

Career Services & Human Resources

Out of Class Assessment

Federal Work Study
Professional Attire

2008-2009

Prepared by:

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Assessment Introduction

Norma Chandler, Manager of Career Services and Laurel Smith, Human Resources Manager developed an Orientation for Temporary Employees and Federal Work Study (FWS) Employees at PVCC. Both Laurel and Norma noted the excessive complaints and concerns voiced by both the employees in these categories and their supervisors for the need for information and standards. The orientation was a pilot of future orientations every Fall/Spring semester.

Laurel and Norma developed a Temporary and FWS Employee Orientation Handbook by enhancing the FWS Orientation Handbook from South Mountain Community College. The Handbook is fairly comprehensive covering the following topics:

- Introduction
- Federal Work Study Defined
- PVCC's Federal Word Study Program
- Funding
- Positions and Opportunities
- Earning and Hours
- Scheduling Your Work Hours
- Meals and Breaks
- Workman's Compensation/Student Insurance
- Absence Reporting
- Workplace Visitor/Phone Policy
- Technology Resource Standards
- What it takes to a be Successful Federal Work-Study Student
- Protocol for the Release/Non-Release of Student Information
- **Office Attire Guidelines**
- Professional Decorum
- Disability Student Awareness/College Safety
- Evaluation
- Dismissal /Disciplinary System
- What is due Process for Dismissal?
- HRMS/Time Reporting
- Time and Labor Overview
- Time Reporting Flow Chart
- Time Reporting Quick Reference Guide
- Contacts for Federal Work Study

The 2008 /2009, Assessment for Career Services and Human Resources focused on Office Attire Guidelines. This area was of particular importance because although Maricopa Community College District does not have a "Dress Code" the culture at PVCC tends to lean toward Business Casual. Defining Business Casual and providing examples of Business Casual, Professional and Casual Attire provided a Career Development learning opportunity for both students and temporary employees.

***Learning Outcome Alignment with
Career Services & Human Resources Mission Statements***

Career Services

Mission Statement

Career Services provides comprehensive career development planning and job search services to PVCC students and to the community at all stages of career development. Our focus is on providing an inclusive, innovative, and supportive environment that will assist students in achieving their full potential in career development.

Vision

Career Services will provide state-of-the-art programs and services to advance the career development and employment opportunities of its students, graduates, and community.

Human Resources

Mission Statement

The Human Resources Office serves the college by focusing efforts on the college's most valuable asset, its employees. We do this through recruitment, hiring, and retention of a diverse, qualified workforce and providing employees with excellent service while maintaining the highest standards of integrity, leadership, knowledge, honesty, and respect.

Vision

The Human Resources Office will exhibit the highest level of excellence in all aspects of serving the present and prospective members of the faculty, staff, and students we support.

Learning Outcomes

Professional Dress Attire – The student will be able to identify the difference between professional, business casual and casual dress options and select the attire required for their job with PVCC.

Head to Toe Grooming – The Student will be able to identify grooming habits required for the workplace including personal hygiene, makeup, jewelry, shaving, etc.

Learning Outcomes Related to Strategic Focal Points

Gaining employment through the Federal Work Study Program provides many students their first opportunity to work in a professional environment. These students are comprised of a diverse population. Career Development is essential component for retaining a quality and diverse workforce. Studies have shown that FWS employees tend to be more engaged and successful because of the connections they make with their supervisor and other faculty and staff. Many FWS and Temporary employees later seek permanent employment with MCCC. Students that move on to other professional endeavors can demonstrate workplace professionalism which will further PVCC's identity as providing a "high quality education".

Strategic Focal Point #2

Maximize student learning, success, retention, and completion

- Emphasize students entering their first college year

Strategic Focal Point #6

Recruit, Develop, and Retain a Quality Diverse Workforce

- Recruit a professional, diverse workforce
- Develop the professional capacity of College personnel
- Retain quality faculty, staff, and administrators

Strategic Focal Point #7

- Develop PVCC's identity as a "high quality education" post-secondary institution

Learning Outcomes Related to Mission Statements

Career Services: Comprehensive career development involves providing job seekers the tools to be successful in the workplace. This includes "Dressing for Success".

Human Resources: "Dressing for Success" is an essential component of successful employees.

Assessment Instruments

Student performance for this specific Learning Outcome was measured by using an interactive PowerPoint Presentation and the following pre-assessment.

Office Attire Pre-Assessment

- 1. Business casual: (check all that apply)**
 - a. Is crisp and neat, and should look appropriate even for a chance meeting with a CEO
 - b. Similar to cocktail party, school, or picnic attire
 - c. May include tight or baggy clothing
 - d. Is classic rather than trendy
 - e. Means dressing professionally, looking relaxed, yet neat and pulled together
 - f. Is the middle ground between Formal Business and Street Wear
- 2. Dress attire for work study/temporary positions at PVCC is:**
 - a. Business casual
 - b. Business formal
 - c. There is no dress code
- 3. Which of the following are examples of business casual attire for women? (check all that apply) (males may skip to question #5)**
 - a. Skirt length, mid-thigh and below
 - b. Polo or collared blouses
 - c. Khaki or dress pants
 - d. Tennis Shoes
- 4. Which of the following attire are appropriate for women in the office environment? (check all that apply)**
 - a. Capri's/long shorts (below the knee) are acceptable as casual dress and regular dress if they are "tailored" and of a dress pant material (usually not denim or heavy cotton)
 - b. Polo's/Blouses
 - c. Trousers (not jeans)
- 5. Belts and shoes are also considered part of the dress attire. True or False**
- 6. Student employees are not expected to be able to afford the same clothing as a corporate CEO. However, students should invest in clothing that will look appropriate on the job for a _____ environment or occasions. (Fill in the blanks)**
- 7. Utilizing good judgment for the business environment means wearing trendy clothing. True or False**
- 8. Jeans are acceptable in workplaces as part of business casual attire. True or False**
- 9. Jewelry should be limited to a watch and ring for men and a watch, ring, necklace, and a pair of simple post earrings for women. True or False**
- 10. Which of the following attire are appropriate for men as business casual attire? (check all that apply)**
 - a. A combination of collared shirt (such as a dress shirt, tennis shirt or polo)
 - b. Cotton trousers (such as khakis)/dress pants
 - c. Belt, and shoes (such as loafers) with socks is generally acceptable
 - d. Neckties and cufflinks
 - e. Khaki pants, neatly pressed
 - f. Pressed long-sleeved, buttoned solid shirt are safe for both men and women
 - g. Polo/golf shirts, unwrinkled

Temp & FWS Orientation Handbook Excerpt:

OFFICE ATTIRE GUIDELINES

As an employee of Paradise Valley Community College, you are expected to dress in appropriate business casual office attire. An employee's dress and appearance should be consistent with job functions and performance standards. All employees are also expected to maintain an acceptable level of hygiene. These guidelines are not intended to conflict with applicable federal or local statutes including those prohibiting discrimination based on ethnic or national origins.

The following is a list of appropriate and inappropriate attire:

APPROPRIATE

- Blouses, Shirts, Polo Shirts
- Dresses, Skirts, Skorts, Suits
- Dress slacks
- Khaki pants
- Stretch slacks (with a long dress shirt or long sweater over the pants)
- Capri/gaucho slacks for women
- Dress shoes/sandals
- Tennis shoes

INNAPROPRIATE

- Worn out jeans (ripped/worn)
- Shorts
- Slacks low on hips, which reveal undergarments
- Low cut tops/blouses/shirts, which reveal cleavage/chest/back
- High cut tops, which reveal midriff area
- Hats, athletic caps and bandanas
- Bedtime wear (slippers)
- Beachwear (beach shoes/flip flops)
- Gym/workout attire
- Exercise clothes and sweats
- Muscle shirts, halters, tube tops or spaghetti straps (unless covered with a jacket or sweater)
- Mini-skirts (shorter than arm's length) T-shirts
- Nose Rings, Eyebrow Rings, Lip Rings

This is not an all-inclusive list; therefore good judgment should be utilized when dressing for work. Please keep in mind that personal hygiene such as showering and deodorant are also pertinent. Conserve the use of perfume or cologne, as some people are sensitive to allergies. Hair should be well groomed.

As representatives of Paradise Valley Community College, appearance is an important aspect of professionalism. It has been demonstrated that when employees dress for success, they are also perceived as being successful and are treated with greater respect.

Sharing Learning Assessment Outcomes

The results of this assessment will be used to improve the Temporary and FWS Handbook and Orientation so that temporary employees and FWS students are more likely to dress appropriately for their positions.

The results of this assessment will be shared on the Career Services website.

Assessment Plan

This assessment plan was to target a pilot group of both temporary and FWS employees. The employees would be given a handbook and Laurel Smith, Norma Chandler, and Heather McMillan were scheduled to present on various topics. The target employees were given an Office Attire pre-assessment followed by a presentation.

Assessment Implementation

A pre-assessment questionnaire was given to all employees participating in this assessment followed by a Clicker PowerPoint assessment. The results of the pre-assessment follow. The results of the Clicker PowerPoint assessment were immediate with all participants scoring 100% on all of the questions.

Assessment Measurement

The results were scored using suggestions from Dress for Work Success: A Business Casual Dress Code by Susan M. Heathfield. Susan Heathfield is a Human Resources expert. She specializes in human resources issues and in management development to create forward thinking workplaces. Susan is also a professional facilitator, speaker, trainer, and writer.

Assessment Results

The results from the Office Attire pre-assessment as follows:

1	Business casual: (check all that apply)	
a	Crisp & neat	66.67%
b	Cocktail party/picnic attire	0.00%
c	Tight or baggy	0.00%
d	Classic rather than trendy	33.33%
e	Dressing professionally	88.89%
f	Between formal business and street wear	66.67%
2	Dress attire for work study/temporary positions at PVCC is:	
a	Business casual	88.89%
b	Business formal	0.00%
c	None	11.11%
3	Which of the following are examples of business casual attire for women? (check all that apply) (males may skip to question #5)	
a	Skirt - mid-thigh or below	33.33%
b	Polo or collared shirts	66.67%
c	Khaki or dress pants	66.67%
d	Tennis shoes	22.22%
N/A		33.33%
4	Which of the following attire are appropriate for women in the office environment? (check all that apply)	
a	Tailored Capri's below knee	44.44%
b	Polo's/blouses	66.67%
c	Trousers not jeans	55.56%
N/A		33.33%
5	Belts and shoes are also considered part of the dress attire. True or False	
a	True	88.89%
b	False	
6	Student employees are not expected to be able to afford the same clothing as a corporate CEO. However, students should invest in clothing that will look appropriate on the job for a _____ environment or occasions. (Fill in the blanks)	
	Business Casual	22.22
7	Utilizing good judgment for the business environment means wearing trendy clothing. True or False	
a	True	0
b	False	100
8	Jeans are acceptable in workplaces as part of business casual attire. True or False	
a	True	55.56
b	False	44.44
9	Jewelry should be limited to a watch and ring for men and a watch, ring, necklace, and a pair of simple post earrings for women. True or False	
a	True	66.67
b	False	
10	Which of the following attire are appropriate for men as business casual attire? (check all that apply)	
a	Collared shirt	33.33
b	Cotton trousers	77.78
c	Belt & shoes w/ socks	66.67
d	Neckties & cufflinks	0
e	Khaki pants	77.78
f	Long-sleeved buttoned solid shirt	55.56
g	Polo/golf shirts	66.67
N/A		22.22

Assessment Observations

- Question #1** More than 2/3 of the pilot employees correctly identified business casual attire.
- Question # 2** Almost 90% of the respondents recognized that PVCC has a Business Casual culture.
- Question #3** Asked males to skip to the next question. Upon further reflection, men do serve as managers and should understand the dress code for both men and women.
- It was interesting to note that only 22% of the respondents answered that Tennis Shoes were part of Business Casual Attire.
- Question #4** Two-thirds of the respondents understood that polo's/blouses were appropriate for the workplace, while 55% understood that trouser were appropriate. Less than 50% identified tailored Capri's as appropriate.
- Question #5** Almost 90% of the respondents recognized shoes and belts part of dress attire.
- Question #6** Only 22% correctly answered the fill in the blank question with Business Casual.
- Question #7** 100% understand that trendy clothing is not appropriate for the office.
- Question #8** Respondents were unclear as to whether or not jeans could be considered Business Casual Attire.
- Question#9** Two-thirds of the respondents answered the simple jewelry question correctly.
- Question #10** This question was intended for men only – but was answered by both men and women respondents. It is interesting to note that only 33% of the respondents felt that collared shirts were considered business casual and that 56% believed a long sleeved buttoned solid shirt to be business casual.

Although the respondents struggled with the pre-assessment, they did quite well with identifying Professional, Business Casual and Casual dress attire in the PowerPoint slides. The respondents scored a 100% on all of the questions referring to the various slides. (see attached slides with questions)

It is interesting to note that although the student respondents understood the concept of Business Casual, many did not believe that it applied at PVCC in their role as student employees.

When asked if they had any questions or concerns about appropriate workplace attire none was raised.

Assessment Next Steps

The results of the pilot assessment will be shared with Temporary and FWS supervisors during Employee and Organizational Learning Week.

The same assessment will take place during the next school year 2009/2010 in the fall and spring with temporary and FWS students. The intent is to provide the orientation before or shortly after FWS and temporaries begin their employment at PVCC.