

**Student  
Employment  
Program  
Supervisor Handbook**

## Table of Contents

Welcome.....	1
New Hire Workflow .....	2
Rehire Workflow .....	3
Federal Work-Study New Hiring Workflow .....	4
Federal Work-Study Rehire Hiring .....	5
Types of Student Employment .....	6
Enrollment Eligibility Requirements.....	6
Onboarding.....	7
Managing Student Employees	
Work Schedules... ..	8
Number of Hours.....	8
Number of Positions.....	8
Timesheets... ..	8
Dress Code... ..	8
Job Descriptions.....	9
Code of Conduct.....	9-10
Termination/Separation from the Program.....	10
Departmental Trainings and Expectations... ..	10
SEP Orientations and IMA Trainings .....	11
Optional Training.....	11
Mentor Framework Template .....	12
Important Phone Numbers.....	13

Welcome supervisors to the Student Employment Program!

Thank you for being a supervisor and mentor in our Texas Wesleyan University Student Employment Program. The student is the University's most valuable asset. Every employee represents the University to our students. The student is our most valuable asset, and they judge us by how they are treated. Therefore, our first priority as employees and representatives of the University is to assist every current or potential student. Nothing is more important than being courteous, friendly, helpful and prompt in the attention you give to our students.

Our personal contact with the public, our manners on the telephone, and the communications we send to students and to other employees are reflections not only of ourselves, but also of the professionalism of the University. Positive relations will not only enhance the perception or image of the University, but also will pay off in greater loyalty and financial well-being.

As a supervisor and mentor for the SEP, we are needing the students to realize that their education does not end in the classroom. By giving them a learning environment inside our departments in this program, we are setting our student employees on the trajectory of excellence. We want our student employees to become future job candidates that companies are competing to hire.



**Smaller. Smarter.**



## Student Employment Program New Hire Process

Verifies funds in budget to hire student employees. Determines if department needs to hire Student Assistants or Work-Study



Submits posting in PeopleAdmin for approval



Edits and posts position



Conducts candidate interviews and selection



Updates applicant statuses in PeopleAdmin Workflow



Submits Hiring Proposal for successful candidate for approval



Contacts candidate for pre-employment process



Processes hiring in Colleague



Notifies Hiring Manager of start date

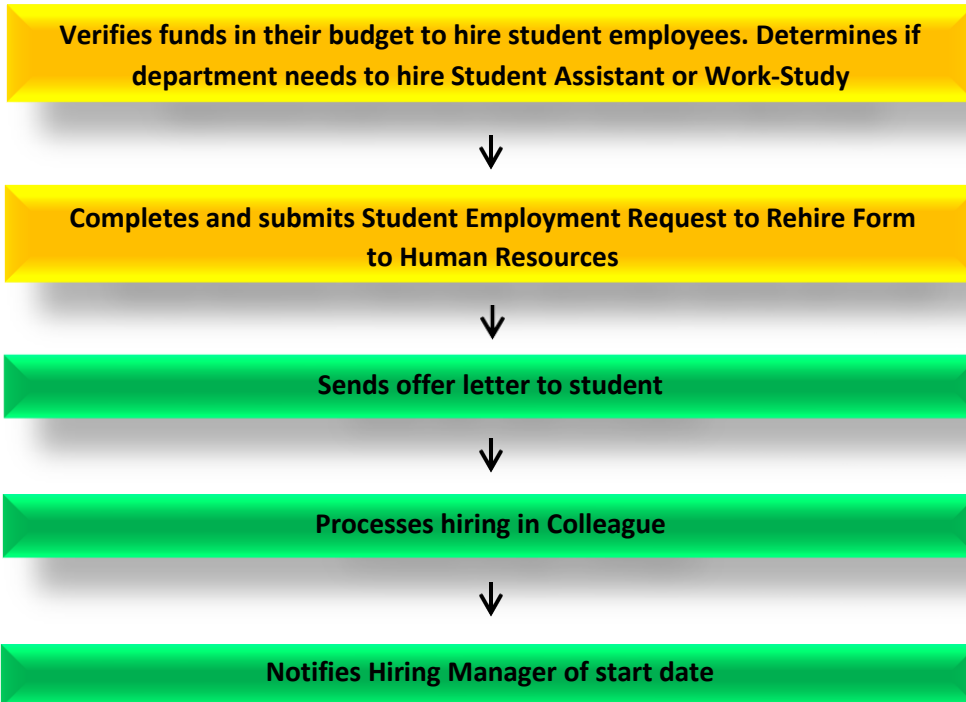
### Legend

Supervisors

Human Resources



## Student Employment Program Rehiring Process



### Legend





## SEP Work-Study New Student Employee

Awards Federal Work-Study to eligible students



Receives award offer via Ramlink that includes Federal Work-Study award



Applies for Work-Study positions on PeopleAdmin



Must upload award offer to required documents



Completes hiring process in PeopleAdmin



Changes status in Colleague and sends a confirmation email to student and supervisor upon confirmation from HR that Federal Work-Study Contract has been received

### Legend

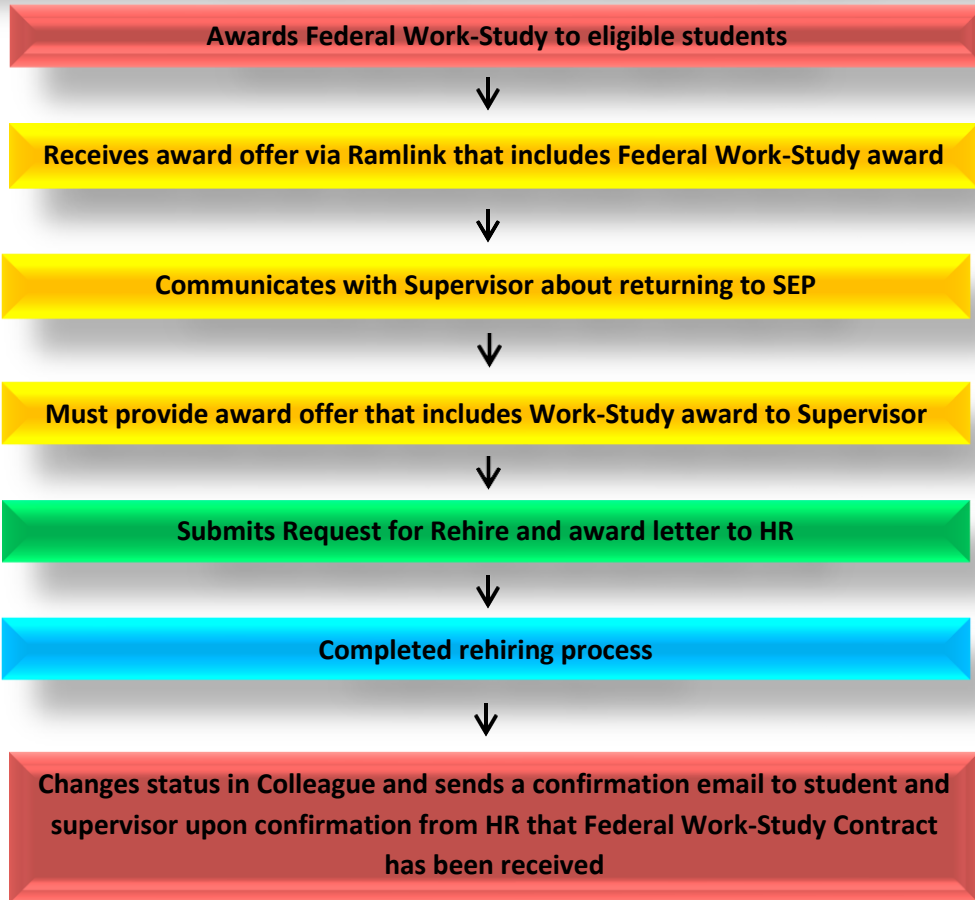
Student

Supervisor/Human  
Resources

Department of Financial Aid



## SEP Work-Study Rehire Student Employee



### Legend

Student

Supervisor

Department of Financial Aid

HR

## **Types of Student Employment**

### *Federal Work-Study*

The Federal Work-Study Program is a federal program, administered through the Department of Education, established to provide part-time jobs to undergraduate and graduate students with financial need, allowing them to earn money to help pay education expenses. Federal Work-Study available to actively enrolled students six or more credits. Federal Work-Study recipients must be eligible to apply for the Free Application for Federal Student Aid (FAFSA) and able to participate in Title IV Programs. Students must provide the supervisor a copy of their award acceptance letter for the appropriate semester/ academic year in order to be hired into the program.

### *Texas College Work-Study*

The Texas College Work-Study Program is a state program, administered through the Texas Higher Education Coordinating Board, established to provide part-time jobs to eligible students with financial need to enable them to attend public and private non-profit colleges in Texas. Students must provide the supervisor a copy of their award acceptance letter for the appropriate semester/ academic year in order to be hired into the program.

### *Student Assistant*

If a student does not apply for financial aid, applies for financial aid late, or does not have a financial need, the student only qualifies for Student Assistant employment. This is funded 100% by the department and must be a part of the department's budget. International students can only apply for Student Assistant positions.

## **Enrollment Eligibility Requirements**

### *Federal Work-Study*

Federal Work-Study students must be actively enrolled throughout the semester in six or more credits in which they are awarded in order to be eligible to use their award for compensation. For undergraduate students six credits is half time per term. For graduate students five credits is half time per term.

### *Texas College Work-Study (Not available in the Summer)*

Texas College Work-study students must be classified by the institution as a Texas resident, be registered with Selective Service, or be exempt. Students must be enrolled in at least half-time to be eligible: For undergraduate students six credits is half time per term. For graduate students five credits is half time per term. Students cannot be: 1) a recipient of an athletic scholarship; 2) enrolled in a seminary or other program leading to ordination; or 3) enrolled in a program licenser to preach for a religious sect or to be a member of a religious order.

### *Student Assistant*

Student Assistants must be actively enrolled during the Academic Year. Students do not have to be enrolled in summer courses, but must be enrolled to start the next Academic Year with TXWES in order to stay in the program during the summer semesters. Students will need to inform their supervisors if they are not enrolled in courses during the summer because not being enrolled will remove their Tax-Exempt status.





## **Onboarding Paperwork**

### *Background Investigations*

The University will conduct background investigations on all employees. All background investigations shall be conducted in full compliance with any applicable regulations contained in the Fair Credit Reporting Act (FCRA). Students must have a completed and approved background check before starting work with the University. Students must be in good standing to be employed. Conduct records and academic integrity statuses are subject to review by hiring manager and Human Resources.

### *Employment Eligibility*

The University must verify the identity and employment eligibility of anyone to be hired, including student employees. This includes completing and retaining the Employment Eligibility Verification Form (I-9). All employees, including student employees, must provide the information necessary to complete the I-9 on their first day, but no later than their third day of employment. Failure to provide required information by the third day shall automatically result in the withdrawal of the offer of employment. International students must attain a social security number in order to work on campus, but can start working as long as the student can provide acceptable I-9 documentation. The student will have to attain the card within a particular time period in order to continue in the program.

### *Form W-4*

All student employees must complete Form W-4 so that Texas Wesleyan can withhold the correct federal income tax from their paycheck.

## **Managing Student Employees**

### *Work Schedules*

Work schedules are often determined prior of the start date by the supervisor. We encourage supervisors to be flexible when arranging work schedules. Coordinate with the student employee regularly to clearly identify reasonable work plans while offering as much flexibility as possible. Students are required to give a copy of their class schedules to their supervisors to ensure that the student is not working during scheduled classes. A student is not permitted to work during a canceled class.

### *Number of Hours*

Student employees are not allowed to work over their 20 hours allotted time. It is highly recommended to work with the student employee to adjust the schedule throughout the week to accommodate any events that may cause the student to go over their allotted 20 hours. If there is a need for a Student Assistant or Work-Study student to work over 20 hours (but no more than 29 hours) in a given week, a written request must be submitted to Human Resources two weeks (a payroll period) prior to the week of the extended need of hours. Requests will be approved case-by-case. The primary or alternate supervisor must be present when a Work-Study student is working. International students are not allowed to work over 20 hours as per their student visas while taking courses here at TXWES.

### *Number of Positions*

We are highly encouraging students to only apply for one position on campus if possible. This will help the student employee to concentrate on academics, which should be the first priority of students and supervisors. Students are not allowed to have more than two positions at one time, unless an approved exemption has been given by Human Resources and Financial Aid. Supervisors may request copies of work schedules if the student has more than one position to monitor hours worked in each department.

### *Time Sheets*

Student employees must complete their own timesheets online in accordance with the bi-weekly pay schedule. Time sheets must be approved by the supervisor each pay period. Supervisors are allowed to complete a timesheet if the student missed the deadline or correct an error. Payroll will not be accepting paper timesheets. Supervisors are responsible for their students submitting their timesheets on time.

### *Dress Code*

Each department will determine the student employee dress code based on the student's duties. Some areas may require the student to dress more formally than others; e.g. a student working in a receptionist position would dress differently than a maintenance worker. The student is expected to dress neatly and in good taste. In all positions, flip-flops are prohibited. Supervisors are responsible for enforcing their set dress code.

## *Job Descriptions*

All student employee job descriptions must clearly define and document the responsibilities and tasks so that the student employee can refer to these established guidelines for direction. These job descriptions are posted on PeopleAdmin and will be updated every academic year.

## *Code of Conduct*

Student employees are expected to meet general standards of conduct. Any student employee who fails to follow the student employee Code of Conduct or performs with an unsatisfactory job performance should be given verbal coaching first. If the behavior or performance continues to happen a written warning will need to be completed and a copy sent to Human Resources. The student employee Code of Conduct is as follows:

- i. Indecent or discourteous behavior.
- ii. Violent acts or threats of violence.
- iii. Dishonesty or disrespectful behavior toward employees, students or guests.
- iv. Failure to observe all safety and other rules necessary for the safe operation of the University.
- v. Falsification of records, including attendance records.
- vi. Unauthorized disclosure of confidential information.
- vii. Excessive tardiness or absence, or any absence for three (3) consecutive days without proper notification of a supervisor, as defined elsewhere in this handbook.
- viii. Smoking in unauthorized areas.
- ix. Soliciting or circulating information on University property without permission, concerted union organizing activities are allowed during off hours on exterior grounds.
- x. Reporting for work under the influence of alcohol or drugs, or possessing illegal drugs or alcohol on University property or at University events.
- xi. Abusing University equipment or materials, or misappropriating University funds or other assets.
- xii. Using one's position of employment to gain unauthorized access to secure locations.
- xiii. Personal use of University property or assets, or removal of University property or assets from University property without authorization.
- xiv. Conducting business for personal gain on University property or time, or engaging in a conflict of interest activity.
- xv. Possessing unauthorized firearms, explosive materials or other lethal or hazardous materials on campus.
- xvi. Conducting oneself in a disorderly, deliberate or reckless manner that causes either actual or potential loss, damage or physical injury to the University, its employees or students.
- xvii. Fighting or provoking a fight, or attempting to do bodily harm to another individual while on University property or while on University business.
- xviii. Behaving in an insubordinate or disrespectful manner to a supervisor or person in authority.
- xix. Interfering with the work duties of another employee.
- xx. Stealing or behaving dishonestly.
- xxi. Conducting oneself in a sexually harassing or other threatening or harassing manner.

- xxii. Failing to cooperate in any authorized University investigation.
- xxiii. Inappropriate use of e-mail or the Internet as described by policy.
- xxiv. Any act or conduct that is discriminatory in nature toward another person's race, creed, color, national origin, gender, age, religion or disability.
- xxv. Sleeping during working hours.

### *Terminating a Student Employee*

*Voluntary Resignation* – Student employees who voluntarily resign from their position must put their resignation in writing and submit the written notice to their supervisor. Supervisors must send a copy to Human Resources. This is mandatory for all students who are voluntary resigning before the end of the year terminations.

*Involuntary Resignation* – If a supervisor wishes to terminate a student employee, please document all warnings given and events leading up to the decision to terminate. Please notify Human Resources before the student employee is notified of the termination. All involuntary separations must be reviewed by the Associate VP of Human Resources prior to termination.

*End of the Academic Year Terminations* – To keep records correct and up to date, all students will be terminated from the program at the end of each Academic year. Supervisors who are needing students to continue in the program over the summer must complete and submit a Request for Rehire form at the end of Spring. Supervisors who need students to continue in the program the next Fall semester of the new Academic year must complete and submit a Request for Rehire form at the end of Summer. Students will not have to submit a new application, unless the student is switching to a new department in the new Academic year.

### *Departmental Trainings and Expectations*

As a supervisor, you will help the student employee develop healthy work habits by training and mentoring your student employees. It is important to communicate your expectations during training of the student if they are new to your department. Here are a few tips on setting clear expectations and making students feel welcome and part of the team.

- Let student workers know up front that they are expected to ask a lot of questions about tasks that aren't clear.
- Prepare their work area before they start with supplies and equipment they will need.
- Introduce them to other staff members.
- Familiarize them with the physical workplace.
- Provide an overview of the mission of your department and their position.
- Treat them like a regular staff member and include them, whenever possible, in discussions, meetings and decision making.
- Use the Tell, Show, Do, Review approach to training procedures or tasks:
  - Tell them what they will be doing and why.
  - Show them how to do it.
  - Have them do the work under supervisor.
  - Have them review the task with their supervisor to show they can do it.
- Check and monitor training progress frequently and give constructive feedback.



### *SEP Orientation and IMA Trainings*

Every student employee will have to attend a SEP orientation. In these orientations, student employees are given the University's overall expectations, policies, and procedures of the program. These orientations are given once a month and are mandatory. Students may schedule a one-on-one orientation if they are unable to attend one of the scheduled orientations. If the student fails to attend an orientation after two opportunities, the supervisor will be asked to cease the scheduled hours until one can be attended. Once they have attended an orientation, there is no need to attend another.

Student employees will also be given mandatory Insurance Management Associates (IMA) trainings annually. These trainings are usually sent after the orientation, or at the beginning of the Fall semester of the Academic year. Each student employee will be given two weeks to complete the trainings. After the two weeks, if the student employee still has not completed the training, they may have to cease from their regular work schedule until the trainings are completed. These trainings are completed online, and may be completed during the student employee's regular work schedule if there is an accessible computer.

### *Optional Training*

Student employees, as well as supervisors, may take advantage of our Infobase Learning Cloud (Formally Hoonuit). At Infobase, there are several online trainings and classes that are available to both student employee and supervisors. Trainings like:

- Phone Etiquette Training
- Email Etiquette Training
- Customer Service Training

Customer Service Training – student employees can also take “Over the Rainbow Customer Service Training” provided by Infobase. The components include the following:

- Introduction
- Walking in the Customer's Shoes
- Communication
- Customer Identification and Care
- Less Than Happy Customers
- Above and Beyond

To log in to Infobase, go to the Academic Success Center section of the Texas Wesleyan website, select “Study Tips” and you will see the link for Infobase Learning Cloud. Student employees should use their Texas Wesleyan credentials to log in.



**STUDENT EMPLOYEE MENTORING FRAMEWORK**

<b>Student Employee's Name:</b>	<b>Academic Year:</b>
<b>Meeting Date:</b>	<b>Supervisor's Name:</b>
<b>Career Goals and Objectives:</b>	
<b>How do the duties and responsibilities of this position assist in student employee's career goals?:</b>	
<b>Timeline for Tangible Goals Objectives:</b>	
<b>Portfolio/E-Portfolio Goals:</b>	
<b>Soft Skills Development:</b>	
<b>Qualitative Feedback:</b>	

## *On Campus Phone Directories*

---

- |                             |              |
|-----------------------------|--------------|
| 1. Campus Facilities        | 817-531-4454 |
| 2. Campus Security          | 817-531-4911 |
| 3. Career Services          | 817-531-6512 |
| 4. Financial Aid            | 817-531-5812 |
| 5. Communications Office    | 817-531-4420 |
| 6. Human Resources          | 817-531-4403 |
| 7. Information Technology   | 817-531-4428 |
| 8. Mailroom & Copy Services | 817-531-4409 |
| 9. Media Services           | 817-531-4428 |
| 10. Student Life            | 817-531-4872 |
| 11. West Library            | 817-531-4800 |

\* If already on-campus only dial extension (last 4 digits)

## *Emergency Contacts*

---

- |   |                |
|---|----------------|
| 1. Campus Security                        | 817-531-4911   |
| 2. Baylor/All-Saints Hospital             | 817-926-2544   |
| 3. John Peter Smith Hospital              | 817-702-3431   |
| 4. Poison Control                         | 1-800-222-1222 |
| 5. Texas Health Harris Methodist Hospital | 817-250-2000   |
| 6. University Health Center               | 817-531-4948   |

Note: The Fort Worth Police Department will contact campus security immediately if they receive a call about a security issue on campus. Your first call is always to 911.

## *Campus Conduct Hotline*

---

1-866-943-5787