



Student Employment

SUPERVISOR TRAINING 2018



Purpose of Student Employment

- Provides Financial Aid to address the expense of attending College and to enhance student retention
- Provides opportunities for students to develop work experience that enhances their overall educational experience
- Provides the College with a cost-effective temporary employee population

Trivia Time!

How many student employees do
we have at Messiah?

Overview of Student Employment

Messiah College employs over 1,300 student employees during the academic year and approximately 150 full time students in the summer.

Student Employment is an important part of the students' overall College educational experience.

Supervisors and departments play a key role in mentoring student employees and in preparing them for future work experiences.



Role of the Student Employment Office

- **Facilitates position management, hiring, and onboarding of all Messiah student employees**
- **Facilitates policies, procedures, and trainings to student employees & supervisors**
- **Coordinates with various offices to ensure hiring, onboarding, and student employee management are managed appropriately and functionally coordinated**



Role of Supervisors

- **Facilitate a positive work experience for student employees that will facilitate learning within the workplace and in preparation for future work experience.**
 - Mentor & guide students working for you
 - Provide a professional work environment
 - Provide appropriate supervision, clearly communicate expectations & directions, provide feedback & accountability
- **Work with the Student Employment Office to ensure appropriate hiring & onboarding, training, disciplinary, and other employment & Payroll procedures & policies are followed.**

Trivia Time!

What makes a student eligible
for student employment?

Student Eligibility for Employment

- **Must be eligible to work in the United States**
- **Must be enrolled at Messiah College on at least a half-time basis**
 - Undergraduate students = 6 credits
 - Graduate students = 3 credits

Graduated students are NOT eligible for student assignments after graduation

Types of Student Employment

Federal Work Study (FWS)

- Provides employment for students that have demonstrated financial need.
- Federal funds provide up to 75% of the total wages paid to the student
- Earnings must be used to pay for educational expenses

Institutional Work Program

- A student does not have to be considered as having financial need to participate
- Messiah College developed this program to assist more students with employment opportunities
- 100% of the student's earnings are paid by the College

International Student Employees

- Employment eligibility is determined based on visa type
- International students who are allowed to work may only work on campus (not eligible to seek off campus employment)
- May NOT exceed 20 hours per week when class is in session



Budget Questions?

- Student Employment does NOT monitor student salary/wage budgets to determine if sufficient funding is available for a requested position
- Hiring managers should work with the budget managers in their department to ensure available funding prior to moving forward with a request to hire a student employee
- Kimberly Hawkins, Director of Financial Planning and David Hoffman, Senior Accounting Analyst, can assist with additional budget/funding questions



Resources

- **The Student Employment Handbook**

http://www.messiah.edu/download/downloads/id/2575/current_handbook.pdf

- **The Student Employment Supervisor Handbook**

http://www.messiah.edu/download/downloads/id/2846/Supervisor_Handbook.pdf

- **Student Employment Website**

<http://www.messiah.edu/studentemployment>

- **Self-Service Supervisor Functions**

Falcon Link/Supervisor Functions/Student Employment Roster

Hiring Timeline

Fall

Departments should begin hiring for Fall semester in mid-March.

Fall hiring proposals are due by the beginning of May.

Spring

Departments should begin hiring for Spring semester in November.

Spring hiring proposals are due by the beginning of December.

Summer

Departments are required to have summer jobs posted by the beginning of February. The Summer Job Fair is held in mid-February. Summer hiring proposals are due by mid-March, as communicated by the Student Employment Office.

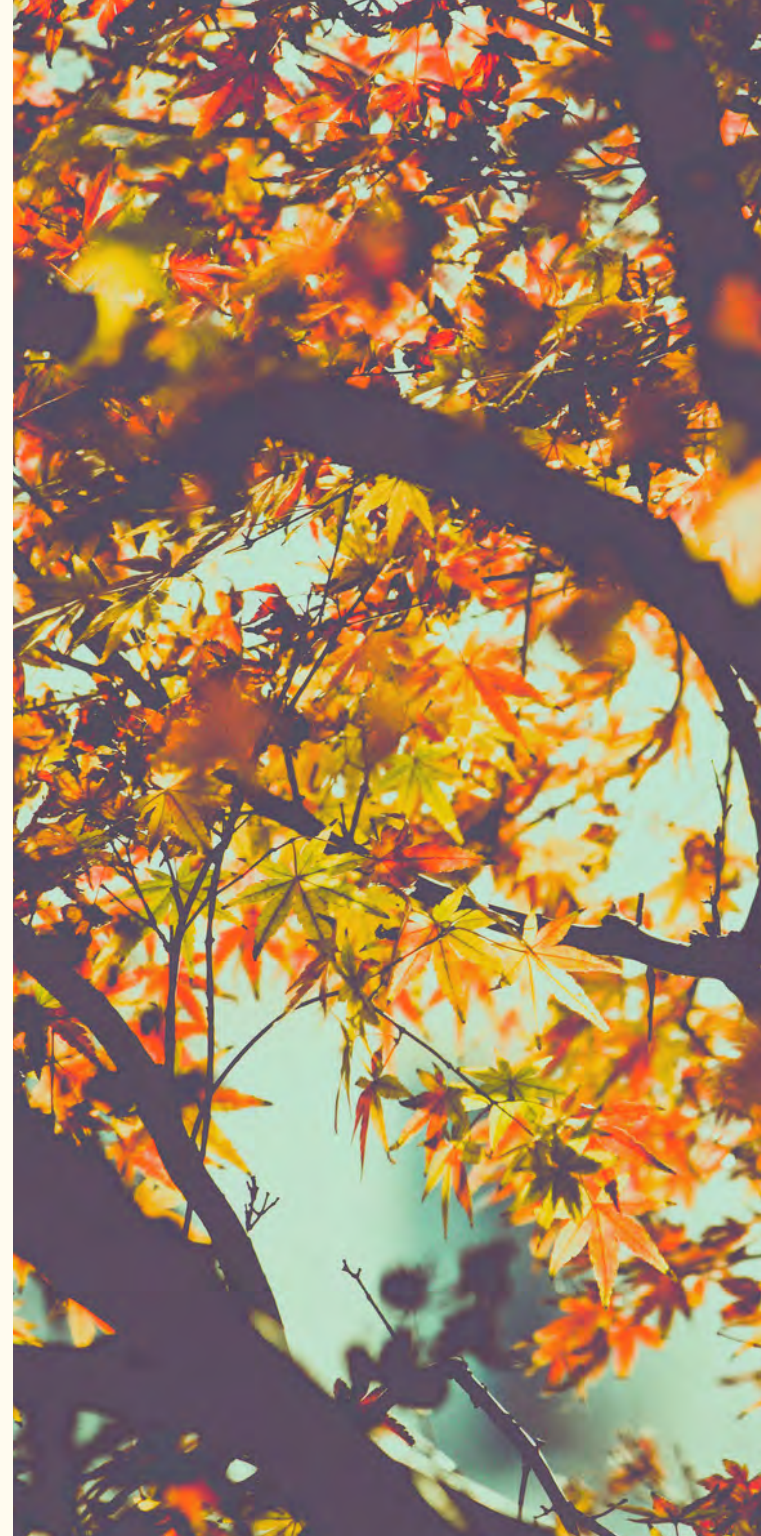
Trivia Time!

What is the software system we use to process applicants and new hires?

Hiring Process

- All student hires must be processed through jobs.messiah.edu (also known as People Admin).
- All new hires must be approved for hire by the Student Employment Office prior to performing any work for the department.
- The New Hire Checklist provides additional instructions when hiring a student

http://www.messiah.edu/download/downloads/id/2570/Student_New_Hire_Checklist.pdf





Jobs.messiah.edu

- New student hiring managers should first contact the Student Employment Office to request the required access and to set up a training session.
- Student hiring managers can access the jobs.messiah.edu via Falcon Link or directly via <https://jobs.messiah.edu/hr/>
- Additional training documentation can be found on the Student Employment website:
http://www.messiah.edu/info/21147/supervisors/2134/online_job_system



Jobs.messiah.edu

The hiring process in jobs.messiah.edu includes:

- **Position Description** - submitted by student hiring manager and approved by Student Employment (this step can be skipped if position description already exists)
- **Posting** - job must be posted by student hiring manager, but may be 'not visible' (or a 'private' posting)
- **Applications** - students must apply for position; student hiring manager evaluates applications
- **Hiring Proposal** - submitted by student hiring manager to Student Employment for approval

Interviewing

- Departments may choose to review and interview as many applicants as desired until a selection is made
- Interviewing is strongly recommended
- The Administrative/Staff Recruitment Toolkit maintained by the Office of Human Resources & Compliance provides detailed information on the types of questions that cannot be asked in an interview:

http://mcweb.messiah.edu/documents/hr/supervisors/secure/Admin_Staff_Recruitment_Toolkit.pdf

- Any applicants not selected for the position should be moved to one of the 'not selected' statuses in the jobs. messiah system so applicants receive notification if they are not selected for a position:
 - 'Not selected-send email'
 - 'Not selected-no email'

Job Offer Process

Supervisors currently will make the job offer, but any job offer made prior to an approved hiring proposal must be communicated to the student that it is being made contingent upon Student Employment approval.

A completed hiring proposal (i.e., status of 'Hire') is required for (1) Student Employment to authorize employment and (2) the student to begin employment.

A student **MAY NOT BEGIN** a work assignment until a hiring proposal has been submitted AND the 'hire' confirmation email from Student Employment has been received.



Compensation

- Pay rates are evaluated on all new positions based on the position descriptions and in comparison with similar positions on campus.
- Minimum wage = \$7.25/hour
- Annual increase for students continuing with the same department

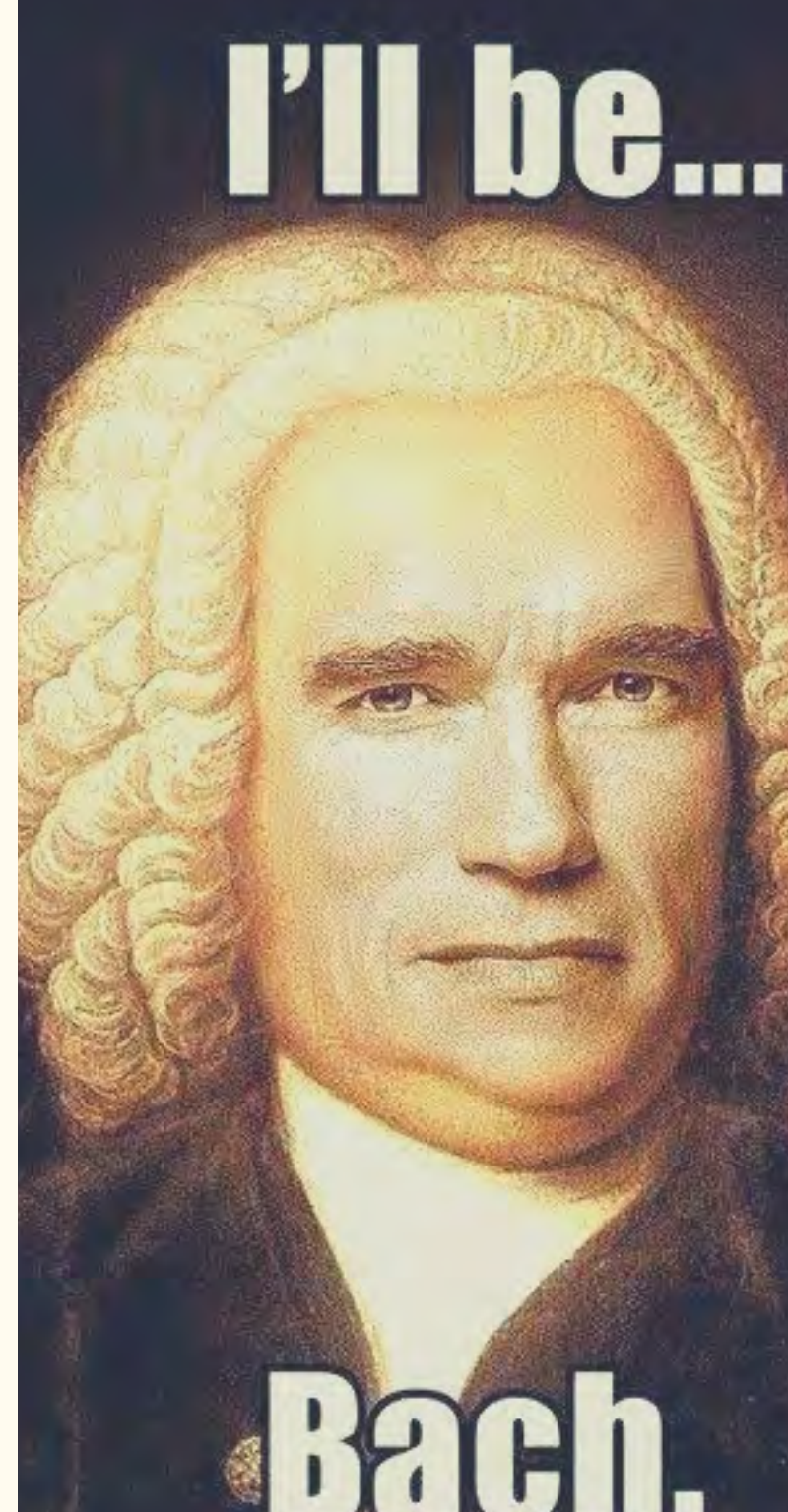


Continuing Student Employees

- Continuing student employees advance to the next pay level for the next year if the student stays in the same department and has worked at least 12 weeks during the previous year
- Generally, students who are employed in an assignment are expected to continue in that assignment in a subsequent year unless there is an academic schedule conflict, a departmental staff restructuring, or a disciplinary process.

Continuing Student Employees

- Students returning to the same position in the subsequent year do not need to re-apply for the position
- Students continuing in the same position are requested by departments via the Annual Roster Request Form distributed in March
- Completed Annual Roster Request Forms are due to the Student Employment Office by the end of April





Summer Hiring

- Summer employment typically provides students with full-time, 40-hour-per week assignments, although this is not a requirement
- Eligibility for summer employment includes the student having completed the Spring semester AND planning to return to Messiah College for the following semester
- All summer hires must be processed & approved for hire via a summer job posting & hiring proposal in the jobs.messiah.edu system, even if the student has worked previously or is currently working for the department

Graduates or withdrawn students cannot be placed in student positions

Summer Job Fair

February 20,
2019

Departments hiring summer student employees must attend the summer job fair unless all their summer positions will be filled by students that have worked for the department previously

Summer postings are due by the beginning of February

Summer hiring proposals are due by the end of March



Summer Room & Board

- **If working full time, summer student employees have the option to live on campus**
 - Student receives room & board in addition to their hourly rate of pay
 - Departmental budgets will be charged for their student employees' room and board costs
 - Students living on campus are charged a \$20*/wk room fee
- **Student employees not living on campus will receive an extra \$1.00/hr. of compensation in lieu of the room and board allowance**

Incoming students may be hired for summer positions, but are NOT permitted to live on campus



Temporary Student Employees

- Temporary workers must follow the same hiring requirements as new student employees. The student must apply and be hired as a student temporary employee through jobs.messiah.edu
- A department that is hiring a student for a temporary or one-time assignment must submit a hiring proposal through the jobs.messiah.edu system AND receive approval from the Student Employment Office **prior** to the student performing any work
- **Students may NOT be paid a stipend for work performed. All work hours must be recorded via the online timesheet and submitted by the end of the pay period in which the work is performed**

Departments must not allow students to perform work without prior approval

The title slide features a dark wood-grain background. Two autumn leaves, one red and one yellow, are positioned on either side of the title. The title 'Onboarding Process' is centered in a large, white, sans-serif font.

Onboarding Process

- **The New Hire Checklist**

https://www.messiah.edu/download/downloads/id/2570/Student_New_Hire_Checklist.pdf

- **The Student Employee Checklist**

https://www.messiah.edu/download/downloads/id/2576/New_Student_Employee_Checklist.pdf

- **Departments are encouraged to hold orientation/training sessions for new student employees**
- **Summer student employees are required to attend the summer student orientation meeting**

Trivia Time!

Can you name the form(s) a student must submit before starting to work?

Onboarding Process - Forms

New employees must complete & submit the following forms PRIOR to beginning a work assignment:

- **Form I-9**

- A student **MAY NOT BEGIN** without completing this
- Must be completed in person in the Payroll/Student Employment Office
- Requires student to show ORIGINAL ID documents such as a Passport, Birth Certificate, or Social Security Card, along with a photo ID

- **Background Checks & Mandatory Reporter Training**

- Required only for positions that have direct contact with minors

- **Payroll Forms** - W-4, Residency Certification Form, and Direct Deposit Form

- **Work Permit**

- Required only for students under the age of 18

Students that have worked on campus previously do not need to re-submit the above forms unless it has been more than a year since they last worked on campus

Onboarding Process - More Forms

Within the first week of employment new employees must complete:

- **On-line Student Employment Forms**
 - Located in Self-Service: Employee/Employment Forms
 - Policies and procedures related to expectations for employee conduct and important information related to workplace health and safety
- **Confidential Information**
 - Departments that have student employees that handle confidential information should train their students how to handle confidential information and should have a confidentiality agreement form that is reviewed and signed by the student prior to granting the student access to any confidential information
- **Safety Compliance Training**
 - The Safety, Health, & Environmental Training list should be reviewed and completed during a new student employee's first week of work. Depending on the job assignment & tasks performed, some student employees may be required to have comprehensive training on specific topics
 - If there is an OSHA required training that a regular employee must complete, and you have a student employee performing the same job functions, the student employee must also complete the training



Payroll Process

- On-line timesheets are available for the student after the hiring proposal is submitted by the department and after the job information is set up by the Student Employment Office.
- Students must enter and submit their hours in the pay period in which the hours were worked.
- Supervisors are responsible for reviewing and approving the student's timesheet by the established deadlines
- Students must be paid for all hours worked and may not volunteer their time

In order to stay in compliance with labor regulations, timesheets MUST be submitted by the established deadlines

Payroll Process

Payroll Contact Information:

Wendy McElwee or Cindy Briel or payroll@messiah.edu

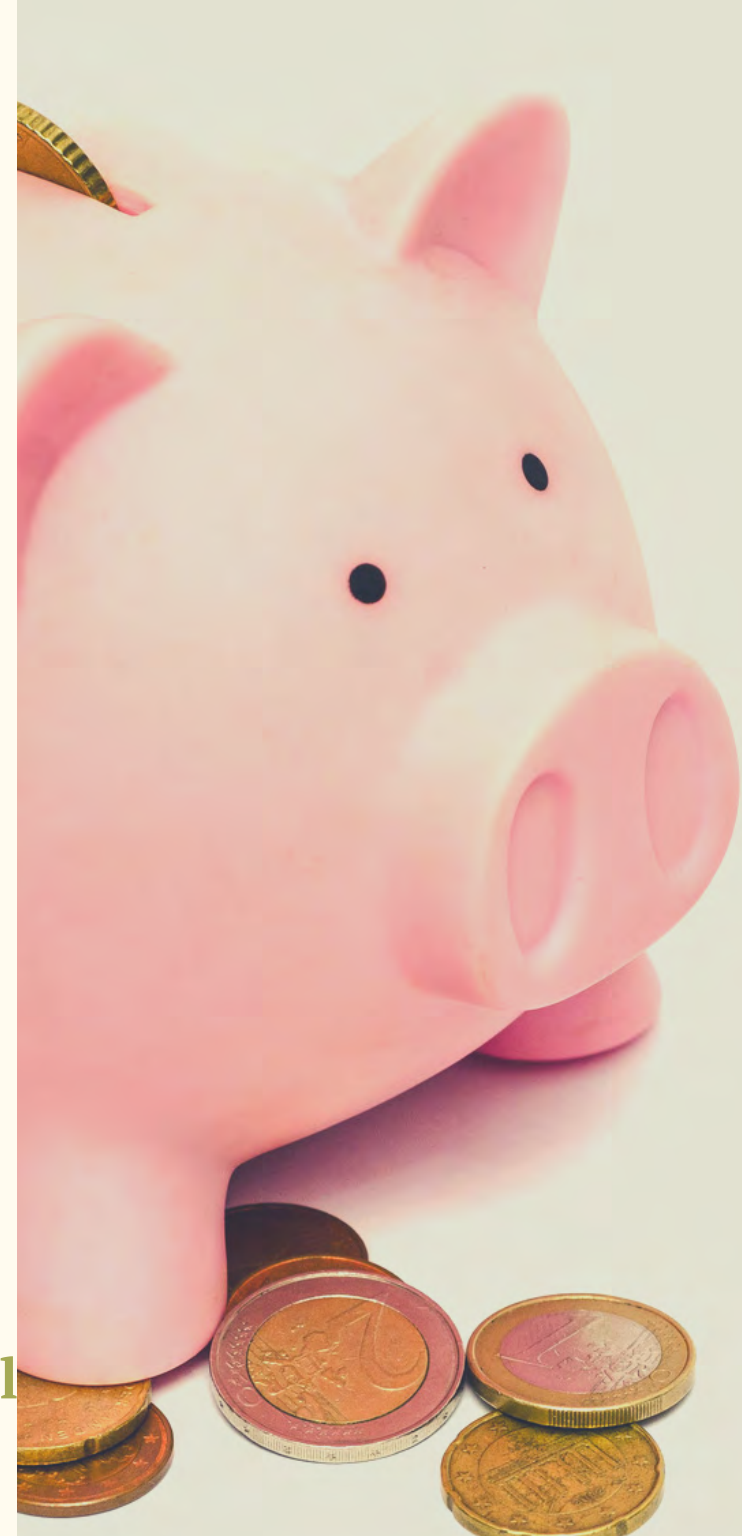
- Contact the Payroll Office with questions about pay, taxes, timesheets, or if you or your student missed a timesheet deadline.
- Do not record hours from a previous pay period on the current pay period's timesheet. Instead contact the Payroll Office for a paper 'late' timesheet so that hours are recorded on the appropriate dates worked.
- IT IS THE SUPERVISOR'S RESPONSIBILITY TO ENSURE TIMESHEETS ARE SUBMITTED BY THE DEADLINES
- It is highly recommended that you establish a proxy to approve timesheets in your absence.

**Deliberate falsification of timesheets can be considered embezzlement
of federal funds**

Pay Schedule

- Students are paid on a biweekly pay schedule
- Students have the option to receive their pay either by direct deposit or by a check mailed to their campus mailbox
- Earnings are paid directly to the student and are not applied directly to their student account
- The student pay schedule & due dates can be found on the Student Employment website:

http://www.messiah.edu/info/21146/student_employees/2151/pay_schedule



Policies



Reasonable Accommodations Due to Disability

- Messiah College will make reasonable modifications or accommodations for any student employee with a disability as defined by law. Students requesting such accommodations should contact the Student Employment Office

Out-of-State and International Employment

- All student employment work assignments must occur at the Grantham campus or Winding Hill Facility.
- Any anticipated need for a student to be able to perform all or part of the assigned work elsewhere must be approved by the Student Employment Office prior to any posting or offer of employment

Trivia Time!

- Are students permitted to have more than one campus job?
- If so, is there a limit to the number of jobs they can have?

Policies



Work Hour Restrictions

- Student employees are limited to working no more than 20 hours per week while classes are in session
- Students may have more than one campus job, but may not exceed 20 hours per week total

Use of Gift Cards

- Student employees are hourly employees and may NOT be paid a stipend, honorarium, or gift card for work performed
- Students must be requested and approved for hire and when hired, they must record hours worked to be paid accordingly

Volunteers

- Student employees must be paid for all time worked and may not volunteer their time
- For additional information on the College's policy on Volunteers, see section 1.04.07 of the Employee Policy and Procedure Manual.

Trivia Time!

What should you do if a student is injured while working?



Workers' Compensation

Student employees are covered by workers' compensation

- Any work related injury (whether medical treatment is needed or not) must be reported within 3 days via the online incident report located in Falcon Link
- It is the supervisor's responsibility to ensure that the incident report is filed
- If medical treatment is needed due to a work related injury, student employees should NOT go to the Engle Center.
 - They are required to use a provider on our panel of physicians
 - WorkNet Occupational Medicine can provide transportation (8am-5pm)
 - 717-691-9560

If a student employee experiences a life-threatening injury, an ambulance should be called immediately.

Resignation/ Termination Process

- When a student job assignment ends, the supervisor must submit the Resignation/Termination Form to the Student Employment Office.
- Generally, students who are employed in an assignment will be given the opportunity to continue in that assignment in a subsequent year. Exceptions to this general rule include reasons not limited to an academic schedule conflict, student resignation, a departmental staff restructuring, or a disciplinary process.
- For all terminations due to performance or disciplinary issues, the supervisor **MUST** follow the disciplinary action procedures and file a copy of the Student Employment Disciplinary Notification form(s) with the Student Employment Office.



Discipline Issues

and strategies for success

- **Communicate clear expectations and directions**
- **Give the benefit of the doubt**
- **Do not raise your voice**
- **Document verbal warnings and disciplinary notifications**

**Terminations should not occur without approval from the
Student Employment Office**



Disciplinary Process

In the event of a behavioral or disciplinary issue, the following process must be followed:

- **FIRST OCCURRENCE:** Verbal warning - The supervisor discusses the problem with the student and suggests ways of improvement during a specified time period. The Student Employee Disciplinary Notification Form must be completed by the supervisor and a copy sent to the Student Employment Office.
- **SECOND OCCURRENCE:** If the problem still exists after the specified time period elapses, the supervisor conducts a disciplinary interview with the student worker. The Student Employee Disciplinary Notification Form must be completed by the supervisor and a copy sent to the Student Employment Office.
- **FINAL OCCURRENCE:** If the student remains uncooperative or performance remains unsatisfactory after the second warning, the student's work assignment can be terminated. A decision to terminate requires approval from the Student Employment Office prior to any move to terminate employment. A termination notice must be put in writing. It should include the nature of the offense and the dates of the first two warnings. A copy of this termination notice must be submitted to the Student Employment Office to be placed in the student employee's file.



Positive Feedback & Acknowledgment

Formal and Informal Praise Ideas

- Acknowledge specific work
- Recognize how something they did made a tangible difference to you or to the department - tell them!
- Send a thank you email or note
- Give them a small token of appreciation - candy bar, lunch certificate, certificate to leave early
- Create a rewards/recognition program that works for your area

Employment Verification & Reference Requests

- Employment verification requests should be forwarded to the Student Employment Office for completion.
- At times, federal investigators may come to campus to speak with certain individuals/departments to verify past employment history of a student employee. Departments/individuals may give the investigator the requested employment information provided that the investigator presents his/her badge/ID, the form from the Department of Safety, and a signed release from the student employee.
- Students who wish to obtain employment references should contact their supervisor directly to request a reference.

Information related to a student's employment should not be released without a signed authorization form from the student.

Upcoming

- **Evaluation of student pay rates**
- Further developing student employment to include programs that provide professional development opportunities and development of transferable skills
- **Development of a student employee recognition program**
- Creation of online process for academic year roster request form
- **Performance Evaluations**
- **Student Employment Surveys**
- **Academic Year New Student Employee Orientation**

Resources

Have Questions or
Need Assistance?

- **Student Employment Office**

Belinda Conrad, ext. 2900 or bconrad@messiah.edu or studentemployment@messiah.edu

- **The Student Employment Supervisor Handbook**

http://www.messiah.edu/download/downloads/id/2846/Supervisor_Handbook.pdf

- **Student Employment Handbook**

http://www.messiah.edu/download/downloads/id/2575/current_handbook.pdf

- **Student Employment Website**

<http://www.messiah.edu/studentemployment>

Resources

Have Questions or
Need Assistance?

- **Payroll or Timesheet Questions**

Wendy McElwee, ext. 2902 or payroll@messiah.edu

- **Financial Aid Questions**

Mike Strite, ext. 6007 or finaid@messiah.edu

- **Student Financial Services**

ext. 6004 or studentfinsvcs@messiah.edu

- **Office of Human Resources & Compliance**

ext. 5300 or humres@messiah.edu

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**Questions/
Suggestions?**



**Thank
You!**