

# **Supervisors Manual**

## **Missouri Western State University Student Employment**

**July 2008**

### **Introduction**

Note: Students employed on campus must read and sign off on the Student Employment Handbook for each position they hold on campus.

This handbook is to be used as a guide for supervisors and is an additional resource to the official Missouri Western Student Employment handbook to specifically address the daily mechanics of supervising student employees. If there is a conflict between the handbooks all parties will defer to the Student Employment Handbook and the Missouri Western Policy Guide. All rules are subject to change.

Student Employment is designed to:

1. Provide opportunities for work-related experience to students at Missouri Western State University.
2. Provide supplemental income to students in need through part time work.
3. Provide opportunities for student engagement on campus.

### **Types of Student Employment**

Students employed at Western are paid either through **Federal Work Study** or **Institutional** funds.

**Federal Work Study (federal funds).** The Financial Aid Office determines eligibility for federal work-study funds. The Student Employment office develops employment opportunities and assists students with their job search. Mandatory pre-employment orientations are provided to students during Griffon Edge, at the beginning of each academic semester, and throughout the academic year as needed. Orientation for supervisors is also required.

The Federal Work Study program at Missouri Western State University is a 75/25 split regarding the wages covered by federal and departmental funds for the each academic school year. Students may not work in a student employment capacity beyond the date of their last exam in the month in which they graduate. They cease to qualify when they take their last final exam.

While many students are eligible for Federal Work Study, the financial resources are limited so it is important that students who receive an award use it properly. On campus

work experience should foster career development, provide leadership opportunities, and build transferable skills.

## Hiring Process

Students must be enrolled in at least six credit hours of classes at Missouri Western State University in order to be considered for student employment. Students cease to qualify for student employment when they complete their last final exam in the term in which they complete their degree requirements for graduation.

For the supervisor:

1. **Define your departmental or project needs.** Determine how many hours per week you need assistance, and how many students you will require. Typically students work 12 – 15 hours per week.
2. **Determine work hours.** No student may work over 20 hours per week during the fall or spring semester. The 20-hour limit per week applies to total hours worked on Missouri Western's campus. Even if a student works in two different departments, the student is still limited to a total of 20 hours. Over the Winter or Summer breaks, students may work up to 40 hours per week. Spring break is not considered a period eligible for 40 hours of work. Any work exceeding 40 hours within a week must be paid at 1-½ times the hourly wage. Any appeals to this should be directed to the Student Employment Committee.
3. **Complete "New Hire" or "Change Authorization" paperwork.** When a hiring decision has been made, the supervisor must go to Human Resources to complete the New Hire paperwork or Change Authorization form for the student they will be hiring.

If the student has worked in a campus or campus affiliated position in the last year, or is currently working in such a position, the student must complete a Change Authorization form before being eligible to be hired in a new or second position.

**All paperwork is available in Human Resources (Popplewell 117).**

**ALL paperwork must be completed in its entirety and submitted to Human Resources with the proper forms of identification before the student starts working.** Federal law requires two forms of identification for completion of the I-9. Students should plan to bring as forms of identification that meet the requirements for the I-9 process. Information on the acceptable documents is available at the Student Employment or Human Resources website.

**The University also requires that all students who work on campus must provide a Social Security card (original document). If the student does not have a Social Security card in their possession, the Human Resources office will provide them with information on obtaining their Social Security Card.**

**Original documents must be provided. Photocopies will not be accepted.**

4. **All students will be employed using pre-defined titles and job descriptions.** Supervisors should provide to their student employees an outline of position responsibilities and department requirements for each position. The outline of position requirements will be the job description that will be used for posting position at the Student Employment website. The student employment office can assist if you have any questions.

#### **Submit your postings online**

Please create a profile to post positions on the NACElink portion of Student Employment website. Your department should be listed as “MWSU/nameofdepartment”. All positions must be posted for a minimum of one week. Missouri Western State University is an Equal Opportunity Employer and a centralized job posting location is essential to meeting EEO regulations. You may also wish to post notices in your building and classrooms in addition to posting with student employment. Students interested in your position are required to complete Student Employment paperwork packages in Human Resources before applying for jobs online.

5. **Interview the applicants.** You are not required to interview *every* applicant. It is a good idea to narrow the field of qualified applicants by screening the applications and resumes against the requirements for the position. Then you can set-up face-to-face interviews. Interviewing allows you to assess the applicants and provides students with an opportunity to practice interviewing. Ensure all questions are job related and that hiring decisions are based on objective criteria. Missouri Western supports only fair and equitable hiring practices. Failure to comply may result in penalties.

## **Time Recording**

The University is using the SCT/Banner on-line time recordkeeping process for recording all time worked by students for student employment. Students are required to record their time on a daily basis through the on-line system. Failure to properly record time

work will result in the student not being paid for the time and/or a delay in the payment of wages for the payroll period. Manual checks will not be issued for time not properly recorded and approved.

1. Students are to enter their time on a daily basis in the on-line time recordkeeping system.
2. Supervisors should review their students time entry on a regular basis to determine that the student is entering their time on a daily basis and that the hours being recorded are correct. It is the supervisor's responsibility to ensure the student's time is complete, accurate, and submitted in a timely fashion.
3. Time records are subject to audit.

## **Hours Worked Per Week**

Students may not work more than 20 hours per week during the fall and spring academic semesters. Students may work up to 40 hours per week over the summer and winter break. Any hours exceeding 40 in one workweek must be paid at 1 ½ times the student's regular hourly wage.

## **Student Wage Ranges**

All students paid through Missouri Western will be paid an hourly wage in accordance with the guidelines as set forth in the Fair Labor Standards Act. All students shall be paid at least minimum wage as defined by state and federal wage guidelines. Students may not be paid stipends or any other flat rate amounts for work in student employment. If you have questions related to payment of wages please contact the Human Resources office.

## **Nepotism**

Students are not eligible to work in a department where a family member or relative through blood or marriage is employed. This is true even if their relative does not directly supervise the student. There will be no exceptions to this policy.

## **Supervision**

A supervisor's role may be a coach, trainer or mentor to student workers. Your relationship with your student workers should be friendly, yet professional. Please keep in mind that this is both an educational and an employment opportunity. Take the time to give both praise and constructive criticism. Supervisors can be a key figure in the student's college experience and this may also directly related to retention of those students at the institution.

Supervisors need to be aware of public perceptions as related to relationships with students. Spending time with students outside of work in a social context may not be in

the best interest of the university or your relationship with your student employees, and is not advised.

#### A Few Examples:

- Consuming alcoholic beverages with students may put one or both parties in an awkward position, even if all present are of legal age to drink.
- Providing underage students with alcohol is contributing to the delinquency of a minor and is a felony. Any supervisor who provides alcoholic beverages to an underage student while on campus or off campus will be subject to disciplinary action by the University.
- Dating students while employed as faculty, staff or working on an MOA may be perceived negatively by students, faculty, staff and the community. Such relationships are often perceived as power imbalances and should be avoided.
- Regularly providing housing for students as well as feeding and caring for students blurs the personal/professional line and should be avoided.

Please keep in mind that mentoring and befriending students in a work context is not “hanging-out” with them socially after hours on a regular basis. The institution has no intention of dictating what you do on your personal time, but we do want you to think clearly about public perceptions, your conduct and the implications therein.

### **Guidelines for Supervisors**

1. Provide a job description to all student employees.
2. Provide student workers with written expectations of acceptable behavior, dress and demeanor.
3. Provide adequate training and supervision.
4. Communicate regularly with student workers.
5. Students are not allowed to work during class periods, labs or other scheduled academic commitments (even if their class has been canceled).
6. All student employees are subject to the same rights as employees of the university.
7. Ensure accuracy of timesheets. Falsification of time cards is a prosecutable offense. Supervisors must report falsified time cards to the human resources office and/or payroll so that an investigation may be conducted. In the case of federal work-study funded positions, federal law requires reporting all fraud cases to the Office of the Inspector General; failure to do so may put the institution at risk.
8. Please remember that a student’s first priority is academics. If a student requests in advance time off to study for a test, mid-term or final exam, please make every attempt to accommodate their request. Our goal is that our students be successful in their academic pursuits.

### **Supervisor’s Expectations of Students**

Supervisors should conduct a brief orientation session with their student employees to define office expectations and procedures. These should include, but are not limited to:

1. Work hours
  - a. Scheduled hours each week
  - b. Notifying the supervisor, in advance, of absences, i.e., exams, doctor's appointments, etc.
  - c. Notifying the supervisor if unable to come to work due to illness, etc.
2. Confidentiality of student and University information
  - a. Complying with the signed confidentiality agreement.
3. Quality of work expectation and timelines for completion.
4. Office rules and procedures.

## **Performance Evaluations**

Performance evaluations of student employees are required each semester a student is employed at Missouri Western State University. Supervisors may complete student employee's performance evaluations online.

Evaluations provide students with both positive reinforcement and constructive criticism of their performance. The evaluation is also a valuable tool when preparing letters of recommendation for student employees. When students do not perform in a satisfactory manner, supervisors should maintain documentation and take appropriate disciplinary steps as necessary.

Evaluations forms will be sent out each semester to be completed by the supervisor. Use the password that will be sent to you by e-mail each semester to complete the evaluation.

**Note:** Supervisors/departments who do not complete student performance evaluations may jeopardize their eligibility for student employees the following semester.

## **Ending a Student's Employment**

When the time comes to end a student's employment, the supervisor is required to notify HR and payroll using a termination form provided by Human Resources. If the employment is ending due to termination related to performance issues, the supervisor is required to notify Student Employment to review the action before they have a conversation with the student or conduct the termination with the student. Supervisors are responsible for submitting a Change of Status form within 48 hours of an individual ending their employment with a department. A final time sheet should be submitted with the Change of Status form.

## **Performance Critiques**

Possible areas of concern may relate to confidentiality, dependability, dress, office etiquette, work ethic or job requirements. In these or other related situations use the following guidelines.

1. Schedule a time to meet privately with the student.
2. Explain the issue or problem.
3. Consider some possible solutions.
4. Let the student respond.
5. Agree on a solution.
6. Document the interaction in writing.

## **Corrective Procedures**

Constructive criticism can be a learning tool, however, a disciplinary action may be necessary to encourage students to achieve satisfactory work performance. The following outlines the corrective procedure. Help is available from Student Employment **Note**--documentation is very important!

1. Verbal Warning: discuss the problem with the student. Take notes and type up the summary for each of you to sign. Both parties are to receive a copy for their records.
2. Written Warning: discuss the problem(s) with the student explicitly; notify the student of the possibility of termination if corrective action is not taken; and, give them a period of time to correct the problem. The student should receive a copy of the written warning, and a signed copy should be sent to Human Resources (Popplewell Hall 117) for inclusion in the student's personnel file.
- 3.
4. Termination: Please contact Student Employment or Human Resources before you inform the student of his or her termination. Immediate termination of a student is expected for gross misconduct, including but not limited to actions threatening the safety of others, malicious use or theft of agency property, or falsification and/or forgery of time sheets or other documents. Supervisors should report such cases to Student Employment or Human Resources immediately upon occurrence. A student's actions while employed may result in further disciplinary action by the University and/or civil penalties imposed by the county, state or federal authorities. You will find termination forms online at [www.missouriwestern.edu/studentemployment](http://www.missouriwestern.edu/studentemployment)

Please keep in mind that if you do catch a student committing a crime (i.e., falsifying time cards, etc.) you are not doing the student or the University any favors by looking the other way. Federal law requires all fraud regarding Federal Work Study to be reported to the Inspector General. Reporting such incidents is the responsibility of the supervisor, Student Employment and Financial Aid. Student Employment of

Financial Aid will file any necessary reports. It is better for students to learn lessons about law and ethics in college rather than in the workforce after they graduate.

**Note Regarding Federal Work Study: Federal work-study is a federally funded program and noncompliance could result in the loss of Western's eligibility to participate in all federal financial aid programs.**

## Contact Information

**Please feel free to contact us with any questions or comments.**

Director of Human Resources – Popplewell Hall 117 (816.271.4587)

Student Employment– Eder Hall 202 (816.271.4286)

Financial Aid Coordinator—Eder Hall 103 (816.271.4507)

Director of Financial Aid—Eder Hall 103 (816.271.5679)

Email: [stuemployment@missouriwestern.edu](mailto:stuemployment@missouriwestern.edu)

Web address: [www.missouriwestern.edu/studentemployment](http://www.missouriwestern.edu/studentemployment)

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