



# The Super Manual

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

**Expanding Education through Employment**

Texas A&M University at Galveston  
Human Resources Department

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## **Introduction**

This manual has been created for supervisors and account managers of Texas A&M University at Galveston that employ and/or supervise student employees. The Human Resources Department hopes this information will help simplify your life as an employer and give you a better understanding of how student employment works. We welcome suggestions for improvement.

## **Our Mission**

Student employment is designed to help students pursue their educational goals by providing employment resources and professional development opportunities.

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## **Disclaimer**

It is the policy of Texas A&M University at Galveston to comply with all state and federal laws that prohibit discrimination on the basis of race, color, religion, sex, age, national origin, disability, or veteran status in all educational and employment practices.

Discrimination is prohibited in areas such as recruitment, selection, promotion, demotion, transfer, lay-off, termination, and selection for training or any other forms of compensation or benefits, and in access to educational programs.

It is acceptable to hire students on the basis of sex or age ONLY if those factors are bona fide occupational qualifications for the particular job (i.e., locker room attendant, etc.).

Texas A&M University at Galveston is an Equal Opportunity/Affirmative Action/Veterans/Disability Employer. All jobs are security sensitive and hiring is contingent upon successful completion of a criminal background check.

Texas A&M University at Galveston is an E-Verify employer. You must provide proof of employment eligibility at time of new hire orientation.

# **Section I – General** **Information**

## **Student Employment Rules**

1. Students **MUST** be enrolled for a minimum of 6 semester credit hours during the fall and spring semesters (September – May) in order to be eligible for employment.
2. To qualify for employment during the summer months (June – August), students **MUST** meet one of the following criteria:
  - a) Be enrolled for a minimum of 3 semester credit hours during either summer session (June 1 – July 15 and/or July 16 – August 31); OR
  - b) Be pre-registered for the following fall semester (proof may be required)
3. Students **MUST** have an acceptable academic record with a minimum of a 2.0 cumulative GPA and be approved through their academic department. Any student whose cumulative GPA falls below 2.0 must complete a **Probationary Employment Exemption** form and get approval from the Vice President for Academic Operations (or other designated representative). This form is available from the Human Resources Office.
4. It is your responsibility, as a student employee, to record your time worked into the TimeTraQ system and submit your timesheets when they are due. **Failure to record hours or submit your timesheet could result in the timesheet being cancelled.** Any hours not recorded/reported will be paid during the following bi-weekly payroll cycle.
5. Students may work **no more than** 20 hours per week (Thursday – Wednesday) at any given time *during the fall/spring semester* without written approval through the Human Resources Office.
6. Students **MAY** work UP TO 40 hours per week in the following circumstances:
  - a) During the summer months (June – August) when enrolled in 3 credit hours or fewer; OR
  - b) When not enrolled in courses over the summer months but are pre-registered for the immediately proceeding fall semester; OR
  - c) During breaks when classes are not in session (i.e. following December graduation through the start of the winter break or following May graduation through the end of May)
7. This rule also applies to graduate students working in a student assistant, student coordinator or student technician capacity.

# Federal & State Work- Study

## What is 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 work study subsidizes a portion of their wages.

## Who is eligible for the 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 (COA), other aid (AID), and the expected family contribution (EFC). If the EFC and AID added together is not enough to cover COA, the student is considered to have financial need.

## How does Work Study benefit the Employer?

This program allows the employer to hire more people with the same amount of money. The department is required to pay a percentage (25%) of the hourly rate offered to the student, plus the employer’s taxes (FICA, WCI, UCI). The federal/state government pays the remaining percentage (75%).

## Examples - Federal & State Work Study:

<u>Wage</u>	<u>75%</u>	<u>Dept. 25%</u>	<u>Fringe (8.25%)</u>	<u>Total Dept. Contribution</u>
\$7.25 per hr.	\$5.44	\$1.81	\$0.60	\$2.41
\$8.50 per hr.	\$6.38	\$2.13	\$0.70	\$2.83

## What is the employment process of a Work Study?

- ❖ Follow the same procedures for hiring and working a work-study student employee as you would for hiring and working a non-work-study student employee.

\*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 sent notification any time changes are made to their financial aid package.

## How much funding can be awarded and how many hours can a Work Study student employee work?

Students may receive up to \$3500 for the academic year depending on their demonstrated financial need and aid eligibility. A typical award is \$2000 - \$3000 per year. Most students average 10 - 20 hours per week. Students are permitted to work additional hours when classes are not in session, if the department has sufficient funds to cover additional hours as a Student Assistant, Student Coordinator or Student Technician. **Work Study Students may not work more than 20 hours per week.**

## 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 FWS must be paid for all hours worked.

## PLEASE NOTE:

**Students are not allowed to submit hours for time worked during scheduled classes, even if the class receives a walk.**

## How do I document time for a student?

TimeTraq should be used to record time for all student employees.

- ❖ **Student employees may NOT estimate time per federal regulations. Hours may only be submitted AFTER the work is performed.** Once the hours are worked they may be submitted in TimeTraq for the next payroll period. (i.e. Beginning of the new fiscal year, Thanksgiving holiday, the winter break, and spring break.)
- ❖ **Make sure that the actual number of hours worked per day are recorded accurately in TimeTraq.**

- ❖ Before submitting a timesheet in TimeTraq, check the time conversions carefully. (Round to the nearest quarter.)
- ❖ Make sure the students' supervisor or his/her delegate has approved the time sheet in TimeTraq.

**Where do my work-study students' paychecks go?**

Texas A&M University at Galveston is a direct deposit campus. All student employees should already be on direct deposit. If they are not, they should to log into Single Sign On - HRConnect and go into the "My Payroll" tab to enter their financial institution information prior to the next payroll processing date.

**How does my department go about paying its share of the work-study?**

The departments' account is debited for its share of the student's wages. After TimeTraq has been submitted, voucher details will be issued. These vouchers will itemize each work-study student paid from the departmental account. The remaining portion of the student's wages will be debited from either the federal or state work-study account.

**What happens if a student does exceed his or her allocation, or there's a change in the award and the student gets paid anyway?**

The amount exceeded will be charged back to the department. The Payroll Office will initiate all fund switches and will notify the departments.

**What happens to a student's allocation if it is not used?**

At the end of the spring term, all unused monies are put back into the general allocation. Funds will not be rolled over to the next academic term.

**My student submitted his/her time sheets in TimeTraq after the yearly deadline to use work-study funds. Will he/she get paid?**

All hours worked past the last date of the academic year must be paid from departmental funds. The last day is in mid-May for the fall/spring term and mid August for the summer term. Contact the Student Financial Aid Office to find out the last date that hours worked can be submitted for the academic year.



## **Student Employee Job Descriptions**

The following descriptions are to use as a guide for on-campus employers in determining an appropriate title code for a part-time student employee position. Within each official title class, an employer may deem a working title (i.e. a Student Technician may be a Web Designer). Although each title has a minimum and a maximum wage scale associated with it, employers may hire a student at a rate higher than the minimum. Employers should consider both experience and level of responsibility in determining a starting rate of pay.

Although paid through specific title codes, Federal Work Study and Texas College Work Study employees should be compensated with the same consideration as non-work study student employees.

### **Student Assistant (7518)/Non-Affiliated Student Assistant (7677)**

A person with a few special skills and little or no previous training or work experience. A minimum amount of training is necessary to prepare the employee for work. The employee is generally well supervised and jobs are of a routine nature requiring little decision making.

### **Student Coordinator (7463)/Non-Affiliated Student Coordinator (7478)**

Persons classified at this level require a moderate to high degree of mental activity and independent judgment in addition to extensive previous training and experience. The work performed involves decision making, responsibility for the safety of persons and property or supervision of other student employees and may be an essential function of departmental operations.

### **Student Technician (7519)/Non-Affiliated Student Technician (7471)**

Persons classified at this level must have technical skills, knowledge of the job, or be in a training phase of a technical position, would need little to a moderate amount of supervision, and would occasionally be placed in a supervisory position. ***Since other student employee classifications require ordinary skills and abilities, the technician classification will be awarded sparingly.***

## **Determining the Rate of Pay**

Refer to the **Student Employee Pay Scale** below. You may start a Student Employees at any hourly rate within the pay range.

### **Minimum Pay**

Student employees must be paid at least minimum wage per the Fair Labor Standards Act.

## **Student Employee Pay Scale**

The rate of pay should be determined based upon employment/academic experience and level of responsibility. Federal Work Study and Texas College Work Study students should be compensated with the same consideration as non work-study students. Also, it is the responsibility of the hiring department to ensure that students working under the student employee title codes are eligible for student positions (i.e., enrolled or pre-registered for the following semester at TAMUG, or another institution if non-affiliated student employees).

<b>Object Class</b>	<b>Title Code</b>	<b>Job Title</b>	<b>Current Pay Scale</b>
1740	7518	Student Assistant	\$7.25 – \$15.00
1740	7463	Student Coordinator	\$7.25 - \$17.00
1740	7519	Student Technician	\$7.50 – \$17.00
1745	7560	Federal College Work Study - Student	\$7.25 – \$17.00
1745	7649	Federal College Work Study – Community Service	\$7.25 - \$17.00
1745	7748	Texas College Work Study – Off Campus	\$7.25 - \$17.00
1740	7677	Non-Affiliated Student Assistant	\$7.25 – \$15.00
1740	7478	Non-Affiliated Student Coordinator	\$7.25 - \$17.00
1740	7471	Non-Affiliated Student Technician	\$7.50 – \$17.00

**For rate increases or promotions, a justification memo must be routed for approval through your department head, to the Executive Director of Human Resources. A performance review must also be attached (see page 21 for more information regarding Student Employee Performance Reviews). Any student employee not meeting the necessary requirements will not be approved for the requested action. A sample memo is included at the end of this manual.**

The descriptions on the following page are to be used as a guide for placing student employees in an appropriate job title. Hiring departments should consider both experience and level of responsibility in determining a starting rate of pay.

## **Student FICA Exemption**

Texas A&M University at Galveston students who work for the University or other agencies within the TAMU System will be exempt from Social Security and Medicare coverage effective **July 1, 2000**.

In order to be considered eligible, students must be enrolled at least half-time at Texas A&M University at Galveston. The law allows each institution to define half-time. TAMUG uses the definitions set forth by the Registrar.

Work performed during school holidays and breaks between academic periods is eligible for the exemption if:

1. The break is less than 5 weeks long, and
2. The student is enrolled or eligible to enroll in the first academic period following the break.

However, if the break is longer than 5 weeks or the student is not enrolled or eligible to enroll in the next academic period, the student will not be eligible for the FICA exemption. Therefore, it is possible (or even probable) that a student employee will have some wages that were subject to FICA taxes and some wages that were exempt from FICA taxes during the same year.

***Students hired under a title code other than the Student Employee Title Codes established by Human Resources Office or as a Graduate Employees (Research, Teaching, or Non-Teaching) will not be considered for this exemption.***

For more information, contact University Payroll Services at 979-845-2711.

# **Section II – Hiring Student** **Employees**

# **Estimating How Many Student Employees You Will Need**

A few things to consider when determining how many students to hire:

Remember that a student employees' 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 never be used to 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 before the end of the 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/week) employee to complete a task, consider hiring three Student Employees.

## **What is a Student Employee?**

A student employee is any Texas A&M University at Galveston student working on campus. Departments pay 100% of the student's wages. Student employees are processed under the one of the student employee title codes established by the Human Resources Department.

## **What is a Work Study (WS) Employee?**

A WS employee is any Texas A&M University at Galveston student awarded Work Study funding through the Department of Student Financial Aid. Work Study is funded through Federal and State programs.

## **Non-Affiliated Student Employees**

A non-affiliated student employee is a student enrolled in an educational institution other than TAMUG. Verification of enrollment is required.

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

Departments will complete the same paperwork required for affiliated student employees. Non-Affiliated Student Employees complete the SAME student employment application as TAMUG students do. The hiring department must generate an EPA using the correct Non-Affiliated Student Employee title code.

## **Posting a Position**

By posting student employment positions with the Human Resources Office, this allows all Texas A&M University at Galveston students to have access to all positions. They can be found on the TAMUG Student Employment Website at <http://www.tamug.edu/hrd/StudentEmployment/Student%20Assistants.html>.

Print and complete a TAMUG Student Employee Job Posting Request Form found on the Student Employment Website at <http://www.tamug.edu/hrd/StudentEmployment/Student%20Assistant%20Job%20Posting%20form%20doc.pdf>.

Forward the completed request form to the Human Resources Office for posting. All job openings must be posted for a minimum of five (5) business working days prior to an offer of employment being extended. You must notify the Human Resources Office when your job(s) have been filled.

***You (the employing department) are responsible for the collection and retention (current fiscal year plus two) of all application materials turned in by the students who are applying for your vacancy whether they are hired or not. When application materials have gone beyond the two fiscal year retention requirement, they may be destroyed in accordance with the State of Texas Record Retention Guidelines (they must be shredded).***

Job vacancies not listed with the Human Resources Office will not be filled. All student job vacancies must be posted through the Human Resources Office.

## **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 should 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, contact the Human Resources Office to close the position.
- ❖ Maintain all documentation from interview for five (5) years from the interview date.

### **Sample Interview Questions**

\* EEOC Interviewing Guidelines prohibit asking questions about race, age, marital status, 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? How do you measure success?
- 4) Give me an example where you had difficulty communicating with someone and how you resolved it.
- 5) What motivates you?
- 6) What campus organizations are you involved in or do you belong to?
- 7) Under what conditions do you do your best work?
- 8) 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?
- 9) Tell me/us briefly about yourself.
- 10) What is your current course load? Will you be able to work at least \_\_\_\_ hours per week?
- 11) What experience do you have working with the public?
- 12) Confidentiality. Are you capable of not repeating things you hear or see in this office/department to anyone outside this office/department? Are you willing to sign a confidentiality agreement if required?
- 13) We require \_\_\_\_\_ attire in this office/department. Do you have any problems with that type of dress code?

### **Making the Job Offer**

- 1) Determine if you are going to hire the student under the work-study program or as a regular student employee.
- 2) Determine the rate of pay as outlined in this manual.
- 3) Make the offer of employment.
- 4) If the student accepts the offer, notify Human Resources so that the vacancy posting can be closed. Should you need additional student employees, you would need to re-post the position.
- 5) Follow the steps in **Section II – Hiring Student Employees**.

## **Completing the Hiring Process**

- 1) Once you've made the decision who you want to hire, you will make a copy of the application for your departmental file and send the original application to Marion Rhodes with the completed Criminal Background Check Request Form for processing;
  - a) For anyone who has NEVER worked within A&M System before, a background check will be initiated and processed
  - b) For anyone who is a returning employee, if a background check is on record within the past 365 days, a new check will not be necessary; Marion will contact you to let you know this person is clear to begin working;
  - c) For anyone who is a returning employee who has not had a background check within the past 365 days, one will be initiated and processed;
- 2) At this time, you should also proceed with the creation of the EPA and get it in the routing process;
- 3) Upon successful completion of the background check, all paperwork is then forwarded to Tina Pennington for further processing. This processing includes new hire paperwork, new student employee online orientation, direct deposit setup, electronic I-9 & e-Verify completion.
  - a) You, along with your new student employee, will receive an email from Tina outlining the next set of available days & times that orientation will be held;
  - b) The student then responds to that email to reserve his/her orientation date/time
- 4) Following their successful completion of their new hire orientation (for those that need to), their EPA will be processed by the HR office and forwarded on to the central payroll office in College Station for final processing. Once they finalize the EPA, the student's timesheet should drop into TimeTraq (within their SSO portal). You may or may not have to activate their PIN in order for them to see their timesheets.

These steps as have been outlined above should provide general guidance on exactly how to hire and process student employees. Should you have any questions or concerns, you should contact the TAMUG HR office. A member of the HR staff will provide guidance and/or training as needed or requested. We are your resource; we are here to help you.



# **New Student Employee Orientation (NSEO)**

All A&M students employed as student employees with Texas A&M University at Galveston are required to complete the New Student Employee Orientation.

All new student employees reporting to the Human Resources Office for NSEO must bring the following documentation with them:

- Valid id required for completion of the Form I-9 (list of acceptable documents can be found on the back of the Form I-9; see example on page 32)
- Social Security Card (this is for payroll purposes). **NOTE: IF THEY ARE PROVIDING THEIR SOCIAL SECURITY CARD FOR THE PURPOSES OF SATISFYING THE REQUIREMENTS OF THE FEDERAL FORM I-9, THE ORIGINAL CARD MUST BE PRESENTED - NO FAXES, SCANS, COPIES WILL BE ACCEPTED.** Laminated cards will also not be accepted. Card must also be signed in ink.
- Bank routing and account number for direct deposit set up

Orientations are held in the Human Resources Office as needed. Students will be emailed with a list of days/times for orientation. Hours vary by semester.

Orientation consists of the following initial new hire paperwork:

- Electronic I-9 Employment Verification w/E-Verify through the Guardian online server
- W-4 completion
- Direct Deposit & Online W-2 Notification Set Up
- Selective Service Registration confirmation - All male employees between the ages of 18 and 25 must show proof that they have registered with Selective Service. Students taking the New Student Employee Orientation on-line will certify their status during the session. 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 from registration, and on-line verification.
- New Student Employee Online Certificate Training - When complete, the student will print 3 copies of the New Student Employee Orientation Certificate (Student copy, Employer copy, Human Resource copy). ***Students are responsible for retaining their Certificates to provide proof of eligibility to employers. THIS WILL BE COMPLETED IN THE HUMAN RESOURCES OFFICE AT THE APPROPRIATE TIME. DO NOT REFER STUDENTS TO THE JOBS FOR AGGIES WEBSITE FOR ORIENTATION.***

The New Student Employee Online Orientation reviews the rights and responsibilities of employees of Texas A&M University at Galveston and the State of Texas. It is the responsibility of the Human Resources Office to ensure that all Texas A&M University at Galveston student employees will receive the following information:

- Student Employment Rules
- Information for New Employees
  - Worker's Compensation Insurance
  - FLSA Overtime Provisions
- System Regulation 34.02.01 – Drug and Alcohol Abuse and Rehabilitation Programs
- University Rule 34.02.01.M1 – Substance Abuse Prevention
- System Policy 34.02 – Drug and Alcohol Abuse
- TAMUG Notice of Non-Discrimination and Abuse
- TAMUG Title IX Campus Coordinators
- CLERY Notice
- Campus Safety & Security
- Texas Hazard Communication Act
- System Policy 07.01 – Ethics
- Extract: Subtitle C, Title 10, Government Code, State of Texas, Standards of Conduct

- HIV, AIDS and the Workplace & Learning Environment
- Chapter 403 of the Texas Government Code, Subchapter L – Property Accounting
- TAMUG General Safety Training, Back Safety Training, and Fire Safety Training
- Bi-weekly Payroll Schedule
- Payroll Deduction Verification
- Supplemental Retirement Investment Opportunities
- System Regulation 33.99.14 Criminal History Record Information - Employees and Applicants

#### **Hiring Student Employees Who Have Previously Worked for the TAMU System**

DO NOT assume the student has completed New Student Employee Orientation with their previous employer. Have the student provide a copy of the New Student Employee Orientation Certificate dated 8/96 or later. If not, the student must retake the orientation on-line.

When hiring a Work-Study student, the hiring department should provide an alternative source of funds to be used when/if the student's allocation of Work-Study funds is expended. The employing department will do a new EPA document to move the student employees from work-study to non-work study funds. Employers and students must be sure to monitor funds and schedule hours responsibly.

Student employees should be treated with the same respect and dignity as all other employees. It may be necessary to allow student employees 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.

# **Section III – Supervising** **Student Employees**

# **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 employees 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 employees, and
- also for the employees as a student

The best supervisors treat their student employees as individuals, and understand that student employees have other interests and responsibilities. They make the work of the student seem interesting, significant, and worthwhile to both supervisor and student.

# **Supervisor Responsibilities**

The Human Resources 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**  
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.
- **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 compliment 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 College Work Study allocation for each student on Federal or State CWS to prevent overpayment.
- **Assignments**  
Be prepared for students' daily arrival and have assignments ready.
- **Consistency**  
Treat all student employees 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.
- **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.
- **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.
- **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 Your 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.

## **Breaks and Lunches**

Texas A&M University at Galveston has no established policy on breaks. Employees should refer questions regarding breaks to their supervisors.

Many employers and employees mistakenly believe that FLSA (Fair Labor Standards Act) requires employers to give employees 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. (Excerpt from the Texas Workforce Commission "Especially for Texas Employees" handbook, 1998)

## **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.

# **Student Employee Performance Reviews**

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

## **Am I required to review student employees?**

While a best business practice, performance reviews for student employees are optional. They provide vital feedback and should let the student know how their job performance is going and of any areas that need improvement.

**EXCEPTION TO THE RULE: Reviews are *required* before taking the following actions:**

- 1) promotion (student assistant to student coordinator/technician),**
- 2) any type of pay increase,**
- 3) or when retaining a student who has been employed for more than six months for the next fiscal year.**

Reviews 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.

## **Points to remember when reviewing 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 their 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 review my student employees?**

We recommend that student employees are reviewed annually. Some departments may choose to review their employees more frequently depending on the nature of their work.

## **What forms should I use to review my student employees?**

The Student Employee Performance Review form was developed by the Human Resources Office. The A-D scale is used on each section along with a space for comments about each skill. (See Forms)



**Section IV – National**  
**Student Employment**  
**Week**

## **National Student Employment Week**

The second full week of April each year, Texas A&M University at Galveston joins the National Student Employment Association, the Southern Association of Student Employment Administrators, and hundreds of colleges and universities across the nation in celebrating National Student Employment Week (NSEW).

We all value our student employees for the multitude of roles they fill in our offices, as well as the contributions they make to our establishments. This week gives us the opportunity to show our appreciation for these contributions, and the juncture to draw awareness, both on and off campus, of the influences student employees make in our day-to-day operations.

# Ideas on how your office can help to celebrate NSEW

- Create your own celebration/award ceremony.
- Take your student employees out to lunch.
- Bring cookies/cake for the students.
- Have lunch catered to the office.
- Have "Secret Pals" throughout the week between full-time and part-time staff.
- Give gift certificates to local restaurants or movie theaters.
- Have a bowling party.
- Write them a note of thanks.
- Prepare a "Thank You" goodie bag.
- Give them flowers or balloons.
- Create a bulletin board honoring the students in your department/office. Take pictures of the student employees and list what wonderful things they do for your department.
- Coupon Booklets - this is always a hit with students! Insert coupons for a free can of soda, movie night at the boss' house (everyone needs to redeem for this one), one dozen home baked goodies, etc. Be creative in designing your own coupons.
- Notes Home - send a note to the families of your student employees. Let them know what the student does, how their work impacts your department, and how terrific the student is.
- Buy low cost, blank certificates to show appreciation or make up silly awards for students: best telephone voice, best web-surfer, etc.
- Friendship Plants - take cuttings from a plant in the office and give to each student as a live "connection" to the office.
- Bright Ideas - spray paint a light bulb gold, screw into a jar of play-dough and make a label around the jar naming who is receiving the "Bright Idea" award.
- Good Egg Award - buy plastic Easter Eggs, fill with goodies and give out with "Good Egg" certificates. List what the student did to deserve this award.
- 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".
- Look around the office or at home for a white elephant item. Name the item for the award (Employee of the Month/Week, Great Idea Award, Gotcha Award) -catch someone in the act of doing something good and then make the first presentation of it during Student Employment Week.
- Make a banner to hang for the whole week in your office.
- Chalk the sidewalk in front of your office saying "thanks" to your student employees.

ENCOURAGE ALL STUDENT EMPLOYEES TO ATTEND THE RECEPTION IN THEIR HONOR!

## **Check out these cool web sites for freebies:**

Virtual Flowers: <http://www.virtualflowers.com/vc.asp>

The Cardmaster: <http://www.cardmaster.com/>

Hallmark Greetings: <http://www.hallmark.com>

TAMUG Employee Recognition Website: <http://www.tamug.edu/hrd/Employees/Employee%20Recognition.html>

# **Forms**

## TAMUG STUDENT ASSISTANT JOB POSTING REQUEST FORM

You can post student assistant jobs by using this form.

Once we receive your job description, we will post your job online for TAMUG students to review. For more information regarding posting, hiring, retaining and terminating student assistants, please view the Super Manual, located at [http://www.tamug.edu/hrd/LinksAndForms/The\\_Super\\_Manual2015.pdf](http://www.tamug.edu/hrd/LinksAndForms/The_Super_Manual2015.pdf).

<b>Department:</b>			
<b>Department Contact:</b>			
<b>Contact Title:</b>			
<b>Contact Phone Number:</b>			
<b>Contact Email Address:</b>			
<b>Campus Location &amp; Room Number</b>			
<b>Starting Job Title (Choose One):</b>	___ Student Assistant; ___ Student Coordinator; ___ Student Technician; ___ Community Leader		
<b>Job Description:</b>			
<b>Job Qualifications:</b>			
<b>Rate of Pay per Hour:</b>	\$	<b>Funding Source:</b>	
<b>Start Date (allow for 5 day mandatory posting period):</b>		<b>Days/Times Needed:</b>	
<b>Number of Job Openings:</b>			
<b>Do you PREFER a Work Study Student?</b>	YES	NO	

Posted jobs can be viewed at: <http://www.tamug.edu/hrd/StudentEmployment/StudentAssistants.html>

Texas A&M University at Galveston  
Office of Human Resources  
409-740-4532 (office) 409-740-5005 (fax) [hr@tamug.edu](mailto:hr@tamug.edu) (email)

# Texas A&M University at Galveston

## Student Employment Application

<b>Part 1 – Academic Eligibility (to be completed by your academic (major) department)</b>		
Departmental Approval:	Cumulative GPA:	
<i><b>If your GPA is below 2.0, you MUST complete a Probationary Employment form before being allowed to work.</b></i>		
<b>Part 2 – List the department you are applying to (this is who you will turn your application in to)</b>		
Department:	Hiring Supervisor:	
<b>Part 3 – General Information About You – PRINT LEGIBLY IN BLUE OR BLACK INK ONLY, NO PENCIL</b>		
Full Name (as it appears on your Social Security Card):	Social Security Number: - - -	
Permanent Street Address*:	UIN:	
City, State, Zip Code:	Cell Phone Number: (     )	
Email Address:		
Are you a US Citizen or Legal Permanent Resident? Yes <input type="checkbox"/> No <input type="checkbox"/>	If 'No', what type of Visa do you hold? F1 <input type="checkbox"/> J1 <input type="checkbox"/> H1B <input type="checkbox"/>	
Have you EVER worked for ANY Texas A&M University System Component, Agency or Institution of Higher Education? Yes <input type="checkbox"/> No <input type="checkbox"/> If 'yes', when & where:		
Scholastic Classification:	Academic Major:	# of Hours Enrolled this Semester:
<b>Part 4 – Educational Information – ALL NON TAMUG STUDENTS</b>		
Name of Current Educational Institution (High School or College):		
Scholastic Classification:	Academic Major:	# of Hours Enrolled this Semester:
<b>* You permanent address IS NOT your school address – DO NOT use dorms, drop boxes, UA addresses or any other address that could be considered “transient”. This address should correspond with what is on your driver’s license or other state-issued identification.</b>		

I certify the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief and are made in good faith. I understand that any false statement made herein will void this application and any actions based on it. I agree to keep this application current should any of the information change.

I authorize Texas A&M University System or any of its components to make reference checks relating to my employment and I also authorize all prior employers to provide full details concerning my past employment. I understand that this application and all attachments are property of Texas A&M University at Galveston.

**Applicant Signature** \_\_\_\_\_

**Application Date** \_\_\_\_\_



Student Employee Progressive Discipline Notification Form

Employee Name:		UIN:	
Employing Department:		Job Title:	
Date of Hire:		Name of Supervisor:	

Level of Progressive Discipline:

Verbal Warning/Counseling

Suspension for \_\_\_\_\_ days

Written Warning

Reason for progressive discipline (be specific, giving dates and times of incidents and list any dates of previous counseling sessions. Remember to state only the facts pertaining to this situation).

Corrective action to be taken:

It is expected that the condition noted above will be corrected immediately. In the event this condition is not corrected, or another offense occurs, you will be subject to further disciplinary action, up to and including termination. This document (or a copy thereof) will be placed in your Official University Personnel File.

If you wish to appeal this disciplinary action please contact the Human Resources Office at 409-740-4532 for assistance. An appeal alleging discrimination, sexual harassment and/or related retaliation must be filed in accordance with System Regulation 08.01.01, Civil Rights Compliance and University Rule 08.01.01.M1, Civil Rights Compliance.

Please be advised that the University provides confidential services to help students who face personal matters that adversely affect their lives and job performance. To make an appointment or speak to a counselor, please contact the Student Counseling Services Office at 409-740-4736.

Your signature is intended only to acknowledge receipt of the notice; it does not imply agreement or disagreement with the notice itself.

Employee Signature:	Supervisor Signature:
Date:	Date:

Distribution:

Original – Human Resources    Copy – Employee    Copy – Department Head

**Student Employee Performance Review**

A= Outstanding    B= Exceeds expectations    C= Meets expectations    D= Does not meet expectations

Employee Name:		Employee UIN:	
Date of Review:		Supervisor:	

Job Skills	Rating	Comments
1. Telephone Etiquette		
2. Computer Competence		
3. Verbal/Written Communication Skills		
4. Courtesy		
5. Office Demeanor		
6. Information Handling (Confidentiality)		
7. Attendance		
8. Other (please describe):		

**Professional Demeanor**

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		
14. Dress Code Adherence – dresses appropriately, meeting departmental and/or 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 office/department (demonstrates a service orientation, warm demeanor, enthusiasm, commitment to diversity)		
17. Communication – communicates effectively and appropriately with staff/co-workers, clients, and supervisors		
18. Responsiveness – acknowledges how the other person feels and is prepared to help (demonstrates an inclusive attitude, maintains patience, acts with sincerity)		
19. Cooperation – willing to compromise and resolve disagreements (capable of hearing, processing, and evaluating others’ point of view)		
20. Safety - uses best practices to assist in ensuring the safety and security of self and of others		

Additional Supervisor Comments (if any):

Employee Comments (if any):

Is any action being taken to help this employee improve his/her performance? Yes    No  
Please specify:

<b>I have reviewed this employee’s job performance in good faith, using the best information available to me.</b>	
Supervisor Signature:	Date Signed:
<b>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.</b>	
Employee Signature:	Date Signed:

# ***Justification Memo for Salary Increase and/or Title Change***

(Date)

TO: Executive Director of Human Resources

THRU: Department Head - Department of \_\_\_\_\_

FROM: Supervisor - \_\_\_\_\_

**RE: Student Employee Salary Increase and/or Title Change**

The \_\_\_\_\_ Department would like to increase the salary of and/or change the title of \_\_\_\_\_ (name of student employee), \_\_\_\_\_ (UIN), effective with the next available biweekly pay cycle.

The proposed salary increase of \$\_\_\_\_\_ and/or proposed title change to \_\_\_\_\_ is needed for the following reason(s) ***{your reasons should be detailed, not single word responses like "longevity"; they should describe the benefit and/or detriment to the department/program if such increases and/or changes are not approved}***:

- Reason #1
- Reason #2
- Reason #3

The Student Employee Performance Review has been completed and signed by all parties. It is attached to this memo.

# List of Acceptable Documents for Completion of the Form I-9

## LISTS OF ACCEPTABLE DOCUMENTS All documents must be UNEXPIRED

Employees may present one selection from List A  
or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
1. U.S. Passport or U.S. Passport Card		1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		2. Certification of Birth Abroad issued by the Department of State (Form FS-545)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		3. School ID card with a photograph		3. Certification of Report of Birth issued by the Department of State (Form DS-1350)
4. Employment Authorization Document that contains a photograph (Form I-766)		4. Voter's registration card		4. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		5. U.S. Military card or draft record		5. Native American tribal document
		6. Military dependent's ID card		6. U.S. Citizen ID Card (Form I-197)
		7. U.S. Coast Guard Merchant Mariner Card		7. Identification Card for Use of Resident Citizen in the United States (Form I-179)
		8. Native American tribal document		8. Employment authorization document issued by the Department of Homeland Security
		9. Driver's license issued by a Canadian government authority		
		<b>For persons under age 18 who are unable to present a document listed above:</b>		
		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI				

Illustrations of many of these documents appear in Part 8 of the Handbook for Employers (M-274).

Refer to Section 2 of the instructions, titled "Employer or Authorized Representative Review and Verification," for more information about acceptable receipts.

**Policies, Rules & Standard**  
**Administrative Procedures**  
**(SAP's)**

**Texas A&M University System**

<http://www.tamus.edu/legal/policy/policy-and-regulation-library/>

**Texas A&M University**

<http://rules-saps.tamu.edu/TAMURulesAndSAPs.aspx>

**Texas A&M University at Galveston**

<http://rules-saps.tamu.edu/TAMUGRulesAndSAPs.aspx>

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