



Student Employment Handbook
A Guide for Student Workers & Supervisors

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CBC STUDENT EMPLOYMENT HANDBOOK

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COLUMBIA BASIN COLLEGE STUDENT EMPLOYMENT HANDBOOK

I. INTRODUCTION

This Student Employment Handbook is intended to provide general guidelines for student workers and supervisors. The Handbook is not intended to constitute a contract or create legal obligations between the College and any of its student workers. Student workers are expected to be familiar with, and abide by College policy and other obligations listed in Section VI of this Handbook (Student Worker - On the Job). The College reserves its right to modify or change its student employment policies at any time and will attempt to notify students of changes to the College's employment policies.

II. EQUAL OPPORTUNITY STATEMENT

Columbia Basin College reaffirms its commitment to the fundamental principle of 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.

III. TYPES OF STUDENT EMPLOYMENT AT COLUMBIA BASIN COLLEGE

On-Campus (Coordinated by the Human Resources' Student Employment Office):

- Federal Work Study
- Columbia Basin College Non-Work Study
- Athletic Scholarship – through the Athletic Department
- Summer Student Employment

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

- State Work Study

*There are several off-campus WSAC-approved employers who partner with Columbia Basin College to provide employment opportunities to students who have qualified for work study as part of their financial aid package. Eligible students may apply and will be selected for employment by the off-campus employer through an interview process. To be eligible for an off-campus position the job must be related to the student's program of study. Student workers hired by an off-campus employer are subject to the employer's rules.

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

A. Federal Work Study (FWS)

What is Federal Work Study? It is federally subsidized employment which provides financial assistance to students by compensating students for work they perform. Federal Work Study positions are strictly reserved for students who receive work study as part of their financial aid package. In order to be eligible for Work Study, a student must file a Free Application for Federal Student Aid (FAFSA) and be determined to have a demonstrated need. FWS is one component of the financial aid package and governed by federal regulations. Students who decline or who do not find employment one quarter are not guaranteed to receive it in the future. Being awarded work study does NOT guarantee the student

employment; it is based on job and funding availability. Once hired, earnings are paid directly to the student by CBC through semi-monthly paychecks for work performed.

The departments that employ FWS student workers receive 75% funding and only fund 25% from their own budget.

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

Any student who is taking classes at Columbia Basin College is eligible for on-campus jobs offered by CBC department supervisors. CBCNWS positions are fully funded by the College's budgets from individual departments and are not associated with financial assistance. As such, completion of a FAFSA is not required and/or based on a financial aid award.

C. Athletic Scholarship

Students who receive athletic scholarships earn their scholarship dollars through an on-campus work opportunity. Scholarships are awarded in increments of \$300 or \$1,000 for the entire academic year for work performed in the Athletic Department.

D. Summer Student Employment

Summer employment is available to eligible CBC students through both work study and non-work study. Students seeking work study jobs, however, must apply for Summer Quarter CBC Work Study and must be enrolled in 5 degree-required credits at CBC. Students seeking non-work study positions do not need financial assistance funding and are only required to be enrolled in 1 credit for Summer quarter or enrolled for Fall quarter.

E. State Work Study (SWS)

What is State Work Study? It 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 and have a demonstrated need.

Student workers in SWS must follow certain procedures. If the occasion arises that the student is contemplating quitting or finding another job, it is essential that the student contact the Financial Aid Office.

SWS is a fantastic resource for employers and opportunity for students to gain on-the-job experience and it generally pays 40-70% of the student worker's wages. Overall, it is important for student workers to feel good about the work they are doing and to always do the best job they can. 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:

- 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

- Not owe a refund on a federal grant or be in default of a federal student loan
- Have financial need (except for unsubsidized Stafford loans)
- Not have certain drug convictions
- Not be receiving aid at another institution at the same time
- Be enrolled in at least 6 degree-required credits at CBC each quarter you are working

IV. FINANCIAL AID WORK STUDY AWARDS

A student's financial aid package may include a work study award. The work study award amount is a dollar amount that a student may earn during the regular academic year, September to June, in an on-campus position or off-campus employer opportunity.

The dollar amount of the student's award appears on the financial aid award letter. The awards are calculated for three quarters. There is no guarantee that a student worker will earn the amount of the award or find a job. Student workers 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 worker changes level of enrollment, receives scholarship funds, or other changes to his/her financial aid award package occur. Student workers are notified if a change is made to their financial aid package by receiving an e-mail notification.

V. ON-CAMPUS HIRING PROCESS

A. Supervisor Request for Student Worker

Supervisor completes a [Request for Student Worker](#) 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 worker 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 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 worker, the supervisor will be notified by e-mail of the applications available for review without any need for delay. The supervisor will be able to log onto the [NeoEd](#) online application system with password credentials and review the applications available.

B. Student Application and Supervisor Review

Students can view and apply for on-campus positions on the [Student Jobs @ CBC](#) webpage. Postings will appear on this page along with instructions for applying, which includes creating a profile, completing the application and uploading specified 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 worker through submission of the e-form.

Please note: Though you only need to create one profile, you will need to submit separate applications for the different postings you are interested in applying and competing for at CBC. Resources for submitting a polished employment application can be found on the [Student Resources](#) webpage.

Additional note: A CBC student e-mail address is required for completion of the profile, which is the method of communication used throughout your employment as a student worker. The student worker should regularly check the assigned CBC student e-mail account for any and all correspondence regarding

their application and the hiring process. If desired, students can forward e-mails from their CBC student e-mail account to personal e-mail accounts if more convenient. Refer to the [Student E-mail](#) webpage or email Student Help Desk at shelp@columbiabasin.edu for further assistance with CBC e-mail accounts.

The SEO will review the applications. Applications that are complete will be moved onto the next step. If the position is work study specific, those applicants who have received financial aid fund awards will be moved to the next step of review; or, alternatively, all applicants will move to next step when the position is not based on subsidized work study. As stated above, the supervisor will be notified by e-mail of the applications available for review. The supervisor can log onto the [NeoEd](#) online application system with password credentials and review applications.

C. Interviewing Applicants and Offering the Position

The supervisor can interview selected applicants by contacting the applicant(s) directly and making arrangements for individual interviews in the department, program or applicable office. 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 applicant to hire, the supervisor will contact the SEO identifying which student they are interested in hiring so that a background check can be performed. **The Supervisor does not offer the position to the student worker until the SEO has completed the background check.** Once completed, the SEO will e-mail a suitability decision to the supervisor. In most cases, the supervisor can then make the offer of employment to the student. If the results of the background check come back and there are additional questions, the supervisor will be advised.

If the position is accepted by the student, the supervisor notifies the student that an e-mail will be sent to their CBC student e-mail from the SEO regarding completion of new hire paperwork and training tutorials so the student can receive authorization to begin work. The supervisor then notifies the SEO of the position offer, desired start date and other information related to the position. **Before a student can begin working, the supervisor is responsible for waiting for notification by the SEO that the student has completed the hiring forms and has been authorized to begin work.**

D. Hired Applicant - Student Completion of Required New Hire Paperwork, Required Training and Authorization to Begin Work

After receiving notification from the supervisor of the student hired for a position, the SEO will send the student an e-mail notification to their CBC student e-mail. The e-mail will include a link to Canvas where the newly hired student worker will complete the required tutorials as well as a link to forms the student worker needs to complete and bring to the Human Resources Office in the A-Building, along with acceptable forms of identification for the I-9 Immigration forms. Student workers are also responsible for reviewing the Student Employment Handbook and applicable College policies for acknowledgement of responsibility during the performance of the position in which the student is hired.

Note: If it is determined the student worker was not awarded financial work study monies as part of the financial aid package and it was a requirement of the position, the student worker will not be cleared to work and will be encouraged to apply for other non-subsidized work study student employment on the CBC campus. Any other misrepresentation during the application process can also disqualify the applicant for employment for the particular position or any employment with the College.

E. Non-Hired Applicant – Remain in Pool for Review by Supervisors for Consideration of Other Positions

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 periodically to see if they would like their application to remain in the pool for consideration, or to provide other updates regarding position status.

F. Begin Working Schedule Approved by Supervisor

Once the student worker is cleared to begin working, the student may work up to 19 hours per week. Schedules are set by the supervisor and hours provided based on a number of variables, such as need, funding, financial aid award and others. The Timesheets and TLR pages on the [Student Employment](#) web page may be referenced for information on how student workers are compensated and other relevant information.

VI. STUDENT WORKER – ON THE 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:

- 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 worker will be communicated via this e-mail. If desired, you can forward your CBC student e-mail account to personal e-mail accounts if more convenient;
- You are responsible for completing your timesheet in the TLR system by the designated date and submitting it to your supervisor by 10:00am;
- You are accountable for maintaining strict confidentiality for any and all potentially sensitive information you encounter in the course of performing your job;
- You are responsible for proper attire as determined at the discretion of the employing department, including proper decorum (i.e. no cleavage, sagging pants, exposed undergarments, etc.);
- 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 prior notice of absences as determined by the supervisor are considered grounds for termination;
- Provide two (2) weeks' notice to your supervisor if you decide to resign from your position;
- You must keep track of the Federal Work Study earnings and ensure that you do not exceed your award amount;
- Notify your supervisor if your Federal Work Study award changes;
- 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 content in the Student Employment Handbook.

VII. STUDENT WORKER – GETTING PAID

Student workers are paid semi-monthly throughout the year. Our goal is to see that student workers are paid on a timely basis, which includes student worker and supervisor compliance with applicable timelines for payroll cutoff. Paychecks can be picked up on each payday (10th and 25th) at Hawk Central in the H-Building. For paydays that do not fall on the 10th or 25th, please see the [Student Employee](#) web page.

Student workers may also choose the direct deposit option, in which case paychecks will automatically be transferred into the student worker's personal bank account. No matter which method student workers choose, timesheets must be filled out accurately and on time for supervisor approval.

A. Timesheets

- Navigate to the Time & Leave Reporting (TLR) page (www.columbiabasin.edu/tlr) and log in with your SID and Employee PIN #.
- Make sure you click on the correct timesheet -- THE TOP ONE IS THE CORRECT ONE.
- Log in and enter hours daily. If there is a day where your schedule is split into two shifts, you can add an additional entry for the same day.
- Please record all your hours on the same timesheet—only one timesheet for each pay period is necessary. It will record two or more weeks' worth of work.
- Per Labor & Industries Rules and WAC 296-126-092, all student workers who work more than 5 hours at one time are required to take an unpaid 30-minute meal break. The TLR system will prompt you to enter a meal break for work shifts lasting longer than 5 hours.
- Your timesheet will automatically be saved each time you enter your hours.
- Submit your timesheet for supervisor review/approval twice a month:
 - Submit on the 15th for hours worked from the 1st – 15th (when the 15th falls on the weekend, it will be due the Friday before the 15th).
 - Submit on the last day of the month 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).
- Once you have submitted your timesheet, please watch the status of your timesheet until you see that it has been “Sent to Payroll”, as it may be sent back to you for questions or corrections from your supervisor.
- Supervisors, please review and approve your student workers' timesheets as soon as you receive the e-mail notification or by noon on the designated due date. If mistakes are present or you have questions, please send the timesheet back to the student worker for appropriate follow-up and then submit to the Payroll Office. If the timesheet will be delayed, please contact Payroll to evaluate the matter.
- Supervisors and student workers – the dates for timesheet submission listed above may be different on certain pay periods. Please review the Getting Paid on the [Student Employment](#) web page for the exact date your timesheet is due.
- Student workers are required to have Social Security and Medicare deducted from their paychecks if they are taking less than 6 credits during the academic year and less than 5 credits during Summer Quarter.

Please Note: If a student worker's timesheet is not submitted to their supervisor in time for timely payroll processing, the timesheet will be processed with the next payroll. While this may not seem like a big deal, we cannot have student workers' pay delayed. If the delay is caused by the College, then we need to take steps to evaluate alternative methods of payment that will require approval of the Vice President for Administrative Services. If the delay is caused by the student worker, then it will be processed with the next payroll.

If you would like further assistance or would like to schedule a time to go over the TLR, please let the Human Resources' [Student Employment Office](#) know and a time will be set up to go over the guide with you.

B. Direct Deposit

Direct Deposit Forms are provided by Human Resources. Completed forms must be returned to the Human Resources' Student Employment Office for processing, along with either:

- A voided check; or
- A document from the student worker's bank with the account number and routing number.

Direct Deposit typically takes one pay period to fully set up, during which time student workers will have to continue to pick up their paychecks in person at Hawk Central. A valid ID will be required from the student worker prior to picking up a paycheck.

VIII. 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 workers who have access to other students' confidential information in order to ensure that student workers do not violate this federal law. Student workers who violate FERPA may be subject to disciplinary action, including, but not limited to, termination of employment.

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

IX. BENEFITS

As a student worker, you are not eligible to receive any benefits such as holiday pay, vacation or retirement. Student workers are eligible for sick leave as outlined in the College's Leave for Temporary Hourly and Student Workers 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 workers should contact their supervisors immediately in the event of an on-the-job injury for completion of an accident report form.

X. FEDERAL WORK STUDY APPEAL PROCESS

A student worker currently receiving a Federal Work Study award shall have the opportunity to appeal a termination. Note: If you are not currently receiving Federal Work Study funds you do not have access to the appeal process. Terminations resulting from funding limitations and/or revised staffing needs of a department cannot be appealed. The purpose of this procedure is to promote the prompt and efficient resolution of student worker complaints.

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

The student worker 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 worker should provide as much factual information and evidence in their written appeal as 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 worker and the supervisor.

The VPSS's decision is final.

Failure to comply with the time limits by the student worker, in the absence of 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.

XI. 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:

- Ensure student workers 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 worker is authorized to begin work.
- Submit a new [Request for Student Worker](#) e-form for each academic year and each summer for all student workers they employ.
- Outline basic work expectations and responsibilities for each of their student workers. Discuss office policies/procedures and inform student workers 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 workers.
- Review the Payroll and all deadlines with their student workers.
- Ensure student workers do not work more than 19 hours per week.
- Keep an accurate record of each student worker's daily work schedule for timesheet completion.
- Review and approve accurate student worker timesheets by 12 pm on the day they are due, according to the Payroll schedule located on the Student Employment website.
- Re-check their timesheet approval queue for timely payroll processing.
- Notify the SEO via e-mail of any changes to their student workers' current supervisor.
- Read and comply with e-mail announcements regarding Student Employment throughout the year.
- Be responsible for departmental payments initiated by changes in a student worker.
- Ensure a completed [Fitness for Duty/Return to Work Medical Evaluation](#) form is submitted if their student worker has had a continuous absence from work (missed 3+ consecutive days of work) due to a serious illness or injury, or when a student worker 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 worker's healthcare provider regarding the date work can resume and any applicable work restrictions. This form can be submitted to the SEO.

XII. TRAINING AND FEEDBACK

Thorough training helps prevent misunderstandings and provides supervisors an opportunity to inform student workers of the job objectives. When supervisors give frequent and constructive feedback on job performance, student workers 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 workers and gives them a chance to learn and improve. Supervisors should not underestimate the student worker's ability to handle a variety of different responsibilities and should provide new tasks when they are able to do so. An affirmation of job well done or giving corrective feedback is necessary from supervisors so that student workers are motivated to continue working hard or so they have a chance to improve when needed.

XIII. RESIGNATION OF EMPLOYMENT

Student workers 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 worker's job can be ended in the payroll system. This will prevent any additional timesheets from being created in TLR. The College holds no responsibility for finding another job for student workers.

XIV. WARNINGS AND TERMINATION

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

Any student worker 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 separate from the Federal Work Study Appeal Process for student workers receiving FWS).

XV. SUMMARY OF ROLES & RESPONSIBILITIES

ROLE	RESPONSIBILITIES
Student Worker	<ul style="list-style-type: none"> <input type="checkbox"/> Find jobs at Student Jobs @ CBC <input type="checkbox"/> Apply for position(s) to be considered for employment <input type="checkbox"/> Show up prepared and on time for the interview <input type="checkbox"/> If offered the position, complete required training and hiring forms and submit to the SEO <input type="checkbox"/> Check assigned CBC student e-mail daily for correspondence regarding employment as a student worker <input type="checkbox"/> Log hours worked in TLR daily and submit timesheet as designated
On-Campus Supervisor	<ul style="list-style-type: none"> <input type="checkbox"/> Request a student worker by completing the Request for Student Worker e-form <input type="checkbox"/> When notified, log onto NeoEd and review applications <input type="checkbox"/> Contact and schedule students that will be interviewed <input type="checkbox"/> Interview and select student worker <input type="checkbox"/> Wait for approval from the SEO to make job offer <input type="checkbox"/> Once job offer is accepted, ensure necessary new hire paperwork is completed and wait for notification by the SEO that the student is authorized to begin work <input type="checkbox"/> Review and approve timesheets in a timely manner <input type="checkbox"/> Provide feedback and guidance to the student worker regarding job performance <input type="checkbox"/> Contact the SEO regarding any need to discipline or terminate a student worker
Off-Campus Employer	<ul style="list-style-type: none"> <input type="checkbox"/> Request a student worker from the CBC Financial Aid Office

	<input type="checkbox"/> Complete WSAC Approval Form <input type="checkbox"/> Receive student worker's application and resume
	<input type="checkbox"/> Interview and select student worker <input type="checkbox"/> Approve and e-mail a copy of timesheet confirming student worker's hours to the CBC Financial Aid Office <input type="checkbox"/> Provide feedback and guidance to the student worker regarding job performance <input type="checkbox"/> Contact the CBC Financial Aid Office regarding any need to terminate a student worker
HR Student Employment Office	<input type="checkbox"/> Review and update the Student Employment website and job postings <input type="checkbox"/> Receive and process Request for Student Worker e-forms submitted by supervisors <input type="checkbox"/> Process background checks <input type="checkbox"/> Assist student workers with the training and new hire paperwork process <input type="checkbox"/> Provide training for TLR as requested <input type="checkbox"/> Ensure all required training and new hire paperwork is complete <input type="checkbox"/> Enter new student worker into Payroll system
Payroll	<input type="checkbox"/> Help solve timesheet and payroll issues <input type="checkbox"/> Process payroll <input type="checkbox"/> Research and resolve problems with lost checks and direct deposit <input type="checkbox"/> Provide backup for Student Employment Office

XVI. CONTACT INFORMATION

Human Resources' Student Employment Office
<p>If you have questions regarding On-Campus Student Employment:</p> <p>Student Worker Contact: Lindsey Carpenter (509) 542-4557 / LCarpenter@columbiabasin.edu</p> <p>Supervisor Contact: Kylee Lacy (509) 542-4476 / klacy@columbiabasin.edu</p>

Financial Aid Office
<p>If you have questions regarding Financial Aid or Off-Campus Student Employment:</p> <p>Financial Aid Contact: (509) 542-5504 / financialaid@columbiabasin.edu</p>