

Holy Names University



Student Employment Handbook for Supervisors

2011-2012

INTRODUCTION

Student Employment is designed to enhance a student's learning experience at the University, while providing an important source of income to help fund the cost of education and ordinary living expenses. Further, Student Employment positions introduce students to new skills providing an arena for growth outside of the classroom. Emphasis is placed on providing practical work experience related to academic studies and other areas of interest, as well as allowing the student to explore career options. The supervisor's role is to act as a teacher in work ethic, business practice and trade knowledge for the student.

This Student Employment Handbook, created for supervisors at Holy Names University, is meant to provide information and instruction regarding the Student Employment Program.

STUDENT ELIGIBILITY

- Student employees must be matriculated (degree-seeking) students currently enrolled in 6 credits or more and are expected to maintain a 2.0 grade point average (GPA) or better.
- Incoming students for the fall semester, who have paid their deposit, may begin working on or after June 1. Approval by the committee is needed for an earlier start date.
- Students that graduate mid-year may continue working for one additional semester upon approval from the hiring department and the Financial Aid Office.
- Students who graduate at the end of the spring semester may work until June 30th.
- Graduate Assistants are eligible to work up to 6 hours per week in the Student Employment Program. GA's are not to exceed the 6 hour per week limit.

ASSIGNMENTS

- Students are responsible for seeking and applying to Student Employment opportunities.
- All students who are interested in Off-Campus Work-Study (Community Service) must see the Student Employment Coordinator in the Financial Aid Office.

OFF-CAMPUS WORK-STUDY (COMMUNITY SERVICE POSITIONS)

- In some cases, the University enters into contracts with off-campus organizations so that a student may earn his/her HNU Work-Study allotment by working for off-campus sites that serve the greater East Bay Community.
- Priority for these positions is given to Federal Work-Study recipients, but all students are encouraged to participate based on the availability of open positions.
- The services rendered in these positions are designed to improve the quality of life for community residents, particularly low-income individuals, and/or to solve problems related to their needs.
- For more information, students should see the Student Employment Coordinator, in the Financial Aid Office.

INTERNATIONAL STUDENT EMPLOYEES

- All international students **with an F-1 visa** are eligible to work on campus; **however, they are not eligible to participate in the Federal Work-Study Program.**
- Prior to starting work, an international student must have a Social Security card in order to be processed in the University payroll system. To begin the process of applying for a Social

Security card, international students must meet with the International Student Advisor to confirm their eligibility to work on campus. At this meeting, students will receive a confirmation letter which they will take to the Social Security Office.

- Once a Social Security card has been obtained, international students may proceed with the general hiring process (see the section marked HIRING PROCESS for STUDENTS).
- All international students must stop working for the University upon completing coursework toward his/her degree.

MAXIMUM HOURS STUDENTS MAY WORK

- Student employees are eligible to work up to 20 hours per week total during the fall and spring semesters. Students may work up to 40 hours per week during the summer and semester breaks, based on availability of funds.
- **The total maximum number of hours applies to multiple positions (for example, 10 hours with Job 1 and 10 hours with Job 2, for a total of 20 hours is the maximum allowed). Students are not eligible to work overtime.**
- Students may only have two jobs as part of the student employment program.
- Graduate Assistants are not allowed to work more than 6 hours per week.

SUMMER EMPLOYMENT

- A limited number of on-campus jobs are available in the summer months.
- Any current Holy Names University student registered for the following fall semester may work on campus during the summer.
- Students do not need to be enrolled in summer classes to participate in Student Employment during the summer. Funding for summer employment will still come out of the department's student employment budget. (reminders will be sent out in spring about summer employment)
- Students working in the summer may work up to 40 hours per week during the summer.
- Graduate Assistants may work up to 16 hours per week during the summer (GA's are responsible for 24 hours as part of the ELP program, which allows them 16 more units with Student Employment)

HIRING PROCESS (for SUPERVISORS)

1. If creating a new position, prepare a job description which includes the essential duties, responsibilities, experience and skills needed. Please consult the pay range scale on page 7 to determine pay rate.
2. In order to ensure that you have adequate funding, submit your new/old/updated job description and a *Recruitment Authorization Form* to Murad Dibbini (dibbini@hnu.edu). This step must be completed for all student employment jobs, whether you are creating a new position or simply filling an existing one.
3. Once a confirmation email has been received from Murad, supervisors can post their position on HNU Hawk Jobs.
4. Select the appropriate student candidates and execute an interview/selection process.
5. Upon selecting a student to hire, the supervisor must sign and complete a *Student Employment Contract*, filling out all relevant areas on the form. When complete, have the newly hired student take the contract to the Student Employment Coordinator in the Financial Aid

Office. Students will receive all employment paperwork from the Student Employment Coordinator at that time.

6. Supervisors are responsible for deactivating their job posting on HawkJobs once the position(s) are filled. If you have questions about using HawkJobs, contact the Career Counselor in the Student Success Center.
7. All new student employees MUST bring a copy of their *Student Employment Contract* and a signed *Forms Checklist* (see Appendix) back to their supervisor **BEFORE THEY CAN START WORK. There will be no exceptions.** The *Forms Checklist* will verify that the student has successfully submitted all necessary employment paperwork to Financial Aid.
8. Supervisors are required to provide a mandatory training session for their newly hired student workers. Information regarding time sheets, payroll, customer service, ethics on the job and emergency response procedures are to be discussed during training in addition to specific departmental duties.
9. Further, supervisors are expected to assist students in completing time sheets each month by verifying accuracy. Timesheets are due to the Financial Aid Office, bi-monthly. Please be sure to give your student employees a copy of the payroll schedule.

HIRING PROCESS (for STUDENTS)

- All students can search for open positions on HNU HawkJobs.
- Application directions for each position will vary by department. Students must review each set of directions carefully, especially when applying for more than one position.
- Upon being hired, students will visit the Financial Aid Office with a *Student Employment Contract* that is signed by their new supervisor. At this time, they will receive the following Student Employment paperwork from the Student Employment Coordinator:
 - **IRS Form W-4.** Federal and State law requires that this form be completed to determine appropriate withholding for federal and state income tax purposes. Student employment wages are subject to federal and state income taxes. Certain tax exemptions may apply to international students.
 - **Federal I-9 Form,** required by the Immigration Reform Control Act (IRCA) of 1986. Federal law requires that Holy Names University verify both the identity of the individual and his/her eligibility to work in this country. *Students will need to bring the required documents listed on the back of the I-9 Form: driver's license, passport, social security card, etc.*
 - **Direct Deposit Form**
- All of the above Student Employment paperwork must be completed and returned to the Financial Aid Office before a student can begin work. Students will receive a copy of the *Employment Contract* as well as a signed *Forms Checklist* from the Student Employment Coordinator once they have submitted all required forms. The student is responsible for then bringing the contract and *Forms Checklist* to their new supervisor as verification that they are cleared to begin work. **NO STUDENT WILL BE ALLOWED TO WORK UNLESS THE FORMS CHECKLIST HAS BEEN SIGNED AND DELIVERED TO THEIR NEW SUPERVISOR. There will be no exceptions.**

TRAINING

All students must go through an introductory training in their new office or department. The following are topics to be covered during training:

- **Job Description:**
 - A written job description is helpful both to the supervisor and to the new student employee. If your expectations are made clear to the student early in your supervisor/employee relationship, many misunderstandings will be avoided.
 - You might consider having the student sign an agreement before the actual job has begun.
 - The student should also be informed of the duties and functions of the department and how it fits into the University's structure.
- **Review of Rules and Regulations:**
 - Each office or department should provide the student employee a written statement of its policies and procedures regarding telephone use, working hours, breaks, dress, and equipment use.
- **Break Policy:**
 - University policy concerning student employee break times is that students who work a three- or four-hour block must take a fifteen-minute break (with pay).
 - To avoid confusion, break times should be pre-arranged if possible.
 - It should be explained to the student that breaks cannot be deferred to a later work period and that breaks are not cumulative.
- **Work Orientation:**
 - Explain the job thoroughly, step-by-step, and establish quality and quantity standards whenever possible.
 - Tell why certain procedures are followed and what required forms mean as well as how they fit into the scheme of things.
 - Explain how files and sensitive documents are to be handled.
 - Be certain to emphasize important policies and procedures related to the handling of any confidential information or materials.
 - Let the student know that you are there to help and to answer questions. For a few students, working for you may be the first experience they have in a "real" employment setting. They might not ask questions, so allow them a bit of time to learn about their job. If poor work habits are evident, speak to the student as soon as possible to correct the situation, if it is correctable.
 - You should also explain call-in procedures for times when the student is unable to come to work. Many students who are working for the first time do not realize the importance of informing the supervisor if they are ill or have an important appointment.
- **Confidentiality: All supervisors are expected to review the implications of FERPA with their student employees.**
 - The confidentiality of student information is protected under a federal law known as the Family Educational Rights and Privacy Act (FERPA).
 - Inappropriate release of confidential student information is a serious offense. All students must sign a confidentiality statement (see Appendix).
 - Student employees are not permitted to discuss department issues with anyone outside of the department, nor remove files or other materials from the workplace.
- **Timesheet Submission**
- **Emergency Procedures**

WORKS SCHEDULE AND HOURS

- At the time of hiring, the student and supervisor will agree on a written work schedule.
- Students are eligible to work up to a total of 20 hours per week maximum, regardless of the number of jobs.
- During the summer break, students may work up to 40 hours per week upon approval from by their supervisor.

DETERMINING RATES OF PAY

- The following table presents guidelines for determining a student employee's pay rate. Student employees must be paid at least the State minimum hourly wage of \$8.00 (rate effective January 1, 2008). A pay rate should reflect the job description and level of responsibility.

| Pay Range | Job Duties | Required Experience | Skill Level | Supervision |
|------------------|--|---|--|---|
| \$8.00-\$8.75 | General routine work with simple tasks. Works within well-defined, written and verbal procedures and directions. | Little or no previous experience or related education required. | Few or no special skills required. Skills necessary are acquired on the job. | Continually supervised. Independent action or judgments are limited to minor decisions. |
| \$8.75-\$9.50 | General routine work with moderate to difficult tasks. | Some previous experience, related education, or prior work in the office/department required. | Some special skills required. | Regularly supervised. Uses some independent judgment. |
| \$9.50-\$10.25 | High level of responsibility and rigorous tasks. Demanding mental and/or physical duties. | Strong relevant experience and/or graduate status. | Advanced or proficient level of skill required for tasks. | Supervised, but mostly self-directed. Must have proof of detailed and advanced level of work. |
| \$10.25 + | This category is intended for graduate students, interns and other positions which fall outside of the job classification scale. | Specialized experience and skills, determined by supervisor. | | |

TIME SHEETS

- Students are placed on the payroll system after all Student Employment forms have been received by the Financial Aid Office.
- Students will receive time sheets from their supervisor.
- Time sheets are to be completed in INK. Errors should be crossed off and initialed by the supervisor. *White Out* is **not** be used to make corrections.
- Time sheets should be marked with an “X” for days not worked.
- Twice a month students will submit their timesheets to their supervisor who will verify the students’ hours, sign the timesheet and submit the timesheet to the Financial Aid Office.

PAY SCHEDULE

- Students are paid according to the published payroll schedule.
- The student will receive one check per job. Paychecks are available either through direct deposit or the student’s supervisor.

TERMINATION POLICY

- Student employees are “at will” temporary employees and are not guaranteed employment.
- A supervisor has the right to terminate a student’s employment with just cause. Grounds for disciplinary action include, but are not limited to: poor performance, tardiness, absenteeism, inappropriate behavior such as, personal telephone calls and excessive visits with friends during work hours and improper conduct. Improper conduct can result in immediate termination and includes: theft, physical and verbal abuse, misuse of equipment, falsifying records, and/or the disclosure of confidential information.
- A student employee may be dismissed from a position for several reasons including: budgetary constraints, student’s lack of FWS funds, program changes, a decrease in available work hours, job requirements, unsatisfactory work, GPA below 2.0, failure to be enrolled part-time, irregular attendance, or improper conduct.
- If and when disciplinary problems arise, a supervisor should use the following guidelines, as they provide written documentation in the event of counteraction by the student:
 - Give the student a verbal warning, stating exactly what the unacceptable behavior was, and what needs to be done to correct the problem.
 - The second time there is a problem, (it does not have to be the same problem) give the student a written warning of what the unacceptable behavior was and what needs to be done to correct the problem. A copy should be sent to the Financial Aid Office.
 - On the third time, the student should be given a written notification of termination stating the reasons why this action has been taken. A copy of this notice is to be sent to the Financial Aid Office.
- If student employment is terminated for due cause, the Financial Aid office will not issue another job referral for work-study to that student for a minimum of one semester.
- Termination of a position due to budget constraints, completion of a project, or other valid reasons unrelated to a student’s job performance may occur at any time. In the event of this, the student should return to Career Services to learn about further employment

opportunities. This will not affect the student's ability to obtain other student employment positions.

EVALUATION

- The supervisor will complete a work performance evaluation for each student employee at the end of the job or at the end of each semester.
- This written evaluation becomes part of the student's permanent employment file and allows a supervisor to recommend a student for rehire providing eligibility requirements are met and funding is available.
- The evaluation should be based on the student's reliability, cooperation, willingness to learn and work with others, creativity, dependability, interest and degree of enthusiasm for the job, initiative and responsibility, quality of work, contribution to the department, and any other skills the supervisor chooses to mention.
- The evaluation must be discussed with the student and, if needed, suggestions for improvements should be made.
- The student may also make suggestions that could improve the work experience.
- The supervisor should add brief comments to substantiate ratings ranging from outstanding to satisfactory.

EMPLOYER RIGHTS AND RESPONSIBILITIES

EMPLOYERS RIGHTS

The employer has the right to:

- Advertise student employment (on HNU CareerLink) and interview students;
- terminate a student, once the student has been warned and given sufficient time to improve, or without warning, based on extenuating circumstances.

EMPLOYER RESPONSIBILITIES

It is the employer's responsibility to:

- discuss with each student employee after hiring what is expected and acceptable for employment;
- review the job description with the student employee;
- warn the student employee in writing of any behavior that is not acceptable and review the warning with the student. For an immediate termination, the student must be given the reason for termination;
- monitor student work hours to determine that the student worked only during the agreed upon hours;
- **review each student employee time card for accuracy and retain a copy before the time card is submitted;**
- establish policies to ensure that student employees understand the employment rules established by the supervisor including tardiness, breaks and the dress code; and
- monitor the employment budget to prevent overspending.

STUDENT EMPLOYMENT POLICIES

Each position varies in regards to duties and responsibilities. The supervisor will inform the student of the job description, rules and expectations.

GENERAL EXPECTATIONS

A student employee

- will contact the supervisor before the scheduled shift if an absence or tardiness is unforeseen;
- will follow the dress code as established by the supervisor;
- must sign a confidentiality statement and
- must be authorized by the supervisor to use office equipment including telephones, computers, photocopiers, and facsimile machines for work or personal use.

STUDENT RESPONSIBILITIES

- The student employee has the responsibility to represent the employer and the University to other students, faculty, staff and visitors. Every student employee is expected to fulfill the following responsibilities:
 - be prompt in reporting to work according to the assigned work schedule. Employers realize that some flexibility in work schedules may be required to accommodate academic demands, but as in other jobs, an employee is expected to follow the work schedule as agreed upon with the supervisor.
 - display efficient and cooperative job performance;
 - notify the employer or supervisor in advance when illness or unforeseen circumstances will prevent attendance at work or cause tardiness;
 - notify the employer or supervisor if it becomes necessary to terminate employment, giving at least two weeks' notice in writing when possible;
 - inform each supervisor regarding employment in multiple positions.

HUMAN RESOURCES

- Holy Names University is an Equal Opportunity/Affirmative Action Employer, committed to providing a working environment which values the diverse backgrounds of all people. The University prohibits unlawful discrimination and harassment in employment and education programs and services on the basis of race, color, religious creed, sex, gender, sexual orientation, religion, marital status, registered domestic partner status, veteran status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, or any other consideration made unlawful by federal, state, or local laws.
- Any complaints involving discrimination on the basis of any of the above should be addressed to Human Resources, located in the Hester Building.
- HNU is dedicated to taking affirmative action with respect to its policies regarding recruitment, selection, promotion, training, rates of pay, and other forms of compensation. All matters relating to employment are based upon the employee's ability to perform his/her job, as well as their dependability and reliability once hired.

SEXUAL HARASSMENT

- Sexual harassment is any unsolicited verbal, non-verbal, or physical behavior of a sexual nature that interferes with a person's employment status or creates an intimidating, hostile or offensive environment. Sexual harassment incidents can involve a male harasser and a female victim, a female harasser and a male victim, and also same gender harassment.

- It is against the policy of Holy Names University, for any member of the Campus Community, male or female, to sexually harass another employee or student. The University is committed to providing a working and learning environment that is free from any and all forms of abusive harassing or coercive behavior and conduct. We seek to preserve the rights for all members of the Campus Community and assure that they be treated with appropriate respect and dignity.

ON THE JOB INJURIES: WORKERS' COMPENSATION INSURANCE BENEFITS

- All student employees of Holy Names University are covered by worker's compensation insurance which provides for partial income replacement and the payment of medical expenses incurred due to injury or illness arising out of and/or in the course of employment.
- Coverage is automatic upon employment, and the University assumes total cost of this coverage.
- It is essential that students report the situation immediately to their supervisor and Human Resources (unless it is life threatening). All accidents or job-related injuries must be reported, no matter how minor.
- The injury report form (Form DWC1) and further information about the worker's compensation process may be found in the HR Public Folder on the HNU public drive (W drive).
- If life threatening or to receive immediate emergency medical treatment for an injury, contact Campus Safety for assistance at Ext. 6000 if you are near a campus phone. Campus Safety will notify the appropriate emergency personnel if necessary. If dialing from a cellular phone, call 911 directly.

OFFICE AND STAFF DIRECTORY

Murad Dibbini, Dean of Retention and Student Financial Services; dibbini@hnu.edu

Alondra Maciel, Student Financial Assistance Counselor, Maciel@hnu.edu
 Located in the Hester Buidling, Financial Assistance Office

Maureen Nikaido, Career Counselor; nikaido@hnu.edu
 Career Services; located in the Student Success Center in Brennan Hall

Holly Neu, Human Resources Specialist, neu@hnu.edu
 Human Resources; located in the Hester Building, Room 8

APPENDIX



HNU STUDENT EMPLOYMENT PROGRAM

STUDENT EMPLOYMENT FORMS CHECKLIST

- Signed Student Employment Contract
- IRS Form W-4
- Federal I-9 Form (Copy of Social Security Card and Driver's License/Passport/State Identification Card)
- Direct Deposit Form including a void blank check (if applicable)

The submission of the above materials completes the hiring process and certifies that _____ is now approved to begin work as a student employee of HNU in the department of _____.



HNU STUDENT EMPLOYMENT PROGRAM

Student Employee Confidentiality Statement

As a student employee at Holy Names University, I acknowledge that I may have access to information that is of a confidential nature and is protected by federal and state law. As a student employee, I am required to protect against unauthorized access and must ensure the security and privacy of such information.

I agree that I will not transfer, disclose, discuss or otherwise transmit, either verbally or in written communication, any information which I obtain during the course of my student employment program, except as necessary for job performance.

I understand that my failure to keep all information confidential can result in disciplinary action, including, but not limited to, termination from my student employment position.

Student Employee Name _____
(Please print)

Student Employee's Signature _____

Date _____



HNU STUDENT EMPLOYMENT PROGRAM Supervisor Acknowledgement

By signing this document I acknowledge that I have read and understood all of the aforementioned guidelines for Student Employment at Holy Names University. I also understand that the aforementioned may be amended at any time and I will be notified of all changes. If I should have any questions, comments or concerns I should address them to the Student Employment Committee as soon as possible and prior to submission of this form.

Please sign and return at Supervisor Training.

Print Name

Signature

Date