

COLUMBUS STATE

CAREER SERVICES

The Hiring Manager's Guide to Student Employment

Office of Career Services
Student Employment

Nestor Hall 113
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Welcome to the Hiring Manager's Guide to Student Employment!

Student employment is a vital component of both the student experience and the college's overall staffing model. It is an opportunity that all college departments are encouraged to take advantage of. As a department, student employment offers a flexible and affordable option to help you meet the needs of the campus and community. With nearly 25,000 students at Columbus State, you can find a great match for your department.

The Hiring Manager's Guide will provide you with a framework for the training and daily supervision of student employees, as well as related policies and procedures. For specifics on requesting and posting positions, see the [Cornerstone Guide for Student Employment Hiring Managers](#).

If you have any questions, feel free to call or stop by Nestor Hall 113 for assistance.

Thank you!

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Definition of a Student Employee

Columbus State defines a student employee as a part-time employee whose eligibility for employment occurs while pursuing a degree or certificate at Columbus State Community College. Student employees are considered at-will, non-benefits eligible, and temporary. Their eligibility corresponds with the academic year and their continued ability to meet student employment enrollment requirements. Three or more credit hours of enrollment at Columbus State are required to meet the base eligibility criteria for student employment. Student employees hired through Federal Work Study require six or more financial aid-eligible credit hours. Students must also be at least 18 years of age or have a high school diploma or certificate of attendance (or equivalent) and be exempt from Ohio Revised Code [Chapter 4109](#). Students enrolled as Transient, College Credit Plus, or Undecided are not considered eligible.

Student employees are excluded from policy and procedure numbers, including but not limited to: 3-08 (fringe benefits); 3-09 (employee privileges); 3-31 (employee problem solving); 3-32 (disciplinary action); and from board approved action, unless specifically referenced. One exception, however, is that student employees are eligible to participate in the School Employees Retirement System (SERS) of Ohio while employed by the college and receive the full institutional contribution.

Student Employment Classifications and Pay Rates

Student employment at Columbus State is composed of two main classifications:

College Work Study (CO-WS) – Commonly known as your “regular” student employee. The student must be enrolled at Columbus State in **three** or more credit hours while pursuing a degree or certificate. CO-WS positions and subsequent wages are funded through the hiring department.

Pros:

Open to nearly all students of Columbus State
Allows greatest opportunity for finding the right student for the position
Lower turn over with only 3 credit hours of enrollment required

Cons:

Some departments may have limited budget options available to hire student employees

Federal Work Study (FWS) – The student must be enrolled at Columbus State in **six** or more financial aid-eligible credit hours at all times while pursuing a degree or certificate. FWS positions and subsequent wages are funded through the individual student’s FWS award, as a part of their financial aid award. A limited number of students at Columbus State are awarded FWS each year.

Pros:

No budget cost to department – student is earning Federal Work Study award through FA

Cons:

The available funding for Federal Work Study is small and can be outpaced by campus demand
Departments may be overlooking more qualified students well worth the payroll expense
Federal Work Study comes with more strings attached from the Dept. of Education than CWS

Student Employment Pay Rates

College or Federal Work Study II – \$8.30 per hour *(as of January 1, 2018)*

- Entry level positions, with previous training and experience minimally required, preferred, or not required.
- Work is performed under close or general supervision. Duties are routine, or varied and may require some independent judgment.
- Decision making may be required in the minor revision of standard methods.

College or Federal Work Study III – \$10.20 per hour *(as of August 16, 2018)*

- Previous training and experience required or highly preferred.
- Work is performed under general or limited supervision. Duties are varied and often require independent judgment.
- Decision making may often be required in the revision of standard methods.
- Professionalism, communication, good judgement, or specific technical/mechanical skills essential to role.
- May assist in training or leading work of Work Study II positions.

The Job Description & Plan for Supervision

Job Description

Writing an effective job description is vital to attracting the right student applicants and making clear your expectations for the position from the outset. The listed duties and necessary skills also help to inform the appropriate pay rate for the position. Drafting a job description should be your first priority.

Here are some important questions to answer as you draft a job description:

- What are your departmental goals for hiring a student employee?
- What is a representative, functional job title for the position?
- What schedule do you need – mornings, afternoons, flexible, 10 hrs, 20 hrs, etc.?
- How many students are you hoping to recruit and hire?
- What are the core duties and tasks of the position (describe in detail)?
- How will the student interact with other staff?
- What qualifications or existing skills do you need?
- Do you have any screening questions or special instructions for applicants?
- What makes this job educationally meaningful for a student? Student employment should be beneficial to your department AND the student's career and educational development throughout the academic year.

Plan for Supervision

Departments must have a designated full-time faculty or staff member to provide daily, functional supervision to student employees. A Chair or Director might be the one to officially hire the student employee, but often times it is the Office Associate, Coordinator, etc. who provides the day to day supervision. A student employee will require more direct supervision and attention than most employees, so a dedicated faculty or staff member is needed to ensure your department has a good experience with student employees.

Here are some of the daily supervision elements that should be considered:

- Training and orientation
- Day to day supervision and work distribution
- Handling requests for project assistance from other faculty or staff
- Managing student work schedules and requests for time off
- Reviewing and approving WebTime submissions for student payroll
- Addressing performance issues or behavioral problems
- Operating in a coaching and mentoring capacity to the students as they learn the expectations and work ethic needed for a professional work environment
- Providing impromptu as well as scheduled feedback
- Conducting evaluations and reviews at the conclusion of each academic term

Student Employee Orientation and Training

Providing newly hired student employees with a proper orientation is an important step in the supervisory process. Beyond informing the student of your department procedures and job duties, the orientation process is your opportunity as a supervisor to set clear expectations for the position. The more structure and guidance you can provide a student employee as their supervisor, the better.

Student Employment does provide students with an overview of core expectations for student employees at Columbus State, but the responsibility for setting department standards and training protocol is that of the hiring department.

Here are the basic expectations shared with students followed by suggested topics for a new student employee orientation.

Core Student Expectations

- Fulfill the duties and responsibilities of the job description
- Maintain professional behavior and representation of the College
- Maintain appropriate confidentiality and avoid conflict of interests
- Work a consistent, reliable schedule
- Dress in a manner appropriate for the work environment
- Comply with department rules and policies
- Comply with all aspects of the Student Code of Conduct
- Must not schedule work hours over class time

Core Supervisor Expectations

- Provide a clear explanation of job duties and expectations
- Provide necessary training and orientation
- Serve as a role model for professional behavior
- Recognize and support the success of student employees
- Follow applicable college policies related to Student Employment

Sample Activities for Orientation (see “Student Employment Onboarding Checklist” in Cornerstone’s Help Resources Center for additional information)

- Closely review job duties with student explaining in detail the importance of each duty and the standards of quality and approved processes for each
- Introduce the student to department faculty and staff as a new member of your team
- Provide a clear overview of department procedures and your specific expectations (e.g. expectations for handling breaks, work absence, late arrivals, requests for time off, appropriate attire/dress, attitude, customer service, etc.)
- Establish a training schedule for the student to ensure they become proficient at their required duties
- Pair the student up with an existing employee for job shadowing
- Lay out a timeline for feedback and evaluations

Student Employment Schedule Standards

- Students can work a maximum of **20** hours per week during the academic term
- Students can work a maximum of **30** hours per week during an academic break
- Students can work a maximum of **8** hours per day (taking appropriate breaks)
- Students are not to be scheduled to work during scheduled class times
- Students are not allowed to “volunteer” in the capacity that they would be paid
- Supervisors are encouraged to take peak academic periods (i.e. mid-terms, finals, etc.) into consideration when scheduling student work hours

Academic Calendar Overview

	Start	End	Hiring Notes
Autumn 2018	August 27, 2018	December 15, 2018	New hires may begin August 16
<i>Break</i>	<i>December 16, 2018</i>	<i>January 12, 2019</i>	
Spring 2019	January 14, 2019	May 11, 2019	New hires may begin January 1
<i>Spring Break</i>	<i>March 10, 2019</i>	<i>March 16, 2019</i>	
<i>SE Week</i>	<i>April 15, 2019</i>	<i>April 19, 2019</i>	
<i>Break</i>	<i>May 12, 2019</i>	<i>May 25, 2019</i>	
Summer 2019	May 27, 2019	August 10, 2019	New hires may begin May 16
<i>Break of Employment</i>	<i>August 11, 2019</i>	<i>August 15, 2019</i>	Break between academic & FA years – no student employees may work <i>(authorization for CO-WS only may be provided on individual basis)</i>
Autumn 2019	August 26, 2019	December 14, 2019	New hires may begin August 16

For students graduating/transferring/otherwise not returning after a semester, their last eligible day of employment is the last day of that term.

Please note, for FWS classified students employees, Standards of Academic Progress reports are run at the end of each term by Financial Aid. Students must be meeting SAP standards to remain eligible for FWS employment.

Meal and Break Policy

Neither federal nor state law stipulates paid and unpaid breaks for non-minors, and Columbus State’s policy 3-24 Work Schedule states only that, “All employees must comply with the work schedule established in their respective areas.” In the spirit of best practices, we do recommend departments formulate an internal meal and break policy so that it is clear to your employees when and under what conditions they may take breaks and how to request a break if needed.

Short break periods, such as taking a 15 minute break or restroom break, are typically compensated as work time. A bona fide “meal break” period, typically lasting 30 minutes or more, need not be compensated as long as the break is completely void of work duties.

Fair Labor Standards Act Considerations

It is important to remember as a supervisor that student employees are in fact *employees!* This means that the employment conditions, policies, and procedures we execute are subject to review by state and Federal government. We must comply with the rules and regulations of the Department of Labor and the Fair Labor Standards Act (FLSA).

The majority of such rules and regulations are inherent in Columbus State's standard practices (e.g. we recognize and pay a legal minimum wage). There are, however, questions that arise periodically about compensation for training and what constitutes true work time. For a full online reference to the FLSA, click [here](#).

Compensation for Training

Any training that is mandatory and related to the student's job **must** be paid as work time at his/her listed pay rate through the regular payroll procedures.

** Please note that this rule also applies to "voluntary" training where the student has been given the impression that non-attendance will negatively impact his/her status as an employee or create a disadvantage as an employee.

Periodically, the Student Employment office will offer professional development training sessions specifically marketed to current student employees. Although these training sessions are voluntary, departments are highly encouraged to consider compensating students for attending these sessions as official work time. The topics covered focus on skills and behaviors beneficial to the work environment (i.e. conflict resolution, providing excellent customer service), and it is reasonable to consider these sessions as onsite professional development opportunities.

Down Time and Compensation under "Engaged to Wait"

It is common that student employees will experience slow working conditions in which no direct work is being performed. For example, a student office assistant may be stationed at the front desk and experience gaps between assisting visitors to the office. With nothing left to do in the office, the student studies during these lapses in visitor traffic. Another example, a student tutor arrives at her scheduled time and waits 20 minutes for a late running student appointment to appear. In both situations, the student employee **must** be paid for all of this time. According to the FLSA, the student is "engaged to wait" at the direction of the employer, so they are in fact *working* as they wait to provide the service.

Payroll Processing

Student employees are paid on the standard payroll cycle using WebTime Entry.

A paper time card may be needed for the student's first pay period. On average, one to two weeks may pass before Student Employment, HR, Payroll and IT have completed all necessary steps to process the student's new hire information.

Paper time cards can be acquired from Student Employment. Federal Work Study time cards are green and have a pre-filled account number. College Work Study time cards are yellow and the department GL code must be added in.

Employee Email and Network Access

Student Employees do not receive an employee email account or access to any shared drives within the hiring department as a general practice. Student employees retain their Columbus State student email account when hired and may access any office computer using the student's regular login information.

The college only issues an employee Outlook365 email account to student employees in cases of critical need. If your department has such a need, contact Student Employment. Please be aware that only one email account can be designated as Primary, therefore all College communication is sent to the employee account, including notifications from Blackboard, with the student still having access to the student account. Student employees that receive an employee email account should set up a rule to forward all incoming emails to their student email account, so that when their employee account is closed they will still have access to any needed emails/information.

Tracking Your FWS Student's Earning Limit

Each Federal Work Study student has a maximum amount of funding they can earn during the year. *These positions are not designed to pay a student to work 20 hours per week, every week for the entire year.* On average, students are awarded \$3,000 for the core academic year (Autumn and Spring). At the \$8.30/hour pay rate, this award equates to 361 hours of eligible work for two semesters.

Student Employment provides supervisors and students with an update of remaining hours after each pay period is processed. Keep in mind that these reports, like our paychecks, are typically a few weeks behind real-time figures. Students should be tracking their hours remaining as they are submitted, to ensure they have an up-to-date figure, and verify their number against email updates provided.

When a student runs out of hours, departments have two options: remove the student as an employee or switch the student to a department funded budget as a College Work Study student. To switch a FWS student employee to College Work Study, complete a [Designation Change Form](#). As noted on the form, please pick an effective date that begins a pay period.

Holding Multiple Positions

The intent and purpose of student employment at Columbus State is that students maintain only one position so that opportunities are open to as many students as possible and that hired students get the fullest learning experience. However, we recognize that not all positions can consistently provide a full schedule. A limited number of positions have been designated as “Secondary Position” eligible. The list will be reviewed on an annual basis.

Only designated positions can be paired together, allowing the student to hold two positions. For example, students will not be able to hold two positions where one job is on the list and one is not. Students may also not hold two Federal Work Study classified positions at the same time.

Secondary Position Eligible Jobs:

• Cougar Crew (CASE) AU/SP Only	• SI Leader (SASS)
• Fantastic Fridays Asst. (Bio/Phys Sciences)	• Social Media Reporter (M& C)
• Peer Mentor (Trio/SSS)	• Student Ambassador (SEAL)
• Peer Tutor (SASS)	• Student Lab/Office Asst. (Modern Languages)

Students may hold up to two positions from the above list at the same time. As a supervisor, if your position is included on this list, you must keep in mind the following, as it requires additional oversight of the student’s schedule:

- Supervisors of students in a Secondary Position will be responsible for reaching out and coordinating with supervisor of Primary Position (position student first hired into) on a routine and consistent basis to ensure student remains in compliance.
- Student employees are still limited to a maximum of 20 hours per week (Sunday-Saturday) and 8 hours per day.

Workplace Injuries

Student employees are covered under the college's Workers' Compensation policy. In the event of a workplace injury, follow these steps as outlined by Human Resources:

- Contact the Public Safety Department and
- Seek medical attention as soon as possible
- Notify your supervisor and appropriate staff as soon as possible (including Student Employment)
- Download and complete the [Incident Report Form](#) and then send it to Treschelle Kendrick in RH 115 or FAX to 287-5341
- If employee receives medical attention at an emergency room or other medical facility they must complete the [BWC First Report of Injury Form \(FROI 1\)](#)

All needed forms and additional information can be found on line at <http://www.csc.edu/about/human-resources/injury.shtml> or by visiting the Human Resources office in Rhodes Hall 115.

Evaluating Student Performance

Supervisors are highly encouraged to offer regular feedback to students and perform structured one-on-one evaluations. Students gain a great deal from experiencing this reality of professional life, and particularly for our less experienced students, feedback is an invaluable component to their growth as a young professional.

A "Student Employee Performance Survey" will be made available to supervisors near the end of each semester. In addition to reviewing and discussing current performance, this survey is also designed to measure if student employees are learning or improving skills related to Career Readiness (categories based on National Association of Colleges and Employers (NACE) competencies). Supporting student employees in developing these competencies will prepare them for successful (re)entry into the work force.

The Survey covers the following learning/career readiness categories:

- Critical Thinking/Problem Solving
- Oral/Written Communications
- Teamwork/Collaboration
- Learning and Applying Technical Skills
- Professionalism/Reliability
- Leadership
- Customer Service

Separation of Employment and Termination Procedures

Student employees are at-will and temporary employees of the college, and Columbus State reserves the right to terminate a student employee with or without cause. This is known as separation of employment. Whether the separation is under good standing (e.g. voluntary resignation, student graduation, lack of funding) or termination with cause (e.g. insubordination, theft), departments should communicate with Student Employment immediately.

Issues with performance and/or conduct are best handled between the student and hiring department. Student Employment suggests a progressive model of discipline, but supervisors may proceed directly to termination when appropriate. As always, document the issue and attempts to reach resolution throughout the process.

When terminating a student for cause, departments should follow this checklist:

- ✓ Contact Student Employment to discuss the issue and potential termination.
- ✓ Document the cause for termination and supplement with a written narrative.
- ✓ Meet with the student privately to discuss their employment with your department. Student Employment staff may be asked to attend such termination proceeding if department supervisors prefer additional support.
- ✓ Explain to the student in very clear terms why they are being terminated including the cause and any specific policies or procedures that were broken. This information should be clear, confident, and concise. Allow the student an opportunity to respond to the information.
- ✓ Escort the student from the department. In cases of theft or gross insubordination, it is recommended that a Public Safety/Police Officer be on hand to ensure the student properly clears out any personal belongings and leaves the department without incident.
- ✓ Contact Student Employment to confirm the termination. We will work with Human Resources to separate the student from the college, ending any access to WebTime, employee email, etc. To end any swipe access granted to the student, contact Public Safety immediately.
- ✓ Submit all documentation to the Student Employment office. This will be used for updating the student's permanent employment record with the college and any Student Conduct violations that occurred leading up to the termination of employment.

Please note: According to the Ohio Revised Code 4141.01, student employment is a form of work or service that is EXCLUDED from unemployment compensation. Any unemployment claims received by the college for positions that were classified as Student Employment will be returned with an indication that the employment falls under the O.R.C. exclusion.

Additional Tips for Supervising Students

- Provide a realistic interviewing process. This will help to gauge a student's employability as well as send an early message that this is a "real job."
- Start every hired student with a structured discussion covering clear expectations, job duties, and office rules/policies (e.g. cell phone usage, dress, break policy).
- Provide your student with orientation and training to build a solid foundation for the student's experience and contribution to your department.
- Establish back-up tasks for each student for those slow work days or times that you are out of the office (e.g. benchmark other programs, review web materials for errors, prep old files for DMS scanning, read and summarize academic articles, work on handouts, etc.)
- Provide feedback early and often. Do not allow a small problem (e.g. consistently running late) to grow into a large problem. Be proactive rather than reactive.
- Encourage student input and decision making. The more the student feels a part of your department, the more likely they are to invest into their duties.
- Have proactive conversations with your students about their future enrollment plans, summer employment, and scheduling over official breaks.
- Incorporate your students into staff meetings and appropriate training opportunities offered to student employees or the campus as a whole.
- Recognize success and reward exceptional performance. Each spring, Student Employment has a Student Employee of the Year recognition ceremony, but your department can recognize your student at any time. Even small recognitions like a mention at the staff meeting or a conversation over a cup of coffee can mean a lot.

Frequently Asked Questions

Can Federal and College Work Study students do the same job?

Yes, and we highly recommend a blended student staffing model. Departments relying on all Federal or all College Work Study may put themselves at a disadvantage. The focus should always be finding the best candidates for a position and balancing the budgetary relief of Federal Work Study with the expanded applicant pool of College Work Study.

What's the best way to attract qualified students?

If you are concerned about finding a student who meets your qualifications, the first thing to do is widen who is eligible for your position. Post your position as College Work Study and have Student Employment advertise your position to students who may have your pre-requisite skills (e.g. students in the Finance program). The right student is worth the \$8.30 or \$10.20 per hour your department would have to pay.

Will you set up interviews or do I?

Contacting applicants and arranging interviews is up to the hiring department. This is the best way to ensure interviews are scheduled at a time most convenient for the student and hiring manager.

Can I hire more than one student for each position?

Yes! Student employment is budget based, not head-count based.

I never found a student for my Federal Work Study position. What now?

Federal Work Study, and the students who have such financial aid, is limited. Not every position posted will be able to attract and hire a student before the college's funding for this program is exhausted. Your options are to either wait for the next academic year when new funding will be available or repost the position as a College Work Study position and pay a student out of your own budget.

Office of Career Services Student Employment Nestor Hall 113

Hours of Operation

8 a.m. to 5 p.m. – Monday through Thursday
9:30 a.m. to 4:30 p.m. – Friday



Online

<http://www.csc.edu/services/careers/index.shtml>

Facebook

[Columbus State Career Services](#)

General Email

studentemployment@csc.edu

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