

Student Employee Supervisor Manual



Rev. February 2022

STUDENT EMPLOYEE SUPERVISOR GUIDELINES

Thank you for taking the time to review these guidelines and your consideration in hiring a student. Hiring a student employee is a great way to provide a hands-on learning environment and benefit you by having additional personnel on hand to assist staff. It is important to remember that student employment is as much about training and equipping our students for employment beyond HCC as it is about them funding their education.

It is important to remember that these employees are students first and their academic success is priority. While employed, students are expected to act in an appropriate and professional manner, take their job seriously, and to communicate their academic needs.

Additional HCC workplace policies and procedures can be found on the Human Resources webpage: <https://humanresources.highline.edu/>

These policies include: job place injury, harassment, drug-free workplace, employee assistance, ethics, etc. The following are guidelines and policies relating to the hiring and employment of student employees. These guidelines and policies are subject to change and may also be addressed on a case by case basis.

As a student employee supervisor, you are responsible for reading all correspondence, including emails and paperwork, received from Student Employment and Human Resources, and to follow the regulations set forth by federal and state law, employment laws, and campus policies. Failure to do so can result in frustration, confusion, delay of student wages and termination of student employees.

If you have questions about these guidelines or employing students, please feel free to contact Student Employment.

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***Definition of Student Employee**

A student employee is enrolled in college credit classes at HCC, and is employed in a temporary, entry level, part time position. Student employees do not receive benefits and do not have union representation. Wages can be paid either through financial aid work study or by departmental funding (General Fund). A student employee cannot supplant or replace a permanent employee

***Equal Opportunity Policy**

Highline Community College reaffirms its policy of equal employment regardless of race, color, creed, religion, national origin, sex, sexual orientation, age, marital status, disability, genetic information or status as a disabled veteran or Vietnam era veteran. This applies to all staff, student employees, interns and student volunteers.

***Reasonable Accommodations for Persons with Disabilities**

Highline Community College will provide reasonable accommodations required by law to the known physical, mental and sensory impairments of otherwise qualified individuals with disabilities on a case by case basis. Reasonable accommodations will be provided to enable an employee with a disability to enjoy terms, benefits, privileges and conditions of employment equal to those enjoyed by similarly situated non-disabled employees.

***Posting Job Openings**

All student jobs, Work Study and General Fund, need to be posted online using Grad Leaders studentemployment.highline.edu/find-a-job/using-gradleaders. Postings should include approximate number of hours needed, funding source, number of positions open, a complete job description, requirements and application instructions. Supervisors not familiar with Grad Leaders can set up a short tutorial with Student Employment to learn how to post, edit, and close on positions. Copies of the job announcement will also be posted on the job board in Student Employment or their designated area. Students interested in a Work Study position must have eligibility and attend an orientation before applying to Work Study positions. Filling the position is not guaranteed. Departments that have additional needs after a hiring freeze has been imposed may also consider hiring interns or volunteers.

The Thunder Bulletin is another way of posting a job. This only pertains to on-campus opportunities for our students.

studentemployment.highline.edu/thunder-bulletin/

***The Interview**

The purpose of the interview is to determine if the applicant has the skills and abilities to perform the duties of the position, and to determine if the applicant is a good fit for the department. The interview is also a good experience for the student. To best assist in the

interview selection process, supervisors should request a resume and references from all qualified candidates. Supervisors should also request a class schedule to determine the candidate's work availability. During the interview, establish rapport with the applicant and make them feel comfortable. Remember that students are usually pretty nervous and this may be their first interview. Be clear about job and performance expectations and avoid asking questions that are not directly related to the position. Be sure the questions you are asking are legal!

See Appendix A for interview tips and how to avoid asking illegal questions.

***Enrollment**

Students who are interested in working in a General Fund or State Work Study position must be enrolled in at least 6 college credits. Further credit requirements may be imposed depending on funding availability and college policy. General Fund students may be able to take fewer credits during summer quarter if enrolled at least part time in the fall but will need authorization from their supervisor and Student Employment.

***Volunteers**

All volunteers must complete the Volunteer Action Form found on the Human Resources website. This form is required for safety purposes and allows for the supervisor to request computer access and email. This form is found on the following HR website link:
humanresources.highline.edu/forms/

***Paperwork**

On campus employment is beneficial both financially and professionally. Students can work on campus, part time (up to 19 hours per week) through General Fund, Work Study, or as a volunteer/intern.

New student employees, or students who haven't worked on campus in the last 6 months, must complete a new hire packet before they are eligible to work. Proper identification is needed to complete this paperwork. The packet includes Highline's NSEO and FERPA policy, demographic inquiry, W-4, direct deposit form, and the COVID-19 Verification Form. An I-9f form will be provided to the student at their in-person appointment. A student may opt out of direct deposit and completing the demographic inquiry.

If they are going to work during summer quarter, they will need to complete another referral form (to reflect the new job expiration date) before 6/25 as July 1st forms a new employment year.

See Appendix B to review the Student Employee Policies and Procedures agreement.

***New Student Employee and FERPA Policies**

The **New Student Employee Orientation** is designed for student employees to enhance skills, such as, customer services, professionalism and essentials to become a successful student employee on campus. The training will also show student employees how to submit time sheets, work study policies and FERPA.

Eligible Work Study student? Must get 20/20 correct to successfully pass the orientation.

General Fund or non-eligible Work Study? Student employees must pass with a 14/20. If you do not get this score, please review your quiz and retake the orientation.

The Family Educational Rights and Privacy Act (FERPA) pertains to student/client records and the release of such information. All students who have access to view or handle any student or public personal information must complete the online FERPA quiz on the Student Employment webpage before they begin to work. Student Employment will verify the completion of the tutorial. Continuing student employees should review the quiz annually. To view the FERPA quiz, please go to the following link:

studentemployment.highline.edu/student-employees/new-student-employee-orientation/registration.highline.edu/student-records/ferpa/

Student Employee quizzes are required before the first day of work.

Once the student successfully passed the orientation, they must print out the first page of their results to attach FERPA and NSEO results to the referral form.

Highline participates in E-verify.

Students must bring in their chosen identification for the I-9 to Student Employment to complete the I-9. Student Employment will also take copies of the chosen documents. International students without a social security number will need to apply and receive a social security number and have work authorization before they can begin paid employment. A formal offer from the college may be required to accompany the student's social security number application. Supervisors can check with Human Resources for further clarification on employing international students. When updating or making changes (i.e. W-4, direct deposit, address, etc.), student employees should contact Human Resources to obtain the appropriate form(s).

All Highline College employees must be fully vaccinated against COVID-19 to engage in work after October 18, 2021. Vaccination is not required for workers who are unable to receive the vaccine because of a disability and/or medical condition or if the requirement conflicts with their sincerely held religious beliefs, practice, or observance. Workers who are

exempt from the vaccine requirement may continue working if they have an approved accommodation.

***COVID-19 Vaccination Verification Form**

Since new employees cannot enter attestation in their ctCLink until they get processed, Career and Student Employment will start verifying their vaccination status during the orientation process. Student will need to confirm that they are fully vaccinated from COVID-19 and will provide documentation of their fully vaccinated status at their onboarding appointment.

***Hired a New Student?**

Career and Student Employment is now located downstairs in the Advising Center. We are currently holding New Hire Appointments during our In-Person hours of operation. Follow the next steps below!

- The supervisor must **download** and **sign** the **Referral on the New Hire Packet**. The student must complete the rest of the packet. If assistance is needed while filling out the Referral, check out our Student Employment Referral Form Guide: studentemployment.highline.edu/student-employees/new-hire-paperwork/.
- After the supervisor section has been filled, the student must complete the New Hire Packet entirely online (it is e-friendly). Once finished, **please attach the packet, include the NSEO & FERPA Score Confirmation Page, Class Schedule and Job Description** to case@highline.edu.
- New Hire students are required to take the COVID-19 Education Course and Quiz. Students must receive at least 4/5 points to pass. It can be found here: studentemployment.highline.edu/student-employees/new-hire-paperwork/.
- It is required to schedule an appointment for the I-9 and documentation process. Send your request to case@highline.edu.
- If you have any questions, feel free to contact us at case@highline.edu.

***Hired a Returning Student Hire?**

Students who have worked previously as a student worker at Highline College fall under this category. Once the student has been hired for a different position on campus, a referral form is required to complete with their supervisor.

Reminder: A new hire packet must be completed the first time employed or if there has been an over 6-month lapse in campus employment.

Required Items for Submission:

- The supervisor and students need to fill out the first page of the Returning Student Employee Referral.

- Attach Class Schedule (Must be enrolled in at least 6 credits to qualify) and a Job Description.
- Submit all to case@highline.edu or submit the paperwork to the Career and Student Employment desk downstairs in the Advising Center.

For assistance with re-hire student employee paperwork, please contact our Program Specialist.

***FAQ**

- **When can my new student hire start working?**
- There is a three to five business day window for all jobs to be posted. All students can start working once their ctcLink account has the HCM tab. Student are **NOT** allowed to work if their position is not posted under the HCM tab.
- **Do I contact IT for any updates on whether the student has the Job setup in ctcLink?**
- Please do not submit any ticket requests to IT before the 5 Business Days. Contact case@highline.edu for any updates before moving forward to IT. Supervisors are encouraged to submit an IT ticket only if the student is no longer working.
- **Where does the Student get their Log-In?**
- The Employee/Student ID and password will be the same as their current student log-in. All the student would need are instructions on how to get into employee self-service and navigate it.
- **How about Direct Deposit Forms?**
- Supervisors and Students can request the Direct Deposit form via case@highline.edu. Students must provide a Bank Statement or VOID check as an attachment to the Direct Deposit form.

***Ethics**

HCC expects that all employees observe the highest standards of ethical conduct and to place the college's interest above their own self-interest. Training on making ethical decisions and maintaining high standards of conduct is available through the Washington State Executive Ethics Board. It is recommended that student employees complete the training and discuss with their supervisors and questions.

***Harassment**

HCC takes a firm stand against harassment. It is recommended that student employees complete a training and discuss with their supervisors any questions.

***Attendance**

Student employees are expected to be present during scheduled work hours. Discuss with your student employees your preferred method of notification if they need to be absent. Repeated tardiness or absences may be grounds for dismissal.

***Timesheets**

All on campus student employees use the online time sheet system in ctcLink. Timesheets need to be filled out by the student. At the end of the pay period, hours are submitted electronically to the supervisor for approval. Hours are checked and verified by the supervisor for accuracy and either approved or rejected. Time sheets must be approved by 10am of the business day following the end of the pay period. A delay in submitting timesheets may cause a delay in payment to the student and wages charged to your department. **Supervisors should have at least one back-up time sheet approver and must notify the backup if unable to approve time sheets.**

***Workable Hours**

The work week is Sunday to Saturday. While class is in session, all student employees are limited to **no more than 19 hours per week**; however, funding may limit a student to a lesser amount per week on average. A student may hold more than one work study and/or general fund job at the same time provided the total number of hours between all of the positions does not exceed 19.

General Fund students may be eligible to work up to 40 hours per week during break periods and summer break if registered for the following quarter and approved to work full time by Student Employment.

It is important that supervisors and employees discuss schedules at the beginning of the quarter and track hours worked. Work study student's hours are also tracked by Student Employment and are displayed on the student's time sheet. If a Work Study employee works beyond their allotted hours, additional earnings will be charged to the employing department. A Work Study employee is not obligated to work all eligible hours; un-worked hours do not carry over.

***Rest & Meal Breaks**

A student working a minimum of 4 consecutive hours is entitled to a 15-minute paid break. A student working a minimum of 5 consecutive hours is entitled to a 30-minute unpaid meal break. The 30-minute meal break must be reflected on the time sheet.

***Payroll**

Students will be paid on the 10th and 25th of each month, or the closest banking day. A W-2 will be sent by payroll annually for any General Fund or Work Study wages earned on campus.

Highline strongly encourages students to utilize the direct deposit option. Students who decline direct deposit will receive a paper check via mail. Payroll history and pay stubs can be accessed online through ctcLink's HCM tab under Payroll.

***Student Wages**

Students working under Federal Work Study or General fund will be paid at the state minimum wage. Students working under State Work Study will be paid at the rate assigned to that position. Wages may be subject to garnishment or other court-ordered deductions. Students taking at least 6 credits will be exempt from FICA deductions. Students will generally not be eligible to receive unemployment benefits following separation from Highline.

***Holiday & Overtime Pay**

Student employees **do not receive Holiday Pay**. If a student works on a holiday it must be pre-approved by and noted by supervisor in the remarks section on the time sheet. The student will receive regular pay for those hours worked. Student Employees are not approved for overtime.

Job Duties

Student Employee duties should be entry level, or slightly above entry level as responsibilities and abilities increase, and relate to the mission of the department and college. Remember, these are temporary positions, not staff level positions. Students should be given enough tasks and responsibilities to stay occupied during their shift and instructed to seek additional tasks when necessary.

Students who have no tasks available should be sent home or check with a partner department for possible duties. If you find there are repeatedly no tasks for a student employee, a restructuring may be needed. It is not okay for a student employee to work on homework and wait for something to do their entire shift.

***Smoking Policy**

Highline Community College supports the health and well-being of its campus community members. For this reason, smoking is prohibited on the campus of Highline, except in designated areas.

***Drug & Alcohol Policy**

The unlawful manufacture, distribution, possession, or use of a controlled substance is prohibited in or on property owned or controlled by Highline Community College. The use of any unlawful controlled substance while in or on property owned or controlled by Highline Community College is absolutely prohibited, except when authorized in writing by the College. No employee will report to work while under the influence of any unlawful controlled substance. Violation of this policy by an employee may result in a referral for mandatory evaluation or treatment for a substance abuse disorder. Disciplinary action up to and including dismissal from employment may be imposed.

To comply with federal law, Highline Community College requires an employee notify the employing official of any criminal drug statute conviction for any violation occurring in the workplace no later than five days after such conviction. If the employee is engaged in the performance of a federally sponsored grant or contract, the College must notify the federal contracting agency within ten days of having received notice that the employee has been convicted of a drug statute violation occurring in the workplace. The College will take disciplinary action against, or require the satisfactory participation in a drug/alcohol abuse assistance or rehabilitation program by, any College employee who is so convicted. Disciplinary action may include dismissal from employment or other appropriate personnel action(s). Employment at Highline Community College is conditional on each employee's willingness to abide by this policy. This policy has been adopted pursuant to the federal Drug Free Work Place Act of 1988.

***Communication**

A strong working relationship begins and thrives off good communication between the supervisor and employee. Establish at the point of hire with the student to know how each of you prefers to be contacted and back up points of contact if needed. Communication also includes addressing questions or concerns immediately. Students should be encouraged to speak with their supervisor when needed or to contact Student Employment if they don't feel comfortable addressing their supervisor.

It is important to communicate expectations clearly, to give feedback and praise frequently, and to be an example of the type of employee you want your students to be. Share your department goals and vision with your employees and allow them to "buy-in" by welcoming suggestions and concerns. Be fair but flexible. As an educator and a supervisor this is a great opportunity to support students in their academic and professional goals.

***Campus Closure**

On two occasions during the year, Highline Community College closes its campus offices one hour early at 4:00 p.m:

- The day before the Thanksgiving holiday
- The day before the Christmas holiday

Exceptions to this are any services required for the operation of evening classes, security and maintenance. Those areas will maintain regularly scheduled hours.

***Performance**

Student employees represent HCC and are expected to act and perform in a professional manner. Their employment is also a learning opportunity and supervisors are encouraged to give projects and assignments with increasing responsibility as appropriate. Periodic reviews of work performance are a good way to highlight strengths and accomplishments and to

discuss areas of improvement. A review is also a good tool if performance is not meeting expectations. It is important to review with employee's department procedures for "downtime" and cross training with other departments when appropriate.

***Dress Code**

Departments may set their own dress code requirements based on the type of work performed, location, and expectations. A verbal explanation or written policy on the department's dress code should be available to employees and explained at the beginning of employment. Supervisors and professional staff should be held to the same level or higher. Students working in direct contact with students/public should wear a name badge while on duty.

***Training**

Student employees should be trained on departmental policies/procedures and encouraged to ask questions and seek direction from staff when they are uncertain on policies/procedures or when dealing with difficult situations. If available, provide your student employee with a departmental manual or other applicable material. Remember this is a learning experience for students and an opportunity for them to learn transferrable skills. Students may also need to attend additional training on programs, duties, customer service, and department cross-training.

***Separation**

A student may be separated by Student Employment if they are no longer enrolled in sufficient credits. In addition, work study employees may also become separated if they are on financial aid suspension or if their financial aid award/status changes canceling or reducing their work study (i.e. they receive a scholarship, outside assistance, or take a loan).

If performance issues arise, supervisors should talk with the student immediately to set expectations and develop strategies for improving workplace performance. The goal is to help the student be successful in the workplace and give them the opportunity to improve before having to take steps toward termination.

When a student's employment is terminated earlier than predicted, please email Student Employment and Admin Tech. If termination was due to performance issues, please provide Student Employment with an explanation. The student should be encouraged to speak with Student Employment about other possible employment opportunities.

GLOSSARY OF TERMS

Classification = designates the type of position. Students can be Work Study, General Fund or both. A student cannot be general fund or work study and simultaneously hold a 1000hr or permanent position on campus.

Co-op = an internship with set learning objectives completed for credit with a set number of hours needed for completion. Co-ops can be paid, unpaid, Work Study or combined with current employment and are coordinated with the student's faculty advisor.

Eligible Dates of Employment = provides an official start and end date to when a student may be employed and record payable hours. These dates may be adjusted if earnings or hiring freeze is imposed, if the student is not registered for the next quarter, or if the student's eligibility changes. New hire students cannot start to work before the quarter starts.

Federal Work Study = entry level, paid at minimum wage through Financial Aid.

Financial aid suspension = Work Study is a type of financial aid; therefore, a student on financial aid suspension cannot continue to work under Work Study. A supervisor may choose to switch the student to General Fund. A student on financial aid warning (previous known as probation) may continue in a Work Study position, but the supervisor and student should discuss if any modifications need to be made to assist the student in returning to good academic/financial status. Financial aid status does not affect a student's eligibility to work under General Fund.

General Fund = on campus employment open to any student taking 6+ credits of college credit classes. Wages are paid by the department. These students are limited to a maximum of 19 hours per week while class is in session.

Internship = an experiential learning experience with a set job description and timeline. An internship must provide compensation either through monetary compensation (hourly/salary/stipend) or via credit (co-op).

State Work Study = Work Study that relates to the student's program, often paid at a higher rate based on job duties. A position will be determined as State by the Student Employment Office. Off campus employers may also qualify to hire Work Study students and would be considered State Work Study. Students must be a WA resident to qualify.

Timesheet = all paid employees need to complete and submit a time sheet at the end of each pay period. Late timesheets can cause a delay in payment to the student and a possible reduction in award for Work Study students.

Volunteer = a person who chooses to perform duties not typically paid for without compensation. Students can start as volunteers and become paid later. They cannot be paid and switch to volunteer performing the same duties previously paid for. The student can volunteer similar duties elsewhere, or they can volunteer for new duties at their current location.

Work Study = a type of financial aid that students earn through part time employment, either on or off campus. Wages are paid through financial aid. Work Study is employment; students are not paid to study.

Work Study Award = the amount of money a student has been approved to earn during the quarter. A student is not required to earn the full amount, but cannot earn beyond the award amount. Earnings beyond the award amount will be charged to the department. Any unearned award will remain unearned and will not transfer to the next quarter.

Work Study Eligibility = a student may receive eligibility to participate in the work study program based on their financial need as determined on their FAFSA. Eligibility amounts will be determined by financial aid and do not guarantee an award or employment.

Work Study Orientation = students with work study eligibility must attend a work study orientation to learn about the program before they can participate in Work Study. Large group orientations are scheduled at the beginning of fall quarter or a student can schedule an individual appointment with Student Employment. Returning students will be required to attend an orientation annually if there have been changes to the program.

***Websites and Resources**

Student Employment: studentemployment.highline.edu

- Student employment related topics, procedures, upcoming events, forms and resources.

Financial Aid: financialaid.highline.edu

- Financial Aid forms, resources, policies, deadlines

Human Resources: humanresources.highline.edu

- Campus employment policies, forms, and training information

FERPA: registration.highline.edu/Ferpa/

Student Rights & Responsibilities: studentservices.highline.edu/

***Appendix A – Interview Information & Tips**

Interview Tips:

- BE PREPARED!!!
- Make the candidate feel comfortable
- Have a clear understanding of the job/requirements
- Use an interview guide
- Be objective, ask open-ended questions
- Let the candidate do most of the talking
- Don't prejudge

Make sure your Questions are Legal. Do NOT ask questions about: marital status, age, religious preference, if they have children or child-care arrangements, financial status, political affiliation, disabilities or health-related questions, citizenship, national origin, pregnancy, sex or sexual preference – all are protected by various employment laws.

The Interview Setting:

Private, neutral setting. No/minimal distractions or interruptions.

Positive Body Language:

- SMILE, make eye contact and lean slightly forward
- Keep focus on candidate
- Familiarize yourself with resume ahead of time
- Don't talk among the other interviewers
- Let the candidate know that you will be taking notes
- Be clear about job/department expectations and needs
- Thank the candidate after they have answered your question
- Inform the candidate how/when you will contact them once a decision is made

***Appendix B Student Employee Policies & Procedures Agreement of Understanding**

As a student employee of Highline Community College (HCC), you are a representative of the College; therefore, when you interact with students, staff, faculty, and community members by phone or in person, it is important to be polite, understanding and responsive to their needs. The following list of expectations is to ensure quality customer service and professionalism in the work environment. Please read, sign and date.

Conduct, Expectations and Responsibilities

- Student employees are expected to review the Student Rights and Responsibilities Code WAC 1321-120 (Student Code of Conduct). Please go to studentservices.highline.edu/
- Computers and office equipment are for work related use only.
- Please record your work hours daily – time sheets are to reflect actual hours worked.
- When you are at work, always wear your Highline identification name badge.
- Cell phones are to be turned off during work hours unless permission is given by your supervisor.
- If you are unable to attend work, or need to adjust your schedule, provide your supervisor with advance notice.
- If you have personal or college business, please do this on your own time.

Confidentiality

- A condition of employment, may require you to take the FERPA (Family Educational Rights and Privacy Act) online tutorial. Generally, colleges need written permission from a student in order to release any information pertaining to his/her educational records. A written release and photo identification are required to release student information (this includes parents/guardians). Always check with your supervisor prior to releasing any student information.
- Under Washington state law, all student records are considered privileged communication and information may not be disclosed to others without the students' written consent. Do not share any student information unless your supervisor directs you to do so. You can also contact the College Registrar for FERPA questions, if your supervisor is unavailable.

Customer Service

- Acknowledge and welcome visitors as they come into your work area.
- Dress appropriately and professionally for your work environment. Check with your supervisor if you are unsure about proper work attire
- Highline values a positive, respectful and civil learning and work environment. As a student employee, you are expected to provide superior customer service to students, staff and faculty from diverse racial/ethnic and cultural backgrounds. Everyone should be treated with respect regardless of their gender, race, class, ethnic background, sexual orientation, age, physical ability and religious/spiritual backgrounds.

I understand this information and will comply with the expectations and policies outlined above. If I am unclear or have difficulty complying with any position requirements, I will discuss it with my supervisor. By signing this contract, I acknowledge that failure to comply with student employment (work-study or general fund) expectations may result in termination from my position at HCC.