

The Supervisor Manual

*A Guide for On-campus
Supervisors of Student Employees*

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Expanding Education through Employment

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Student Employment Office

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Texas A&M University
Scholarships & Financial Aid

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Introduction

This manual has been created for supervisors and payroll processors of Texas A&M University student employees. The Student Employment Office (SEO) hopes this information will help simplify your life as an employer and give you a better understanding of how student employment works. We greatly appreciate the cooperation of employers who list their jobs with the SEO, and we welcome suggestions for improvements in our student employment services.

SEO Mission

The Student Employment Office helps students pursue their educational goals by providing employment resources and professional development opportunities. Additionally, the Student Employment Office provides the human resources function for students and employers of students at Texas A&M University.

SEO Vision

The Student Employment Office serves three core constituencies in the following order:

- 1) Students 2) Departments 3) Businesses

The Student Employment Office is committed to assisting students develop as employees. In doing so, students reap the benefits of professionalism and marketability as they prepare for their careers upon graduation. The Student Employment Office is a part of Scholarships & Financial Aid.

Student Employment Office Staff

Colleen Sisco – Assistant Director

Responsibilities include:

- Administration of the Student Employment Office and its programs.
- Oversight of student employment training and development.
- Review and recommendation for University policies and procedures relating to student employees.
- Review of proposals for new job position titles and coordinating new job position title codes.
- Student employee career ladders.
- Facilitates supervisor development workshops.
- Maintenance of Jobs for Aggies, our student job portal jobsforaggies.tamu.edu.
- Student grievances.

Paul Schafer – Community Service Program and Work Study Coordinator

Responsibilities include:

- Awards and monitors Work Study funds to ensure student eligibility and fund utilization.
- Oversees Community Service Program and oversees the Aggie Mentor Program.
- Facilitates student development workshops.

Job Location and Development Program Coordinator

Responsibilities include:

- Coordinates the Federal Job Location and Development Program and employer relations.
- Coordinates National Student Employment Week.
- Coordinates Part-Time Job Fair.
- Maintenance of Jobs for Aggies, our student job portal jobsforaggies.tamu.edu.
- Facilitates student development workshops.

Graduate Assistant

Responsibilities include:

- Advising students seeking part-time employment opportunities
- Facilitates student development workshops.
- Helps plan and coordinates National Student Employment Week with JLD Coordinator.
- Helps plan and coordinates Part-Time Job Fair.

Determining Your Office Needs

A few things to consider when determining your office needs: Remember that a student employee's first responsibility is to his/her academic pursuits. You will need to be flexible to the student's academic schedule and responsibilities, as this will dictate their availability to work. A student employee should not replace a full-time position.

Determine the resources available to hire student employees. Keep in mind if you are hiring students through the Federal or State Work Study Program, they are limited by their award amount. You may be better off hiring two or three students working 7-12 hours each week than one student working 20 hours each week and running out of funding at the end of fall semester.

The best approach to estimate how many students you will need, is to determine the duties you want them to perform, and the number of hours it will take to complete each task. For example, if it would take the equivalent of one full time (40 hours/week) employee to complete a task, consider hiring three part-time employees.

Jobs for Aggies Instructions

The Student Employment Office assists students in finding jobs on- and off-campus. Students, registered employers, and guests may view/post positions 24 hours a day via Jobs for Aggies, an internet accessible on-line job database. Jobs for Aggies allows registered employers access to post job listings and to view information about student applicants.

To Register as an Employer:

1. Go to jobsforaggies.tamu.edu and click on the "Post a Part-Time Job" button.
2. Click on the blue link, "Click here to register!"
3. Type your organization name. If it is already in the system, select it from the list.
4. If your organization is not in the system, click on the "Can't Find Your Organization?" button.
5. Fill out your employer profile, and click "Register."

To Look at Existing Jobs or To Create a New Job Posting:

1. Go to jobsforaggies.tamu.edu and click on the "Post a Part-Time Job" button.
2. Enter your User Name and your password – click *Login*.
3. Check and update as needed your information under *My Profile* - click *Save*.
4. View your jobs by clicking *My Jobs*.
5. Click *New Job* to create a new position for your department.
6. Fill out all required fields for the position and save. The job will come to SEO office to review the position and post it as active.

To Repost a Job:

1. Go to jobsforaggies.tamu.edu and click on the “Post a Part-Time Job” button.
2. Enter your User Name and your password – click Login.
3. Check and update as needed your information under *My Profile* - click *Save*.
4. View your jobs by clicking *My Jobs*.
5. Open the job you would like to repost.
6. Click on the “Copy Job” link in the menu on the upper left side.
7. Click “OK” when prompted (twice).
8. Edit the job for any changes, including posting and expiration dates.
9. Click “Save” and the process is complete.

To Close a Job:

1. Go to jobsforaggies.tamu.edu and click on the “Post a Part-Time Job” button.
2. Enter your User Name and your password – click Login.
3. View your jobs by clicking *My Jobs*.
4. Open the job you would like to close.
5. Click on the *Close Job* link in the left menu.
6. The job is now closed. It is not necessary to report hiring information to our office.

Reviewing Online Applicants:

1. In *My Jobs*, you will see each of your job postings.
2. Under Activity, choose P or R and click the Referrals tab to see the list of students who have applied.
3. To view a specific student’s file, click on *View* under Action and click on the student’s name.

FYI

- You may allow students to apply for positions online. To do this, click yes in the *Allow Online Applications* in the Posting Information section.
- You can require students to submit a resume online. To do this, click yes in the *Require Resume* in the Posting Information section.
- When everything is completed, please click on *Spell Check* and then click on *Save*.
- Remember, students can only view jobs that have an *Active* status.

Interviewing Tips

For the supervisor, interviewing is a time to gather information about the candidate. For the student, interviewing is an invaluable lesson. A student’s professional development begins with the application and interview process. Here are a few tips to help you begin your interview process.

- ◆ Make your list of interview questions before the interview. Use open-ended questions and try to avoid yes/no questions.
- ◆ Introduce yourself and provide a brief overview of the position before you start asking the applicant questions.

- ◆ All candidates need to be asked the same basic questions in the same manner.
- ◆ Inform the applicant when they can expect to hear of your decision.
- ◆ Rate each applicant immediately after the interview. If you wait, the information will not be as easily recalled.
- ◆ When the position is filled, call or send an email to each applicant to let him or her know a decision has been made. Close the position on Jobs for Aggies.

Sample Interview Questions

* EEOC Interviewing Guidelines prohibit asking questions about race, age, marital status, and number of children, religion, or any other subject that could be perceived as discriminatory.

- 1) Why does this position interest you?
- 2) What skills and experience can you bring to this position and our office?
- 3) What are your strengths and weaknesses?
- 4) How do you measure success?
- 5) If you were hiring for this position, what qualities would you look for?
- 6) Give me an example where you had a difficulty communicating with someone and how you resolved it.
- 7) What motivates you?
- 8) What campus organizations are you involved in?
- 9) Under what conditions do you do your best work?
- 10) Tell me about a time you had to surmount an obstacle to reach a goal. What was the problem and what did you do about it?

How Do I Hire a Student Employee?

Posting student employment positions on Jobs for Aggies website allows all Texas A&M University students to have access to your positions. Therefore, you have a better pool of more qualified candidates. Students and employers can access Jobs for Aggies 24 hours a day, 7 days a week.

Hiring Student Employees

- 1)** List the position with the Jobs for Aggies website.
- 2)** Interview and hire the student of your choice.
- 3)** Close the position on Jobs for Aggies.
- 4)** Start the Criminal Background Check.
- 5)** Follow the Workday Create Position business process.
<https://it.tamus.edu/workday/download/create-position/?wpdmdl=445>
- 6)** Complete the Federal I-9 Appointment with the student.
- 7)** Start the Workday Hiring business process.
<https://it.tamus.edu/workday/download/Hire/?wpdmdl=457>
- 8)** Student will finish the Workday Onboarding process.
<https://it.tamus.edu/workday/download/Onboarding/?wpdmdl=462>
- 9)** Establish a personnel file as required for all employees.
- 10)** All student employees must complete New Student Employee Orientation (NSEO) offered by the Student Employment Office. <https://sfaid.tamu.edu/Orientation/> Add document to the file.
- 11)** Add Work Study Certificate to the file.
- 12)** Eligible men must register for Selective Services and print off copy of record for the file.

Criminal Background Check

The Texas A&M System has established a policy requiring background checks and other requirements for all employees. (<http://policies.tamus.edu/33-99-14.pdf>) These policies apply to student employees as well. The Human Resources office processes all background checks for student employees in the same manner as staff members. (<http://rules-saps.tamu.edu/PDFs/33.99.14.M1.01.pdf>).

New Student Employee Orientation

All A&M students employed with Texas A&M University System are required to do the New Student Employee Orientation Online at <https://sfaid.tamu.edu/Orientation/>

New Student Employee Online Orientation is a requirement as a student employee of Texas A&M University System and the State of Texas. It is the responsibility of the Student Employment Office in Scholarships & Financial Aid to ensure that all Texas A&M student employees receive this information. ([TAMU Rule 33.99.08.M1.03 Procedure for Hiring Student Employees](#))

Students who have worked on campus previously but have not done the Online Orientation must complete the orientation online. When complete, the student will print two copies of the New Student Employee Certificate. (Student copy, Employer copy)

Selective Service Registration

Each student employee must complete the Certification of Registration Status form before employment indicating their registration with the Selective Service System or that they are exempt (international student, female, etc.). Students taking the New Student Employee Orientation online will certify their status during the session. The bottom half of the New Student Employee Orientation and Acknowledgement form will have the Certification of Registration Status. In addition, all male employees between the ages of 18 and 25 must show proof of compliance with Selective Service Registration. The hiring departments should retain that proof in the employees' files. The Selective Service System offers a comprehensive web page (<http://www.sss.gov/>) that provides information regarding the federal selective service law, how one registers, who is exempt and online verification.

Determining the Rate of Pay

Refer to the Student Employee Pay Scale on the Employment page of the Scholarship & Financial Aid web site in determining what rate to pay your student employees. You may start an employee at any hourly rate within the pay range. (<https://jobsforaggies.tamu.edu/EMPLOYERS/For-On-Campus-Employers#0-StudentEmployeePayScale>)

System Regulation 33.99.08.M0.01

4.1 All student employees will be paid in accordance with the wage rate table developed and posted by the designated office. All student employment classifications are listed by base rate and maximum rate. The starting rate of pay is at the department's discretion so long as the rate is consistent with the wage rate tables and the wages 33.99.08.M0.01 Student Employment Page 5 of 6 of other student workers in that department or unit. The student's academic classification has no bearing on the title code or rate of pay.

4.2 In determining a rate of pay, departments are to consider the following:

- a) the skills needed to perform the job,
- b) rates the department would normally pay other student employees performing similar duties, and
- c) how much individuals with similar skills are paid in the local market for doing the same type of job.

Minimum Pay

Student must be paid at least minimum wage per the Fair Labor Standards Act. Effective July 24th, 2009, minimum wage is \$7.25 per hour. Students who possess minimum skills necessary to perform a particular job should be hired at the minimum rate within that classification. A student with above minimum skills should be hired at a higher rate.

Pay outside of the maximum range

A student employee may be hired outside of the maximum pay range as long as documentation is sent to justify the decision. The documentation should be a letter addressed to our office explaining why you are paying the student outside of the range. Please be sure to justify the student employee's qualifications (previous experience, education, etc.) and not the position. Please email it to jobsforaggies@tamu.edu.

What is a Student Employee?

A student employee is any Texas A&M University student working an *average* of 10-20 hours per week. Departments pay 100% of the student's wages. Employees are processed through one of the Texas A&M University System payroll stations under the Student Employee Job Position Title established by the Student Employment Office in the Scholarship & Financial Aid.

Student employees should be treated with the same respect and dignity as all other employees. It may be necessary to allow student workers flexibility due to exams, class schedules, and other factors related to their student status. Because the students' primary purpose is the pursuit of an education, employment should complement their educational goals. At the same time, employers should not expect any less in performance or accountability just because the employee is a student.

Student Pay Scale and Job Position Title Descriptions

It is the responsibility of the hiring department to ensure that the student is eligible for employment under these titles (i.e. enrolled or pre-registered for the following semester).

Job Position Title	Wage Scale
Student Assistant	\$7.25 to \$15.00
Student Coordinator	\$7.25 to \$17.00
Student Technician	\$7.50 to \$17.00
Student Intern	\$8.00 to \$17.00
Student Research Intern	\$8.00 to \$17.00

What is a Non-affiliated Student Employee?

A non-affiliated student employee is a student who is enrolled in an institution other than Texas A&M University (e.g. enrolled in high schools, junior colleges, other colleges and universities), is working part-time, on campus and is processed through one of the Texas A&M University departments under the Non-affiliated Student Employee Job Position Titles. These non-affiliated student employees are not student employees by current definition, yet it is necessary that they be paid the same rate as TAMU student employees performing similar duties.

How do you process a Non-Affiliated Student Employee for payroll?

It is the responsibility of the hiring department to ensure that the student is eligible for employment under these titles (i.e. enrolled or pre-registered for the following semester).

Job Position Title	Wage Scale
Non-Affiliated Student Assistant	\$7.25 - \$15.00
Non-Affiliated Student Coordinator	\$7.25 - \$17.00
Non-Affiliated Student Technician	\$7.50 - \$17.00
Non-Affiliated Student Intern	\$8.00 - \$17.00

The above Job Position titles are used in hiring non-affiliated students for part-time employment on-campus. Although each title has a maximum and a minimum wage scale associated with it, employers may hire a student at a rate higher than the minimum.

What is Federal & State of Texas Work Study?

This program provides jobs for undergraduate and graduate students with financial need, allowing them to earn money to help pay educational expenses and reduce loan debt while subsidizing a portion of their wages.

Who is eligible for the Federal & State of Texas Work Study Program?

Students that complete the Free Application for Federal Student Aid (FAFSA) and demonstrate “need” for financial aid are eligible for the Work Study Program (Federal or State). Financial need is defined as the difference between the cost of attendance, other aid, and the expected family contribution. If the expected family contribution and aid added together is not enough to cover the cost of attendance, the student is considered to have financial need. Students may obtain a Work Study Certification from the student’s financial aid portal (accessed through Howdy.tamu.edu) that will provide proof of their award. The student will need to turn in the certificate to their employer.

What is a Federal & State of Texas Work Study student employee?

Any Texas A&M University student, who is awarded Work Study funding, through Scholarships & Financial Aid is considered a Work Study student. They are funded through Federal and State Work Study programs. Work Study funds pay 75% of the student wages. The employer pays 25% of the student wages plus benefits as applicable (FICA, Workers Compensation Insurance, Unemployment Compensation Insurance, etc.). These students are processed through one of the Workday under the Work Study Job Position Titles that are established by the Student Employment Office. Students must have a Work Study certificate awarded prior to employment under Work Study Job Position Title. Students are responsible to bring the work study certificate to the Federal I-9 Appointment prior to the start of the Workday Hiring Business Process.

When hiring a Work Study student, the hiring department should provide department funds to be used when/if the student’s allocation of Work Study funds are expended. The hiring department will use the Workday Change Job business process job aid to change the student’s

job position title. Either Scholarship & Financial Aid or the employing department may initiate the business process to be move the student from Work Study to non-Work Study funds.

The Student Employment Office will monitor the earnings of Work Study students during each payroll period and will notify all Workday Supervisory Organization Managers and/or HR Contacts when it is necessary to change the Job Position Title for each student. However, employers and students must be sure to monitor funds and schedule hours responsibly.

A student’s award may change at any time. Changes to their financial aid package may require adjustments to the amount of Work Study funding they were originally awarded. It is the student’s responsibility to notify their employer of changes made. Students are emailed notifications any time changes are made to their financial aid package.

How much work study funds can be awarded?

Incoming freshmen may receive an average of \$1,700 for the academic year depending on their demonstrated financial need and aid eligibility. Currently enrolled students may receive an average of \$3,000 for the academic year depending on their demonstrated financial need and aid eligibility.

What is the hourly payrate range for work study students?

Job Position Title	Wage Scale
Federal College Work Study-Student	\$7.25 to \$17.00
Texas College Work Study - Off Campus	\$7.25 to \$17.00
State of Texas College Work Study-Student	\$7.25 to \$17.00
Federal College Work Study-Community Service	\$7.25 to \$17.00
Federal College Work Study-Student Reading/Math Tutor	\$10.00 to \$12.50
Federal College Work Study-Student Bilingual Reading/Math Tutor	\$11.50 to \$14.00
Federal College Work Study-Student Reading/Math Tutor Coordinator	\$12.00 to \$16.00

Work Study Students Volunteering

The Fair Labor Standards Act of 1938, as amended, prohibits employers (including schools) from accepting voluntary services from any paid employee. Any student under Federal Work Study must be paid for all hours worked.

Estimating Time

In accordance with University Rules, Work Study students may not be paid for hours that have not actually been worked at the time payroll is due. All hours after it is due would be considered estimated hours. For this reason, Supervisory Organization Managers should monitor hours if there is a shorten payroll period because you should not let Work Study students enter estimated time in the Workday Time worklet until the next payroll period.

How do I know if a student will be paid through Work Study funds?

Once the Supervisor Organization Manager creates the Workday Hiring Business Process and the student completes the Workday Onboarding process. Students will enter their time into the Workday Time Worklet. Students will get paid bi-weekly and their earnings will be direct deposited to their bank account.

How do I monitor my student's allocation?

Supervisory Organization Managers and Timekeepers should manage the student's work study award amount by using a blank excel sheet and saving it on your desktop.

Add columns in the excel sheet for award amount and 19 to 22 payroll periods from the beginning of the fall semester to the end of the spring semester. Do a running sum formula for you to subtract the gross earnings for each payroll period to give you a running total remaining award amount. When the student has reached their award limit, he/she may be transferred to a student employee job position title.

During the year, the student's work study award may change. It is the responsibility of the student to notify the hiring department of any changes.

Average the number of hours per week the student can work by the following formula:

$$\begin{array}{ll} 1) \text{ Work Study Award \$} & 2) \text{ Total hours available to work} \\ \text{divided by Hourly Pay Rate} & \text{divided by the \# of weeks from the bi-weekly pay schedule} \\ = \text{Total hours available to work.} & = \text{Average hours per week.} \end{array}$$

After determining the number of allowable hours per week, a work schedule can be established between the supervisor and the student. The Work Study Coordinator will notify employers when the student is within \$500 of the award limit. If the student makes more than \$500 in a payroll period and you student's remaining award is less than \$500 remaining in the work study award, you may not be notified until after you exhaust the funds.

Use-It or Lose-it Work Study Email Campaign

Every fall semester, the Student Employment Office sends out an email to all the work study students who have accepted their award but does not show paid earnings in the financial aid portal. Our email is to encourage the student to find work immediately or else their award will be cancelled.

Employment of Individuals Associated with Prospective or Current Student Athletes

Do not hire an individual for an open position because of the individual's relationship to or influence over a prospective student-athlete (e.g., prospective student-athlete's friend, relative, legal guardian, coach, mentor, etc.) or currently enrolled Texas A&M student-athlete.

Employment of Student Athletes

Student-athletes at Texas A&M are permitted to work on or off campus at any time during the year provided their employment is documented and complies with the following NCAA guidelines:

1. The student-athlete is compensated only for work actually performed.
2. The student-athlete is compensated at a rate commensurate with or less than the going rate in that locality for similar services.
3. The student-athlete's compensation may not include any remuneration for value or utility that the student-athlete may have for the employer because of the publicity, reputation, fame, or personal following that he or she has obtained because of athletics ability.
4. The employer must treat the student-athlete employee no better than other employees in similar positions, meaning that the student-athlete may not receive any benefits or privileges (like transportation, meals, etc.) from the employer unless those benefits are available to all other employees on a basis unrelated to athletics.
5. The student-athlete's name, picture, or appearance are not used by the business/employer (or by the student-athlete if he/she is requested to by the employer) to promote or market a business, commercial product or service.
6. If you are hiring a student-athlete to provide lessons, additional rules and paperwork must be completed; therefore, before doing so, contact the Athletic Compliance Office at the number or email below to ensure proper procedures are followed.

* A student cannot be a recipient of an athletic scholarship (i.e. the student is obliged to play an intercollegiate sport as a result of receiving the scholarship) during any semesters State of Texas College Work Study funds are awarded.

If you have any questions concerning the employment of student-athletes, please contact the Athletic Compliance Office at 979-845-1904 or at compliance@athletics.tamu.edu.

Student FICA Exemption

These Implementation Guidelines describe A&M System policy and procedures governing the student exemption from Federal Insurance Contributions Act (FICA) taxes provided under section 3121(b)(10) of the Internal Revenue Code (Code). The Guidelines also incorporate guidance published by the Internal Revenue Service (IRS) on January 16, 1998 for determining whether services performed by students are eligible for student FICA exemption (Revenue Procedure 98-16). In addition, a Question and Answer section is included, which addresses numerous issues related to the administration of the student exemption. Under section 3121(b)(10) of the Code, services performed by a student in the employ of a college or university are generally exempt from Social Security (OASI) and Medicare, the two components of the FICA tax, provided that the student is "enrolled and regularly attending classes." The IRS interpretation of this section, as set forth in Rev. Proc. 98-16, provides that a student employee will be exempt from FICA taxes if the student is enrolled at least half-time, in accordance with the regulations issued by the Department of Education. In addition, no limit is imposed on the number of hours a student may work for the college or university and still qualify for the FICA exemption.

The following additional requirements are contained in the IRS guidelines:

- If a student is enrolled less than half-time, the student may still be eligible if the student is in the last semester or quarter of a course of study, and is enrolled in the number of hours needed to complete the requirements for obtaining a degree.
- The student FICA exception is not applicable to career employees (e.g., TRS/ORP members).
- The exception applies to all services performed during all payroll periods of a month or less that fall wholly or partially within the academic term.
- The exception does not apply to services performed by a student during school breaks of more than five weeks.

Withholding Procedures

Students employed by the A&M System (who are not members of TRS/ORP) must be enrolled at least half-time, as defined under the Department of Education regulations, to qualify for the FICA exception. Student employees not enrolled at least half-time must contribute to OASI and to Medicare unless the student is in the last semester or quarter of a course of study and enrolled in the number of hours needed to complete the requirements for obtaining a degree, certificate, or other recognized credential offered by the University.

1. Minimum Number of Hours - Undergraduate Students

To be considered exempt from withholding, undergraduate students must be enrolled at least half-time, in accordance with the Department of Education regulations. Department of Education regulations state that halftime is as defined by each campus in the undergraduate course catalogue.

2. Minimum Number of Hours - Graduate Students

The minimum number of hours required for a graduate student to be exempt from withholding is based upon the half-time enrollment requirements established at each campus and published in the graduate course catalogue.

3. Work Requirement

No limit is imposed on the number of hours a student may work and be eligible for the exemption from withholding.

4. Summer Employment

A student employed during the summer is exempt from withholding if the student is taking the minimum number of hours established for the Summer Session as published in the course catalogue.

5. Employment During Intersession and Breaks

A student is exempt from withholding during intersession and break periods of 5 weeks or less as long as the student is otherwise eligible for the exception on the last day of classes in the academic period preceding the break and is eligible to enroll. The last day of classes will be the last day of finals.

6. Final Semester for Texas A&M University and Texas A&M University Galveston

If a student is in the last semester or quarter of a course of study and enrolled in the number of hours needed to complete the requirements for obtaining a degree, certificate, or other recognized credential offered by the University, the student will be eligible for the FICA exemption. The student must submit to Tax Compliance & Reporting a letter from the Registrar's office certifying the number of hours he/she is enrolled during their last semester or quarter of a course of study. This exception will only be granted once per academic level (BA, MS, Ph.D.).

7. Final Semester for all other Texas A&M University System Parts

If a student is in the last semester or quarter of a course of study and enrolled in the number of hours needed to complete the requirements for obtaining a degree, certificate, or other recognized credential offered by the University, the student will be eligible for the FICA exemption. The student must file a request for the exemption with the student employment office, which will then notify the Payroll Office. This exception will only be granted once per academic level (BA, MS, Ph.D.).

Campus requests for exceptions to these procedures must be submitted to the designated financial officer for approval. For more information, contact University Payroll Services at 979-845-2711.

Workshops for Student Employees and Supervisors of Student Employees

Student Workshops

Workplace Etiquette – How can you not only meet the expectations of your employer, but also exceed them? Learn how professionalism and workplace etiquette can increase your value as an employee. These skills will benefit you now and beyond graduation.

Preventing Sexual Harassment – The focus of this workshop is defining sexual harassment in the workplace, ensuring you are not unknowingly violating these rules and discussing what to do if you are the victim of harassment. We will discuss different scenarios and determine if the behavior is or is not sexual harassment.

Managing Anger and Angry People in the Workplace – Have you ever wondered about the sources of anger and the best way resolve conflict with others? In this workshop, you will learn more about anger, what causes it and different ways it surfaces. We will discuss how to best respond to conflict with both coworkers and customers.

Business Communication Skills – Excellent business communication skills can set you apart from other students or recent graduates. Learn tips on how to effectively interact with your boss and coworkers, be professional in a meeting and listen actively.

Finding a Balance – Finding the time to work everything you have to do into 24 hours requires a plan. This workshop covers the nature and value of time management. It provides tips on planning your schedule and explains the problems with procrastination. Students are given tools to determine whether they are true procrastinators and receive tips on overcoming the problem.

Quality Customer Service – Customer service is important to every job. This workshop will discuss face-to-face interaction, telephone courtesy, using social media/email, and promotional table customer service. Students will also learn the best ways to provide a positive experience for their customer.

Gaining Cross-Cultural Communication Skills – In this highly interactive workshop, students will learn how cultural values, gestures, and conversation styles vary and how they can cause misunderstanding. The workshop then presents strategies to improve your communication skills with people around the world.

Employer Workshops

Student Employee Performance Reviews – This workshop will examine the purpose for evaluating employees, discuss considerations in performance reviews, and cover common elements evaluated.

Express Interviewing – We have designed this workshop to assist hiring supervisors in maximizing the effectiveness and efficiency of student employee interviews.

Supervising Students with Disabilities – In this workshop, we will review the laws protecting the rights of individuals with disabilities. In addition, supervisors will receive related information regarding job descriptions, hiring, appropriate accommodations, employee performance, and campus resources.

Supervising Students – How can you set clear expectations for student employees? What information should be covered through orientation and training? In what areas should you be evaluating your students? How do you handle disciplinary issues that arise? Specific tools will be shared that can be modified for any student position. If you are a new supervisor or want an effective system to streamline your process, this workshop is for you!

Rules, Regulations, & Best Practices

What are supervisors and departments responsible for? What best practices should be in place? Join us to learn more about the rules and regulations that govern student employees.

For more information and registration details, please visit Jobs for Aggies or call 979-845-0686. You may also check with your division for professional development opportunities available to student employees as well as full-time staff.

National Student Employment Week

Each year colleges and universities across the country recognize the importance of the student employee experience during National Student Employment Week. Student employment offers students career-enhancing opportunities, the ability to develop skills relevant in any career, and better preparation for the job market upon graduation.

On their campuses and throughout their communities, student employees perform invaluable services with enthusiasm, dedication, and initiative. Indeed, most schools and surrounding businesses depend on the contributions of this reliable workforce for the efficient operation of the campus and community.

Each year Texas A&M University celebrates National Student Employment Week during the second full week of April. National Student Employment Week enables us to recognize and thank Texas A&M students for the contributions they make as employees to the University and the Bryan/College Station community.

Student Employee of the Year Award Nominations

During National Student Employment Week festivities, the Student Employee of the Year Awards Ceremony will honor two outstanding student employees selected from nominated candidates, one employed on-campus and one employed off-campus. Award recipients will receive a scholarship sponsored by the Association of Former Students. In addition, the Class of 56' Student Employee Endowment Scholarships will be granted to a nominee(s) meeting the award criteria.

Nominee Criteria

- Must be a Texas A&M University - College Station student currently working in a Student Employee capacity.
- Working an average of 12 - 25 hours per week with their main focus being school.
- May be undergraduate or graduate but not a Graduate Assistant nor Teaching Assistant.
- Must have been employed a minimum of six (6) months by February 2, 2018.
- Must be enrolled at least ½ time (6 hours undergraduate, 5 hours graduate) at Texas A&M - College Station.
- Must be maintaining a 3.0 GPR or above during the semesters that the student is employed (to be calculated by Student Employment Office).

Please keep the following guidelines in mind:

- Must be nominated by supervisor or staff member.
- Each office may only nominate one student for every 100 student employees in the office (Please use your office's official title including department and area).
- Only one nomination form per student. All subsequent forms ***will not*** be reviewed. You may attach two additional support documents that are each no more than 2 pages in length. Additional letters may be uploaded until 11:59 pm, February 2, 2018.
- University staff and community employers will score the written nominations. The student employees selected will be announced during the Student Employee of the Year award ceremony and reception held in April.

- Qualified nominees, two guests of their choice, as well as the nominator are invited to attend the ceremony for a total of four attendees per nomination.
- Qualified nominees will be requested to submit a 5X7 portrait photo to be featured at the ceremony.

Should you require additional information, please call (979) 845-0686.

Tips for nominating your student employee

1. It is best to gather all letters of support and additional documentation before completing the nomination form. Please note that you may only attach two additional support documents that are each no more than 2 pages in length. If you must upload documents after the form is submitted, please save the confirmation email, as it has specific instructions on how to do this.
2. Nominations will be reviewed for minimum eligibility requirements. Only students meeting the minimum eligibility requirements will be reviewed and recognized at the awards ceremony in April. The most common reason a student does not meet the minimum requirements is that their GPR during semesters worked is below a 3.0 (although their overall GPR may be at or above a 3.0). The Student Employee of the Year should be maintaining academic performance while working.
3. Reviewers will be reading for specific examples of how this student demonstrates the following: Reliability, Quality of Work, Initiative, Professionalism, and Uniqueness of Contribution. Avoid only using general statements.
4. Please limit nominations to one per office. If you are part of a large department, be as specific as possible as to what area you are in to help us track nominations per office.
5. The nominators of the students selected as Student Employees of the Year will be notified well in advance to the awards ceremony to ensure they will attend.

Ways to Celebrate NSEW

National Student Employment Week is a week-long celebration dedicated to recognizing the valuable contributions that Texas A&M student employees make to our University and the surrounding community. Student employees serve in many on and off-campus positions that play an integral role in the operation of our organizations and businesses.

The Student Employment Office would like to encourage you to plan your own celebration to recognize your student employees' contributions. Some ways your office or department can celebrate include:

- Hold your own awards ceremony and give out awards for unique categories (i.e. Best Attendance, Best Computer Skills, Most Organized, and Best Customer Service).
- Take your student employees out to lunch or order in and have a pizza party.
- Bring in a cake, cupcakes, or cookies decorated for National Student Employment Week.
- Award students small tokens of appreciation, such as movie tickets or gift cards.
- Have the full-time staff members write notes to the students detailing how they assist them day-to-day and thanking them. Give flowers or balloons.
- Decorate a bulletin board for your student employees with pictures and notes from the staff.
- Give each student a framed photo of the entire office staff that they can take with them when they graduate. Decorate the frame to show your appreciation.

- Gather information on your student employees such as career goals, favorite movie, unique talents, etc. and post in the office break room. Many times, full-time staff know very little about part-time student employees.
- Conduct a scavenger hunt for your student employees.
- Give the student a “Friendship Plant”; a cutting from an office plant in a small pot decorated to show your appreciation. This way the student will always have a “live” connection to their student employment experience.
- Pat on the Back - Draw an outline of your hand on a piece of paper. Photocopy enough copies for all students in your office. On each hand write a note that tells the student why they deserve a “Pat on the Back”.
- 'Good Egg Award' - Buy plastic Easter eggs, fill with goodies and give out with "Good Egg Certificates". List what the students did to deserve this award.
- If you are in a large office, take up a department-wide collection to purchase an advertisement in the Battalion thanking your student employees by name. In addition to making your student employees feel appreciated, this will show other students you are a caring employer.

Please, take the time to plan how you will celebrate National Student Employment Week this April. No matter how you choose to recognize your student employees, remember to let them know you appreciate their contributions!

Additional details on the campus-wide celebration can be found on the [National Student Employment Week](#) page. For questions, please contact the Student Employment Office at 845-0686 or jobsforaggies@tamu.edu.

Supervisor's Role

National Student Employment Association statistics show that nearly two-thirds of today's college students hold part- or full-time jobs while in school. Student Employment is an important educational experience, and an alternative form of financial aid. It is a means of preparing for a meaningful career by developing skills and contacts that will help secure a job after graduation.

Supervisors play a key role in students' future employment success. Every effort should be made to encourage student employees to develop characteristics of good judgment, dependability, initiative, and responsibility.

Supervisors of Students as Teachers (from NSEA Student Employment Essentials)

Supervisors of student workers have the opportunity to teach lessons not found in a college classroom. In the best student work programs, supervisors understand what values may be gained through work experience, and they do their best to ensure that students understand and develop the skills and traits that will complement their academic program. Taking responsibility for a part-time job under effective supervision enhances employment options after graduation.

Work helps prepare a student for modern office culture, and promote constructive employer/employee relationships. Students express ingenuity and creativity, as they are encouraged to make improvements in their job situation. Working students also develop good habits such as consistency, dependability, cooperation, tact, and poise, and learn responsibility through meeting work schedules and quality requirements. Students are often able to find jobs that relate to their academic subjects, which further foster new interests and abilities.

Supervisors, then, have two responsibilities: concern for the development of the student as a worker and for the worker as a student. The best supervisors treat their student workers as individuals, and understand that student workers have other interests and responsibilities. They make the work of the student seem interesting, significant, and worthwhile to both supervisor and student.

Helping Students Succeed

Be an example:

Model strong work habits through efficient, dedicated work practices. Let your own approach to daily work be an example from which students can learn.

Be flexible:

Understand that student employees are students first, and employees second. Though it is important to have high standards on the job, it is also important to be flexible in order to accommodate academic obligations.

Communicate Expectations:

Communicate the job standards, requirements, and expectations to your student employees. One should not assume these are self-evident to the student, even though they may seem obvious to you.

Give Feedback Frequently:

Provide consistent and appropriate feedback to your student employees. Students, like all employees, benefit from feedback in job performance, providing it is communicated with a positive spirit and the goal of helping the student to succeed.

Be Fair:

Supervisors who are too lenient or view students as children are not doing students any favors. Student jobs are “real jobs.” Treat student employees as you would like to be treated in a similar situation.

Train, Train, Train:

Take the time to train your students in important work skills, attitudes, and habits such as time management, phone skills, quality service practices, and handling difficult situations.

Be a Team Player:

As the team leader, develop and nurture the unique contributions of each team member. Take a global perspective.

Give Recognition:

When you see a student “going the extra mile,” acknowledge this in front of other staff and peers. People need to feel appreciated.

Share the Vision:

Have regular staff meetings with your student employees and inform them how their work fits into a larger purpose of the department and the institution.

Be an Educator:

To the degree that we each contribute to the lives of others, we are all educators. Do your part in helping the university to produce graduates that are quality employees.

* Vanderbilt University, Student Employment Office, SFA, 1999

Lessons in Office Politics **(NSEA Student Employment Essentials)**

It is easy to see the kinds of tangible skills that college students gain from campus employment. What people are less likely to talk about are the important lessons in office politics that students can learn firsthand, writes Marilyn Moats Kennedy, managing partner of Career Strategies, Wilmette, Illinois. At commencement, students hear eloquent words about vision, hard work, and commitment, but what they don't hear is that office politics exists and no one succeeds who can't work the system.

"Wouldn't it be great," she says, "if students hear a graduation speaker say 'When I came to Worldwide Widgets I had a series of boring jobs but I learned who to impress and who not to cross. I learned to negotiate and barter; to treat the front line troops with respect. I learned what causes to fight for and when to walk away. That's how I got to be CEO.'"

"Students are acute observers and campus employment provides a wonderful laboratory for students to acquire political skills they'll use forever." Even without instruction and explanation, watching how things really get done is a cure to the myth that hard work is all it takes to be a success.

Students realize that there is no environment free of politics, especially at a university. Campus employment provides the first look at how far individuals will go to gain power and how hard they'll work to retain it. They learn that politics is about the acquisition, use, and misuse of power. "Students absorb this as they watch professors, administrators, and staff battle over seemingly trivial things that matter only as issues of control," she says.

Students find out that the grapevine is the most important source of accurate information. "They realize that secretaries, mailroom people, and assistant 'everybody's' know what is going on, and find out first." One should never demean the importance of staying plugged in to the grapevine, Kennedy continues. "Why jeopardize a first professional job because you didn't learn the importance of cultivating information resources?"

She continues, "It's a rare student who doesn't know that the Dean's secretary, not the Dean, is most important in getting into closed classes, obtaining a rule variation, or finding out the best time to approach the Dean to grant a special request." Students who haven't worked with support staff often pay more attention to where individuals sit on the organizational chart than to the power they wield. Doing grunt work is more important than displaying brilliance, is another lesson students learn. "People who believe that any kind of honest work is beneath them will stumble from one job to another in the real world," she says. "Stapling, stuffing, and gathering are as necessary to getting results as leading, thinking, and strategizing. The supervisor who insists on quality work delivered with a smile is teaching an invaluable lesson. "There are too many twenty-somethings who've been fired from a first job because they didn't understand that attitude can dictate outcome."

The most important lesson that on-campus employment can teach a student is that only results count. "Credit for trying is strictly a classroom policy. The first time a work assignment isn't finished on time or properly done, a student will get a blast of this philosophy. The idea of no excuses and no extensions is the greatest gift a supervisor can give a neophyte – and many do." Student employment helps students

learn about politics when they acknowledge the importance of power, the grapevine, and building good relationships – not only doing good work.

“This isn’t always a popular stance but it is a vital part of the institution’s overall educational mission,” Kennedy continues. “No student is prepared for post-graduation employment who hasn’t learned these lessons, some of them the hard way.”

Training

When training a student employee, go through every work procedure step by step, explaining everything in detail. Do not assume the student knows what needs to be done and how to do it. Procedures that seem simple and obvious to you may be confusing to a new student employee. Ask for feedback, it is the best way to make sure your student understands the instructions given.

Tips for Training

Be sure to instruct new employees on the following:

- ◆ What to say when answering the phone.
- ◆ How to transfer calls.
- ◆ How to put calls on hold.
- ◆ What to say if someone is out of the office.
- ◆ Logging on to the computer.
- ◆ Answers to commonly asked questions.
- ◆ Frequently used phone numbers list.
- ◆ How to complete a time sheet.
- ◆ Areas of responsibility in the office (who does what).

Make sure the student understands all the conditions of employment. These conditions should be stated in writing and include information such as job description, starting pay rate, work hours, rights, responsibilities, and any additional departmental personnel policies. The Student Employment Office has developed the Statement of Understanding for employers to use as a guideline. (See Appendix) It is best to read through the Understanding with the student. Explain the meaning of each line, and then have the student sign the form. After it is signed, be sure the student receives a copy of the Statement of Understanding for their records.

***Students should be paid for ALL work related training. This includes New Student Employment Orientation and professional development workshops offered by the Student Employment Office.**

Supervisor Responsibilities

The Student Employment Office understands that office structures vary and that the following responsibilities may fall in different places throughout your department. Supervisors need to make sure that all resources and information are available to the student.

◆ Expectations

Make position and employment expectations clear and in writing.

◆ Establish Policies

Establish internal policies and communicate them to the student employees to ensure that all employees understand the office rules.

◆ Training

Train students to successfully carry out the duties and responsibilities of their job and supply any other information they may need. (i.e. line of authority, where and how to report absences, breaks, schedule changes, etc.)

◆ Inform

Keep students informed of any changes in procedure, scheduling, or working conditions.

◆ Coordinate Work Schedule

Work with student employees to ensure school and work schedules complement each other. If you set the work schedules, allow time before/during/after work for students to eat, arrive at next class on time, etc.

◆ Report Hours

See that each student's work hours are reported accurately and on time. Monitor the Work Study allocation for each student on Federal or State College Work Study to prevent over payment.

◆ Assignments

Be prepared for students' daily arrival and have assignments ready.

◆ Consistency

Treat all student workers with the same respect and have the same expectations of everyone.

◆ Discipline

Correct inappropriate behavior as soon as possible. Explain why the behavior was inappropriate or incorrect and how to remedy the situation. Try to resolve any problems pertaining to job performance or working relations at the time of the incident.

◆ Develop Good Relations

Develop good supervisor/student relations among student employees. This is not a "friendly" or "parental" relationship, but a professional association intended to foster mutual trust, respect, and a genuine interest in meeting the goals of the student, the department, and the University.

Breaks and Lunches

Texas A&M University has no established policy on breaks. Employees should refer questions regarding breaks to their supervisors. Many employers and employees mistakenly believe that FLSA requires employers to give workers such things as coffee breaks, lunch breaks, and paid holidays. The fact is that the FLSA does not require employers to allow any breaks, vacation or sick leave, group insurance, paid holidays, or premium pay for nighttime, weekend, or holiday work beyond normal overtime pay. Such things are all optional benefits an employer may decide on its own to offer to its employees. Employers must simply pay at least minimum wage for all hours worked and overtime for any work in excess of 40 hours in a week.

Interpretation:

Break policies for student employees are at the supervisor's discretion. The SEO recommends that student employees be allowed a 15 minute break after four (4) continuous hours of work. If an employee works an eight to five day, he/she is entitled to one (1) hour off the clock for lunch.

Student Employee Evaluations

Performance assessments can be a valuable tool in communicating expectations to employees and receiving feedback.

Am I required to evaluate student employees?

Evaluations are an important part of the employment experience. It is valuable for student employees to experience the evaluation process, so that they might learn from it and be able to modify their future performance if necessary.

However, evaluations are only required before taking the following actions: a change in status due to promotion, a merit increase, or at least annually for a student who has been employed for more than six months.

Evaluations are not meant to reprimand a student whose performance is lacking. They serve as an excellent opportunity to recognize outstanding employees for a job well done and to help motivate students that are below expectation. The evaluation form may also be used to identify certain areas where student employees excel and areas where they might be able to improve.

Points to remember when evaluating student employees

- There should be no surprises. Do not bring up something that has not been mentioned before.
- Get feedback from team members and supervisor.
- Focus on learning and development. Focus on the means not just the ends.
- Help employees celebrate his/her success and failure of learning by experience. Prepare people to take risks by creating a safe environment.
- You must let go when the time is right and let them "peddle on their own."
- Collect information on projects and tasks as you go along; keep a file of achievements and accomplishments; do not wait until just before evaluation to do it or you will forget many things.

- Manage by walking around. Get out and see what the employees are doing in their jobs and what really goes on.

How often should I evaluate my student employees?

We recommend that student employees are evaluated annually if being retained for the next fiscal year, promoted, or given a merit increase. Some departments may choose to review their employees more frequently depending on the nature of their work.

What forms should I use to evaluate my student employees?

Reviews can be conducted in writing or in person. Evaluations can be formal or informal and should be documented. Evaluation criteria will vary based on the student's specific job duties; however, some elements are common across many jobs such as communication, initiative, productivity, and safety. The Student Employee Evaluation form was developed by the SEO in response to numerous inquiries from supervisors on- and off-campus, and was specifically requested in employment workshops. The form is only an example. You are welcome to use whatever format is best suited for your office. (See Appendix)

Student Employee Promotions & Raises

General Information

The Student Employment Office will maintain a Student Employee Classification System and pay plan. This system is modeled after the Employee Classification System for Classified Employees and has similar features.

Definitions

The Student Employee Classification System features include a set of uniform titles, established salary ranges for each title, and classification descriptions for each title.

Uniform Titles. A class is a group of positions with similar qualifications and duties that allows the same descriptive title to be used for each.

Consistent and Equitable Wages. When a position is established or reclassified, the duties and responsibilities of the position are compared with other similar positions. Each position is then assigned a title which has a specific wage based on internal and external market factors.

Title Description. Each title is described in a Title Description that outlines the typical duties and qualifications for positions with that title.

Types of Increases

A Student Employee's salary can be increased after hire several different ways. These different types of increases are discussed below.

Promotion Increase. An increase that occurs when an employee moves from his/her current position to a position with a different Job Position Title in Workday as a result of the hiring process, and the position requires higher qualifications (such as greater skill, more experience, or a higher level of responsibility) and a higher rate of pay.

Reclassification Increase. An increase that occurs when job duties, responsibilities, and required qualifications of a position are reevaluated and the position is assigned to a different title that warrants a higher rate of pay within the Job Position Title in Workday.

Hiring Wage Adjustment. An increase that may be given within three months after the end of six months service for newly hired, promoted, or reclassified employees.

Across-the-Board Increase. A uniform salary increase given in accordance with prescribed guidelines, often granted by legislative enactment, without regard to individual merit of affected employees.

Merit Salary Increase. An increase within the title and pay range to which the employee is currently assigned. Such an increase is granted to an employee in recognition of meritorious job performance. A current performance evaluation should be on file for employees receiving a merit increase.

Promoted Student Employees

Promoted Employees. Current employees applying for promotion or being proposed for reclassification must possess the minimum qualifications for the position as described in the Job Position Title in Workday. A current performance evaluation should be on file for an employee to be promoted or reclassified.

Timing of Pay Increases

Student Employees may be given an increase in wages using the following as a guideline. As a general rule, merit raises and across-the-board increases are granted at the beginning of the fiscal year. Increases other than merit raises and across-the-board increases may be granted on the effective date of the change. Requests for these increases must also be submitted through your normal departmental polity and should not be retroactive.

How do I terminate a Student Employee?

Regulations

The Student Employment Office encourages employers to afford the same rights and responsibilities to student workers as to classified employees. We use the system regulations as a guideline.

Grounds for Disciplinary Action or Dismissal

All student employees' are "at will." Acts that may result in disciplinary action or dismissal include, but are not limited to the following: inadequate job performance, inadequate job knowledge, misconduct, excessive absenteeism, or unauthorized leave or absences.

Burden of Proof

The employer is responsible for proving adequate cause for dismissal. Be sure to keep documentation of all conversations or conferences with the employee, as well as a record of incidences with dates and times. Also, keep records of any corrective actions being taken by the employee.

Types of Disciplinary Actions

If conferences with the employee do not work, further disciplinary action may be required. In most cases, inappropriate job-related conduct or job performance can be addressed by the supervisor counseling the employee and providing guidance on appropriate conduct or performance. For more serious incidences or if counseling does not achieve the desired results, the supervisor may issue a written reprimand. Other possible disciplinary actions include:

Suspension without pay: An employee may be temporarily removed from duties without pay or be temporarily placed in a non-paid status.

Transfer, demotion, and/or reduction in salary: These actions include the realignment of an employee's assigned duties, title, and/or wage for disciplinary reasons.

Dismissal: An employee may be dismissed from their employment.

All notifications to the employee regarding disciplinary actions should be made in writing. Copies of all documents pertaining to disciplinary action or dismissal should be filed in the employee's official personnel file.

Dismissal

The employee should be notified of the dismissal in writing. Advance notice shall not be provided to student workers, temporary, or wage employees. Severance pay for time not worked or earned will not be authorized. A sample disciplinary report is included. However, there is no requirement to use the attached format.

Disciplinary Report

Employee's Name _____ Date of Incident _____

Description of Incident _____

Disciplinary Action Taken

- Warning Final Warning Probation Termination of Employment

Corrective Measures/Review of Procedures _____

Supervisor's signature _____ Date _____

Employee's signature acknowledging receipt _____ Date _____

Employee's Comments _____

Appendix

Example Statement of Understanding

The sample may be used as a guideline when developing your own Statement of Understanding.

Sample Evaluation Form

You may use this form when giving Performance Assessments to your student employees. The form has space to customize the job skills for each student's responsibilities.

System Policies & Regulations

33.99.08 - Student Employment (System Regulation)

Describes the System definition of a student employee and what entity is responsible for administrating the program.

33.99.08.M1 – Student Employment (University Rule)

Describes the University definition of a student employee and who is responsible for administering the program.

33.99.08.M1.01 – Student Employee Grievance and Appeal Process

Describes processes of both.

33.99.08.M1.02 – Work Study Procedures

Describes process of how to pay Work Study students.

SAMPLE

Statement of Understanding

I understand that as an employee of the Student Employment Office, I represent not only the Student Employment Office and the Scholarships & Financial Aid; I also represent Texas A&M University. In such, I also understand that am expected to act in a professional manner and to serve students and employers to the best of my ability.

As a student employee of the SEO, I accept the following expectations as a guide to my behavior in the workplace.

I will serve as a model of what a student employee should be to all students and employers.

I will respect all staff.

I will greet every individual who enters the SEO. I will answer telephone calls promptly and courteously.

I will respect the privacy of all students and will put forth effort to maintain the confidentiality of all employee records.

I will check in with my assigned area supervisor when I arrive each day and again before I leave each day. I will work in blocks of time no less than 2 hours, unless prior arrangements have been made.

I will work according to my pre-arranged schedule. I will not work outside of the schedule, unless prior arrangements have been made. I will not ask to leave before the end of my scheduled time.

I will call in at least 30 minutes before the beginning of my shift should I not be able to report for work due to illness.

I will ask for time off at least two working days in advance by submitting a Request for Leave. I will not assume that my request has been granted until I receive a copy of an approved request.

I am responsible for submitting my timesheet. If I do not submit it on the due date, I understand that I will not be paid for hours earned until the next pay period.

I will complete all assignments thoroughly and in a timely manner. I will take pride in all work that I do.

I will dress in a professional and respectable manner in accordance with the Departmental Dress Code.

I will assist in maintaining the appearance of the Student Employment Office. This includes cleaning up after myself, straightening up the chairs in the Resource Center, and leaving all work areas in good condition.

I will refrain from eating during work hours and from making and receiving personal telephone calls during work hours.

I will refrain from studying, completing homework assignments, and editing/printing schoolwork during work hours.

Once I have completed all assigned tasks, I will ask for additional assignments. If an additional assignment is not available, I understand that I will be expected to assist in other areas of Scholarships & Financial Aid (Scholarships, Processing, etc.)

I understand that all computer use must be work related. I will not check personal e-mail accounts during work hours, nor will I surf the Internet.

By signing below, I agree to these specified expectations. I understand that non-compliance may result in termination of employment.

Signature of Employee

Date

Signature of Supervisor

Date

SAMPLE

Student Employee Performance Review

O= Outstanding E= Exceeds expectations M= Meets expectations D= Does not meet expectations

Employee Name: _____

Date: _____

<i>Job Skills</i>		<i>Comments</i>
1) Telephone Etiquette		
2) Computer Competence		
3) Verbal/Written Communication		
4) Courtesy		
5) Office Demeanor		
6) Information Handling (Confidentiality)		
7)		
8)		

<i>Professional Demeanor</i>		
9) Quality of Work - Produces quality work. Completes assignments in a timely manner.		
10) Productivity - Produces, in quantity, the work expected from the position.		
11) Dependability - Faithful in reporting to work and remaining on task.		
12) Initiative - Little direction needed, efficient; recognizes the best way to accomplish assignments.		
13) Punctuality - Consistently arrives on time, meets agreed upon deadlines, and appointments.		

Employee Name: _____

14) Dress Code Adherence - Dresses appropriately, meeting departmental/office standards for the position.	
15) Responsibility - Accepts responsibility for actions taken, as well as the job itself.	
16) Positive Image - Serves as a positive representative of the department (demonstrates a service orientation, warm demeanor, enthusiasm, commitment to diversity).	
17) Safety - Uses best practices to assist in ensuring the safety and security of self and others.	

18) Communication - Communicates effectively and appropriately.		
Staff/Co-workers		
Clients		
Supervisor		
19) Responsiveness - Acknowledges how the other person feels and is prepared to help. (demonstrates an inclusive attitude, maintains patience, acts with sincerity)		
Staff/Co-workers		
Clients		
Supervisor		
20) Cooperation - Willing to compromise and resolve disagreements (capable of hearing, processing, and evaluating others' point of view).		
Staff/Co-workers		
Clients		
Supervisor		

Additional Comments

--

Employee Name: _____

Evaluator Signature

Position Title

--

Is any action being taken to help improve his/her performance?
(Development Plan, Workshops, Goals, etc.)

YES / NO Please specify:

<i>We recommend the employee and supervisor work together to set goals and establish a</i>
<i>development plan for the upcoming review period.</i>

Employee's Comments:

I acknowledge that I have reviewed this performance review. My signature indicates that I have been advised of my performance status and does not necessarily imply that I agree with this evaluation.

Employee Signature

Date

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SAMPLE

Student Employment Policies and Regulations

33.99.08 - Student Employment (System Regulation)

<http://policies.tamus.edu/33-99-08.pdf>

33.99.08.M1 – Student Employment (University Rule)

<http://rules-saps.tamu.edu/PDFs/33.99.08.M0.01.pdf>

33.99.08.M1.03 Procedure for Hiring Student Employees

<http://rules-saps.tamu.edu/PDFs/33.99.08.M1.03.pdf>

33.99.08.M1.01 – Student Employee Grievance and Appeal Process

<http://rules-saps.tamu.edu/PDFs/33.99.08.M1.01.pdf>

33.99.08.M1.02 – Work Study Procedures

<http://rules-saps.tamu.edu/PDFs/33.99.08.M1.02.pdf>