

Student Employee **Supervisor Manual**

**A Guide for Supervisors of On-Campus Student Employees
2015-2016**

Provided by:

***The Student Employment
Office***

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Introduction

Purpose of the Program

“To find out what one is fitted to do, and to secure an opportunity to do it, is the key to happiness.”
-John Dewey

Student Employment is based on the conviction that work is not only necessary, but that it is essential to a satisfying, productive and creative life, and contributes positively to one’s sense of well-being. Our office assists students obtain jobs that can not only help them financially, but will also help prepare them for the work life they choose after graduation.

The various work programs at Gonzaga provide resources that can help students search and try out jobs to see what “fits.”

Different Employment Programs

Through Student Employment at Gonzaga University a student may either work on campus or off campus.

On Campus

An eligible student may work **on campus** either as part of the Federal on-campus Work Study program, or as an Institutional student employee.

- **Federal on-campus Work Study** is a financial aid award based on financial need as determined by the FAFSA. FWS jobs are **on campus**. Summer FWS is available through completion of the *Summer Financial Aid Application* which is available in the Spring. Students don’t need to be enrolled in summer classes to be eligible for Summer FWS.
- **Institutional** jobs are those positions **on campus** funded directly by the department’s own budget. If your department budget has the necessary funds, you may hire a student in an Institutional position. Any Gonzaga student is eligible to work in an Institutional position.

Off Campus

An eligible student may work **off campus** in the State off-campus Work Study program or find a job in the community.

- **State off-campus Work Study** is a financial aid award based on financial need as determined by the FAFSA and Washington State residency. SWS jobs are all **off campus**. Summer SWS is available through completion of the *Summer Financial Aid Application* available in the Spring. Students don't need to be enrolled in summer classes to be eligible for Summer SWS.
- The **Community Job Board** provides off-campus jobs with area employers, businesses and individuals. The list of current jobs can be found on the Community Job Board in College Hall and also on our website, www.gonzaga.edu/studentemployment.

Why is it called "Work Study?"

The College Work Study program (known as Federal Work Study) played an essential role in President Lyndon Johnson's "War on Poverty." Through the Economic Opportunity Act of 1964, the work study program was created to "promote the part-time employment of students in institutions of higher education who are from low-income families and are in need of the earnings from such employment to pursue courses of study at such institutions."

Even though times have changed, the cost of higher education continues to be an obstacle for many students. While work study goes a long way in helping students achieve their academic goals, **it has nothing to do with being paid to study.**

Eligibility Requirements

How can a student participate in a work study program?

1. **Each year** students must complete the Free Application for Federal Student Aid (FAFSA) form in order to be considered for any federal/state financial aid. This includes both the State Work Study and Federal Work Study need-based programs.
2. A minimum of half-time enrollment (6 credits) is required each semester that the student is employed under the work study program, except for the summer sessions.
3. **For Summer FWS and SWS, a separate on-line Summer Financial Aid Application must be completed and submitted.** Applications are available on-line at www.gonzaga.edu/financialaid. A student does not need to be enrolled for summer classes to be eligible for summer work study.

Hiring a Student

The Job Description

The first step in hiring a student is to decide what the department needs in regards to student personnel. The student is an employee of Gonzaga, and as such, should have a job description and job title. This lets the student know what their job duties are and the expectations their supervisor has of them.

Current Federal Work Study position job descriptions are required to be on file in the Student Employment Office. This is accomplished through the annual “FWS Request for Position” form. You must be accurate and specific in describing the job in order for the position to be approved by the Student Employment Office.

We highly encourage supervisors of Institutional positions to create job descriptions as well. Job descriptions specify the tasks of a position and expectations of the employee. They serve as the foundation for setting standards and good work ethics based on training for the tasks listed in the job description.

Funding Positions

Federal Work Study positions are subsidized by the Federal Government and the University and earnings do not come out of the department’s budget. Through the FWS request process departments are allocated the number of FWS positions they can hire eligible students for. A specific FWS award amount will be assigned to each eligible student that equates to the maximum in gross wages the student can earn in a specific period of time.

- Supervisors are responsible for monitoring a student’s hours and earnings. Any earnings that exceed a student’s FWS award may be charged to the department’s budget.

Institutional jobs are funded directly from a department’s institutional budget, therefore the department determines if they can hire students. If the student wages come out of fund 1000, only gross wages come out of the budget. If the student wages come from a restricted fund, i.e., one beginning with the number “9”, then payroll tax is added to the gross wage amount.

Advertising the Position

The Student Employment Office advertises all student positions through its website. The list of positions is available for students on-line beginning mid-July at www.gonzaga.edu/studentemployment. Supervisors can advertise through Morning Mail.

The Interview Process

It is each department's responsibility to develop an application and interview process that best fits its needs, even if this is simply sitting with a candidate and making a hiring decision on the spot.

The reality is that students are all smart enough and can be shown what it is that you need done in your department. More important is what students bring with them in terms of their character, communication skills and energy that would complement the work environment. We encourage all supervisors to give candidates a copy of the job description so they know exactly what the job duties and expectations are.

Interviewing Guidelines

The Washington State Administrative code provides guidelines for interviewing prospective employees to help ensure that all candidates are treated fairly and that interview questions are non-discriminatory. Consider this as only a partial list.

IT IS UNLAWFUL TO INQUIRE ABOUT:

Whether or not the applicant is a citizen;

- You may ask if the applicant is prevented from lawfully becoming employed in the United States because of visa or immigration status.

The applicant's marital status; inquire about spouse, spouse's employment or salary, children or dependents, or child care arrangements;

- You may respond to inquiries from the applicant regarding spouse employment or child care opportunities.
- You may ask whether the applicant can meet specific work schedules or has activities, commitments, or responsibilities that prevent him/her from meeting attendance requirements.

Height and weight information unless based on actual job requirements; or to request that the applicant submit a photograph;

Race, religion, sex, national origin, or sexual orientation;

You may ask questions relating to fit with the Mission Statement and understanding of the applicant's role in a Catholic, Jesuit environment.

- You may inquire about the applicant's ability to read, write, and speak in foreign languages if these abilities are based on essential job functions.

Health or physical/mental disabilities that do not relate to ability to perform the job;

- You may ask whether the applicant is physically and mentally able to perform the duties of the specific position.
- You may respond if the applicant has identified him/herself as disabled by asking what accommodations would enable him/her to perform the essential job functions.

Pregnancy or medical history concerning pregnancy;

- You may ask about the duration of being able to stay on the job or about any anticipated absences. These questions must be asked of both males and females.

Type or condition of military discharge.

Student Employment and Students with Disabilities

The Americans with Disabilities Act (ADA) and the Washington Law Against Discrimination (RCW 49.60) make it unlawful to discriminate in all employment practices. The laws do not interfere with your right to hire the best qualified applicant; they simply prohibit you from discriminating against a qualified student because of a disability.

According to these laws, a student with a disability must be qualified to perform the essential functions of a job with or without reasonable accommodation. This means that the student must:

- Satisfy your job requirements for educational background, employment experience, skills, licenses, and any other job-related qualification standards.
- Be able to perform those tasks that are essential to the job, with or without reasonable accommodation.

Supervisors must identify in writing the essential functions of the student employment job before interviewing prospective students. After reviewing the essential functions with the student, you may ask if the student is able to perform these functions or knows of any reason why he/she wouldn't be able to perform these functions. If the student or supervisor has any concerns or questions about essential functions or the ability to perform them, the student or the supervisor should contact the Student Employment Manager or the Director of DREAM (Disability Resources, Education & Access Management).

Often there are multiple solutions to challenges faced by students with disabilities in the work setting. Working with students with disabilities offers supervisors the opportunity to engage in creativity, collaboration, and communication in unique ways.

Hiring Procedure

Method of Hiring Students

**The Hire PAR is used for Institutional Positions Only*

**All FWS Positions are hired through PeopleAdmin*

After the supervisor interviews and selects a student for a position, the supervisor should refer the student to the Financial Aid Office, College Hall Room 129, **if an institutional hire, or submit a Hiring Proposal for FWS. The hiring procedure, which verifies the student's eligibility for student employment, should be completed BEFORE the student reports for work OR on the student's first day of work.**

Hire PAR Process (Institutional hires only)

The Supervisor Section is to be completely filled in.

- ▶ **DEPARTMENT:** Provide name of department student will work in.
- ▶ **FIRST DAY WORKED:** Please make sure this date is as accurate as possible. This date is tied to timesheet entry for hours worked.
- ▶ **FUND NUMBER:** This number, along with the department org, will designate where the funding comes from to pay the student. It will be either fund 1000 or a restricted fund beginning with a "9."
- ▶ **HOURS PER WEEK:** Please enter the average number of hours the student will be working per week.
- ▶ **ORG LETTERS:** Please enter the department's budget Organization Code that, along with the fund number, will designate where the funding comes from to pay the student.
- ▶ **HOURLY WAGE:** All students, with few exceptions, are to be paid hourly and must be paid at least the state minimum wage.

- ▶ **STIPEND:** Stipends are restricted to certain categories of work and must be approved. Check with Student Employment for clarification before assigning a stipend.
- ▶ **JOB DESCRIPTION:** Be accurate in providing a job description. This is a brief but specific summary of duties the student will be performing. A more comprehensive job description should be used during on-the-job training.
- ▶ **PAR FORM SIGNATURES:** The “Approving Supervisor”, i.e. timesheet approver, provides their printed name and id number in the Approving Supervisor Section. The “Hiring Supervisor”, or their designee, must have budgetary authority and sign the PAR Form at the bottom in order to validate it.

PeopleAdmin Process (FWS Hires)

PeopleAdmin is an electronic process used to post jobs and hire applicants who qualify for FWS. In order to be able to use this electronic process, designated department personnel must have access rights, by emailing Tracy Kelly, in HR, to become a *Student Hiring Supervisor*.

- ▶ Student Hiring Supervisor posts FWS jobs by going to <https://gonzaga.peopleadmin.com/hr>, completing all required information and submitting to Student Employment.
- ▶ Student Employment reviews the posting and activates it, sending a confirmation email to Student Hiring Supervisor.
- ▶ Applicants are reviewed, interviewed and selected.
- ▶ Student Hiring Supervisor completes the Hiring Proposal for each FWS hired and submits to Student Employment.
- ▶ Student Employment reviews each hiring proposal for FWS eligibility and sends confirmation email to Student Hiring Supervisor and student.

Graduate Assistantships

Graduate Assistants use a GA Hire PAR to be hired.

Graduate Assistantship = paid hourly for work done

Graduate Scholarship = no work required; scholarship amount applied directly to student’s financial aid.

Students interested in obtaining a Graduate Assistantship should contact the department in which their graduate coursework is in. The application process for an assistantship is based on the department criteria. Students meeting department criteria for an assistantship will be given the opportunity to be paid for work related to their field of study.

A **Graduate Assistantship** is considered student employment and is income paid for work done. This is not considered a tuition equivalent, but a job. Students are paid for the number of hours they work, and they are paid at the hourly rate as noted on their GA Hire PAR Form. Students are paid hourly and **must fill out timesheets**.

International Students

International students are permitted to work on campus only, and except for certain tax treaties, they are only permitted to work a maximum of 20 hours per week during periods of enrollment. **However, there is a “vacation” provision.** If they have been enrolled for two consecutive terms they can take a term off and work up to 40 hours per week if they are also enrolled in the following term. This is usually done during the summer. If a student wants to take his/her “vacation” term during the academic year, please have them call the ISSS office for clarification.

Once an international student is hired, the **Hiring Supervisor** must **send an email to ISSS** at iss@gonzaga.edu with the following:

- a. Name of Student Employee
- b. Name of Supervisor and Title
- c. Student Worker Position Title
- d. Start Date
- e. Number of hours per week
- f. Pay

This information is then put into a letter that the student will bring back to the supervisor for signing before taking it to the Social Security Administration to apply for a social security card.

Method of Completing the Change/Termination PAR Form *Used for all positions.*

The supervisor initiates a change or termination by accessing the form on the website (www.gonzaga.edu/studentemployment, Student Employment Forms, Change/Term PAR Form), or by coming to the Student Employment Office. Any changes to the student employee’s hourly wage or funding source requires a Change PAR. When a student leaves their employment, a Term PAR must be submitted, unless it is at the end of spring or summer. All students are “termed” at the end of the academic year and summer.

Method of Changing Approving Supervisors

If there is to be a change in the student's Approving Supervisor for WTE:

- Check with HR, through Tracy Kelly or Melissa Waite, to make sure the new approver has access to the ORG that is funding the student position.
- Email SEO the students affected, with their id#s.
- Give the name of the new Approving Supervisor with id#.
- Give effective date of the change.
 - **Whenever possible**, make this change to correspond with the beginning of a new pay period, otherwise students will have to **Restart** their current timesheet for the new supervisor to show.

Payroll/Hours/Legalities

Student Employee Payroll

Students are paid only for hours worked.

Pay Periods

- The pay periods are the 1st – 15th (paid on the 25th) and the 16th – end of the month (paid on the 10th).
- Please refer to the schedule of pay periods, due dates and pay dates that are at www.gonzaga.edu/payroll.

Timesheets - Web Time Entry (except for Sodexo)

- Students are expected to open their electronic timesheets at the beginning of each pay period and log hours worked on a daily basis. Students then complete their timesheets and submit for approval by midnight on the last day of the pay period.

Late Timesheets

- Any hours worked that are not submitted on time, MUST still be paid. The student and supervisor both complete a Student Late Timesheet that can be found at www.gonzaga.edu/studentemployment.

Timesheets – Supervisor Responsibilities

- When possible, make sure students have access to a computer so they can enter their time on a daily basis.
- Ask students to open their timesheet through Zagweb, at the beginning of each pay period, and log their hours daily.
- Monitor whether your students have submitted their timesheets on time.
- Approve submitted timesheets by the due date.

Taxable Income

Any wages paid to student employees (Federal Work Study, Institutional, and Graduate Assistantships), are considered taxable income and are subject to all State and Federal tax regulations. Income will be reported to you and the IRS annually with a W-2.

Federal Withholding Tax (W-4): The amount of tax withheld for Federal Income Tax is based on how each individual completes his/her W-4 Form. Changes can be made by going to www.gonzaga.edu/zagweb.

Social Security/Medicare Taxes (FICA): Students working for the college they are enrolled at are exempt from FICA taxes when attending class at least ½ time.

Washington State Industrial Insurance: The amount of Industrial Insurance is determined by the number of hours an employee works. The rate is subject to change annually in January. This covers on-the-job injuries.

Monitoring Your Institutional and Federal Work Study Funds

Supervisors can easily monitor a student's hours by using the "Student Earnings Monitoring" form found at www.gonzaga.edu/studentemployment, Student Employment Forms. This form has been created to help you keep accurate records of your student's hours worked and amount earned. **Any earnings in excess of the Federal Work Study award may be charged to your departmental budget.**

Guidelines for Setting Student Wages

Student wages are first set by the minimum wage requirement and any subsequent wage increases should be made based on merit. You do not have to start students at minimum wage, but the prevailing guideline is that the wage should be commensurate with the type of work being done and the experience of the student.

Reasons to give a wage increase

- Performance of assigned tasks has met or exceeded expectations
- Student has increased responsibilities
- Student is taking initiative and contributing beyond assigned tasks
- Student has worked for more than one semester/year
- Student has come to work when scheduled and kept supervisor informed of any changes

Allowable Work Hours

On-campus student employees generally work between 10-12 hours per week with 20 hours per week being the maximum without a waiver from the Student Employment Manager. **Students may never work when they have classes scheduled.**

- If the student has two on-campus jobs, the two jobs combined should not add up to more than 20 hours per week.
- If the student wishes to work over 20 hours in a given week, an exception can be made after the student meets with the Student Employment Manager and the student's supervisor is contacted.
- During summer, students may work up to 40 hours per week whether they are taking classes or not.

Any student who works more than 40 hours a week (Sunday-Saturday) must be paid time and a half for any overtime hours. It is the supervisor's responsibility to track hours worked.

- International Students, unless under a special treaty, may work a maximum of 20 hours per week during the academic year and 40 hours per week during breaks and the "vacation" provision.

Breaks

- Students must be allowed at least a ten-minute (10) paid break if they are scheduled to work four (4) consecutive hours at a time. This break must be allowed no later than the third hour of work.
- If the student is working more than five (5) consecutive hours, he or she must be allowed at least a 30 minute unpaid lunch break. This lunch break must occur after the second hour and before the fifth consecutive hour of work.

FERPA – Family Educational Rights and Privacy Act

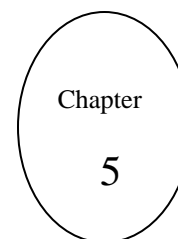
This information is provided to assist supervisors in knowing a few of the basics regarding information that can be given out related to students with whom they may have contact. IT IS IN NO WAY MEANT TO PROVIDE ALL RELEVANT INFORMATION REGARDING FERPA.

For complete and detailed information regarding FERPA, please refer to the *FERPA Guidelines for Gonzaga University Personnel* or contact the University Registrar directly.

- FERPA grants students five basic rights:
 1. The right to inspect and review education records.
 2. The right to seek the amendment of education records.

3. The right to consent to the disclosure of education records.
 4. The right to obtain a copy of the school's FERPA policy.
 5. The right to file a complaint with the FERPA office in Washington, D.C.
- Without violating FERPA, Gonzaga personnel **may disclose** information not generally considered harmful, known as "directory information." *This includes:*
 1. *Student's name,*
 2. *Local and permanent address,*
 3. *Telephone numbers,*
 4. *Place of birth,*
 5. *Major field of study,*
 6. *Dates of attendance,*
 7. *Full or part-time enrollment status,*
 8. *Visual image,*
 9. *Other schools attended,*
 10. *Degrees and awards received,*
 11. *Weight and height of student athletes.*

If in doubt, you are directed to contact the University Registrar.



The Job

Job Training

Everyone at Gonzaga, whether they are students, staff or faculty, reflects and brings to life the Mission that is the foundation for the work we do.

Supervisors are responsible for making sure student employees in their department are adequately trained and supervised. Supervision is *watching over* the work that is being done. Watching over the detail, the process, the outcome and the people involved in producing that outcome. Our younger students need a fair amount of watching over so they can pick up the essentials of good work habits and good work ethics which they, in turn, can take with them as they move forward through life. They are watching how things are done, what priorities are being served, and what they can do to make a difference.

In order for student employees to perform their jobs well, they must have proper job training and supervision. Depending upon the complexity of tasks in the position, the first few days of employment should be devoted to training the student in the daily tasks. After the initial training is completed, supervision of your student employee is crucial to on-going success.

Supervisors

(There is a Student Hiring Checklist at www.gonzaga.edu/studentemployment)

The items below are meant as a guideline and should be explained at the outset, so both the supervisor and the student worker know what the expectations are from the outset to avoid any misunderstanding. The following should be included in your on-the-job training.

- Supervisors should orient students to their immediate work environment, as well as other departments in the area. Other department staff should be introduced and their tasks explained.
- Supervisors should give an overview of what the department is responsible for and how this work fits in to the overall work of the university. The student should have a sense of how his/her daily tasks fit in to the department work and how important this work is in terms of the bigger picture.

- Supervisors should make a work schedule, in conjunction with the student. Re-visit this schedule at the beginning of each semester or if adherence to the schedule seems to be an issue for the student.
- Supervisors should give the student employee his/her job description in order to know what is expected in the job. Having a detailed job description makes it easier for the student to refer to what's expected, especially in the beginning, and can be referenced as a training tool when highlighting important aspects of the job.
- Supervisors should clearly explain what the student's daily job duties consist of, what to do when a task has been completed and who to contact with any questions. The student is there to do a good job, therefore the supervisor should check in when a task is given to make sure everyone is "on the same page."
- Supervisors should make sure students have the necessary training, including any safety training, to perform their job duties.
- Supervisors should go over what is considered proper dress for the department. Along with giving examples of appropriate attire, mention as well the conservative length of shorts, skirts and necklines. In addition, provide specific examples of what would not be considered appropriate, such as jeans with holes, or see-through clothing.
- Supervisors should have students read the *Student Employment Manual* located at www.gonzaga.edu/studentemployment, as part of their initial on-the-job training.
- Supervisors should explain the timesheet process: accessing timesheets, pay periods, tracking work hours on a daily basis, and the importance of submitting their completed timesheet to their supervisor by the due date.
- Supervisors should discuss rights and responsibilities regarding breaks, attendance, dress code, behavior, safety and accident and injury procedures. Assure that the student has your office/cell telephone numbers in the event the student needs to get in touch with you regarding any unexpected changes in work schedules.

Outlining Job Responsibilities

For Federal Work Study positions, as part of the allocation process, departments provide an annual job description to the Student Employment Office. All departments, whether hiring for FWS or Institutional positions, should have a current job description on file in their department outlining student employee job duties.

Each job description should include:

1. Job title, pay rate and desired hours.

2. **Supervisor name and contact information.**
3. **Job Description:** Describe the essential job functions.
3. **Job Requirements:** Describe the qualifications needed to perform the essential job functions.

Setting-Up Banner Access

Students must have General Navigation Banner Training before they can access Banner forms. Have your student go to www.gonzaga.edu/guttraining and schedule a time for training. It is inappropriate for students to use another's Banner login. In order for this training to be as relevant as possible, make sure the student downloads the **Request for Access** form and gives to their supervisor for completion. The supervisor is asked to list the specific Banner forms the student needs access to and the student is then asked to take this form to their training.

The student must have a Banner login. Email Laurie Hanlon (hanlon@gonzaga.edu) with student's name and id#. When training is complete call Laurie at x6847 and she will give the student a Banner username and password.

Expecting a Good Work Ethic

What should you expect from student employees?

- a. Abide by all University rules, regulations, and policies;
- b. Respect the rights and property of their supervisor and fellow employees;
- c. Treat all co-workers, members of the GU community, and patrons with courtesy and respect;
- d. Turn off and put away all electronics;
- e. Act in a professional manner and respect the confidentiality of student and University records;
- f. Dress appropriately, according to their department's dress code;
- g. Maintain a positive work attitude and a spirit of cooperation;
- h. Talk with their supervisor when duties or instructions are unclear or if problems arise;
- i. Perform work to the best of their ability and make a personal commitment toward providing quality service;
- j. Present and discuss new ideas with their supervisor and take the initiative to get involved in the department's work in order to broaden their work experience;

- k. Give their supervisor notice before terminating the job;
- l. Report to work on time and adhere to their established work schedule;
- m. Contact their supervisor prior to the beginning of a shift if unable to report to work;
- n. Discuss needed changes in their work schedule with their supervisor keeping the department's needs in mind;
- o. Report their work hours accurately and submit their timesheets to their supervisor by due date each pay period.

What should student employees expect from you, their supervisor?

- a. Thorough job training regarding tasks and expectations with appropriate follow-up as necessary;
- b. An agreed upon work schedule that takes into consideration your academic schedule;
- c. Timesheets approved and submitted to Payroll on due date;
- d. Fair judgment of quality and quantity of student's work;
- e. Equal treatment of employees;
- f. To be an example of someone who follows a good work ethic;
- g. Routine feedback of a constructive nature.

Performance Evaluations

The primary purpose of a performance evaluation is to inform. It is a time when the student can receive formal feedback and be given the opportunity for improvement, as well as being a time for an honest exchange between supervisor and student employee. Students can be evaluated in various areas that may include quality and quantity of work, dependability, attitude, relationship skills and initiative. Department supervisors may develop their own evaluation tool, or they may contact Student Employment for assistance. A copy of the evaluation will be given to the student with the supervisor retaining the original, as well as any documentation or assessment.

In addition to, and before any formal evaluation is done, it is recommended that student employees receive routine, informal feedback and guidance regarding daily tasks, projects and assignments. In this way, a supervisor has the opportunity to provide information regarding expectations and job performance before any possible misunderstandings arise.

Student Employment Reference Policy

1. Any communication that comes to a department requesting confirmation of student employment should be directed to the Student Employment Office, ext. 6587.
2. If a student provides a supervisor with signed, dated written permission to release information regarding the student's duties, performance level and other qualitative information, the supervisor may do so. The original written permission should be kept on file with the department.

Employee Job Performance

Steps to Take to Address Unsatisfactory Job Performance

The University, at its discretion, may utilize progressive disciplinary procedures in circumstances determined appropriate. A student employee is expected to abide by all University rules, regulations and policies (please see Gonzaga University *Student Handbook*), and by his or her terms of employment in each department. If in doubt, students should be encouraged to ask for clarification. Supervisors are expected to offer sufficient instruction and appropriate coaching so their expectations are understood before taking any disciplinary action.

It is the policy of the University that supervisory efforts should be concentrated on preventing serious personnel problems rather than exercising the right to discipline or to summarily discharge an employee with just cause. A student employee whose job performance is unsatisfactory should, in private, be informed what specifically did not meet with the supervisor's expectations. The supervisor's expectations should be restated and sufficient follow-up done to ensure understanding. The supervisor should ensure and document this course of action taken for the student's improvement.

Corrective Action

When clarification of expectations and additional coaching does not produce the required improvement, formal Corrective Action is suggested before a student is terminated from his or her position. The degree of seriousness is what distinguishes this process from that of the above, along with a clear understanding that if the Corrective Action does not produce satisfactory improvement, the student employee will be terminated from his or her position. Any and all documentation on a student's job performance should be kept in the department's student file.

Grievance

Any grievance the student has associated with his or her job, evaluation, or termination from employment should first be discussed with his or her immediate supervisor, if at all possible. Supervisors should urge students to make contact with the Student Employment Office regarding any grievance or question they may have about their employment. Supervisors may refer students to the Student Employment Office at any time for follow-up.

Causes for Immediate Dismissal

There are, however, circumstances that warrant immediate termination. Some of the situations for immediate termination include:

- Breach of confidentiality;
- Repeated absence or absences without notification to the supervisor;
- Willful, deliberate, or negligent acts that cause serious disruption in the continuity, efficiency, or safety of the department;
- Falsification of timesheets, personnel records, or other University or Agency records.
- Drug or alcohol use on the job.

Termination (Complete Term PAR)

If a student is dismissed for any of the stated *Causes for Immediate Dismissal*, the Student Employment Manager should be informed, as well as the Student Development Office.

If all steps to counsel, retrain, coach, and support the student fail and the supervisor's recourse is to terminate a student employee, the supervisor must complete a Term PAR and send to Student Employment. The supervisor will keep all related correspondence in the student's file. The Student Employment Manager is available for consultation and guidance throughout these processes.

If the student wishes to discuss or dispute the basis for the termination decision, the supervisor should assist the student in making an appointment with the Student Employment Manager. Upon consultation with the Student Employment Manager, options will be discussed with the student, as well as other possible job opportunities.

Employee Resignation

If a student wishes to resign from his or her position, verbal or written notification should be given to the appropriate supervisor.

Once informed, the Supervisor should complete a Term PAR and submit to the Student Employment Office. The supervisor may wish to inquire of the student the reason for the resignation, even though a reason by the student is not required.

Steps to Take When a Student Leaves Your Employment

A student can work for a department for the academic year, leave for the summer and return the next academic year to work in the same job. Even though the student will be returning, taking the following steps is recommended.

When a student employee leaves their employment, supervisors are expected to do the following:

1. Submit a Term PAR to Student Employment.
 - a. If a student works to the end of the spring semester or the summer sessions no Term PAR is necessary, otherwise a Term PAR is done when the student leaves their employment.
2. Have students complete their timesheet for the final hours worked and submit for approval.
3. Have students return any office keys, uniforms or equipment given out for their use while they were working.
4. The IT Support Center will facilitate the termination of student employee access to their “ws” email address, as well as access to Banner. The department should contact IT at www.gonzaga.edu/techsupport to have this done. In this way, there is written documentation and tracking that IT can do. Having a “ws” email address enables students to have access to a department’s “O” or “Q” drive.
Upon termination, a student’s access to this information should be terminated. Students may have had both query and maintenance access to a Banner while working and this access should be terminated as well. Unauthorized access to Banner can compromise confidentiality and accuracy of data.

Student Supervision

Student working without direct supervision

It is the responsibility of each department to have a procedure that provides for the security of its staff and its student employees, as well as its department resources. When a student is working alone, the department’s procedure should address any safety concerns or monitoring needed while direct supervision is unavailable. It is the responsibility of the department to review this procedure with student employees prior to leaving students to work on their own.

Injuries and Accidents On-the-Job

Supervisor Procedures in the Event of Injury and/or Accident On-the-Job

Worker's Compensation Insurance for on-the-job injuries covers student employees. This insurance provides for the payment of medical expenses and time-lost compensation to an employee who suffers the effects of an injury or who incurs an occupational disease arising out of the course of employment.

The following steps are to be followed in the case of an accident or injury involving a student employee. Supervisors are asked to discuss this procedure with students on the first day of work:

1. The student must verbally inform the supervisor immediately after sustaining an injury while performing job duties. If the supervisor is unavailable, the student must inform a regular, full-time employee in the work area.
2. **If the injury is life threatening, immediate medical attention is the highest priority.** The Gonzaga employee to whom the accident or injury was reported will call 9-911 for emergency medical transport to the nearest hospital. Additionally, contact Campus Security at ext. 2222.
3. For a non-life-threatening accident or injury, the student may choose to visit Gonzaga's Health Center first for medical assessment or to visit a private physician.

If the student chooses to visit the Health Center, the Gonzaga employee to whom the accident or injury was reported will accompany the student.

- Health Center personnel suggest that the student or the supervisor call them prior to arrival at 509-313-4052.
 - If the student chooses to visit a private physician, the Gonzaga employee assisting will determine that the student has transportation for treatment.
 - ***The student employee maintains the right of choice of medical provider at all times.***
4. In either a life threatening or non-life threatening situation, Workers' Compensation Insurance covers the cost of medical attention. The hospital, clinic, or doctor's office will have the necessary forms to fill out. **THE STUDENT SHOULD TELL MEDICAL PERSONNEL THAT THIS IS A WORK-RELATED INJURY SO A WORKER'S COMPENSATION CLAIM CAN BE FILED.**
 5. The Supervisor must make a written report on all job-related accidents or injuries and send to Human Resources within 24 hours of the incident. The Supervisor's Accident Report must be filed with Human Resources to document the time, place, names of witnesses, and nature of the injury. The Accident Report Form can be accessed by going to www.gonzaga.edu/Safety, or by calling 509-313-5856.

6. If a student is seen by a doctor regarding a job-related accident, the Supervisor must see a doctor's Release to Return to Work **before** the student can return to work. Send the Release to Human Resources, and the supervisor will be contacted if there are any restrictions.

Center for Cura Personalis

Empowering students to be their best selves

The goal of the CCP is to find numerous ways to provide healthy living and prevention education so that students never find themselves in crisis, but if they do, we are here to help. Make this your first call if you sense a student is struggling, 509-313-2227.

Student employees are subject to follow all university policies and procedures found in Gonzaga's Policy & Procedure Manual, including, but not limited to, the following:

Background Checks

Policy to be found in the university's Policy and Procedure Manual.

Equal Employment Opportunity Employer

What do I do if the student does not feel fairly treated?

Gonzaga University is an equal opportunity, affirmative action employer. The University does not discriminate against any person on the basis of race, religion, sex, national origin, age, marital or veteran status, sexual orientation, a physical or mental impairment that substantially limits a major life activity, or any other non-merit factor in employment, educational programs, or activities that it operates.

All University policies, practices, and procedures are consistent with Gonzaga's Catholic, Jesuit identity and Mission Statement, and comply with federal and state regulations, including Sections 503 and 504 of the Rehabilitation Act of 1973. (Gonzaga University Personnel Policies)

Employee complaints under this policy must be directed to the Student Employment Manager, who will require involvement by the University's EEO/Compliance Officer. Supervisors must immediately contact the Student Employment Office if a complaint from a student employee should arise.

Drug-Free Work Place Policy

Employees are expected and required to report to work on time and in appropriate mental and physical condition for work. Each employee is responsible to help ensure a drug-free, healthful, safe, and secure work environment. The unlawful manufacture, distribution, display, possession, or use of alcohol or illegal drugs on University premises or while conducting University business off premises is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including termination, and may have legal consequences. Employees who use illegal drugs or abuse controlled substances or alcohol are encouraged to seek counseling from available resources. Supervisors who witness any illegal drug action committed by student employees should refer to the “Student Conduct and Disciplinary System” section of the *Student Handbook* for guidance, and advise the Student Employment Office and the Student Development Office of the incident.

University-Wide Harassment and Anti-Discrimination Policy

(For complete Policy Statement, please refer to the *GU Policies & Procedures* at www.gonzaga.edu/ppm.)

The Legal Responsibility of Faculty, Staff and Administrators

It is important for every member of the faculty, staff and administration to understand their legal responsibility as **mandatory reporters** of incidents of sexual harassment and assault. The Office of Civil Rights defines a “mandatory reporter” as “any person a student reasonably believes has the authority to carry a report forward” to the appropriate authority within the University.

Any questions about your legal responsibilities should be directed to

- Christine Purviance, Assistant Director Equity & Inclusion, 509-313-5858
- Stephanie Whale, Title IX Coordinator, 509-313-6910