet points below

- With Co-workers
- With Mentor
- Team Participation
- Team Contributions
- Commitment to Team Success

- | | | |
|---|---|---|
| <input type="checkbox"/> Outstanding | <input type="checkbox"/> Meets Expectations | <input type="checkbox"/> UNACCEPTABLE |
| <input type="checkbox"/> Exceeds Expectations | <input type="checkbox"/> Improvement Needed | <input type="checkbox"/> Not Applicable |

Comments: _____

RATING 5: APPROACH TO WORK (Characteristics the Student demonstrates while performing job assignments) - Please check one and describe keeping in mind some of the bullet points below

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> • Actively seeks projects • Student's initiative • Planning/organization • Works independently • Flexible/adaptable • Follows instructions | <ul style="list-style-type: none"> • Seeks additional training and development • Punctuality • Work speed • Handles Criticism • Student deals with mistakes/errors of self and/or others | <ul style="list-style-type: none"> • Care of work area • Use of organization's materials • Personal Appearance |
|---|---|---|

- | | | |
|---|---|---|
| <input type="checkbox"/> Outstanding | <input type="checkbox"/> Meets Expectations | <input type="checkbox"/> UNACCEPTABLE |
| <input type="checkbox"/> Exceeds Expectations | <input type="checkbox"/> Improvement Needed | <input type="checkbox"/> Not Applicable |

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Comments: _____

DEVELOPMENT GOALS

Please detail areas for student worker to work on skills development:

I have read and discussed this evaluation with my Mentor and I understand its contents. My signature means that I have been advised of my performance status and does not necessarily imply that I agree with either the appraisal or its contents.

Student Signature: _____ Date: _____
Mentor Signature: _____ Date: _____

Evaluation of Sponsor by Student

The following Portion is for the STUDENT to fill out only.

Please check one of the following to describe your work-study experience thus far in 2008-2009 and describe keeping in mind some of the bullet points below

- | | | |
|--|---|--|
| <ul style="list-style-type: none">• I feel like part of the team• I feel like I can ask questions when I do not understand instructions• I can talk to my mentor about my future, my job, etc. | <ul style="list-style-type: none">• I receive feedback from my mentor about my performance• Clarity of instructions• Opportunities for skill development• I understand the importance of my work | <ul style="list-style-type: none">• I understand the company vision• Observe other areas of the company |
|--|---|--|

◇ Outstanding
◇ Exceeds Expectations

◇ Meets Expectations
◇ Improvement Needed

◇ UNACCEPTABLE
◇ Not Applicable

Student Comments related to Evaluation of Sponsor:

- In what areas would you like to gain more experience, training, education, etc.?
- I would like to work in the following areas, on the following projects and/or tasks if the opportunity arises...
- My mentor and I have set the following goals for me: (Goal setting during the Spring performance review is optional; however, we recommend goal setting during the Fall evaluation).

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ABSENCE MAKE-UP FORM

PART 1

Student Name: _____

Supervisor: _____ Telephone: _____

Date Absent: _____ Make-up Date(s): _____

The student and I have discussed his/her absence(s) and have mutually agreed that he/she will make up the time lost on the above mentioned dates.

Supervisor Signature

Student Signature

Date

Date

After part 1 has been completed, the student must bring this form to the Work Study Program office. A copy of this form will be made and kept on file until Part 2 is completed.

After the student carries out this agreement, he/she will take the original form to the supervisor for completion of part 2. Once Part 2 has been completed, the student is responsible for turning in the original form to the WSP office in order to receive credit for the make-up day.

PART 2

I, the undersigned, hereby attest that the above agreement was carried out as stated. The student is cleared of the absence stated above.

Signature of Supervisor

Date