



WAGNER COLLEGE

***Student Employment
Program***

Supervisor's Manual

Policies and procedures for supervisors of
student employees

INTRODUCTION

Wagner College's Student Employment Program (SEP), which is administered by the Office of Financial Aid (FA), is a vital and growing part of the campus community. The Program incorporates the Federal College Work-Study and Regular Payroll programs.

The SEP provides opportunities for eligible students to work and earn money to help finance their education. In addition, it is a preparation for the post-college working environment through the interview, hiring and training processes. Supervision, maintenance of responsibilities, performance evaluations, interaction with other campus employees and/or the public and the molding of good work habits will also impact upon this preparation. It is, therefore, important for supervisors to view the SEP as an opportunity for students to have a valuable educational experience.

An employee can only be as good as the supervision and training that is provided to him/her. Student employees are even further subjected to this since most have had minimal formal training that will prepare them for their future in the labor market. Supervising student employees can be difficult considering their varying schedules, course work and other responsibilities. It is especially important, considering these factors, that they have effective supervisors who have good work attitudes and habits.

A great supervisor must be prepared to meet all the difficulties of supervising employees. This includes dealing with labor laws, federal regulations and College policies. This can be a time-consuming and confusing task so this manual was created as a guide to the rules and regulations of the SEP. Hiring procedures, samples of forms and other topics will be covered.

The only assurance that the SEP can be successful is to make this a team effort on behalf of the students, supervisors and Program administrators. This manual, hopefully, will make this active partnership an easier undertaking.

Should you ever need clarification, additional information or simply want to make a suggestion, please the Office of Financial Aid at finaid@wagner.edu or 718.390.3183.

ELIGIBILITY

Eligibility for college employment is determined on an annual basis. This occurs when a student files his/her FAFSA and eligibility for College Work Study is determined. Students who are not CWS-eligible may be able to work under the College-funded Regular Payroll Program. Collectively, the two programs are known as the Student Employment Program (SEP). Continued eligibility is reviewed throughout the academic year to ensure students have not exceeded their allotted awards.

Eligibility criteria includes but is not limited to the following:

- matriculation at Wagner College
- satisfying Immigration and Naturalization Services regulations for employment in the United States
- completed documentation as required by the Office of Financial Aid (i.e.- verification documents, W-4, I-9)

Eligibility is determined by FA prior to a Job Referral Form (see appendix) being issued to the student. If a student comes to you without a Job Referral Form issued by FA, the student **must** be referred to FA for clearance. **Only after a Referral is issued may a student begin to work.**

FEDERAL COLLEGE WORK-STUDY ELIGIBILITY

Federal College Work-Study (FCWS) is a federally funded program that provides students with the opportunity to work on campus or off-campus for a private, not-for-profit organization that has an agreement with the College.

To work under FCWS, certain criteria must be met. The student must:

1. File a FAFSA and receive a Federal College Work-Study award from the Office of Financial Aid. (This award will be indicated on the student's Award Summary.)
2. Be enrolled in a degree-granting program.
3. Maintain satisfactory academic progress.
4. Be eligible to work in the United States.

A student's allotted FCWS award will be included on the Referral Form. The supervisor must remember to take the FCWS award into account when creating a schedule for the student.

Should a student exhaust their FCWS funds there is a possibility the student may be able to work under the Regular Payroll Program. This eligibility is contingent upon approval from FA and the hiring department's budget.

COLLEGE-FUNDED REGULAR PAYROLL PROGRAM ELIGIBILITY

Students who are ineligible for Federal College Work-Study may be able to work on-campus under the Regular Payroll Program. These students must follow the same policies and procedures as the CWS students.

EMPLOYMENT CONDITIONS AND LIMITATIONS

All student employees must have a signed Job Referral Form on file with the Office of Financial Aid prior to beginning work.

New Referral Forms must be on file for each academic year and summer terms. New forms need not be filed for the Spring semester if the student is working in the same position as in the prior Fall unless otherwise specified on the Referral.

All new employees must complete a Wagner College Confidentiality Agreement with their supervisor after signing the job referral. The supervisor will keep the agreement on file. If the student changes positions during their time at Wagner and works for a new supervisor, a new Confidentiality Agreement will need to be completed. Copies of the agreement are available on the Financial Aid website.

A student who leaves a job during the course of the academic year must complete a SEP Termination Form which can be found on the Office of Financial Aid website.

All student employees must be paid for any work performed. If an employee's eligibility is exhausted, the employee is **not permitted** to volunteer services as per the Fair Labor Standards Act of 1938.

Conditions specific to FCWS employment:

Federal College Work-Study employees may not fulfill job assignments that include:

- a profit-making activity
- solicitation or acceptance of fees, contributions or gifts
- construction, operation or maintenance of any part of a facility used for religious or sectarian worship
- promotion of a religion or religious belief
- lobbying on the federal level
- partisan or non-partisan political activities
- displacement (including replacement) of regular College employees

PROCEDURES FOR HIRING STUDENT EMPLOYEES

The following procedures have been set by the Office of Financial Aid in accordance with federal, state and College regulations. In order to ensure the success of the Student Employment Program, all steps must be adhered to.

PREPARATION

1. Departments with a student employment budget line are eligible to hire students. Consult with the person who controls your departmental budget to discuss how much student help you need and how much money is allocated to your department for the entire academic year including summer.
2. All departments must complete a Job Order Form for each separate job description that is to be filled. Job Order Forms may be completed at timesheets.wagner.edu/joborders.
3. After the Job Order is submitted, it will be sent to the Finance & Business Office for budget review. Upon budget approval by the Finance & Business, the available positions will be posted on the Job Database located on the Wagner website.

HIRING CYCLE

4. All students interested in Wagner College employment under the College Work-Study Program or the College-Funded Regular Payroll Program (jointly called the Student Employment Program) are to report to the Financial Aid **prior** to beginning work.
5. CWS-eligible students are to report during the first two weeks of classes and Regular Payroll students during the third week of classes. All students are to report to FA with two acceptable forms of identification. The acceptable types of I.D. can be found on the sample I-9 at the back of this manual. All identification must be in its original form. Photocopies or facsimiles will not be accepted.
6. Students will complete the W-4 and I-9 (with accompanying identification).
7. A Job Referral Form will be issued by FA upon clearance of the student. *(Please note: a student will not be cleared if the appropriate paperwork has not been completed or I.D. submitted.)*
 - a. *The Office of Financial Aid monitors Referrals as they are distributed to students and as they are returned. The number of Referrals distributed is limited to the number of positions approved by the Controller. Issuance of Referrals above that number will only occur if a student is not hired, terminated (via a Termination Form) or a request for an increase in positions is submitted in writing.*
8. Referral to an open position will occur. An open position constitutes one that has been registered with the Financial Aid through an approved Job Order Form.

9. Upon referral to a department, the student will visit the appropriate department's supervisor for an interview, if applicable.
 - a. If the student is hired, the supervisor will sign the Referral and return it to FA. Supervisors are to keep a copy of the Referral for reference. They must also keep the student's signed Confidentiality Agreement on file.
 - b. If the student is not hired, the supervisor is to direct the student back to FA for referral to another position. Supervisors must have legitimate reason for not hiring a student referred to them.
10. The Job Referral Form will be kept on file in FA. This is the only way FA has of knowing what positions are filled so postings may be taken down. In addition, this is the only way the student will be put on the payroll system.
12. Timesheets are available at timesheets.wagner.edu. They will not be open for students until their completed Referral is received by FA.

VACANCIES

Should a student voluntarily (graduation, withdrawal, resignation) or involuntarily leave a position, the department must notify Financial Aid in writing of what occurred. This will be kept in the student's employment file for future reference.

If a vacated position is to be re-posted, please notify FA immediately.

A position that is newly created due to departmental need must be registered with a Job Order Form. The procedures listed above will apply to that position as well as the others available for your department.

SUMMER/VACATION PERIOD JOBS

Departments should keep summer and other vacation periods in mind when planning their use of their student employment budget. New Job Orders are required for the summer session.

Both CWS and College-Funded Regular Payroll students may be eligible for hire during the summer and other vacation periods. A student must be registered for the following semester and CWS students must have filed the FAFSA. ***(Please remember that those individuals who withdrew or graduated are no longer students, therefore, are no longer eligible to work as a student employee.)*** Referrals are required for all summer and vacation period student employees. All timesheet and payroll policies remain in effect for these times. ***Students may work no more than 28 hours per week during the summer or vacation periods.***

Students are not as widely available during the vacation periods as they are during the regular academic year. Historically, there has been a shortage of students to work over these periods. As a result, students are permitted to fill more than one position providing he/she has enough money remaining in their allotment. Referrals are obtained for all positions and they should not work more than a combined total of 28 hours per week.

EMPLOYMENT BUDGETS

Each department is responsible for monitoring its student employment budget line. When a department is preparing to complete Job Orders requesting student help, the budget should be reviewed to ensure the number of students requested can be supported by the budget.

The following guidelines will help you determine the total number of hours per week you may employ students in your department. Please keep in mind that there are numerous ways in which you can calculate how many hours you are permitted to have covered per week and these are only a few of them.

To determine the number of hours you can employ students per semester:

1. Take the total budget and divide by the number of semesters you would like to employ students (fall, spring, summer). This is the dollar amount you may spend per semester.
2. Take this amount and divide by the students' pay rate. This will give you the number of hours you are allocated to have students for the entire semester.
3. Divide by the number of weeks in the semester and this will give you the number of hours per week you may have students employed in your department.

To determine your allocation for an entire year in hours:

1. Take the total budget and divide by the number of weeks that you want students employed by your department. (Remember to include summer if you anticipate having students employed over summer break.) This will give you the amount per week you may spend.
2. Divide this by the students' pay rate and you will get the total number of hours per week you may employ students.

Supervisors should closely monitor their expenditures in dollars and hours. In addition, department heads receive monthly budget updates that state how much the budgets are (student employment included), what has been spent to date and what is remaining in their budget line. SEP Supervisors should consult with their department heads each month to monitor the budget accurately.

Departments that go over-budget will not be permitted to employ students for the remainder of the fiscal year. Requests for student employment budget increases should be directed in writing to the department's respective Vice President.

PAYING YOUR STUDENT EMPLOYEES

Federal law requires that all employees file a W-4 and I-9 with their employer. In this case, the students will file the forms with FA and submit appropriate identification for review. Following this, the student will be "cleared" for referral to an open position providing all other criteria are met.

PAYRATE

Wagner College's pay week runs from Sunday through Saturday. Each student earns no less than the current New York State minimum wage. Specific positions may have pay rates higher than the minimum wage due to special requirements or skills of the employee.

Upon submission of the Job Order, the job description and requirements will be reviewed. The hiring department's recommended wage as is indicated on the Job Order, will be taken under advisement by the Controller.

Students are paid on an hourly basis. All student employees are required to file a timesheet in order to be paid for work rendered. Exceptions to this are rare.

HOURS

During the semester, students are limited to a maximum of 20 hours per week. This maximum is inclusive of all Wagner College positions that a student works. Many students work more than one position through the College whether they be on-campus or off-campus. ***Please note: Those students who are employed as Resident Assistants (RA) work 12 -14 hours per week for their RA position and, as a result, are limited to a maximum of 6 – 8 hours per week of employment in any other College position.***

Students may not be scheduled to work during class time. Should a student's class be cancelled, the student may work providing the class cancellation is documented with the supervisor.

All employees who work more than six (6) hours without taking a break are required, by New York State Labor Law, to take a half-hour unpaid meal break. ***All breaks are to be documented on the timesheet.*** If the student works in excess of six hours without a documented break, the supervisor will be notified that this is a violation of NYS law and should not be repeated.

During periods of non-enrollment (i.e.-winter and summer recesses), students may work a maximum of 28 hours per week.

Student employees are not paid for holidays unless he/she worked on that day. A student who works a holiday is paid the normal pay rate.

TIMESHEETS

Timesheets are completed each month at www.timesheets.wagner.edu. Each timesheet must be completed in full including the employee's signature and supervisor's signature indicating testimonial to the hours completed. It is the responsibility of the supervisor to ensure all information is complete before submission.

Timesheets are to be submitted to Payroll by the supervisor than 4 p.m. on the first working weekday of the month following the end of the pay period. Any timesheets submitted late will be processed with the payroll for the next pay period. Payroll advances will be permitted for emergency situations or situations deemed appropriate by Payroll.

PAYCHECKS

Paychecks are issued by Payroll on the tenth day of the month following the pay period unless the tenth falls on a weekend. If the tenth day of the month falls on a weekend, paychecks are issued on the Friday before the tenth.

Checks can be picked up at the Student Accounts/Cashier's window on the day of release. A student may also leave a self-addressed stamped envelope with the Cashier if he/she would like their check mailed.

MONITORING HOURS AND EARNINGS

It is the responsibility of the student employee and supervisor to monitor the student's earnings and assure the student does not go over the allotted award specified on the Referral Form. If students exceed their allotment, a strong possibility exists that the student may not continue working for that academic year. ***Do not permit students to continue working under the belief that the allotment will be increased.***

Students who have graduated or are not returning to Wagner the following semester are permitted to work only until the last day of the semester and not during the vacation weeks that follow. This occurs since the employee is no longer a student after that day and can no longer be paid under the student payroll whether it be CWS or Regular Payroll.

DISCIPLINARY PROCEDURES AND TERMINATION

A student's continued employment is contingent upon but not limited to satisfactory job performance which includes reporting to work promptly, completing all work assignments and exhibiting appropriate office behavior.

Unsatisfactory performance should be handled by the employing department and the student's immediate supervisor. Suggestions to cope with or correct the situation are to be given to the employee. If verbal warning of the situation does not alleviate the problem, written warning is suggested.

If written warning has little impact or the violation is severe and immediate action is necessary, the student should be dismissed from their position. A SEP Termination form must be completed and submitted to FA.

Reasons for dismissal may include, but are not limited to:

- Repeated tardiness
- Absenteeism
- Failure to fulfill job requirements
- Falsifying timesheets
- Use of College property for personal gain
- Being at work under the influence of alcohol or illegal substances

If a supervisor is unsure of how to handle a situation, consultation with other supervisors, FA and the Office of Human Resources is suggested. Any guidance possible will gladly be provided.

If a student is experiencing problems that deem worthy of disciplinary action, larger issues may exist. The Dean of College's Office should be notified of severe infractions for further disciplinary action or help for the student.

An employee who believes the termination was unfair should be referred immediately to FA for advisement.

SUPERVISOR'S RESPONSIBILITIES

In addition to assuring the hiring procedures are abided by, Student Employment Program Supervisors are responsible for a variety of things, which include but are not limited to:

- Submission of Job Order Forms for each academic year and each new job description during the year is necessary to comply with federal regulations. Job descriptions should be accurate to the position that will be filled. The supervisor must complete the Job Order and submit the Controller for budget approval.
- Interviewing/screening each job applicant.
- The guarantee students will be working in accordance with College policy and federal and state law is the responsibility of the supervisor. All students must have a Referral on file with FA to indicate the student is permitted to work for Wagner.
- Review of the Wagner College Confidentiality Agreement with all student employees. The signed Agreement should be maintained in your office for reference.
- Supervisors must obtain class schedules from all student employees working for your department. In addition, you need to be sure that your employees are not working while they are to be in class. If a class is cancelled and you allow a student to work, it should be documented on the timesheet.
- Training of student employees to successfully perform their job duties.
- Development of a good working relationship with all student assistants.
- Accuracy of timesheets is a responsibility of all supervisors. Be sure the student records hours worked correctly, the top of the timesheet is completed and both signatures are present prior to allowing the student to submit the timesheet. In addition, all student breaks must be documented.
- The supervisor must monitor students' hours. All students should receive a set work schedule in the beginning of each semester not to exceed 20 hours per week. These schedules should be in accordance with their class schedule and the student's employment allotment. *Do not assume that a student will be able to receive an additional allotment should he or she approach or exceed their original allotment.*
- The supervisors must review, approve and submit timesheets to Payroll.

- Maintenance of communication with the Program administrators is very important. Concerns, questions, problems should be addressed immediately since the Program may impact upon multiple department simultaneously.
- Possibly the most important task of a supervisor is supervision of the employees. Students are to be supervised just as any other employee would be. Employers should be monitoring work performance, punctuality, and work attitudes in addition to many other facets. Students should be trained properly on answering telephones, mailings, computer usage, and attention paid to the customer.
- Correction of inappropriate behavior must be done as soon as possible. Assistants should be given suggestions on how to remedy the behavior.
- Attempting to resolve problems pertaining to an employee's job performance or working relations. If termination is a result, the supervisor must provide reasonable explanation to the employee and FA.
- Completion of Student Employee Evaluations at the end of each semester. The evaluations aid in the supervisor/employee relationship as well as improving employee performance. In addition, evaluations may aid in future SEP Referrals.

SUPERVISOR'S CHECKLIST

Preliminary Stage

Did I...

- _____ obtain budget allocation for the department?
- _____ compute department need for student assistants?
- _____ complete the Job Order?
- _____ receive a response from the Finance & Business?

Hiring Stage

Did I...

- _____ interview those referred to me?
- _____ sign Referrals and keep a photocopy for all those hired?
- _____ have each hired student sign a copy of the Confidentiality agreement?

Post-Hiring Stage

Did I...

- _____ review the Wagner College Confidentiality Agreement with the employee?
- _____ discuss dress codes?
- _____ discuss office etiquette?
- _____ discuss department policies & procedures?
- _____ develop manageable work schedules?
- _____ verify and sign timesheets?
- _____ complete end of semester evaluations?

TIPS AND SUGGESTIONS

Below are a list of helpful tips and suggestions that supervisors have found to work in their departments. Use your fellow supervisors and the SEP Administrators as a tool for making your department's student employment run more efficiently.

DEPARTMENTAL POLICIES & PROCEDURES

Notify all student employees of your department's policies and procedures in relation to their jobs. Such topics would include timesheets, requesting days off, calling in sick, lateness, individual responsibilities, telephone and computer usage.

SCHEDULES & TIMESHEETS

Post schedules of all student employees in an accessible area for everyone's knowledge. This provides a way for students to find coverage for a day off or contact a fellow employee about a project. Include a calendar nearby so students can request days off, have knowledge of the supervisor's schedule, and view important events relating to the department.

GENERAL

- Be a leader! Be someone your students can look up to as a role model during their future work lives.
- Be firm, yet flexible. Remember that your employees are full-time students and their education comes first. In the same respect, remind the student who takes advantage that he/she committed to a work schedule and discuss alternatives.
- Treat students as unique individuals. Remember that each of your employees has their own unique abilities and interests. Allow the computer-literate person to do some computer work but don't ignore those who are eager to learn.
- Create a positive work environment. Make the work place fun and interesting while making it a valuable experience.
- Treat your employees as adults and remind them that they are being charged with adult responsibilities. Help them balance their classes, work and personal lives. Speak to them as adults and not as children. This will encourage the adult behavior and responsibility that is desired.
- Use positive reinforcement! Remember to thank your student employees for a job well done. Let them feel appreciated. Kind words will work much better than negative criticism. Show appreciation for their work as an individual and as a team. There is no need to wait for National Student Employment Week in order to do that.

STUDENT EMPLOYEE RIGHTS AND RESPONSIBILITIES

A student employee constitutes a student who has adhered to hiring policies and procedures set forth in this manual.

Some student employee responsibilities are, of course, department-specific. Overall, there are certain responsibilities all students must fulfill.

Student employee responsibilities include but are not limited to:

- returning the Referral to the Office of Financial Aid immediately after being hired
- completing the Wagner College Confidentiality agreement and reviewing it with their supervisor
- establishing a work schedule with the supervisor and maintaining it
- reporting to their assigned position according to the established work schedule
- reporting to work on time and informing the supervisor of a need to miss, report late or leave early from a scheduled work period. (Notification of these needs and reasons must be made as soon as the employee is aware of them so appropriate coverage can be obtained.)
- providing the supervisor with a class schedule each semester
- obtaining the appropriate approval on timesheets and submitting them by the deadline
- monitoring hours worked in comparison to the allotted work award
- learning and performing duties satisfactorily
- establishing a good working relationship with the supervisor and others
- informing the supervisor of plans to end employment other than the scheduled end date at the end of the semester. (Two weeks should provide ample time for the department to obtain a replacement)
- maintaining open communication with their supervisor in reference to their earnings and work awards
- dressing appropriately for the job
- positively representing the department and Wagner College to all members of the campus and public

Student Employee Rights include but are not limited to:

- being respected like an employee of the department
- receiving a manageable work schedule
- receiving sufficient training for the position
- being assigned work that meets the job description registered for which the student was hired

SEP TIMELINE

July

- June payroll out
- Job Orders are due from the hiring departments
- July timesheets due at the end of month

August

- July payroll out
- Supervisor's Meeting
- CWS clearance and referral begins (first 2 weeks of semester)
- August timesheets due at the end of month

September

- CWS clearance and referral continues (first 2 weeks of semester)
- August payroll out
- Regular Payroll clearance and referral begins (3rd week of semester)
- September timesheets due at the end of month

October

- September payroll out
- Supervisor's Meeting
- October timesheets due at the end of month

November

- Job Orders for new Spring positions
- October payroll out
- Student Evaluations
- November timesheets due at the end of month

December

- November payroll out
- December timesheets due at the end of month

January

- December payroll out
- Clearance and referral for new Spring positions or those switching positions
- January timesheets due at the end of month

February

- January payroll out
- February timesheets due at the end of month

March

- February payroll out
- Spring Break
- March timesheets due at the end of month

April

- March payroll out
- National Student Employment Week
- Summer Job Order Forms due
- Student Evaluations
- April timesheets due at the end of month

May

- April payroll out
- Commencement
- May timesheets due at the end of month

June

- May payroll out
- CWS ends for the academic year
- June timesheets due

IMPORTANT CAMPUS CONTACTS

Financial Aid

The Office of Financial Aid, located on the first floor of Cunard, is responsible for clearing students to work under the Student Employment Program and referring students to approved jobs. The Office ensures the SEP community complies with policies and regulations as mandated by the federal government, New York State and Wagner College. Contact the FA at (718) 390-3183.

Finance & Business

Located on the second floor of Cunard Hall, the Controller's Office is responsible for approving all Job Orders for budget approval.

Student Accounts/Cashier

Located on the first floor of Cunard Hall, the Student Accounts/Cashier representatives are responsible for distributing student paychecks. Should you not be on campus when checks are released you can leave a self-addressed-stamped envelope with the Cashier and they will gladly mail your check to you. If you have any questions, you may call them at (718) 390-3112.

Payroll

Payroll is located on the second floor of Cunard Hall. The office is responsible for entering student job assignments into the administrative database, processing timesheets, generating all paychecks and year-end W-2 forms. Payroll may be reached at 718.390.4154.

Department Supervisors

There are many SEP Department Supervisors throughout all areas of the Wagner College Campus. Supervisors are responsible for hiring, employee reviews, terminations and submission of timesheets to Payroll.

Human Resources

Human Resources is located on the second floor House 18 above Public Safety. HR provides guidance to employment law, procedures and employment issues. HR may be reached at (718)390.3187.