



# Cristo Rey De La Salle Corporate Work Study Program

## Supervisor Roadmap

How to **cultivate** your student associate's potential to support your departmental needs and **empower** the **future workforce** of the Bay Area!

# Table of Contents



## Overview

- Dear Supervisor
- What is the Corporate Work Study Program?
- Win-Win Partnership
- Non-stop Support
- Long-Term Impact

1

## Resources

- Job Descriptions
- Spotlight
  - Student
  - Supervisor

6

## Program

- Policies (14)
- Logistics (18)
- Performance Evaluations (21)
- Additional Job Descriptions (23)

12

## CWSP Team



**Vice President: Gayle Klein**  
gklein@crstoreydelasalle.org  
510 759 5158



**Associate Director: Neal Gutierrez**  
ngutierrez@crstoreydelasalle.org  
510 214 6541



**Program Manager: Carlos Via Jr.**  
cvia@crstoreydelasalle.org  
925 808 1238

# Dear Supervisor,

## Welcome to the CRDLS family!

We're proud of our program which allows students to fund college prep education via entry-level professional services jobs provided by you and your colleagues.

Our young associates are **talented, ambitious**, and are **looking forward to collaborating** with you.

Supervisors almost universally find our **win-win partnerships** a rewarding experience, both **professionally** and **personally**.

However, this work is not without challenges, and the Corporate Work Study Program staff is always available to **support you** in this **shared mission**.

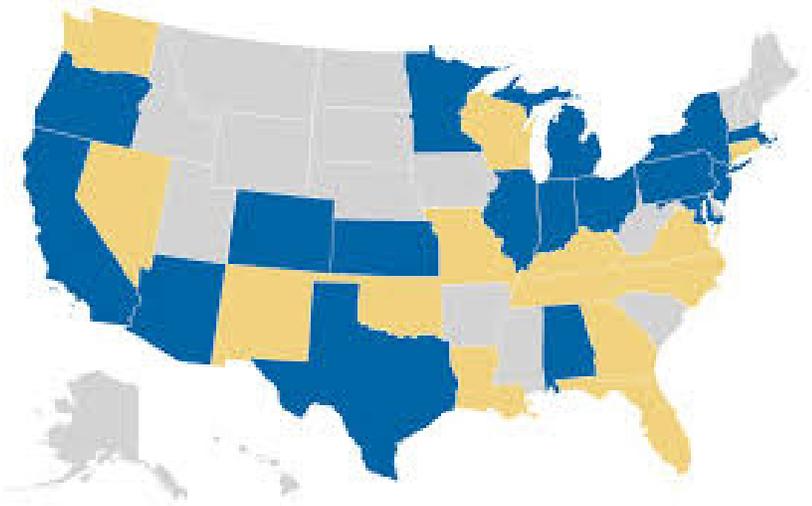
## Thank you for your partnership.

Always a Mustang,  
Corporate Work Study Program Team



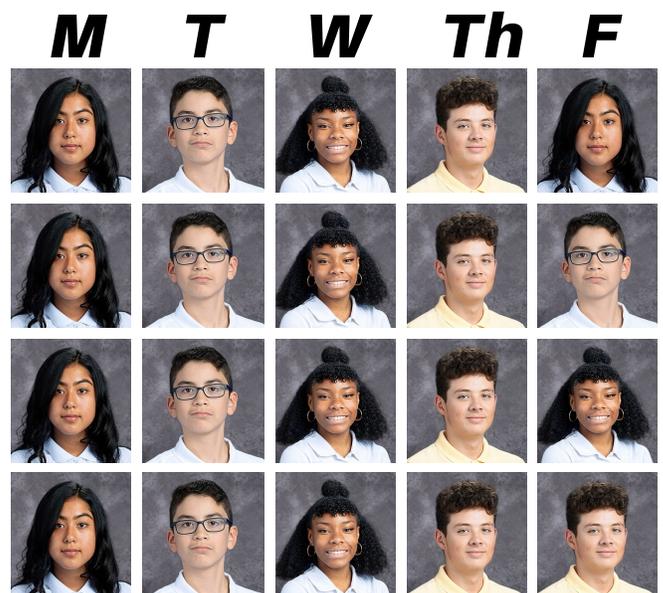
# What is the Corporate Work Study Program?

The **Cristo Rey Network** is the only network of high schools in the country that integrates four years of rigorous **college preparatory** academics with four years of professional **work experience** through the Corporate Work Study Program (CWSP). The **East Bay** campus was the **34th** to open joining 37 schools across 24 states.



The CWSP builds a **pipeline** of **diverse**, 21st century **talent** by preparing underserved youth for the demands of the growing **knowledge-based economy**.

A team of **four students** shares **one entry-level job**, working **five full days** a month during business hours, at a local **Bay Area** business or professional organization. Academic schedules are structured so that students work without missing instructional time. This allows students to earn the majority of their high school tuition while gaining **real-world work experience**.



# Win-Win Partnership

## Corporate Partners

- Innovative staffing and workforce development solution
- Stabilizes high-turnover positions and reduces burnout in full-time staff
- Talented workers in the next wave of the labor force can be identified
- Enhanced diversity pipeline
- Making a positive difference in the lives of students with limited economic resources

## Society

- Developing a highly-educated, productive workforce in underserved communities



## Students

- Acquire skills necessary for success in the workplace
- Develop self-efficacy and agency required for a viable, productive future
- Increase in social capital
- Exposure to a wide range of mentors
- Opportunity to earn income via holiday work

## School

- Serve a community where resources are most scarce and most needed
- Provide a rigorous Lasallian college preparatory curriculum to students
- Link real world work experience with academic learning



# Non-stop Support

## Students

Before arriving for their first day of work, students participate in a rigorous **1-month long program** over the summer consisting of courses in **business literacy**, mathematics, and english in preparation to become contributing members of the workforce.

- **Technical:** Google & Microsoft Suite of Apps (emphasis on Sheets/Excel), Typing, Writing Conventions, Note-Taking, Video Editing
- **Intra/Interpersonal:** Self-Confidence, Self-Awareness, Customer Service, Communication, Problem-Solving, Public Speaking, Professionalism, Networking
- **U.S. Department of Labor:** Confidentiality of Information, Harassment & Discrimination, Working As a Minor, Environmental Safety, Digital Citizenship, Computing Systems

## Supervisor

First-time supervisor and/or supervising high-school students?

The CWSP team facilitates a biannual training supplemented with 1:1 non-stop support. We coach students, troubleshoot challenges, and celebrate successes, in partnership with you.

- Designated CWSP Relationship Manager
- Onboarding: Summer Orientation
- Training: January Roundtable
- Biannual *Client Satisfaction & Student Support* Survey
- Year-Round: **Gratitude and Appreciation**



# Long-Term Impact



For **ethnically diverse youth** engaged in **work-based learning**, there is a **positive relationship** between students' **attitudes** toward **school** and **career planning**.



For **urban youth** in an academic year-long program with **positive workplace adult mentoring**, there are student gains in **self-esteem**, increased understanding of **relevance of school** and **improved school attendance** and academic **grade point averages**.



Research has shown that when students receive information, **support** and **encouragement** and **mentoring** from their work-based learning supervisors, it is associated with **positive attitudes** toward **future work**.



If work-based learning supervisors are a **source for instrumental and emotional support**, it promotes a student's personal responsibility and social maturity.

(Stanton-Salazar, 2010, p.118-119)

# Job Description

## Health Care

### Project Summary:

This internship will provide exposure to and understanding of the health care industry, emerging technologies and regulations, financial services within health care, community health needs, and best business practices and operations.

The intern will assist in providing support to a project or department. Under supervision of Project Manager, Senior Consultant, or Director, responsible for collecting and researching data, performing analysis, and presenting results. Work will be reviewed for completeness, accuracy and soundness, and feedback will be provided for consistent learning and progress.

### Essential Functions:

- Assist with setting up in-person or virtual meetings, taking and sending out meeting minutes
- Contributes to the development and tracking of project plan to ensure timeliness and successful project completion
- Run small, non-complex project with assigned project manager
- Performs routine data entry and analysis
- Develops and maintains Excel, Access, and other non-complex reports, and spreadsheets and data tables
- Contributes to the development and delivery of presentations materials
- Assist with ad hoc project and data request as directed
- Assists in various KP Wellness projects including (but not limited to) initiating holiday team giving, health-related activities, volunteering opportunities, and others.

### Basic Qualifications:

#### Experience

- N/A

#### Education

- Current enrollment in a high school work-study program

### Additional Requirements:

- Excellent interpersonal skills
- Some knowledge of Microsoft Office Suite – Word, Excel, PowerPoint

# Job Description

## Legal

**Department:** Legal

**Reports to:**

**Position Summary:** The Student Associate will work closely with members of the Legal department to support the department's day-to-day activities, preparing them for future professional work in a corporate environment.

---

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop working familiarity with:
  - Time and task management
  - Basic Legal terminology and research skills
  - Claim reporting process
  - Internal claims tracking
  - Subpoenas
  - Document management, retention, retrieval and production
  - Utilizing Lexis Nexis database for case research and court decisions
  - Other Legal discovery
- Assist with maintaining:
  - Legal File structure
  - Filing and uploading documents in CMIC (Webcor's document Management program)
- Specific Task Assignments:
  - Management and tracking of Worker's Comp files and notices
  - Drug testing clinic invoice tracking against the report server
  - Review cold storage files log and identify records for disposal
- Administrative Responsibilities:
  - Invoice handling and coding and check requests
  - Expense reporting
  - Admin for Legal Department meetings
  - Other administrative duties (as needed)
- Develop corporate skills:
  - Written and verbal communication
  - Note-taking during Legal Department Meetings, and occasional court proceeding and project site meetings

# Student Spotlight



I was lucky enough to work at the **Alameda County District Attorney Family Justice Center** - an organization dedicated to rehabilitating people experiencing socio-economic hardship, especially families who have experienced abuse.

Before my first day of work, I was extremely frightened to start this new chapter in my life, gaining insight into the reality of adulthood. Needless to say, I came into the experience having remarkably low expectations. I thought I would be treated like a child and I wasn't going to feel welcome in the workplace. However, this wasn't the case at all. Through this **valuable experience**, I've learned to **open up** and **share my ideas**, to address situations that might intimidate others. Also, I've learned to **communicate more effectively** with peers and the families we encounter. I can't appreciate and thank my supervisors Karla, Stephen, and Vanessa, as well as my coworkers who have helped me along my journey. Equally important, I've learned to **take initiative** within my workplace as well as in my personal life.

Outside of my own skills development, I've learned that there are a lot of things that everyday people don't pay much attention to. While everyone wishes for a good life, the defining qualities differ for each person. Not everyone dreams of a luxurious house or large sums of money. Some only wish for three meals a day, a roof over their head, and a bed to sleep in every night. Unfortunately, that dream can stay a dream. Luckily, the Family Justice Center aims to help those in need by distributing food, providing housing, clothes, and most importantly, safety.

They ensure that anyone who comes for help is welcomed and made to feel like they have a **voice and power** - and their **stories and experiences matter**.

I'm **grateful for this experience** and look forward to seeing what my continued work experience holds in store for me.

# Student Spotlight



I had the privilege of working at **East Bay SPCA** - a non profit and animal welfare organization. At a young age, I was up for the challenge to be professional and **share my awesome abilities** at the workplace.

When I first learned about the Corporate Work Study Program, I was very interested. It was interesting because they gave high school students, like myself, the opportunity to experience first hand the structure and functions of a work environment.

Looking back at this year with an abundance of experience and new skills now in my tool belt, it has honestly been **an amazing and worthwhile experience!** I love the love that is show at my workplace. **All the love allows me to push through** tasks that I may not particularly look forward to. For example, I don't always love listening and responding to a lot of voicemails. On some days, I will also admit that I might go into work having a bad day or feeling tired. However, as a strong young lady, **I have learned that when certain things get difficult, I can't give up.**

My experience has literally been amazing; I feel like I was placed at a job where **I truly belong** since I am able to **communicate a lot with customers** and I get to show my **social skills** and **public speaking** abilities. It is amazing to see for myself how much I have grown in such a short amount of time, not just as a student worker, but as an all around leader in my community.



# Student Spotlight



First, thank you to Cristo Rey for giving me this opportunity as well as the Corporate Work Study Program team that match us to our job sites. Also, I would like to thank each supervisor for opening the doors of your companies and letting students experience a real job.

When I first heard that this school offered the opportunity for me to work once a week, I was very excited because it was going to be something very new. Before my work experience, **my dream was to be a radiologist**. However, the Corporate Work Study Program team gave me the opportunity to work in Webcor - **and that changed my mind completely**.

On the first day of work, **I was really nervous**, I didn't know what I was going to do. I hoped it was going to be a good experience and it turned out to be **one of the best experiences of my life**. I worked in the **Project Controls Department** and I felt very happy to be part of their team because it helped me realize that **I really like the work that I do**.

My supervisor, Candace, has taught me many things. When I first got there, she taught me how to send out invites to contractors, how to send out contracts for the contractors to sign, and she has even taken me to various important meetings. All this allows me to gain a greater understanding of how to carry out my job. Every day **I strive to learn and gain more experience** for my future. **My co-workers have also been a huge help** to make this experience so great - they help me with anything I need. Everyone at my workplace is very kind and helpful.

Now, my goal is to continue to be part of the Webcor team for the next four years since I know that in my future **I would like to study business administration**. Likewise, I know that this work program is going to open many opportunities for me. Thank all of you for the opportunity to work. **It helps us learn what we truly want to be when we grow up**. Thank you.

# Supervisor Spotlight



The **Alameda County District Attorney's Office** has been a partner of Cristo Rey for the past year now. Being that Cristo Rey is still in its formative years, we continue to have several new additions join the Cristo Rey family. The goal for our shared CWSP journey will be to effectively **equip your Cristo Rey students with the necessary tools for success** they will need in the "real world" as emerging young adults in the workforce. You, as supervisors, and they, as students, will learn through **trial and error**.

For ACDA supervisor Maria, at the onset of being informed that she would be supervising two high school students, her main concern was how she would ensure that there would be sufficient and substantive work available for the young ladies assigned to her care. This became her immediate goal to achieve for her students.

You may be wondering the same thing: "**What work can I give, and what work can my student even do?!**" Do not worry. **This is normal**. As a few words of advice from Maria: "**Be 'open' and do not over expect their performance** to be at the level of a more experienced individual, especially if they have never had any past job experience." Some supervisors may expect a team of super students while others may expect a team of lost baby ducks... But all it takes is first **getting to know your students**. As we say here at Cristo Rey, "In order to teach their minds, we must first **touch their hearts**."

Being that Maria is presently the mother of 3 teens, she has developed an acute awareness to the fact that there are diverse approaches to learning - which has been modeled by her own children. Therefore, Maria found it worthwhile to familiarize herself with each individual student in order to better visual their potential for success at the ACDA offices. With this mindset, she came to realize that despite **each individual's capacity of learning being at different levels**, they are still young and developing. As Maria would put it, any opportunity where they can get constructive feedback - when expressed appropriately - will serve to build their **confidence** and self-determination to improve. Likewise, if we view corrections as room for growth rather than reason for removal, our hope is that the students will view their skillsets as ever-expanding as opposed to being limited by whatever cards life has already dealt them.

# Supervisor Spotlight



**Getting to know your student**, their skillset, their learning style, and areas of growth are only one piece of the puzzle... at times finding jobs for them to do can seem like a job in of itself. But do not fret! This is a critical learning opportunity for our students! If you do not have an assignment for your student in the moment, our **students should take initiative** in asking their colleagues if they can assist with any tasks or projects. Students, regardless of the circumstances, should be **checking in regularly with their supervisors**. If you have no tasks for them at your first check-in, whose to say that there won't be a task ready for them in 40, 30 or even 15 minutes?!

Aside from delivering quality work to further the mission of each of your distinct organizations, the ultimate goal in giving the students substantive entry level work is to enable all of our students to enhance not only their quality as students but as **better candidates in the work force** who will be seeking employment in the all too near future.

One of Maria's most memorable experiences, giving her reassurance as a supervisor, was with her freshman student, Valeri. Every year, Maria has the challenging task of preparing official 1099 income tax statements. Valeri was assigned a portion of the project that required an emphasis on data accuracy - to extract field information from over 165 documents used to populate the 1099 forms that would be submitted to both the IRS and the Franchise Tax Board. With only minimal instruction time and errors to correct, Maria was so proud of the quality of Valeri's work that met the expectations set in place for their office as a whole. Maria knew that she could entrust this project with her Cristo Rey student again in the future.

Of course, Rome was not built in a day; one must work hard in order to achieve success. Despite the uncertainty, the light at the end of the tunnel will be reminding oneself of just how much of an impact you as supervisors have on the students. To quote Maria: "In most cases for high school students, **the value in learning comes from making mistakes.**" With that being said, please remember that as mentors, as students, or as colleagues - no one is ever perfect, but working towards achieving it is what really counts.



# Cristo Rey De La Salle Corporate Work Study Program

## Handbook

How to **cultivate** your student associate's potential to support your departmental needs and **empower** the **future workforce** of the Bay Area!

---

## **Corporate Work Study Program Overview**

As a Corporate Partner, you are providing student associates with real world job experience while allowing them to offset a large portion of the cost of their education. Your participation is helping to create an invaluable learning experience for students from underserved communities with limited economic and college preparatory educational opportunities.

The CWSP fulfills the legal requirements of employment, insurance and personnel issues. Regular communication with our staff will allow us to provide timely assistance to you, and your input will help build a stronger program in the future.

Supervisors are asked to treat student associates as they would any other employee or contracted worker. A supervisor should feel free to instruct and express approval with student associates just as they would any other worker regarding the quality of work or any situation meriting feedback. Supervisors should notify the CWSP staff of any serious or ongoing problems involving a student associate. If a situation arises, please call us immediately.

This handbook outlines the expectations for our Corporate Partners participating in the CWSP. For this reason, our policies and procedures follow standard business practices as much as possible. CRDLS reserves the right to change or alter this handbook at any time. Changes or modifications to this handbook will be made in writing to our Corporate Partners.

### **Alpha Summer Institute (Summer Business Training Camp)**

Each year, incoming freshmen and transfer student associates participate in a business training program to prepare them for the workplace. Student associates begin to develop their professional skills and learn what life in the workplace is like. CWSP classes introduce a variety of soft skills and technical skills. Topics include: workplace communication, professional etiquette, business writing, "elevator pitch" introductions, data entry, computer skills (G Suite & MS Office), filing, note-taking, etc. Much emphasis is put on developing the professional habits of asking questions, communicating with their supervisors, showing initiative and positivity.

---

## **Policies**

### **Standards of Conduct**

All Corporate Partners and their employees are expected to treat student associates with respect, maintain appropriate professional boundaries in their relationships with student associates and exercise professional discretion when sharing personal information. Although student associates are expected to perform their work responsibilities in a manner similar to other employees, their age should be considered in providing a safe work environment. Corporate Partners are thus expected to have appropriate employment policies prohibiting discrimination and harassment, including a complaint procedure that is communicated with student associates.

The expected standards of conduct apply to any circumstance that brings student associates and employees together - no matter the location, time or purpose and whether or not the student associate or CWSP had knowledge of the event. All CRDLS employees are required to complete VIRTUS Training in accordance with Diocesan mandates to ensure the safety of all our student associates. While supervisors are not required to attend VIRTUS Training, they are expected to adhere to the policies and procedures set forth by VIRTUS:

- Supervisors are encouraged to have another adult in the room whenever they meet with individual student associates. When meeting one-on-one with a student associate, do so in a public area. If you are in an office, make sure the door is kept open so that both student associate and adult are visible from the door. Rooms without interior door windows or sidelights should not be used for student associate meetings.
- Supervisors should always have a minimum of two adults present in a vehicle with a student associate. If you are riding in a ride-share, the driver does not count as the second adult.

These guidelines are intended to protect Corporate Partners and student associates and to lessen the chances of any misunderstandings or misinterpretations of words or behavior.

### **Discrimination & Sexual Harassment**

The CWSP requests and expects that all supervisors treat student associates with respect and that student associates do the same. For the safety of its student associates, and in conjunction with the Corporate Partner's own policies, the program is very sensitive to matters involving sexual harassment, discrimination or other inequitable treatment of student associates based on gender, race, culture or religious beliefs and reserves the right to remove student associate workers if necessary. If a student associate reports any incident, CWSP will contact the supervisor and/or a Human Resources representative to evaluate and discuss the situation. Whenever possible, the CWSP will cooperate with the Corporate Partner's Human Resources department to resolve the situation according to the organization's guidelines.

---

## **Student Associate Placement**

The CWSP determines all work placement assignments and Corporate Partners will receive a list of their student team ahead of their start date. Student ability and interests are taken into consideration with the end goal being to make the placement work well for both the student associate and the Corporate Partner. To aid in the matching process, please provide a job description and information on office culture and preferences as early as possible. CWSP staff is happy to help review job descriptions and assist with building daily schedules, etc.

Sometimes, CWSP staff will need to make changes to student associate work placements. Changes will be made in consultation with the Corporate Partner. If a student associate needs to be removed for any reason, CWSP staff will make every effort to backfill the vacancy.

If a supervisor is displeased with a student associate's performance, the supervisor is encouraged to address the situation with the student associate and CWSP staff as soon as possible. CWSP staff will develop a performance improvement plan in consultation with the supervisor. If improvement is not seen within a satisfactory amount of time, the student associate will be removed from the Corporate Partner's work site and every effort will be made to replace the student associate in a timely manner.

## **Work Permits/Child Labor Laws/California Hiring Laws**

The Cristo Rey Network receives approval from the U.S. Department of Labor for all student associates to participate in the CWSP.

DOL regulations require that the CWSP:

- Provide freshmen and sophomores with safety training annually.
  - We strongly recommend Corporate Partners supplement this general training with your organization's specific policies for emergency evacuations, etc. during student on-boarding.
- Staff conduct two (2) site visits annually.
- Obtain a valid work permits for students under 16. This is handled internally and copy can be provided to the Corporate Partner upon request.

## **Workers' Compensation and Liability Insurance**

All student associates are employees of Cristo Rey De La Salle East Bay Work Study, Inc., and are covered under the program's worker's compensation and liability insurance. For specific limits or for copies of the liability coverage, please contact us.

## **Workers' Compensation Claims**

If a student associate is injured at work, he/she is covered under CRDLS's workers' compensation insurance. Please call our office immediately should an injury occur.

---

## **I-9s and Worker Eligibility**

Like all employers in California, the Cristo Rey De La Salle CWSP is required by law to establish eligibility for each of our student associates. Each student associate completes an I-9 which we keep on file for three years after that student graduates from high school

## **Incidents**

The CWSP has a vested interest in both the continued satisfaction of its Corporate Partners and the continued success of its student associates in their work experience. The program will act as mediator in difficult situations between the Corporate Partner and the student associate.

Corporate Partners should be aware that any behavioral problems occurring at work will be dealt with on an individual basis. The CWSP expects student associates to comport themselves in a mature, professional manner. Since a student's actions and demeanor not only reflect on him or her personally but also reflect on the CWSP and Cristo Rey De La Salle, incidents of misbehavior by a student associate in the workplace are treated seriously.

Corporate Partners are requested to notify CWSP as soon as possible of any incident of misconduct involving a student. Student associates are held to high standards of honesty and integrity by the program.

## **Transporting Student Associate**

Supervisors sometimes ask about transporting a student associate in their private car, company vehicle, or rideshare to an event, alternate job site, out to lunch, back to school on an early closure day, etc. The CWSP team encourages Supervisors to reach out to their CWSP liaison for assistance with routing a student associate to an alternate location. With notice, the CWSP team can typically get a student associate where they need to be when required.

## **Hiring Student Associates During Breaks**

Corporate partners may choose to hire student associates during school holidays e.g. winter, spring, or summer breaks. In order to work for pay, students must be in good standing with academics and CWSP. Please contact our office with questions about this hiring option for your student associate.

In the case that a student associate is hired over a holiday for pay, they will remain employees of Cristo Rey De La Salle East Bay Work Study, Inc. and the program continues to handle all payroll matters. The Supervisor and student will complete and sign the "CRDLS CWSP Holiday Contract" and the supervisor and student are required to adhere to the same labor law policies regarding required breaks, etc.

---

For the 2020-2021 academic year, CWSP will invoice at \$20.00 per hour and this covers employment tax, workers compensation insurance, and payroll processing. Student associates will submit e-timecards as per usual and are paid through the CWSP.

### **Dress Code**

All student associates must adhere to the CRDLS dress code daily. The dress code policy ensures that every student associate will dress in a professional and modest manner. Dress code checks are completed during CWSP morning check-in before student associates depart for work. Please let us know if a student associate deviates from the policy while at work. Students MUST have approval from their CWSP liaison in order to be out of uniform at work (for a special event, etc.)

#### **The dress code consists of:**

- Gray dress slacks
- White or light blue button up dress shirt
- Blue, gold, red, or white tie
- Solid black or brown dress shoes or all black Vans
- Dress belt matching color of shoes
- CRDLS branded jacket provided by the school

### **Cell Phone/ Electronics/ Internet Usage**

Cell phones: Students should only use their cell phones when required for work, in emergency situations, or at the explicit permission of their supervisor (for example, listening to music while working on a filing project). Otherwise cell phones should remain out of sight. At the Corporate Partners discretion, student associates may use their cell phone during breaks. The CWSP team strongly encourages supervisors to talk with student associates about the office culture around cell phones.

Internet Usage: Student associates are NOT allowed to use the internet for any purpose other than for work-related reasons. CRDLS is a Summit Learning school meaning every student is issued a Google Chromebook which stays with them for the duration of their high school years. Students may not do their homework while at the workplace, unless given explicit permission by their supervisor in the case of downtime.

Earbuds/Headphones: Office earbuds / headphones culture varies dramatically from office to office. Please give your student associate direct instructions around whether earbuds / headphones are acceptable, unacceptable or situationally acceptable (for example - yes, in the file room but not at the front desk). Having a straightforward conversation early in the student associate's placement can avoid mixed signals later on.

---

## Student Associate of the Month: Mustang Mover & Shaker

The CWSP awards two students a month from each class with the title of “Mustang Mover and Shaker” for performing exceptionally well in the workplace. If you would like to nominate your student to receive this recognition, please submit your nomination via their timecard or send an email to your CWSP liaison. We will notify you if your student associate was selected and provide details on when the award will be announced in case you would like to attend.

### Gifts

While certainly not required, some Corporate Partners wish to provide gifts to student associates, especially during the holidays. If you wish to present your student associates with a gift, we would ask that you check in with your CWSP liaison first. Please do not spend more than \$100. Company swag and gift cards are common gifts (we ask you not to give cash). If you have any questions about our guidelines, please discuss with the CWSP team.

## Logistics

### Pre-employment Screening

Some Corporate Partners require onboarding steps prior to the first week of work. This may include health screenings, drug testing, submission of immunization records, NDAs and confidentiality agreements, background checks, employment/contractor/volunteer applications, etc. If the company requires student associate to complete any steps ahead of each student associate’s first day, please provide as much notice as possible to the CWSP team.

### Team Rotation

Student associates are assigned a work day that will remain the same for the school year. On Fridays, student associates rotate (see example below). On their work days, student associates are expected to work a full day of approximately 6.5 - 7.5 hours.

<b>Mondays</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
Kayla	Darius	Josefina	Ethan	Kayla
Kayla	Darius	Josefina	Ethan	Darius
Kayla	Darius	Josefina	Ethan	Josefina
Kayla	Darius	Josefina	Ethan	Ethan

---

## **Daily Transportation**

The CWSP provides transportation for student associates to and from work. The student associate has the responsibility to be on time for their transportation, whether by van, public transportation, or on foot. Corporate Partners are asked to be sensitive to the needs of student associates to leave work in the afternoon so they are able to depart on time.

## **Morning Arrival**

Student associates will arrive at work somewhere between 8:30am and 9:30am. Corporate Partners will be notified of their student work team's transportation plan before the first day of work. If a student is tardy and misses their transportation option, this may count as an absent day to be made up in the future.

## **Lunch Time/Breaks**

During a full work day, student associates are required by California law to take a minimum of one 30 minute lunch break and two 10 minute breaks. Lunch and breaks cannot be combined. Student associates are allowed to take lunchtime and breaks according to the Corporate Partner's preference and schedule. Breakfast and a bagged lunch are provided by the school. Student associates are expected to in the building while at work for lunch and breaks, unless accompanied by a supervisor. Supervisors can accompany student associates off-site for lunch or a snack but student associates must remain with an adult at all times.

## **Afternoon Departures**

Student associates should plan to leave their worksite at the designated time daily, some time between 3:30pm and 4:30pm. Creating an end-of-day checklist or afternoon routine can help streamline the process so student associates are able to wrap up in a timely manner without leaving responsibilities unfinished. In some rare cases, parents or other authorized guardians will need to pick their student associate up from work. The CWSP office will notify supervisors if this will occur. Please do not release a student associate without checking with the CWSP office first. Student associates should work until their scheduled release time regardless of who picks them up, unless approved in advance by a CWSP staff member.

## **Direct Commute**

In some rare cases, parents or other authorized guardians will need to pick their student associate up from work. The CWSP office will notify supervisors if this will occur. Please do not release a student associate without checking with the CWSP office first. Student associates should work until their scheduled release time regardless of who picks them up, unless approved in advance by a CWSP staff member.

---

## **Attendance & Absences**

Student associates are expected to attend work each and every assigned day, however; if a day is missed due to illness, etc., the student associate will make up the missed day. Make-up days will take place on a day where the Corporate Partner's office is open, but school is closed (like during winter break).

### **Process:**

- If a student associate is ill or otherwise is absent, CWSP staff will notify the supervisor via email and/or a phone call by 8:30am.
- The student associate is required to discuss scheduling a make-up day with the supervisor on their next scheduled work day.
- The student associate and supervisor complete the Make-up Day Form together and it is returned to the CWSP office to review and approve.
- Student associates are not to receive any pay outside of the program for make-up work. On the make-up day, the student associate must provide their own transportation and meals.
- Failure to make-up an absence in a timely manner will result in the student associate's family being charged for a full day missed. The CWSP team does not want to charge families and would much prefer the student associate make-up their day. The invoice is an opportunity to promote accountability with student associate.

## **School Holidays**

Student associates are not sent to work during school holidays, see the annual CWSP calendar located on our website for those designated dates. Corporate Partners may have office closure days that do not align with the CWSP calendar. If a scheduled student associate cannot work because of an office closure, please notify the CWSP office with as much lead time as possible. This includes early office closures, ie. 2:00pm office closure before Memorial Day Weekend.

## **Illness, Injury and Emergencies at Work**

Student associates are strongly encouraged to stay home from work and make up their missed day should they feel ill. If a student associate becomes ill at work, they should notify their supervisor who should then call the CWSP office immediately. CWSP staff will arrange for the student associate to be picked up as soon as possible. Please do not release a student associate on their own or send them home with a parent/guardian without calling the CWSP. In the case of minor injuries, please follow workplace procedures already in place. Feel free to consult Human Resources staff or designated safety personnel to examine and treat the injury, bearing in mind student associate allergies and that parental consent may be necessary in certain circumstances. In the case of a serious accident, illness, or other emergency, please:

- Call 911 - Please treat the student associate like any other employee in an emergency situation
- Call CWSP staff who will contact a parent/guardian or emergency contact

---

## Performance Evaluations

### E-timecards

Per our Department of Labor requirements, student associates must complete a timecard each work day. The CWSP uses an electronic timecard system powered by Salesforce and does not require supervisors to have a login. Supervisors have the option to provide feedback via the e-timecard (it's highly encouraged), however; that is not a DOL requirement.

#### Process:

- At the end of each work day, as part of their closing routine at the workplace, the student associate fills out their time card.
- Upon submission of the e-timecard, the designated supervisor will receive an email to review, edit and/or approve it and provide a daily rating for the student associate's performance.
- Supervisors can provide feedback or flag CWSP for follow-up. Supervisors can choose to 'publish' and share their comments directly with the student associate but the default for comments is to only share them with the CWSP team.

**Daily Rating:** Supervisors rate their student associate using a five point scale. Regular ratings will ensure that CWSP staff can address problems in a timely manner with student associate. The sooner the CWSP team is aware of any challenges in the workplace, the sooner the problem can be addressed.

The student associate rating scale of 1 (low) - 5 (high) on the daily timecard is designed to reflect student associate' work performance. Please mark a 3 if the student associate consistently meets standards, and only mark a 5 if the student associate truly goes above and beyond

#### Rating Scale:

- 5 = Exceptional: The student associate has gone above and beyond the expectations set by supervisors. The student associate has accomplished something exceptional and their accomplishment is a substantial contribution to the team.
- 4 = Above Expectations: The student associate is beginning to surpass performance standards and seeks new challenges. The student associate is showing more initiative and drive to move beyond the basic standards and is showing interest in more difficult work.
- 3 = Met Expectations: The student associate consistently meets the performance standards of the office. The student associate demonstrates a strong work ethic and a positive attitude. The student associate is productive and meets deadlines.
- 2 = Needs Some Improvement: The student associate did not meet expectations for a part of their day. The student associate may produce good work typically but struggles with either a technical skill or a communication skill that is affecting their current work performance. Please provide supervisor comments!

- 
- o 1 = Unsatisfactory: The student associate's work performance does not consistently meet the standards of the office. Earning a 1 is a significant red flag to CWSP staff and to the student associate to improve their work performance. Please provide supervisor comments!

### **Site Visits**

CWSP performs at least two site visits a year. The goal of the site visit is to connect with supervisors and see firsthand what student associates are doing in the workplace. The visit is a great time for Corporate Partners to ask questions about the program and check-in about students. Before site visits are scheduled, the CWSP staff will check-in with student associates to see how it's going and find out what areas they are excelling in and what areas could use improvement. The first site visit will take place in November/December and the second site visit will take place during March/April.

### **Performance Reviews**

The Cristo Rey Network asks all CWS programs to collect Performance Evaluations from supervisors twice a year for 100% of student associates. We submit the collected data to the Network and, in turn, receive their analysis in order to continually improve our program and compare our progress/needs with other Cristo Rey schools.

Evaluations are typically distributed around December and May. Supervisors are emailed instructions on how to complete the online evaluation for each student associate and it typically takes 10-15 mins to complete per student associate.

Evaluations are an important learning experience for student associates and thus we ask supervisors to make honest and forthright evaluations of student performance. Supervisors are strongly encouraged to review the evaluation directly with the student associate. This provides a more realistic workplace experience for the student associate and allows supervisor and student associate to directly communicate about any issues or challenges. CWSP staff is able to assist in the review of these evaluations if the supervisor feels this is beneficial.

### **School & Extracurricular Activities**

School activities and sporting events are not to interrupt work schedules. Student associates are not given permission to miss work in any event unless a special request is made directly by CWSP staff. Supervisors are asked NOT to release student associate early unless they have heard from a CWSP staff member first.

---

## Detailed List of Potential Tasks for Student Associates

### Finance & Accounting

- Preparing letters and composing emails to clients
- Sorting, distributing, stamping, sealing, and filing mail
- Updating client summary lead sheets for financial automated control testing reports
- Organizing deposit and withdrawal slips, filing bank statement receipts
- Making trial verification deposit balances in client accounts to confirm bank accounts
- Separating and posting checks into CRM database
- Migrating data to new databases
- Reviewing bank statements and credit reports
- Assisting with tax return completion and filing
- Updating client identification numbers for tax returns
- Preparing tax depreciation import files
- Creating and updating tax refund spreadsheets
- Digitizing tax apportionment binders
- Updating tax management portfolios
- Distributing and Mailing W-9 Taxpayer Identification Number and Certification Forms
- Scanning and indexing transaction and exit tickets
- Creating excel sheets detailing bank statements, reviewing customer statement accounts
- Extracting closed account information from CRM
- Conducting research on CIDs (Confidential Invoice Discounting)
- Verifying loan numbers
- Activating and deactivating customer accounts
- Separating active from dormant and inactive accounts
- Collecting historical data for compliance records
- Generating CRD (Central Registration Depository) reports
- Running and preparing internal reports
- Preparing mutual funds holdings account schedules
- Reviewing revenue accounts for specified companies
- Accessing I Level for portfolio managing reports
- Preparing stock investment summaries, researching stock values
- Researching and confirming settlement dates on annuities
- Reviewing certificate renewals
- Using DealCloud to compile data
- Completing weekly acquisition screenings
- Sorting general partner correspondence
- Preparing limited practice lists into Excel
- Copying documents and materials for board meetings, setting up conference rooms
- Using CRM indicators to detect unusual and possibly fraudulent activity, reviewing fraud events
- Assisting with administrative duties in Accounts Payable & Receivables
- Inserting NAICS (North American Industry Classification System) codes for companies and businesses
- Using Vertex software to track tax compliance and data management
- Collecting historical data for compliance records

---

## Customer Service

- Preparing letters and composing emails to clients
- Sorting, distributing, stamping, sealing, and filing mail
- Delivering newspapers, public transportation passes, and mail to employees
- Answering phones and covering receptionist duties
- Creating letter templates for correspondence to clients
- Summarizing received letter content
- Making announcement slides for TV monitors
- Preparing Excel spreadsheets to monitor and track matching gift programs for annual funds and initiatives
- Tracking and indexing credit card statements
- Uploading scanned invoices and documents onto CRM
- Documenting incident reports into Excel
- Organizing and shipping books for company book club
- Scanning and laminating important documents for retention
- Transferring information from client business cards to electronic format
- Processing insurance verification claims
- Sorting and categorizing certificates of insurance
- Preparing files for new applicants in assured, prospect, and lead accounts for companies seeking insurance
- Scanning documents and reporting credits, withdrawals, and declined transactions
- Producing receipts for checks and ledgers for account balances
- Documenting, organizing, and updating customer account information and payments
- Preparing gift bags and giveaway baskets for corporate events
- Alphabetizing and organizing personnel files
- Accessing database documents
- Scanning vehicle registration and permit numbers into CRM
- Proofreading and mailing enrollment letters to employees and clients
- Sending emails to underwriters for missing documents
- Organizing credit reports in Excel

---

## Human Resources

- Preparing letters and composing emails to clients
- Sorting, distributing, stamping, sealing, and filing mail
- Maintaining schedules for shared meeting spaces and preparing rooms for meetings
- Assisting with event planning, booking reservations
- Researching potential candidates on LinkedIn
- Assisting with office CPR demonstrations and safety trainings
- Creating and preparing folders and merchandise for network events
- Scanning and organizing recruitment documents
- Creating packets and materials for new employee hires
- Tabbing, organizing, and archiving files
- Assisting with administrative paperwork
- Making phone calls to new hires for orientation and registration
- Scheduling calendar events
- Preparing Excel Spreadsheets and reviewing new hire profiles
- Making, sorting, and distributing personnel keys
- Tracking auto mileage usage for employees
- Processing and mailing checks for tuition and travel grants
- Preparing and sending greetings cards to employees and customers
- Scanning documents and reporting credits, withdrawals, and declined transactions
- Conducting beneficiary and worker compensation audits
- Creating incident report files
- Properly disposing of terminated employee information
- Shredding sensitive and/or outdated documents and materials
- Verifying and mailing payroll checks to employees
- Collecting, documenting, and analyzing pay rates and compensation across given employment fields
- Entering employee name into E-Verify
- Updating and formatting lists of new hires and terminated employees in Excel
- Verifying and preparing Paid Time Off tracking(PTO) spreadsheets in Excel
- Transcribing exit interviews for employees
- Filing W-4s, direct deposit forms
- Stamping and labeling contracts, faxing supply orders
- Entering, filing, and updating invoices in CRM
- Reviewing and updating employee policy manuals
- Sourcing resumes
- Making phone calls to verify employment and termination dates
- Filing active and terminated employee reports

---

## Information Technology (IT)

- Activating security badges and security lists
- Reviewing security footage with security staff
- Receiving equipment orders, unboxing and distributing monitors and equipment
- Using CRM CheckPoint to extension trackers using checkpoints
- Completing year-end update testing on CRM
- Preparing and setting up computers for new hires
- Assisting employees with technical problems, providing technical laptop and monitor support
- Wiping laptops, hard drives, iphones, computer monitors
- Coding programs with the use of Python and Raspberry Pi
- Verifying proper function and optimal utilization of software, conducting status checks
- Ordering equipment and disposing of outdated equipment
- Setting up computers and troubleshooting for employees
- Filling out condition reports for equipment
- Fixing faulty equipment (for example: fax machine)
- Entering serial numbers from devices into Excel spreadsheet
- Updating and uploading corporate websites and social media accounts
- Updating firmware on security switches
- Completing database projects
- Fixing database errors
- Conducting inventory
- Updating summary lead sheet for automated control testing
- Cleaning and storing equipment in empty workspaces with IT
- Performing discovery work using service mapping

---

## Government & Law

- Preparing letters and composing emails to clients; sorting, distributing, stamping, sealing, and filing mail
- Transferring client data into new online CRM
- Look up court docket information
- Attending discovery meetings and preparing evidence lists
- Copying, sorting, scanning documents
- Filing documents, interviews, reports, depositions, and invoices
- Sorting and organizing evidence for the preparation of court summaries
- Filing disposed and bench warrant files
- Hand delivering motions and correspondence
- Updating expert database in Excel
- Retrieving and preparing files for trial, labeling exhibit, hole punching submissions
- Preparing prospective and client case files
- Verifying the status of patent applications
- Finding and delivering files to different departments
- Converting paper files into electronic files
- Shredding documents
- Assisting with the preparation of the diversity and inclusion newsletter
- Preparing synopses for summary reports and verifying accuracy
- Updating client guideline memos, creating invoice tracking sheets in Excel
- Create social media posts and graphics for firm advertisements
- Preparing trial books for cases
- Preparing case reviews for discovery packets
- Indexing files into Accutrac
- Redacting indicated sensitive and privileged data/documents
- Confirming and noting court orders, gathering information to create subpoenas

---

## Marketing

- Making name tags and tent cards for meetings, events, and receptions
- Copying agendas and documents for board meetings
- Converting hard files into electronic files
- Monitoring and printing expense reports
- Completing Excel projects (invoicing, graphs, updating analytics, etc.)
- Analyzing and resolving outlier records using Transactional Data (TDR) reporting and other tracking programs
- Updating Draft Pro Forms and editing memos
- Preparing letters and composing emails to clients
- Sorting, distributing, stamping, sealing, and filing mail
- Preparing plans in Strata View to plan commercials and advertisements
- Creating Power Point presentations
- Tracking backorders, approvals, and denials in Global Strategic Marketing Department
- Researching proposals and press releases
- Drafting summaries for upcoming events
- Creating content for presentations
- Creating and posting blogs and social media posts
- Creating informative presentations for employee travel
- Preparing customer mailings and brochures
- Updating sponsors on marketing data
- Analyzing data for sales team
- Creating infographics for events
- Assisting with the promotion of charity and sponsored events
- Stamping and labeling contracts
- Preparing deliverable reports for managers
- Preparing blogs for company website
- Scheduling and preparing monthly social media posts
- Preparing and updating data in Excel
- Traveling to local client meetings and assisting with hospitality
- Assisting team members with general marketing objectives and projects

---

## Supply Chain Operations

- Verifying and sending purchase orders to suppliers
- Alphabetizing and filing duties
- Organizing and preparing rooms for meetings
- Scanning and preparing memos and invoices; filing in online database
- Processing customer feedback
- Filing weight and measures violations
- Preparing and reviewing spreadsheets for supply chain distribution
- Assisting with logistical imports and exports
- Completing hazmat classification reports
- Creating route maps
- Tracing and tracking pickups and deliveries for customers
- Renaming project management sheets
- Updating new information in calendars, preparing Excel spreadsheets
- Creating, updating, and processing invoices
- Activating and deactivating meters for future placements
- Organizing and filing service notices
- Transferring basic reclosure data into excel
- Extracting data to determine cause of product malfunctions and outages
- Utilizing asset suite to find the job type and priority of work orders
- Assisting engineers with building inspections
- Preparing Accupac reports, assisting with the administration of inventory management
- Scanning and unboxing equipment crates, organizing inventory for customer dissemination

---

## Sales

- Covering receptionist duties and greeting customers/clients
- Providing customer service in person and/or over the phone
- Preparing letters and composing emails to current and prospective clients
- Sorting, distributing, stamping, sealing, and filing mail
- Assisting associates with coverage on the sales floor
- Preparing and editing letters for client mailings
- Creating and maintaining client correspondence lists
- Observing the sales floor to prevent loss and theft
- Researching competitor markets, preparing charts and graphical representations in Excel
- Assembling and organizing merchandise displays
- Scanning, processing, alphabetizing, managing, and mailing invoices
- Completing purchase orders
- Filing billing information in CRM
- Collecting sales checks and inputting information into Excel
- Posting payments
- Tracking inventory through CRM Zebra
- Stocking and re-stocking, scanning, sorting, verifying, and conducting inventory of merchandise
- Processing and inputting data and orders into Salesforce
- Preparing Power Point presentations for community events
- Creating new customer/client information packets
- Downloading title surveys, commitment agreements, and policies for real estate properties
- Inputting settlement dates into Excel
- Shadowing and assisting with property tours and inspections
- Contacting prospective tenants through LinkedIn
- Filing work orders in numerical and alphabetical order
- Contacting vendors for status updates on merchandise
- Filing contract certifications
- Editing and converting PDF documents
- Consolidating and recording deliverables in ShareFile
- Imaging deed packages
- Emailing listing agents
- Presenting customers with closing instructions
- Making phone calls to Home Owner Associations (HOA)
- Entering data into Mortgage Maestro
- Drafting letters for Home Equity Lines of Credit (HELOC) renewal accounts
- Assisting with event planning
- Sorting files and organizing invoice codes

---

## Research, Development & Education

Student responsibilities in Research, Development & Education can include, but are not limited to:

### Education

- Preparing letters and composing emails to parents and alumni
- Sorting, distributing, stamping, sealing, and filing mail
- Preparing students for standardized testing
- Grading tests and homework, marking attendance
- Engaging with, mentoring, and assisting students
- Supervising recess
- Delivering flyers and informational packets, creating reference resources
- Managing report cards, organizing homework, filing graded assignments
- Assisting with lesson planning, proctoring exams, and program management
- Attending seminars, creating writing submissions and blogs
- Designing and creating posters for Diversity and Inclusion events
- Managing social media campaigns and creating posters and templates for events
- Research topics related to social work, faculty, and students
- Creating list of student award nominees
- Managing academic and supervisor calendars
- Making calls to alumni for contributions and check-in
- Tidying, cleaning, and replenishing classrooms with supplies
- Preparing Excel documents with student information
- Drafting questions for interviews
- Assisting with school retail shop

### Museums

- Greeting and checking-in patrons and visitors
- Assisting with educative, donor, and visitor tours
- Reinforcing and assisting with crowd volume control
- Registering visitors, taking attendance for school groups, and distributing wristbands for events
- Handling animals after training
- Feeding mammals and insects
- Upkeeping exhibits
- Cleaning food and changing water in exhibits
- Interactively leading, educating, and guiding attendees through exhibits
- Preparing and distributing informative brochures and learning materials
- Organizing “take your child to work” day activities
- Managing invoicing and billing
- Labeling phone extensions

---

## Hospitals, Patient Care, Laboratories

- Making hospital beds and patient bags
- Assisting with general duties within specific medical departments
- Helping mothers with breathing exercises during labor
- Assisting physicians, nurses, and technicians in the retrieval of tools and equipment
- Checking in patients and filing admittance records
- Transporting patients to appointments
- Assisting with patient status checks and discharging patients
- Filing acknowledgment of paternity documents
- Organizing benefits folders and patient data for hospital staff into Excel
- Making informative posters and flyers for hospital initiatives
- Calling patients to confirm appointments
- Assisting with the preparation of living wills and powers of attorney
- Creating orientation packets for incoming residents, helping set up curriculums for residents and staff
- Allocating cell substances for laboratory experiments
- Organizing lab specimens; delivering laboratory specimens to technicians
- Researching medical conditions for residents and physicians
- Reviewing drug information for patients
- Preparing Power Point Presentations
- Scanning documents and invoices
- Labeling and cleaning incubators, surgical instruments and equipment
- Assisting with opioid compliance requirements and vaccinations
- Participating and preparing activities for patients, such as bingo, arts and crafts, and trivia games
- Completing patient assessments
- Entering patient refund data into CRM
- Assisting with patient physical therapy

# Companies by Industry

## 2020-21

### Banking & Financial Services

- California Bank of Commerce
- Armanino LLP
- Deloitte
- Sensiba San Filippo LLP
- Heffernan Insurance Brokers
- New York Life Insurance

### Construction, Energy & Transportation

- Chevron
- French Brothers Flooring
- One Toyota of Oakland
- Revalue.io
- Webcor Builders

### Healthcare

- Kaiser Permanente
- La Clinica de la Raza
- Mercy Retirement & Care Center
- Street Level Health
- East Bay SPCA
- Sutter Health

### Law, Government & Education

- Alameda County District Attorney's Office
- Alameda County Family Justice Center
- Allen Glaessner Hazelwood & Werth
- Saint Mary's College

### Non-Profit & Religious

- Catholic Charities of the East Bay
- Catholic Funeral & Cemetery Services
- Catholic Diocese of Oakland
- Make-A-Wish Foundation
- Oakland Interfaith Gospel Choir
- St. Mary's Center
- The Unity Council

### Logistics

- Dreisbach Enterprises Inc.
- Sodexo

### Recruiting

- Synergistech Communications

# Corporate Partners



**Deloitte.**



SENSIBA SAN FILIPPO  
CERTIFIED PUBLIC ACCOUNTANTS AND BUSINESS ADVISORS



**R & R French Brothers  
FlooringAmerica.**



**ST. MARY'S CENTER**  
*Everybody needs a place*

