

Student

Employment

Program

Supervisor Handbook
Supervisor Handbook



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Welcome Supervisors to the Student Employment Program (SEP)

Thank you for being a supervisor and mentor in our Texas Wesleyan University Student Employment Program (SEP). The student is the University's most valuable asset. Our first priority as employees and representatives of the University is to assist every current or potential student. We are to be courteous, friendly, helpful, and prompt in the attention you give to our students.

Our professional contact with the public, our manners on the telephone, and the communication with students and other employees are reflections not only of ourselves, but also of the University. Positive relationships are the foundation of the values of Texas Wesleyan University.

As a supervisor and mentor for the SEP, students realize 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!





Student Employment Program New Hire Process

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

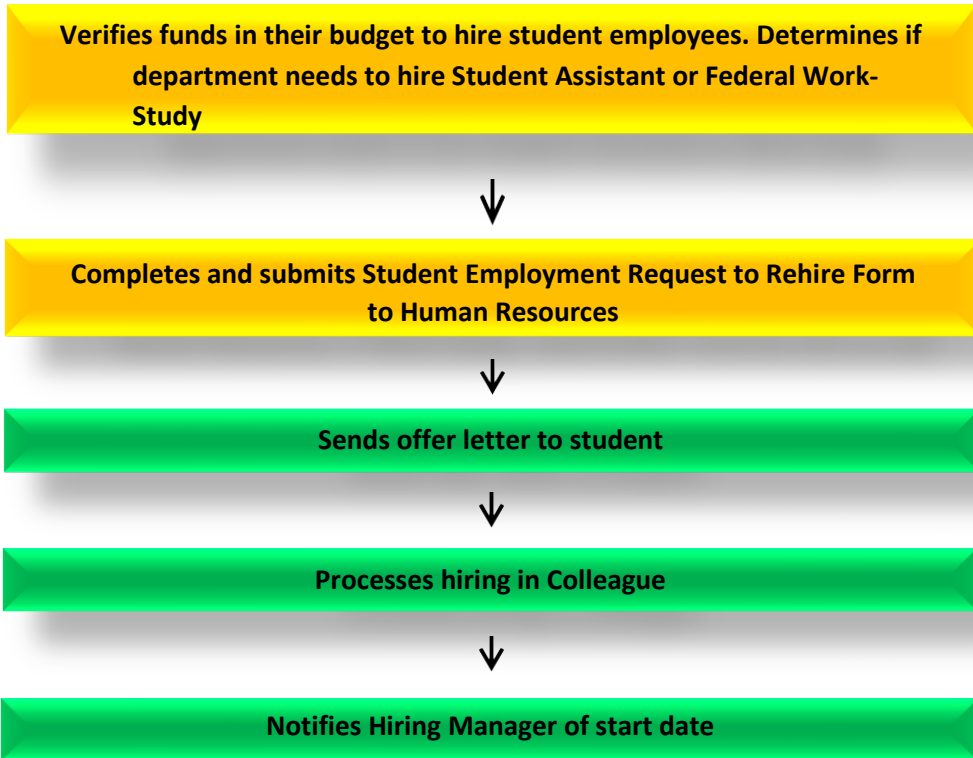
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Supervisors

Human Resources



Student Employment Program Rehiring Process



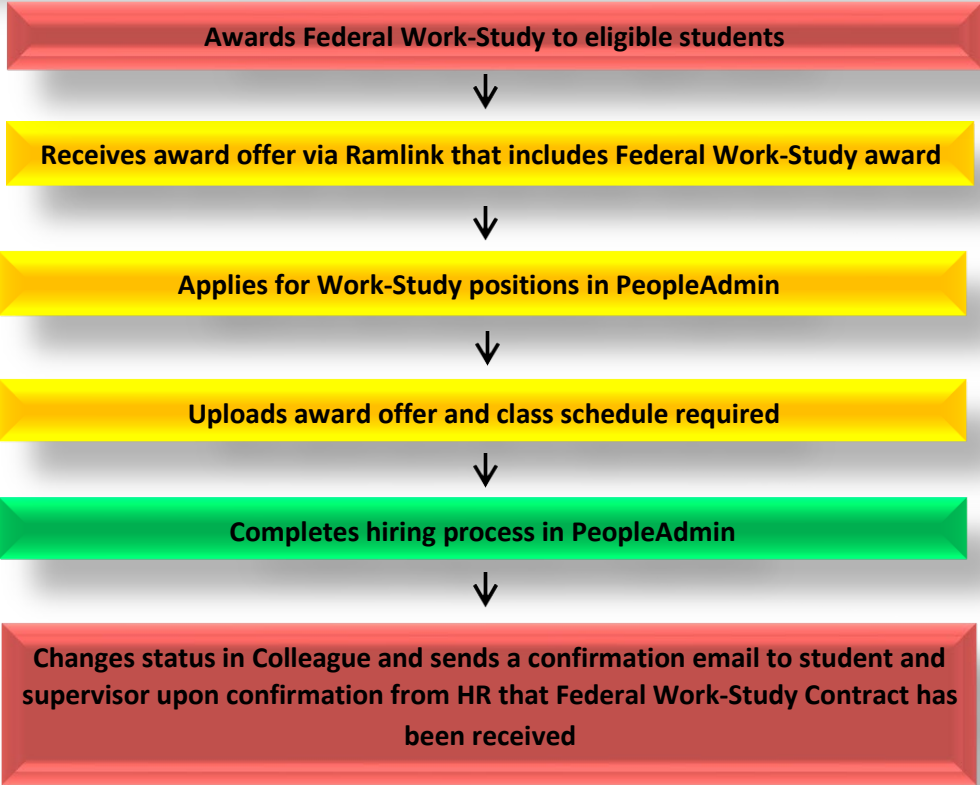
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Supervisor

Human Resources



SEP Federal Work-Study New Student



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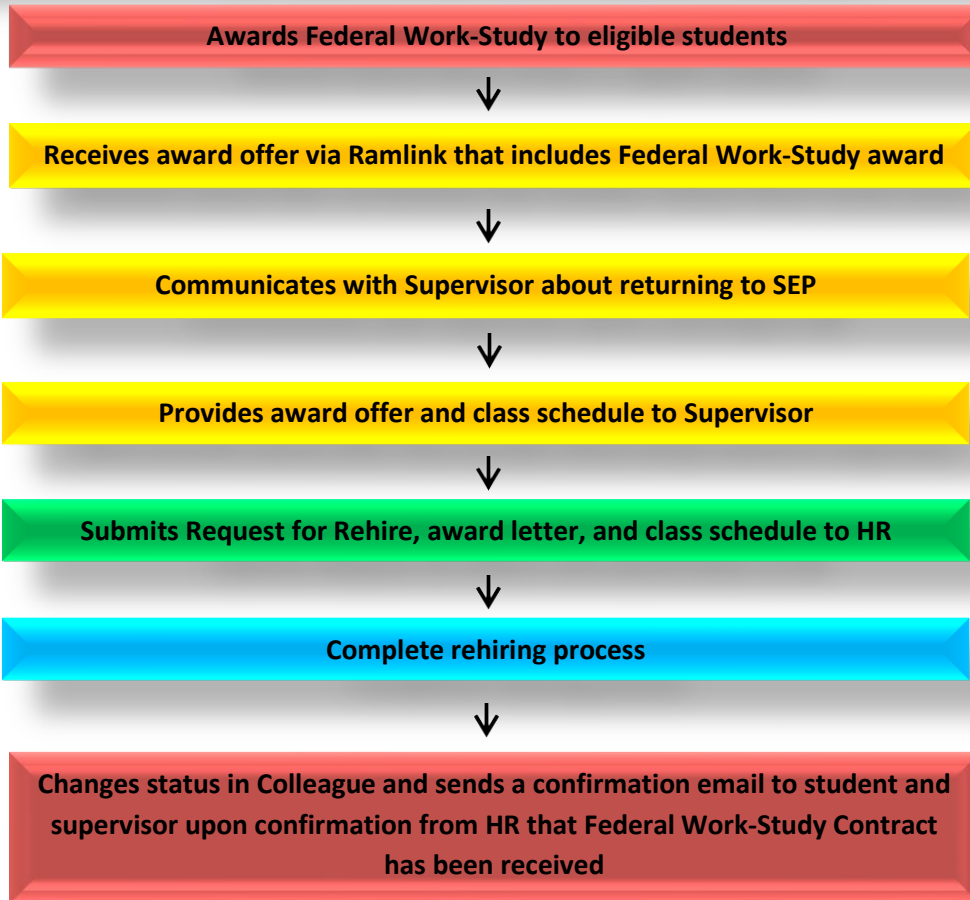
Student

Supervisor/Human Resources

Department of Financial Aid



SEP Federal 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 is 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 and class schedule for the appropriate semester/ academic year 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 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 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 Human Resources 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 statues 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 two month period 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

Students must have supervision by a faculty or non-student staff member when working.

Work Schedules

As each term begins or when students become employed, students are to give their supervisor a copy of their class schedule so the students and supervisors can plan schedules of days and hours to work.

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.

Calculation of Available Federal Work-Study Hours

The number of hours Federal Work-Study students are allowed to work per week depends on the total amount of their award and hourly pay rate. You may use the following schedule:

Formula 1: Federal Work-Study Award divided by hourly pay rate = hours available for the term.

Formula 2: Federal Work-Study Award divided by hourly pay rate divided by number of weeks in the term (generally 11 weeks) = hours per week

Example:	Federal Work-Study award for term	\$1,600.00
	Hourly pay rate:	\$12.00
	Weeks of term:	11

Formula 1: \$1,600.00 divided by \$12.00 = 133.33 hours available for the term

Formula 2: \$1,600.00 divided by \$12.00 divided by 11 = 12.12 hours available per week



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It is the responsibility of each Federal Work-Study student and supervisor to utilize the formula to determine individual hours available to work each term. The decision regarding the actual number of hours worked will be made by the student's supervisor with consideration for the maximum hours allowed and the student's class schedule.

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 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.

Timesheets

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 does not accept paper timesheets. Supervisors are responsible for their students submitting their timesheets on time.

Hourly Rates

Clerical Positions:

Clerical positions generally involve day-to-day office tasks, such as answering phones and entering data into spreadsheets. Other duties traditionally associated with clerical work include: Word processing typing, sorting, filing, scanning, photocopying, collating, replying to e-mails, delivering messages, and retrieving/deliver correspondence.

Clerical Positions are paid at the following rates:

Step 1: \$12.00 hourly Step2: \$12.50 hourly

Skilled Positions:

Skilled positions generally require specialized training and education, or experienced segments of the workforce that can complete more complex mental or physical tasks on the job.

Skilled Positions are paid at the following rates:

Step 1: \$13.00 hourly Step 2: \$13.50 hourly

Initially, student employees will all start on step 1 of their identified position type. Thereafter, they are eligible to progress to step 2 after the employment completion of one academic year in the SEP.

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 reviewed 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. Student employees shall not engage in any of the following conduct:

- 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 voluntarily resigning before the end of the year terminations.

Involuntary Termination – 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.

- 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 a 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.



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SEP Orientation and NeoGov 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 sent mandatory NeoGov trainings. 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

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

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 four 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

1-833-246-5701



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