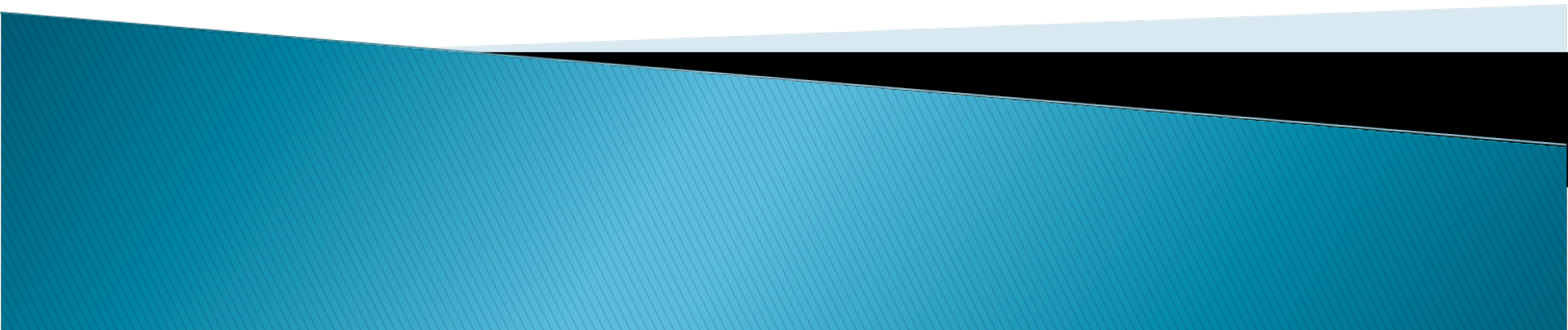
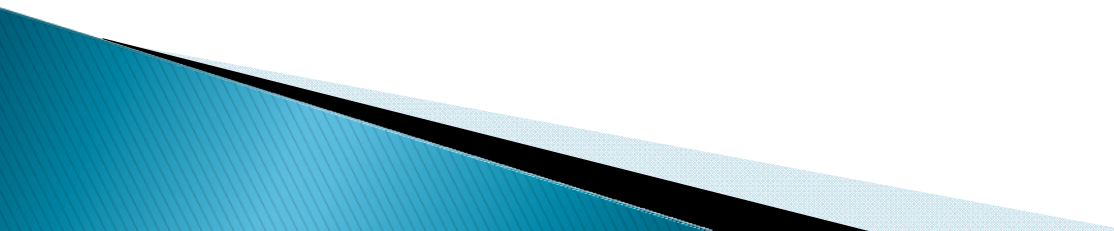


Student Employment

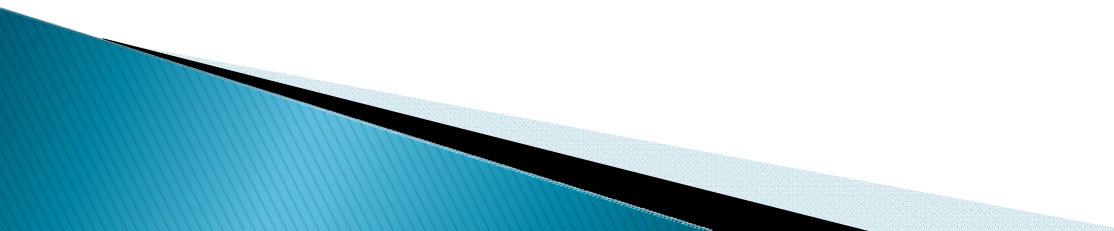
Educational Session for Supervisors 2010



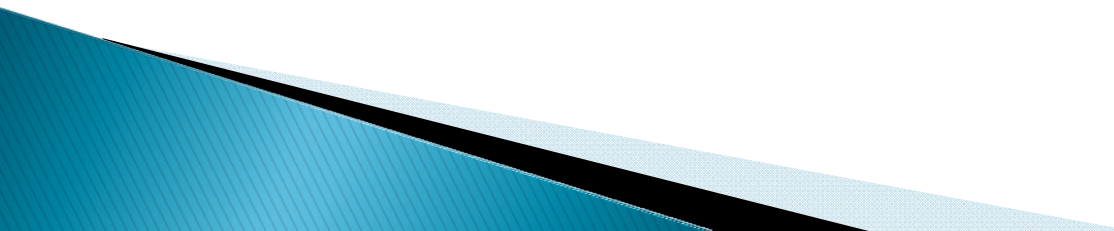
Objectives

- ▶ To provide background on the Student Employment function
 - ▶ To provide an update on changes within the Student Employment function
 - ▶ To outline and discuss student responsibilities
 - ▶ To outline and discuss supervisor/department responsibilities
 - ▶ To provide resources for additional assistance
- 

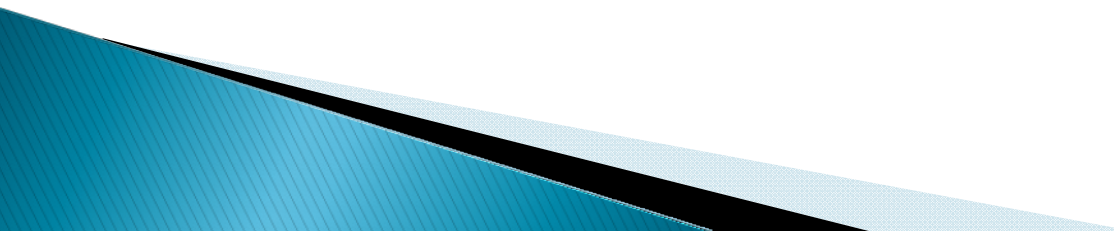
Important Questions

- ▶ What is Student Employment?
 - ▶ Where is Student Employment housed?
 - ▶ What has changed with Student Employment?
 - ▶ What policies/procedures must I understand?
 - ▶ What are the student's rights?
 - ▶ What are the student's responsibilities?
 - ▶ What are the supervisor's responsibilities?
 - ▶ What else is important to know?
 - ▶ Where can students and supervisors go for additional assistance?
- 

What Is Student Employment?

- ▶ Messiah employs over 1,000 students each academic year and over 150 students each summer in jobs across campus
 - ▶ Students may be international students, federal work study, institutional work study
 - ▶ Students may be incoming, first-time or transfer students or continuing/returning students
- 

Where Is Student Employment?

- ▶ Prior to the 2009–10 academic year → Student Employment was housed within the Financial Aid Office and was coordinated by Mike Strite (Asst Director of Financial Aid)
 - ▶ During the 2009–10 academic year → Student Employment was transitioned to the Payroll Office and is coordinated by Belinda Conrad (Student Employment Coordinator)
 - ▶ Starting with the 2010–11 academic year → Student Employment will operate fully within the Payroll Office
- 

So What Has Changed?

- ▶ New Office/Contacts
 - ▶ New/Revised Forms
 - ▶ Updated/Revised Student Employment Handbook
 - ▶ New Student Employment Website
 - ▶ MC Square & Self-Service Applications
 - ▶ New/Updated Policies/Processes
 - Hiring Process
 - Disciplinary Process
 - Termination Process
 - ▶ Student & Supervisor Rights/Responsibilities
- 

New Office/Contacts

- ▶ Belinda Conrad
 - Student Employment Coordinator
 - Handles all day-to-day student employment processes, such as hires and terminations
 - Works with Human Resources on disciplinary issues
 - Processes the payroll for student employees
- ▶ Don Lerew
 - HRIS & Compensation Manager
 - Provides oversight and planning for the Student Employment Function
- ▶ Mike Strite
 - Associate Director of Financial Aid
 - Evaluates Federal vs. Institutional work eligibility
- ▶ Communication is primarily done via e-mail or Self-Service—prompt replies are requested.

New & Revised Forms

- ▶ Forms are available on the [Payroll website](#)
- ▶ Forms are in fill-in MS Word format
- ▶ Student Employment Hire Master
 - Used for reporting all new hires (excluding bulk new, incoming student assignments) to Student Employment
- ▶ Student Employment Work Authorization Card
 - All students who have completed the required paperwork will be issued this card which authorizes them to begin work
 - Supervisors must request to review this card prior to the student beginning the work assignment
 - GOAL → to move this into an online process

New & Revised Forms

- ▶ Student Employment Resignation/Termination Form
 - Form combines the prior resignation form (completed by student) and the termination form (completed by the supervisor) into one form
 - Supervisors are required to complete this form for all students who have resigned or have been terminated from their assignment

New & Revised Forms

- ▶ **Student Employment Disciplinary Notification**
 - All disciplinary actions must be documented on this form and provided to Student Employment for retention in the student's personnel files
 - Termination for performance cannot occur (with the exception of gross negligence—as defined in the Student Employment Handbook) without the completion following the Handbook guidelines.

New & Revised Forms

- ▶ Student Employment Position Description
 - All student employment positions must have a position description on file
 - This template form should be used to create/modify all descriptions
 - All new/modified descriptions must be forwarded to Student Employment and approved
 - Listed duties should not be task lists
 - YES: Provide clerical office support by answering phones, typing letters, and processing mail
 - NO: Type letters for Award A; Type letters for Planning Day B; Type letters for Retreat C; etc.

New & Revised Forms

- ▶ **Academic Year Roster Request Form**
 - Will be routed to supervisors from Student Employment each spring
 - Supervisors are to complete and return to Student Employment
- ▶ **Summer Roster Request Form**
 - Will be routed to supervisors from Student Employment each spring
 - Supervisors are to complete and return to Student Employment
 - “Summer Housing” flag is very important

New & Revised Forms

- ▶ Student Employment New Hire Checklist
 - Created to provide supervisors a one-stop source for the steps needed in hiring student employees
- ▶ Student Employment Resignation/
Termination Checklist
 - Created to provide supervisors a one-stop source for the steps needed in terminating student employees
- ▶ New Student Employee Checklist
 - Created to provide students a one-stop source for steps needed in beginning student employment

New & Revised Forms

- ▶ Student Employment Application
 - Currently an optional form
 - Students can complete to have an application on file for future job openings
 - Student Employment will maintain copies of all completed applications and will make them available to hiring supervisors upon request
 - Applications are kept on file for one year

Student Employment Handbook

- ▶ Provides consolidated instructions on the entire Student Employment process:
 - Hiring
 - Disciplinary
 - Terminating
 - Payroll
 - Student employee responsibilities
 - Supervisor responsibilities
 - And more...

Student Employment Handbook

- ▶ Underwent a significant overhaul in the summer of 2009
 - Expanded/Clarified hiring procedures
 - Expanded/Clarified termination procedures
 - Expanded disciplinary procedures
 - Provided more details on student pay scales
 - Expanded payroll-related policies, procedures, and instructions
- ▶ Some updates in the summer of 2010
 - Removed forms, since all available online
 - Added information on College closings/delays

Student Employment Website

- ▶ <http://www.messiah.edu/offices/business/payroll/>
- ▶ Student Employment
 - Contains electronic documents for all required and optional student employment forms
- ▶ Payroll
 - Contains electronic documents for all required and optional payroll forms
- ▶ Student Employment Handbook is available
- ▶ Student pay schedules are available

MC Square and Self-Service Applications

- ▶ Supervisor can perform the following via Self-Service:
 - Monitor their student employee roster
 - Communicate updates or corrections to Student Employment
 - Monitor the hours and earnings of each student employee to verify limits are not exceeded
 - Monitor the student wage budget for your department
 - More detail is available to the budget manager via Finance the Self-Service system
- ▶ Accepted Student Portal
 - Student Employment / Payroll now has a presence on the Accepted Student Portal

Policies/Procedures – Hiring

- ▶ Assistance in locating student employees
 - Student applications are available in the Payroll Office for supervisors to view
 - Student Employment maintains a list of names of students interested in working
 - Student Employment can provide assistance
- ▶ Required Employment Forms
 - Online Job Acceptance Form → students must accept the assignment(s) to be employed
 - Human Resources Online Employment Forms should be completed by the start of the assignment

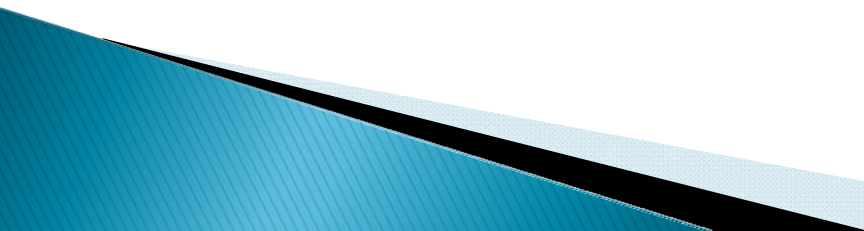
Policies/Procedures – Hiring

- ▶ Student Employment Hire Master Form
 - Must be completed in its entirety by the hiring supervisor and forwarded to Student Employment
 - Not required for batch assignments of incoming students
- ▶ Required Payroll Forms
 - Form I-9 → work authorization
 - Requires mandatory identification items
 - Form W-4 → federal withholding
 - Residency Information → local tax withholding
 - Direct Deposit Authorization → strongly encouraged
- ▶ Work Authorization Card
 - Provided to student when all forms are completed
- ▶ Timesheet then submitted to supervisor

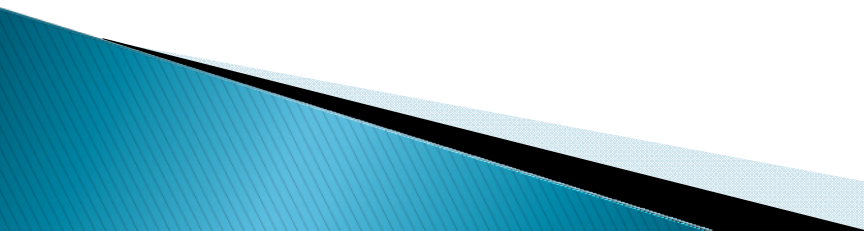
Policies / Procedures – Discipline

- ▶ Supervisors are required to follow the documented disciplinary process to formally write up or dismiss student employees
- ▶ 3-Step Process
 - Verbal warning
 - Disciplinary Interview & Disciplinary Notification
 - Termination
- ▶ Disciplinary forms must be forwarded to Student Employment


Policies / Procedures – Termination

- ▶ Student employees should be terminated because they have withdrawn, have resigned from the position, or have schedule conflicts with the position
 - ▶ Supervisors terminating student employees for performance/disciplinary reasons must follow the disciplinary process
 - ▶ Supervisors must submit the *Student Employment Resignation/Termination Form* to Student Employment and must contain the student's signature on the form
- 

Student Rights

- ▶ To be treated fairly and equitably by the supervisor, department, and the College
 - ▶ To understand expectations with regard to work schedule, duties, dress code, and other supervisory/departmental requirements
 - ▶ To be informed about work performance
 - ▶ To be able to contact Student Employment to express issues/concerns with employment
 - ▶ To be paid for all hours worked
- 

Student Responsibilities

- ▶ More details are listed in the Handbook
 - ▶ Attendance and Work Schedules
 - Arrange and maintain a suitable working schedule
 - Do not work more than awarded hours
 - Report on time to work and notify if late or sick
 - ▶ Attitude
 - Act in a professional manner
 - Perform all duties to the best of your ability
 - Respond positively to constructive criticism
 - Make the effort to establish good working relationships with supervisor and co-workers
 - Always follow College and departmental policies/procedures
- 

Student Responsibilities

- ▶ **Competency**
 - Follow instructions correctly and completely
 - Ask for clarification on instructions, when needed
 - Notify supervisor if unable to complete assignment
- ▶ **Appearance and Dress**
 - Follow the departmental dress code, if one exists
 - If departmental code doesn't exist, follow a business casual dress code

Student Responsibilities

- ▶ **Conditions of Employment**
 - Follow all College and departmental policies / procedures
 - Maintain the minimum half-time course load (6 credits per semester)
 - Maintain satisfactory academic progress
 - Students are at-will employees hired on an as-needed basis

Student Responsibilities

- ▶ Confidentiality
 - Student records
 - Financial information
 - Disciplinary information
 - Social Security numbers and College ID numbers
 - Addresses and phone numbers
- ▶ Personal Business / Use of Cell Phones
 - No extended or excessive personal calls
 - No extended or excessive visits by friends
 - Conducting personal business while at work
 - Legality of possessing a cell phone in the workplace

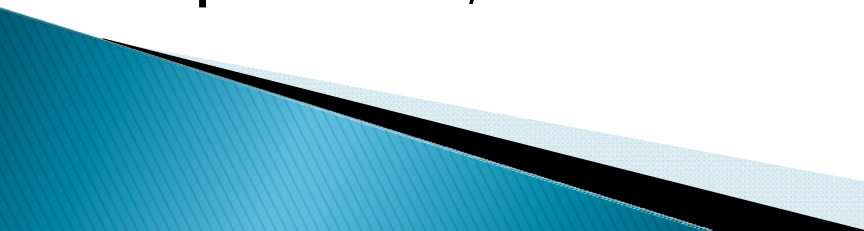
Supervisor Responsibilities

- ▶ *“A good supervisor must be firm, patient, and understanding. It is desirable that all supervisors encourage student employees to develop characteristics of good judgment, dependability, initiative, good working relationships, responsibility, and pride in work.”*

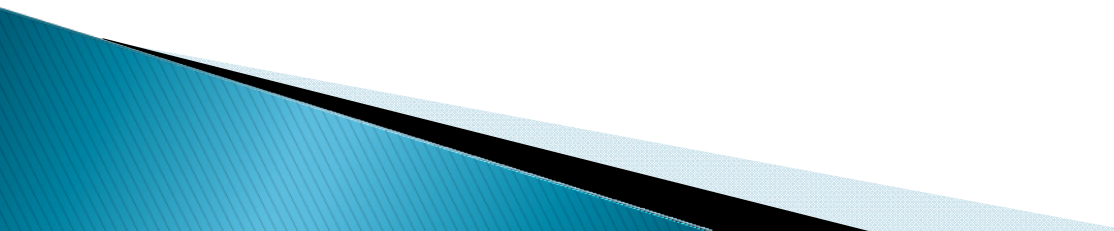
Supervisor Responsibilities

- ▶ *“Student Employment is part of each student’s overall College educational experience. Supervisors and departments are mentors to these students and, as such, should foster positive relationships and maintain a supportive work environment that will facilitate learning—in the classroom, within the workplace, and for preparation of future work experiences.”*

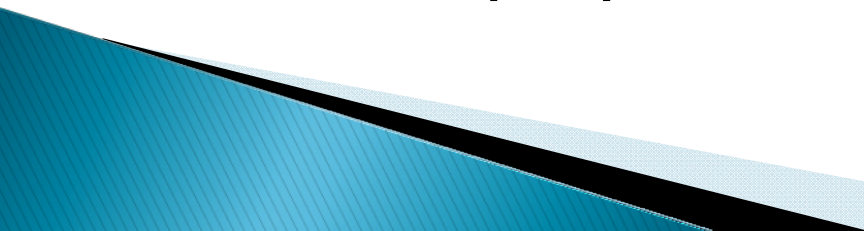
Supervisor Responsibilities

- ▶ Review the *Student Employment Handbook* and the Human Resources *Employee Policy and Procedure Manual* at least annually
 - ▶ Attend the annual Student Employment Supervisor training session, as requested
 - ▶ Adhere to all policies, procedures, and established deadlines
 - ▶ Follow the new hire process/checklist
 - ▶ Follow the resignation/termination process/checklist
- 

Supervisor Responsibilities

- ▶ Assist Student Employment / Payroll in ensuring all required forms are completed on schedule
 - ▶ Work with students to develop an agreeable work schedule that is flexible enough to cover each student's needs
 - ▶ Define each student's duties and explain the job as thoroughly as possible to each student
 - ▶ Provide necessary training and support
- 

Supervisor Responsibilities

- ▶ Notify Student Employment and Human Resources of any disability accommodations
 - ▶ Distribute, collect, and maintain timesheets, adhering to the published Payroll schedule to assure confidentiality and timeliness
 - ▶ Follow the documented disciplinary process for addressing student employment issues
 - ▶ Monitor hours and earned wages each pay period to ensure maximums are not exceeded
 - ▶ Review online payroll summary reports for each employee each pay period
- 

Other Important Items

▶ Roster Changes

- Keep roster up to date by communicating roster changes to Payroll via the appropriate hire/termination form
- Student Employment rosters can be accessed via Self Service

▶ Job Levels / Pay Rates

- 3 Types of Positions: Regular, Hard-to-Fill, Other
- Pay/Level increase for students continuing in same department in subsequent year *(meeting requirements)*

Other Important Items

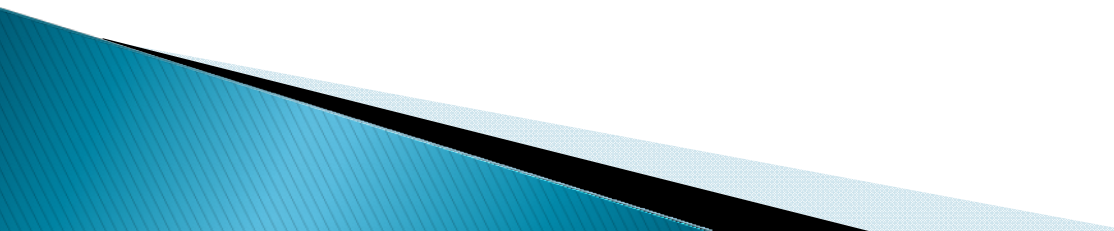
▶ Timesheets

- Contact the Payroll Office if you did not receive or have lost a student's timesheet
- Specific Instructions
 - Complete legibly
 - Communicate completion/signature deadline to employees
 - Submit to the Payroll Office *by due date*
 - Don't forget to sign!
 - ID#'s no longer printed on timesheet (*confidentiality*)
 - Supervisors are responsible for accuracy and timeliness of a student's timesheet
 - Report/Round to the nearest quarter-hour (not in minutes)
 - *Departments submitting late timesheets may be assessed a processing fee*

Other Important Items

- ▶ Student One-Time Payments
 - To be utilized for a one-time assignment that is outside of the standard work study assignments
 - Same requirements for employment/payroll forms
 - Exception: Form I-9 must be fully completed (Section 1 and 2) prior to working in the assignment
 - Departments expecting to utilize a large number of one-time assignments or last-minute assignments should consider hiring a temp pool of students so all forms are completed in advance of assignment
 - Should not be used for ongoing assignments
 - One-time payments must be submitted for payment in the pay period the work is performed

What Lies Ahead?

- ▶ Full position description audit
 - ▶ Online job postings
 - ▶ Online forms completion
 - ▶ Web Time Entry
 - ▶ Discussion on creating a student temp pool
- 

Frequently Asked Questions

- ▶ Answers to some common FAQ's are available on the Payroll website. Examples include:
 - Submission deadlines
 - Payments through Payroll vs. Accounts Payable
 - How to complete student timesheets
 - How the College pays for holidays/closed days
 - More to come...as needed

Frequently Made Mistakes

- ▶ My student employee doesn't need to be paid for all of their time worked. They agreed to volunteer some of that time...
 - Working employees cannot volunteer part of their time
- ▶ My student employee worked more than the department approved. I don't need to pay the student for the overage.
 - Required to pay for all hours worked
 - Can discipline for working beyond approved hours
- ▶ I enter the ID #s on the timesheets and keep them together for student employees to access at any time
 - This may be considered a FERPA privacy violation

Frequently Made Mistakes

▶ Timesheets

- Entering minutes instead of quarter hour
- Entering extraneous marks (zeros, hyphens, etc.) to indicate an unworked day
- Overwriting to correct numbers
 - Please use white-out or black out completely
- Entering hours for another pay period on the current period's timesheet
 - Please request the timesheet for the specific period
- Forgetting to total the hours each week
- Forgetting to sign
- Forgetting to date
- Turning in late
 - Please observe due dates

Further Assistance

- ▶ Student Employment / Payroll Office
 - Belinda Conrad, Student Employment Coordinator
 - bconrad@messiah.edu, Payroll@messiah.edu
 - Phone: x.2900
 - Fax: 691-2315
 - www.messiah.edu/offices/business/payroll/

Questions / Suggestions

We are always looking for ways to improve the Student Employment function...

More Details on Forms/Processes

▶ Forms

- Student Employment Hire Master
 - Student Employment Work Authorization Card
 - Student Employment Resignation/Termination Form
 - Student Employment Disciplinary Notification
 - Student Employment Position Description
 - Academic Year Roster Request Form
 - Summer Roster Request Form
 - Student Employment New Hire Checklist
 - Student Employment Resignation/Termination Checklist
 - New Student Employee Checklist
 - Student Employment Application
- 

More Details on Forms/Processes

- ▶ Online Job Acceptance Form
 - ▶ Online HR Employment Forms
 - ▶ Self-Service Roster Form
 - ▶ Processes
 - New Hire Processing
 - Disciplinary Processing
 - Resignation/Termination Processing
- 