

THE STUDENT'S HANDBOOK

FOR A SUCCESSFUL STUDENT EMPLOYMENT EXPERIENCE

Each year there are some 1500 student positions administered by the Student Employment Office and students earn over \$4 million in wages. Likewise, the CSU student staff generates over \$4 million in valued services to the University. The Financial Aid Office administers the Student Employment Program, which is designed to assist matriculating students in financing their education, developing essential job skills, and enhancing their University experience and success at CSU.

This manual refers to those student employees who are paid hourly, and receive a check bi-weekly, using a student employment budget line, and observing the student employment guidelines. Graduate assistantships and tuition waivers are administered through the College of Graduate Studies. Other part-time, temporary University positions are administered through Human Resources.

This manual was created to provide general information on student employment at CSU and make the student employment process more efficient and effective. Student employees are responsible for understanding and abiding by both the general student employment regulations set forth in this manual, as well as the specific expectations and guidelines of the employing department.

FEDERAL WORK STUDY and NON WORK STUDY JOB CATEGORIES

What Is Federal Work-Study (FWS)? Federal Work-Study (FWS) is a federal financial aid program designed to help U.S. citizen/resident alien students meet educational expenses. Students earn this award by working in the student employment program. Only students who are citizens or resident aliens should apply for student positions requiring FWS.

What Is A Non-Work-Study Job (NWS)? All students are eligible to apply for jobs listed as Non-Work-Study.

STUDENT EMPLOYMENT BASICS

What Are The Basic Guidelines Of Student Employment?

- All student employment positions are posted by the Student Employment Office on the University's website under Employment.
- No student may work until all hiring paperwork has been accurately completed and forwarded to the Student Employment Office. The only exception is that students have up to 3 days to provide their original I-9 documents.
- All student employees must be paid following the University's bi-weekly pay periods.
- Students are eligible to work as student employees when they are enrolled for at least 6 credit hours in a degree-program at Cleveland State University during the regular academic semesters (fall and spring).
 - 1) A one-time exemption is allowed if less than 6 credit hours are needed to graduate and the student is taking the credit hours needed to complete the program of study. A memo (or email) of documentation from the student's academic office is required before this exemption can be awarded. Such a student must have met eligibility requirements during the preceding term.

- 2) Graduate students conducting thesis or dissertation research may be granted additional exemptions with permission of the academic department and the Student Employment Office on a case-by-case basis.
- Student workers must be offered at least a half-hour unpaid meal break after 6 hours of work. MyTime will automatically make this deduction for all students working more than 6 hours who do not clock in/out.
 - Student employees may not work more than 20 hours per week during regular academic terms. This includes a combination of all hours for all CSU positions.
 - Students generally may work up to 40 hours a week during breaks, if they did not violate the student employment regulations during the preceding semester, if they intend to return to CSU in the next term, and if they have their supervisor's approval.
 - Student employees may never work more than 40 hours in a week or 10 hours in a day.
 - Student employees may not work during their scheduled class times, including during finals week.
 - Newly-admitted students may begin work during the break before their first semester, including during the summer prior to their first fall semester of classes, if they have registered for at least 6 credit hours for the upcoming term. This does not apply to re-admitted students.
 - Graduating students must stop working on the last day of the term, unless they are accepted in an additional degree-seeking program for the upcoming academic term and are registered for at least 6 credit hours.
 - If a student is taking classes required to be accepted into a graduate degree-granting program, a written request for an exemption must be submitted by the student's academic advisor.
 - See the Summer Semester Guidelines for information about working during the summer.
 - It is the student's responsibility to understand and abide by the student employment regulations and the policies of the employing department.
 - Violation of the student employment guidelines may result in termination of the student job.

GETTING HIRED AND KEEPING MY JOB

All student employment positions are posted by the Student Employment Office at <http://www.csuohio.edu/enrollmentservices/financialaid/employment/oncampus.html>. Or go to Employment from the CSU homepage and find student employment on-campus positions.

Follow the instructions to apply to all positions for which you are qualified.

Check the website often, as job postings are updated frequently.

Acing The Interview

Bring your resume and be prepared to discuss how you can meet the department's need.

Supervisors usually address the following topics during an interview:

- responsibilities of the job,
- skills required to perform the job,
- start date and hours needed,
- pay rate for the job.

How Do I Complete The Hiring Process?

Before a job is offered a student who has not worked on campus, the student will be asked to complete the Homeland Security Form (DMA form).

You will also be asked to complete the following forms found on in the forms:

- Federal Tax Form (W4);
- State Tax Form;
- I-9 Form, with copy of Section 2 documents;
- Payroll Direct Deposit Form or Payroll Card Form;
- OPERS Exempt **OR** OPERS Enrollment – student must be present both but choose one
- Employment in a Job Not Covered by Social Security (SSA form);
- Invitation to Self-Identify - this is provided to every new hire. If completed, it should be done privately and forwarded to the Affirmative Action Office;
- Confidentiality Form - retained by the employing department; do not send to Student Employment.

These forms are available on the student employment website. All, except the I-9 form, may be completed ahead of time.

You may begin working **after** all paperwork has been accurately and completely filled in and forwarded to the Student Employment Office.

The first days on the job

- Always say good morning and good night.
- Be on time and accurately punch in/out using the myTime system. You may need to keep a paper record of your time until your job is active in the myTime system.
- Understand the job expectations.
- Ask questions for clarity.
- Establish a work schedule and stick to it.
- Dress and conduct yourself appropriately.
- Double check your work.
- Ask for work, when you are idle.
- Keep your work area neat and return supplies to their rightful place.

Student employees are responsible to:

- Adhere to all Student Employment guidelines.
- Notify their supervisor immediately, when enrollment drops below 6 credit hours.
- Accurately maintain time worked using the myTime electronic time reporting system.
- Take the job seriously and perform at the highest level of their ability.
- Treat their supervisor and fellow employees with respect.
- Limit personal conversations and phone calls.
- Do homework, studying, or any other non-work or personal activities on their own time.
- Notify their supervisor before leaving the work area.
- Not eat or drink beverages in work areas, unless permitted by their supervisor.
- Use computers, copiers, and other office equipment and supplies for work assignments only and not for personal use.
- Provide own reliable childcare and transportation.

SUGGESTIONS FOR INTERNATIONAL STUDENTS

International students should confirm permission to work through the Center for International Services and Programs.

216-687-3910
intadvisor@csuohio.edu

Most of the student employment regulations are the same for national and international

students. However, there are some differences:

Applying For A Social Security Number (SSN) -

After having been extended a job offer, pick up a Social Security Letter from the Center for International Services. Take the letter back to the employing department for completion. Return to the Center for International Services for their original signature. Then take the original letter with you to apply for your Social Security Number. You will also want to bring your Passport with I-94 and your I-20. The closest office to apply is at the Federal Building, located at 1240 East Ninth Street in downtown Cleveland. Ask the social security administrator for a letter stating that you have applied. Keep a copy of the letter and give the original to your employer. You may not begin working without this letter.

To Complete the I-9 Form –

The I-9 must be completed on the first day of work, although the employee has up to 3 days to provide the needed documents. Please refer to the I-9 form for a complete list of acceptable documents but the most commonly used by international students is their Passport. Other supporting documents which may be needed are I-20, I-94, and Social Security number OR a copy of the letter from the Social Security Administration stating that you have applied for the card.

To Complete Payroll Tax Forms –

Call Karen Ellis in the Payroll Office, at 687-2126, to make an appointment to complete your payroll tax forms. You will need to bring your passport and Social Security Card. The Payroll Office is located in the Parker Hannifin Administration Center.

Under Enrollment -

A form completed by the academic advisor authorizing in the under enrollment, is provided by and turned into the International Office. A copy of this form or other documentation signed by the academic advisor is also needed by the student employment office.

Extending Stay -

To extend the stay or period of study at CSU, international students must complete a new I-20. International student employees must also complete a new I-9. Failure to do so will result in the student position being terminated at the end of the original stay date.

TIMEKEEPING AND COMPENSATION

About Time and Payroll Records

- The student and supervisor should generally be able to see the job record in myTime 24 hours after the job is entered into PeopleSoft.
- All student jobs are identified by the job title, which is noted on the SEF. If you have more than one job, be sure you can clearly identify each specific job.
- A paper record of the time worked should be maintained until myTime is activated. If you cannot see the job in myTime.
- Student workers are paid only for time worked. Holidays, snow days, sick days, and breaks do not count as hours worked and are not compensated to student employees. Students should clock out for all breaks.
- Student workers must be offered at least a half-hour unpaid meal break after 6 hours of work. MyTime will automatically make this deduction for all students working more than 6 hours.
- At the end of the bi-weekly pay period, supervisors verify the hours worked and submit the time to the Payroll Office, which will authorize payment. For actual payment dates

- refer to the Pay Dates Calendar in the forms section.
- Compensation will be deposited to the student's bank account or payroll card on the morning of the pay date.
 - Student employees can view an electronic pay stub on the HR website under employee self service, myProfile.

Taxes Withheld From Student Earnings

Both state and federal taxes are withheld from the earnings of citizens. International tax treaties will determine the taxes withheld from the pay of international students. During the academic year, students who are enrolled for six or more credits and who are working on campus are exempt from Medicare. Students may also elect to be exempt from withholding of OPERS.

Even if students have applied to be exempt from OPERS, OPERS will be taken from their check any time they are under enrolled; i.e., during summer. For information on obtaining a refund of the OPERS deduction, students may contact the Payroll Office (687-3611) after the **end** of the semester.

STUDENT EMPLOYMENT AND A LIFETIME OF CAREER SUCCESS

How Does On-Campus Employment Benefit Me?

Research shows that students who work on-campus:

- enjoy greater academic success,
- are more connected to the University,
- develop relationships with members of the University community who can help them deal with a variety of questions and concerns,
- have employers who support their educational endeavors and coordinate work schedules with academic schedules.

Every student position can be beneficial even if it is not significantly related to a field of study. Student positions help our students gain a better understanding of the dynamics of the working world and help students develop many of these essential job skills:

- computer skills
- communication skills
- customer service skills
- writing skills
- interpersonal skills;
- professional maturity.
- problem solving skills
- decision making skills
- team member skills
- customer service skills
- personal responsibility

THINGS TO KNOW FOR JOB SUCCESS

Each student employee should be oriented to their specific position and the overall department, including job functions, departmental policies, their work schedule, and expectations.

As a new student worker at CSU, please also be aware of the following important issues:

Student Conduct Code

All students and student supervisors should be familiar with and abide by the University's Student Conduct Code.

Confidentiality

Each student worker should be reminded about the importance of confidentiality and is required to complete the confidentiality statement on the SEF or a form that is provided in the forms section. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination.

The Family Educational Rights and Privacy Act (FERPA)

FERPA is a federal law that guarantees the confidentiality of student records. Student Employees must not, under any circumstances, release student information to anyone (including parents and employers), unless they have been instructed to do so by their supervisor. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination.

Discrimination

As a member of the Student Employment Program, it is essential that you respect the diversity that every individual brings to the University. Cleveland State University is committed to the principle of equal opportunity in employment and education. No person at the University will be denied opportunity for employment or education or be subject to discrimination in any project, program, or activity because of race, color, religion, national origin, sex, age, sexual orientation, handicap or disability, disabled veteran, Vietnam era veteran or protected veteran status. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination. Any student employee who believes he/she has been subjected to discrimination may contact the Affirmative Action Office at 216/687-2223.

Sexual Harassment Policy

As a member of the Student Employment Program, it is essential that students understand this sensitive issue. Sexual harassment is a form of discrimination. It is the policy of Cleveland State University that no member of the University community shall engage in sexual harassment. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination. Any student employee who believes he/she has been subjected to discrimination may contact the Affirmative Action Office at 216/687-2223.

Providing A Safe and Healthy Workplace

Cleveland State University is dedicated to providing a safe and healthy workplace for its employees. Therefore, CSU recognizes that one of the most important obligations to its employees is to maintain a completely alcohol-free and drug-free workplace. Illegal use or influence of drugs/alcohol is prohibited on Cleveland State University property. The unlawful manufacturing, distribution, dispensation, possession or use of controlled substances is strictly prohibited. Any student employee who violates any portion of this policy will be subject to disciplinary action, including termination.

Work Schedules

Students should establish a work schedule with their supervisor that does not interfere with their classes and one to which they can commit.

Meal breaks

Student workers must be offered at least a half-hour unpaid meal break after 6 hours of work. MyTime will automatically make this deduction for all students working more than 6 hours who do not clock in/out.

Comfort breaks

Most students work in areas where they are free to use restroom facilities at their

convenience. In situations where students aren't free to take periodic comfort breaks without some work coverage being provided, your supervisor will arrange such reasonable coverage. However, student workers only get paid for time worked. If actual breaks are taken (coffee breaks, smoking breaks) those need to be unpaid time and the student must clock out.

Phone Usage

Telephone training should be provided to include the proper way to answer the telephone, placing a caller on hold, transferring a call, and taking a message. If you have questions, ask a co-worker or contact the Telecommunications Department.

Students should limit use of the University phone for personal calls and may not make long-distance personal calls from work. Students should limit use of their cell phone during work hours to only urgent issues.

Earphones and Personal Electronics

Use of earphones and personal electronics is discouraged in the workplace. They minimize personal interaction with others, can be a safety hazard, and are generally unprofessional.

Dealing With Difficult Situations

Until you are well trained, you may want to simply over difficult situations a more experienced co-worker for handling and/or ask for input from superiors or an experienced co-worker. Observe how others handle difficult situations.

Departmental Dress Code and Personal Hygiene

Since the University does not have a uniform dress code, it is up to individual departments to communicate what constitutes appropriate dress. Business casual dress is generally appropriate for most departments on most days, although certain activities may warrant something more formal or more casual.

Although we understand that our students may not have funds to purchase new clothes to wear to work, modest, clean, pressed, and appropriate dress is expected.

The following should be used as a general guide.

Generally Appropriate Business Casual Dress:

Open collar shirts, polo or golf shirts, dress slacks, trousers, casual pants (e.g. Dockers), casual skirts, casual blouses, sweaters, loafers, and other nice casual wear.

Generally Inappropriate Office Wear:

T-shirts, torn blue jeans, sweatshirts, shorts, or other recreational clothing. Torn clothing, tight fitting, low-cut, sleeveless tops; clothing with drug, violence, or other distracting messages; outside jackets.

Headwear (hats, caps, visors, sweatbands, or bandanas), except for religious head coverings.

Sockless footwear, including flip-flops, is not appropriate office attire. Cleavage and underwear should never be visible in the workplace.

Personal Hygiene

Some students, due to religious or cultural reasons, may not use personal deodorants. While we do not want to ask anyone to do anything that

compromises religious or cultural practices, consideration to our co-workers and customers is essential. This may include washing and changing a shirt/blouse more than once a day.

How Can I Develop Degree-Related Work Experiences?

A simple conversation with your supervisor about your career goals may lead to ideas about projects and skills that would benefit your career development and help the department achieve its goals, too.

Cooperative Education facilitates paid, degree-related work experiences which are reflected on the student's transcripts. If you are interested in having your student position meet co-op criteria, please contact the Career Services Center at extension 2233.

Internships are defined as degree-related work experiences, for which academic credit is awarded. If you are interested in having your student position meet internship criteria, please contact the Chair or Dean's office in the appropriate College.

How Will the Student Employment Know-How Program Help Me Succeed?

The Student Employment office would like to ensure that student employees have the confidence that their campus work experience has been a significant learning experience and has enhanced their professional skills.

To affirm the development of essential job skills from the on-campus employment experience, it is important that each student employee take a few moments to look back and consider the progress made. The CSU Student Employment KNOW-HOW Program is designed to facilitate this reflection.

Additional Know-How information is available in the forms section of this website and the application forms are sent to student workers at the electronically at the end of each term of employment.

How Will My Work Be Evaluated?

Supervisors are encouraged to complete a written evaluation of the student's performance. Student workers should be evaluated:

- within 30 days of hire,
- at the time of any pay increases and/or promotions,
- at the end of each semester,
- at the time the position is terminated.

We also ask that all student employees complete an assessment of their work experience. These are provided electronically prior to the end of the spring semester.

ON-THE-JOB ISSUES AND CONCERNS

What If Problems Arise?

Evaluating your own performance is a way of identifying problem areas and strengths before they become critical. When you have a concern:

- Identify the problem.
- Ask for input/clarification from your supervisor.
- Ask yourself there are roadblocks preventing you from achieving the expectation; do you lack certain technical skills, time, or other tools/skills to be successful?

What About Terminating Student Positions?

When a supervisor terminates a position:

Student employment positions are considered at-will employment. This means you can

leave a job at will and that your supervisor can terminate the position at will. However, most student positions are terminated for:

- poor performance or violation of student employment regulations;
- graduation or academic dismissal;
- budgetary reasons.

If a supervisor is not satisfied with a student worker's performance, the supervisor is encouraged to discuss the concerns with the student and to specify a period of time in which the student is expected to improve.

When a student terminates a position:

If a student terminates his/her employment, we encourage him/her to give the common two weeks notice when possible.

When the Student Employment Office terminates a position:

As representatives of the University, the Student Employment Office will terminate student positions under certain circumstances. The following list includes most, but may not include all, circumstances under which the Student Employment Office will terminate a student position:

- the student or employer fails to provide required employment documentation*;
- the student drops to zero credit hours during a normal academic term (including summer semester, unless summer is considered a break period for the student)*;
- a student drops below six credit hours for the current or upcoming term and fails to meet the exemption criteria for under-enrollment*;
- a student violates the work hour rule and exceeds working 20 hours during semesters or 40 hours during breaks;
- there has been no compensation paid to the student employee for three or more pay periods;
- the student graduates;
- the student is academically dismissed;
- the student's visa/I-9 expires;
- the student is dismissed for non-payment of tuition;

SUMMER EMPLOYMENT GUIDELINES

Students in good standing, who completed at least 6 credit hours in spring term and who intend to return in the fall for at least 6 credit hours, may work up to 40 hours a week during the summer term with or without taking any classes.

Student employees who **did not** complete at least 6 credit hours in the spring term may not work after the last day of spring classes, unless enrolled in 6 credit hours during summer term. These students may work up to 20 hours a week during the full summer term.

There is no summer federal work study. All of our allocation is earned during the fall/spring terms.

Even if students have applied to be exempt from OPERS, OPERS will be deducted from the paycheck any time you are enrolled for less than 6 credit hours. For information on obtaining a refund of the OPERS deduction, students may contact the Payroll Office (687-3611) at the **end** of the summer break.

MISCELLANEOUS FAQ

Can Family Members Be Employed As Student Workers?

Cleveland State University imposes no restriction on the simultaneous employment of members of the same immediate family. However, we strongly discourage employing a child in the same department as a parent or other family member, and CSU employees cannot supervise the work of a member of their own family.

May A Student Have More Than One Student Position?

Yes, a student may have more than one student position. Students who work two or more jobs should notify each of their supervisors, and students must take responsibility to ensure that they do not work more than 20 hours per week during academic terms.

What About Employing Graduate Students?

Like all students, graduate students may not work more than 20 hours per week during regular academic terms. This includes a combination of hours for all CSU student positions. Students must take responsibility to ensure that they do not violate the work hour student employment rule. Graduate students with a graduate assistantship can work during breaks only after their department processes an hourly student job.

What About Employing Consortium Students?

The University's policy regarding consortium students working on campus is that the student must be enrolled at CSU for at least six credit hours during normal academic terms. Consortium students may work during breaks between semesters if they have registered for at least 6 credit hours at CSU for the upcoming term.

What About Employing PSEOP Students?

The Post-Secondary Enrollment Options Program (PSEOP) is a state-funded program that offers high school juniors and seniors the opportunity to earn college credit. Because of the increasing popularity of this program, the concern over hiring minors has come into question. Student Employment Program, if they are at least 16 and are enrolled for at least six credit hours. Since they have not yet graduated from high school, these students will need to provide a work permit from their high school.

What Happens If Student Employment Regulations are Violated by the Student?

Student employment offers certain tax advantages to the students and to the University. Violations of the student employment regulations are considered to be very serious.

Students who violate the student employment regulations may be terminated, lose their tax advantage of being exempt from OPERS deduction, and will not be permitted to participate in the Student Employment Program during the next break period, which may include the entire summer semester (unless the student is enrolled). Final decisions may be based on additional guidelines and a determination by the Student Employment Manager.

Need More Help?

Feel free to contact the Student Employment Office to ask for guidance or to offer suggestions on how we may better serve you.

Student Employment Office
Located in the Career Services Center
Rhodes West 280
(216) 687-5577
studentemploy@csuohio.edu

Cleveland State University's policies provide for equal opportunity and affirmative action in employment and admission to all programs of the University.

