

THE SUPERVISOR'S MANUAL FOR STUDENT EMPLOYMENT

Each year there are some 1500 student positions administered by the Student Employment Office and students earn over \$4 million in wages. Likewise, the CSU student staff generates over \$4 million in services to the University. The Financial Aid Office administers the Student Employment Program, which is designed to assist matriculating students in financing their education, developing essential job skills, and enhancing their experience and success at CSU.

This Supervisor's Manual for Student Employment was designed for those who hire and/or supervise student employees. This manual was created to make the student employment process more efficient and effective in your department. The Student Employment Office has attempted to answer common questions and concerns, provide basic policies, and outline the responsibilities associated with supervising student staff. It is not intended to cover all circumstances.

A student employee is an individual whose primary intent is to obtain a degree at CSU, while working part time at the University. That is to say, the student employee should always be considered a student of the University first. Therefore, it is appropriate that critical work be assigned to other full and part time University staff.

To the extent possible, we follow the Federal Guidelines for both our Federal Work Study and Non Work Study student employees. The Student Employment Program is subject to audit, so it is very important that you and your student staff understand and abide by the guidelines set forth.

AREAS OF RESPONSIBILITY

Student Employees

Student employees are responsible to:

- Adhere to all Student Employment guidelines.
- Notify their supervisor immediately, when enrollment drops below 6 credit hours.
- Accurately maintain time worked using the myTime electronic time reporting system.
- Take the job seriously and perform at the highest level of their ability.
- Treat their supervisor and fellow employees with respect.
- Dress appropriately for the job location.
- Limit personal conversations and phone calls.
- Do homework, studying or any other non-work or personal activities on their own time.
- Consult their supervisor for their next assignment, when assigned tasks are completed.
- Help keep the desk and work area safe and free of clutter.
- Return equipment and supplies to their proper place after use.
- Notify their supervisor before leaving the work area.
- Not eat or drink beverages in work areas, unless permitted by their supervisor.
- Use computers, copiers, and other office equipment and supplies for work assignments only and not for personal use.
- Provide their own reliable childcare and transportation.

Departmental Designee

The individual assigned as the Student Employment Departmental Designee is assigned the following responsibilities:

- Review all Student Employment materials and updates and communicate the information with others in their department.
- Attend Student Employment trainings and share information with department.
- Process job postings for all open Student Employment positions.
- Accurately complete and process all hire paperwork prior to any student working.
- Promptly respond and take appropriate actions on all Student Employment notices.
- Process all requests for changes to the job using the Student Employment Form (SEF).

Student Employee Supervisor

The direct supervisor of every student employee should ensure:

- That no student works prior to all hiring paperwork being accurately completed and sent to the Student Employment Office.
- That all student workers are compensated in accordance with the University's bi-weekly pay schedule.
- That funds are budgeted in order to retain the student for the full academic term.
- Approve time for payroll in a timely and accurate manner.
- That appropriate actions on all Student Employment notices are taken.
- That all student staff adheres to the student employment guidelines.
- That the designee is notified of all changes to the job (including terminations), so that the Student Employment Form (SEF) can be processed.
- Supervisors of student employees agree to conduct evaluations of work performance and skill building twice annually. These will be reviewed with the student and sent to the Student Employment Office.

Department Head

Heads of departments employing student staff are asked to:

- Ensure that all student employees are considered a student of the University first and that critical work is assigned to other University staff.
- Assign a departmental representative to act as the Student Employment designee. Please note that, whenever this position is vacant, the department head will be assumed to be the default designee.
- Ensures that departmental personnel adhere to the student employment guidelines.

Student Employment Office

The Student Employment Office is committed to:

- Process all accurately completed hiring paperwork in a timely manner.
- Return inaccurate/incomplete hiring paperwork in a timely manner.
- Provide Student Employment training and communication.
- Assist in the resolution of problems.

PROCESSING A STUDENT EMPLOYMENT POSITION

How Do I Find Student Workers?

- All student positions must be posted and made available to all students. Student positions are posted on the University's website at <http://www.csuohio.edu/enrollmentservices/financialaid/employment/oncampus.html> Use the Job Posting Form provided by the Student Employment Office in the forms section.
- Job postings must include a list of essential skills and a description of the job

responsibilities. Care should be taken to make the job available to the broadest group of students possible.

- You cannot require a certain GPA of your student staff; enrollment is the criteria for working on campus.
- Staff is reminded not to use University access to confirm the GPA of student staff.
- Students can be hired from the pool of applicants developed from previous postings based on the following guidelines:
 1. Fall hires - Jobs posted no earlier than summer semester
 2. Spring hires - Jobs posted no earlier than fall semester
 3. Summer hires - Jobs posted no earlier than spring semester
- You may not add resumes to a pool of applicants without having reposted your job.
- Supplemental advertising of your position is allowed but not to the exclusion of posting the job on the student employment website.
- No student position can be processed without a job having been posted for 3 to 5 business days. Jobs are posted and removed routinely. Please do not ask us to take down your posting earlier than our schedule permits. If you want your job posted for a longer period, please resubmit the posting.

What Are The Basic Rules Of Student Employment?

- All student employment positions must be posted by the Student Employment Office.
- No student may work until all hiring paperwork has been accurately completed and forwarded to the Student Employment Office. The only exception is that students have up to 3 days to provide their I-9 documents.
- All student employees must be paid following the University's bi-weekly pay periods.
- Students are eligible to work as student employees when they are enrolled for at least 6 credit hours in a degree-seeking program at Cleveland State University during the regular academic semesters.
 - 1) A one-time exemption is allowed if less than 6 credit hours are needed to graduate and the student is taking the credit hours needed to complete the program of study. A memo (or email) of documentation from the student's academic office is required before this exemption can be awarded. Such a student must stop working on the last day of classes for that semester and must have met eligibility requirements during the preceding term.
 - 2) Graduate students conducting thesis or dissertation research may be granted additional exemptions with permission of the academic department and the Student Employment Office on a case-by-case basis.
- Student workers must be provided with at least a half-hour unpaid meal break after 6 hours of work. MyTime will automatically make this deduction for all students working more than 6 hours who do not clock in/out.
- Student employees may not work more than 20 hours per week during regular academic terms. This includes a combination of all hours for all CSU positions.
- Students generally may work up to 40 hours a week during breaks. Students may work up to 40 hours a week during breaks between semesters only if they did not violate the student employment regulations during the preceding semester, if they intend to return to CSU in the next term, and if they have their supervisor's approval.
- Student employees may never work more than 40 hours in a week or 10 hours in a day.
- Student employees may not work during their scheduled class times, including during finals week.
- Newly-admitted students may begin work during the break before their first semester, including during the summer prior to their first fall semester of classes, if they have

registered for at least 6 credit hours for the upcoming term. This does not apply to re-admitted students.

- Graduating students must stop working on the last day of the term, unless they are accepted in a degree-seeking program for the upcoming academic term and are registered for at least 6 credit hours.
- If a student is taking classes required to be accepted into a graduate degree-granting program, a written request for an exemption must be submitted by the student's academic advisor.
- See the Summer Semester Guidelines for information about working during the summer.
- It is the student's responsibility to understand and abide by the student employment regulations and the policies of the employing department.
- Violation of the student employment rules will result in termination of the student job.

What Should The Student Employment Interview Include?

Supervisors usually address the following topics during an interview:

- responsibilities of the job,
- skills required to perform the job,
- start date and hours needed,
- pay rate for the job.

Supervisors should review the student's class schedule to be sure the student does not work during scheduled class times.

How Do I Complete The Hiring Process?

Before a job is offered to a student who has not worked on campus, the student must complete the Homeland Security Form (DMA form).

Once you have made a hiring decision, you and the student will complete the Student Employment Form (SEF), which is ordered from Central Stores. Each item on the SEF is needed, so please complete the form carefully. The SEF, with all required hiring documents and a copy of the job posting, must be forwarded to the Student Employment Office, on the first day of work and before the student starts working. The only exception is that students have up to 3 days to provide their I-9 documents.

When hiring a student who has had no active student position within the past year, you must complete the following forms found on in the forms section:

- DMA form
- Federal Tax Form (W4)
- State Tax Form
- I-9 Form
- Payroll Direct Deposit Form or Payroll Card Form
- OPERS Exempt **and** OPERS Enrollment – student must choose one
- Employment in a Job Not Covered by Social Security
- Invitation to Self-Identify - this is provided to every new hire. If completed, it should be done privately and forwarded to the Affirmative Action Office.
- Confidentiality Form - retained by the employing department; do not send to Student Employment

When hiring a student who has no active student position but who has worked on campus within the past year, you must complete the following forms found in the forms section:

- Payroll Direct Deposit Form or Payroll Card Form
- OPERS Exempt and OPERS Enrollment
- Invitation to Self-Identify
- Confidentiality Form - retained by the employing department; do not send to Student Employment

When hiring a student who currently has another active student position on campus you only need to complete the SEF.

Eligible students may begin working **after** all paperwork has been accurately and completely filled in and forwarded to the Student Employment Office. After Student Employment processes the job (enters it into PeopleSoft), a copy of the SEF is returned to the employing department. Upon receipt of this copy or viewing the job in myTime, the department is confirmed that the job is processed.

What Is Federal Work Study (FWS)?

FWS is a federal financial aid program designed to help degree-seeking students meet educational expenses. Students earn their FWS award by working in the Student Employment Program. Only students who are citizens or resident aliens can receive a FWS award.

Each year students indicate on their FAFSA if they are interested in receiving a FWS award. Awards are based on the FAFSA filing date, the student being in good academic standing, financial need, and the availability of funds. To facilitate continuity of employment for our students, consideration is given to students who earned their Federal Work Study Award during the previous academic term. The Financial Aid Office may also use professional judgment to award FWS to a student under special circumstances.

If not being utilized by the third pay period of the academic year, the FWS award will be removed for the academic year. Because of our awarding protocol, FWS awards cannot be reinstated.

As funds permit, students employed as non-work study students who do have FWS eligibility will automatically be awarded FWS and transferred to the FWS budget line, based on the above criteria. This does not apply to grant-funded positions.

Students wanting a FWS award can complete a referral form at Campus411. However, receipt of a referral will not influence the awarding protocol.

How Does FWS Work?

Students who receive a FWS award may earn up to the amount of the award during an academic year (fall and/or spring semester). Student earnings reduce the amount of the remaining award. FWS wages are charged to your department's 0150 account and the Federal Government reimburses the University for all or part of these wages.

When a student's award is exhausted, the wages are automatically deducted from your department's 0151 (non-work study student) budget line. The department is responsible for monitoring these charges.

Federal Work Study guidelines require that we attempt to maintain the student's employment for the full academic year. If your department is one that can only compensate students via their FWS award, it is important that their hours be scheduled and monitored in such a way that they

do not run out of funding and lose their employment before the end of the academic year.

What Is A Non-Work Study (NWS) Student Job?

A NWS job is any student position for which wages paid to that student come directly from the department's budget, 0151. The Federal Government does not reimburse wages for a NWS job.

What About Employing International Students?

International students should confirm permission to work through the Center for International Services and Programs.

216-687-3910
intadvisor@csuohio.edu

Most of the student employment regulations are the same for national and international students. However, there are some differences:

- International students are mandated by their visa status to maintain full-time enrollment each academic semester (fall and spring).
- International student employees must get approval for any exemption to this regulation from both the Center for International Services and their academic department.
- International students complete tax forms with the Payroll Office.

Refer to International Students - Completing the Hire Process in the forms section of this site, to facilitate the international student in securing a Social Security Card and processing the appropriate tax forms. Please review this form with your international student employee carefully.

Because international students can only work on campus, it is very important that they understand the student employment guidelines and do not become ineligible to work due to violations.

What About Employing Graduate Students?

Like all students, graduate students may not work more than 20 hours per week during regular academic terms. This includes a combination of hours for all CSU positions: student employment, graduate assistantship, tuition waiver, lecturer, etc. Students must take responsibility to ensure that they do not violate the work hour student employment rule.

Graduate students with a graduate assistantship can work during breaks by processing a student employment form. It is not necessary to repost these positions, just note on the SEF that the job is an extension of a GA.

Graduate students may receive an exemption from the 6 credit hour rule in order to complete thesis or dissertation research. This applies to NWS positions only. The student will need to confer with the Student Employment Office to discuss the exemption on a case-by-case basis. Students granted an exemption for spring semester thesis or dissertation research must be enrolled for summer semester (thesis or dissertation research) in order to work.

What About Employing Consortium Students?

The University's policy regarding consortium students working on campus is that the student

must be enrolled at CSU for at least six credit hours during normal academic terms.

Consortium students may work during breaks between semesters if they have registered for at least 6 credit hours at CSU for the upcoming term.

What About Employing PSEOP Students?

The Post-Secondary Enrollment Options Program (PSEOP) is a state-funded program that offers high school juniors and seniors the opportunity to earn college credit. Because of the increasing popularity of this program, the concern over hiring minors has come into question. It should be noted that the University policy does not permit the hiring of anyone under the age of 16. Participants in the PSEOP program may participate in the Student Employment Program if they are at least 16 and are enrolled for at least six credit hours. Since they have not yet graduated from high school, these students will need to provide a work permit from their high school.

ALL ABOUT PAYING STUDENT EMPLOYEES

How Much Should I Pay My Student Worker?

All student employees are paid on an hourly basis, biweekly. The following is designed to provide equitable hourly pay rate guidelines for student employees at Cleveland State University. In determining an appropriate wage rate for your student worker, consider the experience level of the student and the complexity of the job. If you have any questions, please contact the Student Employment Office at x5577.

Classification	Hourly Pay Range	Description
I	\$7.25 - \$8.00	Routine responsibilities with little training or prior experience required; independent action is limited; specific instructions required from supervisor; close supervision is usually necessary.
II	\$8.01 – 9.50	Responsibilities require some independent action and resourcefulness; supervisor’s instructions are more general; prior related experience or skill required; moderate supervision is required.
III	\$9.51 – 11.00	Responsibilities require independent action and resourcefulness in applying policies, procedures, and solving problems; prior related experience or skill required; limited supervision is required.
IV	\$11.01 - \$12.50	Instructional, administrative, supervisory, technical responsibilities, as required of graduate assistants; prior related experience required; original thinking and little supervision required.
V	\$12.51 - \$15.00*	Reserved for highly specialized positions, i.e. interpreters; research assistants; special tutors; campus newspaper editors or

		reporters; prior related experience required; original thinking and little supervision required.
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*Pre-approval is required prior to any student worker being paid over the \$15 per hour cap. Please contact Pat O'Donnell at p.m.odonnell@csuohio.edu.

How Do We Maintain Time Records?

- The student and supervisor should generally be able to see the job record in myTime 24 hours after the job is entered into PeopleSoft. A paper record of the time worked should be maintained until myTime is activated. If you cannot see the job in myTime AND you have already received the confirmation (office copy) that the data entry has been completed, please contact IS&T or Payroll to take any corrective action.
- Student workers are paid only for time worked. Holidays, snow days, sick days, and break periods do not count as hours worked and are not compensated to student employees. Students should clock out for all breaks.
- Student workers must be provided with at least a half-hour unpaid meal break after 6 hours of work. MyTime will automatically make this deduction for all students working more than 6 hours who do not clock in/out.
- At the end of the pay period, supervisors verify the hours worked and submit the time to the Payroll Office, which will authorize payment.
- For actual payment dates refer to the Pay Dates Calendar in the forms section.

Please Note: Holidays may result in a need to submit time earlier than usual. Late time reporting will result in delays in your student workers receiving their paychecks.

What are the Payroll Procedures?

Pay is issued every other Friday. Students should begin receiving their pay no later than the Friday of their fourth week of work, provided their paperwork was received by the Student Employment Office in a timely manner.

Compensation will be deposited to the student's bank account or payroll card (based on which option the student chose at their hire) on the morning of the pay date.

An electronic pay stub can be viewed on the HR website under employee self service.

Are Taxes Withheld From Student Earnings?

Both state and federal taxes are withheld. During the academic year, students who are enrolled for six or more credits and who are working on campus are exempt from Medicare. Students may also elect to be exempt from withholding of OPERS.

How Do I Make Changes to my Student Employee's Job?

How Do I Change My Student Employee's Hourly Rate?

A Student Employment Form (SEF) needs to be processed to implement any change to a student's job. This includes pay rate changes, budget changes, and changes in the supervisor.

If your student employee continues to work in your department and maintains a satisfactory job performance, you may wish to give the employee a merit increase. If a student's position is upgraded or responsibilities increased, it is appropriate to give your employee a promotion.

All pay rate changes and budget changes need to be effective on the first day of a pay period. If pay rate and budget changes are effective any other date, the Student Employment Office will adjust the effective date to the first date of the indicated pay period. Please also note that, due to the process of running pay sheets, pay rate increases may not be received by the student employee until after the second pay period; but they will be made retroactive. Budget changes are not processed retroactively.

ON-THE-JOB ISSUES AND CONCERNS

What Should The Student Employee Orientation Include?

Each student employee should be oriented to their specific position and the overall department, including job functions, departmental policies, their work schedule, and expectations. Orienting a new student worker to your area should also include the following:

Confidentiality

Each student worker should be reminded about the importance of confidentiality and is required to complete the confidentiality form that is provided in the forms section. The completed form should be retained for your records and not sent to the Student Employment Office. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination.

The Family Educational Rights and Privacy Act (FERPA)

FERPA is a federal law that guarantees the confidentiality of student records. Student Employees must not, under any circumstances, release student information to anyone (including parents and employers), unless they have been instructed to do so by their supervisor.

All student employees who work on campus must read and sign an agreement not to violate the confidentiality of any student or the University.

Students should be cautioned not to discuss student information with family or friends and to not check into student records, unless required as a function of their job. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination.

Discrimination

As a member of the Student Employment Program, it is essential that student employees respect the diversity that every individual brings to the University. Cleveland State University is committed to the principle of equal opportunity in employment and education. No person at the University will be denied opportunity for employment or education or be subject to discrimination in any project, program, or activity because of race, color, religion, national origin, sex, age, sexual orientation, handicap or disability, disabled veteran, Vietnam era veteran or protected veteran status. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination.

Sexual Harassment Policy

As a member of the Student Employment Program, it is essential that students understand this sensitive issue. Sexual harassment is a form of discrimination that is both reprehensible and unlawful. It is the policy of Cleveland State University that no member of the University community shall engage in sexual harassment. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination.

Providing A Safe and Healthy Workplace

Cleveland State University is dedicated to providing a safe and healthy workplace for its employees. Therefore, CSU recognizes that one of the most important obligations to its employees is to maintain a completely alcohol-free and drug-free workplace. Illegal use or influence of drugs/alcohol is prohibited on Cleveland State University property. The unlawful manufacturing, distribution, dispensation, possession or use of controlled substances is strictly prohibited. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination.

Student Conduct Code

All students and student supervisors should be familiar with the Student Conduct Code. If a student employee is found to be in violation of the Student Conduct Code, the supervisor and/or Student Employment Office may file a complaint.

Work Schedules

Students should establish a work schedule with their supervisor that does not interfere with their classes and one to which they can commit.

- Student schedules should be designed so that funding for their positions, whether FWS or NWS, will enable them to work through the end of the academic year.
- Students can work their normal schedule (up to 20 hours) during finals week. Student employees must advise their supervisor about any schedule changes they may need to make during this week. Students may not work during their scheduled exam time, even if their instructor does not issue an exam.
- Student employees in good standing may be scheduled to work up to 40 hours per week between semesters and during other break periods.

Meal breaks

Student workers must be provided with at least a half-hour unpaid meal break after 6 hours of work. MyTime will automatically make this deduction for all students working more than 6 hours who do not clock in/out.

Comfort breaks

Most students work in areas where they are free to use restroom facilities at their convenience. In situations where students aren't free to take periodic comfort breaks without some work coverage being provided, supervisors must arrange such reasonable coverage. However, student workers only get paid for time worked. If actual breaks are taken (coffee breaks, smoking breaks) those need to be unpaid time and the student must clock out.

Phone Usage

Telephone training should be provided by the supervisor and should include the proper way to answer the telephone, placing a caller on hold, transferring a call, and taking a message. Additional training can be provided by the Telecommunications Department.

Students should limit use of the University phone for personal calls and may not make long-distance personal calls from work.

Students should limit use of their cell phone during work hours to only urgent issues.

Helping Student Workers Handle Difficult Situations

Until your student employee is well trained, you may want him/her to simply turn over difficult

situations to you or a more experienced co-worker for handling. Please advise your student worker of your expectation.

Departmental Dress Code and Personal Hygiene

Many international students do not use personal deodorants. When this is the case, it can become disruptive and difficult for the supervisor to address. While we do not want to ask anyone to do anything that compromises religious or cultural practices, consideration to our co-workers and customers is essential. This may include washing and changing a shirt/blouse more than once a day. Addressing this issue at the time of hire will take some of the sting out, if it needs to be addressed again.

Since the University does not have a uniform dress code, it is up to individual departments to communicate what constitutes appropriate dress. Business casual dress is generally appropriate for most departments on most days, although certain activities may warrant something more formal or more casual.

Although we understand that our students may not have funds to purchase new clothes to wear to work, modest, clean, pressed, and appropriate dress is expected.

The following should not be considered all inclusive but should be used as a general guide. Please feel free to make changes to these guidelines, as appropriate for your own work area.

Generally Appropriate Business Casual Dress:

Open collar shirts, polo or golf shirts, dress slacks, trousers, casual pants (e.g. Dockers), casual skirts, casual blouses, sweaters, loafers, and other nice casual wear.

Generally Inappropriate Office Wear:

T-shirts, torn blue jeans, sweatshirts, shorts, or other recreational clothing. Torn clothing, tight fitting, low-cut, sleeveless tops; clothing with drug, violence, or other distracting messages; outside jackets.

Headwear (hats, caps, visors, sweatbands, or bandanas), except for religious head coverings.

Sockless footwear, including flip-flops, is not appropriate office attire. Underclothing should never be visible in the workplace.

Why Do We Encourage Students to Work On-Campus?

Research shows that students who work on-campus:

- enjoy greater academic success,
- are more connected to the University,
- develop relationships with members of the University community who can help them deal with a variety of questions and concerns,
- have employers who support their educational endeavors and coordinate work schedules with academic schedules.

Students who participate in the Student Employment Program have the opportunity to develop essential career skills including:

- technical skills;
- communication and decision making skills;
- team building, interpersonal, and customer service skills;
- personal responsibility and professional maturity.

Every student position can be beneficial even if it is not significantly related to a field of study. Student positions help our students gain a better understanding of the dynamics of the working world and help students develop many of these essential job skills:

- computer skills
- communication skills
- customer service skills
- writing skills
- problem solving skills
- decision making skills
- team member skills
- customer service skills
- personal responsibility

How Can I Help My Student Workers Develop Degree-Related Work Experiences?

You have the unique opportunity to contribute to the success of students by providing work experiences that enhance their academic endeavors. A simple conversation about your student worker's career goals may lead to ideas about projects and skills that would benefit his/her career development and help your department achieve its goals, too.

Cooperative Education facilitates paid, degree-related work experiences which are reflected on the student's transcripts. If you are interested in having your student position meet co-op criteria, please contact the Career Services Center at extension 2233.

Internships are defined as degree-related work experiences, for which academic credit is awarded. If you are interested in having your student position meet internship criteria, please contact the Chair or Dean's office in the appropriate College.

Can Family Members Be Employed As Student Workers?

Cleveland State University imposes no restriction on the simultaneous employment of members of the same immediate family. However, we strongly discourage employing a child in the same department as a parent or other family member, and CSU employees cannot supervise the work of a member of their own family.

May A Student Have More Than One Student Position?

Yes, a student may have more than one student position. Students who work two or more jobs should notify each of their supervisors, and students must take responsibility to ensure that they do not work more than 20 hours per week during academic terms (See What Happens if Student Employment Regulations are Violated?).

Do I Have To Rehire My Student Position Every Semester?

Student positions are considered active until terminated. Positions that are vacated for more than a few weeks must be terminated. If the employing department fails to do this, the Student Employment Office will. When/If the student returns to work, the job will have to be rehired.

You will want to be sure the student worker has a clear understanding of your intention to continue or terminate a position either at the end of a semester or when funding is exhausted.

What Happens If Student Employment Regulations are Violated by the Student?

Student employment offers certain tax advantages to the students and to the University. Violations of the student employment regulations are considered to be very serious.

Students who violate the student employment regulations may be terminated, lose their tax advantage of being exempt from OPERS deduction, and will not be permitted to participate in the Student Employment Program during breaks. This may include the entire summer semester, unless the student is enrolled. Final decisions may be based on additional guidelines and a determination by the Student Employment Manager.

What Happens When Guidelines are Violated by the Employing Department?

Departments that violate these student employment guidelines may cause delays in the hiring process and delays in the student employee's start date.

In cases where documents are repeatedly completed incorrectly, the responsible party will be required to participate in further student employment training, prior to authorizing the hire of additional student workers.

If errors continue after additional training has been provided, this department will be required to wait until the job has been processed before allowing the student to work. The department head will be notified when this occurs.

If the Student Employment Office has reason to believe that a student job has not been posted and made available to all students, the Student Employment Office will a) require that the job be posted for at least 3 business days before processing a hire **and** b) ask for copies of resumes collected and a record of when interviews were conducted.

In cases where other guidelines are not adhered to, notices will be provided to the department head for remedy. A copy may also be sent to the University's auditor.

How Should I Evaluate My Student's Work Performance?

Supervisors are encouraged to complete a written evaluation of the student's performance. Student workers should be evaluated:

- within 30 days of hire,
- at the time of any pay increases and/or promotions,
- at the end of each semester,
- at the time the position is terminated.

We recommend to supervisors that they review the evaluation with their student employee, maintain a copy for their files, and forward the original to the Student Employment Office. A copy of the Supervisor's Evaluation of Student Employee Performance forms is provided in the forms section of this site.

We also ask that all student employees complete an assessment of their work experience. Please see Student's Assessment Form for a copy of this form.

What If Problems Arise Between My Student And I?

Establishing guidelines during the first few days of employment helps clarify expectations and reduce problems down the road.

Use the job description and other guidelines provided as a training tool. Go over guidelines a few times during the first weeks of work. Ask if the student employee needs any assistance or if he/she has any questions or concerns.

Evaluating your student after 30 days is also a way of identifying and discussing problem areas and strengths. When you have a concern:

- Identify the problem;
- Ask how you can help;
- Ask the student if there are roadblocks preventing him/her from achieving the expectation;
- Establish a time frame for review of the expected performance again.

The following are provided as suggestions for dealing with common situations that may arise:

Work Schedule Violations

You committed to a work schedule when you started this position. However, you are not able to keep to it. Do you need to revise the schedule? I need to be able to expect you to come to work and to be on time.

Inaccurate Work

I am finding errors in your work. Do you feel that you need additional training? I need to be able to rely on you to do this assignment accurately. Can you make that commitment to me? I would like to get together again to review your progress in one week.

Inefficiency

You don't seem to be able to get the work done. Is there something I can do to help you be more efficient? Do you have some concerns that we should discuss? I need to be able to rely on you to finish the work completely and accurately. I would like to get together again to review your progress in one week.

Dress Code Concerns

We discussed the office dress code when you were hired. Even though you are a student, you are an employee of this office and a representative of the University. Please review the dress code guidelines and dress more appropriately for the work environment.

Feel free to contact the student employment department (x5536) for additional assistance, as needed. You may also want to refer to the Student Code of Conduct, Student Employee Orientation or Terminating Student Positions.

What About Terminating Student Positions?

When a student terminates a position:

If a student terminates his/her employment, we encourage him/her to give the common two weeks notice. However, this may not always be possible.

When a supervisor terminates a position:

Student employment positions are considered at-will employment. However, most student positions are terminated for:

- poor performance or violation of student employment regulations;
- graduation or academic dismissal;
- budgetary reasons.

If a supervisor is not satisfied with a student worker's performance, the supervisor is encouraged to discuss the concerns with the student and to specify a period of time in which the student is expected to improve. It is always best to refer to the job description and to document such

conversations with a memorandum to avoid confusion later.

In some cases, such as gross misconduct, supervisors may opt to terminate the employment immediately.

All terminations of student workers must be reported to the Student Employment Office, using the Student Employment Form, and providing an accurate termination date. This is essential due to some seniority issues and the accumulation of OPERS time, should a student worker be employed in the public sector later in life.

Accurate termination dates are also required to provide future employers with accurate employment verification information.

Even when a student is vacating a position for a limited time; i.e., to complete an internship or over the summer break, the job must be terminated. If not more than one semester has elapsed, the student can be rehired without reposting the position.

When the Student Employment Office terminates a position:

As representatives of the University, the Student Employment Office will terminate student positions under certain circumstances. The following list includes most, but may not include all, circumstances under which the Student Employment Office will terminate a student position:

- the student or employer fails to provide required employment documentation*;
- the student drops to zero credit hours during a normal academic term (including summer semester, unless summer is considered a break period for the student)*;
- a student drops below six credit hours for the current or upcoming term and fails to meet the exemption criteria for under-enrollment*;
- a student violates the work hour rules and exceeds working 20 hours during semesters or 40 hours during breaks;
- there has been no compensation paid to the student employee for three or more pay periods;
- the student graduates;
- the student is academically dismissed;
- the student's visa/I-9 expires*;
- the student is dismissed for non-payment of tuition;
- there are unresolved problems with the student's hire or position.

*Notices of terminations are provided to the direct supervisor and/or departmental designee of record. These notices should be taken very seriously and the information should immediately be shared with the student and his/her direct supervisor.

Violations of work rules and guidelines that are considered egregious will result in the student job being terminated until the next period of enrollment.

SUMMER SEMESTER GUIDELINES

Students in good standing, who completed at least 6 credit hours in spring term and who intends to return in the fall for at least 6 credit hours, may work during the summer term without taking any classes.

Student employees who did not complete at least 6 credit hours in the spring term may not work after the last day of classes, unless enrolled in summer classes. If a spring exemption was found to be erroneous, the student may be required to be enrolled for 6 credit hours.

Due to accelerated summer schedules, the summer work schedule is based on contact hours of enrollment not credit hours of enrollment. When a student worker exceeds six contact hours of enrollment, he/she can work up to 20 hours per week for the duration of that session.

When a student worker is enrolled for less than six contact hours he/she can work up to 40 hours per week for the duration of that session.

Student workers registered for less than 6 credit hours during any summer term will be enrolled in OPERS. For information on obtaining a refund of the OPERS deduction, students may contact the Payroll Office (687-3611) at the **end** of the summer break.

Student workers who work more than 20 hours per week when they are not eligible to do so may lose their right to work on campus until the beginning of fall term or the student's next term of enrollment.

Below is a chart to help you calculate your student worker's contact hours:

6 week session...multiply 2.2 x the number of credit hours = Total contact hours
8 week session...multiply 1.3 x the number of credit hours = Total contact hours
10 week session...multiply 1.1 x the number of credit hours = Total contact hours
12 week session...multiply .8 x the number of credit hours = Total contact hours

Example 1:

The student worker is enrolled in a 6 week session, taking a 3 credit hour course:

$$2.2 \times 3 \text{ credit hours} = 6.6 \text{ contact hours}$$

If this student meets all other criteria, the student employee may work up to 20 hours per week during the 6 week session. When the session ends, the student may begin working up to 40 hours per week.

Example 2:

The student worker is enrolled in a 12 week session, taking a 3 credit hour course:

$$.8 \times 3 \text{ credit hours} = 2.4 \text{ contact hours}$$

If this student meets all other criteria, the student employee may work up to 40 hours per week even during this time of enrollment.

NEED MORE HELP

Feel free to contact the Student Employment Office to ask for guidance or to offer suggestions on how we may better serve you.

Student Employment Office
KB1300
(216) 687-5577
studentemploy@csuohio.edu

Cleveland State University's policies provide for equal opportunity and affirmative action in employment and admission to all programs of the University.

