

Student Employment Handbook The Student Employee & Supervisors Guide

Columbia Basin College HR Student Employment Office 2600 N. 20th Ave., Pasco, WA 99301 (509) 542-4557

INTRODUCTION

Welcome Student Employee!

Student employment is a great opportunity for students to develop valuable skills in preparation for their future careers. Here at CBC, we recognize the importance of our student employees as a vital part of the services provided on and off campus and we are happy to have you as a part of our team.

This handbook has been created to guide our student employees and supervisors through our policies as well as provide support through the onboarding process here at Columbia Basin College. This handbook is not intended to constitute as a contract or create legal obligation between the college and student employees.

Please understand that our policies and procedures are subject to changes and revisions at any time. For your reference, we will always have the current version on our Student Employment webpage at www.columbiabasin.edu/studentemployment.

Should you have any comments, concerns or questions, feel free to contact our Student Employment Office.

Sincerely,

Student Employment Office

CBC STUDENT EMPLOYMENT HANDBOOK

Table of Contents

I.	EQUAL OPPORTUNITY STATEMENT	4
II.	TYPES OF STUDENT EMPLOYMENT AT COLUMBIA BASIN COLLEGE	4
III.	WORK STUDY	6
IV.	ON-CAMPUS HIRING PROCESS	7
V.	ON THE JOB	9
VI.	GETTING PAID	11
VII.	CONFIDENTIALITY AND FERPA	12
VIII.	BENEFITS	12
IX.	FEDERAL WORK STUDY APPEAL PROCESS	13
X.	SUPERVISOR RESPONSIBILITIES	13
XI.	TRAINING AND FEEDBACK	14
XII.	RESIGNATION OF EMPLOYMENT	14
XIII.	WARNINGS AND TERMINATION	14
XIV.	SUMMARY OF ROLES & RESPONSIBILITIES	16
XV.	CONTACT INFORMATOIN	18

COLUMBIA BASIN COLLEGE STUDENT EMPLOYMENT HANDBOOK FOR STUDENTS AND SUPERVISORS

I. EQUAL OPPORTUNITY STATEMENT

Columbia Basin College is committed to equal opportunity and equal treatment for each current and prospective student, faculty member, and employee. Columbia Basin College will not discriminate against any employee or applicant for employment on the basis of sex, race, color, religion, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other category protected by law.

II. TYPES OF STUDENT EMPLOYMENT AT COLUMBIA BASIN COLLEGE

There are 5 different categories for student employee jobs; students who are eligible for Federal Work-Study funds, students eligible for State Work-Study funds, any college level student currently enrolled in classes at CBC (non-work study students), student athletes who receive athletic scholarships and students attending Summer quarter.

On-Campus Positions:

- o Federal Work Study;
- o Columbia Basin College Non-Work Study;
- o Athletic Scholarship through the Athletic Department; and
- o Summer Student Employment.

Off-Campus (Coordinated by the Financial Aid Office):

o State Work Study

A. Federal Work Study (FWS)

Federal Work Study provides part time jobs for students with a financial need, allowing them to earn money to help pay their education expenses. In order to be eligible for Federal Work Study, a student must first file the free Application for Federal Student Aid at FAFSA.gov or the WASFA application for qualified non-citizen students at readysetgrad.wa.gov each academic year. This will determine if the student has an unmet financial need. FWS is one component of the different types of financial aid awards and is governed by federal regulations. Being awarded work study does <u>not</u> guarantee the student employment; it is based on the job requirements and the funding available. Once hired, earnings are paid directly to the student by CBC through semi-monthly paychecks for work performed.

The departments that employ FWS student employees receive up to 75% funding and must fund as low as 25% from their own budget.

B. State Work Study (SWS)

State Work Study is state subsidized employment which provides financial assistance to students by compensating students for work they perform. It is funded by the State Legislature and administered by the Washington Student Achievement Council (WSAC). These funds are used for off-campus jobs which are related to the student's major and/or career goals. Like all work study programs, students must apply for financial aid through the FAFSA or WASFA and have a demonstrated financial unmet need.

We have off-campus employers who partner with Columbia Basin College to provide employment opportunities for our students who have qualified for SWS. To be eligible for an off-campus position, the job must be related to the student's program of study. Eligible students may apply for the SWS position on our webpage. If the student is selected for an interview by the off-campus employer, the student would go through their interviewing process. Student employees hired by an off-campus employer are subject to the off-campus employer's rules.

Off-campus employers monitor the CBC student employee's work hours and submit a signed copy of the student employee's timesheet to the Financial Aid Office to be processed for reimbursement. The employer is responsible for paying and supervising the CBC student employee. This Student Employment Handbook does not apply to off-campus employment.

If the student is contemplating quitting or finding another job, it is highly recommended that the student contact the Financial Aid Office right away.

SWS is a fantastic resource for employers, opportunity for students to gain on-the-job experience and it generally pays 40-70% of the student worker's wages. It is important for student employees to feel good about the work they are doing and to work at the best of their ability. The purpose behind SWS positions is to provide a bridge between the academic world and the "real" world of work.

Requirements for eligibility to receive Financial Aid Work Study are:

- o Be a US citizen or eligible non-citizen;
- Have a valid social security number;
- Comply with Selective Services registration, if required (see www.sss.gov for more information);
- Have a high school diploma or a General Educational Development (GED)
 Certificate or pass an approved ability-to-benefit (ABT) test;
- Be enrolled or accepted for enrollment as a student working toward a degree or

- certificate in an eligible program at CBC;
- o Not owe federal grant funds or be in default of a federal student loan;
- Have financial need (besides unsubsidized Stafford loans);
- Not have certain drug convictions;
- o Not be receiving aid at another institution at the same time;
- Be enrolled in at least 6 degree-required credits at CBC for Fall, Winter and Spring and at least 5 degree-required credits in Summer while employed; and
- Be in good standing according to the Satisfactory Academic Progress for Financial Aid. To view the policy, visit: <u>Satisfactory Academic Progress Policy</u> on our webpage.

C. Columbia Basin College Non-Work Study (CBCNWS)

Any college level student who is taking a minimum of 1 credit at Columbia Basin College is eligible for on-campus jobs. CBCNWS positions are fully funded by the individual departments and does not receive financial assistance. These positions do not require the completion of the FAFSA or WASFA applications.

D. Athletic Scholarship

Student Athletes who receive athletic scholarships earn their scholarship money through an on-campus work opportunity in the Athletic Department.

E. Summer Student Employment

Summer employment is available to eligible CBC students through both work study and non-work study. Students seeking work study jobs, must request Summer Quarter Work Study and must be enrolled in a minimum of 5 degree-required credits at CBC. Summer Work Study can be requested by contacting our Financial Aid office or by visiting a specialist in Hawk Central. Students seeking non-work study positions do not need financial assistance funding and are only required to be enrolled in a minimum of 1 credit for Summer quarter or enrolled for Fall quarter.

III. WORK STUDY

Work Study eligibility is determined by the information provided on the FAFSA or WASFA application. If Work Study was not requested on the application, students can request Work Study by simply meeting with a specialist in Hawk Central or by contacting our Financial Aid office.

Each Work Study award is typically awarded through the Academic Year, beginning September (Fall quarter) and ending June (Spring quarter).

The dollar amount of the award appears on the student's financial aid award e-mail and on the Financial Aid page on the Student Homepage in ctcLink. Work Study is an earned-aid. The awards are calculated for Fall, Winter and Spring quarter. The amount shown is the amount the student may earn up to, through semi-monthly paychecks for each quarter. There is no guarantee of work study eligibility or that the student will be offered a position. Students may work up to 19 hours per week.

The amount of a work study award may change at any time during the academic year if the student's level of enrollment changes, they receive scholarship funds, or other changes are made to their financial aid awards. The student will be notified by Financial Aid through e-mail of any changes that are made to their financial aid award and then it's the students' responsibility to notify their supervisor.

IV. ON-CAMPUS HIRING PROCESS

A. When a Supervisor Requests a Student Employee

The supervisor completes a Request for a Student Employee e-form with information related to the type of position, funding requirements (federal work study or non-subsidized work study), scheduling needs, etc. There are different types of student employment positions for on-campus employment, which can be viewed on the Student Jobs@CBC webpage. The supervisor will need to note the type of position for the posting within the e-form. Once completed, the supervisor routes the e-form to their immediate supervisor as appropriate for approval and then to the appropriate Director/Dean. It is then submitted to the Human Resources' Student Employment Office (SEO).

If there is a current posting with an established pool of applicants that lists the same specifications a supervisor is looking for in a student employee, the supervisor will be notified by NeoEd through e-mail of the applications available for review.

B. When the Student Applies

Students can view and apply for on-campus positions on the <u>Student Jobs @ CBC</u> webpage. Postings will appear on this page along with instructions for applying; this includes creating a profile, completing the application and uploading required documents for the application to be considered complete. Only complete applications will be evaluated by the SEO for submission to supervisors who have stated an interest in hiring a student employee through the submission of the e-form.

After the SEO reviews the applications, the applications that are complete and meet requirements for the position will be sent to the supervisor for review. As stated above, the supervisor will be notified by e-mail of the applications available for review. The supervisor then logs into NeoEd to review.

Students only need to create one profile on NeoEd, but will need to submit separate applications for the different job postings they are interested in. The Career Services <u>Center</u> is available as a resource to students and can help create resumes and cover letters, as well as help students prepare for interviews.

A CBC student e-mail address is **recommended** for completion of the profile, which is the method of communication used throughout employment as a student employee. The student should regularly check their CBC student e-mail account for any and all correspondence regarding their application and the hiring process. To get help forwarding the student e-mail to a personal e-mail, visit the student help desk in the library.

C. The Interviewing and Hiring Process for Supervisor

The supervisor interviews applicants by contacting the applicant(s) directly and making arrangements for each interview. Supervisors are responsible for conducting interviews that are appropriate and compliant with applicable laws and College policy, though no specific search committee or other procedural rules apply. (The Pre-Employment Inquiry Guide provided by the Washington State Human Rights Commission can be found on the Supervisor Resources page on the website.) Once the supervisor completes the interview process and decides which candidate to hire, the supervisor will contact the SEO identifying which student they are interested in hiring so that a background check can be completed. The Supervisor does not offer the position to the student employee until the SEO has completed the background check and the supervisor is notified the background has passed. If the results of the background check come back and there are additional questions, the supervisor will be notified.

At the completion of the passing background check, the SEO will send an e-mail regarding completion of new hire paperwork and training tutorials so the student can receive authorization to begin work. **Before a student can begin working, the supervisor must wait for notification by the SEO that the student has been authorized to begin working.**

D. Hiring Process for Student

After the background check process is complete, the student will receive an invite to a Canvas course with required tutorials, an invite to NeoEd to complete the checklist of onboarding documents and an e-mail from the SEO including instructions. Once the student has completed those items, the student will have to schedule a time to come by the Human Resources Office in the A-Building, with acceptable forms of identification to complete the I-9 Employment Eligibility Verification form.

The student employee is responsible for reviewing the Student Employment Handbook, the job description and the College policies for an understanding of their responsibilities during the duration of employment at CBC.

<u>Note:</u> If it is determined that the student was not awarded financial work study monies and it was a requirement for the position, the student will not be cleared to work and will be encouraged to apply for other non-work study student positions on the CBC website. Any other misrepresentation during the application process can also disqualify the student for employment for the particular position or any employment with the College.

E. Non-Hired Applicant

Applicants not hired from the pool may be considered for other positions for which they have applied. Completed applications remain valid in the pool for the duration of the quarter. Though communication may be limited during this time, students may be contacted quarterly to ask if they would like to reapply for the new quarter to remain in the pool for consideration.

F. Released to Work

Once the student has been released to work, they may work up to 19 hours per week. This includes during the quarter and breaks. The schedule and hours are determined by the supervisor. For more information on timesheets, payroll schedules and other related information, visit our <u>Time & Leave Reporting page</u> on our website.

V. ON THE JOB

Congratulations on your new job! When you begin employment, you are acknowledging that you have read and agree to comply with the conditions listed in the Student Employment Handbook. Among your obligations are the following:

- This is a real job with professional opportunities. It is expected that you take the job seriously and perform at the highest level of your ability at all times;
- You are paid only for the work you perform and you are not permitted to work more than 19 hours per week regardless of the time of year (i.e. quarter breaks, summer quarter, etc.);
- You are responsible for checking your assigned CBC student e-mail daily because all correspondence regarding your employment as a student employee will be communicated through this e-mail. If desired, you can forward your CBC student e-mail account to personal e-mail accounts;
- You are responsible for completing your timesheet in your HCM Employee Self Service by the designated date and submitting it to your supervisor by 10 am;
- You are accountable for maintaining strict confidentiality for any and all potentially sensitive information you encounter during the course of performing your job;
- You are responsible for proper attire as determined by the employing department (i.e. no cleavage, sagging pants, exposed undergarments, etc.);
- o It is your responsibility to report to work on time. If you are unable to work due

to illness, emergency, or will be late for work, notify your supervisor as early as possible before the shift begins. Appropriate methods of reporting (i.e. phone call) and potential conflicts should be discussed with your supervisor in advance. Continued tardiness and failure to provide adequate notice of absences as determined by your supervisor are considered grounds for termination;

- o Providing two (2) weeks' notice to your supervisor if you decide to resign from your position is greatly appreciated;
- You must keep track of the Federal Work Study earnings if applicable and communicate changes with your supervisor;
- Notify your supervisor if you decide to drop all of your classes;
- You will abide by College Policy, including, but not limited to, the Standards of Conduct policy, Code of Ethics policy, FERPA policy, Acceptable Use of IT Resources and the College's Prevention of Harassment and Discrimination policy; and You are accountable for the content in the Student Employment Handbook.

I have read and understand the above responsibilities listed.

X		
Student Employee		

VI. GETTING PAID

Student employee's will be paid semi-monthly throughout the year. Our goal is that they are paid on a timely basis, which includes student employees and supervisor's compliance with applicable timelines for payroll. Pay days are on the 10th and 25th of each month. For paydays that do not fall on the 10th or 25th, please see the Payroll Schedule on the website.

A. Timesheets

- Navigate to the HCM Employee Self-Service screen and log in with EMPL ID/Student ID and password.
- o Make sure to select the correct job if working in multiple departments.
- Log in, enter and submit hours daily or weekly. Hours will not save without clicking the "Submit" button.
- Hours for multiple jobs can be entered on the same day, on separate lines under the corresponding department.
- Per Labor & Industries Rules and WAC 296-126-092, all student employees who work more than 5 hours at one time are required to take an unpaid 30minute meal break.
 - Submit on the 15th by 10 am for hours worked from the 1st 15th (when the 15th falls on the weekend, it will be due the Friday before the 15th). These dates may change based off of payroll needs.
 - Submit on the last day of the month by 10am for hours worked from the 16th last day of the month (when the last day of the month falls on the weekend, it will be due the Friday before the last day of the month) These dates may change based off of payroll needs.
- Students will receive an e-mail notification when their supervisor approves their timesheet. If a correction is needed, the supervisor will contact the student with what needs corrected.
- Supervisors: Review and approve student employees' timesheets as soon as an e-mail notification of a pending approval is received, or by noon on the designated due date. If mistakes are present or there are questions, send the timesheet back to the student employee for appropriate follow-up and then submit to Payroll. If the timesheet will be delayed, please contact Payroll to evaluate. Payroll cannot see pending timesheets and will not reach out to the student employee or supervisor if there is a timesheet pending. Supervisors must watch their approvals tile and e-mail notifications closely during timesheet due dates.
- Supervisors and student employees: the dates for timesheet submission listed above may be different on certain pay periods. Please review the <u>Payroll Schedule</u> on the CBC website for due dates and pay attention to reminder e-mails.
- Student workers are required to have Social Security and Medicare deducted from their paychecks if they are taking less than six (6) credits during the academic year and less than five (5) credits during Summer Quarter.

If a student employee's timesheet is not submitted to their supervisor in time for timely payroll processing, the student and supervisor must reach out to payroll to request their hours be manually entered, if still possible. It is very important that employees submit their timesheets timely. Late timesheets may result in the student having to wait for the following pay period to be paid.

If further assistance is needed, a scheduled time can be arranged to go over the Time & Labor system. Contact Human Resources' <u>Student Employment Office</u>, and a time will be scheduled to go over questions and the process.

B. Direct Deposit

Direct Deposit is now mandatory at CBC. Employees are able to update their bank account information and preferences through the HCM Employee Self Service options.

If the employee does not have a bank account, the other option is to sign up for U.S. Bank's Focus Bank Card. This option can be selected on the Direct Deposit form when completing the new-hire paperwork for Human Resources.

VII. CONFIDENTIALITY AND FERPA

The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that guarantees the confidentiality of student records. It is important for supervisors to familiarize themselves with some of the basic provisions of FERPA and communicate this information to student employees who have access to other students' confidential information. This will help ensure that student employees do not violate this federal law. Student employees who violate FERPA may be subject to disciplinary action, including, but not limited to, termination of employment.

Supervisors must stress to student employees the confidentiality issues that they may encounter while working. Student employees must understand that any student information they view or hear on the job must remain in the workplace. Student employees must not, under any circumstances, release student information to anyone unless their position specifically requires them to do so. In addition, student employees may not acquire student records information that is not relevant to their job.

VIII. BENEFITS

Student employees are not eligible to receive any benefits such as holiday pay, vacation, health insurance or retirement. Student employees are eligible for sick leave as outlined in the College's <u>Leave for Temporary Hourly and Student Workers</u> policy and worker's compensation under provisions of Washington State law. Worker's compensation covers expenses for medical care and certain benefits for

loss of pay resulting from injuries or disabilities incurred on the job. Student employees should contact their supervisors immediately in the event of an on-the-job injury for completion of an accident report form.

IX. FEDERAL WORK STUDY APPEAL PROCESS

A student employee currently receiving a Federal Work Study award shall have the opportunity to appeal a termination. If the student is not currently receiving Federal Work Study funds there is no access to the appeal process. Terminations resulting from funding limitations and/or revised staffing needs of a department cannot be appealed.

Complaints regarding terminations due to unsatisfactory job performance may be filed as follows:

The student employee may, within ten (10) business days after termination, file a written appeal with the Vice President for Student Services (VPSS). The VPSS shall have five (5) working days from receipt of the complaint to review and respond to the complaint. The student employee should provide as much factual information and evidence in their written appeal to assist the VPSS in making an informed decision. The VPSS may review the appeal with Human Resources & Student Employment. The VPSS will issue a written response to the student employee and the supervisor within the allotted time. The VPSS's decision is final.

Failure to comply with the time limits by the student employee, in the absence of a written agreement, shall be construed as satisfactory resolution of the complaint.

In calculating time limits in this section, Monday through Friday, excluding legal holidays, shall be counted.

X. SUPERVISOR RESPONSIBILITIES

The high quality of Student Employment begins with effective leadership from department supervisors. To ensure standards of fairness, excellence, and compliance with College policies, supervisors will:

- o Ensure student employees do not begin work until they have received notification from the Human Resources' Student Employment Office (SEO) that required hiring forms have been completed and the student employee is authorized to begin work.
- Submit a new <u>Request for Summer Only Student Employee</u> e-form for Work-Study students prior to Summer quarter starting.
- Outline and review basic work expectations and responsibilities with each of their student employees. Discuss office policies/procedures and inform student employees to refrain from inviting friends or family into the office during work hours.
- Notify the SEO via e-mail of any change in status of any of their student employees.

- o Review the <u>Payroll Schedule</u> and all deadlines with their student employee.
- o Ensure student employees do not work more than 19 hours per week.
- o Ensure student employees take a 30-minute break for any shift over 5 hours.
- Keep an accurate record of each student employee's daily work schedule for timesheet completion.
- o Review and approve accurate student employee timesheets by 12 pm on the day they are due, according to the <u>Payroll Schedule</u>.
- o Check for pending approvals for timely payroll processing.
- o Notify the SEO via e-mail of any changes to student employee supervisor.
- Read and comply with e-mail announcements and requests regarding Student Employment throughout the year.
- Ensure a complete <u>Fitness for Duty/Return to Work Medical Evaluation</u> form is submitted if their student employee has had a continuous absence from work (missed 3+ consecutive days of work) due to a serious illness or injury, or when a student employee reports to work with a noticeable injury or is unable to perform the duties of the position. This form includes a statement from the student employee's healthcare provider regarding the date work can resume and any applicable work restrictions. This form can be submitted to the SEO.

XI. TRAINING AND FEEDBACK

Thorough training helps prevent misunderstandings and provides supervisors an opportunity to inform student employees of the job objectives. When supervisors give frequent and constructive feedback on job performance, student employees know how they are doing and have an opportunity to ask questions and respond to their supervisor's comments. This kind of communication makes the job more rewarding for the student employees and gives them a chance to learn and improve. Supervisors should not underestimate the student employee's ability to handle a variety of different responsibilities and should provide new tasks when they are able to do so. An affirmation of a job well done or giving corrective feedback is necessary from supervisors so that student employees are motivated to continue working hard or so they have a chance to improve when needed.

XII. RESIGNATION OF EMPLOYMENT

Student employees who elect to stop working voluntarily should inform their supervisor as soon as possible. Supervisors should then inform the Human Resources' Student Employment Office so the student employee's job can be ended in a timely matter. The College holds no responsibility for finding another job for student employees.

XIII. WARNINGS AND TERMINATION

Absence from work or unsatisfactory performance is a serious concern. Legitimate reasons for absences do occur, but student employees are responsible for communicating with the supervisor in advance.

Supervisors must provide student employees with feedback regarding their performance and provide opportunities to address performance concerns.

The HR Student Employment Office provides guidance to supervisors regarding performance issues and termination of employment, as well as to student employees who may have questions, concerns or complaints regarding their employment with CBC. Supervisors must communicate with the HR Student Employment Office before terminating a Work Study student employee.

Any student employee terminated from a position may not be eligible for on-campus employment for the duration of the academic year. The HR Student Employment Office reviews cases on an individual basis and in the event of misconduct, the Student Conduct Officer may be notified for evaluation under the Student Conduct Code. Any student worker who feels unfairly treated may bring concerns to the Vice President for Human Resources & Legal Affairs (this is a separate process from the Federal Work Study Appeal Process for student workers receiving FWS).

XIV. SUMMARY OF ROLES & RESPONSIBILITIES

ROLE	RESPONSIBILITIES
Student Employee	 Find jobs at Student Jobs @ CBC; Apply for position(s) to be considered for employment;
	 Show up prepared and on time for interview; If offered the position, complete required training and
	hiring forms and submit to the SEO in HR; o Check assigned CBC student e-mail daily for
	correspondence regarding employment as a student worker; and
	o Log hours worked and submit timesheet by due date.
On-Campus Supervisor	 Request a student employee by completing the Request for Student Employee e-form;
	When notified, log onto NeoGov and review application;Contact and schedule students that will be interviewed;
	Interview and select student employee;
	Wait on approval from SEO to make job offer;
	 Once job offer is accepted, ensure necessary new hire paperwork is completed and wait for notification by the SEO that the student employee is authorized to begin work;
	Review and approve timesheets in a timely manner;
	 Provide feedback and guidance to the student employee regarding job performance;
	o Contact the SEO of management changes and status
	changes of student employees; and
	 Contact the SEO regarding any need to discipline or terminate a student employee.
Off-Campus Employer	Request a student worker from the CBC Financial Aid Office;
	o Complete WSAC Approval Form;
	Receive student employee's application and resume;
	Interview and select student employee;
	 Approve and e-mail a copy of timesheet confirming student employee's hours to CBC Financial Aid Office;
	 Provide feedback and guidance to the student employee
	regarding job performance; and
	 Contact the CBC Financial Aid Office regarding any need to terminate a student employee.

ROLE	RESPONSIBILITIES
Student Employment Officer	 Review and update the Student Employment website and job positions; Receive and process Request for Student Employee eforms submitted by supervisors; Process background checks; Assist student employee with the training and new hire paperwork process; Provide training for Time & Labor as requested; and Enter new student employee into payroll.
Payroll	 Help solve timesheet and payroll issues; Process payroll; Research and resolve problems with direct deposit; and Provide backup for Student Employment Office.

XV. CONTACT INFORMATION

HR STUDENT EMPLOYMENT OFFICE

If there are any questions regarding On-Campus Student Employment:

Student Employment: Lindsey Carpenter/(509) 542-4557, lcarpenter@columbiabasin.edu

Director for Talent Acquisition & Employment Development: Kylee Lacy/(509) 542-4476, klacy@columbiabasin.edu

Student Employment Payroll: Jeremy Garcia/(509) 543-1440, jmgarcia@columbiabasin.edu

FINANCIAL AID OFFICE

If there are any questions regarding Financial Aid or Off-Campus Student Employment:

Financial Aid Contact: (509) 542-5504/<u>financialaid@columbiabasin.edu</u>