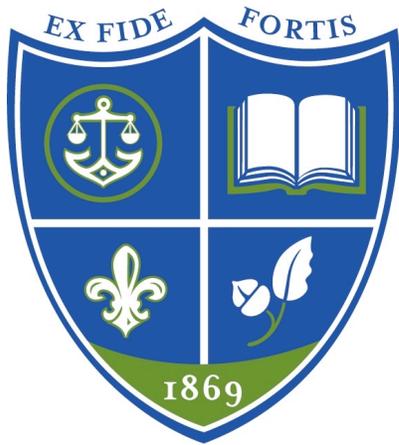


Office of Financial Aid & Scholarships



DILLARD

UNIVERSITY

Student Employment Supervisor's Manual

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PREFACE

This guide has been developed for use by on-campus student worker supervisors. The guide outlines policies, procedures, and responsibilities of the student and the supervisor. If you have any questions which are not answered or are unclear to you in this guide, please call the Office of Financial Aid & Scholarships Student Employment at 816-4865.

All students who work for Dillard University in the Federal Work-Study or DU Employment programs must be authorized to work by the Student Employment PRIOR to starting work. It is important for supervisors to follow the procedures in the guide carefully so that the student employee will be paid on a timely basis.

INTRODUCTION TO STUDENT EMPLOYMENT

Many students at Dillard University find it necessary to work part-time during the academic year in order to meet college expenses. The Student Employment Office, a program of the Office of Financial Aid, was established to centralize information about student employment; provide standardized practices and procedures for student employment; prevent discrimination on the basis of sex, race, creed, national origin, or physical disability; and increase the number of job opportunities both on campus and off campus.

Student employment programs generally have two primary purposes:

- ✓ To provide students with financial support and work related experiences.
- ✓ To help departments and programs meet their daily operational needs.

Students work for a variety of reasons. Some students need their earnings to help finance their education, while others spend their earnings on housing needs. Students recognize that the skills and work habits on the job will benefit them when they seek full-time employment.

In addition, student employment can be of significant value to a student's general education experience. The Student Employment Office assists supervisors and student workers in maximizing learning opportunities through student employment programs.

The Student Employment Office assists students by offering:

- ✓ Part-time job placement on campus
- ✓ Part-time work experience placements off campus

The Office of Career Services assists students by offering:

- Job counseling
- Resume assistance
- Interviewing assistance
- Opportunities for summer employment and internships

Additional resources for the above opportunities can be obtain by the student registering with Our Money Matters (OMM) at <https://ommdillard.igrad.com/>.

FEDERAL WORK-STUDY (FWS)

The Federal Work-Study (FWS) Program provides jobs for part-time students who need financial aid. Dillard University receives an allocation from the federal government each fiscal year which is used in combination with University funds to provide part-time jobs for students. The Office of Financial Aid is responsible for budgeting the FWS allocation from the federal government to departments on-campus and community service agencies off-campus.

Students must apply for financial aid and receive a FWS award from the Office of Financial Aid, in order to work under this program. Students who demonstrate financial need are awarded FWS funds based on the availability of funding and on a first-come, first-serve basis until funds are exhausted.

Therefore, it is very important for students to be aware of and adhere to application priority dates. Students who file for financial aid too late in the year may not receive a FWS award due to lack of funding, regardless of whether they had FWS in the past, have financial need, or have a specific FWS job arranged. To receive maximum time consideration for a FWS award, students should file the Free Application for Federal Student Aid (FAFSA) as soon after October 1 as possible.

FWS funds are restricted to students who are either citizens or permanent residents of the United States. Foreign students with an F-1 Visa are not eligible for FWS funds. Students who accept their offer of FWS are guaranteed a job. All students are given access to available FWS job descriptions on the Web in order to apply for the jobs that interest them.

WORK-STUDY AWARD AMOUNTS AND EARNINGS

Student employees who received FWS awards may not earn more than the dollar amount of their award. The Student Employment Office and the department supervisor MUST monitor all FWS student earnings to ensure that students do not earn more than their awarded amount. If the FWS amount is exceeded, the student must be terminated, and the department will be charged out of their operating account.

It is possible for a student's award amount to change before and during the academic year. Changes could be the result of changing financial circumstances, receipt of additional financial aid, etc. The Student Employment Office will notify supervisors of any changes in award and program amounts.

Departments are responsible for monitoring FWS awards. Supervisors are notified of students' original awards via the Available Work Hours Form.

CALCULATING STUDENT WORK HOURS

Below is a schedule that will assist you in determining the number of hours a student can work per week based on their work award and pay rate. We have developed this chart in order to avoid your student employees depleting their work award before the end of the academic year. This schedule is based on 20 work weeks in a semester with the assumption that the student will not work during the Christmas or spring break holidays.

If a student will be working during spring break or over the Christmas holidays, the hours worked per week should be decreased.

Students who have been awarded FWS may only have their award allocation increased through the Financial Aid Office, which is based on the availability of funding. It is not guaranteed that an award will be increased so please do not assume an increase will occur. Send the student to Financial Aid to inquire about the possibility of an increase of allocation.

Hourly Rate	Semester Federal Work-Study Award		
	Fall & Spring	\$1,000	\$1000
\$8.50	2	117	117

SUPERVISOR'S RESPONSIBILITIES

Provide the appropriate training and work space for each student employee.
 Must build student schedules in time and attendance module (ADP, Jenzabar, UKG, etc).
No paper timesheets will be accepted but must be retained within the supervisor's office. In UKG, the supervisor approving the hours indicates that the student has actually worked all hours reported.

Exception should be monitored weekly and corrected.

Ensure that the student is not working during any part of class time.

STUDENT'S RESPONSIBILITIES

A student employee should make a serious commitment to his/her job. When hired for a position, the student becomes a member of a work unit that depends on him/her. Therefore, the supervisor may reasonably expect the student to:

1. Report to work at the agreed-upon time, ready to work.
2. Attend to assigned duties on the job, and not conduct personal business while at work.
3. Work with a cooperative and positive attitude.
4. Notify the supervisor as soon as possible if work schedule changes. Projects and exams may occasionally interfere with a work schedule; the student should notify the supervisor when such changes can be predicted.
5. Keep an accurate record of hours worked.
6. Work up to, but should not exceed 20 hours per week when classes are in session, and no more than 40 hours per week when classes are not in session.
7. Log in only at the designated work times in ADP.
8. Notify the supervisor promptly in the event of a revision in the work award.
9. Notify supervisor of any job-related accident.

STUDENT EMPLOYMENT OFFICE'S RESPONSIBILITY

Assist students in securing employment for the purpose of offsetting educational expenses.

Help student obtain career related and practical work experience, if available.

Insure University wide compliance with Student Employment Policies and Procedures as established by the university. In addition, to recommend and implement revisions.

Help student employees understand their responsibilities and commitment to their jobs and their employer. In order to carry out the responsibilities, the Student Employment Office reviews all new job descriptions, titles, etc., and prepare reports regarding student employment. The office assists departments with their efforts to comply with appropriate regulations by monitoring payroll earnings, records, etc.

PAYROLL OFFICE RESPONSIBILITY

Review student hours entered in UKG by work study supervisors.

Issue payroll checks. Payroll will be issued as indicated on the payroll schedule distributed by the student employment office. Payments will be issued via ACH direct payments to student's bank cards.

THINGS TO TELL A NEW STUDENT WORKER

To adequately prepare new student employees for their job, it is suggested that upon hire, and then at yearly intervals, all employees be given a brief orientation. A standardized orientation is an excellent way of insuring that all employees are given the same information about employee dress, conduct on the job, and chain of authority and office procedures.

STUDENT WORKER GUIDELINES

- ✓ Workers are expected to be punctual. If you are delayed, you are expected to call before or within fifteen minutes of expected time of arrival. If you are ill, you should notify your supervisor when you expect to return to work.
- ✓ Please arrange personal business before or after work hours. Consult with your immediate supervisor if time off is necessary. It may be granted providing it doesn't interfere with the flow of the office.
- ✓ Studying during work hours is not permitted. It is required that you ask for time off for special study time, if needed.

- ✓ Visiting with friends in the office or on the phone during work hours is prohibited.
- ✓ Visiting should be done during breaks away from the office.
- ✓ When tasks have been completed at the conclusion of your work period, inform your immediate supervisor of the progress.
- ✓ Inform your supervisor before leaving the floor at the close of your period.
- ✓ The fax machine is for office use only. Personal use is not permitted.
- ✓ The copy machine is for office use only. Personal use is not permitted.

Completion of the timesheet is the responsibility of the student. They are due on the 1st of each month. Your immediate supervisor must sign the time sheet before submitting to the payroll office.

When taking telephone messages, please get the caller's complete name and telephone number with area code if long distance. Repeat the digits to the caller to ensure accuracy. Also, note the time and date and initial in the appropriate place. Answer the telephone on the 1st or 2nd ring. See the directory to make appropriate transfer calls. Place messages in the appropriate office box. Everyone is responsible for keeping the noise level to a minimum. Do not leave the counter unattended.

All files and work related information are of confidential nature. Student employees are required to maintain this confidentiality at all times. Written or verbal information cannot be removed from the office or discussed with students or other individuals not employed within the office. Data and material to which you may have access to, must be treated in a confidential manner. Any breach of confidence or abuse may result in dismissal and/or disciplinary action. Finally, you represent the image others have of our offices and services. Incorporate professional telephone etiquette and an attitude of helpfulness in greeting all who call and/or come into our offices.

Each student is informed of these guidelines during an orientation held prior to reporting to work

CORRECTIVE DISCIPLINE INTERVIEW

Employers are encouraged to give positive feedback to students when warranted; however, there may be times during the academic year when a student employee is not performing up to your expectations as a supervisor. This may relate to attendance, punctuality, job performance, or attitude. At these times it may be necessary to inform the student of your dissatisfaction with their performance.

The first step in this process should be to verbally notify the student of the inappropriate actions. Hopefully, this will be sufficient to correct most problems. If the situation continues, the problem should be defined in writing. Suggestions for improvement should

also be detailed in writing, including an expected date of improvement. This statement should be signed by both the supervisor and the student so that there is a mutual understanding of the situation. This is a departmental process. Therefore, the statement does not need to be sent to the Student Employment Office. A copy should be maintained by the supervisor and the employee.

Once these procedures are followed there will hopefully be an improvement in the situation. If however, the problem continues to be unresolved, it may be necessary to terminate the student employee. Another statement should be done summarizing what has taken place, what progress has taken place or not taken place, and reasoning leading to termination. Please notify the Student Employment Office of all disciplinary actions.

STRATEGIES FOR HELPING SUPERVISORS SUCCEED WITH STUDENT EMPLOYEES

1. **Set An Example:** Model strong work habits through efficient, dedicated work practices. Let your own approach to daily work be an example from which students can learn.
2. **Be Flexible:** Understand that student employees are students first and employees second; although it is important to have high standards on the job, it is also important to be flexible to accommodate academic obligations.
3. **Communicate Expectations:** Communicate the job standards and expectations to your student employees. One can't assume that these are self-evident to the students, even though they may seem obvious to you.
4. **Give Feedback:** Frequently provide consistent and appropriate feedback to your student employees. Like all employees, students benefit from feedback in job performance, providing it is communicated with a positive spirit.
5. **Be Fair:** Supervisors who are too lenient are not doing students any favors. Student job are "real jobs." Treat student employees as you would like to be treated in a given situation.
6. **Train, Train, Train:** Take time to train your students in important work skills, attitude, and habits - such as perseverance, time management, phone skills, quality service practices, or handling difficult situations. This is the "common sense" from which success is made.
7. **Be A Team Player:** As a team leader, develop and nurture the unique contributions of each team member. Take a global perspective.
8. **Give Recognition:** When you see a student "going the extra mile" or "persevering through difficult situations," acknowledge this in front of other staff and peers. People need to feel appreciated.

9. **Share The Vision:** Have regular staff meetings with your student employees and inform them how their work fits into a larger purpose of the department and institution. Remember, purposeful work is meaningful work.

10. **Be An Educator:** To the degree that we each contribute to the lives of others, we are all educators. How can you contribute to the education of your student employees?

DILLARD UNIVERSITY

Responsibilities of Supervisors to Federal Work-Study Students

- 1) I will provide orientation, training, supervision, and consistent work assignments for the Federal Work-Study (FWS) student. The Federal Work-Study program does not allow studying on the job.
- 2) I understand that the FWS stipend is allocated by the academic year and/or summer session. I will make every attempt to guarantee the FWS student enough consistent work to earn his/her entire FWS award, but not exceed it. If the student exceeds the FWS limit, I understand that the excess may be billed back to my department.
- 3) I understand and will ensure that students DO NOT work during their assigned class time. Students are not allowed to clock in even 1 minute during class time. *Example: If a student's class time is 10:00 a.m. – 10:50 a.m. and the student's work schedule begins at 11:00 a.m. but class ends early, so the student arrives to work at 10:48 a.m. The student cannot clock in until AFTER 10:50 a.m. Therefore, to ensure we maintain compliance with Federal Regulations, just have the student clock in at 11:00 a.m. which is their assigned work schedule. A schedule is made for a reason.*
- 4) I understand that the FWS program does not provide for overtime pay. Students should not work over the 20 hour work week. Any time worked over 20 hours per week will be charged to the employing department and student's FWS employment may be terminated. Exception: Only during non-scheduled academic related activity (between semesters, during holiday) that a student is able to work beyond the 20 hours or if approved by the Office of Financial Aid & Scholarships.
- 5) I understand that the tasks I assign to the FWS student will be related to my official duties and such tasks will be for the benefit of Dillard University or an authorized off-campus, non-profit, community service agency or public agency.
- 6) I will report difficulties regarding FWS to the DU Student Employment Office.
- 7) I understand that it is my responsibility to ensure that I build the student worker schedule in ADP. I must approve hours entered in ADP by the student worker. I should only allow students to work the hours that are built in ADP. I realize that failure to comply means the possible delay of the student's paycheck.
- 8) I understand FWS Coordinator will review student timesheets monthly and will notify me if the student(s) assigned to my department has worked hours that are not approved or if the original work study schedule in ADP has been modified. I further understand that at any occurrence, the following will occur:
 - 1st Violation: Verbal warning, noted in ADP by FWS Coordinator, to supervisor that a violation has occurred.

2nd Violation: Written notification to supervisor and office or department head that a second violation has occurred.

3rd Violation: Written notification to supervisor and office or department head that a third violation has occurred and office or department is not eligible to have work study students the following two semesters.

I have read, understand, and agree to my responsibilities to the FWS student(s) employed in this department or agency:

Department/Agency: _____

Printed FWS Supervisor's Name _____

Signature _____

Date _____



Dillard University
Statement of Confidentiality
**FWS STUDENT EMPLOYMENT CONFIDENTIALITY/
NON-DISCLOSURE AGREEMENT**

On this day, _____, _____, _____, _____
Day Month Date Year

I, _____, enter and accept the Confidentiality/Non-Disclosure Agreement between myself and Dillard University (DU) and any other third party. The information that I will come in contact with whether written/visually, verbally/auditory or electronically, I solemnly will not to publish, divulge, disclose, make known in any manner to any persons outside of the administrators of my job in which the information is equally granted access. I understand that students, parents, employees and third parties' information is confidential and is available to me solely for the performance of my official duties as a Dillard University (DU) Student Worker. Federal law, including the Family Education Rights and Privacy Act of 1975, as amended (FERPA), the Health Insurance Portability and Accountability Act of 1996 (HIPPA), university, state, federal and private laws, regulations and/or policies that guarantee the security and confidentiality of information maintained by the university. I will protect the privacy and confidentiality of students, parents, employees and third parties' information to which I have access and will use it solely for the performance of my official duties.

- I agree not to access students, parents, employees and third parties' information unless such access is required for the performance of my official duties.
- I agree that I will be a responsible user of data.
- I will make every reasonable effort to interpret the data accurately and in a professional manner.
- I will store data I obtain from the system under secure conditions.
- I will make every reasonable effort to maintain privacy of the data.
- I will not use the information to which I have access in an unauthorized manner.
- I will neither knowingly include nor cause to be included a false or misleading entry in any record.
- I will not change or delete any entry in any record.
- I will not attempt to view other students' records, including grades, financial records, awards, etc.
- I will not copy, reproduce, electronically print, or forward any record except in the performance of my defined duties and in accordance with Dillard University policies and procedures.

- The sign-on and password codes assigned to me are equivalent to my signature and I will not share/disclose the passwords with any other individuals. I will not use another person's password/access.
- I will sign-off the system when not in use.
- I will be responsible for any use or misuse of my network or application system sign-on codes.
- I will not attempt to access information on the DU Network, Systems, Ledgers, Grade Books, etc except to meet the specific needs of my job or position at DU.
- I will not divulge, in any way, knowledge of any confidential information that I have learned
- I will seek the advice of my supervisor should I have questions concerning the items in this Confidentiality Agreement.

Certification Section:

FINANCIAL AID OFFICE

I hereby acknowledge and confirm that the information in this document has been explained and shared with the student.

Financial Aid Representative

Signature Title

Date

STUDENT

As a condition of my employment, continued employment and relations with Dillard University, I agree to abide by the requirement of the DU Confidentiality Policy and with institution, federal, state, private laws governing confidentiality information. Furthermore, my signature indicates that I have read this agreement, understand and agree to abide by its terms and conditions. I will adhere to this agreement that any and all information pertaining to students, parents, employees and third parties, shall remain confidential and shall not be disclosed to any parties/persons. I further acknowledge that I have read the terms of this Confidentiality Agreement, and that I have received a copy for my records.

I understand that if I violate the terms and conditions of this agreement

Student Name (Please Print)

Student ID Number

Student Signature

Date

SUPERVISOR

My signature below as the Supervisor indicates that I have read and reviewed all terms and conditions with the student and will abide by its terms and conditions. (Upon completing this form, please make a copy of the form for your department and submit original signed form to the Financial Aid Office in Rosenwald Hall, Room 126 or to email to FWS@dillard.edu.

Supervisor Name (Please Print)

Supervisor Signature

Department

Date



Absence Request

Please submit this form for approval as early as possible, **and at least a week in advance**. All Absence Requests must be approved prior to the occurrence.

Name: _____ Today's Date: _____

Date of Absence: _____ Reason: _____

Supervisor's Signature: _____

Office of Financial Aid & Scholarships *Student Employment Staff Evaluation*

Student _____ Date of Evaluation _____ Job Title _____

Supervisors _____ Department _____

1 - Superior 2 - Good 3 - Average 4 - Poor 5 - No Evaluation					
Attitude	1	2	3	4	5
Commitment	1	2	3	4	5
Motivation	1	2	3	4	5
Attendance	1	2	3	4	5
Communications	1	2	3	4	5
Professionalism	1	2	3	4	5
Customer Service	1	2	3	4	5
Responsibilities	1	2	3	4	5

Strengths:

Weaknesses:

Ways to Improve:

Goals for next Semester:

Number of Absence Requests _____

Number of Incidents _____ and Reasons:

1. _____
2. _____
3. _____

Would you rehire this student's fir the next academic year. Yes___ No_____

Comments:

Supervisor_____ Date _____
Signature

Student_____ Date _____
Signature

Incident Report (first offense)

The following report will be put into your personnel file and reflects that you did not follow the guidelines that were established by your supervisor. The situation described below is considered to be a formal oral notification of a violation of the established guidelines. If you have extenuating circumstances and feel that they should be reflected, please feel free to submit a written response. The next offense of a similar nature will result in a written warning.

Name of Staff Member_____ Date _____

Described Incident_____

Supervisor's Signature_____ Student's Signature_____

Incident Report (second offense)

The following report will be put into your personnel file and reflects that you did not follow the guidelines that were established by your supervisor. The situation described below is considered to be a formal written notification of a repeated violation of the established guidelines. If you have extenuating circumstances and feel that they should be reflected, please feel free to submit a written response. The next offense of a similar nature will result in a final warning.

Name of Staff Member_____ Date _____

Described Incident_____

Supervisor's Signature_____ Student's Signature_____

Incident Report (termination)

The following report will be put into your personnel file and reflects that you did not follow the guidelines that were established by your supervisor.. One more violation of a similar nature and your employment will be terminated. The situation described below has caused us to terminate your employment. If you have extenuating circumstances and feel that they should be reflected, please feel free to submit a written response.

Name of Staff Member_____ Date _____

Described Incident _____

Supervisor's Signature _____ Student's Signature _____

Contact Information

*Dillard University
Division of Student Success
Office of Financial Aid & Scholarships
Rosenwald 1st Floor, Room 126
Student Employment*

- *2601 Gentilly Blvd*
- *New Orleans, LA 70122*
- *Office 504-816-4677*
- *Fax 504-816-5456*

Hortense Lockett
[*hlockett@dillard.edu*](mailto:hlockett@dillard.edu)

Office of Financial Aid & Scholarships
504-816-4677

Student Employment
issues or concerns will be addressed,
Tuesday and Thursday

2:00p.m.-4:00p.m.

