

REAL

Rollins Earn and Learn

**STUDENT & EMPLOYER
RIGHTS AND RESPONSIBILITIES**



EMORY

ROLLINS
SCHOOL OF
PUBLIC
HEALTH

Student Employee Rights and Responsibilities

Each Rollins Earn and Learn Student Employee has the right to the following:

- Information about the award amount and pay rate.
- A specific job description including the supervisor's expectations and standards.
- A clearly defined work schedule and the average number of hours of work to expect per week.
- Adequate training to perform assigned tasks.
- A safe and sanitary working environment.
- Regular supervision and review of work performed.
- A clear explanation of how to use the Kronos system and the procedure for being paid.
- Instructions on how to report an unexpected absence from a scheduled work shift.
- A procedure for stating concerns related to the job or supervisor.

Each Rollins Earn and Learn Student Employee is responsible for the following:

- Become familiar with information regarding the terms of the award and with general policies.
- Understand the specific job responsibilities including the supervisor's expectations.
- Perform assigned tasks in an efficient and timely manner.
- Arrange a mutually agreeable work schedule with the supervisor and work the assigned hours regularly.
- Notify the supervisor immediately if a scheduled work period must be missed.
- Accurately document work hours.
- Track Rollins Earn and Learn earnings and monitor remaining award.
- Inform RSPH Student Services immediately of changes in financial situation, of a

possible change to a new Rollins Earn and Learn job, or of any suspected irregularity in Rollins Earn and Learn earnings or awards. The email address for the REAL Program Manager is real@emory.edu.

Employer Rights and Responsibilities

Each Rollins Earn and Learn Employer has the right to the following:

- To have assigned tasks completed efficiently and correctly by the student employee.
- To have student employees record their time properly.
- To expect student workers to adhere within reason to a regular work schedule.
- To be notified immediately if a student must miss a scheduled work shift.

Each Rollins Earn and Learn Employer has responsibility for the following:

- To provide adequate orientation and on-the-job training to student employees. **RSPH relies on the supervisor to communicate all policies and procedures to student employees.**
- To clarify the required hours of work and expected duration of job to students.
- To set expectations for quality & quantity of work.
- To explain all office and department policies which are applicable to students.
- To ensure students are hired and terminated through the proper HR procedure through RSPH Student Services.
- To ensure no students begin working prior to receiving approval from RSPH Human Resources or continue working past the point of termination.
- To discuss and document any performance issues with student employees.
- To ensure that proper payroll and clocking processes are followed to ensure students are paid in the appropriate manner.

- To complete one Employee Evaluation for each student per year.
- To monitor the Rollins Earn and Learn awards of student employees to make certain students do not exceed the awards, and to terminate students in a timely manner once awards are exhausted.
- To maintain open communication with RSPH Student Services, timekeepers, and students.

Professional Work Ethics

The Employers who partner with RSPH to provide meaningful Public Health work experiences to students have the strong potential to steer a student's professional direction. Thesis, Applied Practice Experience (APE), and full-time job opportunities can result from maintaining a positive, professional relationship with the Employer. Also keep in mind the likelihood that students will ask a supervisor for recommendations in the future, so this work experience is very important in building the resume and career. Thus, adhering to a set of professional values ensures that student behavior and approach reflect positively on students and the Rollins School of Public Health.

In an effort to help students optimize professional relationship and the job experience, please review the following professional standards. **Please be advised that these are minimum standards:**

- 1. Dress professionally.** Student attire for interviewing should always be business professional. Once students have secured the position, have a discussion with the supervisor about appropriate work attire. Even if the attire is casual, be sure to look neatly arranged. No ripped jeans, revealing or tight clothing, tank tops, etc. should ever be worn to any job assignment. Students never know when a supervisor may want students to accompany him/her to meetings or when a surprise visit from an executive may occur.
- 2. Limit computer/technological use to the assignments that have been given.** While at work, students should be focused and completely dedicated to the work that has been assigned. Do not work on homework/class assignments, check personal emails (i.e. Gmail) or visit online social networking sites such as Facebook or Twitter. Students should absolutely not send or reply to text messages or personal phone calls during work hours. There is an exception if students need to take a personal call for emergency purposes. Please be advised that agencies and organizations can track emails, websites visited, and other computer-usage history and have grounds to terminate for misuse.
- 3. Be punctual.** The foundation of trust building is reliability. Arrive at the job site at the agreed upon times. Supervisors should be able to depend on consistent, timely arrival.
- 4. Give a supervisor as much notice as possible when students have to be absent, leave early, or come in late.** Employers rely on students to commit to the schedule to which students have agreed. If students have a doctor's appointment, exam, academic related-commitment, etc. students should discuss a possible absence with the supervisor, at a minimum, two weeks prior to the day of the expected absence. Also, discuss in advance with the supervisor how such information needs to be communicated.
- 5. Be respectful in managing all tasks.** Students should be aware that many jobs will occasionally require students to perform administrative tasks that come with all job opportunities and Rollins Earn and Learn jobs are no exception. Please shape expectations accordingly and be respectful when accepting all tasks. All work activities are important to the productivity and goals of the organization and no one is above completing certain tasks.

- 6. Be honest about the job search.** If students are interviewing for multiple job opportunities, it is okay to openly share this information with prospective Employers that you are waiting to hear from other Employers about possible job assignments. Sharing this information would not exclude students from consideration and it helps the Employer to frame their expectations.
- 7. Honor the commitment made to work the full semester.** When students accept a position, please understand that a commitment has been made to work for that Employer for at least one semester. **What this means is that once you accept an offer for a REAL position, the expectation is that:**
- a. You discontinue searching/applying for other REAL positions and
 - b. If an employer reaches out to you for an interview, that you are honest about already having secured a REAL position elsewhere and therefore cannot interview for a REAL position with them.

We do not want to set a precedent where our REAL students are accepting offers and then switching or backing out—this impacts employer relations, the time organizations have spent interviewing students, etc.

A student always has the option to find a new REAL position in the Spring semester should they find/decide that they will not be continuing in their fall semester REAL position.

- 8. Share concerns/issues with the supervisor.** If students are having problems or issues, schedule a time to meet with the supervisor to have a discussion about students concerns. Do not simply resign because of a perceived offense or hurt feelings. More often than not, an open discussion about the issues can lead to an amicable agreement or help students to draw a different conclusion. Conflict management is something everyone has to face so please keep that in mind before walking away from an opportunity.

If students are unable to resolve the issues, please make an appointment as soon as possible to see the REAL Program Manager at real@emory.edu; 404-712-0687.

- 9. Uphold confidentiality.** Confidential information should not be disclosed. If students are working with records containing others' personal information or other classified data, students are not to share or discuss that information for nonwork-related purposes. Some Employers may require students to sign a confidentiality agreement which students should review very carefully.
10. In addition to these minimum standards, each student should initiate a discussion with their supervisor to discuss office protocol and job expectations.

Working Remotely/Travel Policy

It is the responsibility of the hiring department and supervisor to provide adequate supervision for their student employees. REAL is a mentoring program, designed to give students a chance to hone their career skills in a real-world work environment through direct interaction with working professionals. It is not study time or independent research time. Students may not work remotely unless the position is specifically designed to be set up as a virtual position with adequate supervision and accountability (positions will be considered on a case-by-case basis).

Most students are eligible to travel as part of their REAL position. Please provide an itinerary to the REAL office in advance. Be sure to monitor hours closely, not to exceed 20 in one week and cover all travel expenses. If a student has a J-1 visa, they may not be able to travel. Please consult with the REAL office in advance.

REAL Student Work Plan Documents

We strongly urge all supervisors and students to complete a REAL Student Work Plan document. This work plan document will enable supervisors to set expectations. This document should be completed together, outlining the public health competencies involved and the tasks and the deliverable deliverable related to both.

Student Performance Evaluations

The work experience that a student gains through part-time employment is a valuable asset in skill development and career/life planning. It is important for each supervisor to send evaluations to Office of Admission and Student Services real@emory.edu. Performance evaluations are beneficial to students, the current employers, and to post-graduation employers. The form will be e-mailed to all students and supervisors at mid-semester or will be made available to students through secure file sharing

An evaluation must be completed either at the time of termination or at the end of the academic year, whichever is first. The employer shares the evaluation with students and the student and the supervisor should sign the evaluation. The joint signature is a method of indicating that the student has reviewed the supervisor's comments and indicates an actual, in-person conversation took place. All evaluations need to be submitted to Office of Admission and Student Services real@emory.edu to be placed in the student's Human Resources file.

Program Evaluations

In order to facilitate program improvements, the Rollins Earn and Learn will conduct yearly online program evaluations. Students and employers will be sent separate online evaluations. The data will be used solely for internal administrative purposes at the Rollins School of Public Health.

Terminations

An employee may not work on the day on which his or her termination is processed. Please add one day to an employee's last day of work to determine the effective date for a termination. For example, if a student's last day of work at a position is 10/30/21, the termination's effective date should be 10/31/21. An Employee Evaluation form should be completed at the time of termination. Please house the evaluation in the student's personnel folder and email a copy to Lisa Parker, Real Program Manager real@emory.edu.

Termination for Job Abandonment or No-Shows

In the rare case that a student is hired and does not report to work within five working days of accepting the position and the student is not responsive to contacts, it is appropriate and fair for the employer to assume that the student does not intend to work for you. No-shows will be terminated within two weeks of non-contact. If students begin working but do not return to work or contact the Employer regarding absences, it is also grounds for termination of employment.

ⓘ Please keep in mind that this type of negligent behavior reflects poorly on students and the institution. If students are no longer able to fulfill an employment commitment, please follow professional protocol in communicating departure. Remember that Employers may lead students to thesis and practicum opportunities as well as full-time employment in the future. Employers also typically communicate with various colleagues in a number of other agencies/organizations which means it is always critical for students to leave positive impression in the mind of the Employer.

Voluntary Terminations

If a student leaves a Rollins Earn and Learn position, notice must be provided via e-mail to the REAL Program Manager at real@emory.edu. Ideally, a student employee should give two weeks' notice as a professional courtesy. This is in no way enforceable and is ultimately at the discretion of the employee.

Involuntary Terminations

A student who has been terminated involuntarily by the employer should be given two weeks' notice in order to find a new job. In the case of extreme policy violations in which a student is terminated immediately, please report the circumstances to Lisa Parker, the REAL Program Manager in the Office of Admission and Student Services. An Employee Evaluation form should be completed at the time of termination.

Grievances

In case of any misunderstanding or misinterpretation of University or RSPH policy:

1. The aggrieved student should make every effort to informally resolve the problem with the supervisor.
2. If the aggrieved student is dissatisfied with the outcome, or if the supervisor fails to take action, then the student should contact the next level of departmental management to request further action.
3. If the grievance remains unresolved, the student may meet with the RSPH REAL personnel in the Office of Admission and Student Services and have the situation reviewed. In this instance, a meeting may result and will be held at the Office of Admission and Student Services between REAL personnel, the student, and the departmental supervisor to mediate the grievance. A written record of the proceedings will be made, and copies will be sent to the student employee and the departmental supervisor.

Commitment to Equal Opportunity

Emory University is dedicated to providing equal opportunities and equal access to all individuals regardless of race, color, religion, ethnic or national origin, gender, genetic information, age, disability, sexual orientation, gender identity, gender expression, and veteran's status. Emory University does not discriminate in admissions, educational programs, or employment on the basis of any factor stated above or prohibited under applicable law. Students, faculty, and staff are assured of participation in University programs and in the use of facilities without such discrimination. Emory University complies with Executive Order 11246, as amended, Section 503 of the Rehabilitation Act of 1973, the Vietnam Era Veteran's Readjustment Assistance Act, and applicable executive orders, federal and state regulations regarding nondiscrimination, equal opportunity and affirmative action. Emory University is committed to achieving a diverse workforce through application of its affirmative action, equal opportunity and nondiscrimination policy in all aspects of employment including recruitment, hiring, promotions, transfers, discipline, terminations, wage and salary administration, benefits, and training.

Inquiries regarding this policy should be directed to the Emory University Office of Equity and Inclusion.

Emory University is committed to providing reasonable accommodations to qualified individuals with disabilities upon request. To request this document in an alternate format or to request a reasonable accommodation, please contact the Emory University Office of Accessibility. Please note that one week advance notice is preferred.

Termination Upon Reaching/ Exceeding the Semester Award/Earning Limit

As a courtesy, emails are sent out to supervisors and students indicating when students are within \$500 of exhausting semester award amounts, or when students have reached or exceeded the award maximum altogether. Emails are sent out to supervisors indicating when students are within 50, 20, and 0 hours of exhausting semester awards. While this should not be relied upon as the sole means for tracking, the “Award Reached or Exceeded” email does indicate that the student will be terminated immediately. It is best for the student and the employer to develop a schedule to track the student’s hours using the Clocking Transaction Report (password protected). External employers will need your REAL employee to log in to this system. Once the student has earned \$6,000, the cost-sharing switches from 50% to 100% of the student’s salary.

Changing Rollins Earn and Learn Jobs

When students accept a position, please understand that a commitment has been made to work for that Employer for at least one semester. **What this means is that once you accept an offer for a REAL position, the expectation is that:**

- a. You discontinue searching/applying for other REAL positions and
- b. If an employer reaches out to you for an interview, that you are honest about already having secured a REAL position elsewhere and therefore cannot interview for a REAL position with them.

We do not want to set a precedent where our REAL students are accepting offers and then switching or backing out—this impacts employer relations, the time organizations have spent interviewing students, etc.

Students are permitted to change Rollins Earn and Learn jobs mid-year, provided a specific protocol is followed.

1. As a professional courtesy, students should give notice to the original department **two weeks prior to departure. This notice should be given in person.** Next, an email needs to be sent to the REAL Program Manager at real@emory.edu, and the e-mail needs to confirm the last date to be worked in the position.
2. If students have a new position, students may NOT yet begin working in the new job at this point. Please e-mail the REAL Program Manager the supervisor contact information and the Handshake job posting number for the new position.
3. Once the termination of the first position has been posted in the HR system, the new supervisor may begin the hiring process.
4. Students may begin working in the new department once the hiring process has been completed, and an approval email with the new KRONOS ID has been sent to the student and the new supervisor by RSPH Human Resources.
5. The new supervisor must ensure students begin using the appropriate KRONOS code for the new job.

The HR system is not set up to prevent managers from hiring a student into a second Rollins Earn and Learn job. When students intend to change Rollins Earn and Learn jobs mid-year, it is essential that a proper termination and rehire process are completed.

Benefits and Insurance

Rollins Earn and Learn student employees:

- Do not accrue sick or vacation time.
- Do not receive paid holidays.
- Are not permitted to work on University holidays (department will be charged).
- Are compensated only for hours worked.
- Are covered under Worker's Compensation for job-related injuries.
- Are not paid overtime (department will be charged).

Rollins Earn and Learn employees are covered under the University's liability insurance. They are covered by the University's auto insurance policy with the following stipulations:

- Driver must have a valid driver's license.
- Insurance company has the right to check any driver's motor vehicle record.
- Insurance coverage is for personal and bodily injury only. Collision is not included, therefore any damages to a University vehicle will be charged to the department.
- To be insured while operating a University vehicle, the student must have the permission of the immediate supervisor to operate the vehicle.

Changing Personnel at Partnering Organizations

In order to properly serve the University, it is essential that the Office of Admission and Student Services have the most up-to-date contact information for every department/organization. **It is crucial that we remain in contact with a designated representative for each organization/department.** This main contact person should contact the REAL Program Manager to ensure they are aware of the supervisor role, disburse information ~~about the program~~ to the department, and receive the email regarding Award Exceeded emails and other important news.

Out of respect for the department/organization and RSPH, **these employer contacts should notify the REAL Program Manager if they are leaving the position or passing these duties on to another person.** Please instruct or leave instructions for your successor to contact the REAL Program Manager to be informed on the program.

Displacement of Regular Workers

Rollins Earn and Learn employment must not displace employees, including those on strike, or impair existing service contracts. You are cautioned against using students in jobs traditionally filled by full-time personnel. Replacement is interpreted as displacement. The program's intent is to create new job opportunities.



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If you need information or clarification on Rollins Earn and Learn policies,
Please contact Lisa Parker in the Office of Admission and Student Services at:

Mailing Address:

Lisa Parker
REAL Program Manager
Rollins Earn and Learn Program
Rollins School of Public Health, Emory University
1518 Clifton Road
Campus Mailstop 1518-002-1AA
Atlanta, Georgia 30322

Email Address:

lisa.parker@emory.edu

Telephone Number:

404-712-0687