

CUNY Service Corps

Community Partner Policy Manual

2014-2015

Contents

The CUNY Service Corps.....	4
Program Model	4
Program Goals.....	5
Themes.....	5
CUNY Service Corps Members	7
Eligibility Criteria & Selection Process	7
Program Responsibilities.....	7
CUNY Central Office and Campuses.....	9
Roles & Responsibilities	9
2014-15 CUNY Service Corps Service Corps (Campus) Managers	10
2014-15 CUNY Service Corps Central Office Contacts	10
2014-15 Research Foundation for CUNY (RFCUNY) Contacts.....	10
Community Partners Responsibilities	11
2014-15 Community Partners.....	11
Partner Costs.....	14
Supervising and Supporting Service Corps Members	16
Orienting Corps Members.....	16
Supervising Corps Members	17
Supervisor Online Community	21
Program Calendar and Policies Related to Schedules	22
Service Training & Development Series: What Corps Members Know	23
Evaluating the Service Corps Members' Performance	24
Attendance & Lateness Policy.....	25
Disciplinary Policy	25
Dismissal Policy	26
Reassignment Policy	26
Student Resignation Policy	27
Human Resources	28
Leave and Benefits.....	28
Policies & Procedures	29

Community Partner Policy Manual, 2014-15

Payroll & Timekeeping Recommendations.....	30
Student Payroll and Work Hours FAQ's for Site Supervisors	32
Appendix I: CUNY Service Corps Program Responsibilities Agreement (Signed prior to placement)	36
Appendix II: 2014-15 Program Calendar	38
Appendix III: Learning Action Plan Template	41
Appendix IV: Mid-Semester Student Evaluation	42
Appendix V: Final Student Evaluation	44
Appendix VI: Sample Attendance Tracker	46
Appendix VII: Research Foundation Timekeeper's Manual	47
Appendix VIII: 2014 Research Foundation Payroll Calendar	57
Appendix IX: Professional Improvement Plan	59

The CUNY Service Corps

The CUNY Service Corps is mobilizing CUNY students to work on projects that improve the short and long-term civic, economic and environmental sustainability of New York City and of its residents and communities. Students who are Service Corps members will make a meaningful difference through service while gaining valuable real-work experience, earning a wage, and where appropriate, receiving college credit. The Service Corps program is more than a typical internship program: students are building professional skills while engaged in work that addresses the city's most pressing needs. Both our students and the people they serve benefit from the program.

The CUNY Service Corps will run in 2014-15 with over 800 students at the following eight participating colleges: Borough of Manhattan Community College, College of Staten Island, John Jay College of Criminal Justice, Kingsborough Community College, Lehman College, Medgar Evers College, New York City College of Technology, and Queens College.

Program Model

Throughout the University's history, CUNY students, faculty and staff, individual colleges and the University writ large have dedicated critical resources to supporting the growth and development of communities throughout the city. The CUNY Service Corps has built on this legacy to create this major University-wide initiative. Student placements are 12 hours per week for 24 weeks (288 hours total) throughout the academic year in community organizations, schools, and government agencies.

Examples of projects in 2014-15 include the following:

- Guiding visitors at the 9/11 Memorial in Manhattan
- Working with ITAC to help NYC manufacturers reduce their environmental footprint through outreach, surveys, project management, and planning
- Planting new gardens in Van Cortlandt Park
- Providing nutritional education to mothers in Bedford Stuyvesant
- Developing and executing a detailed strategic plan aimed at inspiring top college students to apply for Teach for America
- Monitoring the rehabilitation and installation of new construction projects with the NYC Department of Housing Preservation & Development
- Teaching Brooklyn small business owners to use social media to connect to new customers
- Counseling young ex-offenders in Brooklyn courts
- Teaching children about animals at the Queens Zoo

In addition, Service Corps projects help support participating students' success in college and preparation for the workplace by offering students valuable work experience and exposure to real-world careers. Service Corps students participate in a Service Training & Development Series, which includes a

14-hour pre-service training and 8 mandatory monthly workshops/events that make meaningful links between project placements, college coursework and majors, and students' civic and professional goals.

During 2014-15, 15 faculty-led projects have been added to the community partner portfolio. These projects are designed to intentionally connect students' academic learning to their service placements. Students will work directly with CUNY faculty on service-related projects in the community and have the option of obtaining academic credit for their service projects by registering for courses taught by the faculty members.

Program Goals

The CUNY Service Corps has a focused set of goals for Corps members, the University, and the program's community partners:

CORPS MEMBERS

Civic responsibility

- Students will identify as stewards of CUNY and their communities and practice service as a component of active citizenship, community engagement, and social responsibility.

Educational & career success

- Students will demonstrate awareness of the connection between their academic learning at CUNY and real-life experiences and gain workplace skills and experience that will improve their employment prospects after graduation.

INSTITUTION (FACULTY/STAFF)

Instruction

- CUNY will integrate more experiential learning into the student experience.

Community engagement

- Faculty/staff will utilize their deep expertise to address New York City's most pressing needs, enabling CUNY — its faculty, staff, and students — to contribute to the public good.

COMMUNITY PARTNERS

- CUNY students will increase the capacity of Service Corps community partners to serve their communities' needs.

Themes

The program is organized around themes that represent both opportunity and need in New York City:

A Healthier City: Corps members address important community and public health issues, such as chronic disease management, childhood obesity, lead poisoning prevention, infant mortality, violence prevention, nutrition, and food security.

A More Resilient and Greener City: Students support projects related to improving the city's built and green infrastructure and making it more resistant to storm-related damage.

A Better Educated City: The Corps offers valuable supports to students of all ages, such as those in early childhood programs (and their families and caretakers), public middle and high school students, fellow CUNY students struggling with academic and personal challenges, and adult students learning English or preparing to take the High School Equivalency examination.

An Economically Stronger City: A range of projects focus on small business development, local budgeting, fundraising for nonprofits and community issues, financial literacy as well as helping eligible families to access tax credits in order to bolster the economic viability and success of distressed communities within the city.

CUNY Service Corps Members

Eligibility Criteria & Selection Process

To be eligible for the CUNY Service Corps, students are required to meet the following minimum requirements:

- Be working toward a degree at a participating CUNY college
- Be enrolled full-time (at least 12 credits¹) in the spring semester and plan to enroll full-time during the following academic year²
- Have a cumulative Grade Point Average of at least 2.5 (or a GPA of at least 2.75 in the fall before applying to the program)
- Have earned at least 24 college credits prior to beginning service placements
- Have addressed any remedial education needs prior to beginning service placements
- Have the proper work authorization required by the U.S. Citizenship and Immigration Services (USCIS)

Students should also demonstrate that they:

- Want to be part of a special and important program that will make a difference in the lives of New Yorkers
- Are interested in and dedicated to helping people, neighborhoods, and/or community organizations and public service agencies
- Have previous experience in a job or as a volunteer or intern
- Can balance work in the CUNY Service Corps with college studies and other co-curricular commitments
- Show promise as a leader and a problem-solver
- Are able to work as a member of a team

Students must submit an online application, which includes essays and a recommendation, and participate in a group interview. Note that CUNY Service Corps students are not permitted to be employed by the Research Foundation on any projects outside of the Service Corps during their tenure as Service Corps students.

Program Responsibilities

CUNY Service Corps members agree to meet the following program requirements:

- Successfully complete a pre-service training (the first component of the Service Training & Development Series) prior to the start of service placements
- Consistently work 12 hours per week for 24 weeks at their assigned placement sites over the academic year

¹ Full-time status for graduate students may be defined in some cases as less than 12 credits.

² Exceptions for full-time status during the academic year have been made on a case-by-case basis for students with disabilities and seniors graduating in the spring who have completed all of their academic requirements.

Community Partner Policy Manual, 2014-15

- Participate in 8 mandatory monthly workshops/events (the second component of the Service Training & Development Series)
- Attend periodic campus-wide and university-wide meetings and events and serve as ambassadors for the program
- Demonstrate commitment to the assigned service placement. Placement within community programs is an educational opportunity and a privilege. Students commit to the assigned service placement site for the entirety of the program during the academic year. Specifically, Corps members agree to:
 - Complete scheduled work hours at the service placement site
 - Be punctual and responsible
 - Communicate with the placement supervisor regarding any anticipated lateness or absences
 - Show respect for the placement site and adhere to the organization's workplace guidelines
 - Respect the privacy of clients (if applicable)
 - Be professional in attitude, manners, and appearance
- Complete and submit electronic timesheets in a timely and accurate manner (see section on Payroll & Timekeeping Recommendations)
- Balance program responsibilities with academic coursework and other co-curricular commitments
- Complete surveys and evaluations
- Check CUNY email regularly for program updates

See Appendix I for the Student Responsibilities Agreement.

CUNY Central Office and Campuses

Roles & Responsibilities

CUNY Central office responsibilities:

- *Student recruitment & selection* – develop and produce standardized recruitment materials (e.g., brochures, posters, postcards, PowerPoint presentations, Prezi presentations), serve on application review committees, develop group and/or individual interview activities, train interview facilitators, facilitate interviews
- *Placement identification & supervision* – recruit, screen and select community partners; orient and train community partners; serve as primary liaison to community partners
- *Student training & support* – develop the pre-service training curriculum, train facilitators, and coordinate the pre-service training schedule; develop standardized workshops/lessons for the Service Training & Development Series; co-facilitate Service Training & Development Series workshops/activities; develop and deliver University-wide webinars on various training topics
- *Evaluation* – design and execute a robust evaluation plan, including data collection and tools
- *Integration into academic programs and curricula* – develop and execute a plan for engaging faculty to create faculty-led service projects and associated courses and increasing the number of students in the program who are receiving credit for their service placements
- *Program administration* – maintain student records, including enrollment and number of completed hours; oversee payroll; create templates for student correspondence (acceptance notification, etc.) & forms

CUNY college responsibilities:

- *Student recruitment & selection* – develop campus-based recruitment strategy; manage student selection process, including review of applications, scoring of applications, selection of students for interviews; coordinate and facilitate interviews; select final members of the Corps
- *Student training & support* – implement pre-service training curriculum in partnership with the central office; implement the Service Training & Development Series (standardized curriculum of ongoing support workshops) and carry out touch point requirements; coach students through the creation of a Learning Action Plan; support students during the program and coach them on resolving issues at their placements sites
- *Data collection* – keep accurate records of student performance and placement issues, ongoing supports provided, etc., using the technology platform provided by the central office; respond to requests for program data
- *Faculty engagement* – identify faculty who may be interested in collaborating with the program, inform the strategy for program-wide faculty engagement
- *General program administration* – oversee all campus-level program activity; ensure that student payroll is accurately managed and processed in a timely manner on an ongoing basis

In 2014-15, students are enrolled in the following participating colleges:

- Borough of Manhattan Community College
- College of Staten Island

Community Partner Policy Manual, 2014-15

- John Jay College of Criminal Justice
- Kingsborough Community College
- Lehman College
- Medgar Evers College
- New York City College of Technology
- Queens College

2014-15 CUNY Service Corps Service Corps (Campus) Managers

Borough of Manhattan Community College:	Rocco Capello (interim manager)	rcappello@bmcc.cuny.edu	212-220-1334
College of Staten Island:	Cheryl Barzey	Cheryl.Barzey@csi.cuny.edu	718-982-2306
John Jay College of Criminal Justice:	M. Noel Blanchet	servicecorps@jjay.cuny.edu	646-557-4819
Kingsborough Community College:	Alade Mcken	Alade.Mcken@kbcc.cuny.edu	718-368-6793
Lehman College:	Amy Olsen	amy.olsen@lehman.cuny.edu	347-577-4020
Medgar Evers College:	Raschaad Hoggard	shoggard@mec.cuny.edu	718-270-6965
New York City College of Technology:	So Lan Liang	SLiang@citytech.cuny.edu	718-260-5846
Queens College:	Cesar Oyervides-Cisneros	covyervides@qc.cuny.edu	718-570-0548

2014-15 CUNY Service Corps Central Office Contacts

Partnership Development and Engagement Specialist:	Ofronama Biu	ofronama.biu@cuny.edu	Office: 646-664-8063 Cell: 917-509-4670
Administrative Specialist (Payroll):	Jessica Brothers	Jessica.Brothers@cuny.edu	Office: 646-664-8033

2014-15 Research Foundation for CUNY (RFCUNY) Contacts

Lost/reset password:	RF CUNY	weblogonid@rfcuny.org	
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Community Partners Responsibilities

126 non-profit organizations, government agencies, and faculty are participating in the 2014-2015 CUNY Service Corps program. In most cases, partners applied to host at least 5 and up to 50 Service Corps members, depending upon organizational capacity and the types of projects offered.

Specifically, community partners have agreed to:

- Designate a Service Corps placement employee to serve as a liaison with CUNY
- Provide a meaningful project and/or work responsibilities, in the program's focus areas, to Service Corps members that will last 24 weeks, over two semesters, with work totaling 12 hours per week
- Provide an appropriate work space and materials for the Service Corps members (if necessary, computer, phone, and/or MetroCard for travel during work hours)
- Provide training, relevant to the project or work of the placement, to Service Corps members
- Ensure that Service Corps members are properly and adequately supervised by a community partner employee
- Supervise and meet regularly with Service Corps members
- Assess the performance of Service Corps members using electronic performance evaluation form provided by program staff
- Ensure that the designated Service Corps placement supervisor submits Service Corps members' timesheets
- Participate in evaluation conducted by CUNY - this may include, but is not limited to, surveys and interviews
- Be available for periodic meetings with Service Corps staff
- Promptly notify the relevant Campus Manager and Partnership Development & Engagement Specialist of any problems or issues with a Service Corps member

2014-15 Community Partners

9/11 Memorial & Museum
American Diabetes Association
American Museum of Natural History
Ariva
Bedford Stuyvesant New Beginnings Charter School
Big Brothers Big Sisters of NYC
Brooklyn Chamber of Commerce
Brooklyn Children's Museum
Brooklyn Community Services
Brooklyn Educational Opportunity Center
Brooklyn Navy Yard Development Corporation
Brooklyn Public Library
Catholic Charities
Center for Court Innovation - Brownsville Community Justice Center

Center for Court Innovation - Midtown Community Court
Center for Court Innovation - Red Hook Community Justice Center
Center for Court Innovation - Staten Island Youth Justice Center
Center for Employment Opportunities
Chinatown YMCA
Citizens Committee for New York City
City Harvest
City Tech-City Poly Early College Program
Community Counseling and Mediation Services
Community Partnership Charter School
Coney Island Hospital
CUNY Adult Literacy/HSE Program
CUNY Citizenship Now!
CUNY Institute for Urban Systems Building Performance Lab
CUNY School of Public Health/NYC HANES Project
CUNY-Creative Arts Team
Curtis High School
Cypress Hills Local Development Corporation
East Harlem Tutorial Program
Federal Reserve Bank of New York
FEGS Health and Human Services
Fifth Avenue Committee
Flushing YMCA
Food Bank For New York City
Franklin Furnace Archive, Inc.
GallopNYC
Global Kids, Inc
Good Shepherd Services
Graduate NYC!
Green City Force
HANAC, Inc.
Harlem RBI
Harlem YMCA New Americans Welcome Center
Healthy CUNY
Henry Street Settlement
HERO High School
Hetrick-Martin Institute
Ice Hockey in Harlem
Jewish Community Center Beacon Program
Kings County District Attorney's Office
Leake and Watts

Lifestyles for the Disabled, Inc.
LIFT
Lighthouse International
Make the Road New York
National Lighthouse Museum
New Alternatives for Children
New York Cares
New York City Coalition Against Hunger
New York City Council
New York City Department of Parks and Recreation Arthur Ross Citywide Nursery
New York City Urban Debate League
New York Early Childhood Professional Development Institute
New York Hall of Science
Northern Manhattan Improvement Corporation
NYC Department of Education School Facilities
NYC Department of Education Sustainability Initiative
NYC Department of Health and Mental Hygiene
NYC Department of Health and Mental Hygiene PCIP Cancer Prevention and Control Program
NYC Department of Housing Preservation & Development
NYC Department of Youth and Community Development (NYC DYCD)
NYC Food and Fitness Partnership of Bedford Stuyvesant Restoration Corporation
NYC Industrial and Technology Assistance Corp. (ITAC)
NYC Parks Greenbelt in Staten Island
NYS Institute for Basic Research in Developmental Disabilities
Office of the Manhattan Borough President
Opportunities for a Better Tomorrow
Part of the Solution (POTS)
Pathways in Technology Early College High School
Presbyterian Senior Services
Queens College School for Math, Science, and Technology
Queens Library
Senior Planet
Small Business Development Center
Snug Harbor Cultural Center & Botanical Garden
South Bronx Overall Economic Development Corporation (SoBRO)
Spoons Across America
Stanley M. Isaacs Neighborhood Center, Inc.
Staten Island Chamber of Commerce

Staten Island Museum
Staten Island University Hospital
Staten Island YMCA New Americans Welcome Center
Staten Island Zoo
Teach For America
Teaching Firms of America-Professional Preparatory Charter School
The Boys' Club of New York
The Children's Aid Society- I.S. 61
The Door
The Jewish Community Center of Staten Island
The New York Public Library
The Point Community Development Corporation
U.S. Equal Employment Opportunity Commission
Union Settlement Association
Urban Justice Center
Visiting Nurse Service of New York
Wildlife Conservation Society City Zoos (Bronx Zoo, Central Park Zoo, Prospect Park Zoo, and Queens Zoo)
Year Up New York
Professor Alexander Aptekar
Professor Christopher Boxe
Professor Emily Jones
Professor Ernest Drucker
Professor Eugenia Naro-Maciel
Professor Isabel Martinez
Professor Kathryn Weinstein
Professor Limarys Caraballo
Professor Melanie Villatoro
Professor Olivera Jokic
Professor Scott Larson
Professor Sean O'Brien
Professor Sondra Leftoff
Professor Soyeon Cho
Queens College Asian American Center

Partner Costs

In 2014-15, there are no costs to becoming a community partner. Students are paid \$12 per hour and this cost is borne by the University.

CUNY Service Corps members are employees of the Research Foundation of the City University of New York (RFCUNY). CUNY Service Corps members have undergone a background check through RFCUNY.

Organizations that require additional background check procedures (e.g., fingerprinting and drugs tests) are expected to cover these costs for students.

Partners are also asked to provide students with MetroCards for any *additional* travel (e.g., from one site to another within the same workday).

Supervising and Supporting Service Corps Members³

Orienting Corps Members

On or before the first day of work for Service Corps members, supervisors are asked to set aside time to acclimate students to the organization.

Many students are not as familiar with the activities, environment and objectives of the professional world. Even though Corps members may have worked part-time to support their education, these experiences may not have exposed them to organizational politics, the need for confidentiality, or the importance of teamwork.

The sooner the Corps member understands what the partner organization does and how it operates, the sooner he/she can assume assigned responsibilities and become productive. Supervisors can help this process by providing and/or collecting the following kinds of information about the placement site:

Personnel structure

- Organizational structure
- Special industry jargon
- Mail and telephone systems

Safety and security

- Emergency contact information (supervisors should collect and keep on file. Campus managers have this information as well)
- Safety regulations and procedures
- Workplace violence prevention
- Handling hazardous materials (if relevant)
- Maintaining safety while interacting with clients or the general public
- Sexual harassment awareness
- Security and confidentiality issues

Expectations

- Acceptable dress and appearance
- Maintaining the premises and work station
- Productive interactions with others at the work site
- How the organization wants the Corps member to interact with clients, volunteers, and vendors
- Who can answer different kinds of questions
- Specific work standards and procedures
- Procedure for signing off completed work
- Periodic forms or reports to be completed
- Work processing requests and timeliness
- Approved form(s) for correspondence
- Email and technology policies

³ True, M. "Starting and Maintaining a Quality Internship Program." Grantham, PA. Technology Council of Central Pennsylvania.

Corps member responsibilities and supervision

- Assigned projects and goals
- Meeting and interacting with the supervisor
- Access to the supervisor (days, times, and duration)
- Alternative points of contact if the supervisor is unavailable
- Procedures to be followed for lateness or absence
- Weekly schedule
- Additional training provided
- How the project impacts the organization's mission
- Tasks that can be completed without supervisory approval

Supervisors can communicate this information in several ways:

- Existing orientations and trainings provided to interns or volunteers
- Provide the *organization staff manual* so that Corps members are familiar with the organization's policies and expectations.
- Take Corps members on a tour of the facilities and make introductions to employees
- Give Corps members organization materials to read such as newsletters, annual reports, or an organization chart
- Schedule regular one-on-one meetings at least biweekly
- Give the Corps members opportunities to observe (or participate in) professional meetings or workshops
- Allow the Corps members to interview company personnel
- Encourage the Corps members to walk around and observe others at work as appropriate

Supervising Corps Members

Supervisors should take supervision seriously. One of the responsibilities of community partners is to ensure that Service Corps members are properly supervised.

Meet regularly. Supervisors should set consistent meeting times – weekly or biweekly. During these meetings, the students can:

- Report on the status of a project
- Ask questions and learn how their work is contributing to the organization
- Get a sense of what kind of work lies ahead

Some supervisors may schedule *group meetings with all Corps members*. We encourage this activity as it is a great chance for Corps members to get to know each other and learn about other projects.

Supervisors should try to set aside individual time for each Corps member as well. This can be a good chance to evaluate individual students' strengths and discuss areas needing growth and development.

If Service Corps members are working in the field for any part of their placement, *touching base with them periodically via email or phone will send a good message and let them know that the supervisor is always available.* Corps members should not be alone while engaging in activities (e.g., community outreach). In the field, supervisors should assign Corps members to work with another Corps member, volunteer, intern, or staff member.

Consider the work styles of Service Corps members. Some students are very entrepreneurial, confident, and not afraid to take initiative, while others are equally skilled but just need to be managed differently. Supervisors should try to work with the Service Corps member to find a comfortable and amicable routine. Typically, what an organization gets out of participating in a program like the CUNY Service Corps is a reflection of the degree of supervision they provide.

Provide clear expectations and directions and frequent feedback. This is especially important in the first few months when Service Corps members are new and may not be familiar with how things at the organization work. When supervisors give Service Corps members a task or project to complete, they should provide very *clear instructions*—be explicit about the parameters of the project, the project deadline, and the way the project should be completed. As work progress is made, provide frequent and constructive feedback. Using specific examples, point out where the Service Corps member is improving and where more work needs to be done.

Keep an eye on the Corps members. This doesn't mean supervisors should watch the Corps members' every move, but supervisors should make sure they know what's happening with the Corps members' daily tasks. *Supervisors should also watch for signs that the Corps member is confused or bored.* As often as silence means that a Corps member is busy, it also could mean that he or she is confused and shy about telling the supervisors. It's easy to be shy in a workplace full of older strangers who all know each other. See whether the Corps member is trying to do anything that requires someone else's input. Make sure that work is taking precedence over any other activities. Paying attention early helps supervisors set the stage for future performance.

Create an environment in which Service Corps members feel comfortable asking questions. If the Service Corps Member is unsure of how to complete a task, he/she should know that it is OK to ask questions. Overall, try to create a learning culture and foster open dialogue. Such exchanges often will raise issues that might contribute to changes that could yield better work.

Remember that Service Corps members are college students. Sometimes it is easy to lose sight of the fact that Service Corps members are not ordinary staff members—and that part of the purpose of the program is to improve the workforce readiness of the Service Corps members and to learn new skills. *Therefore, mistakes will be made as part of the learning process.* Feedback is essential to the students' growth. Additionally, Service Corps members bring varying degrees of professional experience. For some Service Corps members, this may be their first real "job." If they handle a situation differently from what supervisors would expect of their own staff, supervisors should remember that maneuvering in a professional environment is also a part of the learning process. *Also, Service Corps members are*

juggling school and their placements, so supervisors should try to be sensitive to the demands that their academic coursework places on them during midterms and finals.

Adhere to the Service Corps member's placement description—mostly. Service Corps members are there to support the needs of the partner organizations as elaborated in the Service Corps member's placement description. *Supervisors should check in with Corps members during the program and see if there are additional activities they would like to try that would both support the organization's work and offer a learning opportunity.* Also, while most jobs have some administrative components, Service Corps members are there to engage in meaningful work that will help the organization, not to complete simple clerical tasks on an ongoing basis.

Help your Service Corps members connect their work to the mission of the organization. Supervisors should meet with Service Corps members regularly to not only review their work and keep them on task, but to provide context for how this work fits into the organization's overall goals. To the extent appropriate and applicable, include Service Corps members in other departmental or organizational meetings.

Help Service Corps members fulfill their learning objectives. CUNY Service Corps members will create *Learning Action Plans online via the Symplicity Career Services Manager system* (see Appendix III) with their Campus Managers, which will promote academic, career and/or personal development and connect students' learning goals with the specific work at the service placement site.

The timeline for the Learning Action Plan is as follows:

- The Corps members will work to create a Learning Action Plan with Campus Managers between September and October
- The community partner will approve the student's Learning Action Plan in October.
- The Learning Action Plan should be revisited during evaluations to help students assess skill-building and goal attainment.

Model good professional practice. Since many Service Corps members may have limited professional experience, everything that they see in the workplace will inform their ideas about acceptable practice. *Supervisors should be especially cognizant of how actions may appear to Service Corps members and what message they may be sending.* Supervisors should point this out to other employees with whom Service Corps members will be interacting.

Supervisors should share their knowledge. Service Corps members are at our partner organizations because they are interested in the work the organizations are doing and more broadly they all share an interest in improving New York City. Supervisors should expose them to broader policies, concepts, and ideas outside of their daily responsibilities and help them see the bigger picture of what is going on in the city. This can happen in the context of a regular meeting or more informally.

Professional development opportunities. Supervisors are encouraged to provide periodic professional development opportunities to Corps members. *This may include participation in regular staff meetings,*

attendance at the organization's trainings, "lunch and learn" meetings with senior staff, informational meetings with other departments, or attendance at events. Corps members should not use more than one hour per week of their paid time for these opportunities.

Ensure the safety of the Corps members. Supervisors should train the Corps members on safety relevant to the placement. ***Fieldwork should be completed in pairs (with other Corps members, volunteers, interns, or staff members)*** and students should be trained on safety in interacting with the public.

Maintain an environment free of discrimination. Community partners must ensure that Corps members work in an environment that is free of discrimination, including sexual harassment. It is the policy of The City University of New York to promote a cooperative work and academic environment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other oral or written communications or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic standing
2. Submission to or rejection of such conduct by an individual is used as a basis for employment or academic decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile or abusive work or academic environment.

Sexual harassment may take different forms. Using a person's response to a request for sexual favors as a basis for an academic or employment decision is one form of sexual harassment. Examples of this type of sexual harassment include, but are not limited to, the following:

- Requesting or demanding sexual favors in exchange for employment or
- Academic opportunities (such as hiring, promotions, grades, or recommendations)
- Submitting unfair or inaccurate job or academic evaluations or grades; or
- Denying training, promotion, or access to any other employment or academic opportunity, because sexual advances have been rejected.

Other types of unwelcome conduct of a sexual nature can also constitute sexual harassment, if sufficiently severe or pervasive that the target does find, and a reasonable person would find, that an intimidating, hostile or abusive work or academic environment has been created. Examples of this kind of sexual harassment include, but are not limited to, the following:

- Sexual comments, teasing, or jokes
- Sexual slurs, demeaning epithets, derogatory statements, or other verbal abuse
- Graphic or sexually suggestive comments about an individual's attire or body
- Inquiries or discussions about sexual activities
- Pressure to accept social invitations, to meet privately, to date, or to have sexual relations

- Sexually suggestive letters or other written materials
- Sexual touching, brushing up against another in asexual manner, graphic or sexually suggestive gestures, cornering, pinching, grabbing, kissing, or fondling
- Coerced sexual intercourse or sexual assault

Corps members have participated in mandatory sexual harassment training through RFCUNY. Supervisors are encouraged to invite Corps members to any other additional training available at the placement site.

Partners should ensure that Corps members feel comfortable going to a supervisor if there are any safety or discrimination issues at the placement site.

Supervisor Online Community

Community partners are welcome and encouraged to speak with each other to discuss effective supervision strategies for Corps members. All supervisors will be invited to join a "Community Partners" group in the Symplicity Community system. Service Corps staff will upload program documentation to the Community Partners group, and there will be a discussion board to facilitate interaction among supervisors from various sites.

Supervisors can log-in to Community via this link: <https://servicecorps-community.symplicity.com/>. Log-in information will be emailed to each supervisor individually. Please contact Kafui Kouakou, Field Liaison (646-664-8014, kafui.kouakou@cuny.edu) if you require log-in information to Community or if you have any questions about the system.

Program Calendar and Policies Related to Schedules

Please find in Appendix II a sample calendar for the 2014-15 year. Students and community partners should use this calendar to finalize a work schedule. Please note that this calendar is flexible.

Following are program policies related to service placement schedules:

- Students are expected to work 12 hours per week for 24 weeks. Students may be permitted to have a 10-hour weekly schedule in some circumstances.
- Corps members may work during Winter Break or Spring Break, on school holidays, or on federal holidays such as Martin Luther King, Jr., Day if both students and supervisors are in agreement. However, students can only commit to 288 hours (in most cases, 12 hours per week, 24 weeks) in total for the program. Corps members who are working during breaks should adhere to their 12 hours per week schedule.
- “Make up hours” should be rare (e.g., to cover a shortened week due to a holiday) and should occur within the same two week pay period or at the end of the 24 week program. *Please note that students cannot exceed 19 hours in one week and 24 work hours in any two-week pay period.*
- Excused absences from a service placement are permitted for the following reasons: personal illness, a religious obligation, a family emergency, midterms or finals. Any excused missed hours may be made up by students after the 24-week program, if this is amenable to the organization. Students will be able to track their total available work hours at their sites in the RF e-Timesheet system. The last day a student can work at his/her site is June 30, 2015. Most Corps members will complete their hours by late April.
- Students should not volunteer for their community partner sites outside of placement hours during the length of the program. If there is a special event that a student would like to participate in outside of regularly scheduled hours, he or she may certainly attend. *In rare instances where students are volunteering for the organization outside of their regular placement hours, community partners are encouraged to require students to sign a liability waiver.*
- Students may be employed by their placement site outside of their work hours covered through the Service Corps. Being a full-time student is our members’ primary responsibility. Students who are offered employment with their community partner sites should be mindful of balancing all of their responsibilities (including their academic coursework, their 12 Service Corps placement hours per week, and their job with the community partner).
- To successfully complete the CUNY Service Corps, students must complete 80% of their 288-hour allotment (or at least 230 hours) at their placements sites and be in good standing as a Corps member, fulfilling all of their program responsibilities.

Service Training & Development Series: What Corps Members Know

Corps members participate in a robust Service Training & Development series at their campuses during the course of the program. The series includes the following:

- 14-hour pre-service training (which includes campus launch events, training modules, and a University-wide kick-off event)
- An 8-module academic year program, which includes standardized workshops for students and a midyear service day coordinated by each Campus Manager

Service Training & Development Series: Pre-Service Training

Students in the Service Corps must successfully complete a pre-service training before beginning their service placements. The pre-service training aims to accomplish the following:

- Help students to internalize their responsibilities as Service Corps members and feel connected to their peers
- Increase students' knowledge of social action and activists as well as their understanding of the connections among their own lives, the life of our city, and our nation's history of civic engagement
- Learn about working in diverse neighborhoods and organizations
- Gain a deeper understanding of workplace culture, norms and behaviors
- Discuss and work on professional responsibilities and expectations
- Learn about and practice different sets of competencies and transferable soft skills that will help them to succeed in college, in their Service Corps placements, and beyond
- Investigate the foundational mission of their placement sites

Service Training & Development Series: Fall & Spring

Students in the Service Corps are strongly supported during the course of their experience in the program. After pre-service training, students participate in additional on-campus training & development workshops during the academic year that are meant to complement their service placement experience and address challenges, create opportunities for reflection, and promote professional growth.

Students are required to attend a training & development workshop/activity **once per month**.

Supervisors are asked to be flexible with schedules so students can attend these monthly workshops.

Service Corps Managers, community partners, the central office, and Corps members themselves play a role in this ongoing service training. A preliminary outline of the Service Training & Development Series during the 2014-15 academic year follows:

- September – Learning Action Plan
- October – Personal Responsibility
- November – Civic Engagement Topic
- December – Giving & Getting Feedback
- January – Service Day
- February – Poster Planning/Prepping for Culminating Event
- March – Ending Your Placement on a Professional High Note
- April – Resume and Pitch Planning Workshop/Networking

Evaluating the Service Corps Members' Performance

It is expected that at the middle and end of the placement each supervisor will complete performance evaluations of their Service Corps members.

CUNY Service Corps members will be evaluated on professionalism, communication, interpersonal skills, and progress towards the learning objectives. Each student articulates his/her learning objectives in the Learning Action Plan completed at the beginning of the program. See Appendix II for the Learning Action Plan Template. If students receive a "Needs Improvement" in any of the categories in the performance evaluation, they should develop a Professional Improvement Plan (see Appendix IX for template) with their Campus Manager. Campus Managers may consult with site supervisors for more details as they create this plan.

The mid-program evaluation can serve as a reference point for subsequent performance assessments (see Appendix IV and V for the content of evaluation forms).

- Mid-semester evaluation: Due in November
- Final evaluation: Due April 3rd

Note also that students will be given the opportunity to evaluate their placement sites at the middle and end of each placement.

Central office staff members and/or Campus Managers may conduct a site visit during the Fall or Spring semester to observe students' work and discuss progress.

General Program Policies / Disciplinary Guidelines & Student Scenarios

Attendance & Lateness Policy

Service Training & Development Series

Students are required to participate in a robust Service Training & Development Series, which combines workshops/sessions that take place before service placements begin and during the academic year.

Pre-Service Training

Students must attend the 14-hour pre-service training in its entirety. The pre-service training includes a campus launch event, workshops, and a University-wide kick-off event. On a case-by-case basis, students can be excused from pre-service training sessions owing to personal illness, a religious obligation, a family emergency, or a class conflict.

Fall & Spring

Students are required to attend a training & development workshop/activity **once per month**. Eight workshops/activities will be offered through the academic year (September through April).

Service Placements

Students must complete their scheduled work hours at their service placement sites.

Excused absences from a service placement are permitted for the following reasons: personal illness, a religious obligation, a family emergency, mid-terms or finals. Students planning an excused absence must notify their supervisors in advance of the absence (assuming this is possible). Note that students are allowed to use accrued sick time only for personal illness. If not enough sick time is accrued, students will not be paid for days they miss because they are sick.

Lateness

Students must arrive at their service placement sites on time. Students must notify their supervisors via phone or in writing if they will be late.

Disciplinary Policy

A student who is not compliant with Service Corps policy is at risk of being terminated from the program and from employment with RF CUNY. ***Community partners with concerns about non-compliant students should reach out to the CUNY Service Corps.*** Warnings are formally issued and dismissal from the program is formally decided by CUNY.

Partners should contact the relevant Campus Manager (see page 10) and copy the Partnership Development & Engagement Specialist (Ofronama.biu@cuny.edu) with concerns about student performance or behavior.

The following steps should be taken before a student can be dismissed from the program.

- The Campus Manager will give student a verbal warning after first incident
- The Campus Manager will give student a written warning after second incident that states student is on probation and termination is the next step; at this point, the student and manager should create a Professional Improvement Plan (see Appendix IX for a template),

which states concrete steps the student can take to improve his/her situation and a timeline for checking in on student progress

- The Campus Manager and/or Partnership Development & Engagement Specialist will check in with the partner to ascertain progress
- If adequate improvements are not made, the Campus Manager and the central oOffice team will determine if the student should be terminated or if reassignment to a new site is a possibility (see Reassignment Policy for more information)
- If termination is the decision, the Campus Manager will officially terminate student and notify RF CUNY of official termination.

Dismissal Policy

Students may be removed from the Service Corps or reassigned for failing to adhere to Corps requirements.

Removal from the program can result if Corps members do not:

- Maintain full-time enrollment in a participating CUNY college in Fall 2014.
- Maintain full-time enrollment in any CUNY college in Spring 2014. If students decide to graduate in December 2014 they will not be able to continue in the program.
- Maintain good academic standing.
- Participate in the on-campus Service Training & Development Series.

Removal from the site and reassignment can result if Corps members do not:

- Make changes agreed upon with Campus Manager and placement supervisor, as outlined in the Professional Improvement Plan (Appendix IX).

Reassignment Policy

Students have been matched to placement sites based on feedback provided by both students and community partners after the matching fair as well as information provided on student applications and surveys. The Service Corps is a learning opportunity and a chance to improve New York City. Obstacles/challenges in service placements can help students to grow.

Student requests for reassignments are typically considered for the following reasons: academic conflict, religious restrictions, physical ability, student safety, or an extremely lengthy commute. Students requesting reassignment should put their requests in writing to their Campus Managers.

Site supervisors requesting the removal of students from particular community partner locations should reach out to the relevant Campus Manager and Partnership Development & Engagement Specialist.

Campus Managers and the central office staff will intervene and help to support the student's development as well as determine if the student should be given a formal warning. See dismissal/termination policy for more information.

Student Resignation Policy

Students must notify their managers and service placement supervisors in writing **at least one week** before they will resign from the program. Students should include a “thank you” to community partners for the opportunity in their resignation email.

Human Resources

CUNY Service Corps members are employees of the Research Foundation of the City University of New York (RFCUNY). RFCUNY is a not-for-profit educational corporation that manages private and government sponsored programs at CUNY.

At the point at which a Corps member begins his/her placement, all HR new hire paperwork and background checks as required by RFCUNY will have been completed. *Organizations that require additional background check procedures (e.g., fingerprinting and drugs tests) are expected to cover these costs for students. Note that CUNY Service Corps students are not permitted to be employed by RF CUNY on any projects outside of the Service Corps during their tenure as Service Corps students.*

Below are policies and procedures that all program stakeholders should be aware of:

Leave and Benefits

Health Plan Coverage

CUNY Service Corps members are not eligible for health insurance.

Annual Leave and Vacation

CUNY Service Corps members are not eligible to earn annual leave or vacation.

Sick Leave

To stay current with New York City's Earned Sick Time Act, *CUNY Service Corps members will accrue sick leave. Sick leave can be used for a Corps member's physical or mental illness, injury, or health condition and/or to get a medical diagnosis, care or treatment of a mental or physical illness, injury, or health condition.* In addition, under the New York City Paid Leave Act, a Corps member may use up to 40 hours of sick leave per year to care for a sick or ill spouse, domestic partner, dependent child, grandchild, sibling, parent, or grandparent who requires medical assistance. This sick leave time can also be used in the event of the closure of a place of business as a result of a public health emergency (as declared by the Commissioner of Health and Mental Hygiene or the Mayor of the City of New York) or to care for a child whose school or child care provider is closed due to a public health emergency.

RFCUNY requires and will collect a physician's statement for absence due to illness of three consecutive days or more, and before or after a holiday. Sick leave accrual is based on the number of hours a Corps member works, times the accrual rate of 0.078571. Example: A Corps member, working 24 hours biweekly, will accrue 1.88 hours bi-weekly (24 x 0.078571).

Jury Duty

CUNY Service Corps members serving on juries in New York State Courts are eligible to be paid the jury fee for the first three days by their colleges if they are scheduled to work and they earn more than the

fee. If they are not scheduled, they are not to be paid. The state pays \$40 per day. If an employee earns less than \$40 per day, they are paid their expected salary.

Please see RFCUNY's policy 506-E, concerning jury duty, particularly: Part-time employees may be permitted, at the discretion of the principal investigator at the local campus and consistent with the needs and resources of the project, to make up on another day those lost work hours spent serving on jury duty.

Workers' Compensation

In case of an accident while working, CUNY Service Corps members should immediately contact their placement supervisor, who will then contact the Partnership Development & Engagement Specialist and the relevant Campus Manager. The Partnership Development & Engagement Specialist will refer this information to the local campus. Workers' Compensation forms must be obtained within seven working days from the date of the accident.

Policies & Procedures

Salary

CUNY Service Corps members are paid on a bi-weekly schedule, at a rate of \$12 per hour.

Hours

Students are expected to work 12 hours per week for 24 weeks. Students must not exceed 19 hours in one week and 24 work hours in any two-week pay period. Students cannot exceed 288 total placement hours at their sites.

Timekeeping Procedures

CUNY Service Corps members are required to **create and save** an online timesheet (E-Timesheet) to placement supervisors every other week for approval on the www.rfcuny.org website. Corps members and supervisors should ensure that the hours and days worked are entered accurately.

It is critical that timesheets are approved on time. **Students should create timesheets on the last day worked within a given payroll period (and no later than Sunday at 11:59pm)** by indicating the hours worked for each day and clicking "Save" on the E-Timesheet system. The indicator in the E-Timesheet system will change from yellow to orange once a timesheet has been created. Students should also remind their supervisors to approve their timesheets once they have been created. **Placement supervisors should submit timesheets thereafter, no later than the following Monday at 12pm by clicking "Save and Submit"** (The indicator in the E-Timesheet system will turn blue to confirm the timesheet has been submitted by the supervisor).

Placement site supervisors are encouraged to have students sign in and out when they report to work so that it is easy to verify students' worked hours. Please see Appendix VI for a sample attendance tracker.

Please see additional instructions in Appendix v (the Research Foundation Timekeeper Manual).

Lunch Breaks

Per New York labor regulations, CUNY Service Corps members who work for **six hours or more** in a given day are required to take a lunch break of one-half hour. Members who work for **eight hours or more** in a given day are required to take a lunch break of one hour. CUNY Service Corps members are not paid for lunch breaks.

Overtime

No overtime is allowed.

Payroll & Timekeeping Recommendations

1. Timesheet Approvals: Timekeepers are identified at the beginning of the program. Additional timekeepers can be sent to Jessica.brothers@cuny.edu. It is very important that site supervisors confirm the students' work hours in some fashion. Service Corps managers will not approve the students' timesheets if they have not been created by the student and submitted by the supervisors in the system or if they have not received confirmation of the hours from the supervisors via some other form of correspondence. *The supervisor confirmation process is critically important for audit purposes and other reasons.*

The central office will provide authorization for Service Corps managers to approve student timesheets in rare cases where central office staff is unable to reach the site supervisors before the payroll deadline.

2. Late Supervisors: If a supervisor has not submitted a student's timesheet by the Monday, 12pm deadline, Service Corps managers will e-mail the site supervisor directly and copy the central office on these correspondences. Some supervisors may be hearing from multiple Service Corps managers if they have neglected to submit timesheets for multiple students at different colleges, but this will serve as a good reminder for them to submit timesheets in a timely manner.

If the site supervisor has forgotten his/her RF log-in password or log-in ID, the supervisor should e-mail weblogonid@rfcuny.org. There is no way for supervisors to reset the password themselves.

3. Payroll Deadlines:
 - **Student deadline**: Create timesheets by 11:59pm on Sunday
 - **Supervisor deadline**: Submit timesheets by 12pm on Monday
4. Accidental "Save and Submit": If a student accidentally "creates" and "submits" his/her timesheet, the Service Corps managers will "void" the E-timesheet by clicking on the "revoke approval" tab. Service Corps managers will reach out directly to the student's supervisor and the student to inform both supervisor and student that the timesheet has been "voided" and that the student will have to re-create the timesheet. Once re-created, the student should inform his/her site supervisor the timesheet is ready to be submitted. In the event a student's hours need to be

confirmed, e-mail confirmations are preferred. Once the supervisor has confirmed the hours worked, managers should go ahead and approve the timesheet.

5. Sick Leave: Students are entitled to sick time and should indicate on their timesheet any sick time used. Students are not prohibited from entering sick time that has not been accrued. When a student has submitted sick time, campus managers will check the student's sick time accruals to ensure that the student is using sick time that he/she has earned or is entitled to based on the New York City Paid Leave Act.
6. Students Who Do Not Create Timesheets: If a student has neglected to create his/her timesheet and managers are unable to reach the student before the payroll deadline, managers should leave the student's timesheet for that pay period as "New." **The Service Corps manager and the site supervisor should not be creating timesheets for a student without consultation with the student.** Supervisors are welcome to reach out to Corps members and remind them to fill out timesheets. Supervisors who are having difficulties with timely student completion of timesheets should reach out to the Campus Manager and copy the Administrative Specialist (Jessica.brothers@cuny.edu).

If a student has missed a payroll deadline, he/she can go back up to four prior pay periods in the RF system to create timesheets if they are marked as "New." In the event a student creates a timesheet for a prior pay period, he/she must contact his/her site supervisor and Service Corps manager to obtain the necessary approvals for that particular timesheet. If a student needs to create a timesheet that goes farther back than four pay periods, then he/she should contact his/her Service Corps manager to obtain a paper retroactive timesheet.

Retroactive timesheets can be found on the RFCUNY website and are not calculated as hours worked until submitted to RFCUNY for processing. **As a result, the allotted remaining hour totals in the system may not be up to date if a retroactive timesheet is pending processing.** Students and partners should keep track of their time outside of the system, if they have not created a timesheet, so that they are aware of the actual number of remaining hours at their site until the RF system reflects the accurate number.

7. Supervisors Creating Student Timesheets: In circumstances where a site supervisor has created a timesheet for a student, Service Corps managers will void the student's timesheet and contact both the student and the site supervisor to let them know that the student must recreate the timesheet to be submitted by the supervisor via the system.

Student Payroll and Work Hours FAQ's for Site Supervisors

1. Can Corps members work on holidays?

Yes. Corps members are permitted to work on holidays if the work schedule is mutually agreed upon between the organization and the Corps members.

2. How many hours are Corps members permitted to work?

Corps members should adhere to their 12-hour per week work schedule, and must not exceed 24 hours of work in a two-week pay period.

In addition, Corps members are allotted and budgeted to work at their placement sites for a total of 24 weeks, or 288 hours, for the Service Corps program. As such, if an organization and a Corps member mutually agree that the Corps member will work at the site during a holiday period (e.g., winter break or spring break), the Corps member will likely complete his/her allotted hours at the organization prior to the program end date indicated on the program calendar. The RF system will reflect students' remaining hours so that both students and partners can keep track of time remaining in the program.

3. How often are timesheets due?

Timesheets are due every two weeks on Mondays **before noon**. Please refer to the Research Foundation's payroll calendar for a list of the timesheet due dates. See Appendix VIII for the 2014 RFCUNY payroll calendar. The 2015 calendar will be sent to partners when available.

4. It is Monday morning of a timesheet due date and the Corps member has not yet submitted his/her timesheet. What should the site supervisor do?

The site supervisor should try to contact the Corps member by phone and/or e-mail and ask him/her to submit the timesheet as soon as possible. The site supervisor should copy the Corps member's Campus Manager (as a reminder, contacts listed below) on the e-mail communication and the manager can assist with follow-up with the student. Site supervisors SHOULD NOT create timesheets for students.

CUNY Service Corps Campus Managers:

Borough of Manhattan Community College:	Rocco Capello (interim manager)	rcappello@bmcc.cuny.edu	212-220-1334
College of Staten Island:	Cheryl Barzey	Cheryl.Barzey@csi.cuny.edu	718-982-2306
John Jay College of Criminal Justice:	M. Noel Blanchet	servicecorps@jjay.cuny.edu	646-557-4819
Kingsborough Community College:	Alade Mcken	Alade.Mcken@kbcc.cuny.edu	718-368-6793

Lehman College:	Amy Olsen	amy.olsen@lehman.cuny.edu	347-577-4020
Medgar Evers College:	Raschaad Hoggard	shoggard@mec.cuny.edu	718-270-6965
New York City College of Technology:	So Lan Liang	SLiang@citytech.cuny.edu	718-260-5846
Queens College:	Cesar Oyervides-Cisneros	coyervides@qc.cuny.edu	718-570-0548
Central Office:	Jessica Brothers	Jessica.Brothers@cuny.edu	646-664-8033

5. It appears that a Corps member has input incorrect hours on his/her timesheet. What should the site supervisor do?

The site supervisor should contact the Corps member to verify and discuss his/her work hours. If the Corps member agrees that he/she has input incorrect work hours, the site supervisor can make the edits to the Corps member's timesheet directly and submit the edited version. If the supervisor is unable to edit the timesheet, then the supervisor should contact the Service Corps manager for timesheet modification and follow-up. *It is important to keep a daily attendance sheet at the site to track student hours.*

6. It seems that a Corps member's timesheet was already submitted via the system and the site supervisor is not able to re-submit the timesheet. What should the site supervisor do?

If a student has pressed the "Save and Submit" button by accident (instead of the "Save" button), this will prevent the site supervisor from submitting the timesheet. Supervisors should contact Service Corps Managers, who will then "void" the timesheet and ask the student to re-create the timesheet.

7. A Corps member has questions on how to utilize the timesheet system, employment verification forms for the Research Foundation, pay dates, and/or direct deposit procedures. Who should he/she contact?

The site supervisor should direct the Corps member to contact his/her Service Corps Manager (contacts listed above) with any questions regarding payroll or the timesheet system.

8. The site supervisor will be away on a Monday of a timesheet due date. Does the site supervisor still need to approve the Corps members' timesheets?

Yes! It is imperative that Corps members be paid on time for work they have completed at their placement sites, and therefore it is crucial for community partners to approve Corps members' timesheets in a timely manner. If site supervisors plan to be away on a timesheet due date, they should arrange for another staff member from the organization to approve the Corps members' timesheet (please submit the "back-up" staff member's name and e-mail address to Jessica Brothers at jessica.brothers@cuny.edu).

9. A site supervisor has inadvertently missed a timesheet due date. What should the site supervisor do?

The site supervisor should submit the Corps members' timesheets as soon as possible after the due date. The site supervisor should contact Jessica Brothers, jessica.brother@cuny.edu or 646-664-8033, and let her know that he/she was late in submitting the Corps members' timesheets. The site supervisor should copy the Corps member's Campus Manager (contacts listed above) on the e-mail communication and the manager can assist with follow-up with the student. Please note a site supervisor's lateness in the timesheet submission may cause a delay in the Corps member's payments.

10. A site supervisor has forgotten his/her user ID and/or password to the RF timesheet system. Whom should the site supervisor contact?

The site supervisor should email weblogonid@rfcuny.org to ask the RFCUNY team to resend his/her log-in credentials to the system.

11. The organization has an upcoming event and is in need of volunteers. Can the site supervisor ask Corps members to volunteer their time at the event?

Organizations are discouraged from asking students to volunteer on a regular basis. On the rare occasion that students are asked to volunteer for a special event or project, organizations are strongly encouraged to have students sign a liability waiver.

12. Can the site supervisor hire the Corps members with the organization's funds so they can work additional hours?

Yes, organizations may. The site supervisor should contact the Partnership Development and Engagement Specialist (ofronama.biu@cuny.edu) and let her know if the organization would like to hire students.

13. Can students make up missed work hours?

Any excused/missed hours can be made up by the students after the 24-week long program, if amenable to the organization. Students and supervisors can consult the RF timesheet system for Corps members' remaining site hours.

14. When is the last day that a Service Corps member can work for the organization?

The last day a student can work at his/her site is June 30, 2015. Most students will complete hours by late April.

15. There is a professional development event that the organization would like Service Corps members to attend. Can the students use their paid time for this event?

Periodically, Corps members are permitted to utilize their Service Corps hours to participate in professional development events, workshops or classes taking place hosted by the service placement site. Corps members should not use more than one hour per week of their paid time for

these opportunities.

16. When should the Corps members take breaks?

Per New York labor regulations, CUNY Service Corps members who work for six hours or more in a given day are required to take a lunch break of one-half hour. Members who work for eight hours or more in a given day are required to take a lunch break of one hour. CUNY Service Corps members are not paid for lunch breaks.

Appendix I: CUNY Service Corps Program Responsibilities Agreement (Signed prior to placement)



Program Responsibilities Agreement

Congratulations on being selected as a member of the 2014-15 cohort of the CUNY Service Corps. Through our rigorous selection process, you have demonstrated that you can represent yourself, your college, and the Service Corps well in the program's inaugural year. Your success in your service placement is important. If you have a great year, not only will you and the communities that you serve benefit, but future CUNY students will benefit too. The quality of your work will shape the expectations that community partners have of their Service Corps students and will affect how the program grows over the years. The agreement below outlines our expectations of students in the CUNY Service Corps. By signing this agreement, you are making a commitment to fulfill your responsibilities as a Service Corps Member.

I have accepted a position with the 2014-15 CUNY Service Corps program. As a participant in the program, I agree to:

1. **Demonstrate commitment to the assigned service placement.** Placement within community programs is an educational opportunity and a privilege. The service placement site is investing valuable resources in my learning and, in turn, is relying upon me to complete my scheduled work hours and assigned tasks.

I agree to commit to my assigned service placement site for the entirety of the program during the 2014-15 academic year. Specifically, I agree to:

- a. Complete my scheduled work hours at the service placement site;
 - b. Be punctual and responsible;
 - c. Communicate with my site supervisor with respect to any anticipated lateness or absences;
 - d. Show respect for the placement site and adhere to the organization's workplace guidelines;
 - e. Respect the privacy of clients (if applicable); and
 - f. Be professional in attitude, manners, and appearance.
2. **Complete and submit electronic timesheets in a timely and accurate manner.** I agree to report only actual hours worked, take sick time only when I truly need it, and I understand that my pay may be delayed if I do not create my timesheet by the payroll deadline.

3. **Attend and actively participate in the Service Training & Development Series.** I agree to attend the 14-hour pre-service training and the 8 required monthly workshops/activities during the academic year as well as any periodic meetings scheduled by the Service Corps Manager. I also agree to participate in any online discussion or other online forums as requested by the Service Corps Manager.
4. **Attend university-wide and campus-based program events.** I agree to attend periodic university-wide and campus-based program events, panels, and celebrations during the academic year.
5. **Balance program responsibilities with academic coursework.** I agree to maintain a high level of commitment to my academic coursework, and will actively seek the counsel and advice of the Service Corps Manager and/or other CUNY administrators and faculty members should I encounter difficulty with balancing program responsibilities with academic priorities.
6. **Complete surveys and evaluations.** I agree to promptly complete all program surveys and evaluations as requested by program staff.
7. **Check my CUNY email for regular updates about the program.** I understand that Service Corps staff will contact me through my CUNY email, and I am responsible for reading and following up on all email correspondence that I receive about the program.
8. **Read the Service Corps Policy Manual in full.** I agree to read the policy manual in order to familiarize myself with all policies and procedures related to participation in the CUNY Service Corps.
9. **Serve as an ambassador for the CUNY Service Corps.** I acknowledge that I am expected to serve as an ambassador for the program and for CUNY, and as such, will conduct myself in a professional manner. I agree to abide by and follow all CUNY academic and student affairs policies, and show respect for my fellow Corps members, CUNY staff and faculty, and other students.

Agreed on _____,
2014 by:
CUNY Service Corps Member:

Print Name:
College:

Accepted on _____, 2014
by:
CUNY Service Corps:

Name:
Title: Service Corps Manager
College:

Appendix II: 2014-15 Program Calendar

AUGUST		SEPTEMBER		OCTOBER		NOVEMBER	
1		1	HOLIDAY – COLLEGE CLOSED	1		1	
2		2		2		2	
3		3		3		3	WEEK 10
4		4		4		4	
5		5	University-wide Program Launch	5		5	
6		6		6	WEEK 6	6	
7		7		7		7	
8		8	WEEK 1 ⁴	8		8	
9		9		9		9	
10		10		10		10	WEEK 11
11		11		11		11	
12		12		12		12	
13		13		13	HOLIDAY – COLLEGE IS CLOSED	13	
14		14		14	WEEK 7	14	
15		15	WEEK 2	15		15	
16		16		16		16	
17		17		17		17	WEEK 12
18		18		18		18	
19		19		19		19	
20		20		20	WEEK 8	20	
21		21		21		21	
22	Campus Training Launch	22	WEEK 3	22		22	
23		23		23		23	
24		24		24		24	WEEK 13
25	Pre-Service Training	25		25		25	
26	Pre-Service Training	26		26		26	
27	Pre-Service Training	27		27	WEEK 9	27	HOLIDAY: COLLEGE IS CLOSED
28	CLASSES BEGIN	28		28		28	HOLIDAY: COLLEGE IS CLOSED
29		29	WEEK 4	29		29	
30		30		30		30	
31				31			

⁴ Though this calendar indicates that week 1 begins on September 8, please note that there is flexibility regarding start date. Students can start at their placements on September 8, 15, or 22.

Community Partner Policy Manual, 2014-15

DECEMBER		JANUARY		FEBRUARY		MARCH	
1	WEEK 14	1	HOLIDAY: COLLEGE IS CLOSED	1		1	
2		2	WINTER SESSION BEGINS ⁵	2	WEEK 15	2	WEEK 19
3		3		3		3	
4		4		4		4	
5		5		5		5	
6		6		6		6	
7		7		7		7	
8		8		8		8	
9		9		9	WEEK 16	9	WEEK 20
10		10		10		10	
11		11		11		11	
12		12		12	HOLIDAY: COLLEGE IS CLOSED	12	
13		13		13		13	
14		14		14		14	
15		15		15		15	
16	Final Exams	16		16	HOLIDAY: COLLEGE IS CLOSED	16	WEEK 21
17	Final Exams	17		17	WEEK 17	17	
18	Final Exams	18		18		18	
19	Final Exams	19		19		19	
20	Final Exams	20		20		20	
21	Final Exams	21		21		21	
22	Final Exams	22		22		22	
23	Final Exams – END OF TERM	23	FINALS: END OF WINTER SESSION	23	WEEK 18	23	WEEK 22
24	HOLIDAY: COLLEGE IS CLOSED	24		24		24	
25	HOLIDAY: COLLEGE IS CLOSED	25		25		25	
26		26		26		26	
27		27		27		27	
28		28	SPRING TERM: CLASSES BEGIN	28		28	
29		29				29	
30		30				30	WEEK 23
31		31				31	

⁵ Note that students can work through winter break (or other school holidays) if this is amenable to both the student and the community partner site.

Community Partner Policy Manual, 2014-15

APRIL		MAY		JUNE	
1		1		1	
2		2		2	
3	Spring Recess – No Classes	3		3	
4	Spring Recess – No Classes	4		4	
5	Spring Recess – No Classes	5		5	
6	Spring Recess – No Classes	6		6	
7	Spring Recess – No Classes	7		7	
8	Spring Recess – No Classes	8	ANNUAL SERVICE CONFERENCE (tentative)	8	
9	Spring Recess – No Classes	9		9	
10	Spring Recess – No Classes	10		10	
11	Spring Recess – No Classes	11		11	
12		12		12	
13	WEEK 24	13		13	
14		14		14	
15		15		15	
16		16		16	
17		17		17	
18		18	Final Exams	18	
19		19	Final Exams	19	
20		20	Final Exams	20	
21		21	Final Exams	21	
22		22	Final Exams	22	
23		23	Final Exams	23	
24		24	Final Exams – END OF TERM	24	
25		25	HOLIDAY: COLLEGE IS CLOSED	25	
26		26		26	
27		27		27	
28		28		28	
29		29		29	
30		30		30	Last day that students can work
		31			

Appendix III: Learning Action Plan Template

(to be completed online at <https://servicecorps-csm.symplicity.com/>)

The purpose of your Learning Action Plan is to document your goals for your service placement. These goals will be shared with your placement supervisor and be revisited throughout the year with both your college program manager and your site supervisor. The Learning Action Plan will be submitted via the Symplicity system.

Learning Action Plan

Learning Objective: Knowledge

1. What areas of information do you want to build on at your placement site during this upcoming academic year (e.g., equal employment law, early childhood education policies, sustainable building models, etc.)? Are you looking to apply knowledge gained from your academic background to practical issues? How does this new knowledge complement what you already know?
2. How do you plan to achieve your knowledge learning objectives (e.g., ask for assignments related to the knowledge content areas, set up meetings with placement site staff who have expert knowledge in these areas, etc.)? What are the resources available at your site to help you build your knowledge content area?

Learning Objective: Skills

1. What competencies do you want to develop this academic year at your placement site (e.g., organizational skills, public speaking skills, research skills)? What skills do you need further practice on?
2. What strategies will you use to accomplish the development of these skills (e.g., seek out opportunities to use Excel or other software programs, ask for advice from supervisor about workshop facilitation best practices, etc.)?

Learning Objective: Civic Engagement

1. How does your service placement connect to your values and beliefs about society? Are there particular social issues affecting New York City that you would like to explore further during your service placement?
2. How will your service placement experience help you become a more engaged citizen of New York City?

Appendix IV: Mid-Semester Student Evaluation

(to be completed online at <https://servicecorps-csm.symplicity.com/employers/>)

PLACEMENT INFORMATION
<p>Corps Member Name: _____</p> <p>Organization Name: _____</p> <p>Supervisor Name: _____ Supervisor Title: _____</p>
RATING SCALE
<p>1 – Unsatisfactory; 2 – Needs Improvement; 3 – Satisfactory; 4 – Very Good; 5 – Exceptional</p> <p>N/A – Not applicable</p>

Rating	PROFESSIONALISM
	Manner: Treats coworkers and clients with respect and dignity. Presents self in a respectable and mature manner. Shows interest in the work being done.
	Attendance and Punctuality: Present at site as scheduled. Calls or emails if running late or going to be absent. Arrives to site, meetings, and events on time. Arrives prepared and with all necessary materials.
	Dependability: Completes tasks and meets deadlines, and can be relied upon to follow through on commitments made to host site.
	Time Management: Demonstrates ability to properly prioritize and manage multiple tasks.
	Accountability: Follows instruction without close supervision. Is dependable, conscientious, and takes responsibilities for actions and decisions.
	Quality of Work: Understands tasks assigned and has knowledge of position. Displays high level of organizational knowledge (as it relates to job function). Displays critical thinking ability and proactively addresses challenges. Meets daily expectations.
	Attitude toward learning: Ability to learn new skills. Interest in learning opportunities, desires to learn about various functions and operations of the organization.
	Initiative: Seeks and assumes greater responsibility. Seeks out information to improve skills and performance.
	Adaptability: Adjusts to changes in tasks and responsibilities. Accepts new ideas and responds appropriately to constructive criticism. Completes projects fully even when undesirable or unpleasant.
	Leadership Skills: Demonstrates effective leadership abilities; gains respect and cooperation; inspires and motivates peers.
	Creative Thinking and Problem Solving: Breaks down complex tasks/problems into manageable pieces. Brainstorms/develops options and ideas. Demonstrates an analytical capacity
COMMENTS	
Rating	COMMUNICATION
	Written Communications: Expresses ideas clearly and maintains a professional tone via written communication (e.g., reports, memos, etc.)
	Verbal Communications: Expresses ideas clearly and maintains a professional tone via in-person

Community Partner Policy Manual, 2014-15

	communication (e.g., meetings, presentations, etc.)
	Digital Communications: Responds to e-mails and/or phone calls with coworkers, volunteers, and external partners appropriately and in timely manner.
COMMENTS	
Rating	INTERPERSONAL SKILLS
	Interactions with coworkers: Develops effective and respectful work relationships with coworkers.
	Interactions with volunteers: Treats volunteers as respected and valuable individuals and is able to manage volunteer(s) as necessary.
	Interactions with clientele: Develops relationships demonstrating respect, insight, effectiveness, and courtesy.
	Cultural Competency: Awareness of and sensitivity to multicultural and gender issues of population being served.
	Collaboration: Strategically involves and works effectively with others, inviting healthy interaction between staff, clients and volunteers.
	Teamwork: Works effectively as a member of a team.
COMMENTS	
ADDITIONAL QUESTIONS	
	On the basis of the initial Learning Action Plan, please indicate below whether the objectives are being met, not met, or surpassed.

I have discussed this evaluation with the student:

Yes

No

Date: _____

This form is due in November

Appendix V: Final Student Evaluation

(To be completed online at <https://servicecorps-csm.symplicity.com/employers/>)

PLACEMENT INFORMATION

Corps Member Name: _____

Organization Name: _____

Supervisor Name: _____ Supervisor Title: _____

RATING SCALE

1 – Unsatisfactory; 2 – Needs Improvement; 3 – Satisfactory; 4 – Very Good; 5 – Exceptional
N/A – Not applicable

Rating	PROFESSIONALISM
	<u>Manner:</u> Treats coworkers and clients with respect and dignity. Presents self in a respectable and mature manner. Shows interest in the work being done.
	<u>Attendance and Punctuality:</u> Present at site as scheduled. Calls or emails if running late or going to be absent. Arrives to site, meetings, and events on time. Arrives prepared and with all necessary materials.
	<u>Dependability:</u> Completes tasks and meets deadlines, and can be relied upon to follow through on commitments made to host site.
	<u>Time Management:</u> Demonstrates ability to properly prioritize and manage multiple tasks.
	<u>Accountability:</u> Follows instruction without close supervision. Is dependable, conscientious, and takes responsibilities for actions and decisions.
	<u>Quality of Work:</u> Understands tasks assigned and has knowledge of position. Displays high level of organizational knowledge (as it relates to job function). Displays critical thinking ability and proactively addresses challenges. Meets daily expectations.
	<u>Attitude toward learning:</u> Ability to learn new skills. Interest in learning opportunities, desires to learn about various functions and operations of the organization.
	<u>Initiative:</u> Seeks and assumes greater responsibility. Seeks out information to improve skills and performance.
	<u>Adaptability:</u> Adjusts to changes in tasks and responsibilities. Accepts new ideas and responds appropriately to constructive criticism. Completes projects fully even when undesirable or unpleasant.
	<u>Leadership Skills:</u> Demonstrates effective leadership abilities; gains respect and cooperation; inspires and motivates peers.
	<u>Creative Thinking and Problem Solving:</u> Breaks down complex tasks/problems into manageable pieces. Brainstorms/develops options and ideas. Demonstrates an analytical capacity
	COMMENTS
Rating	COMMUNICATION
	<u>Written Communications:</u> Expresses ideas clearly and maintains a professional tone via written communication (e.g., reports, memos, etc.)
	<u>Verbal Communications:</u> Expresses ideas clearly and maintains a professional tone via in-person communication (e.g., meetings, presentations, etc.)

Community Partner Policy Manual, 2014-15

	Digital Communications: Responds to e-mails and/or phone calls with coworkers, volunteers, and external partners appropriately and in timely manner.
COMMENTS	
Rating	INTERPERSONAL SKILLS
	Interactions with coworkers: Develops effective and respectful work relationships with coworkers.
	Interactions with volunteers: Treats volunteers as respected and valuable individuals and is able to manage volunteer(s) as necessary.
	Interactions with clientele: Develops relationships demonstrating respect, insight, effectiveness, and courtesy.
	Cultural Competency: Awareness of and sensitivity to multicultural and gender issues of population being served.
	Collaboration: Strategically involves and works effectively with others, inviting healthy interaction between staff, clients and volunteers.
	Teamwork : Works effectively as a member of a team.
COMMENTS	
ADDITIONAL QUESTIONS	
	On the basis of the initial Learning Action Plan, please indicate below whether the objectives are being met, not met, or surpassed.

Final evaluation questions:

1. Were the goals of the placement met?
2. What skills do you think this student developed?
3. What were some of the noteworthy accomplishments of the Corps member during the placement?
4. What do you consider the weaknesses of the Corps member?
5. What recommendations would you suggest for his/her improvement?
6. Compared to other college students in similar roles, this student is
 - ☐ Far below average
 - ☐ Below average
 - ☐ Average
 - ☐ Above average
 - ☐ Exceptional
7. Would you be willing to be a reference for this student? If no, please explain.

I have discussed this evaluation with the student:

Yes

No

Date: _____

This form is due on April 3.

Appendix VI: Sample Attendance Tracker

PAY PERIOD END DATE:

Please Print	CORPS MEMBER NAME			
	▶			
Enter Date ▼	WEEK ONE			
	LUNCH			
	In	Out	In	Out
Mon				
Tues				
Wed				
Thurs				
Fri				
Sat				
Sun				
Enter Date ▼	WEEK TWO			
	LUNCH			
	In	Out	In	Out
Mon				
Tues				
Wed				
Thurs				
Fri				
Sat				
Sun				

Appendix VII: Research Foundation Timekeeper's Manual

CUNY Service Corps: TIMEKEEPER ACCESS

How to access, review, and submit timesheets

To sign into the Research Foundation's website, go to www.rfcuny.org. The user sign in area is located to the left of the screen (circled below, page 3).

Sign in using the User ID and password that was provided to you by the Research Foundation. If you did not receive a User ID and Password, please contact Jessica Brothers at jessica.brothers@cuny.edu or 646-664-8033.

Key points to remember

The timesheet cycle for the CUNY Service CORPS has three steps:

1. Employee (Service Corps member) - creates his/her timesheet for your review.
IMPORTANT: CUNY CORPS members are responsible for creating their timesheets.
2. Timekeeper (you) – verifies and submits the e-timesheets that the employees created.
3. CUNY CORPS Service Manager – approves timesheets that are submitted by the Timekeeper.
4. Service Corps members can only submit regular and sick hours on their timesheet.
5. Hours can only be entered in quarter-hour increments (example: if a Corps member works from 9:00 – 11:17; his/her timesheet should show 2.25 hours in the regular-hour column. An attempt to enter 2.17 hours will be rejected by the timesheet system).
6. Service Corps members do not accrue annual leave. There should be no entry in the annual leave column.
7. There should be no time entered in the "Other Paid" column.

When are timesheets due?

- Timesheets are due every other Monday, by 12:00, noon. You should begin to verify and submit timesheet on the Friday of the payroll cycle.

For example, for the pay period ending on Sunday October 6:

- CUNY Service Corps members create timesheet on the last day worked (Friday October 4)
- You (the Timekeeper) should begin to approve timesheets on Friday, October 4, and no later than Monday October 7, at 12 p.m.

Timekeeper sign-in page

The screenshot shows the Research Foundation of CUNY website. The browser address bar displays <https://www.rfcuny.org/RFWebsite/>. The website header includes navigation links: Home, About RF, News & Announcements, and Research & Awards. A large banner for the 50th anniversary (1963-2013) is featured, with links to view the commemorative journal in various formats. A 'user Sign In' box is highlighted with a blue circle, containing fields for 'User ID' and 'Password', a 'SIGN IN' button, and a 'Forgot Password?' link. Other sections include 'FEATURED NEWS' with an article about CUNY Boot Camp, 'LATEST NEWS' with articles about Pivot and brain research, and a 'GrantsPlus' section.

Signing in: Sign in using the User ID and Password that was sent to you by the Research Foundation of CUNY. If you have lost your User ID or password, please email weblogonid@rfcuny.org to ask the RFCUNY team to resend your log-in credentials to the system.

How your timekeeper access works

As a timekeeper, you were designated a group of CUNY Corps members that have been assigned to your organization. **The CUNY Corps members that you were assigned timekeeping responsibilities for may be from various CUNY campuses.** You will need to access each group in order to access, review, and submit all employees' timesheets.

Signing in takes you to this page.

The screenshot shows the CUNY Research Foundation website interface. At the top, there is a navigation bar with links: Home, About RF, E-Services, FAQs, Guides & Forms, News & Announcements, Policies & Procedures, Research & Awards, and Staff Directory. A welcome message for CRAWFORD GRELL is displayed. The main content area is divided into several sections:

- My E-Services:** A menu on the left with a red circle around it and a red arrow pointing to the [Time and Leave](#) link. Other links include PAF, Web Reports, PAF Calculator, and Employee Wage Title Designator.
- FEATURED NEWS:** A section titled "Time & Leave: Important Update" dated 9/3/2013, with a sub-header "Tools to ensure the use of an employee's annual leave during the appointment in which it is earned" and a link to [More Featured News](#).
- Latest News:** A section with three articles: "Pivot: Identify and Connect to Funding Opportunities" (8/22/2013 2:46:26 PM), "As Brain Research Expands, It May Not Need Major Ethical Overhaul" (8/22/2013 10:40:48 AM), and "Form I-9, E-Verify Compliance and E-Systems Training Session Schedule" (8/12/2013 10:46:10 AM).
- Employee Links:** A section on the right with links to Employee Assistance Program - EAP, Federal and State Labor Law Notices, and Professional Development Opportunities.
- Quick Launch:** A section with links to Board of Directors and REAP.
- RF CUNY VIRTUAL OFFICE:** A section with a "LINKS" sub-header and links to CUNY Web Site, CUNY Research Home Page, CUNY Online Baccalaureate, and Support CUNY.
- American Recovery & Reinvestment Act:** A section with a "MANDATORY Harassment Prevention Training" banner and a "Managing RE CUNY Staff A Guide for PIs" banner.
- 3 Ways to File a Whistleblower Complaint:** A section with a banner.

From this page, click on the Time and Leave hyperlink under “ My E-Services” menu (circled).

This will take you to the payroll calendar page (next page).

Payroll calendar page

Signed in as | [Log Out](#)Role: Principal Investigator | [Change](#)[Manage Timesheets](#)[Manage Groups](#)[View Accruals](#)[View Reports](#)[RF Homepage](#) | [ePAF](#) | [Help](#)

To Create/Edit/Approve Timesheets

Please Select a Period

Sep 2013 [View Month](#)

Aug		September 2013					Oct
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
1	2 Labor Day	3	4	5	6	7	
8 Period Ending	9 PAFs Due Timesheets Due	10	11	12	13	14	
15	16	17	18 Pay Day	19	20	21	
22 Period Ending	23 PAFs Due Timesheets Due	24	25	26	27	28	
29	30						

Notices

Welcome

There are 4 day(s) left before timesheets are due on 9/23/2013 for Pay Period ending 9/22/2013.

If you have any comments, suggestions, or questions regarding the instructions for the use of e-Timesheets, please contact: [Human Resources](#)

For answers to User ID and Log on questions, please call (212) 417-8415.

[Annual Wage Notice](#) (For Employees Only)

[Accrued Reserve FAQ](#)


What is on the calendar page?

- **Period Ending:** Dark blue highlighted days indicating a pay period end date. You must click on the date to begin to access CORPS members' timesheet for a given pay period.
- **Green highlighted dates:** Indicate a pay day.
- **Yellow highlighted day(s):** Indicates a Holiday.
- **Light blue highlighted days (circled):** Timesheet due date.

Accessing months on the calendar: To navigate from month to month, you may click the preceding, or following month, at the top of the grid, or change the month and year, by clicking the drop-down above the grid.

'Notices' area: where the RF posts important information pertaining to payroll, such as, a change in pay cycle to accommodate a holiday schedule.

To begin, click on the underlined date in the Period Ending section (circled, page 8)



Signed in as [Log Out](#)
 Role: Time Keeper | [Change](#)

[Manage Timesheets](#) | [View Accruals](#) | [View Reports](#)

[RF Homepage](#) | [ePAF](#) | [Help](#)

[Bi-Weekly Timesheet](#) | [Daily Allocation](#)

To Create/Edit Bi-Weekly Timesheets

Please Select a Period

Sep ▾ 2013 ▾ [View Month](#)

Sep	October 2013						Nov
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
		1	2 Pay Day	3	4	5	
6 Period Ending	7 PAFs Due Timesheets Due	8	9	10	11	12	
13	14 Columbus Day	15	16 Pay Day	17	18	19	
20	21 PAFs Due Timesheets Due	22	23	24	25	26	
27	28	29	30 Pay Day	31			

Notices

Welcome

There are 2 day(s) left before timesheets are due on 9/23/2013 for Pay Period ending 9/22/2013.

If you have any comments, suggestions, or questions regarding the instructions for the use of e-Timesheets, please contact: [Human Resources](#)

For answers to User ID and Log on questions, please call (212) 417-8415.

[Annual Wage Notice](#) (For Employees Only)

[Accrued Reserve FAQ](#)

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Clicking on the **Period Ending** date takes you to Select Group page (page 9)

Select group page

The screenshot shows a web browser window with the URL `rf08sqkfstmr.rfcuny.org/timesheet/keeper/selectproj.aspx?pe=9%2f8%2f2013`. The page title is "Select Project Group". The user is signed in as "JOHN SMITH" with the role "Time Keeper". The page has a navigation bar with "Manage Timesheets", "View Accruals", and "View Reports". The main content area has a "Please Select A Group." label and a dropdown menu. The dropdown menu is open, showing a list of groups: "00000-00 01 - CUNY CORPS - BMCC", "00000-00 01 - CUNY CORPS - BMCC", "00000-00 01 - CUNY CORPS - John Jay", and "00000-00 01 - CUNY CORPS - NYC Tech". The first option, "00000-00 01 - CUNY CORPS - BMCC", is selected. To the right of the dropdown is a "Notes" section with the text: "The groups listed here have been found as open and with active appointments for the period ending: 9/30/2013". At the bottom of the page is a footer with the address "230 West 41st St, 7th Fl New York, NY 10018-7298 | (212) 417-8300" and the copyright notice "Copyright © 2013 Research Foundation of CUNY. All rights reserved."

From this page, click the drop-down box to select a CUNY CORPS campus, and then click on “Continue.”

In the example circled above, CUNY CORPS-BMCC has been selected. After you select the campus, click Continue. This will take you to the Employee Timesheet Summary Page (Page 10).

IMPORTANT: Since students from multiple campuses may be assigned to your organization, you must select each campus, in turn, in order to view the timesheets for those students (Example: If students from BMCC, John Jay, and Lehman are assigned to your organization, you have to select each of these campuses, in turn, to view the students’ timesheets) .

Employee timesheet summary page

Summary Page

rf08sqlkfstrn.rfcuny.org/tsheet/tkeeper/viewappts.aspx

Suggested Sites: Age Calculator, Calculate Percent Of..., Health Insurance Of..., http--enroll.tiaa-cref, Imported From IE, RFCUNY Training Site, Adobe Connect Cen..., E-Verify Login

researchfoundationcuny
TIMESHEETS

Signed in as JOHN SMITH | [Log Out](#)
Role: Time Keeper | [Change](#)

Manage Timesheets | View Accruals | View Reports | [RF Homepage](#) | [ePAF](#) | [Help](#)

Select Period > Select Group > View Summary Page

Employee Timesheet Summary Page

Timekeeper Group: 3635
Description: CUNY CORPS - BMCC
Pay Period: 9/26/2013 - 9/8/2013

By submitting these timesheets, I am certifying the accuracy of the entries.
[Submit Selected](#) [Cancel](#) [Refresh Data](#)

<input type="checkbox"/>	<input type="checkbox"/>	Name	Status	View/Edit	PRSY/Account	Start-End Date	History
<input type="checkbox"/>	<input checked="" type="checkbox"/>	BLUE, SKY	Created	View/Edit	99999-00 01 / 5414	6/1/2013 - 12/31/2013	History
		Remaining Hrs: 100.00	Regular Hrs: 18.00	Annual Hrs: 0.00		Sick Hrs: 0.00	Uns. Hrs: 0.00
		Other Hrs: 0.00	Total Hrs: 18.00	Adj. Remaining Hrs: 82.00		Accrued Reserve Hrs: 0.00	
<input type="checkbox"/>	<input type="checkbox"/>	KRETZ, SUE	New	View/Edit	99999-00 01 / 5414	6/1/2013 - 12/31/2013	History
		Remaining Hrs: 140.00	Regular Hrs: 20.00	Annual Hrs: 0		Sick Hrs: 0	Uns. Hrs: 0
		Other Hrs: 0	Total Hrs: 20.00	Adj. Remaining Hrs: 120.00		Accrued Reserve Hrs: 0.00	

[Select Another Period](#)

By submitting these timesheets, I am certifying the accuracy of the entries.
[Submit Selected](#) [Cancel](#) [Refresh Data](#)

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The employee timesheet summary page will display the CUNY Corps members in your group. You can view the status of all employee timesheets in the selected pay period, by referring to the status column. This field will change color as the timesheet progresses through the payroll process. The status will progress from New, Created, Submitted, and Approved.

Definition of columns – from left to right

- **Submit** – After verifying the time that the employees have entered, click Submit to send the timesheet for approval to the Service Managers. If all employees have not created their timesheet, you can check the box for only the employees that have created their timesheet; then Click “Submit Selected”.
- **IMPORTANT:** You should only click “Submit” if all the employees on the Timesheet Summary Page” have created their timesheet. Clicking on Submit will automatically submit all timesheets – even those that have not been created by the employees.
- **Save** – If you want to save a timesheet to review at a later time
- **Name** – Corps member’s name
- **Status**– Lets you know what action has been taken with the timesheet.

Community Partner Policy Manual, 2014-15

- An orange **“Created”** status means that the CORPS member has already created his/her timesheet.
- **View/Edit** – Click on View/Edit to view and verify a CUNY Corps member’s timesheet
- **PRSY/Account** – assigned project number from which CUNY Corps members are paid
- **Start-End Date** – CUNY CORPS members appointment period
- **History** -timesheet audit trail

To continue, click on view/edit to review a Corps member’s timesheet.

Editing Employee Timesheet

99999-00 01

Timesheet Header Information:

Name: BLUE, SKY Project: 99999-00 01 Pay Period: 8/26/2013 - 9/8/2013
 Pay Rate: -- Hours/Period: 24.00 Status: **Created** Hours Remaining: 100.00
 Appointment Date: 6/1/2013-12/31/2013

show/hide time & leave

Day	Date	Reg	Annual	Sick	Uns	Other Paid	Tkeeper Comments View: Emp, Pl, Tkeeper	Total
Monday	08/26/2013	6.00	0.00	0.00		0.00		6.00
Tuesday	08/27/2013	6.00	0.00	0.00		0.00		6.00
Wednesday	08/28/2013	0	0	0		0.00		0.00
Thursday	08/29/2013	0	0	0		0.00		0.00
Friday	08/30/2013	0	0	0		0.00		0.00
Saturday	08/31/2013	0	0	0		0.00		0.00
Sunday	09/01/2013	0	0	0		0.00		0.00
Week 1 Subtotals:		12.00	0.00	0.00	0.00	0.00		12.00
Day	Date	Reg	Annual	Sick	Uns	Other Paid	Comments	Total
Monday	09/02/2013	0	0	0		0.00		0.00
Tuesday	09/03/2013	6.00	0.00	0.00		0.00		6.00
Wednesday	09/04/2013	0	0	0		0.00		0.00
Thursday	09/05/2013	0	0	0		0.00		0.00

This is the View/Edit Timesheet screen: From this screen, you can see the time that the Corps member has entered

Each row, reading from left to right, represents one day. The pre-defined weekly schedule set up by the service manager will automatically populate each timesheet in the ‘Regular column’. The employee can change the days to what their work schedule is.

CUNY CORPS members will be responsible for entering the hours worked in the corresponding column. CUNY CORPS members can only enter hours in the regular and sick columns. Hours can only be entered in quarter hour increments.

Each column represents a charge type. They are:

- **Regular** – This is where Time actually worked by CUNY Service Corps members are entered
- **Annual** – this column should never be populated, since CUNY Service Corps members do not accrue annual leave.

Community Partner Policy Manual, 2014-15

- **Sick** – employees accrue sick leave based on how many hours they work. This is where sick leave used by CUNY Service Corps members on that day is entered
- **Unscheduled Holiday** – CUNY Service Corps members do not earn unscheduled holidays.
- **Other Paid** – This is not be available to CUNY Service Corps employees
- **Holiday** –employee can work on a Holiday if permitted populate “worked that day” in the comment section

To the right of the comment box is a total column that denotes the total hours entered for the day. At the end of each week, there is a weekly subtotal; and at the end of the two-week pay period is a grand total for the timesheet.

After reviewing the CORPS member’s timesheet, click on the ‘**Preview Timesheets(s)**’ button at the bottom of the page to proceed.

Wednesday	10/02/2013	0.00	0.00	0.00	<input type="checkbox"/>	0.00		7.00
Thursday	10/03/2013	0.00	0.00	0.00	<input type="checkbox"/>	0.00		7.00
Friday	10/04/2013	0.00	0.00	0.00	<input type="checkbox"/>	0.00		7.00
Saturday	10/05/2013	0	0	0	<input type="checkbox"/>	0.00		0.00
Sunday	10/06/2013	0	0	0	<input type="checkbox"/>	0.00		0.00
Week 2 Subtotals:		28.00	0.00	7.00	0.00	0.00		35.00
Total Charges		28.00	35.00	7.00	0.00	0.00		70.00

☐ By checking this box, I certify that this employee will no longer work for any Research Foundation project under my supervision and that the employee is terminated from this project as of the last day entered on this timesheet. Please submit proper documentation to Human Resources.

Preview Timesheet(s)

Cancel

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Clicking the “Preview Timesheet(s)” button takes you to the final page of the timesheet process.

Click on “Save & Submit” button to submit the timesheet.

By submitting the timesheet, you are certifying the accuracy of the entries.

Community Partner Policy Manual, 2014-15

Day	Date	Reg	Annual	Sick	Uns	Other Paid	Comments	Total
Monday	09/30/2013	7.00	0.00	0.00	<input type="checkbox"/>	0.00		7.00
Tuesday	10/01/2013	7.00	0.00	0.00	<input type="checkbox"/>	0.00		7.00
Wednesday	10/02/2013	0.00	0.00	0.00	<input type="checkbox"/>	0.00		0.00
Thursday	10/03/2013	0.00	0.00	0.00	<input type="checkbox"/>	0.00		0.00
Friday	10/04/2013	0.00	0.00	0.00	<input type="checkbox"/>	0.00		0.00
Saturday	10/05/2013	0	0	0	<input type="checkbox"/>	0.00		0.00
Sunday	10/06/2013	0	0	0	<input type="checkbox"/>	0.00		0.00
Week 2 Subtotals:		14.00	0.00	0.00	0.00	0.00		14.00
Total Charges		14.00	35.00	0.00	0.00	0.00		49.00

☐ By checking this box, I certify that this employee will no longer work for any Research Foundation project under my supervision and that the employee is terminated from this project as of the last day entered on this timesheet. Please submit proper documentation to Human Resources.

Status:

- Please note: exempt employees must charge leave time when not working on a scheduled workday or they will not be paid for that day.

Save
Save & Submit
Edit



Appendix VIII: 2014 Research Foundation Payroll Calendar

(2015 calendar will be sent when available)

Period No	Period Ending	PAF Due	Timesheet Due	Pay Date
1	12/29/2013	12/20/2013	12/30/2013	1/8/2014
2	1/12/2014	1/3/2014	1/13/2014	1/22/2014
3	1/26/2014	1/13/2014	1/27/2014	2/5/2014
4	2/9/2014	1/27/2014	2/10/2014	2/19/2014
5	2/23/2014	2/10/2014	2/24/2014	3/5/2014
6	3/9/2014	2/24/2014	3/10/2014	3/19/2014
7	3/23/2014	3/10/2014	3/24/2014	4/2/2014
8	4/6/2014	3/24/2014	4/7/2014	4/16/2014
9	4/20/2014	4/7/2014	4/21/2014	4/30/2014
10	5/4/2014	4/21/2014	5/5/2014	5/14/2014
11	5/18/2014	5/5/2014	5/19/2014	5/28/2014
12	6/1/2014	5/19/2014	6/2/2014	6/11/2014
13	6/15/2014	6/2/2014	6/16/2014	6/25/2014
14	6/29/2014	6/16/2014	6/30/2014	7/9/2014
15	7/13/2014	6/30/2014	7/14/2014	7/23/2014
16	7/27/2014	7/14/2014	7/28/2014	8/6/2014
17	8/10/2014	7/28/2014	8/11/2014	8/20/2014

CUNY Service Corps

18	8/24/2014	8/11/2014	8/25/2014	9/3/2014
19	9/7/2014	8/25/2014	9/8/2014	9/17/2014
20	9/21/2014	9/8/2014	9/22/2014	10/1/2014
21	10/5/2014	9/22/2014	10/6/2014	10/15/2014
22	10/19/2014	10/6/2014	10/20/2014	10/29/2014
23	11/2/2014	10/20/2014	11/3/2014	11/12/2014
24	11/16/2014	11/3/2014	11/17/2014	11/26/2014
25	11/30/2014	11/17/2014	12/1/2014	12/10/2014
26	12/14/2014	12/1/2014	12/15/2014	12/24/2014



Appendix IX: Professional Improvement Plan

(to be completed by Campus Manager and Student based on Partner Feedback)

Corps Member Name:
Service Corps Manager Name:

Corps Member College:
Meeting Date:

Areas Meeting or Exceeding Expectations:

Include a list here of areas marked with “satisfactory,” “very good,” or “exceptional.”

--

Improvement Plan

Areas Requiring Improvement (See evaluation for items marked as “Needs Improvement” and/or “Unsatisfactory”)	Student’s Comments	Action Plan and Performance Goals (Use SMART Goals: Specific, Measurable, Attainable, Relevant and Time-bound. Describe specific training or resources that may support growth.)	Time Frame for Changes

CUNY Service Corps

Next Check-in Date: _____

Corps Member Signature: _____

Date: _____

Corps Manager Signature: _____

Date: _____

CUNY Service Corps