



SUPERVISOR HANDBOOK FOR STUDENT EMPLOYMENT

**Student Employment Program
Career Center
A Division of Student Affairs
College of Charleston
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Introduction

At the College of Charleston, the Student Employment Program operates within the Career Center in the Division of Student Affairs. Student Employment acts as the human resources administrators for student employees and works with the Offices of Financial Aid and Budget and Payroll Services to administer the Program.

Student employment is a valuable part of the student experience at the College of Charleston. It is estimated nationally that over 70% of college students work part-time or full time. On-campus student employment facilitates learning and development of the whole student, and is accomplished through purposeful, intentional, and goal-oriented behavior supported by the program and supervisors. While governed by policies and procedures, there are practices that can be extremely impactful for on-campus student employment.

Student employees are often seen as students who work on campus instead of employees. As students, they are learning in the classrooms and in their college and community environment. As employees, they are developing career readiness skills. Being an employee allows them to develop different skillsets in social, cultural and business settings within a professional framework.

We hope this guide will assist you in recognizing the important role you play in Student Employment and guide you through the policies and procedures of hiring and supervising a student employee.

Information in this guide is subject to change. Our website provides the most up-to-date information for Student Employees and Hiring Supervisors. This guide is intended to assist new and veteran supervisors, administrative assistants and others who work with and oversee student employees. Supervisors are responsible for knowledge of policies and procedures located on the Student Employment and Human Resources websites.

Website: careercenter.cofc.edu/on-campus-employment

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Definition of Student Employee and Eligibility

A student employee is defined as an enrolled or continuing student who provides services to the College or approved FWS community service employer for monetary compensation.

Enrollment must be verifiable through the Office of the Registrar. There are no minimum hours of enrollment to be a student employee for most positions; however, summers and course loads of less than half time affect the amount of taxes withdrawn from student pay.

Who is NOT a student employee of College of Charleston?

- Bridge students
- Aramark, Barnes & Noble or other on-site vendors operating separately
- Temporary employees
- Volunteers
- Some students performing independent research*

Student employees who graduate and complete coursework or who withdraw from classes immediately terminate their eligibility for student employment.

The Student Employment staff will verify student registration status before processing a student hire form and will notify the manager immediately if the student is not enrolled.

Most students performing services for compensation are student employees by IRS definition, even in many cases if performing research for faculty or staff under a grant. If unsure, please consult a member of Student Employment or Research and Grants Administration before hiring. **Never allow a student work without having first submitted a Student Hire Form and confirming that the student has been through a new student orientation.*

Policies in Student Employment

Student employees must be hired without regard to race, age, sex religion, creed, sexual preference, disability, veteran status, ancestral original or pregnancy status.

Supervisors are responsible for knowledge of all federal, state and College policies found on the Human Resources website including the following:

- Fair Labor Standards Act (FLSA)
- Employment Eligibility Verification Form I-9 and E-Verify*
- Verification prior to working
- Discrimination and Harassment, including Sexual Harassment and Abuse (prohibition of)
- Family Education Rights and Privacy Act (FERPA)
- Reasonable Accommodation & Equal Access
- Email
- Ethics
- Protection of Minors

More information and links to policies are found on the College’s Human Resources websites.

Applicable policies are reviewed in the New Student Employee Orientation that all student employees attend once before they begin working. If a student has a concern about a policy that the supervisor cannot answer, please direct them to Student Employment.

**All employees, including student employees must complete the Form I-9 and be verified through E-Verify before beginning work. For more information about the new student employee orientation and when your student employee may begin working, refer to page 14.*

Types of Student Employee Positions and Abbreviations

Non-Work Study - NWS

Federal Work Study - FWS

Graduate Assistant - GA

Research Assistant - RA

Teaching Assistant - TA

Non-Work Study (NWS) Positions

Non-work study (NWS) employment is available to all currently enrolled undergraduate and graduate students at the College. Positions are generally one semester to one year in duration and require working between one and twenty hours per week. These positions are paid from institutional funds.

Federal Work Study (FWS) Positions

The Federal Work Study (FWS) positions allow degree-seeking students with financial need the opportunity to work part time to earn money for educational expenses. Financial aid applicants who receive FWS awards may be employed by departments on the College of Charleston campus or by approved off-campus community partners.* FWS positions may not exceed 20 hours per week. These positions are paid from a match of federal funding (75%) and institutional funding (25%). FWS positions are not available during Summer Break. Dates for FWS are published on the Student Employment website.

Graduate Assistantships (GA, RA, TA)

Assistantships are a form of aid through which graduate students are paid for the work they perform. They are often related to students' studies or areas of specialization. Typically, assistantships fall into one of the following categories: graduate, research, or teaching. They are funded by institutional funds and by grant funding.

**Change annually. Contact Student Employment for current list.*

Compensation

All employees including student employees are paid on the 15th and last day of the month. If the 15th or the last day of the month fall on a weekend or holiday, payment is made on the prior business day.

Undergraduate and graduate assistantship pay is based on hours worked and recorded on electronic timesheets submitted to their supervisors for approval immediately following the pay period worked.

Pay dates and submission dates are found on the Budget and Payroll website. Hourly pay is based on prior two weeks' hours.

Compensation for graduate teaching assistants (TAs) is set up on salaried basis with contracts between the department and teaching assistant. No timesheet is completed.

Direct Deposits

All employees are required to set up direct deposit to a bank checking or savings account or to a bank debit card. A bank debit card will be created for the employee by a Student Employment staff member if the employee selects this option on the Direct Deposit form.

100% of student employee pay is transferred to the bank or bank debit card on each pay date. Currently, there are no options for splitting pay between two accounts.

A breakdown of pay information is available in the Employee Banner Self-Service folder located in an employee's MyCharleston account. Information is found in the Pay Information/Pay Stub folder.

This information is also covered in the New Student Employee Orientations.

Pay and Responsibilities

Student employees are paid the current federal minimum wage or higher. Student pay at the College can vary from \$7.25/hr. for entry level and routine positions to \$21/hr. for graduate assistantships and highly specialized positions.

Student employees performing the same duties will be paid the same amount regardless of funding (FWS or NWS). In calculating pay for FWS positions, it is important to consider the amount of hours the student can work to use their award entirely, yet not exceed their award.

Students working in excess of 40 hours per week will be paid the rate of time and half for hours over 40.

When setting up a position and pay, the department should consider the responsibilities of the position, the level of independent judgement required, the complexity of the tasks and projects, whether the position instructs or leads others, and the level of technical and specialized skills. In general, the positions fall into these categories:

- Requires minimal skill; training is provided. Direct supervision provided. Routine work with minimal judgment required.
- Requires some skill development; can be brought to position or learned on the job. Direct and indirect supervision is provided. Uses independent judgment within limits
- Requires previous skill development. Indirect supervision provided. May provide work direction and supervision to other student employees. Uses independent judgment to solve problems.
- Requires specialized skills. Works independently, with little to no supervision.

For guidance and average pay, contact a member of Student Employment. Student Employment and/or Budget Payroll may question excessive pay.

Hours of Work

Student Employment recommends that student employees work 20 hours or less during the academic year. Student positions generally vary from one hour to 20 hours per week and in some cases exceed 20 hours.

In cases where students have more than one position or work more than 40 hours per week, a rate of time and a half is paid for hours exceeding 40. Overtime rates are charged to the department. Supervisors should ask their students if they have other positions on campus, and should monitor their hours closely.

Labor Distribution Reports are sent to budget managers and any questions on these reports, including labor and wages, should be addressed to the Payroll department.

Summer Work

Students may work as student employees during the summer if they are continuing students (registered for prior semester *and* upcoming semester) or registered for summer classes. If not a continuing student from a prior semester, new students may not become student employees until the first day of classes.

In addition to state and federal taxes, Medicare and Social Security taxes are paid by the student employee during summer months.

Timesheets & Responsibilities

Students who are paid hourly are required to report hours through an electronic timesheet on their MyCharleston Employee Tab in the Banner Self-Services Time Sheet folder. Employees should be able to locate their timesheet within a few days of starting a new assignment and are encouraged to record their hours as they work them. If a student does not see a timesheet after starting a new assignment, they should contact Student Employment or Payroll.

Completed timesheets are submitted to supervisors at the end of each pay cycle (on the 16th and 1st of the month).

Supervisors review the student employee timesheets in their MyCharleston Employee Time Approval queue after each cycle. Supervisors must either “approve” the timesheet or “return for corrections” if there are any changes needed. At the pay period deadline, approved timesheets are submitted to Payroll for pay calculation. Currently, there is no automatic notification, so supervisors or timesheet approvers should be aware of the payroll dates and check their Employee Tab timesheet approval queue at the end of the pay period. Supervisors should also remind their student employees to submit their timecards the day after the 15th and last day of the month.

Deadlines for payroll submission are published on the Budget and Payroll website, but are generally five to six days after the 15th and last day of the month. After this date, no submissions will be approved.

Failure to submit or approve timesheets within the provided timeframe delays pay for the student employee and creates more administrative work for several offices. If this occurs, the student should notify their hiring manager and request a “paper” timesheet from Budget and Payroll Services for the missed pay period to be processed manually. This timesheet will be completed by the student employee, and signed and dated by the employee and their supervisor before returning it to Budget and Payroll.

Postings and Job Descriptions

The Career Center is the central location for students seeking work and internships. To ensure a transparent hiring process and provide opportunities to all students, hiring departments should keep records of all job descriptions worked by students in their departments.

Vacant positions should be posted on the Career Center's job board. By writing a clear job description and posting your student positions on the Career Center's job board, you are not only providing equal opportunity, but ensuring a clear blueprint for students applying for your positions. You are also beginning to build career readiness skills by asking student to apply with a resume.

The job board changes periodically. To find guidelines for posting your position, refer to the Career Center website or On-Campus Employer Guide to posting positions on the Student Employment website.

Job Postings

An example of a job description is in our On-Campus Employers Resource Guide. Clear job descriptions contain the following:

- Job Title (avoid titles "Work Study" or "Federal Work Study")
- Job Type (non-work study or federal work study)
- Purpose of Job
- Hourly Pay Rate
- Time requirement - number of hours/week
- Main responsibilities of position
- Qualifications/Skills required
- Time of year job is open (semester, summer...)
- Physical requirements
- How to apply and what documents are required

Interviewing

Departments are encouraged to use some form of standardized application, interview, and selection process.

After applications, resumes, and cover letters have been received and the posting has closed, interviews should be conducted to learn more about the applicant and their qualifications for the position. Open-ended, behavioral questions, tell more about the candidates:

- Tell me about your interest in and qualifications for this position.
- Describe a situation where you had to handle conflict and how it was resolved?

The same set of questions should be asked of each candidates. Illegal questions are those relating to citizenship, age, marital or family status, gender orientation, disabilities, affiliations, arrests or military service are not acceptable. Questions in these categories could place the College at risk for violating equal opportunity laws.

During the interview, the candidate should be given information about the position, including expectations such as dress code, hours, etc. Before concluding the interview, candidates should be encouraged to ask any questions. Getting feedback from team members and contacting references are also encouraged.

Making an Offer

After making an offer, an acceptance should be clarified in writing and include the position, pay rate, and a tentative start date. Unselected candidates should be notified by phone or email and encouraged them to apply in other areas or for future positions.

Recordkeeping

Information gathered from applicants should be kept on file for three (3) years regardless of whether the student was hired or not. Hired student employees information should be retained for three years after leaving.

Hire Forms for Student Employment

After an offer is accepted, supervisors will submit a *Hire Form* to Student Employment 7-10 days *before* the desired start date. This allows time for processing and for *new* student employees to attend a New Student Employee Orientation and bring required documents.

Student Employment Hire Approval forms are located on MyCharleston, MyForms tab. They should be completed by the hiring supervisor or designated department administrative individual.

Graduate Assistant Hire forms are on the Graduate School website and are submitted to the Graduate Office.

Student employment assignments may be from one day to a maximum of one full year (365 days), including extensions.

What You Can Expect After Submitting a Hire Form

An email *confirming receipt of the hire form* is automatically sent to the email address on the hire form. Student Employment reviews hire forms submitted each day for prior employment and enrollment status.

Prior student employees (those who *have* worked in CofC jobs before) will not receive an email and the job assignments are entered directly into Banner upon receipt of the hire form. They may begin working.

Non-prior employees, those who *have not* worked on campus before, and their supervisors will receive an email from Student Employment instructing the student to register and attend a NSEO *before* they may begin working. It is important for supervisors to heed this email stating the student may not begin working. *After completion of the orientation*, a second email is sent to the student and hiring supervisor with an approved start date.* The student's assignment is entered into Banner.

Federal Work Study (FWS) positions – the above applies to prior and non-prior students. Additionally, Student Employment will confirm the FWS award to the hiring supervisor via email. **Desired start date may change, depending on completion of orientation.*

New Student Employee Orientation

All *new* student employees to the College must complete a New Student Employee Orientation (NSEO) before beginning work. Orientations are held two or three times per week and more often during peak hiring times. In addition to forms collection, the orientation includes a presentation on the policies and expectations for a student employee. The following completed documents are reviewed and collected:

- Form I-9
- Original forms of IDs from Page 3 of Form I-9
- W-4
- Direct Deposit form and voided check or bank form
- Affordable Care Act Acknowledgement
- Discrimination and Harassment Policy Form

Orientation dates, registration, and required documents are found on the Student Employment website. New student employees and their hire managers are notified via email to register for an orientation after a hire form is received. The following topics are covered in the orientation:

- Discrimination and Harassment, including Sexual Harassment and Abuse (prohibition of)
- Family Education Rights and Privacy Act (FERPA)*
- Student Assistance Program information
- Conduct
- Rights and responsibilities of employee and supervisor
- Timesheet location and submission procedures
- Pay information

During orientation, students are instructed not to work until they receive an authorization email from Student Employment staff. The email is copied to the hiring manager on record (email address on hire form).

** All employees are asked to take the FERPA quiz following the orientation. Hiring supervisors can confirm completion at Registrar's Office.*

Graduate Student Assistantships

Graduation assistantship applications and hiring forms are found on the Graduate School website. All application and hiring forms for graduate, research or teaching assistantships are submitted to the Graduate Office for approval and signatures.

Requirements & Eligibility

A student who is awarded an assistantship is required to be a degree-seeking graduate student at the College of Charleston currently enrolled in graduate courses. Applicants must be in good standing in their degree program. Out-of-state students awarded an assistantship are eligible for an abatement, which are funds that cover the difference between in-state and out-of-state tuition rates. Students apply for abatement through the Graduate School.

Earnings & Workload

Graduate Assistants: The minimum earnings for a student awarded a full-time graduate assistantship are \$12,600 for the academic year, or \$6,300 per semester. This amount is based on 300 hours of work a semester or 20 hours of work per week. Students awarded a part-time graduate assistantship may earn at least \$6,300 for the academic year, or \$3,150 per semester, based on 150 hours of work with approx. 10 hours/week.

Research Assistants: The minimum earnings for a student awarded a full-time research assistantship are \$12,600 for the academic year, or \$6,300 per semester or 3,150 per semester.

Note: This pay rate only applies to graduate students hired as research assistants NOT supported by a grant. Graduate students hired as research assistants who are supported by a grant may have a different pay structure.

This information and more about assistantships may be found on the Graduate School website.

Employing International Students

Students who are not US citizens are eligible to work on campus a maximum of 20 hours per week during periods of enrollment (semesters) and up to 40 hours per week during semester breaks with an active J1 or F1 visa.

In addition to enrollment requirements and other required documents collected at the Student Employee Orientation, international students are required to possess the following documents:

- Valid F1 or J1
- INS 1-20 with program start and end dates
- Social Security number issued by the Social Security Administration*
- I-94 record

Current students must be enrolled and offered a position to obtain the social security card. Student eligibility will be verified by the Center for International Education. More information may be found on the Career Center/On-Campus Center for International Education website

**Obtaining a social security card may delay a student's start date. Students who are offered positions should contact the Center for International Education as soon as possible to obtain the required letter to present to the Social Security office for obtaining a Social Security card. Applying for a social security card is an in-person process. After application, the card is mailed and takes approximately 14 days to arrive.*

Onboarding

Onboarding is the process of helping new hires to acclimate to their roles and their new work environment. Compliance, clarification of job, culture, and connection are all components of the onboarding process.

The Student Employment staff provide the College compliance component, covering hire paperwork, identity documents, policies, timesheets, and payroll processes.

The supervisor/department provides the job description and clarifies the expectations of the department and the role the student employee plays within the department. This clarification may include any of the following:

- Work hours and schedule
- Priorities of office/department
- Clear hierarchy in case of supervisor's absence
- Specific responsibilities
- Dress code
- Department specific confidentiality agreement
- Code of conduct
- Use of personal technology
- Expectations

The culture of the office/department should also be reviewed:

- What is the mission?
- Who are the primary customers?
- What are the working styles in the office?
- How should conflict be managed?

Connections are extremely helpful for student employees to feel a part of the group. Having a welcome sign and setting up introductory times with each employee in the office are ways that will help the student feel connected. Creating time for food and fellowship with other employees can also help the student employee feel a sense of belonging.

Development

Development is ongoing and student employees are gaining valuable work skills in their employment role. Supervisors can be more intentional with development in several ways.

Setting reasonable and attainable performance goals and then providing frequent, specific feedback are very helpful in developing the student employee's understanding and ability to accept and act upon constructive feedback. A concrete list of expectations and/or skills assessment offered at the start of the position and reviewed a few months later for progress can be a tangible way of enabling the student to see their growth.

Competencies in critical thinking, communication, teamwork, leadership, and technology application are valued in the work world. Some departments hiring several employees have well-developed training programs and supervisors of these student employees are often very willing to share training information with other departments.

While some departments offer specific training for their areas, there are additional development opportunities. Recognizing talent or interest in a student employee and finding ways to strengthen talents through tasks or projects is another example of development. Inviting the student employee to meetings or training sessions or referring them to on-campus clubs or organizations also helps develop career competencies. Encouraging students to attend career-related events sponsored by the Career Center and academic departments can further enhance their professional development. Skills commonly valued in the workplace:

1. Communication
2. Critical thinking & problem solving
3. Leadership
4. Teamwork & collaboration
5. Professionalism & work ethic
6. Digital technology
7. Global & intercultural fluency

Disciplinary Action

Student employees are expected to conduct themselves in accordance with local laws and regulations and comply with policies and procedures prescribed by the College and the employing departments. Clear expectations reviewed with the employees as part of their onboarding in the department is beneficial in avoiding future issues.

Disciplinary action is considered constructive action for the purpose of salvaging basically satisfactory employees and should consist of the least severe action necessary to accomplish this purpose. Each offense should be judged on its own seriousness with consideration for the student's past record as well as the job description and activities required to perform the function.

Level 1: Oral Reprimand

Speak privately with student employee about the behavior.

- Explain behaviors and provide examples
- Provide opportunity for defense and discussion
- Keep written account of conversation and date
- Ask student to review written account and initial

Level 2: Written Reprimand

It's recommended to consult with department director at this level.

- Draft letter of points from first conversation and provide strong warning that changes must occur
- Meet with employee to discuss written reprimand, allowing for discussion. Set clear expectations and goals
- Put copy of letter in student's file including any notes

Level 3: Termination

- Speak with student employee directly or draft a communication of department's decision to terminate
- Submit Student Employee Update/Change form with adjusted end date and review Termination Checklist

Terminations and Changes

Student employees work on a temporary assignment basis, with a start and end date provided in the initial hire form. If the student withdraws from classes, graduates, or does not work until the original end date on the hire form, it is the responsibility of the supervisor to complete a Student Employment Update/Change/Termination Form with the adjusted end date. The form is located on the MyForms tab of MyCharleston.

In addition to ensuring the assignment end date is correct, supervisors are responsible for terminating any accesses a student employee may have had in their department, and for collecting keys or other college property provided to the employee, if applicable. For more information on terminations of student employee, please refer to the Termination Checklist found on the On-Campus Employer Resources page of the Student Employment website.

Changes to Active Assignments

There may be a need to change the pay, budget index number, dates, or timesheet approver for your student employee. The supervisor should complete the Student Employment Update/Change/Termination form for these changes. This form is found on MyCharleston Forms.

Assignments may be extended beyond the original termination date with this form; however, student employment assignments may not exceed one year (365 days) in total. Extensions beyond one year from start date will not be granted; a new hire form should be input for these situations.

Grad Assistant Changes: For changes or early terminations for graduate assistants, contact the Graduate School who will make the changes and submit to Student Employment after signatures.

Student Employment Recognition

Student Employment makes a huge impact on our campus, with student employees working in nearly every department and serving as ambassadors for potential students and their families. Recognition of our student employees and the roles they fulfill is a part of our Student Employment Program and we encourage departments to recognize its student employees.

National Student Employment Week (NSEW)

The National Student Employment Association designates the second week in April each year to recognize the value of student employees and student employment professionals.

The purpose of this week is threefold:

- Enhance awareness of student employment and its important role in higher education experience.
- Recognize students who perform outstanding work while in college.
- Thank YOU, the employer, for hiring students and making the student employment program such a success.

Throughout the week, Student Employment hosts a number of fun and exciting events to celebrate and recognize the College's student employees. Supervisors are encouraged to host their own celebrations to show appreciation for their student employees.

Student Employee of the Year (SEOTY)

In advance of National Student Employment Week, Student Employment solicits nominations for the SEOTY Award. The award recognizes the outstanding contributions and achievements of students who work while attending college.

Nominees are assessed on the following characteristics: reliability, quality of work, initiative, professionalism, and uniqueness of the student's contribution. A SEOTY Award committee is formed who reviews all supervisor nominee applications individually. The individual scores are compiled and the nominee with the highest points is selected. All nominees and their supervisors are recognized at a luncheon held during National Student Employment Week in April. The winner of the SEOTY Award is entered into the regional SEOTY competition administered by the Southern Association of Student Employment Administrators.