MVCC Student Employment Supervisor Manual

The purpose of this manual is to provide Mohawk Valley Community College Student Employment Supervisors with information regarding student employment opportunities, programs, and standard procedures. Our goal is to have the employment process run smoothly and efficiently for each supervisor and student employee. This process starts with giving supervisors the help, support, and resources they need, including:

- The Student Employment Supervisor Manual
- Supervisor Training every summer
- Support from the Human Resources department when posting positions in Cornerstone
- Guidance and support at any time with any Student Employment issue

The Student Employment Supervisor Handbook is updated as needed and stored as a PDF on the Student Employment website. If you print a copy, please check the Student Employment website periodically for updates. If you cannot find what you are looking for, please contact the Career Development Center or Human Resources for assistance.

Student employment can be a high impact practice for student success that is a transformational learning experience for students. Additionally, work experience in college is often considered the number one factor in finding postgraduate employment. Some students qualify for the Federal Work Study program and others work on campus as Student Assistants.

The Mohawk Valley Community College Student Employment Program is intended to:

- Provide students with financial support for doing worthwhile work.
- Meet the needs of the college and other employers to perform day-to-day operations.
- Offer students valuable learning experiences to complement college and career goals.
- Help students develop good work habits and a positive attitude toward work.
- Prepare students for life beyond college.

Role of the Supervisor

Connecting Students and Jobs

Posting a Position

Finding Job Applicants

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Time Sheets and Tracking Hours

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Role of the Supervisor

The supervisor is critical to the quality of work and learning that takes place on the job. Supervisors provide the training, guidance, and instruction that student employees need to be successful. Supervisors serve as role models for students; demonstrate good work habits, the value of doing work well, and the importance of accepting the responsibilities of employment.

Assignments

Identify and anticipate the department's needs related to student employment. Develop a strategy for finding and hiring the right student employees. Assign student employees jobs that are necessary to the department's operation. Help students to understand their roles and encourage them to become increasingly involved and to accept additional responsibility.

Onboarding and Training

Proper orientation to the job is essential and should be conducted for all new student employees. Develop a well-planned training program to ensure that student employees have the information and skills to do their jobs.

Policies and Expectations

Establish internal policies and clearly communicate expectations to ensure that each student employee understands the rules. Talk with each student in person to explain any performance issues and discuss ways the student can improve. If workplace performance does not improve, be clear of possible consequences, such as, changes to their job, decreased responsibility, reduction in hours, or even termination.

Professional Relationships

Encourage positive supervisor/employee relations with your student workers. This is intended to be an association of trust, respect, and a genuine interest in meeting mutual goals. Motivate the student to do the best job possible, inspiring both quality and quantity of work.

Connecting Students and Jobs

Students find their own jobs; they are not assigned to specific positions. This gives each student the flexibility to find the type of position that best fits their interests, experience and class schedule each semester. It is the student's responsibility to initiate the job search however the Career Development Center is happy to help any students with this process. Students can stop into the office in ACC102 or visit virtual walk-in hours through www.mvcc.edu/careerevents.

Online Job listings

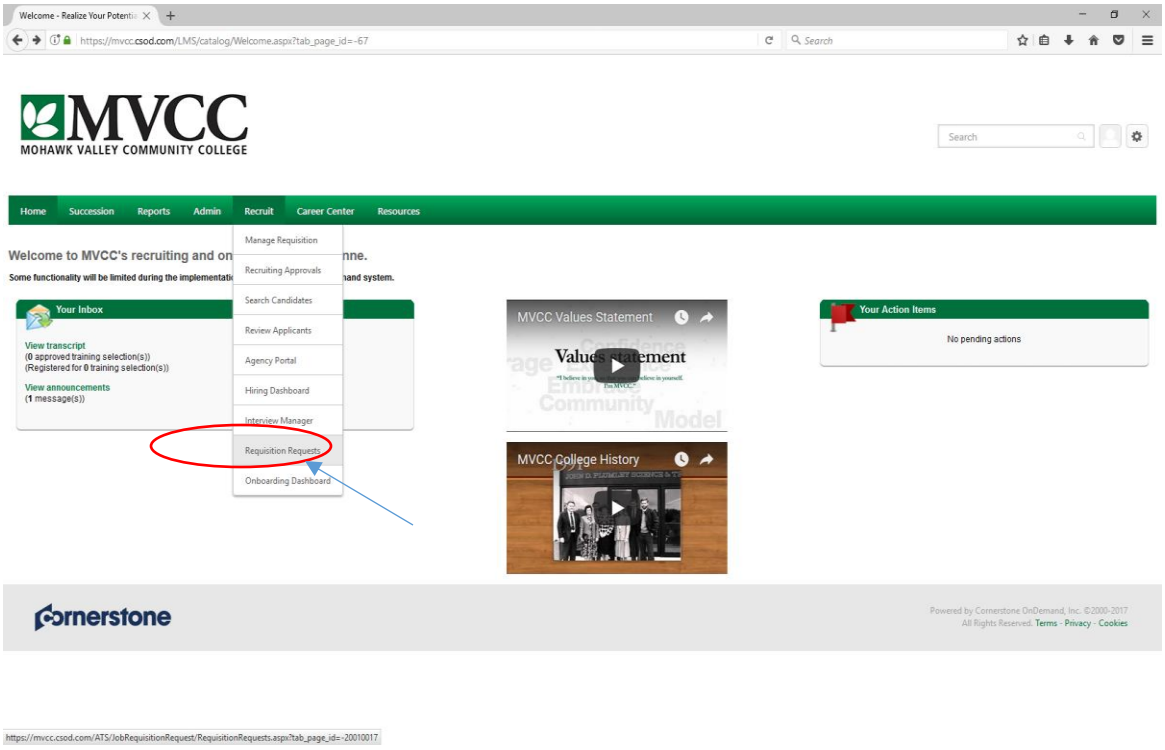
Students are encouraged to start their job search by reviewing the online job listings, which are available on Handshake through the college's website at www.mvcc.edu/studentjobs. Positions are posted online to help supervisors reach a broader audience of qualified applicants and provide students with equal access to jobs. The major hiring period is at the beginning of the fall semester. Some students also change or begin jobs at the start of the spring semester and summer term. Fall semester jobs are posted one week before classes start. Occasionally openings are posted online at other times during the year.

Posting a Position

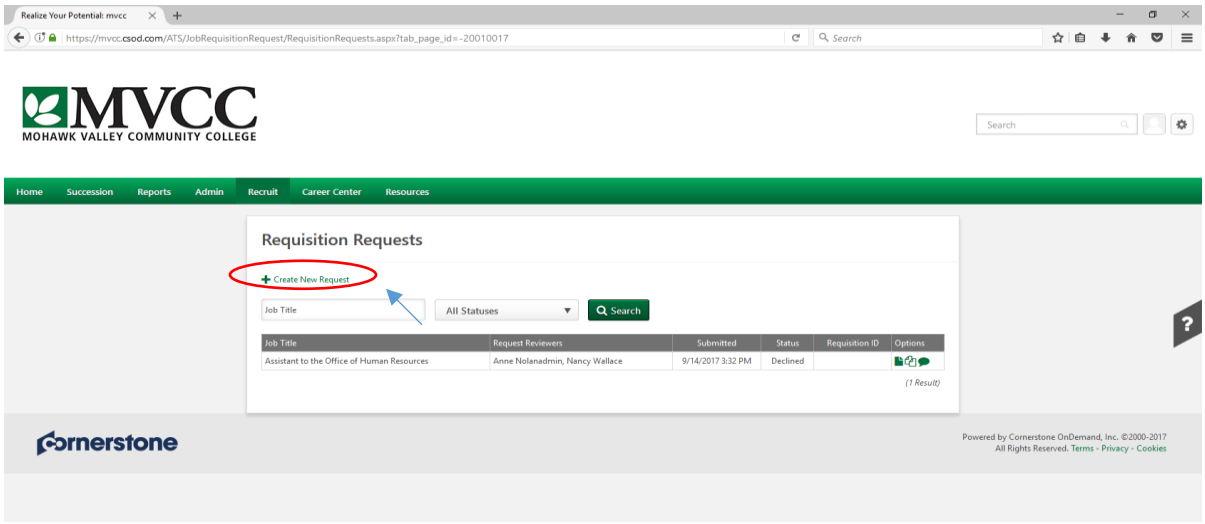
Supervisors who need to hire student employees start by posting each open position on Cornerstone. Look for an email from the Human Resources department mid-July with details and dates for fall semester hiring.

Submitting a Requisition Request

1) From Cornerstone, click on Recruit then Requisition Requests

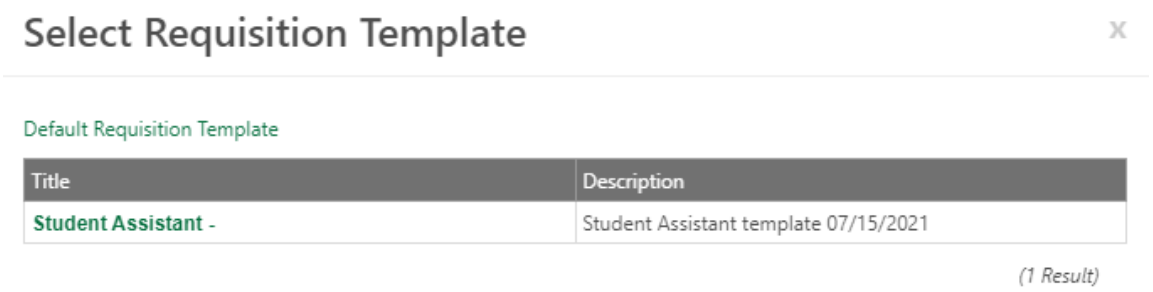


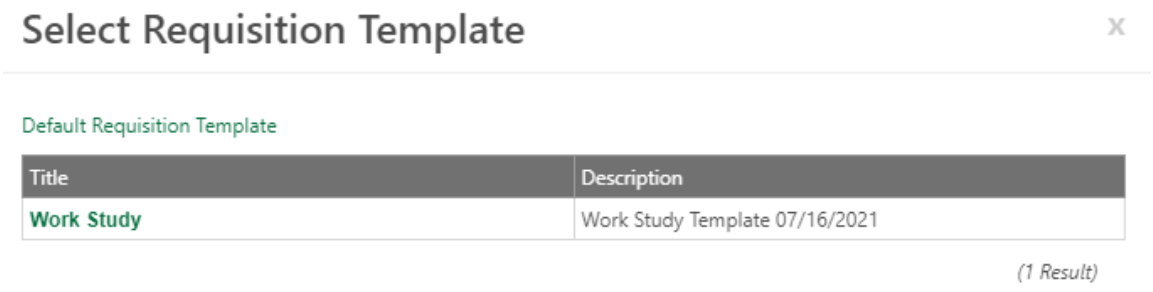
2) Click on the + sign to Create New Request



All of your previous requisition requests will be listed here. If you have submitted a student employment requisition request in the past, you may copy your previous requisition request rather than creating a new one. Find the correct requisition, click on the copy icon under Options, update the information including the dates, number of openings, etc…and resubmit.

3) Click on the square next to Requisition Template to select the template unique to the position: Student Assistant or Work Study. Do not select "Default Requisition Template".





4) Fill in the remaining fields on the form.
   a. Display Job Title – this is the job title that will appear on the career sites
   b. For Division - under ID enter your 4-digit org code
   c. Location- choose which campus
   d. Enter the open date and close date
   e. Enter your screening committee members (for Student Employment positions, there is no formal screening committee. Enter your name and/or your proxy's name in the Screening Committee fields).
   f. Enter the job description. (please be sure to include the table below to provide contact information.)
   g. Enter qualifications (include any prescreening (disqualifying) questions you would like to include. We will add this to the appropriate section of the job posting.)
   h. Enter the number of openings
   i. Enter the target hire date
   - Note: The Special Applicant Instructions and the contact phone have been populated for you. No further action is required for those fields.

Name:	
Office Location (building and room #):	
Phone Number:	

Email Address:	

5) After populating all the fields, click submit. Your request will be routed to Human Resources for review. We will complete the posting process and route to the hiring supervisor for approval prior to officially posting.

Finding Job Applicants

Students interested in the position will submit an application through Cornerstone.

Screening of Applicants

The supervisor should review the applicant's materials and whether they meet the minimum requirements needed for the position. It is up to the Supervisor to communicate with potential candidates through email or phone.

We ask that supervisors notify all applicants in a timely manner regarding dispositioning or interviewing. Students want to find jobs quickly during a short period of time each semester. If your position is their first choice, they may hold out to hear from you and lose other valuable opportunities while they wait. If an applicant is not a good fit for your position, tell them as soon as possible so they can continue their job search.

Interviewing

Supervisors are not required to interview applicants for student employment positions. However, interviewing is highly recommended. If you decide to interview applicants it should be consistently applied to all applicants for the same position to avoid the perception of unfairness in employment practices. Supervisors should develop a list of interview questions in advance. Ask questions that are job-related, behavior-based, and open-ended to get the most information from each applicant. Ask each applicant the same questions to evaluate each applicant consistently. Below is a list of possible interview questions.

Logistical Interview Questions

- How many hours per week do you want/are you available to work?
- Do you have other commitments that would affect your ability to do this job?
- Are you able to perform the essential functions of the job (with reasonable accommodations)?

Open-Ended Interview Questions

- How would you/a professor/a previous employer describe you?
- What are your career plans? How do you see this position enhancing your preparation?
- How is your college experience helping you prepare for your career?
- Why are you interested in this position?
- What do you know about our office/department?
- What did you learn in your last/any previous position?
- Describe the relationship that should exist between the supervisor and employee.

Behavior-Based Interview Questions

- What major problem have you encountered in the past and how did you deal with it?
- What positive qualities have you displayed in your present/previous position?
- Give me an example of a suggestion/decision you made that benefited your employer.
- Give me an example where you had difficulty communicating with someone and how you helped resolve it.

Questions you CANNOT ask

Questions regarding the subjects below are NOT allowed to be asked during an interview because they can be considered discriminatory:

- Race
- Color
- Sex
- Religion
- National origin
- Birthplace
- Age
- Disability
- Marital/family status

Hiring a Candidate(s)

Once you have found the ideal candidate(s), you can offer them the position contingent on onboarding being completed with the Human Resources office and attending student employment orientation. Students can find the schedule of orientations on the website at www.mvcc.edu/studentjobs. Additionally, you will need to submit a payroll authorization for each student you're hiring for the academic year. If they will be working beyond May 31st they will need a new payroll authorization for the summer.

Alerting Human Resources

Once a successful candidate has been identified, the Budget Manager must go into Cornerstone and change the student's status from "Screening Committee Review" to "Recommend for Hire". The Budget Manager or Supervisor also sends an email to Human Resources at hired@mvcc.edu to let them know to begin the Onboarding process. If someone other than the Budget Manager sends this email the Budget Manager must be copied on the email and remain a part of the process. Be sure to complete the following table (from Name to Organization/Budget Code) and include it in your email. When determining the "Target Start Date", please allow for a minimum of one week for the onboarding process to be completed:

Name	
M Number	
Department	
Title of the Position	
Position Requisition Number	
Work Study (WS) – or Student Assistant (SA)	
Target Hire Date	
Organization/Budget Code	
HR Clearance: Approved hire date	

After your hired@mvcc.edu email is received, HR will begin the onboarding process for the student by sending them an email regarding the new employee paperwork. When making the job offer, please let the student know that they will be hearing from HR (the email will be sent to whichever email address they used on the application) and that, unless they have worked in a student employment role in the past, they will be required to provide us with their original IDs (no photocopies will be accepted). HR will do their best to get all student employees onboarded as quickly as possible but ultimately, it will all depend on the student and their timeliness in completing the onboarding process. *Please remember, your employee cannot start until they have provided their original IDs required for the I-9 form and completed all their new employee paperwork.* You will receive an email from HR when your student employee has been cleared to work.

New Hire Paperwork

If the student has never worked on campus, they will be required to complete a Form I-9 and Federal and State Tax paperwork. Students should be prepared to present proper documentation of their eligibility to work and earn a paycheck in the U.S. Specific requirements for these documents can be found on the website (https://www.mvcc.edu/career/pdf/i-9-page3.pdf). Additionally, students must

have a valid Social Security number on record with the college. If they don't already have one, they will need to apply for one prior to working, which can delay their start date by several weeks.

Once the student employee has completed hiring paperwork with the Human Resources office, you will receive notification via email that the new hire can being working. The student cannot begin working until this communication has been received and a payroll authorization has been approved and submitted.

Eligibility & Hours

Students are limited to working 20 hours total per week during the semester and can work more than one job as long as they don't exceed that total but may only have one work study position. Students may begin work at the start of the academic year and may also work on breaks as long as they are supervised and not working alone. During breaks students may work 29 hours per week.

Payroll Authorizations

Payroll authorizations are completed for an academic year (summer student employees need a new payroll authorization) with the start date being when the student will actually begin working and the end date being the end of the academic year. If a student is not going to be available to work the entire academic year (for example, they are graduating or are not going be taking classes the next semester) then their start date should be the first day that they will physically start working and their last day should be the end of the semester.

Note: If a student does not stay in their position (i.e. they resign, withdraw from the College or unexpectedly stop working) then the supervisor will need to notify HR so that the student's job can be terminated in the system.

Form - https://dynamicforms.ngwebsolutions.com/Submit/Page?form=2279c92a-a950-4ede-aa40-058bbe247edb&section=591129&page=467589&token=NoSy2Fi9akNMgJuInrUPv81wNHXA_o5nGIu5tdjw7k0

Directions - https://wwwsecure.mvcc.edu/human-resources/forms/Pay-Auth-Instruct.pdf

Please remember - No employee should begin work until a copy of the payroll authorization form with all approvals has been returned to the department from Human Resources. Exceptions are substitute instructors or other temporary duties for employees already on the payroll.

Direct Deposit

- All MVCC employees are eligible to sign up for direct deposit.
- The employee needs to fill out and submit a Direct Deposit Authorization Form along with a voided check or bank letter to verify the financial institution.
- To find the Direct Deposit Authorization Form
    - Go to https://www.mvcc.edu/
    - Click on Employees
    - Human Resources
    - Forms
    - Direct Deposit Form
        - You will have to use your MVCC email credentials to obtain the form
- When the employee comes to the Payroll office to drop off all documentation, they need to show a form of ID so we can verify theiridentity (such as a driver's license or MVCC ID).

** Direct deposit is not mandatory but it highly recommended to avoid delays **This is especially important for our international and non-local students, as their paychecks will be sent to the Permanent Home Address if they are not residing in the residence halls at the time the check is processed.

Checks

- Employees that don't have direct deposit set up will receive a paper check via USPS mail.
- Bi-weekly checks cannot be picked up from the Payroll office. All bi-weekly checks are sent to the permanent home address that ison file.
- Students that reside in the dorms will have their checks delivered to the Dorm Corps and placed in their mailbox. If they want theirchecks sent to the permanent home address, please let Payroll know.

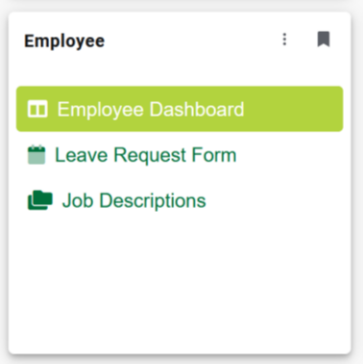
Time Sheets and Tracking Hours

Time Sheets

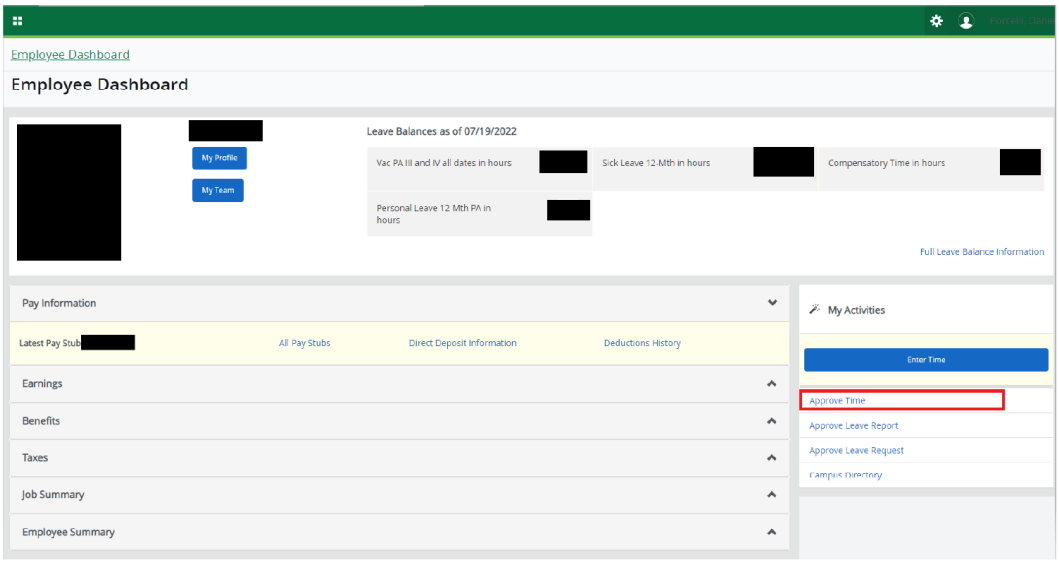
All students working at Mohawk Valley Community College are paid minimum wage and must record all hours worked online on their timesheet in MyMV. Directions for students can be found here. They will receive a paycheck twice per month for the hours they have submitted and approved. The payroll schedule can be found on the here.

Web Time Entry Instructions for Approvers

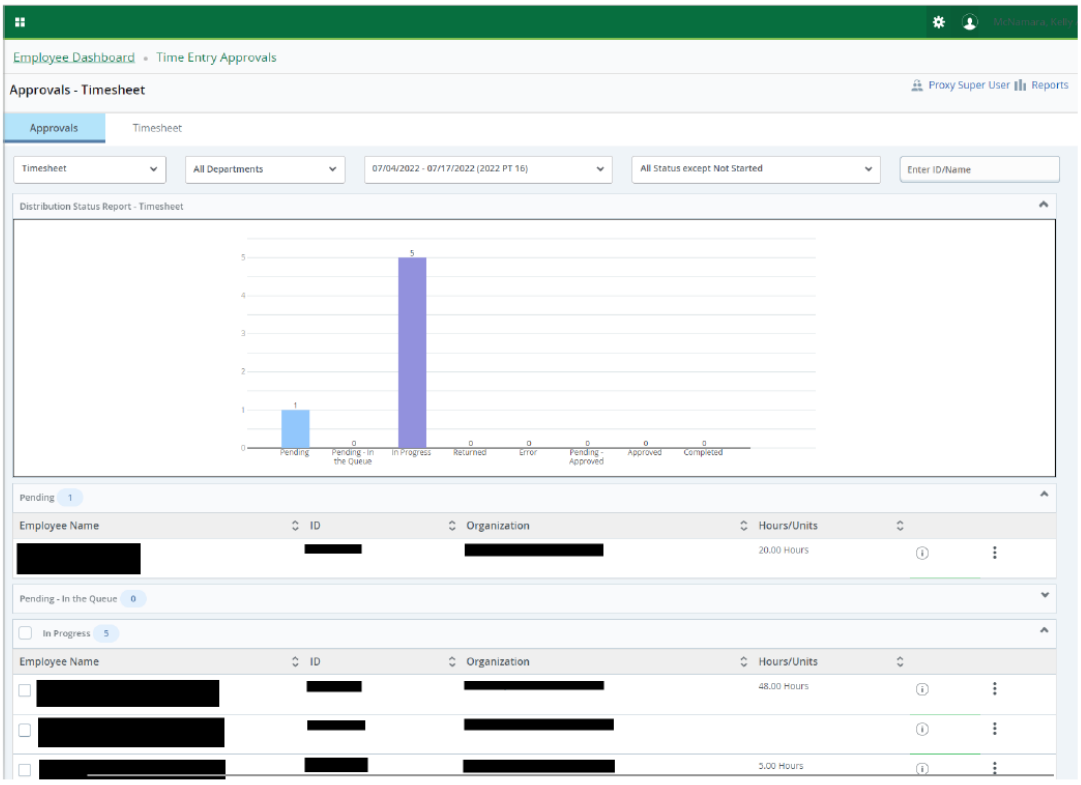
1. Go to https://www.mvcc.edu/
2. On the Employer card click on Employee Dashboard



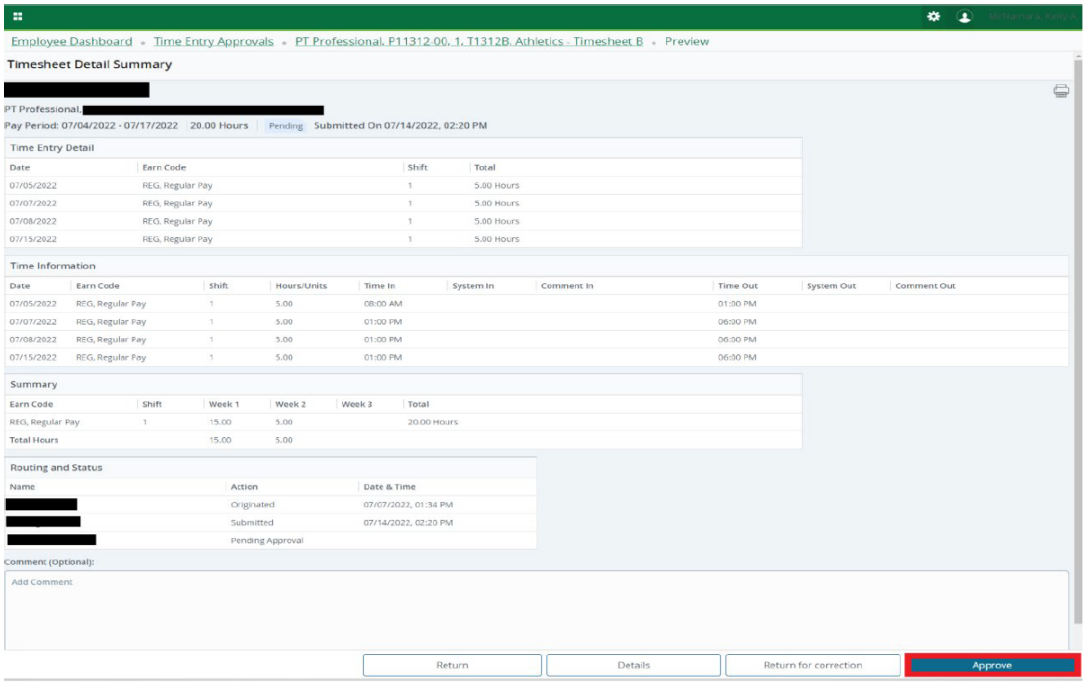
3. On the right side click on Approve Time



4. You should see each employee who has submitted a timesheet under pending



5. Make sure that you are looking in the current pay period. Also, check the information that it is in the parenthases and make sure that the the year, pay number and PT are shown.
6. To approve pending timesheets, click on the employee's name. The employee's timesheet will open and then you will see an "Approve" button at the bottom of the page.



Tracking worked hours for the budget

One of the most important administrative tasks of supervisors is to track total hours worked by student employees compared to how many hours are available based on the budget. For work study students they are given a total budget (ex: $2500) for the year with students usually working half of the hours each of two semesters. Students may only work beyond the initial budgeted hours if there is student assistant funding in your department budget. If this is the case a new payroll authorization needs to be submitted.

Work study awards (the amount budgeted for each student) are in their award letters which can be found in student email and on MyMV. The financial aid office will also confirm this at hiring.

For student assistants it is also important to track worked hours as the budget line totals in the Banner budget screen are at least one pay period behind.

Special Populations and Situations

Hiring International Students

International students are eligible to work at on-campus jobs. They are limited to 20 hours per week.

They need to apply for a social security number before starting their position. To get their social security number, they need a job offer letter that includes their job title. Then they will meet with the Coordinator of International Student Services for a letter to take to an appointment at the Social Security Office. Once they receive their card in the mail (this may take 2 weeks or so), they will submit it to HR to be inputted in Banner and they can begin work.

ADA Accommodations

Mohawk Valley Community College supports a workplace that is suitable and accessible for all staff, faculty, and student employees. Reasonable accommodations will be made for persons with temporary or permanent disabilities to allow for a fair and equal employment experience. This policy is based on the Americans with Disabilities Act (ADA), the Rehabilitation Act, and any applicable state laws. These regulations provide a comprehensive statutory and regulatory approach to eliminating discrimination against qualified persons with disabilities and entitle them to accommodations which assist them in meeting the essential functions of their positions.

MVCC is committed to evaluating and responding to requests for accommodation by following an interactive, confidential and individualized process as described in the ADA. If you are a student employee with concerns about accomplishing work tasks due to a disability, and are in need of an accommodation, or if you are a manager/supervisor who has received an accommodation request from a student worker/work study employee, please contact the Office of Accessibility Resources (OAR) to proceed. You may contact OAR through oar@mvcc.edu or 315-792-5644.

Minors

Students who are under 18 years of age, that are enrolled and taking classes on campus, are allowed to work campus jobs. However, they must be able to provide a 'work permit' from the county and must be have a parent or guardian accompany them to fill out the I-9 paperwork.

Summer Employment

Students who are taking a minimum of 6 credit hours during the summer may continue to work as Student Assistants. Any student who is not registered for summer classes (or is taking less than 6 credit hours) is still eligible to work during the summer as long as they are pre-registered for the following Fall semester. This information should be notated on the payroll authorization when submitted. If they do not meet the student requirements during the summer, they are required to pay FICA taxes (Medicare and Social Security). HR will make them aware that these additional deductions will be taken out of their paychecks. If a student graduates or isn't returning in the Fall and you would like them to continue working, they will need to be re-onboarded (CBC and Form I-9) as a Part-time Professional prior to starting their summer employment. Please communicate this to Stephanie Bush prior to end of the Spring semester so she may contact the student and begin the Part-Time Professional onboarding process.

Training

Onboarding

For each student employee to perform to the best of their ability, they will need to know the policies and procedures that exist. Start by helping each employee become familiar with their work environment and the work of the department. Identify training needs and ensure that both staff and student employees have the information and skills to do their jobs. Policies should be clearly communicated, preferably in writing, to every employee.

Orientation to the Workplace

Tour of the area:

- Bathrooms
- Water fountain
- Coat and book storage
- Entrances and Exits

Introductions to other employees:

- Co-workers (staff and students)
- Key personnel (Deans, Directors, etc.)

Tools of the trade:

- Supplies
- Copy machine
- Phones
- Computer

Office etiquette:

- Office opening/closing procedures
- Phone messages
- Relaying information to co-workers
- Mail distribution
- Visitor policy

Standards of employment:

- Confidentiality
- Dress code
- Expectations
- Schedules
- Absences
- Evaluations
- Pay increases
- Consequences of poor performance
- Continuation of employment

Job Training

Telephones:

- How to answer/transfer calls
- Voice mail system
- Office protocols
- Phone etiquette

Computers:

- Access codes
- Logging on
- Frequently used programs
- Policies for use

Attendance

Supervisors should establish acceptable standards regarding attendance according to the needs of their department and the job responsibilities of each student employee. Students are expected to adhere to the work schedule as assigned and keep supervisors advised in advance of their intention to work (or not) during each semester or break. If it is necessary to be absent from work, the student should notify the supervisor as soon as possible and prior to the beginning of the work shift. Supervisors should clearly communicate under what circumstances absences or tardiness are acceptable and what expectations their student employees must meet before risking reassignment or termination.

Schedules

Supervisors arrange work schedules that address their department's needs while attempting to accommodate each student employee's class and exam schedule wherever possible. Supervisors can expect each student employee to commit to the work schedule agreed upon, and to explain in advance any changes that will affect their availability. It is the Supervisor's responsibility to ensure students are taking the appropriate breaks.

Specific job responsibilities

The supervisor should develop a comprehensive training program for all employees.

Contact Information

Human Resources

Krista Colucci	kcolucci@mvcc.edu	315-792-5636
Stephanie Bush	sbush@mvcc.edu	315-732-5420

Payroll

Marissa Flo	mflo@mvcc.edu	315-792-5670

Financial Aid (work study)

Jessica Norris	jnorris@mvcc.edu	315-731-5796

Career Development Center

Kevin Siembab	ksiembab@mvcc.edu	315-792-5502
Liz Doherty	ldoherty@mvcc.edu	315-792-5377