

# **Handbook for Supervisors of Student Employees**



**METROPOLITAN  
STATE UNIVERSITY<sup>SM</sup>  
OF DENVER**

**The Metropolitan State University of Denver  
Office of Human Resources**

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**TO: On-Campus Supervisors of Student Employees**

**FROM: Ramona Morris  
Student Employment Manager**

**Subject: Supervisor Handbook**

**Mission Statement:**

The Student Employment Program at Metropolitan State University of Denver is meant to provide students paid jobs to help alleviate a portion of their educational expenses. In addition, student employees will garner a professional experience that will help them develop leadership skills intended to augment their classroom education. Through this program, student employees contribute to the success of this institution and are considered valuable employees of Metropolitan State University of Denver.

As a Supervisor of Student Employees, you act as both a mentor and a manager. You can have an impact on your student employees by teaching professional etiquette and observing that they conduct themselves in a professional manner. This will benefit the students who wish to transition into the work force after graduation.

This handbook is designed as a guide and resource to help you succeed in your role as both mentor and manager. There have been modifications to forms, processes, rules and to the program; therefore, this handbook is also designed to inform supervisors about these changes. Please contact the Student Employment Manager at 303-556-2482 if there are any suggestions you may have regarding this handbook.

Please contact me if you have any questions.

**Metropolitan State University of Denver is an Equal Opportunity Employer.**

## CONTACTS



<p><b>Office of Human Resources</b>          Campus Box 47, P.O. Box 173362          Denver, CO 80217-3362          890 Auraria Pkwy, SSB 310          303-556-3120 fax: 303-556-5151  <a href="http://www.msudenver.edu/hr/">http://www.msudenver.edu/hr/</a>          Email: <a href="mailto:humanresources@msudenver.edu">humanresources@msudenver.edu</a>          Hours: 8:00-5:00 Monday through Friday</p>	<ul style="list-style-type: none"> <li>• Administration and processing of employment paperwork (<i>Student Employment Form</i>, I-9, W4, etc.)</li> <li>• Name and address changes for employment purposes</li> <li>• Maintains personnel files and records</li> <li>• Administers and monitors the off-campus work-study program</li> <li>• Posts available jobs on the student employment webpage</li> </ul>
<p><b>Office of Financial Aid</b>          Campus Box 2, P.O. Box 173362          Denver, CO 80217-3362          Student Success Building, Area 6, Suite 130          303-556-8593 fax 303-556-4927  <a href="http://www.msudenver.edu/financialaid/">http://www.msudenver.edu/financialaid/</a></p>	<ul style="list-style-type: none"> <li>• Processes financial aid and work-study forms related to award information (WKSUM, <del>WK09</del>WK16, etc.)</li> <li>• Account reconciliation of awards (over and under situations)</li> <li>• Monitors Satisfactory Academic Progress and enrollment status for work-study employees</li> <li>• Requests for Financial Aid appeals</li> </ul>
<p><b>Office of Accounting Services          Work Study Program</b>          Campus Box 98, PO Box 173362          Denver, CO 80217-3362          303-556-3030 fax 303-556-5023</p>	<ul style="list-style-type: none"> <li>• Answers billing questions</li> <li>• Sends out invoices to off-campus agencies</li> <li>• Please send monthly checks to this location</li> </ul>
<p><b>Payroll Services</b>          890 Auraria Pkwy, SSB 320          Campus Box 98, PO Box 173362          303-556-3030 fax 303-556-5010          Email: <a href="mailto:payroll@msudenver.edu">payroll@msudenver.edu</a></p>	<ul style="list-style-type: none"> <li>• Questions regarding deductions, W4s, W2s (including tax exemptions) and timesheet discrepancies</li> <li>• Retains copies of off-campus time sheets for 5 years</li> </ul>
<p><b>Career Services</b>          Tivoli Student Union, 215          Campus Box 68, PO Box 173362          303-556-3664 fax 303-556-4035  <a href="http://www.msudenver.edu/career/">http://www.msudenver.edu/career/</a></p>	<ul style="list-style-type: none"> <li>• Posts off-campus hourly jobs</li> <li>• Career fairs</li> <li>• Career assessment</li> <li>• Employment workshops</li> </ul>
<p><b>Applied Learning Center - Internship Center</b>          Administration Building, Suite 325          Campus Box 7, PO Box 173362          303-556-3290 fax 303-556-2091  <a href="http://www.msudenver.edu/internship/">http://www.msudenver.edu/internship/</a></p>	<ul style="list-style-type: none"> <li>• The Internship Program at MSU Denver</li> <li>• The Service Learning Program</li> <li>• The Center for Urban Connections</li> <li>• The Undergraduate Research Program</li> </ul>
<p><b>Office of the Registrar</b>          Student Success Building, Area 3, Suite 160          Campus Box 84, PO Box 173362          303-556-3991 fax 303-556-3999  <a href="http://www.msudenver.edu/registrar/">http://www.msudenver.edu/registrar/</a></p>	<ul style="list-style-type: none"> <li>• Name and address changes for academic records</li> <li>• Ensures compliance with policies and procedures pertaining to registration, curriculum, grading, degree requirements, and dates &amp; deadlines</li> </ul>
<p><b>Student Engagement and Wellness (SEW)</b>          Tivoli Room 311          Campus Box 74, PO Box 173362          303-556-3559 fax 303-556-3896  <a href="http://www.msudenver.edu/studentengagementandwellness/">http://www.msudenver.edu/studentengagementandwellness/</a></p>	<ul style="list-style-type: none"> <li>• Student Conduct and Conflict Resolution Services</li> <li>• Administers the discipline system for MSU Denver</li> <li>• Ensures the rights and equitable treatment of the students of MSU Denver</li> <li>• MSU Denver Food Bank</li> </ul>

## **I. SUPERVISORS' RESPONSIBILITIES**

1. Complete a *Student Position Description Form* for the needed student employee position. Post the position by completing the [Request for Job Posting](#) electronic form on MSU Denver's student employment website. Off-campus agencies must have a current *Work- Study Terms of Agreement Contract* on file to post a work-study position.
2. Conduct interviews and hire eligible student employees. Discuss employment policy/procedures, job expectations, and work schedules. Provide training for your student employees, oversee work assigned and evaluate job performance regularly.
3. Sign and submit completed financial aid forms to the Office of Financial Aid and student employment payroll forms to the Office of Human Resources **before** the student commences work.
4. A semi-monthly record of dates and hours (timesheets) worked by the student employee must be maintained and made available upon request. According to state retention laws, the department and/or off-campus supervisor must keep and have available these records for five (5) years.
5. **On-campus supervisors:** Enter hours worked by student(s) into the Banner PHA HOUR form according to payroll deadlines. **Off-campus supervisors:** Email completed timesheets to Payroll Services ([payroll@msudenver.edu](mailto:payroll@msudenver.edu)) by 5:00 p.m. on the first day during time entry periods (see appropriate payroll schedule).
6. All student employees will only be paid for hours worked. Student employees are not entitled to any benefits or paid leave of any kind.
7. Overtime (above 40 hours per week) is not allowed for work-study student employees. If a work-study student inadvertently works over 40 hours in a week, the time and a half will be billed 100% to the department. Student Hourly employees may work over 40 hours with prior approval from the appropriate Vice President. Payroll will manually make adjustments for overtime for both work-study and hourly employees; please fax overtime timesheets to payroll for adjustments.
8. Paid breaks are allowed when student employees work a 4-hour block of time. When a student works 5.5 hours, they must have a lunch break of at least 30 minutes without pay. Students may not work more than 8 hours in a day. Breaks are not to be used to report late for work or to leave early.
9. Student employees are covered by Worker's Compensation. Be prepared to advise student employees on the procedure that must be followed for a work related injury. All work-related injuries must be reported to the Benefits Manager as soon as possible. The Benefits Manager can be reached at 6-5029.
10. Student employees are employees of the University. A conscientious supervisor should demand, expect, and receive the same quality of performance that is required of any other employee.
11. Resolve work-related problems and difficulties by communicating regularly with student employees. If the problem cannot be resolved, the problem should be presented to the next level supervisor.
12. It is the supervisor's responsibility to monitor a student's work-study award earnings. Any over-earnings will be charged 100% to the department or agency. They must also monitor their students' academic progress, University registration, and the employment status of international students throughout the student's employment.
13. Information regarding a student's termination should be faxed to Ramona Morris ([morriram@msudenver.edu](mailto:morriram@msudenver.edu)) immediately. Please fill out a *Separation Form* and the final timesheet and fax them to 303-556-5151, within 24 hours.

## II. METROPOLITAN STATE UNIVERSITY STUDENT EMPLOYMENT PROGRAM

### A. Who is considered a student employee?

A student employee is defined as: A student who is a part-time employee, who is also enrolled in classes, with the primary goal of achieving a degree. An undergraduate student must be enrolled in 6 credit hours during the fall and spring. During the summer they do not have to be enrolled in classes, but they must be enrolled for the following fall semester. (One exception: Students who graduate are allowed to work up to one semester after graduation. If they graduate in the spring, students may work either the summer or the fall after graduation, but not both.) Graduate students must submit proof of registration in a graduate program. Graduate students taking fewer than three credit hours during the summer semester or taking less than five credit hours during the spring or fall semesters will be enrolled in the Student Employee Retirement Plan (SERP).

### B. Work-Study Program

Work-study is an employment program that provides paid jobs for students who need to earn a portion of their education expenses. Work-study funds come from the state and federal government depending on which award the student receives. Students earning money through work-study are subject to Financial Aid stipulations pertaining to credit hours and Satisfactory Academic Progress. There are three types of work-study awards: Colorado Work-Study, Federal Work-Study, and No-Need Work-Study. (Students who have FWS are eligible to participate in the off-campus work-study program.)

### C. Hourly Employment Program

Hourly employment is for students who are paid 100% from departmental, grant or foundation funds. All hourly student employees must be above a 2.0 semester GPA to remain in the student employment program at MSU Denver. (There is a one semester probationary period for students to raise their semester GPA and remain on student hourly.) Work-study students who exhaust their award and continue to work become hourly employees. Hourly students must be enrolled in a minimum of 6 credit hours during the fall and spring semesters (unless it is the last semester before the student graduates). Undergraduate students who do not take a minimum of 6 credit hours during the Summer Semester will be enrolled in the Student Employee Retirement Plan (SERP). Exceptions are given to students taking less than 6 credit hours in the last semester before graduation.

#### a) International Student Employees

International Students must be enrolled full-time (12 credit hours) during the fall and spring semesters to work on-campus. Students in a graduate program must be enrolled for 9 credit hours. They may work during the summer semester if they are not enrolled in classes, however, they must have been enrolled full-time the previous spring semester and intend to enroll full-time in the following fall semester. International Students must submit a signed *Employment Eligibility Form for International Students* to the Office of Human Resources **every** semester they intend to work on-campus. Once an International Student graduates, they are no longer eligible to work as a student employee, unless they have proper documentation for Optional Practical Training and proper work authorization documentation. Have them contact Payroll Services or the [IRS](#) if they have questions concerning tax exemption and treaty status with their country.

### D. Summer Employment

There are different regulations and policies for summer employment than there are for the regular academic year. Therefore, a *Student Employment Form (SEF)* must be submitted with a copy of the student's summer registration each year. If work-study students are interested in summer work-study they must fill out a WKSUM form and turn it in to the Office of Financial Aid each spring. Work-study students must be enrolled in at least 6 credits during the summer to receive a work-study award. Hourly student employees, who are not enrolled in at least 6 credits, will be enrolled in TIAA-CREF. (Please see the SERP section located on page 13 for specific information regarding this regulation).

For those who are not enrolled in classes, the supervisor must submit an *Exception Form* if the student wants to work over 30 hours a week.

### **E. Off-Campus Student Employment**

Students who qualify and accept Federal Work-Study are allowed to participate in the Off-Campus Student Employment Program. Non-profit agencies should contact the Office of Human Resources for more specifics. Agencies that are eligible to participate in this program are: federal and state agencies, non-profit or not-for-profit agencies that are not politically affiliated. Seventy-five percent of the students' earnings come out of their work-study fund and twenty-five percent is paid by the off-campus agency. If a student runs out of funding or if their award is canceled for any reason, the off-campus agency will be billed 100% thereafter.

## **III. WHO DOES WHAT IN THE STUDENT EMPLOYMENT PROCESS**

### **A. Office of Financial Aid**

- Handles all work-study awards and forms.
- Monitors student(s) Financial Aid funding.
- Monitors enrollment and grades for work-study students.
- Process Financial Aid suspensions if a student does not meet GPA and/or completion rate requirements.
- Informs HR when a student has over earned their award.

### **B. Office of Human Resources**

- Processes employment paperwork. (New hire paperwork, continuing paperwork, training certificates, change of address/name forms, etc.)
- Off-Campus agency agreements are processed in HR.
- Trains supervisors on entering student hours in PHAHOUR.
- Answers questions pertaining to employment policies and procedures.
- Processes any agency terminations.
- Verifies awards, student employment eligibility, student hourly GPA.
- Changes labor distribution in the system when a student over earns.

### **C. Payroll Services**

- Answers questions regarding deductions, W-4s, W-2s (including tax exemptions) and timesheet discrepancies.
- Processes off-campus work-study timesheets.
- Processes manual checks. (If a manual check must be cut, the student employee may pick it up at the Cashiers Office, unless otherwise notified).

### **D. Accounting Services**

- Reconciles budgetary discrepancies.
- Answers questions regarding budget tracking in Banner.
- Informs HR when to terminate a student's job when the off-campus agency does not pay 25% of their earnings.
- Sends monthly invoices to off-campus agencies.



#### **IV. WORK-STUDY PROGRAM INFORMATION**

##### **How does the work-study program work?**

Students receive a work-study award based on their financial aid package. Students earn their award gradually through semi-monthly paychecks received for hours worked in their work-study job. Students may earn up to their award amount, but are not obligated to do so. Any hours worked after an award is exhausted are billed 100% to the department or agency in which the student works. It is at the discretion of the department as to whether a student may continue to work after their award is exhausted. Also, financial assistance may adjust or even cancel a student's work-study award at any time during the year; therefore, it is important for both students and supervisors to monitor financial aid changes and earnings on a regular basis.

##### **Explanation of the process:**

1. In order for a student to be eligible for work-study they must mark "YES" that they are interested in being a work-study on the Free Application for Federal Student Aid, better known as the FAFSA. If the student is not awarded work-study status for the academic year, they should contact the Office of Financial Aid about the process for receiving a work-study award.
2. Students must have an on-campus employer or a non-profit off-campus employer who can sign the Financial Aid form to formally accept their work-study award.
3. Students must submit the work-study form (i.e. WK14, WK15) to the Office of Financial Aid to confirm their award for the Fall/Spring and also a Financial Aid Form (WKSUM) for the summer semester. This must be signed by their supervisor.

##### **HOWEVER, THIS IS NOT THE LAST STEP IN THE PROCESS.**

4. Appropriate employment paperwork must be received in the Office of Human Resources **BEFORE** students commence working in order to be placed in the system as an employee. The student employee will not be added to payroll if paperwork is not complete.
5. If a student fails to earn any of their award funds before the third payroll period of the semester, they will lose their award and the money will be given to a student who is on the wait list monitored by the Office of Financial Aid. If a supervisor is aware that their employee will not earn a portion of their award by the third week, they should contact the Office of Financial Aid to stop the cancellation of their employee's award.

#### **V. FINANCIAL AID INFORMATION**

- Priority work-study funds are allocated to the students who earned work-study the prior academic year.
- Due to limited funding, there are more employment openings on campus than there is money to fund all of the students who may qualify for being a work-study. Therefore, retention of student employees is very important.
- The Office of Financial Aid maintains a wait list for students who are interested in work-study. **After the third payroll period of a semester, students who have not earned money will lose their award.** This will free up money for those who are on a wait list. If a student is planning to start a job after the third payroll period, their supervisor should contact the Office of Financial Aid to inform them that their employee's award should not be canceled.
- A **WKSUM** form must be submitted to the Office of Financial Aid to be eligible for summer work-study. Summer work-study is awarded in mid-April.

##### **Cancellation of Work-Study Funds Occurs When:**

1. A student does not earn work-study money after three payroll periods for the semester:



2. A student drops below 6 credit hours (Any hours earned during the payroll will be charged to the department):
3. A student's satisfactory academic progress appeal is denied.

### **Reduction of Work-Study Funds**

A student receives a scholarship or outside sponsorship award. (If a reduction occurs during a payroll and the student over earns, the department will be charged the additional earnings).

### **How much can a student earn?**

The average award for an academic year is \$5,000. (This may vary depending on funding). This is based on a student's available unmet need.

## **FEDERAL AND STATE SATISFACTORY ACADEMIC POLICIES (SAP)**

Satisfactory Academic Progress Policies require all students receiving Title IV financial aid benefits and state financial aid benefits to meet and maintain specific academic standards. All forms of financial aid are affected by this policy except for some private scholarships.

Your academic record, all transfer credits and all credits attempted while you are not receiving financial aid are subject to the Satisfactory Academic Progress Policy. Your academic progress will be evaluated at the end of each semester during which you attend school, and it will be reviewed before any disbursement of financial aid funds for a new semester. Effective July 2011, financial aid Satisfactory Academic Progress Policy at MSU Denver is evaluated using four categories.

### **GOOD STANDING**

You are considered to be in good standing during the first 130 credit hours of course work you attempt:

- By maintaining a cumulative grade point average (GPA) of at least 2.0.
- By maintaining a cumulative completion rate of 75% or higher.
- By having less than 130 total cumulative attempted hours.
- By maintaining the difference between your total cumulative attempted hours and total cumulative completed hours to be less than 36 credit hours.

### **ALERT**

You will be placed on alert status, which will not affect your financial aid disbursement, if

- You have completed at least 67% of the credit hours you have attempted, but your pace of progression is less than 75%.
- You have attempted between 130 and 180 cumulative credit hours, including transfer credits.
- You have not completed between 36 and 60 of the credits you have attempted.

### **WARNING**

You will be placed on warning if you fall under the SAP criteria for the first time in which you are not making Satisfactory Academic Progress and if it is possible for you to meet Alert or Good Standing requirements within one semester. You will also be placed on warning if you fall into the SAP criteria immediately following a semester during which you were in Alert or Good Standing. Warning does not affect your financial aid disbursement. You will generally have one semester to improve your standing back to Good or to Alert. If you are unable to do so after one semester, you will be placed on SAP.

### **SAP**

You will be placed on SAP and will not be eligible to receive financial aid at MSU Denver for one or more of the following reasons:

- Your cumulative GPA is below 2.0. To obtain good standing, you must raise your cumulative GPA to 2.0 without the benefit of financial aid. You may also appeal. Appeal letters must document extreme extenuating circumstances to warrant approval of your appeal. Appeal letters must also include a comprehensive, detailed plan for future academic success.

- You do not attain a 2.0 cumulative GPA after one semester on warning. To obtain good standing, you must raise your cumulative GPA to 2.0 without the benefit of financial aid. You may also appeal. Usually, for an appeal to be approved, your last semester GPA must have been at least 2.0, and you must have shown dramatic improvement and potential for a 2.0 cumulative GPA within one more semester.
- You fail to complete at least two thirds (67 percent) of the total number of credit hours you have attempted at MSU Denver. To obtain Good Standing, you must attain a cumulative completion record equal to two thirds (67 percent) without the benefit of financial aid. You may also appeal and document the reason you were unable to complete at least two thirds of the total credit hours you attempted, including a plan for 100% completion moving forward.
- You complete 0% of your attempted credits during a semester.

### **INELIGIBLE**

You will be considered ineligible for financial aid, without the option to appeal, if

- You reach the equivalent of 180 credits attempted toward your first MSU Denver undergraduate (Bachelor's) degree without earning your degree. Your entire academic record, all transfer credits and all credits attempted while you were not receiving financial aid will be counted toward the 180 credit maximum. You are encouraged to speak with a MSU Denver financial aid advisor to discuss available options. In the rare case you may have the option to appeal, you are required to include a CAPP report with your appeal. Generally, only Teacher Licensure students may receive financial aid for more than 180 attempted credits while completing the first MSU Denver undergraduate degree. Approvals, however, are never guaranteed.
- It is mathematically impossible for you to graduate within the 180 attempted credit limit. If you have attempted but not completed 60 or more credits, it is mathematically impossible for you to graduate with the required 120 completed credits without reaching the 180 attempted credit limit. You will not have the option to appeal to receive any Title IV financial aid at MSU Denver.

Students will not be offered financial aid if they have attempted 180 or more credits or if they are mathematically unable to graduate within the 180 credit limit.

### **APPEAL PROCESS**

If you are placed on financial aid SAP and it is not due to reaching the 180 credit limit, you have the right to submit a written appeal to our office. Appeals must be based on extenuating circumstances that prevent you from meeting the requirements of this policy. Extenuating circumstances can be defined as medical problems, a death in the immediate family, and/or extreme personal problems. Documentation of these circumstances must be submitted with the appeal. The appeal must also explain why the circumstances no longer exist and what you will do to ensure meeting the Satisfactory Academic Progress Policy in the future. You can obtain an appeal form from the Office of Financial Aid, or you may do an [on-line appeal](#).

The appeal will be reviewed by a financial aid counselor. You will be notified in writing of the result of the appeal. If the appeal is denied, you may submit additional documentation in writing to the Professional Judgment Committee.

### **PROBATION**

If you have an appeal approved, you will be placed under financial aid probation for one semester. If you continue to complete 100% of your attempted credits with a term GPA of at least 2.25 during a semester on probation, you will not need to submit an appeal in order to receive financial aid for the following semester unless you have reached the overall 180 attempted credit limit.

If you are placed on *academic* suspension and have not registered for classes through the office of Student Academic Success (CN 103, 303-556-4048) by the Friday before the first week of classes, your appeal will be denied.

### **THINGS YOU SHOULD KNOW ABOUT THE SATISFACTORY ACADEMIC PROGRESS POLICY**

- If you are on financial aid SAP, all financial aid is suspended, including student loans. A student on SAP will not be considered for any financial aid awards at MSU Denver.

- If you have received a Warning or Alert Letter, you do not need to appeal. Warning and Alert Letters are sent only to make students aware of the Satisfactory Academic Progress Policy so they may make the necessary adjustments to avoid being placed on SAP.
- You must complete credit hours with a grade of "D" or better. A grade notation of "AP", "CC", "CL", "EX", "F", "D#", "F#", "I", "NC", "NR", "PL", "PP", "SA", "SN", "U", "U#", "SP", and "UE" does not meet Satisfactory Academic Progress requirements for credit hour completion. The credit hours you attempt but do not complete will be counted when determining the total number of credits you have attempted toward the 180 credit limit. Remedial courses must have a grade of "C#" or higher to count as completed.
- When an Incomplete or grade change occurs, the student has until census date of the following semester (counting from the term of when they initially registered for the course) to have the grade updated and must then notify the Office of Financial Aid to recalculate his/her SAP status.
- Your entire academic record is taken into consideration when an appeal is reviewed. Please note that this does include any semesters where you paid for school without financial aid assistance.
- Credits removed from your record due to an approved Tuition and Fees Appeal will be included when calculating your overall completion rate and attempted hours.
- If you have completed a last grade stands request after retaking a course, the credits from your previous attempt will count toward your attempted hours and can thus reduce your cumulative completion rate. This is the result of your previous grade being changed to an "NC" and being replaced by the most recent grade earned. If you have any questions regarding the "Last Grade Stands Policy", please visit <http://www.msudenver.edu/enroll/registrar/docs/pdf/lastGradeStandsForm.pdf>.
- You must have an appeal submitted by December 1 to retain eligibility for fall semester aid. You must have an appeal submitted by May 1 in order to retain eligibility for spring semester aid. You must have an appeal submitted by August 1 in order to retain eligibility for summer semester aid. Submission of an appeal does not guarantee approval.
- If you are awarded in error while on suspension, you will be responsible for repayment of funds received.

#### **STUDY ABROAD AND SATISFACTORY ACADEMIC PROGRESS**

Your financial aid will likely be delayed the semester following a study abroad term. The Office of Financial Aid cannot calculate your Satisfactory Academic Progress until your official academic transcript from the study abroad program has been received and reviewed by the University. All financial aid will be held until this transcript has been evaluated. You may submit an unofficial transcript to our office but that does not guarantee that we can update your status and release your financial aid.

**Note: If a student is awarded in error while on suspension, they will be responsible for repayment.**

## **VI. POLICIES AND PROCEDURES**

Please read the following policies and procedures, before you hire student employees.

### **A. ELIGIBILITY**

Students must be at least 18 years of age to participate in the Student Employment program at MSU Denver. All student employees of the University must be above a 2.0 semester GPA. (There is a one semester probationary period for students to raise their semester GPA and remain on student hourly.) All work-study awarded student employees must be enrolled for at least 6 credit hours, including summers. Students working on departmental funds must also be enrolled 6 credits during the fall and spring semesters. However, they may work in the summer when not enrolled if they were registered in the spring and have registered for the fall semester. One exception: students who graduate are allowed to work up to one semester after graduation, for the same department they had been working in. If students graduate in the spring, they may work either the summer or fall semester after graduation, but not both. Undergraduate student employees taking less than 6 credit hours during the summer semester will automatically be enrolled in the Colorado Student Employee Retirement Plan (SERP). Graduate students taking fewer than three credit hours during the summer semester or less than 5 credit hours during the spring or fall semesters are also required to enroll in the SERP (TIAA-CREF).

To check employment eligibility for students please use the following Banner Screens:

- Verify Student Enrollment – **SFAREGQ**
- Financial Aid Work-Study Award Information – **RPAAWRD** (and look for CWS, FWS, or NNWS) or use **RJASEAR**.

## **B. INTERNATIONAL STUDENTS**

International (non-resident) students must be enrolled full-time (12 credit hours) during the fall and spring to work on-campus. Students in a graduate program must be enrolled for 9 credit hours. They may work during the summer semester if they are not enrolled in classes, however, they must have been enrolled full-time the previous spring semester and have the intention to enroll full-time the following fall semester. International students must submit to the Office of Human Resources a signed *Employment Eligibility Form for International Students* **every** semester that they intend to work on-campus. Once an International Student graduates, they are no longer allowed to work as a student employee, unless they have proper documentation for Optional Practical Training. International students should contact Payroll Services if they have questions concerning tax exemption and treaty status with their country. International (non-resident) students will not be enrolled in the SERP if they fall below 6 credits in the summer semester.

## **C. WORK HOURS**

Student employees may work a maximum of 30 hours per week when classes are in session and 40 hours per week when classes are not in session. (International students may work 20 hours per week during the fall and spring semesters. During the summer, international students must follow the University's hourly policy.) When setting work hours, consideration must be given to the student's course load and academic progress. Academic success should be the first priority of student employees. If more than 30 hours a week are required, the Vice President of Academic Affairs must sign off on a *Student Employment Exception Form*. (If a student is not enrolled during the summer semester and would like to work over 30 hours a week, an *Exception Form* must be submitted by their supervisor to HR; however, only the supervisor needs sign off of on this request, the signature of the Vice President of Academic Affairs is not required.) Supervisors are allowed to reduce work hours if there are budgetary concerns or if the work load does not constitute as many hours as were previously needed. Supervisors should keep in mind that they should not cut hours for a few student employees and keep a regular schedule for others. In order for students to have an opportunity to find additional work on campus to compensate for this change, supervisors should give plenty of warning. Student employees may work more than one job on campus; however, the total combined hours should not exceed 30 hours a week without an *Exception Form*. **Work week includes hours worked from 12:01 a.m. Saturday and ending at 12:00 midnight Friday.** (The timesheets are not set up with this workweek, so please be aware that student's overtime is based on the actual work week, Saturday through Friday.)

## **D. BREAKS**

Paid fifteen minute breaks are allowed when student employees work a 4-hour block of time. When a student works 5.5 hours, they **must** take a lunch break of **at least** 30 minutes without pay. Students may not work more than 8 hours in a day. Supervisors are not allowed to adjust time on timesheets for breaks not taken. Students must take their lunch break, but they also must be paid for hours worked. If a student continuously violates the break policy, they will be terminated from the student employment program.

## **E. OVERTIME AND BENEFITS**

Overtime (over 40 hours per week) is not allowed for student employees without prior Vice Presidential approval. If a student inadvertently works over 40 hours in a week they are eligible for overtime; which is time and a half. For work-study students, those hours will be billed 100% to the department. Financial Aid funding will not cover time and a half. Please contact HR or payroll immediately if a student employee intends to work or did work over 40 hours a week. Payroll will manually make adjustments for overtime for both work-study and hourly employees; please fax overtime timesheets to 303-556-5151 for adjustments. An internal procedure for each vice presidential area should be developed for overtime requests on departmental funds. Student employees are part-time employees and should abide by the no overtime rule. **Work week includes hours worked from 12:01 a.m. Saturday and ending at 12:00 midnight Friday.** Student employees are not eligible for paid benefits of any kind, including holidays, vacation time, sick leave, or unemployment compensation.

## F. TIME SHEETS

Student employees are paid on a semi-monthly basis. Timesheets are legal documents and must be retained in each department for five years. Hours recorded on the timesheets must reflect actual hours worked within a specific pay period. Student employees, who falsify their timesheets, will be subject to student judiciary processes related to fraud and immediate removal from the student employment program. Supervisors should contact the Judicial Office in Tivoli 311 and the Student Employment Manager immediately if a student falsifies their timesheet. Reparations will be sought for the falsely recorded time. All completed timesheets are due to supervisors before time entry. Any timesheets turned in after time entry will be posted on the following pay period.

Please remember:

- a) As a supervisor, your signature attests to your knowledge that the information reported is a true reflection of your employee's attendance.
- b) MSU Denver takes timesheet fraud very seriously. Please emphasize to your employees that changing, altering, or revising a timesheet without a manager's knowledge is a violation of not only MSU Denver policies, but State policies as well. Also, reporting hours worked when they were not actually conducting University or State business is also a violation. These situations are all subject to disciplinary action up to and including, dismissal from MSU Denver. Employees may also be subject to felony charges such as larceny and forgery, one count for each timesheet.
- c) Supervisors who know, or have reason to know, that an employee is committing fraud, may also be subject to arrest and/or disciplinary action. All employees who review timesheets or enter them in the Banner system for payment must remember to check timesheets carefully. Your signature and inputting of time into Banner means you are verifying the accuracy of hours listed.

## G. MANUAL CHECKS

Supervisors are allowed 2 manual check requests per fiscal year. It is understood by HR and Payroll Services that a missed payroll may include several student employees. Therefore, a manual check request for all employees on that payroll will be considered one check request. Hence, supervisors are allowed two payroll periods in which to request manual checks for their students. Supervisors must fill out a *Manual Check Request Form* and attach their employee's timesheets and fax them to Office of Human Resources (303-565-5151). If a supervisor requests more than two manual checks (two payroll periods) within a fiscal year, they must have their direct supervisor and the Vice President of their area sign off on it. Therefore, it is important to remind students to hand in their time sheets on time. If students turn in their time after the window for time entry has closed, it is the responsibility of the supervisor to decide whether the situation warrants a manual check. It is important to have a back-up supervisor to input time for students if a supervisor is out. It is not fair for a student to miss a paycheck because their supervisor is out. (For 'glitches' in the Banner system, or when HR improperly processes paperwork and students do not receive a check on pay day, a manual check will not be considered part of the two rule policy. Students will be issued a check as soon as possible. It is important to print off the PHA HOUR screen that indicates '20 – Proof' on the DISP portion of the screen. If a supervisor has '20 – Proof' indicated on their print out, a manual check will be processed ASAP. If there is not a printout of that screen to prove time was inputted, then a request for a manual check will be considered as ONE manual check towards the two limit policy.) Manual Checks will only be processed on Tuesday's and Thursday's of each week.

## H. TAX INFORMATION

**Money earned both through the work-study and hourly program is subject to both state and federal taxation.** If a student is claiming "Exempt" on their W-4, they must renew their status every year (expires in February). Failure to do so will cause the student to have taxes withheld at the rate of "0 Single", which is the highest withholding rate. Deadlines for renewing exemptions are located on the top of the W-4 form. International students may not claim exempt by using the W-4 form. The Office of Human Resources is not authorized to give tax information out to students; therefore students should contact payroll or the [Internal Revenue Service](#) if they have any questions. International students should contact the IRS for questions pertaining to treaty status and tax exemptions.

## I. STUDENT EMPLOYMENT RETIREMENT PLAN (SERP)

As mandated by the Federal 1990 Omnibus Reconciliation Act, undergraduate student hourly employees who are enrolled in **fewer than six credit hours** are **required** to enroll in the Student Employment Retirement Plan



(SERP) administered by TIAA-CREF. 7.5% of their gross wages are placed in TIAA-CREF's Supplemental Annuity (SRA). Graduate students taking **fewer than three credit hours** during the summer semester **or taking less than five credit hours** during the spring or fall semesters are also required to enroll in the SERP and place 7.5% of their gross wage in the SRA. The University makes no contributions on behalf of the student employee. Student employees will automatically be enrolled in the SERP if they fall into any of the aforementioned categories. When students have resumed full-time student status, they may notify the payroll department in writing and attach a copy of his/her class registration to stop the withholding of SERP contributions. Student employees working in the semester in which they will graduate are not held to the above minimum credit hour requirements and are exempt from the SERP. Internal Revenue Service (IRS) policies reflect that when a student only needs one class to achieve a degree, withholding is not required. Please contact the Office of Human Resources if this is the case or if they are in their last semester before graduation.

## **J. SPLIT WORK ASSIGNMENTS**

Students are allowed to have more than one job on-campus. If a work-study employee decides to work in more than one department, they must submit a *Split Work-Study Assignment Form*. The *Split Work-Study Assignment Form* must be signed by all departments who are sharing a work-study award. Departments should communicate with each other after each payroll period to ensure their employee does not exceed 30 hours a week and to ensure that award tracking is consistent. If a student over-earns their award, both departments are responsible for paying the difference, whether a student worked more in one department than another.

## **K. TRANSFERRING DEPARTMENTS**

Student employees are allowed to transfer to other departments on campus. If they do decide to leave one department for another, the Student Employment Manager should be notified. The department from which they are leaving should submit a *Separation Form* indicating the last day of employment in their office. The new department should indicate first day of employment on the *Student Employment Form* and that the student is transferring from another department. If a student is transferring in the middle of a pay period, it is especially important that all forms are submitted to Office of Human Resources as soon as possible. If a department indicates on the *Student Employment Form* that the student is transferring from another department, it will be assumed by the Office of Human Resources that their other job should be terminated on the same day (even if HR does not receive a *Separation Form*.)

## **L. WORKER'S COMPENSATION**

Student employees are covered by Worker's Compensation. Supervisors are required to advise student employees concerning on-the-job injuries and Worker's Compensation procedures. All work-related injuries must be reported to the Benefits Administrator in the Office of Human Resources within 48 hours of the injury. The *First Report of Injury Form* must be filled out and submitted to HR. This form can be found on the Forms section of HR website. Student employees should sign the *Employee Notification of Worker's Compensation Procedures* page when they are new employees. There is a list of clinics where students can be treated for job-related injuries in the new hire employment packet. This list can also be accessed via the [HR website](#).

## **M. JURY DUTY**

Student employees summoned to jury duty service must be paid for normally scheduled work hours while serving. If the student is scheduled to work the day they are summoned to jury duty, attach a copy of the jury duty documentation to the timesheet. Students not scheduled to work will be reimbursed by the courts.

## **N. DRESS CODE AND PROFESSIONAL APPEARANCE**

Supervisors and departments may instate their own dress code for student employees. If there is not already an established dress code within a department it is expected that students dress in a manner suitable for work in an institution of higher education. It is suggested that the following attire should not be worn at work: Exceptionally short skirts and shorts, revealing tops for men and women (halter and tube tops, mesh, midriff baring and/or sheer material), low cut revealing pants/jeans or t-shirts with what may be considered offensive logos or slogans.

## **O. DRUG AND ALCOHOL POLICY**

Metropolitan State University of Denver is an alcohol-free and drug-free workplace. The Student Conduct Code states that students found to have committed the following violations are subject to the disciplinary actions through the Office of Student Life: 1. Use, possession, duplication, or distribution of narcotics or other controlled substances except as expressly permitted by the law. 2. Use, possession, or distribution of alcoholic beverages except as expressly permitted by the law and University regulation, or public intoxication.

## **P. NEPOTISM**

Relatives may work together in a department. However, neither individual may initiate or involve themselves in the personnel decisions involving employment, retention, promotion, wage rate, timesheet management or termination. Employees should not be allowed to enter in time or sign off of time sheets for someone in their immediate family. Please make other arrangements within your department for cases like these or contact Office of Human Resources if you have any questions.

## **Q. MANDATORY TRAINING**

All student employees must take both the Preventing Sexual Harassment Training and Americans with Disability Act Awareness Training modules within 30 days of hire, if they have not previously completed them as part of their student orientation. Students should print off the certificates for both tests, print their name on the certificates, sign them, and fax them to Human Resources at 303-556-5151. The certificates are placed in their employment files. Agencies should make time for students to take these tests. Students can find links to take these trainings on the Human Resources website under the Training Section at <http://www.msudenver.edu/hr/training/>.

## **R. SUPERVISION, KEY DISTRIBUTION & SWIPE CARD(FOB) ACCESS**

Student employees may not be a substitute for supervisors at any time. They may be assigned the responsibility of lead worker, but have no authority to hire, fire, or evaluate student performance. If a designated supervisor is absent, an alternate supervisor must be assigned. It is at the discretion of the department whether to allow keys or swipe card (fob) access to be given to students or not. If you decide to give a student keys, please contact AHEC Facilitates Management for a key request; there is a \$25.00 deposit. All keys must be returned and swipe card access must be turned off at the end of each semester. Failure to do so can result in to the department being rekeyed at the departments' expense.

## **S. BUDGET CONCERNS**

Once students have earned their allowable work-study award, any additional work will be charged to the department. This policy does not guarantee the availability of work-study awards or departmental funds for student hourly employees. It is the supervisor's responsibility to track the earnings of their student employees. If a department wishes to have a specific default account set up in the case that a student runs out of their award and hours are automatically billed to a departmental fund, they may fill out a *Default FOAP Account form*. This will ensure that any charges incurred will be charged to a designated account. If there is no specification of a default FOAP (1000 fund) will be charged to the department. If you have any questions regarding your budget, please contact Accounting Services. The Office of Human Resources is not responsible for rectifying departmental budgets.

## **T. SUMMER EMPLOYMENT GUIDELINES**

Summer employment is considered separate from the regular academic year. Due to the amount of students who are enrolled in less than 6 credit hours and due to federal work-study regulations, the Office of Human Resources and the Office of Financial must verify the eligibility of each student employee. If students have not graduated, they must be enrolled for the fall semester in order to participate in the Summer Student Employment program; otherwise they are not regarded as a student with the primary goal of achieving a degree and are not eligible to participate in the Student Employment Program.

### **WORK-STUDY EMPLOYEES:**

- Summer work-study awards are processed through the Office of Financial Aid. Summer work-study is awarded in April on a first come, first served basis. The summer application process usually begins in March.
- As a condition of their work-study award, students must be enrolled in at least 6 credit hours during the summer to retain their award. If a student's enrollment falls below 6 credits, the department will be billed at 100% for hours worked after the drop date.
- It is the student employee's responsibility to ensure that the appropriate employment and financial aid forms are submitted by the required deadlines. The appropriate financial aid forms can be found on the [Office of Financial Aid](#) website and employment forms can be found on the [Office of Human Resources](#) website.
- Unused spring work-study funds are not added to summer work-study awards and funds not used by the end of summer do not roll over to the fall semester.



#### HOURLY EMPLOYEES FOR THE SUMMER:

- **Enrolled in 6 credits or more** - Students are eligible to work 30 hours while classes are in session, 40 hours during breaks.
- **Enrolled in 1-5 credits** - Students are eligible to work 30 hours while classes are in session, 40 hours during breaks. \*
- **Graduate Students** - enrolled in less than 3 credits are eligible to work 30 hours while classes are in session, 40 hours during breaks. \*
- **Not enrolled for summer** - current student employees must submit proof of registration for the fall. They are eligible to work 30 hours while classes are in session, 40 hours during breaks. \*; \*\*
- **Graduating Seniors** - may work **one** semester after graduation, for the same department they had been working in. Students who graduate in the spring semester may work in the summer after graduation or opt to work in the fall semester in lieu of summer semester. \* International students cannot work past graduation unless they have obtained work authorization from the Federal Government for Optional Practical Training.
- **International Students** – current employees, who are not enrolled in the summer semester, must intend to enroll full-time (12 credits) in the fall semester. International students are allowed to work up to 30 hours a week during the summer only (while classes are in session). When classes are not in session, they can work up to 40 hours a week. They must submit an *Employment Eligibility Form for International Student*.

\* Must submit an SSA-1945 Form (*Statement Concerning Your Employment in a Job Not Covered by Social Security Form*). This form should be submitted only once during employment at MSU Denver, except if the student has not worked in over a year.

\*\* Supervisors must submit an *Exception Request to the Student Employment Policy Form* if their employees work over 30 hours a week while classes are in session. Only the supervisor needs to sign off of this request, the signature of the Vice President of Academic Affairs is not required. (Even for students who have graduated or are not enrolled in classes).

#### **U. VOLUNTEERS**

Students may volunteer on campus, as long as their supervisors follow the appropriate procedures established by their area's Vice President. Requests for volunteers should be coordinated through Human Resources.

#### **V. PERSONAL ERRANDS**

While a student is on the clock they are not allowed to perform personal errands for their supervisors. This includes picking up dry cleaning, children from day care, or gifts for co-workers on behalf of the supervisor. However, if for example, a student employee does pick-up lunch for a University related business meeting, they must be reimbursed for travel from departmental budgets. If a student is expected to run off-campus University related errands for the department, it must be written in their position descriptions.

#### **W. VERIFICATIONS AND REFERENCES**

Companies may contact supervisors regarding verification of employment for a student employee. If you do receive any requests via mail, fax, or phone, please direct them to the Office of Human Resources. Many students indicate their supervisors as references on employment applications and education applications. You may answer those personal questions regarding quality of work.

#### **X. EVALUATIONS**

Supervisors are encouraged to evaluate their employees each semester or at least once a year. They are also encouraged to go over the evaluations with their employees. Most step and level increases are based on these evaluations.

#### **Y. DISCIPLINARY ACTIONS AND TERMINATIONS**

There may be occasions when supervisors must engage in disciplinary actions regarding their student employees. The first step in the process is to speak with the student personally and try rectifying the situation. You may send a *Warning Letter* as a way to document an action. If the student employee's actions do not show improvement, the supervisor may send a second *Warning Letter*. It is up to the supervisor to determine how many warnings will be issued prior to terminating a student employee. Student employees are deemed 'at will' and may be terminated at any time.

**Terminations:** The supervisor reserves the right to terminate an employee immediately if there has been a flagrant violation of the Student Employment Policy or other misconduct that violates MSU Denver policy. Such circumstances would include but are not limited to the following: harassment, fraudulent reporting of hours,

destruction of property, theft, or misuse of MSU Denver computing facilities. Students also hold the right to end their employment at any time. It is recommended that they give two weeks' notice.

If a supervisor decides to terminate an employee:

1. Submit a *Separation Form* and the student's final timesheet to the Office of Human Resources and contact the Student Employment Manager. The supervisor should fax both to 303-556-5151.
2. If an employee is terminated, a final check must be requested within 24 hours. Please make sure that all hours are accounted for on the final time sheet.
3. File a copy of the *Separation Form* and timesheet in your student's file. (Records must be retained for 5 years.)
4. Make sure to collect all university property, keys/FOB's and notify AHEC to turn off any swipe card access.
5. Contact IT and request that Admin or Banner access to be terminated.

**Final check:** Students may pick up their final check in the payroll office in the Cashiers Office, Student Success Building Room 140. If a student did not sign their final timesheet, their check will be held in Payroll Services and they will need to sign it when they pick up their check.

**Working after a termination:** Students may continue to work at another job on-campus if reasons for termination are other than the violation of MSU Denver policies. They can access the Student Employment job postings via the Office of Human Resources webpage at: <http://www.msudenver.edu/hr/careers/>

**Other reasons for termination or reducing hours:** Supervisors reserve the right to reduce hours or eliminate positions if there is not enough work or departmental funding to justify a position. If a supervisor reduces hours, students are free to access the Student Job Posting site or to seek employment in another department.

## Z. GRIEVANCE AND DISPUTE RESOLUTION PROCEDURES

Student disputes, complaints, or concerns are each handled on an individual basis so that the University can respond in an appropriate fashion depending on the situation. The goal is to resolve problems and conflicts informally through enhanced communication.

A dispute is defined as a difference, conflict, complaint, or grievance regarding the interpretation and/or application of policies and/or procedures governing terms of employment, working conditions, work hours, or compensation. General wage adjustments are excluded from this dispute resolution procedure.

The University expects civility on the part of students, staff and faculty alike. All parties involved in a conflict or complaint situation should be treated with fairness and respect. Students who raise a complaint in good faith should not be adversely affected based on the complaint. All parties included in a complaint are expected to exercise appropriate regard to confidentiality. University employees should be aware of and follow FERPA guidelines.

The student employee dispute resolution process is meant only for students who are experiencing problems with their employment on campus. It does not apply to grade appeals, tuition and fee appeals, or sexual harassment/discrimination allegations. Student employees are encouraged to take advantage of the Student Problem Action Network (SPAN) for assistance in seeking out resolutions (303-556-3559). The student employees may also request mediation services through the Counseling Center. Referral of an issue to mediation stops the clock on all timeframes associated with this procedure. Timeframes outside of mediation may only be waived by mutual agreement of all parties.

The University will not respond to anonymous disputes. Student employees who raise disputes are expected to participate in a resolution process. Refusal to participate in the dispute resolution process may be grounds for dismissal or a dispute. Student employees who are found to make unfounded and malicious claims may be subjected to disciplinary procedures.

## STUDENT EMPLOYEE DISPUTE RESOLUTION PROCESS

### INFORMAL PROCESS:

#### Step 1(a)

- A. The student employee shall make an attempt to verbally resolve the dispute through an informal meeting, which shall be convened by the immediate supervisor within 15 business days of

knowledge of action/practice. If discrimination is alleged, the employee should also file a complaint with the Equal Opportunity Office in Student Success Building Suite 440. If the supervisor is not available to speak with the student employee or there is a reason the student employee is unable to approach the supervisor directly, the student employee may proceed directly to Step 1(b). The student employee should be prepared to outline and discuss the following items: the events surrounding the matter; the date(s) and place(s) the events occurred; the statement of dispute; and the adjustment sought.

- B. The immediate supervisor shall attempt to resolve the matter and inform the student employee of their decision, whether verbally or in written format, within eight (8) calendar days after the grievance is initiated.

**Step 1(b)**

- A. If resolution at Step 1(a) does not resolve the matter to the student employee's satisfaction, the student employee may meet with the next level of supervision within five (5) business days after the conclusion of Step 1(a).
- B. The student employee shall discuss the complaint, the actions the employee has already taken to resolve the matter, and relief requested.
- C. The Dean/Director/Manager/Chair shall schedule a meeting, investigate the issues, and provide a written decision within eight (8) business days of request for a dispute resolution meeting. Possible resolutions the Dean/Director/Manager/Chair may take include: dismiss the dispute as unfounded; offer to facilitate dialogue between the student employee and the supervisor; dismiss the dispute based on an unwillingness of the student employee to participate in a resolution process; require mediation; or offer a reasonable solution based on the circumstances of the dispute.

**FORMAL PROCESS:**

**Step 2**

- A. If resolution at Step 1(b) does not resolve the matter to the student employee's satisfaction, the student employee may present a formal written dispute and a copy of the decision from Step 1(b) to the Vice President within three (3) business days after conclusion of Step 1(b). A copy of this written dispute and any relevant documentation must also be sent to the Human Resources Office.
- B. The Vice President shall schedule a meeting, investigate the issues, and a written decision to the student employee and the Human Resources Office will be completed within fifteen (15) business days after receipt of the student employee's written dispute.

**PRESIDENT REVIEW:**

**Step 3**

- A. If the student employee is not satisfied with the decision rendered at Step 2, the student employee may petition a meeting with the President. The student employee must state their petition in writing and include copies of all decisions rendered at Steps 1(b) and 2 within ten (10) business days after conclusion of Metropolitan State University of Denver's formal student employee dispute resolution process. A copy must be sent to the Human Resources Office. The President will review the documentation presented. A meeting will be discretionary and a decision will be made within 15 business days.  
The President's decision is final and binding.

## VII. HIRING A STUDENT EMPLOYEE

### A. JOB LEVELS AND STEP INCREASES

“Employment must be governed by employment conditions, including pay, which is appropriate and reasonable according to the type of work performed, geographic region and employee proficiency.” Therefore, job levels are defined in order to provide the supervisor with a systematic way to determine the relative worth of each job. Jobs are paid at different levels based on the duties and responsibilities assigned to the job and thus preventing arbitrary pay rates. There are steps within each level that should be used for merit increases. Supervisors may give a merit increase any time during the year based on job performance and length of employment. (Limit one merit increase per semester.) When filling out *Student Position Description Forms*, use the following factors in determining the level of the position.

LEVELS	FACTORS	DESCRIPTIONS
<b>LEVEL I (Basic)</b>	<b>Complexity of the Job</b>	Non-complex, standard work
	<b>Responsibility / Duties</b>	Repetitive
	<b>Supervision Received</b>	Closely supervised and work progress reviewed
	<b>Judgment Required</b>	Little or no independent decision making involved.
	<b>Skills and Knowledge</b>	No specific skills required
	<b>Training Needed</b>	Will be trained to perform duties of the position.
	<b>Experience</b>	None or very little.
<b>LEVEL II (Intermediate)</b>	<b>Complexity of the Job</b>	Moderately complex.
	<b>Responsibility /Duties</b>	Less routine and more varied.
	<b>Supervision Received</b>	Minimal supervision with more independence.
	<b>Judgment Required</b>	Limited independent decision making.
	<b>Skills and Knowledge</b>	Semi-skilled position with some knowledge base of the position.
	<b>Training Needed</b>	Employee should already know the basics of the job, but some training may be required.
	<b>Experience</b>	Prior experience necessary. (Experience may be substituted for some educational experiences.)
<b>LEVEL III (Advanced)</b>	<b>Complexity of the Job</b>	Multifaceted, involved, & difficult.
	<b>Responsibility / Duties</b>	Work is almost never routine.
	<b>Supervision Received</b>	Receives little supervision and expected to work independently.
	<b>Judgment Required</b>	Can handle non-routine and unusual circumstances. Experience with making sound decisions.
	<b>Skills and Knowledge</b>	High level of knowledge and skills.
	<b>Training Needed</b>	Very little training needed and have the ability to train other student employees.
	<b>Experience</b>	Must have at least 1 year of related experience. (Related University course work may be substituted for 6 months of experience.)
<b>LEVEL IV (Highly Specialized)</b>	<b>Complexity of the Job</b>	Difficult and requires a high degree of independence
	<b>Responsibility / Duties</b>	Must have the experience and ability to establish and maintain effective working relationships with University personnel and the public that the University serves. Must have a high level of knowledge of the principles, practices, theories and concepts of the professional field.
	<b>Supervision Received</b>	Positions at this level must be supervised, or reporting to a Director or Assistant Director (or the equivalents within a department or unit)
	<b>Judgment Required</b>	High degree of independent thinking and decision making.
	<b>Skills and Knowledge</b>	Exceptionally skilled professional leveled positions.
	<b>Training Needed</b>	Minimal training needed for this position level. Student employees should know how to perform the duties asked, when they are hired at this level.
	<b>Experience</b>	Must possess at least 2 years of documented professional, technical or exceptionally skilled related employment. Related educational coursework may be combined with related experience on a year-for-year basis to meet the 3-year requirement.
<b>LEVEL V</b> Must have VP approval.	This level is for highly specialized and certified trained individuals who are attending University. Their specialty and certification must be used in the position in which they intend to work as a student employee. This position must have Vice Presidential Signatures and be approved by the Office of Human Resources. A letter providing supporting rationale for this level must accompany the Student Position Description.	

### Position examples:

<b>LEVEL I</b>	Office Assistant: Filing, answering phones, copying. No previous experience necessary.
<b>LEVEL II</b>	Basic word processing, reviewing documents, cashiering, data entry and significant customer relations duties. Some previous experience necessary.

<b>LEVEL III</b>	Certain kinds of tutors, America Reads and America Counts work-studies, research assistants, editing skills, interpretation of data, laboratory work. Experience necessary.
<b>LEVEL IV</b>	Specialized recreation instructors and sports officials, specialized IT jobs, and other jobs that require special training.
<b>LEVEL V</b>	This level is reserved for jobs that are equivalent to other state positions and therefore, must be compensated accordingly.

**COMPENSATION MATRIX**

<b>2015</b>	<b>Step I</b>	<b>Step II</b>	<b>Step III</b>	<b>Step IV</b>	<b>Step V</b>	<b>Step VI</b>	
	<b>Level I</b>	Minimum Wage Limit \$8.23					
	<b>Level II</b>	\$ 8.25	\$ 8.50	\$ 8.75	\$ 9.00	\$ 9.25	\$ 9.50
	<b>Level III</b>	\$ 9.25	\$ 9.50	\$ 9.75	\$ 10.00	\$ 10.25	\$ 10.50
	<b>Level IV</b>	\$ 10.75	\$ 11.00	\$ 11.25	\$ 11.50	\$ 11.75	\$ 12.00
	<b>Level V</b>	Highly specialized level, Please contact HR for the appropriate rate of pay.					

**Tutors:** Those employees who provide individualized instruction for students having difficulty with their classes. Employees working under this category are paid an hourly rate, appointed on a semester basis, and cannot work more than 19 hours in a week.

<b>REQUIREMENTS:</b>	<b>START:</b>	<b>3-5 YEARS EXPERIENCE</b>	<b>6-7 YEARS EXPERIENCE</b>	<b>8+ YEARS EXPERIENCE</b>
No Degree (education must be related to the area in which tutoring)	\$9/hour	\$9.50/hour	\$10/hour	\$10.50/hour
Certificate, AA/AS Degree, or Equivalent	\$10.50/hour	\$11/hour	\$11.50/hour	\$12/hour
BA/BS Degree or Equivalent	\$12.50/hour	\$13/hour	\$13.50/hour	\$14/hour
MA/MS Degree or Above	\$14.50/hour	\$15/hour	\$15.50/hour	\$16/hour

**Flat Rates of Pay (Fee for Service Based)**

Supervisors should contact the Office Human Resources for one time pay instructions.

**EARNINGS CHART**

The earnings chart is intended to assist supervisors in developing a reasonable schedule to manage work-study awards wisely. If a student employee has received a different award other than the \$2,500.00 indicated, a supervisor can develop their own chart based upon this formula:

**Total amount awarded ÷ number of weeks the student intends to work ÷ the hourly rate of pay ÷ .75 = Maximum hours per week your student can work without exhausting their award.** (The summer payroll schedule is usually a 12 week period.)

**OFF-CAMPUS EARNINGS CHART FOR ONE SEMESTER**  
Fall Semester (19 Weeks in the semester) Based upon a \$2,500.00 fall disbursement.

Rate of Pay	\$ 8.23 M.W.	\$ 8.25	\$ 8.50	\$ 8.75	\$ 9.00	\$ 9.25	\$ 9.50	\$ 9.75	
Max. hours per week	15.99	15.95	15.48	15.03	14.61	14.22	13.85	13.49	
Rate of Pay	\$ 10.00	\$ 10.25	\$ 10.50	\$ 10.75	\$ 11.00	\$ 11.25	\$ 11.50	\$ 11.75	\$ 12.00
Max. hours per week	13.16	12.83	12.53	12.23	11.96	11.69	11.44	11.19	10.96

## B. STUDENT EMPLOYMENT JOB POSTING PROCESS

The best way to recruit a new student employee is through the MSU Denver job posting system. However, before a supervisor posts a job, it is important that they develop an internal job description for their office and assign an appropriate pay rate. The *Federal Work-Study Guidelines* indicate, “*Employment must be governed by employment conditions, including pay, that are appropriate and reasonable according to the type of work performed, geographic region and employee proficiency.*”<sup>\*\*</sup> It is recommended that employees start at Step 1 within the appropriate Level to allow for merit increases. If a supervisor decided to increase a student’s level, the student’s job description must increase in complexity and duties to justify a level change.

After a supervisor has a job description and determined the rate of pay they may post a job on the Student Employment website. (Pay rates indicated on a job posting cannot decrease once a student applies for a job. Please contact HR immediately if you have an incorrect job posting.)

(Through the MSU Denver Human Resources website: <http://www.msudenver.edu/hr/> )

- Click on the Supervisors link
- Click on Request for Student Job Posting.
- Supervisors can:
  1. Add a new job posting
  2. Delete and existing job posting
  3. Edit existing job posting



- Postings can be viewed by clicking on Careers and then the red box for Student Opportunities.

**HINT:** Please remember that **all** fields must be filled in. If a supervisor is editing a job posting please enter N/A, or SAME, into a field that should not be changed. Those fields will remain unchanged. If supervisors have problems posting a job, please contact the Office of Human Resources at 303-556-3120.

## C. INTERVIEWING AND SCREENING PROCESS

Once students apply for a posted position, supervisors must screen applicants and interview qualified candidates. It is advisable that supervisors go over the Student Job Description Form with the prospective employees during the interview. The employee will then know what the job entails, what the supervisor’s expectations are and any other special requirements (i.e. daily coverage, etc.). This will help to eliminate any problems in the future. Please remember that there are more jobs available than there are work-study students. Student employees who know what is expected of them tend to stay in the same department year after year. It is also helpful to the students if they are hired into positions that are related to their career goals and/ interests.

When interviewing potential students employees, supervisors must ask the same set of questions of each candidate. The following are some sample interview questions that you may ask potential employees:

1. What interests you about working in this office?
2. What hours are you available to work?
3. What are your strengths/ weaknesses?
4. What qualifications do you possess for this job?
5. What do you hope to gain from working in this position?
6. Tell me about your last job. What skills did you learn that will benefit you in this position?
7. What did you like least/ most about your former job?
8. What do you know about this department?
9. What software programs are you acquainted with? (i.e. Excel, Word, Access, etc.)



**You cannot ask personal questions that do not pertain to the job for which the student is applying.** You cannot ask questions about age, religion, marital status, if they have children, and any other subject that may be deemed as discriminatory. If you have questions concerning what you can and cannot ask, please call 303-556-3120.

**Here is a helpful table concerning questions that you can ask and questions that you cannot ask:**

<b>Legal Questions</b>	<b>Illegal Questions</b>
1. Are you over the age of 18? (or the minimum age requirement for the job)	1. How old are you? What is your birth date? Where were you born?
2. Have you ever worked under a different name?	2. What kind of name is _____? How many times have you've been married? What is your maiden name?
3. Are you authorized to work in the U.S.?	3. Are you a U.S. citizen?
4. Have you ever been convicted of a crime? If yes, it is permissible to ask for details. Do you have any felony charges pending?	4. Have you ever been arrested?
5. Did you serve in the military? What branch? What type of training did you receive?	5. What type of discharge did you receive from the military? Were you dishonorably discharged from the military?
6. Name and address of a person to be notified in case of an emergency.	6. Name and addresses of nearest relative to be notified in case of an emergency?

#### **D. PAPERWORK FOR STUDENT EMPLOYEES**

Please remember that paperwork must be completed and turned into the appropriate office before a student may commence working. Incomplete paperwork will delay the start date. For work-study students, please make sure that all the appropriate paperwork is turned in to the Office of Financial Aid to finalize their work-study award. Although they've turned in work-study paperwork to the Office of Financial Aid, you must also submit the appropriate paperwork to the Office of Human Resources.

All NEW student employees or Rehires (gone for over a year) must attend a "Student Employment New Hire Orientation" to complete and submit their paperwork for Human Resources.

Every continuing student employee must turn in paperwork to HR for fall and spring semesters. Summer paperwork is required if a student wishes to continue to work after the last day of finals in the spring. Some departments may choose to fill out paperwork for the academic year (fall through spring). When that occurs a spring schedule is required before that semester starts.

The end dates on employment forms cannot exceed the last day of finals for the semester. Employment forms can be filled out for the entire academic year at the beginning of the fall semester but will end on the last day of finals for spring. Should a student's job end early at any point a Separation form must be turned into HR. Summer appointments cannot exceed past the last day of finals during the summer. The Office of Human Resources will amend forms that have end dates that exceed the aforementioned restrictions.

### **DOCUMENT DESCRIPTIONS**

#### **1. HUMAN RESOURCES PAPERWORK CHECKLIST**

- This checklist is intended to help with the paperwork process. This list includes the required paperwork for new employees or for continuing employees what's required for certain changes to the



student's employment; a level change and a step increase. This checklist also includes the common forms of Identification that are accepted for the I-9 Form process.

## **2. STUDENT EMPLOYMENT FORM (SEF)**

- This form must be completed for all student employment actions, and every time there are changes in a student's employment status. Specifically, this form must be completed for new and continuing students, step adjustments, level adjustments, transferring jobs, FOAP changes, when a student's work-study award ends and the department wishes to place student on hourly funds and Student Government paid positions.
- In cases where one time special services are performed supervisors should contact the Office of Human Resources for instructions.

## **3. BACKGROUND CHECK AUTHORIZATION AND DISCLOSURE FORM**

- This form is required for all candidates of employment. The purpose of this form is to gather information necessary for completing the University's background check as stipulated in the approved policy dated October 2008.

## **4. EMPLOYEE DATA SHEET**

- This form complies with MSU Denver's requirement by law to identify employees by race, sex, and disability. This form also helps supervisors to identify and document international foreign students (see *Employment Eligibility Form for International Student Employees*). Students also provide emergency contact information on this form.

## **5. VOLUNTARY DISCLOSURE OF A DISABILITY**

- This form is required for compliance with Federal regulations. Employees self-disclose if they have a disability. If an employee needs any form of accommodation, those accommodations must be arranged with the HR Benefits Specialist.

## **6. I-9 FORM & VERIFICATION AFFIRMATION OF LEGAL WORK STATUS**

- These documents are mandatory for employment and as of March 2012, must be completed within the MSU Denver's Office of Human Resources; the departments are no longer allowed to complete this process. Employees must provide acceptable documents for employment when they come to the Office. You may contact the Office of Human Resources if you have any questions.
- If a student employee has not worked at MSU Denver for over a year, they must fill out this form again.

## **7. W-4 FORM**

- This is a federal form used to designate employee's withholdings for income tax purpose. The W-4 must be completed upon hire and updated every year if a student claims EXEMPT and/or the employee chooses to change deductions.
- International students should contact the IRS or MSU Denver's payroll department for information regarding exemptions and other tax forms related to international employees.

## **8. DIRECT DEPOSIT FORM**

- A voided check must be attached to the form. If the student has a savings account or does not use checks, he/she needs a letter or form from the bank or credit union with the transit routing number, account number and the student's social security number.
- Direct deposit is optional but highly recommended. If a payday falls during a time when the campus is closed, a student opting to pick up their pay check in the cashier's office will have to wait until the campus reopens.

## 9. PRWORA FORM

- This form must be completed by all student hourly employees. The State of Colorado Department of Human Services uses this form to track wage earners for child support purposes.
- A one-time completion is mandatory. The Office of Human Resources can complete this form on behalf of the student and supervisor.

## 10. SSA-1945 FORM

- This Social Security Administration issued form is also called *Statement Concerning Your Employment in a Job Not Covered by Social Security*. This must be completed when a student employee falls below 6 credits. This form should only be filled out once for the duration of employment at MSU Denver, unless a student employee has not worked at the University for over a year.

## 11. WORKER COMPENSATION PROCEDURES AND SIGNATURE FORM

- Student workers are covered under Workers' Compensation. Please post these procedures so they are accessible to everyone in the work place in case an injury occurs. Students must sign the *Employee Notification of Worker's Compensation Procedures*. One-time completion of this form is mandatory and remains in the student employee's file.

## 12. POSITION DESCRIPTION

- This form must be completed and attached to a *Student Employment Form* for new employees or new employees to a department, students transferring to new departments on campus, and level changes. Level changes are considered changes in job descriptions; therefore, this form is needed to justify a level raise.
- This document is meant to curtail arbitrary pay rates and informs students what their position entails, thereby eliminating confusion and possible problems in the future.

## 13. CONFIDENTIALITY AGREEMENT AND STUDENT EMPLOYEE HANDBOOK ACKNOWLEDGMENT

- This form explains the importance of privacy and confidentiality at MSU Denver and must be completed and signed by each new student employee before they begin employment.
- This form also acknowledges student employees have been given access and have read the *Student Employee Handbook*. In signing this form, student employees understand they are 'at will' employees and also understand the student employment policies of the University.

## 14. EMPLOYMENT ELIGIBILITY FORM FOR INTERNATIONAL STUDENTS

- This form ensures that international foreign students are eligible for on-campus employment according to INS regulations. The form **must be completed every semester** by both the international foreign student and the international student advisor. Once the form is completed, the international foreign student can either return it to his/her supervisor to accompany the rest of their employment paperwork or they can bring it to HR if their paperwork has already been submitted. However, the student is not allowed to begin working until this is form is signed and turned in to the HR office.

## 15. EXCEPTION REQUEST

- This form must be completed when an exception to the MSU Denver Student Employment Policy is needed. Exceptions may be granted for excessive hours and for students working at night without supervision.

## 16. SPLIT WORK-STUDY ASSIGNMENT

- This form alerts supervisors if their student employees are working in more than one department. Supervisors are responsible for monitoring the student's earnings and hours according to MSU

Denver's Student Employment Policy. If a student over earns their work-study award, all departments sharing the award are equally responsible for paying the overage amount.

#### **17. NAME/ADDRESS CHANGE FORM**

- Students are required to notify both the Office of Human Resources and the Office of the Registrar separately if there is a name or address change. If a student is requesting a name change, they must bring their new Social Security Card to the Office of Human Resources along with this form.

#### **18. SEPARATION FORM**

- This form *must be submitted* to HR if a student leaves a department voluntarily or if they are terminated by their supervisor. HR cannot provide accurate information regarding employment verification if they are not notified about correct end dates.
- If a supervisor terminates (fires) a student employee, they must notify HR immediately and fax a copy of the *Separation Form* along with the student's final timesheet. Payroll must, by law, issue a check for the employee within 24 hours of termination. The student can pick up their final paycheck in the Cashiers office, SSB 140. If the student did not sign their last timesheet, their check will be held in Payroll at SSB 320 and they will be asked to sign it at this time.

#### **19. SAMPLE WARNING LETTER**

- This sample form is meant to help supervisors with the disciplinary process. The supervisor may manipulate this form as much as they like or they do not have to use it at all. It is intended as a helpful tool.

#### **20. STUDENT EMPLOYEE RETIREMENT PLAN - TIAA-CREF**

- Students who are enrolled in less than 6 credit hours will be automatically enrolled in a Student Employee Retirement Plan (SERP) managed by TIAA-CREF.
- When students resume taking 6 credits or more, they may notify the payroll department in writing and attach a copy of his/her class registration to stop the withholding of SERP contributions; otherwise, deductions will continue.

#### **21. EVALUATION FORM**

- This form is a required document for a level change. Also, supervisors are encouraged to use this form every semester to evaluate their students' performance.

#### **22. MANUAL CHECK REQUEST FORM**

- Supervisors must complete this form when requesting a manual check for their students. Supervisors are allowed two requests per fiscal year (July-June 30) without further approval. Manual Checks for direct deposit will be issued on Tuesdays & Thursdays and paper checks will only be cut on Thursdays.

#### **23. TIMESHEETS**

- Student employees are paid on the semi-monthly payroll and should use the hourly timesheets that are located on the HR website. On-campus supervisors enter the recorded hours into PHAHOUR in the BANNER system and off-campus agencies email timesheets to Payroll Services at [payroll@msudenver.edu](mailto:payroll@msudenver.edu) during time entry periods.
- To obtain access to PHAHOUR for new On-campus supervisors or to request changes for any current supervisors please complete and submit a "Security Access for PHAHOUR Form"; this is available on the Human Resources website and should be emailed to [payroll@msudenver.edu](mailto:payroll@msudenver.edu).

#### **24. CURRENT PAYROLL SCHEDULE**

- This payroll schedule is updated every semester and can be found online with the student timesheets.

## **VIII. ONCE A STUDENT IS HIRED**

- I. **Immediately submit all necessary paperwork to Office of Financial Aid and Office of Human Resources. Students must have all paperwork completed and signed, BEFORE they start working.**
- II. Reiterate the responsibilities of the job and any expectations that you may have. Student employees should be reminded that the Student Employment Program is an “at will employer”. Students failing to adhere to clearly stated policies, guidelines and expectations may be terminated.
- III. Create a clear and easily understood work schedule that works for both the supervisor and the student employee. Please remember education comes first and flexibility is important during and near finals, midterms and papers. This does not mean however, that students can work whenever they are so inclined. They must contact their supervisor if they plan to be late, have a test, or have other unforeseen circumstances. Constant tardiness and calling in repeatedly, may lead to termination.
- IV. Remind the student employee who they should directly report to and who the back-up is in case the supervisor is not available during time entry. Also, inform students when timesheets are due to the supervisor or the back-up. (Remind them that manual checks will not be issued for late timesheets. Late hours will be added to the following payroll.)
- V. Provide proper training and supervision to new student employees. This will help alleviate problems that may occur in the future.
- VI. Go over emergency procedures and exits.

## **IX. TIME ENTRY & TIMESHEET SUPERVISION**

### **A. Time entry**

A main responsibility for supervisors is time sheet supervision and time entry. New supervisors must fill out a *Security Access for PHAHOUR Form*. This form must be signed by both you and your supervisor and faxed to 303-556-5151. This form grants access to the PHAHOUR screen on Banner. (Remember to list all required ORGs.)

Student employees complete semi-monthly time sheets and turn them in to their supervisor. Payroll schedules are on the [Office of Human Resources](#) website, under Forms - Timesheets. There is a two day time entry window in which supervisors enter time into the Banner system. Time entry must be completed by 12:00 pm on the final day. Time not entered by 12:00 pm on the last day of time entry will be posted on the next payroll. To avoid requesting manual checks, you should have a back-up assigned for time entry. This ensures student employees will be paid, even though their supervisor is out of the office. Please inform student employees they should take their timesheets to the back-up if you are not in. On the rare occasion that both time entry supervisors are out on the same days, please instruct your students to contact the Office of Human Resources to resolve the matter.

Here are some important issues concerning time entry and timesheet management.

1. Timesheets must be kept in departmental offices for at least 5 years. This is a Colorado State requirement regarding timesheet retention. Keep them in the individual student's file. If for any reason your department moves or shuts down, please find an alternate place to store student employee files.
2. The Office of Human Resources is required to audit departments to ensure timesheets are retained and completed properly. Audits are performed quarterly. The state also performs an annual audit and requests timesheets from departments. Audits are performed at random and the student employees chosen are at random.
3. Remember a signature on a timesheet signifies the time indicated is correct. Do not sign a timesheet if it appears incorrect. Please contact both the Office of Human Resources and the Judicial Officer if it is thought a student is falsifying their timesheets. Falsification of time

is considered a very serious matter at MSU Denver. Any falsified time that has been paid out to the student must be repaid by the student.

4. All timesheets entered into Banner must have both the supervisor and the student employee's signatures on them. It is very important for auditing purposes supervisors sign all timesheets they are entering into the system. The student employee must also sign the timesheet in order to verify their time. If student employees forget to sign their timesheet, you should hold them until the next pay period and enter them then.
5. If a late timesheet must be entered on a following pay period, add the total of all the timesheets together and enter them into the system as one time entry. Make a note on the timesheets if this happens for auditing purposes.
6. At no time should supervisors give their Banner log-in to anyone, especially student employees. Students are not allowed access to PHA HOUR for any reason.


## **B. Timesheet Procedures**

1. Payroll Number (Based on payroll calendar: example SM 1 = Semi-monthly 1)
2. Dates of the payroll period.
3. Student's rate of pay.
4. Student's name, 900#, Banner account number (FOAP), supervisor's name, department, and phone number.
5. Time of less than 1 hour should be reported in quarterly decimal increments, for example: .25, .50, or .75.
6. Timesheets are due to the supervisor by 5:00 p.m. the day after the end of the payroll periods. **Both** the student and the supervisor must initial any changes to the timesheets such as hours, dates, and totals.
7. **BOTH** the student and the supervisor must sign and date the timesheets. Time should not be entered into Banner unless both signatures are on the timesheet. In the absence of the supervisor, the designated backup, who can verify the hours recorded on the time sheet, may sign the time sheet. (This is very important for auditing purposes.)
8. All time entry must be completed by 12:00 p.m. on the second day of Time Entry for the current payroll period. Manual check requests should only be used for emergencies. The department/time entry designee has two (2) manual check requests available for the Fiscal Year.






## C. Explanation of the PHAHOUR Screen

1. **YEAR:** Enter the current calendar year
2. **PAYROLL ID:** Enter SM (Short for Semi-monthly Payroll)
3. **PAYROLL NUMBER:** Enter the payroll number from the Payroll Schedule
4. **ID:** Student's 900#
5. **STUDENT'S NAME**
6. **ORG:** Your department ORG will be displayed in this field. Make sure the student identified is paid out of the correct ORG. If it does not match, immediately contact HR.
7. **DISP:** When a supervisor first logs in to PHAHOUR, the number in this field should be "10" –This means that supervisors may enter time for their students.
8. After time is saved  the number in DISP should change to "20" – **Proof**. Print this page and attach it to the timesheet. If a student is not paid on pay day and there is a print out this page indicating **20- Proof**, the student will automatically receive a manual check from payroll, no questions asked. If this page does not indicate **20-Proof**, the student will have wait until the following pay period.
9. **POSN:** There are three positions for student employees. STUWKS = Work-study, STUHRL = Student Hourly, and STUINT = International Student. If a student employee has both a work-study job and an hourly job in your department, this box indicates which one it is.
10. **SUFFIX:** The suffix differentiates between jobs in different departments or between different pay rates. You must keep track of what suffix goes with each job; 00, 01 or 02 (some students have over 3 jobs on campus).
11. **RATE:** Please check the rate of pay is correct (ex. 7.50 or 8.25); if it is incorrect, please contact HR immediately.
12. **CODE:** Type HRS (which stands for hours)
13. **HR/UNIT:** Enter in the total number of hours the student has worked. If a student missed a previous payroll, those hours should be added to the current payroll, total all timesheets the student has not been paid for and enter in the time. A Banner warning might pop up indicating the student has exceeded the allowable hours, click ok, but do not delete the hours. (Students must get paid for the hours they have worked).
14. **TIME DISTRIBUTION:** Once the entry is saved, make sure the FOAP (Banner Account Number) is correct. If it is incorrect see the instructions below on how to fix this entry.



#### **D. TIME ENTRY INSTRUCTIONS**

1. Enter Year (ex. 2014).
2. Enter SM (Semi-monthly).
3. Enter the Payroll number from the current payroll schedule.
4. Control + Page Down (takes you to the next block).
5. The name of the first student employee should appear in the ID section. Employees are displayed in alpha-order. Scroll through the list of employees using the down ↓ arrow key. If a student has more than one job in the department, use the down ↓ arrow key to view the different jobs. If the name remains the same when you hit the down arrow key, you are scrolling through their jobs. The POSN and/or Suffix will fields will change. (System defaults to the hourly job first)
6. Control + Page Down (takes you to the next block)
7. Code: Enter HRS (Hours)
8. Tab over Once (Ignore the shift field. However, if it is accidentally deleted, enter 1)
9. HR/Unit: Enter number of hours the student worked during the pay period. (Report the hours in quarter increments: .25, .50, .75)
10. Control + Page Up or click the  icon.
11. Record is now saved. Check the number in the DISP, it should now indicate **20 - Proof**. Also, check that the Time Distribution (FOAP) is correct in the bottom field.
12. **PRINT PAGE**- To print the screen select "Print" from the menu bar. Attach this screen to the timesheet. This page ensures a manual check.
13. Select "Rollback"; repeat steps 4-9.

#### **E. CORRECTING A PHAHOUR MISTAKE**

The following instructions apply anytime during time entry. If a mistake was made on the first day, it can be corrected before noon on the second day. Nothing is final until payroll runs PHAHOUR first thing the morning after time entry closes. Once payroll runs, it is too late to make changes so contact HR if problems persist.


##### **a) If hours were entered under the wrong Banner position number (suffix):**

1. Place the cursor on ID number
2. Control + Page Down. The hours should be highlighted.
3. Click on the Record button on the menu bar (at the top of the page). A list will drop down.
4. Select "**CLEAR**" and save. (**Do Not Select "REMOVE"**)
5. Place the cursor in the ID field again.
6. Hit the down ↓ arrow key, to display the correct position and suffix, located to the right of the POSN field.
7. Continue with regular time entry procedures.

##### **b) If hours were entered for the wrong student employee:**

1. Use the same procedure for the wrong position number (Steps 1-5)
2. After you highlight the ID number, scroll through your list of students until you come to the correct student.
3. Continue with regular time entry procedures.

##### **c) If the incorrect amount of hours were entered for a student employee:**

1. Place the cursor on the ID number
2. Press control page down to the Code field
3. Tab over to the hours that have been entered.
4. Hit the delete key.
5. Enter the correct hours
6. Control page up to save or the save icon  on the Banner menu bar.

## **X. HINTS FOR SUPERVISORS**

### **A. TRAINING HINTS**

As a supervisor you also act as a mentor. Remember when training a student employee you are encouraging the student to achieve a professional work experience that will benefit them when they graduate. As a mentor you should assist the student employees with understanding the value of each assignment and how their work contributes to the goals and productivity of the department. If student employees take ownership in what they are doing, the quality of work and dedication to your department will be invaluable. Many times supervisors do not give their student employees enough respect or they underestimate their abilities. They are a valuable part of the MSU Denver team and should always be treated with the respect.

- 1. Be willing to commit the necessary time to training a student employee.**
- 2.** Do not overload them with information at the very beginning. Provide them with information that affects their current job. It is also a good idea to have a senior work-study mentor the new employee for a brief time.
- 3.** Give the student a brief overview of the department, its organization, structure and purpose. Give them a tour and tell them where:
  - \* They can keep their personal belongings while at work
  - \* Where the supplies are kept
  - \* Where the restrooms are
  - \* Where the faculty offices are
  - \* If another department or other personnel share space with your department
- 4.** Let the student know what the rules and regulations are for your department and the University in general:
  - \* Dress code
  - \* Breaks (when, how many, how long, etc.)
  - \* How to fill out a time sheet
  - \* How to schedule time off
  - \* Where they can pick up their paycheck, if they do not enroll in the direct deposit program.
  - \* Who their contacts are if the supervisor is out of the office or on vacation (time entry back-up)
  - \* FERPA Guidelines (what the student employee can and cannot disclose to others).
  - \* Disciplinary procedures
- 5.** Train the student employee on the tools they will need in their job:
  - \* How to transfer calls
  - \* How to use the fax machine ( & what the department's fax number is)
  - \* How you prefer them to take messages
  - \* Phone etiquette
  - \* Important phone numbers and email addresses
  - \* Phone use policy in your department (ex. personal calls)
  - \* How to use the copy machine and what their code is
- 7.** Find out what they already know so you do not waste valuable time.
- 8.** If not yourself, have someone on-hand to help the student as much as possible during the first week or so; someone with whom a student can freely ask questions of at any time.

## EXAMPLE CHECKLIST FOR SUPERVISORS

Supervisors will want to develop a checklist that is specific to your office and the student's job.

- Discuss your expectations
  - ✧ Consistent attendance
  - ✧ Student employees should adhere to quality standards
  - ✧ They should ask if there is any other work, if they finish an assignment
  - ✧ Customer service expectations: professional and pleasant attitude while at work. Students, faculty, prospective students, and staff must be treated with respect.
  
- Review the procedures with your employee. (You should have them written down or posted somewhere in the department.)
  - ✧ Emergency and safety procedures
  - ✧ FERPA Guidelines
  - ✧ Dress Code
  - ✧ Reporting time on their time sheet
  - ✧ Calling in if they are late or if they cannot make it in to work
  
- Training on the office equipment and professional etiquette.
  
- Introduce the student to your “back-up” for time entry and timesheet signatures and to who they should report if you are out of the office.
  
- Introduce them to other employees they will be working with.
  
- Create a schedule of the daily routines in the office and an explanation of each routine.
  
- Create a list of important phone numbers and names of people in your department.
  
- Create a list and a description of all forms used in your office.
  
- Make sure that the student employee has a workstation, phone and computer (all the tools they need to be a successful employee).
  
- Make certain the student has been set up with an email account and appropriate Banner Access. (They must complete Banner Basics, if they have not had a Banner Account previously.)
  
- Explain the phone system (refer to the instructions in the Phone Directory) and make sure that they know how to use all the office equipment needed for their job.
  
- Plan the student's work assignments. Provide clear guidelines and deadlines for assignments. It may be helpful to have work ready for them when they report for work each day.
  
- As a supervisor you must be able to delegate assignments to others and trust others to assist you. Give student employees work. Otherwise it will be a waste of time and money for both you and the student employee.

## B. HINTS FOR CREATING A POSITIVE WORK ENVIRONMENT

- Supervisors should express their appreciation for the hard work of their student employees:
  - \* Supervisors can develop a recognition program within their office (Certificates signifying a student employee of the month/week, a 'Caught in the Act' certificate for those "caught" doing a fantastic job or a certificate for exceptional attendance.)
  - \* Have a student employee bulletin board with pictures of student employees in the department and public recognition of their accomplishments in and out of the office.
  - \* Include student employees in departmental celebrations.
- Make student employees feel important and a valuable part of the team.
- Outline procedures and expectations clearly.
- Set a positive example of professional, ethical, and polite behavior.
- Give student employees the tools they need to succeed.
- Treat the student employees as you would want to be treated.
- Be firm, yet flexible.
- Be considerate, supportive and sensitive to the student's personal and academic needs.
- Have regular staff meetings with the student employees to let them know what is going on in the department that may affect them.
- Give special recognition to graduating students.
- Address problems as they arise – do not let them fester and grow.
- Offer reduced hours during finals, midterms and papers.
- ***Please remember student employees are students first.*** If a conflict arises between their job and their academics, academics come first and foremost.

## C. ORGANIZATIONAL HINTS

- Keep time sheets and a copy of work schedules in a central location.
- Keep a message board or notepad in a central location where student employees can communicate with other student employees (i.e. shift coverage, etc.).