

The Super 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 has been designed to help 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

Amy Suter – 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 titles, coordinating new title codes, student employee career ladders, and on-line services for students and employers through jobsforaggies.tamu.edu, and student grievances.

Paul Schafer – Work Study Coordinator, Aggie Mentor Program Coordinator

Responsibilities include awarding and monitoring work study funds to ensure student eligibility and fund utilization. Hosts student and supervisor professional development workshops. Oversees the Aggie Mentor Program.

Wade Elkins – Job Location and Development Program Coordinator

Responsibilities include coordinating the Federal Job Location and Development Program; employer relations; National Student Employment Week (NSEW); host student and supervisor workshops; Community Service Learning Program contract administration.

Alane Blakely- Student Employment Office Graduate Assistant

Responsibilities include advising students seeking part-time employment opportunities, hosting professional development workshops for students, planning and coordinating National Student Employment Week (NSEW), assisting with Community Service hiring procedures and maintaining on-line databases.

Disclaimer

Texas A&M University is an Equal Opportunity/Affirmative Action Employer. Employers must hire students without discrimination on the basis of race, color, religion, national origin, sex, or race. 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, salesperson at an establishment permitting the sale of alcoholic beverages, etc.)

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 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 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.

What is a Student Employee?

A student employee is any Texas A&M University student working an *average* of 20 hours per week (not graduate assistants). 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 Worker Title Codes established by the Student Employment Office in the Scholarship & Financial Aid.

What is a Work Study Employee?

Any Texas A&M University student, who is awarded Work Study funding, through the Scholarship & Financial Aid office is considered a work study employee. Work Study is funded through Federal and State 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.). Employees are processed through one of the Texas A&M University payroll stations under the Work Study Title Codes established by the Student Employment Office. **Students must have a work study award prior to employment under work study title codes and object codes.**

Non-Affiliated Student Employees

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 or off campus and is processed through one of the Texas A&M University System payroll stations under the Non-affiliated Student Employee Title Codes. 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 to be employed under these titles (i.e. enrolled or pre-registered for the following semester).

<u>Obj Class</u>	<u>Title Code</u>	<u>Title</u>	<u>Wage Rate Scale</u>
1740	7567	Non-Affiliated Student Worker I	7.25 to 8.00
1740	7568	Non-Affiliated Student Worker II	7.25 to 9.00
1740	7569	Non-Affiliated Student Worker III	7.25 to 10.00
1740	7570	Non-Affiliated Student Worker IV	7.25 to 11.00
1740	7571	Non-Affiliated Student Technician I	7.25 to 13.00
1740	7575	Non-Affiliated Student Technician II	7.25 to 16.00
1740	7572	Non-Affiliated Student Agriculture Worker	7.25 to 16.00

The above title codes are to be 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.

Student Pay Scale and Title Descriptions

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

<u>Obj Class</u>	<u>Title Code</u>	<u>Title</u>	<u>Wage Rate Scale</u>
1740	7561	Student Worker I	7.25 to 9.00
1740	7562	Student Worker II	7.25 to 10.00
1740	7563	Student Worker III	7.25 to 11.00
1740	7564	Student Worker IV	7.25 to 12.00
1740	7565	Student Technician I	7.45 to 14.00
1740	7574	Student Technician II	7.45 to 17.00
1740	7558	Student Agriculture Worker	7.25 to 17.00
1745	7560	Federal Work Study	7.25 to 17.00
1747	7579	*Federal Work Study Off-Campus Not for Profit	7.25 to 17.00
1750	7557	State College Work Study	7.25 to 17.00
1740	7532	Student Intern I	8.00 to 13.00
1740	7533	Student Intern II	9.00 to 15.00
1740	7534	Student Intern III	10.00 to 17.00
1750	7559	Texas College Work Study Intern	8.00 to 17.00
1745	7566	Federal Work Study Intern	8.00 to 17.00
1740	7581	Resident Advisor I	8.45
1740	7582	Resident Advisor II	9.30
1740	7583	Resident Advisor III	9.60
1740	7599	Resident Advisor IV	9.75
1740	7591	Student Waiter I	7.77 to 10.25
1740	7592	Student Waiter II	8.00 to 10.25
1740	7593	Student Waiter III	8.50 to 10.25
1740	7594	Student Bartender I	7.77 to 10.25
1740	7595	Student Bartender II	8.00 to 10.25
1740	7596	Student Bartender III	8.50 to 10.25
1740	7597	Student Wait staff Supervisor I	8.50 to 11.00
1740	7598	Student Wait staff Supervisor II	8.50 to 13.50
1740	7584	Student Supplemental Instruction Assistant I	9.70 to 14.00
1740	7585	Student Supplemental Instruction Assistant II	13.70 to 17.00
1746	7556	*Community Service Learning	7.25 to 17.00
1755	7541	*Student Reading/Math Tutor I	9.50 to 11.50
1755	7542	*Student Reading/Math Tutor II	10.00 to 12.00
1755	7543	*Student Bilingual Reading/Math Tutor I	11.00 to 13.00
1755	7544	*Student Bilingual Reading/Math Tutor II	11.50 to 13.50
1755	7545	*Student Reading/Math Tutor Coordinator	11.25 to 15.00

* These title codes are reserved for federally funded financial aid programs. They are not for general use.

Posting a Position

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 Your Employer Profile:

1. Go to [JobsForAggies.tamu.edu](https://jfa.tamu.edu) and click on the “Employer Login” button.
2. Click on the blue link, “Click here to register!”
3. Click on the button, “Can’t Find Your Organization?”
4. Fill out your employer profile, and click “Register”.

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

1. Go to <https://jfa.tamu.edu/tamu/employer/>.
2. Enter your User Name and your password – click *Login*.
3. Check your information under *My Profile* - click *Save*.
4. View your jobs by clicking *My Jobs*.
5. Click *New Job* to create a new job position for your department.
6. Fill out the job position. Once it is done, it will come to SEO office to review the position and post it as active.
7. Close the job position by clicking the save button on the bottom.

FYI

- Be certain to complete ALL fields.
- You may allow students to apply for positions on-line. To do this, click yes in the *Allow On-line Applications* in the Posting Information section.
- You may allow students to submit a resume on-line. To do this, click yes in the *Require Resume* in the Posting Information section.
- When everything is completed, please click on *Spell Check* and click on *Save*.
- Your job will then be sent to the Student Employment Office for review and posting.
- Remember, students can only view jobs that have an *Active* status.
- To view information about students who have applied on-line:
 - In *My Jobs*, you will see each of your job postings. Under Activity, choose P or R and click the Referrals tab to see the list of students who have applied.
 - To view a specific student’s file, click on *View* under Action and click on the student’s name.
- To close a job that you have filled, please click on the job. If you wish to immediately close this job posting, click on the *Close Job* link in the left menu.
- To re-post a job that you previously posted, under the *Posting Information* section, change the *Post Date* and *Expiration Date* and click *Save*. From there, once again it will be sent to the Student Employment Office for review and posting. If you want to keep the original job and applicants in your account you should copy the job posting to create a new, identical job that can be posted. Be sure to change the posting and expiration dates, make any other updates, and save them.

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, call or send a letter to each applicant to let them know a decision has been made. Close the position on Jobs for Aggies.
- ◆ Maintain all documentation from interview for two (2) years from the interview date.

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) Follow procedure for Hiring New Student Employees.
- 5) Complete an EPA, Employee Data Sheet, W4, Direct Deposit Authorization (optional), Selective Service Registration and I-9 form.
- 6) All student employees must complete New Student Employee Orientation offered by the Student Employment Office. This training is offered on-line as an electronic self-study via the Jobs for Aggies website. Students are encouraged to take advantage of this training session prior to accepting employment on campus. Upon completing orientation, students will print a New Student Employee Orientation Certificate. DO NOT assume the student has completed New Student Employee Orientation with their previous employer. Have the student provide proof of orientation dated 2008 or later. The student may contact the Student Employment Office to obtain a copy if they did not retain one.
- 7) Attach the Employee Data sheet, the W-4 Form, and the Direct Deposit Authorization to the EPA and submit to the payroll office for processing. If the student employee is an alien resident authorized to work, the I-9 is to be sent to the **International** Office. The New Student Orientation Certificate and the proof of Selective Service should be maintained in the student's personnel file.
- 8) Hiring New Student Employees - <http://rules-saps.tamu.edu/PDFs/33.99.08.M1.03.pdf>
- 9) Establish a personnel file as required for all employees. <http://rules-saps.tamu.edu/PDFs/33.99.99.M0.01.pdf>

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 hiring department approves the change of funding in advance by including an alternative source in the EPA. Either Scholarship & Financial Aid or the employing department may initiate the request that the source be moved from work study to non-work study funds.

The Student Employment Office will monitor the earnings of Work Study students during each payroll calculation cycle and will notify University Payroll Services when it is necessary to change the source of funding for each participant. However, 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 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.

Am I required to complete a background check when hiring student employees?

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://finaid.tamu.edu/workshops/>.

New Student Employee Orientation reviews the rights and responsibilities of employees of Texas A&M University and the State of Texas. It is the responsibility of the Student Employment Office in the Scholarship & Financial Aid (see TAMU Rule 33.99.08.M1. (2.2) .2) to ensure that all Texas A&M student employees receive the following information:

Alcohol Abuse & Illicit Drug Use
HIV/AIDS in the Workplace & Learning Environment
Hazard Communication Program, Category 1 Training
Texas Workers Compensation Information
Student FICA Exemption

Ethics Policy
Sexual Harassment Policy
Tax Deferred Accounts
Overtime Policy for 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 2 copies of the New Student Employee Certificate. (Student copy, Employer copy)

Should you require additional information, please call the Student Employment Office main line 845-0686.

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 on-line 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 on-line 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/on-campus/pay_scale.aspx)

System Regulation 33.99.01.M2

- 4.1.1 The pay rate of a new employee, either in a budgeted position or paid from lump-sum wage funds, will normally be the minimum amount of the positions assigned salary range.
- 4.1.3 If an applicant for a position has qualifications markedly superior to the minimum requirements for the position, a pay rate above the minimum amount for the assigned salary range may be recommended by the department head. The following procedures will apply:
 - 4.1.3.1 Department heads may approve requests for starting rates not to exceed 10 percent above the minimum amount of the assigned salary range.

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.

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 subsidizing 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. 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.

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>Dept.</u>	<u>75%</u>	<u>25%</u>	<u>Fringe (8.25%)</u>	<u>Total Dept. Contribution</u>
<u>Wage</u>				
\$7.25 per hr.	\$5.44	\$1.81	\$0.60	\$2.41
\$8.00 per hr.	\$6.00	\$2.00	\$0.66	\$2.66

What is the employment process of a Work Study?

A new work study student **must not** begin work before the following process has been completed:

- The employer’s payroll must receive the Work Study Certificate to show the amount of the student’s award.
- Original EPA must be created: (Federal Work Study Title Code 7560 / Object Class 1745) (State Work Study Title Code 7557 / Object Class 1750)
- Employee Data Sheet
- Completed W4 and Direct Deposit Authorization
- I-9 and copies of required identification
- Proof of New Student Employee Orientation (Certification & Acknowledgment form)
 - All Students are required to take the New Student Employee Orientation.

PLEASE NOTE:

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 can 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 Worker (Title Code 7561).

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, student employees paid through work study program 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, we monitor hours if there is a shorten payroll period because employers may pay student employee estimated hours with their actual hours. Therefore, we will make adjustments to student employee's hours through our fund switch database. We will pay actual hours by the student's work study and the estimated hours will be paid by the department. We recommend employers use adjustment hours are because those hours are actually earned and will not be charged back to the department.

How do I document time for a student?

There are two ways to document time, Timesheets and Timetraq.

For Timesheets follow this below:

- Use an official university time sheet to record time for Work Study students. The following are rules for properly filling out the time sheet. Employers must maintain all time sheets in the student's personnel file.
- Fill out the time sheet in pen.
- Make sure all the handwriting is **LEGIBLE**
- Make sure that the actual times as well as the date are listed.
- Students must list hours worked as well as total time.
- If the student works two different times in one day, make sure the times are clearly marked in the appropriate day so they will be correctly interpreted.
- The supervisor or payroll clerk must initial any corrections or adjustments from previous pay periods on the time sheet.
- Before turning in the time sheet, check the time conversions carefully. (Round to the nearest quarter)
- Make sure the student's supervisor has signed the time sheet.
- Students are not allowed to submit hours for time worked during scheduled classes, even if the class receives a walk.

For Timetraq, follow this below:

TimeTraq is the web-based timekeeping system for the Texas A&M University System. TimeTraq is utilized by employees, managers and administrators to report and manage time for biweekly paid employees. TimeTraq is accessed through the Texas A&M University System's [Single Sign-On website](#).

Access for employees and managers is granted at the department level. Access for the department administrator and approver roles is granted by submitting the [TimeTraq Access Request Form](#).

[TimeTraq Help & Documentation](#) is the online manual for the TimeTraq system. The manual provides detailed information including roles, timesheet processing, screen-by-screen help, FAQs and more.

[TimeTraq Tutorials](#) is the online training provided for each role: employee, manager, department administrator and department approver.

The web address for Timetraq is <https://sso.tamus.edu/main.asp>.

How do I know if a student will get paid through work study funds?

Hiring departments submit time for work study students as part of the bi-weekly PPR. The Work Study Coordinator reviews the Payroll Reports for each pay period prepared by BPP Operations. An email will be sent to the respective payroll stations by 12:00 p.m. Monday, with the exception of holiday breaks, indicating the authorization of payment or non-payment of all reported Work Study students. Unless the student is not eligible, payment will be according to the time submitted.

How do I monitor my student's allocation?

There is a Work Study Calculator on the Student Employment home page, https://jobsforaggies.tamu.edu/comm_service/CSP_student/my_csp/ws_calculator.aspx. Click on On-Campus Employers, then click on the Work Study Calculator in the middle of the page.

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 department and the student share the responsibility in monitoring the earnings. The Work Study Coordinator will notify employers when the student is within \$300 - 400 of the award limit. To monitor the student's allocation from pay period to pay period, deduct the gross amount paid from the total allocation awarded.

When the student has reached their award limit, he/she may be transferred to departmental funding at 100% if it is available. *During the year the student's award may change. It is the responsibility of the student to notify the hiring department of any changes.*

How do I know that my students are on payroll?

The Payroll Specialist for the department would need to create the EPA to put the student worker on the correct work study codes.

Where does my work-study students' paycheck go?

The Payroll Specialist after creating the EPA needs to receive the direct deposit information from the student and attach it to the EPA with the other required documents. Then the student will received their earning in their bank account on payday.

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

A paycheck will be issued by Texas A&M University, and the department's account is debited for its share of the student's wages. After Payroll Preparation Reports have 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 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 Work Study Coordinator will send a memo or call the employers when the student has \$300 - 400 remaining in their award for the year. If a student exhausts the whole award, the Work Study Coordinator will send a memo or call the employer to change the EPA immediately to student worker codes. The Work Study Coordinator will do a fundswitch for the amount that is over the award back to the department.

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 turned his/her time sheets in 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. Please refer to the Schedule Biweekly Pay Periods as well as contact the SEO to find out the last date that hours can be submitted for the academic year.

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.

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.

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.

Student FICA Exemption

Texas A&M University 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**. "Take home" pay for eligible student employees will increase by the amount previously deducted (7.65%). In order to be considered eligible, students must be enrolled at least half-time at TAMU. The law allows each institution to define half-time. TAMU uses the definitions set forth by the Registrar. Work performed during school holidays and breaks between academic periods is eligible for the exemption if:

- The break is less than 5 weeks long, and
- 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 that 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 Scholarship & Financial Aid or Graduate Assistant will not be considered for this exemption.

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

Workshops for Student Employees and Supervisors of Student Employees

Student Workshops

Workplace Etiquette - This workshop covers topics such as work ethic, taking responsibility, and basic customer service.

Telephone Courtesy - Join us for a discussion of basic telephone interaction, dealing with irate callers, transferring calls, holding calls, and taking effective messages.

Preventing Sexual Harassment - We will discuss the definition of sexual harassment, types of sexual harassment, legal protection, and keys to preventing sexual harassment.

Controlling Anger and Angry People in the Workplace - This workshop advises student employees on how to deal with their own anger and strategies for handling angry individuals encountered on the job.

Business Communication Skills - This workshop has been designed to present student employees with effective business communication techniques useful in the workplace. Topics include, but are not limited to, presentation preparation and execution, communication styles, and active listening.

Finding a Balance - Do you procrastinate? Well don't be late for this workshop that covers the nature and value of time management (and redefining it) as well as explaining the problems with procrastination and reasons why people procrastinate. It also offers student employees a chance to become aware of whether or not they are procrastinators and discusses the benefits of overcoming procrastination.

Quality Customer Service – Customer Service is important to every job. We will provide the skills needed for students to have excellent customer service in the workplace.

Presentation Skills - This workshop offers presentation skills training to improve communication and Power Point formatting.

Gaining Cross-Cultural Communication Skills – In this highly interactive workshop you will learn how cultural values, gestures and conversation styles vary, and how they interfere with understanding. You will also learn strategies to improve your communication skills with people around the world.

Employer Workshops

Work Study Basics - This workshop has been designed for payroll supervisors and supervisors of work study students. The workshop will cover all aspects of college work study, including payroll procedures, rules, and regulations.

Student Employee Performance Reviews - This workshop has been designed to examine the purpose for evaluating employees, to discuss considerations in performance reviews, and to cover common elements evaluated.

Express Interviewing - This workshop has been designed to assist hiring supervisors in maximizing the effectiveness and efficiency of student employee interviews.

Effective Use of Jobs for Aggies – Employers - This workshop has been designed to assist hiring supervisors to attract a capable and competent applicant pool for their student employee positions. It offers methods for effective utilization of Jobs for Aggies including advertising, timing, position titling, and job descriptions. Position qualifications and application instructions are also discussed.

Supervising Students with Disabilities - This workshop has been designed to 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!

For more information and registration details, please visit Jobs for Aggies or call 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

The second full week of April each year, Texas A&M University 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.

Student Employee of the Year Award

The Texas A&M University Student Employment Office participates in the national Student Employee of the Year Competition. The award honors two outstanding student employees for their contributions they have made to their university and community over the past year. Nomination information is sent to all employers registered with our office in January. The Texas A&M University recipient is nominated to the regional level and the regional recipient is nominated to the national level.

Nominees must be Texas A&M University students performing in the student employee capacity. (Working an average of 10 - 20 hours per week with their main focus being school.) Students may be undergraduate or graduate students but not Graduate Assistant nor Teaching Assistant. They must have been employed a minimum of six (6) months at the time of nomination, enrolled at least ½ time (six hours undergraduate, four hours graduate) at Texas A&M, and maintaining 3.00 GPR or above during the semesters that the student is employed.

A committee comprised of University and community staff will score written nominations. These scores will be added to longevity and GPR scores calculated by the Student Employment Office. The student employee selected will be announced during the Student Employee of the Year ceremony.

Celebration

The Student Employment Office hosts a reception to honor on and off campus Student Employee of the Year nominees. During National Student Employment Week resource tables are held where free popcorn and other give-a-ways are distributed to student employees. In addition, student employees can enter a drawing to win items donated by local businesses.

How can your office 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 workers.
- **NOMINATE A STUDENT FOR STUDENT EMPLOYEE OF THE YEAR!**

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 fosters new interests and abilities.

Supervisors, then, have two responsibilities: concern for the development of the student as a worker, and also 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

10 Strategies for Supervisors to help their 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, 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 and 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 gophering 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 Position Identification Number (PIN) 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 same PIN.

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 Title or Position Description. 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: 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

New Employee Processing List

The list is a reminder of all paperwork and procedures required to hire a student employee.

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.

NEW STUDENT EMPLOYEE PROCESSING DEPARTMENT CHECKLIST

Employee Name _____

UIN # _____

Note: All forms listed below must be completed in full before forwarding to the appropriate office. All sections of the forms should be typed or printed in black ink.

REQUIRED FORMS –

- Employee Personal Data Sheet *(signature and date on back of sheet required)
- Direct Deposit Form
- I-9 Employment Eligibility Verification Form
- New Student Employee Orientation
- W4
- Work Study Certificate

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.

I will refrain 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

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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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Student Employment Policies and Regulations

33.99.08 - Student Employment (System Regulation)

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

33.99.08.M1 – Student Employment (University Rule)

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

33.99.08.M1.02 – Work Study Procedures

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