Jefferson College

WORKFORCE DEVELOPMENT & EMPLOYMENT SERVICES

POLICY MANUAL

You Belong *Here!*

Jefferson College

MISSION

Jefferson College serves our community by delivering quality learning opportunities that empower individuals to achieve their goals.

VISION

Jefferson College strives to inspire our community to explore, develop, and engage in innovative learning experiences in a supportive and welcoming environment.

VALUES

Jefferson College fosters a culture of excellence for its community of students, faculty, and staff by embracing the following values:

SUCCESS

Supporting an institutional culture focused on achievement, self-discovery, scholarship, creativity, completion, and skill mastery.

ACCESSIBILITY

Fostering a collaborative culture that provides access to an affordable education, supportive resources, and a welcoming environment for our entire community.

INTEGRITY

Encouraging open, honest, and respectful communication; committing to accountability in all interactions, operations, and procedures.

LEARNING

Striving for continuous improvement through a high-quality learning environment that features collaboration and innovation, academic freedom, professional development, and ongoing assessment.

SERVICE

Committing to institutional engagement by promoting communication, enrichment opportunities, community development, and service learning.

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Jefferson College

WORKFORCE DEVELOPMENT & EMPLOYMENT SERVICES

Mission

The Office of Workforce Development and Employment Services supports the mission of Jefferson College by delivering workforce training and career services that support the success of students, alumni, and the community.

NOTE FROM THE DIRECTOR

Workforce and Employment Services Students:

Workforce and Employment Services play an important role at Jefferson College and in our community by facilitating non credit programming, providing career and employment services, and by providing customized training to our employer partners. This policy manual provides information about our policies and procedures for students and alumni.

Should you have any questions about this manual, please contact lwarner@jeffco.edu.

Thank you,

Lora Warner

Lora Warner
Director of Workforce and Employment Services

MEET THE TEAM

Lora Warner
Director

Saranda Lund
Assistant Director

Jessie Montgomery
Workforce Training &
Employment Specialist

Lore Robart
Senior Administrative Specialist

Starr Stulce
Workforce Training &
Employment Specialist

WES Programs

Healthcare Programs

Basic Life Support (BLS) for Healthcare Providers
Certified Medication Technician
Insulin Administration
Certified Nurse Assistant (CNA)
Clinical Dental Assistant*
Pharmacy Technician*
Phlebotomy
Medical Billing and Coding*
Veterinary Assistant*

Professional Development

Basic Sanitation
Drinking Water Operator Program
HVAC: Mechanical Code
Leadership Training
OSHA Training
ServSafe Certification for Managers

Manufacturing Training

Industrial Maintenance
Manufacturing Processes
Quality Control
Robotics

Computer Programs

Basic Computer
Beginning Access 2016
Beginning QuickBooks
Microsoft Excel *(Introduction, Intermediate, Advanced)*
Microsoft Word *(Introduction, Intermediate)*
Keyboarding

*Availability dependent on applicant qualifications

Non-Discrimination Policy

Staff and participants in Workforce programs will follow the guidelines outlined in the Jefferson College Student Handbook.

Statement on Right to Privacy and Review

In accordance with the Family Educational Rights and Privacy Act (FERPA), all students have the right to review their official college records, to request amendment to these records, to restrict their names from certain reports, to file with the U.S. Department of Education appropriate FERPA complaints, and to obtain Jefferson College's FERPA policy statement in the Jefferson College Student Handbook.

Inquiries regarding the Act of 1974 should be directed to the Office of Enrollment Services. Jefferson College may make available to the public this directory information: name, address, telephone number, date of birth, Jefferson College e-mail address, dates of attendance at Jefferson College, full or part-time enrollment status, major area of study, participation in officially recognized sports, degrees or certificates awarded, awards received, photograph, and the most recent prior school attended.

If the student objects to the release of directory information, the student should contact the Office of Enrollment Services before beginning classes. Students are advised that the social security number is voluntarily disclosed to Jefferson College and is maintained as confidential information.

Tobacco Free Campus

The use of tobacco and all smoke-related products (including cigarettes, cigars, pipe tobacco, smokeless/chewing tobacco, electronic cigarettes, herbal smoke products, hookahs, and beedies) is restricted to inside personal vehicles. The policy pertains to all students, faculty, staff, other employees, contractors, performers, and visitors. Those who violate the policy are subject to a $25 fine.

Visit www.jeffco.edu/Smoke-Free-Campus for more information.

APPLICATION AND ADMISSIONS

For career training students (in programs longer than three sessions) an assessment must be completed prior to admittance. If a student does not score within the documented range for their profession, they may not be admitted to the program unless approved by the Director of Workforce and Employment Services. Required scores are included in the application materials.

Admission to our healthcare programs requires successful completion of background checks, drug screen, and the family care safety registry. These guidelines are consistent with requirements for employment in these areas. Students who do not meet these requirements will be notified by program staff after results are received. Students with a positive drug screen are required to wait one year before reapplying for admission. Drug screens that test positive for cannabis use, will not be permitted into the program in conjunction with federal guidelines.

Admission to professional development programs (under 3 sessions, continuing education, PEU, etc.) requires online through Admissions. Requirements vary by program.

All courses may require a minimum number of registrants to take place. Payment is required up front before a student can be registered for any program.

Programs that are funded through grants may require an additional application process.

Please note that any submitted application materials are void after one year.

Tuition and Fees

Tuition for the career training programs is reflected on MOSCORES. Workforce healthcare programs require an application fee due. Tuition for any professional development course will cover the cost of supplies. Once a class begins, no refunds are issued.

Tuition Assistance

Workforce and Employment Services programs do not qualify for federal financial assistance. However, there are funding options available to assist students with paying for program tuition and fees. In some cases, assistance for supportive services also be provided.

SkillUP is a free program that helps food stamp (SNAP) recipients receive help with skills, training and employer connections to get a job (or a better job). Several workforce programs are approved training options for SkillUP eligible students. Students must be receiving food stamp benefits for 30 days prior to enrollment. Contact program staff at workforce@jeffco.edu to determine eligibility.

WIOA or Workforce Innovation and Opportunity Act is a program designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with skilled workers. Determination of eligibility for services may include factors such as educational status, parental status, disability, employment status, foster child status, veteran status, justice involved status, or housing status. WIOA can cover tuition expenses for qualified students. Interested students can reach out to their local job center to determine eligibility or complete the contact us form.

Self pay students will need to pay for their tuition expenses in full before being registered for their workforce program. There are no payment plans available.

Employer pay students will be required to have their employer submit a third party pay letter on company letterhead indicating the employer's intention to pay for the training program prior to enrollment.

Fast Track Workforce Incentive Grant is a program through the state of Missouri that provides tuition reimbursement including workforce programs for qualified students. Among the qualifications, students must be over 25 years of age, not enrolled in an educational program in the past two years. For all of the eligibility requirements visit the program website.

Loans may be used as a form of payment. WES has the ability to confirm Sallie Mae loans on a limited basis.

Expectations Agreement

All students must sign an Expectations Agreement during their application process. This agreement outlines the student expectations to be a member of the Jefferson College community. Failure to meet these expectations, may result in disciplinary action or removal from the program.

Supportive Services are available to students that qualify. These may include gas cards, program equipment, or other resources as outlined in the Supportive Services Policy. Students can determine qualification by completing the Supportive Services Request Form.

Supportive Services Policy

In accordance with the most recent Issuance from the Missouri Department of Workforce Development, Jefferson College has developed an institutional supportive services policy. Jefferson College defines Supportive Services as those services available to enable an individual to participate in college programs. Supportive Services will be made available to assist students with removing or reducing barriers to participation in college programs. The policy will be documented in the Workforce and Employment Services Handbook.

The extent of Supportive Services provided will vary based on the student's needs and available resources.

Supportive services may only be provided to individuals who are:

- Participating in career or training services as defined in WIOA secs. 134(c)(2) and (3).
- Unable to obtain supportive services through other programs providing such services.
- Participating in grant programs and following the supportive services policies outlined within.

Supportive Services may include, but are not limited to:

- Transportation
- Child care
- Dependent care
- Housing
- Linkages to community services
- Assistance with educational testing
- Reasonable accommodations for individuals with disabilities
- Financial Assistance with required occupational garb or personal protective equipment
- Financial Assistance with books, school supplies, and other items necessary for postsecondary education
- Payments and fees for employment and training applications, tests, and certifications.

Students must demonstrate a need (which may include WIOA eligibility, Pell Eligibility) for supportive services. When making a request for support, students will complete a Supportive Services Request Form. Students must present documentation

showing the need for the service (i.e., statements from employer/ school indicating the need, completing a financial needs budget, eviction, delinquency, or discontinuation notices) to the office of the Vice President of Student Services or Grant Lead. Supportive Service payments are made on a case-by-case basis only when determined necessary and reasonable. All supportive services are considered reimbursable expenses and payment will only be made for approved, documented expenses. Students applying for Supportive Services funds must agree to allow the college to communicate with various departments (e.g. financial aid, fiscal services, admissions and records, discipline files, etc.) to determine eligibility.

The cap for all Supportive Services per participant per program year is $3000 or the amount indicated per grant guidelines. A participant may receive more than the cap in hardship circumstances. Procedures for paying Supportive Services beyond the capped amounts, which must include a written justification must be prepared by the staff, and approved by the Grant Lead prior to making a payment above the cap.

The determination of financial need must be documented through advising/ case notes in Viking Connect or grant reporting system. Because the payment process includes a review of these notes, it is imperative that they are clear, concise, and complete.

Case notes regarding Supportive Service payments must include at a minimum all of the following:

- The type of Supportive Service paid (e.g., TRE, WRE);
- The amount of Supportive Service paid;
- The timeframe for which the Supportive Service was paid;
- The justification of need for the Supportive Service; and
- Lack of other community resources.

In all cases, staff must review case notes prior to making any Supportive Service payments to avoid duplicate payments and ensure all payments are reasonable and necessary.

Reimbursement for transportation is calculated based on the Jefferson College mileage rate or on the recommendations stipulated by a grant.

Academic Load

Due to the amount of time Career Training programs require, students may not take a full time college credit course load and also take a Career Training program (longer than three sessions) simultaneously, unless approved by the Director of Workforce and Employment Services.

Attendance Policy

Career Training classes: Regular and punctual attendance is expected of all students. Students are not entitled to a certain number of absences; information presented in the classroom is critical in the learning process. Certain Workforce programs may have more rigorous attendance and participation requirements. Our healthcare programs have required hours for classroom and clinical training. If these hours are not met, a student cannot test for their certification exams. If a student misses more than two class periods, they may be removed from the program. Any missed classroom hours may need to be made up and this may be at the student's expense. The student must contact the instructor to schedule makeup times outside of the normal class period. The student will pay $50 per hour or the current hourly rate of that instructor, whichever is greater.

Students are expected to notify the instructor in writing before that class period begins, if they intend to be absent from class.

Professional Development classes: Regular and punctual attendance is expected of all students. Each section of this class builds on the last, so if a session is missed, the student will not have the knowledge to continue with the course. Once the class begins no refunds will be issued.

Online only courses: Students enrolled in online courses are expected to maintain ongoing course engagement in order to achieve consistent academic progress. It is recommended that students log around 20 hours a week to put them on track to complete in under six months. Your program specialist can help you with setting a schedule and students are required to check in monthly about their progress.

Course Appeals Process

Workforce classes are offered on a pass/fail basis, students are required to complete the coursework outlined in the syllabus to receive a passing grade. Students will be notified by their instructor if they are not successful in passing their coursework. If a student would like to appeal the outcome of the course, they may email the Director of Workforce and Employment Services. The Director will review the appeal and return a finding within 10 days. The Director's decision is final and no further appeal is available.

Cancellation of Courses

The College reserves the right to terminate courses for low enrollment. These decisions are typically made no more than three days prior to the first class session. In the event of a class cancellation by Workforce and Employment Services, each student will be provided a full refund. To withdraw from a course, students must contact Workforce and Employment Services no less than 48 hours prior to the start of the class. Students that withdraw less than 48 hours prior to the start of class shall forfeit their right to a refund. Some programs may have specific policies which will be noted in individual class descriptions. Locations, dates and times are subject to change, but participants will be notified.The Director of Workforce and Employment Services will approve a course cancellation.

Record Retention

Unless specifically required by the State of Missouri or grant funding policies, student records will be maintained for five years.

Transcripts

Students can access an unofficial transcript on their MyJeffco portal. If a student needs an official statement of completion, they can request one through workforce@jeffco.edu. This official statement may come in the form of a certificate of completion, notification of completion on college letterhead, or credential exam results.

Services to Students

Students in Workforce programs will follow the guidelines outlined in the Jefferson College Student Handbook.

Student Accommodations

Any student requiring special accommodations should inform the Coordinator of Accessibility Resources at 636-481- 3169.

Student Conduct

Students in Workforce programs will follow the guidelines for behavior outlined in the Jefferson College Student Handbook.

Health/ Medical Information

Certain Workforce Programs require students to obtain specific vaccine(s) due to clinical site requirements. All vaccines must be completed as required to ensure student access to clinical training. Please contact the Workforce staff for more information.

Campus Police

Police ensure a safe and secure campus environment for students, faculty, and staff. They assist the campus community with all criminal offenses, traffic safety, vehicle-related issues such as lockouts and jump starts, as well as provide safety escorts to vehicles upon request. Campus Police are available at the Hillsboro campus 24/7 and during many open hours at the Arnold Campus.

Please call 911 in an emergency; in non-emergency situations or if you have a general question, contact the on-duty officer at (636) 481-3500.

Important Notice:

In areas that the Workforce Policy and Procedures manual does not address, the students may revert back to the policies outlined in the Jefferson College College Catalog and the Jefferson College Student Handbook for the current year.

Employer Recruitment

In order to provide fair and equitable services to our students and employers, the Jefferson College Workforce and Employment Services Office and its employer partners adhere to the following policies:

Employers must subscribe to:

- The National Association of Colleges and Employer (NACE) Principles for Professional Practice.
- The Department of Labor laws and regulations.
- The Equal Employment Opportunity Commission (EEOC) recruitment and employment guidelines and laws.

Workforce and Employment Services reserves the right to refuse service to employers for factors such as the following:

- Misrepresentation by dishonesty or lack of information
- Fraud
- Complaints by students
- Harassment of Jefferson College students, alumni, faculty, or staff
- Breach of confidentiality
- Requiring, at the time of application, personal information such as bank and social security numbers
- Positions not likely of interest to college students or alumni
- An excessive outlay of personal funding required to obtain the position
- Failure to adhere to Workforce and Employment Services' policies and/or any violation of Jefferson College's rules and regulations, and local, state, or federal laws.

On Campus Recruiting

Handshake is a career management platform where students can look for jobs, access resources, post their resume, and schedule their career development appointments. Students have a single sign and can log on and create their profile at any time. Employers can create an account and post positions for students and alumni.

Recruiting for employers is available through Handshake. Employers may also schedule times to recruit at tables at approved locations on campus no more than twice a month. Contact workforce@jeffco.edu to schedule a visit.

Some academic programs may allow employer visitors to the classrooms. These visits must be prearranged with WES and the faculty member of the classroom.

WES holds limited recruitment events on campus. Registration for the events will take place on the Handshake platform. We also support outside job fairs, including serving as a co-sponsor of the Arnold Job Fair.

CAREER & EMPLOYMENT SERVICES

WES believes that career and employment services are part of the career development process and that each student should utilize these services whether they plan to transfer or go into employment after Jefferson College.

The following services are provided through the office of Workforce and Employment Services at Jefferson College:

- Career exploration
  - Self-assessment
  - Career research
  - Career decision making
- Job Search preparation
  - Resume and cover letter development and review
  - Mock interview/ Interview preparation
  - Job search strategy
- Events
  - Career Expo
  - Manufacturing Day
  - Job Fairs

Support is provided through:

- Individual appointments
  - In-person
  - Google Meet
  - Phone
- Classroom visits
- Community outreach
- Website
- Resources

Students may contact workforce@jeffco.edu or call 636-481-3447 to make appointments or schedule an appointment through their Handshake account.

Please note that while use of career and employment services increases a student's success in the job search process, the office cannot guarantee a person a job.

When engaging in the use of services, students will…

- Reach out to engage in services throughout their college experience,
- Schedule individual appointments through an advisor through Handshake or email,
- Attend all scheduled appointments on time making sure to communicate with the staff member prior to the scheduled appointment if unable to attend,
- Bring information to appointment about career exploration or employment experience as needed, and
- Utilize provided resources including Handshake, Focus 2, and MyMajors.

WES contacts recent graduates about their employment to obtain graduate outcomes of our AAS and certificate students. Student response to this outreach helps to obtain information that is used in program accreditation and funding processes.

Jefferson College

WORKFORCE DEVELOPMENT & EMPLOYMENT SERVICES

Call Our Office 636-481-3144

Email Our Staff workforce@jeffco.edu

Visit Us Online www.jeffco.edu/WES

Jefferson College
1000 Viking Dr • Hillsboro, MO 63050
www.jeffco.edu •

View the Jefferson College Non-Discrimination Policy: jeffco.edu/non-discrimination-policy. If accessibility services are needed, contact the Accessibility Resource Office, ASII 303, (636) 481-3158 or aro@jeffco.edu (7 days advance notice required for sign language interpretation services).