Overview

Successful completion of work service assignments is a graduation requirement of all students at the Louisiana School. The coordinator of student development coordinates the work service program.

Purposes

- To instill in students a sense of service and obligation to others.
- To acknowledge the debt LSMSA students owe Louisiana.
- To help meet the day-to-day needs of LSMSA through work in the school community.
- To create mentoring opportunities between students and LSMSA faculty and staff members.

Learning Objectives

In recognition that learning does not occur solely in the classroom, the student life department challenges students to learn and to grow by finding balance among the intellectual, emotional, physical, and social aspects of their lives. As such, the department has established the following learning objectives to make the work service program a positive developmental experience for our students.

- Students will develop organizational and customer service skills.
- Students will have opportunities to translate classroom knowledge to practical application.
- Students will appreciate and begin to understand the complexities of working with a diverse population.
- Students will strengthen verbal and written communication skills.
- Students will develop time management skills.

Standards

The following work service standards are held of all students:

- Students will complete three hours of work service weekly, including during exam periods.
- Students will report to work service reliably and punctually.
- Students will perform all work assignments in a satisfactory manner, as determined by their supervisors.
- Students will treat all students, staff, faculty, alumni, and guests with courtesy and respect.
- Students will use language appropriate for a professional work setting.
- Students will dress appropriately for the location and responsibility of their work service assignments.
- Students will maintain confidentiality of all privileged information (e.g., student records) with which they work.
- Students will not read, do homework, or engage in other personal activities during their work hours unless all of their work assignments have been completed, as determined by their supervisors.
- Students will refrain from making personal phone calls and sending or retrieving e-mail and text messages during their work hours.
- Students will notify their supervisors when they are unable to work and both will reschedule and will complete their missed hours within five business days.

- Students will not schedule work hours conflicting with class periods for which they are registered.
- Students will maintain accurate records of their work hours, using the time and attendance method required by their supervisors.
- Students will not use school equipment and office supplies for personal reasons, unless designated by their supervisors.
- Students will not steal or damage school equipment or office supplies.

Supervisors may establish additional standards and expectations regarding their respective students. Supervisors must communicate such additional standards and expectations to students before the fifteenth class day of a semester.

Assignments

Returning students generally are assigned placements in academic affairs and student affairs. New students generally are assigned placements in dining services, groundskeeping, and housekeeping. The coordinator of student development reserves the right to assign work service placements regardless of students' class standing in order to insure all work service positions are staffed appropriately.

Returning students are provided an opportunity to indicate their work service preferences during the fourth quarter. New students are provided an opportunity to apply for available positions during new student orientation.

Re-assignments

Requests for work service re-assignments will be accepted from supervisors through the fourteenth day of each semester. Student-initiated requests will be accepted only in cases of personal health and wellness concerns or in order to comply with the provision of reasonable accommodations to students with documented disabilities. Re-assignment requests will be contingent upon agreement between both the student's current supervisor and the student's prospective supervisor. Final re-assignment decisions will be made at the coordinator of student development's discretion.

Terminations

Requests for work service re-assignments after the fourteenth class day of each semester will be accepted only in cases in which students fail to maintain the school's minimum work service standards (i.e., termination). The coordinator of student development will consider termination requests in which supervisors (1) have documented the incident(s) in which the student has failed to maintain minimum work service standards, (2) have addressed the concern directly with the student, and (3) have provided the student with options for remediating the poor performance. Students who are terminated from their work service assignments will receive evaluations of "unsatisfactory" for the quarter in which they are re-assigned. Final re-assignment decisions of terminated students will be made at the coordinator of student development's discretion.

Attendance

The service students provide through the work service program are valuable to the successful operation of the Louisiana School. Reliable and punctual attendance is required of all students. Sporadic attendance and unsatisfactory work performance will not be tolerated.

Absences will be determined as either "excused" or "unexcused." Students are not required to make up excused absences. Excused absences include attendance at required school functions, personal illnesses as indicated by the school nurse, and religious holidays. Other absences may be excused at the coordinator of student development's discretion.

Students are required to make up unexcused absences within five business days. Failure to do so will result in students receiving unexcused absences on their student records. Unexcused work service absences will count toward a student's total number of unexcused absences. Work service supervisors are responsible for notifying the coordinator of student development regarding all unexcused absences.

Students who receive two unexcused absences within the same quarter will earn a work service evaluation of "unsatisfactory" on their quarter grade reports.

Students who receive three unexcused absences within the same quarter will jeopardize their ability to remain enrolled at the Louisiana School.

Evaluations

Students are evaluated on work service performance at the end of each quarter, using the scale of "satisfactory" and "unsatisfactory." Evaluations appear on students' grade reports and transcripts. Students will earn satisfactory evaluations by maintaining the school's minimum work service standards.

Students generally will earn unsatisfactory evaluations for the following reasons:

- Students receive two or more unexcused absences within the same quarter.
- Students fail to maintain the school's minimum work service standards, as determined and documented by their supervisors.
- Students are terminated from their work service assignments.

Work service supervisors will complete and submit a work service evaluation form to the coordinator of student development for each unsatisfactory evaluation. Such evaluations will jeopardize students' participation in the privilege system.

The coordinator of student development will conduct a work service review meeting if the coordinator determines that a student's poor performance becomes habitual. Together, the student, parent/guardian, work service supervisor, director of academic affairs, and coordinator of student development will determine if it is in the student's best interest to remain enrolled at the school.

Upon the second unsatisfactory evaluation in work service during a student's enrollment at the school, the work service, supervisor, the director of academic affairs, and the coordinator of student development will meet to determine if they will make a recommendation for academic dismissal to the executive director or if they will consider other options for remediation.

Grievances

Students should attempt to resolve all work service-related grievances through direct interaction with their supervisors.

If a student feels such an interaction did not satisfactorily resolve the situation, the student should contact the coordinator of student development for further assistance. The coordinator will contact the supervisor in an attempt to resolve the situation informally.

If such action leads to no resolution, students may utilize a formal complaint procedure. The student must submit a formal, written grievance to the coordinator of student development within 10 days of the initial action or condition. The coordinator will again discuss the grievance with the supervisor and make a written decision in consultation with the director of student life within 10 working days of receiving the formal grievance.

The coordinator of student development will direct grievances of a serious nature to the human resources office. The student's grievance must be in writing. The human resources director has the discretion to act on the student's complaint or to designate another administrator to respond to the student in writing within 10 days. The decision of the human resources director, or a designate, is final.