On-Campus Student Employment

Supervisor Handbook

Office of Financial Aid
Office of Human Resources

August 2013
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**This Handbook is subject to change depending on University Policy or Cabinet Initiatives**
OVERVIEW OF STUDENT EMPLOYMENT

Student Employment policies and procedures are established to ensure compliance with federal and state laws, and institutional regulations as well as payroll deadlines.

Student workers are an integral part of nearly all University operations, departments, and offices. For students, the experience of working on campus can be a significant factor in the preparation for future careers. Student workers are expected to learn skills in areas such as interpersonal communication, time management, and personal responsibility. As a supervisor of student workers, you have an opportunity and a responsibility to set an example for our students and for the students that follow.

The information contained in this handbook will help you to supervise your student workers more effectively as well as to simplify the hiring process. To ensure a positive work experience for both you and the student(s) working with you, Financial Aid asks that you familiarize yourself with the policies and procedures outlined in this handbook. We hope that the information outlined in this handbook will increase your understanding of the important role you play as a student supervisor.

GENERAL CONDITIONS OF STUDENT EMPLOYMENT

The on-campus student employment program is intended to provide part-time and seasonal employment for individuals whose primary purpose is to attend classes in pursuit of a degree or certificate at Otterbein University. Student employment positions are available ONLY to students who meet minimum enrollment requirements of 6 credit hours for undergraduate students and 4 credit hours for graduate students.

All student employment positions at Otterbein are hired into one of three categories: Federal Work Study, Non-Federal Work Study, and Contract/Stipend.

FWS- Federal Work Study
1. As an undergraduate, the student should continuously carry at least six (6) credit hours per semester. 
2. As a graduate student, the student should continuously carry at least four (4) credit hours per semester. 
3. While classes are in session, students may work no more than ** 20 hours per week during a pay period (not to be exceeded). 
4. Students may work up to 40 hours per week when school is not in session not to be exceeded (winter break and not enrolled 4 (four) hours in J-Term) 
5. A federal grant pays 75% of the student’s wages while the University pays the remaining 25%.

NWS- Non-Federal Work Study
1. As an undergraduate, the student should continuously carry at least six (6) credit hours per semester. 
2. As a graduate student, the student should continuously carry at least four (4) credit hours per semester. 
3. While classes are in session, students may work no more than ** 20 hours per week during a pay period (not to be exceeded). 
4. Students may work up to 40 hours per week when school is not in session not to be exceeded (winter break and not enrolled 4 (four) hours in J-Term)

Contract/Intern
1. Payment is stated in a stipend/lump sum. 
2. The student should work in an area directly related to an academic program. 
3. Undergraduate students should be currently enrolled for at least 6 credit hours and graduate students should be enrolled for at least 4 credit hours. 
4. A student intern may not work on-campus as a Federal Work Study or Non-Federal Work Study employee during the internship. 
5. The student GPA must be approved for an internship. 
6. Required courses and GPA for specific internship must precede internship.
** Student Payroll will notify (warning) a campus employer when a student worker has worked over 20 hours in a week in that current pay period. If violation is repeated this could result in job termination **

**REQUIREMENTS AND RESTRICTIONS OF STUDENT EMPLOYMENT**

**Enrollment Eligibility**
Student employment positions are available ONLY to students who meet minimum enrollment requirements of 6 credit hours for undergraduate students and 4 credit hours for graduate students.

A student worker may continue employment until the first day of the next academic term whether or not he/she is enrolled in the succeeding term. This does not apply to students who have graduated.

**Academic Eligibility**
The undergraduate student must be meeting Standards of Academic Progress to continue working on-campus as an FWS or NWS student worker.

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<th>Earned Hours/Quality Hours Minimum (whichever is greater)</th>
<th>Cumulative GPA</th>
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<td>1-32</td>
<td>1.5</td>
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<td>33 and above</td>
<td>2.00</td>
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<td>A graduate student</td>
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Satisfactory Academic Progress (SAP) must be maintained in order to remain eligible for Federal Aid consideration. The Office of Financial Aid evaluates SAP after the completion of each academic period (summer, fall and spring)

**Loss of Student Employment Eligibility**
A student worker whose hourly wages are paid from Federal Work Study or Non-Federal Work Study is no longer eligible to be paid from these accounts when that student:

- student graduates from the University
- is on academic or non-academic suspension
- fails to meet enrollment requirements
- is not meeting the Standards of Academic Progress

Students who have graduated from the University or have otherwise terminated their enrollment are no longer eligible to be paid from the student payroll.

**Summer Enrollment Guidelines for Non-Federal Work Study**

**Enrollment Requirements**
Student must be enrolled at least (6) six credit hours for undergraduate or (4) four for graduate students during Summer semester or be registered for Fall semester.

**Employment Eligibility**
Employment runs from the day following commencement until the last day before the start of Fall semester. If this is the students first semester enrolled at Otterbein, employment may begin on the first day of the Summer session. If the students first semester is Fall Semester than the student will have to be hired as a temporary employee through the Office Human Resources.

All students working Summer semester will be paid out of a separate University budget. Summer pay does not count against the student’s academic year eligibility.
Financial Aid Recipients – Federal Work Study (FWS)
Federal Work Study is a federally funded, need-based student aid program. Students who file a Free Application for Federal Student Aid (FAFSA) on an annual basis, demonstrate financial need, adhere to the Standards of Satisfactory Academic Progress, and are awarded Federal Work Study eligibility by the Office of Financial Aid can work as part of the Federal Work Study program. Students are notified of their eligibility in an award letter from the Office of Financial Aid or on My O-Zone/MyBanner.

If the student receives Federal Work Study (FWS) as part of his/her financial aid package, the maximum earnings limit will be listed on the student's award letter. This figure is the limit of FWS the student may earn during the period indicated on the eligibility letter. If a student receives additional financial aid during the year, the Office of Financial Aid may adjust the earnings maximum.

The student worker and the hiring department hold primary responsibility for monitoring the work hours and eligibility for pay from the FWS account. The hiring department’s budget will be charged for hours worked, if the student earns more than his/her Federal Work Study eligibility for the term, if the student is attending school less than half-time, or if the student is found to be working without a signed Conditions of Employment.

International Students
If you are hiring non-immigrant international students with an F-1 (student) visa to work in your department/office on campus, please note the following Department of Homeland Security (DHS) and Internal Revenue Service (IRS) regulations:

International students are permitted to work on campus from the very start of their stay in the United States. They do not need permission from the DHS to do so.

**International Students must have a valid Social Security Card before they start working, as well as a completed Form I-9**

They are limited to working 20 hours per week while school is in session and 40 hours per week during winter break and J-term if not enrolled 4 (four) hours. If they exceed these amounts, they violate their immigration status and must see the Center for International Education and Global Engagement (CIEGE), to apply for reinstatement, which the DHS may or may not approve. As you can see, it is important that they not exceed the limits.

They can work off campus only after having been in student status for nine months and only through one of four USCIS programs: Optional Practical Training, Curricular Practical Training, Employment Based on Severe Economic Hardship, and Special Student Relief (explained above). They should consult with the Center for International Education and Global Engagement to apply for these programs.

In order to work on or off campus, students need a Social Security Card. The Center for International Education and Global Engagement will assist them.

Income tax, but not Social Security tax, will be withheld from international students' pay.

If you have any questions, please get in touch with the Center for International Education and Global Engagement at 823-3263

Graduate Assistants
There are two types of Graduate Assistantships – those that support athletic programs and those that do not. Graduate assistantships require that the graduate student be admitted into a graduate program and enrolled in courses. Positions are posted on the HR website; application instructions are contained in the posting.
A graduate assistantship may be renewed for 2 years; will be paid on a stipend basis and receives a tuition benefit. The Office of Human Resources may be contacted regarding additional guidelines for graduate assistantships.

THE HIRING PROCESS

Advertising a Job
Position openings are posted through the Office of Human Resources for a minimum of 5 business days. Otterbein is required to comply with Equal Employment Opportunity laws and the Fair Labor Standards Act. Failure to comply could result in charges of discriminatory hiring practices and liability assessed to the University.

On-campus employers are required to post a position opening for a student worker by email, fax, or mail a copy of the Student Employment Job Posting Notice form to the Human Resource office. The form is available at http://www.otterbein.edu/Files/pdf/Work-study/JobOpeningNotice.pdf

The Office of Human Resources will post all jobs to the Cardinal Careers.

Making the Hiring Decision
Once you have selected a candidate, the student should present you with a work study hiring packet. The hiring packets can be picked up in the Office of Financial Aid. The student will need to return the hiring form, Conditions of Employment form and a completed Form I-9 (if a Form I-9 is not on file) to the Office of Human Resources at 25 W. Home Street, before the employee can begin work.

The student must provide proper identification (list of documents received on back of form) to complete the Form I-9. The Form I-9 Documentation is mandatory for verification of work eligibility under the guidelines of the Department of Homeland Security (DHS). The form I-9 cannot be completed no later than the first day of employment or before the student has accepted a job. You will need to complete the Student Hiring Form and Conditions of Employment form. FERPA information can be found in the Student Handbook or printed below in the next section. The department is responsible for maintaining a file on each of its student workers.

The student is required to return the Student Hiring Form and the Conditions of Employment and a Form I-9 (if not on file) to the Office of Human Resources before he/she can start work. The hiring supervisor will receive written confirmation notifying them that all paper work is in order and that the student can be given a schedule to begin work.

Once the position is filled, contact the Office of Human Resources to remove your job posting.

A STUDENT MAY NOT WORK UNTIL ELIGIBILITY IS VERIFIED THROUGH THE OFFICE OF HUMAN RESOURCES AND HIRING SUPERVISOR RECEIVES WRITTEN CONFIRMATION.

Hiring Process
- Departments provide the Office of Human Resources (HR) with job postings
- HR posts student employment jobs Cardinal Careers.
- Students are informed to look at the website for employment
- Students are informed to pick up hiring paperwork from the Office of Financial Aid
- Students take the paperwork to meet with the hiring supervisor.
- If the student is hired, the hiring supervisor goes over the Conditions of Employment and the Code of Responsibility for Security and Confidentiality of University Information.
- Hiring supervisor fills in information on Hiring Form: complete all blanks (i.e. position #, campus location etc). Both student and supervisor sign form.
• If student is hired, the student is then instructed to take the Hiring Form, the Conditions of Employment and then complete an I-9, at that time, if needed to the Office of Human Resources at 25 W. Home St.
• An HR representative will assist the student in completing the Form I-9 if this is the student’s first job on campus.
• Student Payroll will provide written notification for the student to deliver to his/her supervisor confirming that the student can now begin working.
• The hiring supervisor will offer a work schedule to the student.
• HR will retain the Hiring Form.
• HR will retain original copy Form I-9.
• HR will retain the original copy of the Conditions of Employment

Verifying the Student
Verification of the student’s eligibility to work must be completed before the student will be "cleared" to work. The clearing process involves verifying the student’s work study eligibility and the accuracy of the Student Hiring Form as well as ensuring the Form I-9 is completed. Please complete all work study documents in ink. Do not submit documents completed in pencil.

Please keep in mind that no student will be paid unless a Student Hiring Form and supporting documentation have been completed by the student and hiring department, processed by the Office of Human Resources. You will not have timesheets to submit for students that have not been cleared to work.

It is a violation of the Fair Labor Standards Act to fail to pay a non-exempt employee (including student workers) for all hours worked. **Students are not eligible to work on campus until valid documents are received, and all required payroll paperwork is completed and sent to the Office of Human Resources.**

If a problem exists within the documentation, the Office of Human Resource will inform the department of the problem via email or phone. The department is responsible for ensuring all forms are completed properly. Listed below are several reasons why there could be a delay in processing a student for payroll:

1. The Hiring Form is missing data required to establish a payroll record for the student.
2. The Hiring Form has not been submitted to the Office of Human Resources.
3. The student has not completed the Form I-9 with the Office of Human Resources.
4. The student has not completed the Conditions of Employment and submitted it to the Office of Human Resources

**If a student withdraws from the University, graduates, is academically dismissed or is separated by any other method, he/she must immediately stop work. HR and Financial Aid must be notified.**

Employment Authorization (Form I-9)
**Students must present proof of legal ability to work in the United States.**
In accordance with the Immigration Act of 1986, all employees must present the appropriate documents for employment authorization and complete the Form I-9 no later than the first day of employment or before the student has accepted a position. A list of acceptable documents is contained on the Form I-9.

Privacy of Educational Records (FERPA)
**The Family Educational Rights and Privacy Act (FERPA) grants students certain rights in connection with educational records maintained at Otterbein University. Questions and requests for greater detail should be addressed to the Vice President and Dean for Student Affairs.**
The University reserves the right to notify parents or guardians of “dependent” students, regardless of the student’s age or status of conduct in health and safety emergencies, hospitalization, or where in the University judgment, the health or well-being of the student is, or others, may be at risk.

1. Students, parents, and foreign government agencies supporting dependent students have access rights to the educational records maintained about them during their enrollment.
   
a. “Dependent” means being listed as such on the parents’ annual federal income tax statement, or (in the case of foreign students) receiving at least 50 percent or more of their support from parents or foreign government agencies.
   b. Students who are independent of their parents must file an annual statement by September 30 to this effect on a form available in the Student Affairs Office.
   c. Non-immigrant foreign students have agreed to give the United States Culture and Immigration Services access to certain information. See INS Form 1-20A, page 2.

2. Certain educational records exempt from this access are as follows:
   
a. Records in the sole possession of a professor, physician, counseling, psychologist or the law enforcement unit of Otterbein University;
   b. Parental financial statements, and
   c. Recommendations for which the student has waived rights of access.

3. “Directory information” – the starred (*) items below can be furnished without the student’s permission, unless the Student Affairs Office receives a written request from the student, annually, to exclude themselves from the University’s Online Directory. However, please be aware that when we exclude information, it is either all or none.
   
* a. Name
* b. Addresses - campus, home, and/or local address
  c. Telephone numbers - campus
* d. Email address – campus
* e. Campus SMC Number
 f. Enrollment Type
 g. Date and place of birth
 h. Major field of study
 i. Participation in officially recognized activities and sports
 j. Dates of attendance at Otterbein University
 k. Degrees and awards received while attending Otterbein University
 l. Most recent educational agency or institution attended by student
 m. Weight and height of members of athletic teams
* n. Pictures
  o. High school of student
  p. Greek affiliation
  q. Class rank of student

4. Unless the student waives access in writing to specific information, and with the exception of items described in number two above, all educational records reviewed and placed in the student’s files following January 1, 1975, are considered available to the student.

5. Students have the right to inspect and review their student educational records within seven days of the day Otterbein receives a request for access. Students should submit to the Registrar’s Office, Office of Financial Aid, Business Office, Student Affairs Office, Alumni Affairs Office, head of the Academic Department, or other appropriate official a written request that identifies the record(s) they wish to inspect. The University official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the University official to
whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

6. Students may challenge educational records on the grounds of inaccuracy, or misleading or inappropriate information, or violations of privacy. Students should write the University official responsible for the record clearly identifying the part of the record they want changed and specify why it is inaccurate or misleading. A copy of this letter should be sent to the Vice President and Dean for Student Affairs.

If the University decides not to amend the record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

7. Certain individuals or groups are permitted to have access to educational records without student permission. Information can also be released as described in number three for the Campus Online Directory and in emergencies when necessary to protect health and safety. Permission is not needed for access by the following:

   a. Members of the faculty and administration acting in the student’s educational interest and within the limits of their need to know.
   b. Clerks and secretaries responsible for maintaining the files.
   c. Officials of other schools in which the student wishes to enroll, and
   d. Representatives of federal, accrediting, and research agencies (provided the materials are not personally identifiable).

8. Release of educational records to third parties (including any response to a sponsoring scholarship agency outside the University) requires the student’s written consent whether or not the student is a dependent student. Such “permission to release” may be sent to Otterbein University or may be indicated on a form available to students in the Registrar’s Office. A record of persons obtaining such permitted access will be maintained, including the date of the inquiry and the organization represented.

9. The release of medical or counseling records, plus the issuance of official transcripts, requires a specific request to the offices concerned.

10. In general, student records are destroyed seven years after the student’s withdrawal or graduation. The exceptions are:

   a. Alumni files, placement records and transcripts of academic work – these are continuously maintained by the appropriate offices;
   b. National Direct Student Loan Electronic records – these are maintained by the Office of Financial Aid for ten years.

11. Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by Otterbein University to comply with the requirements of the Family Educational Rights and Privacy Act (FERPA). The name and address of the office that administers FERPA is:

    Family Policy Compliance Office
    U.S. Department of Education
    400 Maryland Avenue, SW
    Washington, DC 20202-5901

**TRAINING OF STUDENT WORKERS**
While it is often difficult to find the time to spend training your new workers, it is important. Things that seem very simple and obvious to you may seem confusing to the student. Remember, YOU may do these procedures every day, but it is new for the person you are training.

When explaining procedures to student workers, try to think objectively and be clear. For example, if you knew nothing about the procedures yourself, think of how someone could best explain them to you. Some workers learn quicker by watching others work through the procedures step-by-step; others will benefit more by listening to a thorough explanation before attempting the procedures themselves. Still others may require a combination of both methods. Find the method that works for your student worker. If the student seems confused, you can always switch to another method. The key is to start out simple -- with the general ideas -- and work toward the more complex.

Prepare some written instructions in advance. This will save you time by eliminating the need for the new worker to ask basic questions repeatedly. At minimum, supervisors should make sure that your student workers know the following:
- What to say when answering the phone.
- How to transfer calls.
- How to put calls on hold.
- How to sign on to the computer.
- Answers to commonly asked questions.
- Frequently used phone numbers.
- Areas of responsibility in the unit (who does what).
- Procedures for filling out or filing forms.

Training is important and should be given some priority, especially in the beginning. Well-trained student workers are more confident of their work performance and tend to be more efficient and productive. Taking time away from your busy schedule to train the student should suggest to him/her that his/her job is important to the office. Continued training as changes occur in the office will reinforce this.

WORKERS COMPENSATION
In accordance with State Workman’s Compensation law, a student is covered under the state workers’ compensation insurance. If injured while working, injuries must be reported to Otterbein Police at x1692 or x1222 and an incident form must be filed with the Office of Human Resources within 24 hours.

SCHEDULING/TIMESHEETS
Student workers should not work more than twenty (20) hours per week during the Fall and Spring semesters. During academic breaks students may work up to forty (40) hours per week (winter break if not enrolled 4 hours in J-Term).

Payroll will notify the department when a student has worked more than the approved number of hours each payroll. Should the non-compliance persist for more than two pay periods, the student’s job may be terminated.

Consider the student's academic workload when preparing work schedules. Most student workers who are enrolled for 12 to 18 credit hours a semester are able to work between 10 and 15 hours a week without their jobs interfering with their academic course work. While employment can be a valuable part of a student's educational experience, it's important to remember that academic work is the student's first priority. Students should never be encouraged to skip classes or forego assignments to work. Federal Work Study students are prohibited from working during scheduled class time (unless the class is canceled).

Timesheets are printed and distributed to students department of hire once information is received and confirmed that the student may begin work. Keep track of student hours regarding the eligibility limits for your student hires and do not go over 20 hours a week or the year eligibility amount.
All timesheets are due by the first day of the month. Timesheets received after the 3rd business day of the month will be processed on the following month’s payroll.

**TIME OFF POLICIES**

**Sick/Emergency Leave**
Student workers are not entitled to sick pay. Students who are ill or have an emergency arise should call their supervisors prior to their scheduled shift. Should the student's illness persist for an extended period of time, you may need to evaluate the student's situation and make the necessary arrangements.

In the event of illness or emergency, student workers should NOT be required to arrange for a substitute to assume their work shift.

If the student is absent due to uncontrollable circumstances and is unable to notify you, allow the student to explain his/her situation when he/she returns to work. If the student does not have a justifiable reason for her absence, or continues to miss work without proper notification, she is subject to the appropriate disciplinary action based on your written office policy.

**Lunch**
There are no paid lunches.

**Vacation**
Student workers are not entitled to vacation pay. It is advisable that you establish a policy for students to request time off from work in advance, where possible. Students are not required to work during regularly scheduled break periods (spring break, winter break, summer sessions, etc.) unless the job posting and/or description specifically stated that it is part of the job.

**Maternity/Paternity Leave**
Student workers are not entitled to be paid while on maternity or paternity leave. Discuss with the student whether or not you will be able to keep the position open while he or she is on leave. If the student is leaving for maternity reasons, you may require her to provide a physician's medical release as a condition of her return to work.

**Voting**
Students are urged to make provisions to vote on their own time. However, if their class and work schedules make it inconvenient, you should allow up to one hour of unpaid release time, authorized at your discretion.

**Military Leave**
Students are not entitled to military leave pay. If a student is called for active military duty, assess the situation on an individual basis and make arrangements with the student. Every effort should be made to ensure the student a position upon return from military duties.

**Jury Duty**
If summoned, student workers are not automatically exempted from jury duty. If required to appear, students may or may not be chosen to serve on a jury. Depending on the jury (municipal or county), jurors are paid a per diem by the court. Trials are of short duration, and every effort should be made to accommodate students' work and class schedules. Student workers cannot be paid Otterbein wages for time served on jury duty.

**Severe Weather**
If Otterbein classes are canceled due to severe weather, students are not expected to work their regular work shifts, nor will they be paid for the work they miss. If the student is unable to make it to work (e.g.,
his vehicle will not start or roads are impassible), he should contact you as soon as possible. Students who work when the Otterbein is closed due to severe weather receive their regular hourly wages. Each supervisor should establish a severe weather policy and means of contacting students in the event the University is closed.

Legal Holidays
Student workers are not required to work on legal holidays and official Otterbein holidays, and are not entitled to special holiday pay. However, many University departments do remain open on certain holidays, and consequently you may need to schedule students to work. You must notify the student in advance when he/she is scheduled to work on a legal or University holiday. The student has the option to decline to work on designated holidays. Students who choose to work on legal or Otterbein holidays are paid their normal hourly rate.

Religious Observances or Holidays
If a student requests time off in advance for a religious holiday or observance, you must accommodate the student's right to observe the holiday. Students should not be penalized for missing work for their religious observances, but cannot be paid for time missed to attend religious observances.

WAGES
The supervisor will determine the wage rate using the current Student Pay Schedule based on job responsibilities and student's qualifications. Level I-IV and year (1-4) on in the job; the wages are to follow printed guidelines. Any deviations must be submitted to the Office of Human Resources and approved by the V.P. for Business Affairs.

STUDENT WORKER JOB PERFORMANCE

Evaluating the Student's Job Performance
Keep a personnel file for each student worker, document work performance whether good or poor. This serves two functions. First, the student will gain work experience in your area that he can use on future resumes. He/she may need a reference when applying for a career position. If he/she does, you should be prepared to give a future employer a recommendation based on the documentation you have in your files. It is especially important to keep track of the positive aspects of the student's work.

Secondly, it may be necessary to terminate a student's employment for poor performance. If this is the case, you must have documentation to support your action. Keep a record of specific incidents of poor performance and documentation of attempts to help the student improve.

Supervisors should evaluate each student's job performance at least once each year, preferably before the end of the Spring semester and/or if the student graduates or is no longer able to work for the specific department. However, you or the student can request an evaluation of performance at any time.

Resolving Student Job Performance Issues
The key to handling job performance problems is to establish clear and concise job expectations and performance standards upon hiring. Student workers should be informed of all applicable office or departmental policies and procedures at the beginning of their employment.

When a student worker is consistently tardy or absent or fails to perform specified tasks satisfactorily, you have the right to terminate his/her employment. However, you must first attempt to discuss and settle the problem with the student. The student should be given the opportunity to improve his/her performance. In many cases, an honest discussion focused on expectations for job performance followed by the creation of
a plan for improvement will have positive results. In all instances, you should document the employee's behavior and the steps you have taken to resolve the situation.

If a student is not meeting expected performance standards, you are responsible for addressing your specific concerns with the student, initiating a conference, and recording the problem and results. Progressive discipline should be used where applicable, including verbal warning, written warning, and finally termination if the seriousness of the offense warrants it.

**Discipline and Terminating a Student's Employment**

When a student's employment ends, you must complete a Payroll Update Form and submit it to Office of Human Resources.

A student may be dismissed not only for unsatisfactory performance, but also for budget constraints, non-completion of a project, lack of work, and other valid reasons. If possible, the employer should give the student a two week written notice with the reason of dismissal if one of these situations arises.

Listed below are offenses that may require disciplinary action and/or termination:

- Excessive tardiness.
- Excessive absences.
- Absences without a legitimate excuse.
- Sloppy or unclean appearance.
- Carelessness or lack of attention that results in injury to property, person, or public relations.
- Conduct inappropriate to representatives of Otterbein University.
- Discourtesy or failure to work harmoniously with fellow workers.
- Sleeping on duty.
- Unacceptable performance of job duties.
- Discontinuation of the job.
- Lack of department funding.
- Elimination of position due to office re-organization.
- Scheduling conflicts.
- Student reached FWS limit established by Financial Aid.

**Dismissal Due to Poor Performance**

Prior to terminating a student's employment for unacceptable performance, you should have taken the appropriate steps to ensure that the student has been given reasonable time and opportunity to improve his/her work performance. Setting clear expectations, training, feedback sessions, job coaching, attendance patterns and performance evaluations should all be documented. Disciplinary measures should be applied uniformly and in accordance with your department's policies.

**Grounds for Immediate Dismissal**

You have the right to terminate the student's employment if he/she has been found in violation of the policies contained in the Campus Life Handbook. Examples of violation include, but are not limited to:

- Repeated documented unexcused absences.
- Unsatisfactory job performance.
- Misuse of office/department equipment.
- Theft or gross negligence resulting in serious injury to property, person or public relations.
- Time sheet falsification (incorrect hours, signing another student’s card).
- Violation of any serious infraction of the University Student Code.
- Use of or under the influence of drugs or alcohol immediately prior to or during a scheduled work shift.
- Physical violence or obscene language when dealing with the public or other staff.
- Breach of confidentiality.
No effort to rectify a grievance you previously presented (you must be able to document this violation).

**Resignation**
Student workers may terminate their employment at their own discretion. Reasons for a student’s resignation include:

- Course work overload
- Class scheduling conflicts
- Better job opportunity
- Co-op or internship opportunity
- Graduation
- Conflict with supervisor or co-workers
- Personal reasons

Student workers are encouraged to submit a letter of resignation or email message at least two weeks (14 days or 10 working days) prior to their last day of work. The letter should include the effective resignation date.

**GRIEVANCE PROCEDURE FOR STUDENT EMPLOYMENT**

**Policy Statement**
The University strives to maintain fair and consistent policies towards its student workers. If a student worker believes that established personnel policies and procedures are not being properly interpreted and applied to the employee’s situation, the employee should follow the respective grievance procedure referenced below. The grievance procedure is to be utilized for specific violations of policy as opposed to relating to general complaints, job analysis, or compensation.

Employees with sexual harassment and affirmative action complaints should take the complaint to the Office Human Resources and the Vice President for Student Affairs.

**Grievance Procedure**

A. **Application of Grievance Procedures**
Student workers who have any dispute, which arises out of their employment relation including but not limited to any disciplinary action or termination of their employment or who believe they have been discriminated against, shall use the following procedures for an equitable resolution of their grievance.

B. **Informal Grievance Procedures**
The student worker shall first discuss the subject of the grievance with the person who is initiating the adverse employment action, or who is alleged to have committed the discriminatory act(s). This discussion should be undertaken to resolve any problem, which may be a result of misunderstanding, or some other failure of communication. If the matter cannot be resolved by informal discussion, the student worker may request a conference with the department supervisor at the next management level to request a review of the situation.

C. **Formal Grievance Procedures**
Student workers who have been unable to resolve the grievance through informal procedures may file a formal Notice of Grievance with the student worker representative in the Office of Financial Aid within fifteen (15) days of: (a) the receipt of the notice of termination or (b) the condition of discrimination or (c) the receipt of notice of disciplinary action. The Notice of Grievance shall be in writing and shall set forth in detail the factual background of the grievance, the person(s) responsible for the adverse employment action or alleged act of discrimination (hereinafter referred
to as the “respondent”), the efforts the employee (hereinafter referred to as “complainant”) has undertaken to informally resolve the grievance, and the relief the complainant is seeking.

The student worker representative will contact the parties involved to gather written documentation from the supervisor and any witnesses, including the student’s co-workers. After considering the information provided in the interview with the student and supervisor, it may be possible to resolve the concern by reviewing, clarifying, and stating policies of the department, Financial Aid, and the Campus Life Handbook. If resolution is not possible, the student worker representative will meet with the student worker and department supervisor at the second-management level to mediate the grievance. A written record will be made of the proceedings and copies of that record will be sent to the student worker and the supervisor.

Within fifteen (15) days of this meeting, the student worker representative shall rule upon the grievance and shall make the decision as to what, if any, action is appropriate. Written notice of the student worker representative’s decision shall be given to the complainant and the respondent.

NEPOTISM
Student workers may not be hired for or promoted to positions in which they would supervise directly, indirectly (with one level between) or be subject to the immediate supervision by a member of her immediate family. Supervision is defined as responsibility for the following areas: hiring, job performance evaluation, scheduling work hours, assigning job duties, discipline, censure, demotions, promotions, awarding rate increases and/or substantially influencing such actions for or against student staff.

This policy will be upheld regardless of the gender of the relatives involved or the classification or rank of the supervisor. Immediate family is defined as spouse, mother, father, son, daughter, brother, sister, half-brother, half-sister, aunt, uncle, mother-in-law, father-in-law, sister-in-law, brother-in-law, grandparent, stepparent, and legal guardian or other person who stands in place of a parent.