

Student Employment Guide for Supervisors

Academic Year 2005-2006

This Student Employment Guide is intended to provide a variety of information regarding the employment of students at Smith College. It includes advice on how to oversee students, types of jobs, details from Payroll, and a section on Smith's student employment software called JobX. Although the student employment informational website continues to exist online, all job advertising and hiring will take place on a separate web page, which can also be linked through Student Employment. The address is:

<http://studentemployment.smith.edu>

Advertising student jobs and hiring employees has changed dramatically in the past year and this year the method of payment will also change significantly with the advent of Banner Web Time Entry. On JobX, all campus employers are able to log on and maintain their own jobs, keeping them in storage and making them live on the website whenever they see fit.

This year it is mandatory that all student job descriptions be entered onto the JobX system since it will now be linked with Banner Web Time Entry. Supervisors must hire all of their workers using JobX so that the students will then appear on Web Time Entry for payment.

The JobX software aids employers in hiring the students most eligible to work - upperclass students who have work-study in their financial aid package, as well as the best candidates for the job. All campus employers are strongly urged to read the User Guide and FAQ found online. It provides a wealth of information on how to use JobX and will help you log in and get started. Most employers are already set up as registered JobX users with their email address as the username (yourname@smith.edu) and their first name as the password (which can be changed after logging in). If you are not a registered user, JobX has instructions on the Information for Employers link on how to obtain access.

Many student job descriptions have already been entered onto the database and will be immediately accessible to supervisors. New jobs may be added and posted with ease. Please take the time to familiarize yourself with JobX and the Banner Web Time Entry system the College is instituting.

Student Employment at Smith College

There are many types of work-study jobs both on and off campus, which may entail very different responsibilities and expectations. Therefore, it is especially important that individual supervisors provide their student employees with a clear understanding of the conditions pertinent to the job they are to perform. This may mean developing a structure tailored to your office which includes the definition of the expected work schedule, work load, departmental policies regarding absenteeism, lateness, substitution and misuse of confidential information, office materials, phones or computers. You may wish to present this information to the student in writing as part of the instructions for the job they are to perform.

In planning work schedules, the supervisor should be aware of exam periods and breaks during the academic year. Although the student's first priority is academic performance, the student also has a responsibility to the job to which she has committed. We are not merely providing students with work to allow them to earn their Work-Study award. These are responsible positions that affect the operation of the college or agencies or schools in the community. With communication and structure, the goals of work and study can be achieved and become a rewarding experience for all involved.

The following information is provided to help you know who is eligible for campus jobs, how to go about advertising and hiring for your job, what is required of you for Payroll purposes, etc. Please keep in mind that Payroll and the Budget Office are separate from Student Employment and that wage rates are set by the Controller. Please understand also that students on work-study have priority for all campus jobs, regardless of funding source, and help us try to provide job opportunities first to those found eligible by financial aid.

Who is eligible

Upper-class Students on financial aid with work-study or campus job portion of their award have first priority for all campus jobs.

These students have been offered a work-study opportunity by the college to meet their need for aid and campus employers have an obligation to ensure that they have that opportunity. Students can check their own Work-Study eligibility on their Banner Web account. It is the student's responsibility to locate her own campus job to fulfill this portion of her aid package. In an effort to offer work-study students a wide range of options, employers are asked to advertise any available student jobs with the Student Employment Office **for at least two weeks** before considering a student who does not have work-study. (This period is extended for the entire month of September when school opens in the fall.)

Traditional age first year students **do not** have priority for campus jobs outside those offered in the Job Fair at the opening of school. They generally work in Dining Services, Building Services, at the Campus Center or as part of the America Reads/America Counts Tutoring Program.

Others who **do not** have priority for regular campus jobs include:

- * Graduate students
- * Students who have been offered a loan only as financial aid
- * Students who receive no financial aid at all
- * Students already holding STRIDE, various Intern, Head Resident, House Coordinator or House Community Advisor positions

In some years there are plenty of jobs available for all students, whether on aid or not, but that changes from semester to semester and also depends upon the economy, budget, etc. Because our primary obligation is to provide work-study jobs to those found eligible for Work-Study, we ask your cooperation in adhering to this policy.

Responsibilities of the Supervisor

- * Train your student employees well and make your expectations clear to them.
- * Immediately address any issues that arise.
- * Log onto JobX and terminate your student (in the Hiring Archive) if she leaves your employ.
- * Post the payroll schedule in an obvious place accessible to student workers.

- * Review student student time sheets on Banner Web Time Entry in a timely manner before each payroll and check their hours for accuracy.
- * Keep your own records of the student's time as she works so you have something to compare to her online submission. You are responsible for every timesheet that you approve.
- * Be aware of the payroll deadlines for WTE (1 PM on Wednesdays on a bi-weekly schedule – found in the appendix) and if you cannot approve your student's time, have a proxy ready to do so.

Good Training Is A Must

As a supervisor, your best insurance for achieving a positive working atmosphere for both parties is to train your student employees thoroughly. You rely on them, so provide them with the tools and knowledge they need to do their jobs well. Nothing will save you time and effort better than taking the opportunity to train your student workers thoroughly, even if it means setting up a session during which you will not be disturbed. Consider drawing up a guide for your students specific to your department's work.

For instance, you may find it useful to provide student assistants with a 3-ring binder complete with print-outs of computer screens they needed to access and instructions. Provide them with easy access to answers to common questions you find you've been asked by previous employees. One way to do this is to provide a rolodex listing various Q & A's, policies, and procedures. Having such material available to your student workers frees you from interruption, repetitive questions, and allows them some independence. The opportunity to find answers for themselves will keep the job more interesting and allow them to continue learning. Many students take pride in performing their jobs well and will welcome such guidance and autonomy. It also eliminates a lot of the problems associated with reluctance on the part of some employees to ask questions. You may find a brief weekly meeting helpful to review any questions, upcoming deadlines and any issues that have arisen.

It is very important that you communicate your expectations, make yourself available for questions, give students frequent feedback on their performance, and recognize their contributions. You may consider developing some kind of reward or recognition program in your department, for instance. We, as employees of Smith, certainly appreciate the recognition of staff, and students are an integral and important part of our staff.

Be fair and flexible and cultivate mutual respect. These job experiences will affect the students' futures and contribute to their total learning experience at Smith. Future employers view work-study jobs as valid experience and check references with both direct supervisors and the Student Employment Office. Students will ask you for letters of reference for the files at the Career Development Office, so your honest feedback is important and valued. In addition, the Student Employment Office constantly receives requests from companies on the employment background of Smith students they are considering hiring. The workplace experience provided to students at Smith is as important as their education in many ways.

The students have been told that they have a responsibility to familiarize themselves with college policies regarding student employment, should they choose to work. They are told that they will be expected to appear punctually and as scheduled for their jobs, present a neat appearance and work efficiently and cooperatively. When illness or emergency prevents them from working, they must notify their supervisor in advance of the usual reporting time. In some positions, it is the student's responsibility to find a substitute, if one is necessary. If this is the case, you should inform the student of this policy when you hire her. In addition, students are told they should never just fail to show up for work. Doing so will put their job in jeopardy, in addition to creating a hardship for the supervisor and co-workers. Agencies, departments and professors rely upon students and value their work, and a work-study job should be approached exactly like any other job.

Students very often enjoy the responsibilities placed upon them, particularly if they are made to feel that they are a valuable part of your office staff. Of course, there are always the occasions when a supervisor will be confronted by a situation in which the student is not performing in the manner expected. It is important to address such issues immediately and definitively before they have the chance to become a more serious problem. A student will not benefit from a supervisor who is too lenient or sets no guidelines and boundaries. The student worker, supervisor, and department functions will all benefit from a clearly outlined job description and guidelines to expectations and behavior.

Students should be informed of the procedures that will be followed in dealing with infractions - such as not showing up for work or being consistently late - so they will have advance knowledge of the consequences of their actions. It is your responsibility to develop these policies and procedures within your department. and make them known. Please feel free to seek advice from the Student Employment Office. Definite policies regarding lateness and absenteeism will make it easier to deal with these issues if they arise. Well-supervised campus jobs benefit both the department that needs the work done and the student who needs the earnings and the practical work experience.

Commitment

Do not hesitate to draw up a contract specific to your office, review it with the student, and ask her to sign it. You are entitled to ask her to commit herself to the position for which she's been hired. Occasionally students are hired at one 10 hour per week job, then apply for another and a problem arises when she wants to do both. JobX will help you identify a student who already has a job before this becomes a problem. **Students are only entitled to one permanent job** providing them with 10-12 hours a week and it's in your best interest to be sure your student employee understands this and commits to the job you have offered her.

Confidentiality

Supervisors find it quite useful to have student employees sign a contractual agreement form due to the confidential nature of some work and a need for commitment to the position. Be sure to cover other issues, such as office phone use, computer use, visitors, etc., regardless of whether or not a written contract is part of the terms of hiring.

If a student has access to confidential information as part of her job, it is very important that there be a strict understanding that this information will not be shared with anyone outside the department. Failure to comply should result in termination of employment as well as action by the Dean of the College and the Judicial Board because of the seriousness of this matter.

Supervisors may wish to have the student sign a statement indicating that she understands the responsibility of handling confidential material, the manner in which it must be handled, and the terms of her employment. If you have any questions, do not hesitate to clarify matters before they lead to misunderstandings or problems. Supervisors and students alike should feel free to request advice or assistance from the student employment coordinator about any work-study matter. If possible, issues should be handled immediately between the student and the supervisor before they snowball needlessly into a larger problem.

You should set rules for computer and phone use within your office and let the student know the consequences of the abuse of such technology. Personal use of departmental phones, faxes, computers, etc. is not permitted.

It is important to note that employers are not obligated to retain a student if she does not live up to the standards set for her or if she abuses any privileges.

Having a student read and sign a statement of departmental expectations and thorough training can circumvent many a misunderstanding.

HIRING PROCEDURES

Advertising a Position

Effective immediately, all campus employers are required to use JobX to advertise their student jobs and handle all their hiring. The site is accessible at:

<http://studentemployment.smith.edu>

Employers should keep all of their student job descriptions on the JobX software whether or not the jobs are open. This allows you to quickly post the position live on the web whenever it becomes available, thus saving you time. There are 3 categories in JobX: Listed means the job is advertised online, Review means it is not listed online but is open to you to hire student workers, and Storage means you've put the job away to erase any past applicants and do not need to hire anyone at the moment.

You will log in and either Add a New Position from your control panel or "list" a job live on the web that is already in review or storage mode. You can then expect students to contact you in several ways to apply for the job and you have the option of also collecting job applications on-line through the site. JobX provides standard letters to allow you to communicate with your applicants and easily review their applications. You may interview as many applicants as you want and take the job back off the web manually when you feel you have enough applicants. The software also allows you to do your hiring with ease. You will enter the ID # of the student you've chosen and it will tell you if the student is work-study eligible and whether or not she has another position already. You will not be able to hire a student who is not work-study eligible and must contact the Student Employment Coordinator if you feel an exception might be made to the college's policy. The software will allow you to keep all of the applications associated with a job you advertised in case you should need to interview more students.

Instructions in great detail and answers to frequently asked questions are provided in the FAQ section of this booklet and online.

Campus employers are encouraged to advertise student jobs available for the upcoming academic year in April. This timing coincides with pre-registration so that students may arrange their class schedules and jobs simultaneously. This practice alleviates some of the stress at the opening of school for the employer in need of immediate student help. Since campus jobs are open to upper-class students and not to incoming first year students, it is advisable to advertise in the spring for your fall employees.

Actually on-line hiring of the students on JobX, however, cannot occur until mid-summer when students have been officially awarded work-study in their financial aid packages. Late applicants will not get their aid awards until they are complete, and thus you will not be able to hire them until that time.

It is important to make it clear to the student(s) you hire when you expect her to report for the position in the fall – generally within the first week of classes.

Remember that upperclass undergraduate students with work-study have priority for all campus jobs.

In the fall, all campus jobs must be advertised for at least a month to allow upper-class Work-Study students the opportunity to apply. First year students should **not** be hired for your positions, although you may hire Transfers and incoming Ada Comstocks. First years will be working in their houses for Dining Services, Building Services or as America Reads/America Counts Tutors. Campus jobs are for returning students with Work-Study in their financial aid award.

Hire early! Interview applicants thoroughly and ask for references and resumes. Present the job seriously and the student you employ will be far more likely to take it seriously.

Students who receive no aid whatsoever are free to pursue temporary spot jobs as long as the I-9, W-4 and M-4 requirements have been met. In special circumstances, a non-work-study student may be hired for a position, but only for a semester at a time, and only if she is uniquely qualified or if no work-study student can be found who is willing and able to do the job. Permission must be granted through the Student Employment Office. JobX will tell you if the student you attempt to hire is not on work-study. At that point you may write studemp@smith.edu for permission to over-ride JobX and hire the student. Provide the student's name, ID #, the Job Reference # on JobX, the job title, the position index number, and the number of hours the student is hired for. The Student Employment Coordinator can do an over-ride.

Only students who are U.S. citizens and have federal Work-Study in their financial aid package may work at Off-Campus Work-Study or America Reads/America Counts Tutoring positions as those programs are federally funded.

No student, whether on aid or not, may hold more than one 'permanent' job. This means that if a student is paid a stipend for a position such as STRIDE or House Community Advisor, or if she has a campus job already providing her with 10-12 hours per week, she may not also hold a second campus job. These students have been informed in writing of this policy and in most cases have also been asked to sign an agreement committing to that one position. If a student applies for a position with you, but you find she already has another job, she **cannot do**

both and you will need to continue interviewing for the position. Students may choose to combine two permanent jobs only as long as the total number of "permanent" hours does not exceed 10-12 hours per week.

The limitation of one primary job per student is to insure equity and opportunity among ALL students at Smith and has no bearing on whether the student is on financial aid or not.

I-9, W-4 and M-4 Forms

Before a student may legally begin to work for you, she must complete an I-9 Employment Verification form, an M-4 form, and a W-4 form with the Payroll Office. All of these forms are required by the federal and state governments. No employee can work or be paid until these forms are on file with the employer. These forms are available in the Payroll Office, College Hall #8 and examples can be found in the Appendix. Even if a student works only once during the year, she must have these forms on file to be paid. We recommend that students complete them even if they are not sure they will ever work. JobX will let you know if the student you hire has met all these requirements and, if not, you can inform her of the necessity to do so.

Hours and Earnings

For the 2005-2006 academic year, the average upper-class student generally works 10-12 hours a week and has a standard work-study offer of \$2,370. However, work-study amounts vary and students must refer to their own award letter to verify their personal work-study allotment.

Work-Study applies to the period from the first day of classes on September 8, 2005 through the last day of exams, May 12, 2006.

Termination and Dismissal

If a student's job performance is unsatisfactory, the supervisor should discuss the situation with the student and make an effort to assist her in improving her performance by clearly communicating expectations, perhaps setting up schedules and meetings and "to do" sheets. Past reasons for termination range from persistent irresponsibility/unreliability to abuse of their position in some manner to payroll fraud. If assistance is needed in dealing with the student concerning job-related problems, please call the Student Employment Coordinator. If the situation does not improve, the employer should describe, in writing, problems with the student's job performance and maintain written records. If a student is terminated, a copy of the termination letter should be sent to the Student

Employment Coordinator. No employer is obliged to retain a student who does not perform her job, although it is important to allow the student to improve once she's been informed of your concerns with performance.

Student Wage Budgets

In order to hire any students a department or professor must have a budget from which to pay them. Work-study students have first priority for your job, no matter where your funding has come from. Keep in mind that the departmental student employment budget line refers to work-study during the academic year. If you plan to hire students during the summer, you must make sure you have a line in your student employment budget specifically for summer help. Work-study runs from the first day of classes in the fall through the last day of exams. Any work done before or after those dates must be paid out of the department's summer work budget, which is completely separate from work-study. Direct any questions regarding departmental student employment budgets to the Budget Office.

When submitting budgets, department heads request a specific amount to be allocated for student wages. Students receive remuneration for any work they complete for the department from these designated funds, hence the Position Index number on pay vouchers. Requests for increased student budgets should be directed first to the department head. Any questions regarding departmental student employment budgets should be directed to the Budget Office.

There are no Summer Work-Study funds available on or off-campus. Such positions may be advertised through JobX, with none of the academic year restrictions regarding financial aid eligibility. Payment is handled by Special Payroll vouchers available in Payroll, College Hall #8.

Off-Campus Non-Work-Study

The Student Employment Office allows the posting of non-work-study jobs on JOBX but plays no part in the hiring or payment process, nor does it provide a list of students available for such jobs. Employers in the community must do their own posting and interested students will contact them directly. These jobs are in no way associated with the College and are independently contracted by the student and outside employer. JobX merely provides a venue for students to find such positions outside the campus. To advertise a private job on the Smith website link to <http://studentemployment.smith.edu>, click on Information for Employers, then Submit an Off-Campus Job. The drop down menu allows you to choose 'Off-Campus Non-Work-Study Job'. Then fill in the next page with details about your job (such as childcare, personal assistance, housesitting, etc) and click Submit. The job description is sent to the Student Employment Coordinator

for approval before appearing on the site. After that point all communication and contracting is between the student and employer.

THE STUDENT PAYROLL

The Payroll Office is located in College Hall #8 (off the back porch of the building), and processes the student payroll in entirety. The Student Employment Coordinator is available for any student employment issues (hiring, termination, job advertising, etc.) but is not involved in the payroll process. Therefore, when deciding which office to call, simply determine whether you have a payroll or employment question. This guide has been written to provide information on both employment and payroll to offer one written source, despite the fact that the offices handling the various aspects of employment are separate.

Smith Identification Number

The student payroll vouchers require a Smith Identification number. This number is located on Smith College students' identification card. The first two digits are the same for all students, "99", and have been hard-coded on the pay voucher. The remaining 7 digits of the ID number must be filled in on the voucher. Please verify the bubbles in the last 7 digits on the voucher, as a transposition error could be a valid identification number of another student.

Position Index Numbers

Each department has been assigned a Position Index number for their student jobs if they have money in their budget for student employment. Position Index numbers are SP (signifying Student Payroll) and a four-digit number and should be readily available from the supervisor. **This number must be associated with the job on JobX so the student you hire is then associated with the correct job and account on Web Time Entry.**

If a faculty member or a department has special funding for student assistance by the Committee on Faculty Compensation and Development (CFCD) or other sources outside the college, they are given their own Position Index number, completely separate from the departmental account. They are responsible for their own student worker's schedule and record-keeping. A student working for a faculty member on CFCD or other funds should use the SP number appropriate to that funding, not the department's general SP number. Errors in charging student hours appropriately can have a very negative impact on a department's budget.

Pay Rates

The base hourly campus pay rate for 2005-2006 is \$7.25 an hour. All pay rates are set by the Controller, Basil Stewart, and not by the Payroll Office or Student Employment Office. Any pay rate higher than the standard rate must be approved by the Controller, Basil Stewart. Supervisors may not arbitrarily choose a rate and must consult with him and the Student Employment Coordinator before offering a student a higher pay rate. The Controller provides a memo to department heads listing all allowable pay rates, and the rates paid on students' vouchers must reflect those rates and types of positions. The appendix provides a list of all approved rates and the corresponding codes to be used on the pay vouchers and it is also available on-line.

STUDENT WAGE RATES 2005-2006

The base rate of pay for student employees
for 2005-2006 is \$7.25 per hour.

Base Campus Pay Rate	\$7.25
Base Off-Campus Work-Study Pay Rate	\$7.75
America Reads Rate	\$7.75
CFCF Funded Research Assistant	\$7.50
Library Assistant In Charge	\$7.50
Senior Computer Center Consultant	\$7.50
Late Night Shuttle Drivers	\$7.50
Web Assistant Rate (approved positions only)	\$7.75
Research Grant Assistant (outside funding)	\$7.75
Computer Center Student Manager	\$7.75
Tutors (C.A.D.)	\$7.75
Accompanist	\$7.75
Lifeguard	\$7.75
Chemistry Lab Assistant	\$7.75
Graders	\$7.75
Athletic Trainer	\$7.75
OCIP Interns (funded by the College Intern Program)	\$7.75
Head Teller	\$7.75
Phona-A-Thon	\$7.75
Art Model	\$8.75

It is mandatory that student timesheets on WTE be submitted for payment within two weeks of performing the work.

Set up a system so that students submit their timesheet to you in plenty of time for you to review and approve them on Banner Web Time Entry.

Workers' Compensation Insurance and Benefits

Student employees are covered by the Massachusetts Workers' Compensation Insurance Law, which provides for partial income replacement and the payment of medical expenses incurred due to injury or illness arising out of and/or in the course of the performance of the job. Coverage is automatic upon employment, and the college assumes total cost of this coverage. It is essential that students report all accidents or job-related injuries, no matter how minor, in order to protect their rights to appropriate benefits, to protect the college and to assure the proper handling of claims. Supervisors must fill out forms immediately and forward them to the **Office of Human Resources**.

Unless a student is working under the Off-Campus Work-Study program or as an America Reads or America Counts tutor at approved agencies or schools, she **MUST** perform her work on the Smith College campus. Work may never be performed off-campus unless with a specific contract to that effect through the Student Employment Office.