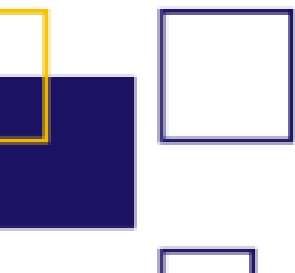


Supervisor PLAYBOOK

2026 - 2027

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WELCOME

MESSAGE



Welcome to the Cristo Rey Research Triangle Community!

On behalf of Cristo Rey Research Triangle High School, we welcome you into our family and are grateful for your generous participation. In joining the Corporate Work Study Program (CWS), you enter a premier group of Research Triangle business partners that are committed to cultivating diverse leaders of tomorrow.

Casey LoFrese
VICE PRESIDENT, CWS

CWS job partners play a critical role in our students' education: Your participation allows students to earn a portion of the cost of their own education, enabling students with financial limitations to afford the cost of attending competitive college-preparatory high schools. Additionally, students gain exposure to corporate work culture and job partners create a diverse pipeline for future talent.

We are incredibly grateful to you as our school would not exist without your support. We recognize the commitment and time you are investing to train and mentor our students. It is our goal for your participation to be a mutually enjoyable and beneficial experience that is sustainable for decades.

This playbook is an overview of CWS's operations and best practices to help you structure a strong program within your organization. Please use this information as a guide. As we continue to evolve and partner together, we hope to include even more information and guidance so that we can all learn from each other.

Should you have any questions or concerns about the program, please contact your Relationship Manager.

Thank you for your support and **GO BULLS!**

Casey LoFrese

OUR SCHOOL



At Cristo Rey, we don't just provide an affordable education; we shape futures filled with purpose, leadership, and service. We offer a rigorous college preparatory curriculum designed to challenge and inspire our students, preparing them for success in education and beyond. Our unique work study program allows students to gain valuable real-world experience by working five full days a month at local businesses and nonprofits. We provide comprehensive support services, including tutoring, counseling, and college advising, to ensure every student can achieve their full potential. We foster a strong sense of community through various service projects and partnerships, encouraging students to give back and make a positive impact.

Our Mission

Cristo Rey Research Triangle High School is a Catholic learning community that educates young people of limited economic means to become men and women of faith, purpose, and service. Through a rigorous college preparatory curriculum, integrated with relevant work study experience, students graduate ready to succeed in college and in life.

CWS's Vision

Through CWS, students work for and earn a portion of the cost of their education — making a quality, college preparatory education possible. The resulting work experience, career exploration, mentorship, and networking students receive is invaluable in positioning them to succeed in college and beyond and puts them at a competitive edge against their peers.

Meet the Team



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About Your Student Worker

Your Student Worker Team

As a partner, you will receive a designated team of dependable student workers that will engage with your company for the school year and ideally for multiple years. Our motivated students are eager to contribute, to solve the needs of your office, to earn their way through high school, and to gain professional work experience by learning from and collaborating with you.

Student-Worker Training and Development

We aim to build and develop skill sets needed for students to succeed at their CWS job. Each year, incoming freshmen and transfer students participate in Bull City Business Institute (BCBI), an intensive training that covers communication, technology, and workplace expectations. By the time students begin their work assignment with you, they will have received a foundational set of skills that will enable them to receive targeted training at your firm.

Scheduling Logistics

Daily Schedule: You can expect to have your student at work between 6-7 hours. Our goal is to drop off students between 8:45 - 9:15am (times vary). At the end of their workday, they are picked up between 3:00 - 3:50pm (times vary). We ask that you:

- Monitor their time, arrival time should be consistent for all students at your office.
- Inform us if a student is consistently late from lunch/breaks, so we can address the situation.
- Do not release a student ahead of their standard exit time without approval from CWS.

School Year Schedule: Students work late-August through the end of May, and are not expected to work during school holidays or days off. Please refer to your CWS calendar to make note of these days off for students.

Getting to Know Your Student Workers

We will provide a brief bio written by the student. Rotate these ideas to keep getting to know your student in an engaging, fun, and impactful way!

1. **Reverse Mentor:** Ask the student to teach you a social media trick or trending app.
2. **Walk & Talk:** Take a walking meeting for a relaxed conversation.
3. **Elevator Pitch:** Challenge the student to describe your company in 30 seconds.
4. **Dream Job Vision Board:** Have them create a vision board for their ideal career.
5. **My Best Idea:** Invite them to pitch one idea to improve a product or process.
6. **Three Things Learned:** Share three takeaways at the end of the week.
7. **Shark Tank Challenge:** Pitch a new product idea in a quick, fun session.
8. **Job Swap Interview:** Interview a team member and swap stories about careers.
9. **Emoji Recap:** Sum up the week using only emojis.
10. **Brand Detective:** Have the students analyze a competitor's ad campaign from their website. Ask them to identify: What works? What doesn't? How can we outshine them?

Supervisors & The Experience

One of the first and most important things to do once you decide to take on a team is to pick a supervisor. This supervisor can be you or another person in the office; to help make the experience more manageable, we encourage you to involve other colleagues in supporting you and your student throughout the program. These people could include emerging leaders, future supervisors, standout team members, or employees with a passion for service, mentoring, and youth development. Sharing the responsibility not only eases the demands of being the sole supervisor but also gives the student the opportunity to connect with more people in the workplace and observe a variety of management styles.

As a CWS Supervisor, you are more than a manager – you are a mentor. You have the opportunity to guide, encourage, and inspire young people who may be experiencing a professional environment for the first time. By modeling professionalism, sharing your career story, and offering consistent support, you can help students build confidence, explore interests, and develop lifelong skills. Your role as a mentor is a critical part of their journey toward college and career success.

Conduct

While our students are expected to meet their work responsibilities in a manner like other adult employees, their minor age status should be considered in providing a safe work environment. We ask that you and your colleagues treat students with respect, maintain appropriate professional boundaries in your relationships with students, and exercise professional discretion when sharing personal information. These guidelines are intended to protect you as well as the students and to lessen the chances of any misunderstandings or misinterpretations.

Student Onboarding

Since CWS is the students' employer, job partners are exempt from most standard onboarding procedures. CWS handles all work permits, I-9's, DOL documentation, workers' compensation and liability insurance, health records, and other employee details.

Like any new team members, our students require on-site training, familiarity with office culture, and introductions to department colleagues. Your role is significant because our students rely on your experience and guidance to help them understand their role within the company, as well as the culture of trust and accountability you are trying to create. When creating your orientation, keep in mind that you may need to modify the content towards a teenage audience. Freshmen team members will be experiencing a professional office environment for the first time as employees. Sophomore through Senior team members may be returning to their same place of employment; however, they may need reminders of basic expectations. Consider including the following:

- Welcome from a senior executive
- The history of your company and the company's background
- Job expectations
- Company policies and specific safety training
- Program components: This is a great opportunity to introduce student development components if your company offers mentoring, job shadowing, training programs, etc.
- A written supervisor contact list and office map, or a tour of the company
- Lunchtime protocol – where students can and cannot go/gather
- Start/stop/breaks – review when students are expected to be at their desks and break protocol
- Appropriate/inappropriate behaviors – internet, cell phones, headphones, etc



A Supervisor's Role



As a student supervisor, you are helping students reach their potential. Acting as a bridge for the students into their working world, you help them get to know colleagues, understand the company, and their responsibilities. You are assisting our students on a journey through the work-study program that cannot be replicated in the classroom. Long-standing supervisors often tell us how rewarding it has been to watch their nervous freshman turn into a capable young adult through hands-on experiences.

We realize it is important to have an idea of what to expect when starting this new journey. Therefore, we encourage you to review the next section closely, as the information can guide you on a path towards having a successful supervisor and student worker relationship. The core responsibilities of a CWS supervisor are:

Supervisor Commitment	<ul style="list-style-type: none">• Willingness to invest time and energy to train student(s)• Create and support a job with meaningful work and professional growth• Set and maintain clear expectations• Review and approve daily student E-timecards and complete two performance evaluations each academic year• Coordinate Site Visits with Relationship Manager twice a year
Set Goals	<ul style="list-style-type: none">• Decide goals and expectations and ask students to pay attention to their own progress• Ask them what they want to accomplish or learn through their job• For work experience to be a learning experience, students need to be given tasks that make demands on their intelligence and their skills
Help Students Acclimate	<ul style="list-style-type: none">• Provide a positive, safe working environment for the student• Encourage student involvement outside their assigned tasks• Allow student(s) to observe other work teams and shadow others• Create opportunities for formal and informal mentorship• Ask them how their job could be improved and what suggestions they have for enhancing the student-worker experience
Provide Feedback	<ul style="list-style-type: none">• Teenagers thrive when they know their efforts are valued, even if there is room for improvement• Meet with each student on a regular basis• Review what each of you considers progress

Best Practices

Supervisors must have another adult in the room whenever they meet with a student in a closed room. When meeting one-on-one with a student, it is preferable to do so in a public area. If you are in an office, make sure the door is kept open so that both student and adult are visible from the door. Rooms without interior doors, windows, or lights should not be used for student meetings.

Discrimination & Sexual Harassment: To build a happy and productive workplace, everyone should be treated well and kept safe. Each of us should do our part to prevent harassment and workplace violence. While we provide students with information on discrimination and sexual harassment, we encourage you to review your workplace policies on these matters as well as complaint procedures.

In the event a student reports an incident, we will contact you immediately. We believe that it is in the best interest of everyone involved that these situations be resolved promptly. In difficult and unresolved situations, it may be necessary for the student to be removed from the workplace.



Providing Feedback

We ask that you communicate frequently with your student(s). We know that students thrive when they receive frequent constructive feedback. Further, educational research shows that feedback is most likely to be received and implemented when provided in a timely manner. As such, there are opportunities for you to provide informal feedback via E-timecards and formal feedback via Performance Evaluations.

We encourage you to address student performance issues with your student(s) AND with your Relationship Manager. If the issues persist, we will work with you to implement a variety of interventions such as:

- Facilitated discussion with the student and supervisor.
- Call or meet with the parent/guardian to discuss concerns.
- Place the student on a Performance Improvement Plan (PIP).
- If improvement is not seen within four to six workdays, we can remove the student from your office and make every effort to replace the student in a timely manner.

Timecards: All students must complete a timecard on their workday in compliance with the Department of Labor. We ask supervisors to review the timecard and provide feedback. It should take no more than five minutes to do so. Consistent timecard management benefits you, the student, and us. It allows:

- Accurate documentation of work hours.
- A daily means of communication with the CWS team.
- Increased student accountability and ownership in the workplace.
- Students receive award recognitions based on their ratings/feedback.

Performance Evaluations: We ask that you complete a performance evaluation for your student(s) at the end of each semester. We will provide you with a link to an online evaluation. Our evaluations are consistent across the Cristo Rey Network to accurately capture students' progress nationwide. We value your commitment and the feedback you provide in a student's work performance evaluation, as it is essential to their development. Our students welcome your feedback as it allows them to reflect and work on improving their skill set for future employment. Additionally, we highly encourage you, as the direct supervisor, to review the evaluation with your student(s). This is a great opportunity for you to address successes and areas of improvement in a realistic workplace setting.

SUPERVISOR TIME CARD RUBRIC

Rating Categories		5 Exceptional	4 Above Expectations	3 Met Expectations	2 Needs Improvement	1 Unsatisfactory
Positive & Professional Behavior		<ul style="list-style-type: none"> Always shows respect while speaking to others Welcomes others in conversations Always ready to work and shows initiative in creating needed work 	<ul style="list-style-type: none"> Always shows respect while speaking to others Welcomes others into conversations Always read to work 	<ul style="list-style-type: none"> Shows respect while speaking to others Brings needed materials & is always ready to work 	<ul style="list-style-type: none"> Does not always seem interested Sometimes needs to settle down before being ready to work 	<ul style="list-style-type: none"> Never is interested Often disrespectful to others Often forgets needed materials and is never read to work
	Accountability & Responsibility	<ul style="list-style-type: none"> Individual is self-directed Always stays on task 	<ul style="list-style-type: none"> Consistently stays focused on tasks given Always follows through on assigned tasks 	<ul style="list-style-type: none"> Focuses on tasks & what needed to be done Team members can count on this individual Comments are supported by evidence of completion 	<ul style="list-style-type: none"> Sometimes needs reminders to focus & stay on task Sometimes lets others do the work Comments sometimes connect with evidence 	<ul style="list-style-type: none"> Never focuses on tasks Lets others do the work Comments never connect with evidence
		<ul style="list-style-type: none"> Uses time effectively & completes assignments on time Takes initiative to begin next assignment without being asked 	<ul style="list-style-type: none"> Uses time effectively Completes assignments on time Does not have to adjust deadlines 	<ul style="list-style-type: none"> Procrastinates but completes assignments on time 	<ul style="list-style-type: none"> Rarely completes projects by deadline Often adjusts deadlines & responsibilities before completion 	<ul style="list-style-type: none"> Never completes projects by deadline

Student Expectations

Student Conduct

Students are expected to conduct themselves in a mature manner consistent with the expectations of the workplace, as well as our school's Code of Conduct. We hold our students to high standards of honesty and integrity. Since a student's actions and demeanor not only reflect on them personally but also reflect on CWS, incidents of misbehavior by a student in the workplace are treated seriously. Below are the expectations that CWS has of our student-workers.

Cellphone / Electronic Devices: Students are instructed not to use their cell phones, headphones, or other electronic devices during work hours. Students are allowed to use their cell phones or other electronic devices during their breaks exclusively. If permitted by you, they may use headphones while working on a task, but they must have express permission from you.

Internet Usage: We firmly stress to all students that use of the internet is for work-related purposes only unless told otherwise by your supervisor.

Work Dress Code:

Students must adhere to CRRT's dress code daily. We conduct dress code checks every morning before students depart for work. The CRRT dress code includes the following:

- Gray or Black dress pants
- Cristo Rey button-down shirt
- Cristo Rey Tie
- Closed-Toe Shoes (no Crocs, slippers, or Yeezys)
- Optional sweater, sweater vest
- No hoodies or other outerwear unless outside

You may request a variation on this dress code. Notification must be sent to your Relationship Manager at least 48 hours in advance. It must include what modification(s) are and whether this is ongoing or for only one workday.

Food: CRRT provides students with a free brown bag lunch for them to bring to work each day. If it is approved by the supervisor, students may order food to be delivered to their worksite. This is not something we advertise as an option to students, as it is at their supervisor's discretion. Students may not leave to get lunch from another location unless it is part of a work event. Corporate partners are not expected to buy lunch for students, and students may not ask you to do so. If a student asks you for food or to buy them food, please contact your Relationship Manager. If a student abuses the agreed break or lunch policy, they may be subject to school disciplinary action.

Attendance

All students are required to work at their assigned job to continue enrollment at our schools. Students are expected to report to work on their assigned day. We maintain strict rules and penalties for students missing work for any reason other than illness or a family emergency. A CWS member will contact your office prior to 9:30 am if your student has not arrived at school on their workday.

Missed Make-up Days: It is our policy that students honor their work study contract. Therefore, students are required to make up for any missed workdays. They will schedule a make-up day with you at the earliest possible day. You must confirm the scheduled make-up day through a link in your email.

First Missed Day

This is considered their "sick day" and does not need to be made up.

Second Missed Day

The student will need to schedule a make-up day. Your Relationship Manager will contact home.

Third Missed Day

The student will need to schedule a make-up day. Your Relationship Manager will meet with their parent/guardian about your attendance.

Fourth Missed Day

The student will be terminated and required to complete professional development on campus. We will try to replace the student as soon as possible,



Illness at Work

If a student becomes ill at work, we ask that you notify your Relationship Manager so we can arrange transportation of the student back to school. If you deem the student needs immediate medical attention, call 911 and then contact us. Please do not release a student on their own recognizance.

Extracurricular Activities

Students are not allowed to request time off during their workday to attend any school activity or sporting event. If any school activities or sporting events conflict with a student's work schedule, the student's first responsibility is to you, their job partner. Please be advised, that students are never authorized to miss work unless a CWS team member makes a request.

Emergency/Act of God Days

We will advise you if we close the CWS due to extreme weather conditions or other emergency reasons. Under these circumstances, students will not be required to make up the workday.

Partner Closings

We will hold the student at school when your office closes due to conferences, off-site meetings, or holidays. The student will not be required to make up the workday.

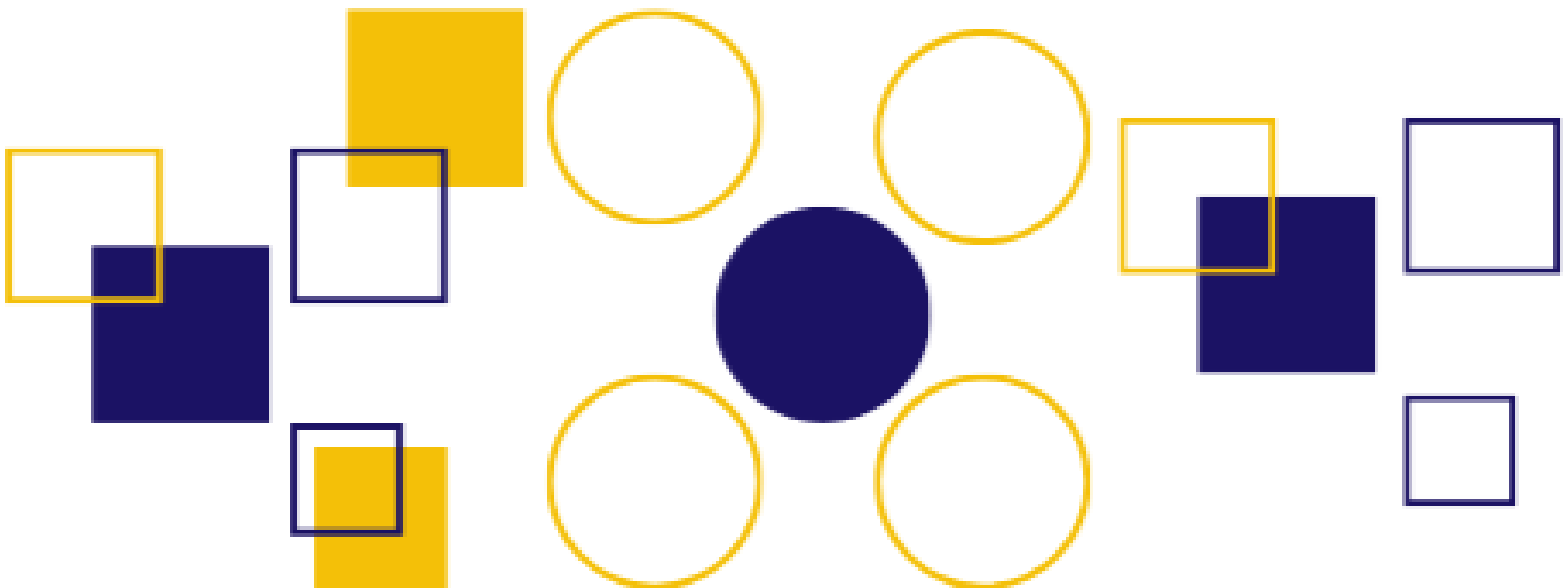
Breaks

Students must adhere to your instructions regarding lunch and breaks. We encourage you to set expectations based on your worksite preference and schedule. Students should get 30-minues for lunch, just as they do at school. Any additional breaks are up to your discretion. Students are not permitted to forgo their break and leave work early. They must stay until their assigned departure time.

Student Accountability

The accountability matrix below captures some concerns from supervisors with an intent to provide greater accountability for these concerns. It does not address ongoing work performance challenges, overall student work engagement, or personal areas of skill growth for students, which are addressed via the timecard outlined above.

	1st time	2nd time	3rd time	Persistent/Ongoing
Cell Phone/Headphone Usage - Inappropriate Use		<i>Supervisor</i> - Includes the violation in the timecard with feedback - Direct Conversation with the student	Follows all steps below plus creates a plan to put in place for student to turn in their phone/headphones	
Unaccounted for time (<20 minutes), such as... Excessive Bathroom use Late from Lunch	<i>Supervisor</i> - Includes the violation in the timecard with feedback - Direct Conversation with the student <i>Relationship Manager</i> - Follows-up on timecard with student	<i>Supervisor</i> - Direct Conversation with the student <i>Relationship Manager</i> - Create & implement a Student Worker Success plan - Has a conversation with the student & guardian - Issues student a lunch detention	<i>Supervisor</i> - Includes the violation in the timecard with feedback - Direct Conversation with the student <i>Relationship Manager</i> - Issues student a Saturday School - Has a conversation with the student & guardian - Restarts a student success plan	Termination
Falling Asleep at Work				
Other Concerns	Some issues require a deeper level of response depending on the grade level or context. If these arise, your Relationship Manager will contact you. Here are some examples: - Unaccounted for Time (>20 minutes) - Leaving Work without Permission - Inappropriate use of Technology			



Termination

These are only some of the reasons that a student can be terminated: Theft, Incompetence, Attendance and Tardiness, Sharing Confidential Information, Sexual Harassment, Misconduct, Violence, Substance Abuse, Insubordination, Threats, Damaging Property, and/or Poor Job Performance. The process regarding termination is outlined below.

What to Expect?

- The student and parent/guardian are notified about the termination, and an initial conversation with the student is conducted by the Vice President of Corporate Work Study. During this meeting, they're informed of the next steps.
- An investigation will occur. Parents/guardians are contacted again at the conclusion of the investigation.
- The decision can range from being deemed unemployable to wrongful termination.
- The student who has been terminated will also likely complete retraining and sign a contract for this portion of the process.
- If terminated again, the student has to go to meet with the school's leadership review committee.

CWS reserves the right to send terminations straight to the school's leadership review committee, depending on the severity of the student's infraction.



Program Logistics



Communicating with CWS

In partnering with us, you will have a dedicated team member to serve as your CWS Relationship Manager to support your needs as a student supervisor. It is our goal that each student becomes an efficient and valuable employee so that they may work independently. One of the perks of having a dedicated Relationship Manager is that we have experience serving as a liaison between students and supervisors across multiple companies and various industries. Our experience helps us to offer suggestions on how other partners have managed specific challenges and to answer direct questions about your student(s). We strongly encourage communicating with your Relationship Manager throughout the year. Think of them as your go-to support system. We are here to support you!

CWS maintains an active distribution list of supervisors for student related communication. It is important that you notify us if there are personnel changes that impact students (new supervisor, supervisor retires, supervisor now works remotely, etc.)

How can we help?	What can you expect from us?
<ul style="list-style-type: none"> • Give direct feedback to students about work performance • Troubleshoot concerns about student performance • Provide additional mentoring or training when support is needed • Collaborate on identifying job tasks that are meaningful and age appropriate • Refer student to school counselors when personal issues affect work 	<ul style="list-style-type: none"> • Ongoing communication: Throughout the month your Relationship Manager will send reminders, important dates, announcements, etc. • Site Visits: CWS staff conducts two site visits at each work site. These visits are a chance to check in with you, gather feedback, and ensure student success.

Ongoing Communication with Supervisors

To ensure consistency, engagement, and shared learning across all job partners, CWS will maintain a regular cadence of email communications for supervisors. Always feel free to reach out to your Relationship Manager with any questions, concerns, or updates on students.

Frequently Asked Questions

Whom do I contact if my student is sick at work?

Contact your Relationship Manager right away so we can coordinate with the student's family. Do not let your student leave on their own. If your student has a medical emergency and needs immediate attention, call 911 immediately and then contact CWS. If the student requires ambulance transport, the student supervisor or CWS staff must accompany them.

Can students attend office parties or outings?

We encourage students participating in office events or team gatherings during their work hours, provided it is age-appropriate. If students will be off-site, at least two adults must be present, and you must notify your Relationship Manager ahead of time.

My office is closing early. What should I do?

Contact your Relationship Manager as soon as possible, so we can coordinate student transportation. The student cannot leave on their own unless approved by CWS.

My student was absent. What is the protocol?

Students are required to make up missed work days within the semester. Students will work with you when they return to schedule their makeup day and submit the scheduling form to CWS. Make-up days must be scheduled on non-school days.

FAQ Continued

What can I do if my student is consistently not meeting expectations?

Treat students like any employee. Provide direct feedback to the student and loop in your Relationship Manager for support. If issues continue, the student will be placed on a Performance Improvement Plan (PIP) for 4-6 weeks. If the issue is still not resolved, we will discuss removing the student from their placement and placing them in CWS's re-employment training. Your Relationship Manager will work with you to identify a replacement for your student.

How do we address downtime in the workplace?

- During weekly department meetings, determine which staff member/department can utilize the student(s) that week.
- Have the student(s) read articles and provide a summary about the company, stakeholders, etc.
- We instruct the student(s) to always ask for additional work once they complete a task. However, if downtime occurs, we encourage you to clearly outline what you deem appropriate and inappropriate down time activities.

