



LEE COLLEGE

Student Employment
and Career Services

Student Assistant & Federal Work Study Student
SUPERVISOR GUIDEBOOK



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Introduction

Each year, hundreds of students earn and learn by working at Lee College. Students work in many offices and departments on/off campus and perform numerous duties contributing to its success.

Your role as a supervisor is central to the management and development of one of the college's most valuable resources, our student workforce. This manual was created to support your efforts by providing procedures and guidelines to supervise student assistants.

We hope this guidebook will be informative and useful to you. Our staff would like to ensure you have the best possible experience working with Lee College students. Please feel free to contact us if you have any questions or suggestions. We look forward to meeting your student personnel needs.

Sincerely,

Lena Yopez
Student Employment and Career Services Director
Student Employment and Career Services

Services Provided by the Student Employment and Career Services

We offer many resources to assist Lee College students with their employment needs:

- Occupational Information
- On and Off-Campus Employment
- Job Search Assistance
- Career-Related Workshops and Presentations
- Resume Writing/Critiquing
- On-Campus Recruiting
- Interview Preparation and Practice Interviews
- Job Fairs and Guest Speakers

For convenience, we now offer several online resources that students can access 24/7. Students must register online with our office through Handshake (<https://joinhandshake.com/>), our online job database, to access these services.

Resources – Helps students research employers, industries, and career fields. Information includes company profiles, industry and career overviews, career advice articles, and downloadable career guides.

Career Coach – Career Coach allows students to explore career options using personalized assessments and interest surveys for free. In addition to the career matchmaker, students can see details on hundreds of potential careers including: Job description, career path, potential income and education requirements. Basic information on Career Coach is found at <http://lee.emsicc.com>.

Texas Genuine – Sponsored by Perkins through the state of Texas, this website is designed to find workforce programs and a career that is right for you. Go to: www.texasgenuine.org.

www.petrochemworks.org

Types of Student Assistants

Lee College provides two types of on-campus student assistants programs: Student Assistant and Federal Work Study (FWS).

For the most part, these programs are the same. Both are part-time positions on-campus allowing students to work up to 17.5 hours/week, and each requires students to perform the same job duties while adhering to the same performance standards.

However, the main difference between the two programs is where the funding comes from to pay for each position. For instance, Federal Work Study stu-

dents are funded by federal monies; whereas, the money to pay for a Student Assistant comes from institutional funds.

Non-Discrimination Policy

Lee College is committed to providing equal opportunity in student education and employment. Lee College does not discriminate or tolerate discrimination by or against members of the college community on the basis of race, color, national origin, gender, religion, age, and/or veteran status.

Federal Work Study Program

Federal Work Study is a need-based financial aid program that gives students the opportunity to work part-time while going to school. Unlike other types of financial aid, students only receive their Federal Work Study award in the form of a pay check throughout the semester. Students may earn up to the amount designated on their Federal Work Study award each semester (awards vary per student).

*Being eligible for an award does **not** guarantee the student a job, nor does being hired guarantee the student will earn the entire amount listed on the award letter.*

How to Apply

To apply for Federal Work Study assistance, students must complete the "FAFSA" (Free Application for Federal Student Aid) every year before the priority deadline. They must demonstrate financial need and maintain

satisfactory academic progress. For more information on how to qualify for or how to sign-up to receive a federal work study award, refer students to the Financial Aid Office (Rundel Hall). Students interested in applying for Federal Work Study jobs on-campus should contact the Student Employment and Career Services.

IMPORTANT

Summer Federal Work Study

Summer Federal Work Study positions are available if federal work study funding is left over from the fall and spring semesters. When money is available, positions are very limited. Supervisors interested in hiring/rehiring a Federal Work Study student during the summer semesters, must contact Student Employment and Career Services to determine if funding is available.

Student Eligibility

To work on-campus, students must first complete an online Student Assistant Application. . In addition, a student must maintain an overall GPA equal to or greater than 2.0 and be enrolled in a minimum number of credit hours each semester:

Fall & Spring Semesters (16 Week) = at least 6 credit hrs per semester

Summer I (5 Week) = at least 3 credit hrs per semester

Summer II (5 Week) = at least 3 credit hrs per

semester

Summer I (10 Week) = at least 5 credit hrs during both Summer I & II semesters

If at any time during the semester a student drops a class and falls below the required credit hours, please notify us immediately because the student is no longer eligible to work the remainder of the semester.

If a student interested in working during Holiday College or May-Mini please contact Student Employment and Career Services.

Student Assistant Policies

Dress Code

Each department is responsible for establishing dress code standards appropriate for the type of work that will be performed in their office/department. Supervisors are encouraged to discuss these expectations with new employees during on-the-job training their first week of work.

Breaks

Students are entitled to one 15 minute break for every four-hour block worked. These 15 minutes include travel to and from the break site. The breaks should not be combined and taken together or accumulated for purposes of leaving early or arriving late. Breaks are at the discretion of the supervisor and should not be taken at an inopportune time.

Hiring New Student Assistants

Applications

Current Lee College students interested in working as a Student Assistant or Federal Work Study student must complete an online application each semester. Supervisors can access online applications through an online portal provided each semester.

Interviewing Applicants

After reviewing applications, the supervisor is responsible for contacting his or her top 3-4 candidates to set up an interview for your open position.

Helpful interview tips:

- Make a list of the job duties and responsibilities associated with the position. Identify the knowledge, skills, and abilities preferred and required for the position.
- Create a list of interview questions to ask the candidates.
- Avoid asking inappropriate and illegal interview questions (Appendix C).

After interviewing potential candidates, offer the position to your strongest applicant. Once the student accepts the position, notify our office and ask the student to stop by Student Employment and Career Services to start the hiring paperwork.

Workers' Comp & Other Benefits

When an accident occurs on the job, the student assistant must notify his/her supervisor immediately. The student will be required to complete a "First Report of Injury" with the Human Resources Office.

There are no benefits for student assistants. They are NOT paid for any time not worked, such as vacation, sick days, breaks, holidays, jury duty, bad weather, etc.

Grievance Procedures

Students should discuss any problems that occur on the job with their immediate supervisor. If the problem is not resolved to the student's satisfaction, he or she should contact Student Employment and Career Services.

Hiring Paperwork

A Hiring Approval must be submitted via email to Student Employment and Career Services Director by the Supervisor **BEFORE** a new student assistant can complete the required "Hiring Packet." The "Hiring Packet" must be completed in the Student Employment and Career Services Office + online **BEFORE** the student's first day of work. The following paperwork is included:

- I-9 Form (requires photo ID and proof of eligibility to work in the United States)

Sample Interview Questions

1. What attracted you to this position? What do you hope to learn from this position?
2. How will your previous work experience contribute to our office?
3. What motivates you to excel?
4. Tell me about your ideal work environment . . . supervisor.
5. Tell me about a time you had to work under pressure.
6. Tell me about a specific time you had to deal with a dissatisfied customer, client, student, etc. What happened? How did you resolve the problem?
7. Tell me about a time you had to make a tough decision, but didn't have all the information you needed.
8. What is your greatest strength? Weakness?
9. How do you balance school, work, and extracurricular activities?
10. How would your previous supervisor or professor describe you?

For additional help, refer to Appendix B or contact the Student Employment and Career Services.

Rehiring a Student Assistant

At the end of each semester, please notify our office if you decide to rehire your current student assistant. A new online "Hiring Approval Form" must be emailed to Student Employment and Career Services Director by the supervisor each semester. Our staff is required

to verify that each student is enrolled in the proper amount of hours per semester, maintained an overall GPA of 2.0 or greater, and when necessary, verify federal work study eligibility.

Payroll Policies & Procedures

Wages & Hours

Student Assistants and Federal Work Study students are paid \$7.25/hour and are allowed to work a maximum of 17.5 hours/week.

Pay Periods & Pay Dates

Pay periods cover a two-week period beginning on a Saturday morning and ending on a Friday night. (Contact our office for a current list of pay periods and pay dates.)

Students are paid semi-monthly on the 15th and last business day of the month. If a pay day falls on a weekend or a holiday, checks are distributed on the last business day before the holiday or weekend.

If the student does not have direct deposit, checks must be picked up at the cashier window in the Business Office in Rundell Hall (before 2:00 pm on pay days Monday-Thursday or before Noon on pay days that fall

on Friday). Checks will only be given to the employee and he or she must present a photo id to pick up the check.

JANTEK

Student assistants are provided a USER ID and Password assigned by the Payroll Department to document work time using the JANTEK system. Students are responsible for clocking in and out daily. Since time is paid on the 15th and 30th or 31st of the month, time must be monitored to ensure that the maximum allowed work time permitted of 17.5 hours weekly is adhered to. Supervisors are responsible for checking student time periodically every pay period according to the Payroll Schedule

Direct Deposit

Students may choose to deposit their pay check directly into a checking or savings account. Students

can sign up for this service at any time. Direct Deposit forms are available in our office.

Taxation of Salaries

Student assistant salaries are taxable income. Students will receive a W-2 Form from the college at the end of the year showing the compensation earned.

Supervising Employees

Orientation/Training

The Student Employment and Career Services hosts a mandatory orientation session at the beginning of the Fall and Spring semesters. All first time student workers are required to attend. The session lasts one-hour and discusses customer service issues, telephone etiquette, basic expectations of student assistant, as well as information about filling JANTEK, payroll, rehire paperwork, and performance evaluations. Future dates and times will be announced by our office. In addition, supervisors are responsible for conducting on-the-job training/orientation for student assistants. The training should include, but not be limited to:

- A brief one-on-one overview of the office structure and office rules/regulations.
- Details regarding student's job duties and responsibilities:
 - » *What to say when answering the office phone.*
 - » *Signing on and off the computer.*
 - » *How to transfer calls or put callers on hold.*
 - » *Frequently used phone numbers.*
- Grounds for disciplinary action.
- Who to call if sick or need time off.
- Expected dress code for the office/department.
- Procedures to follow if work schedule needs to be changed.
- See Appendix A for a sample checklist to use when training new employees.

Work Schedule

After hiring a Student worker, the supervisor is responsible for establishing a clearly defined work schedule that is compatible with the time requirements of both the student and the department. ** Students are NOT allowed to work during class time. ** *Remember

Update Personal Information

It is the student's responsibility to notify us when his or her contact information changes (i.e., mailing address and phone). An incorrect address could delay receipt of their pay check and/or W-2 Tax Form.

that students are only allowed to work total amount of hours authorized according to the semester Hiring Approval.

Performance Evaluations

The performance evaluation is an integral part of every employment position. When thoughtful time is invested, evaluations are a valuable tool for student workers. They can greatly enhance their work experience, increase retention, and improve their job performance.

In addition, evaluations provide a useful record of work history on each student. This information can be helpful if you are asked to be a reference for the student or if you need to take disciplinary action.

Supervisors are required to complete a Job Evaluation Form each semester.

Disciplinary Action

Disciplinary action is a constructive means of dealing with unacceptable behavior or performance deficiencies on the part of the student worker. The supervisor should meet with the student worker about any aspects of work performance that fail to meet standards and provide an opportunity for improvement. Disciplinary action is intended to assist and encourage workers to correct their conduct to achieve satisfactory work performance and should include a series of progressive actions. Prior to the termination of a student assistant and depending on the seriousness of the offenses, one or more of the following steps should be taken:

1. ORAL WARNING: In private, the supervisor should discuss the problem with the student worker and explain how the job requirements are not being met. Document date/time, problem addressed, solutions discussed, and deadline set to improve the situation.

2. WRITTEN WARNING: If the student's performance continues to fall below required job stan-

dards, the student may be informed in writing of these deficiencies (see attached Appendix E for Disciplinary Form). Be sure to document specific problems in the student's job performance, dates of previous oral warnings, as well as recommended steps necessary to improve job performance. Supervisors should meet one-on-one with the student and explicitly discuss the inadequate performance, set a realistic time period for the student to correct the problem, and notify the student of the possibility of termination if the corrective action is not taken.

3. TERMINATION: If, after at least one written warning, the student's work performance continues to be unsatisfactory, the student may be terminated.

Termination

If a student's job performance does not meet performance standards, the procedures listed in the Disciplinary Action section above should always be followed.

IMPORTANT

Supervisors should always document all dates and circumstances in which disciplinary action was taken.

This information is necessary to justify termination.

At any time a student is terminated, the supervisor is required to notify Student Employment and Career Services immediately.

Termination Types:

VOLUNTARY TERMINATION

A student may voluntarily terminate his or her position at any time. Student Employment and Career Services encourages these students to give a two week notice.

TERMINATION BY SUPERVISOR

As supervisor, you have the right to dismiss a student for unsatisfactory job performance. This includes, but is not limited to, the following:

- Repeated failure to comply with agreed-upon work schedule.
- Unwillingness to accomplish assigned tasks.
- Insubordination or lack of cooperation which results in disturbing other workers or work progress.
- Disclosure of confidential information.
- Theft, destruction of college property, etc.

TERMINATION BY Student Employment and Career Services

Student Employment and Career Services must immediately terminate a student's employment upon determination that the student no longer meets eligibility requirements. Changes in eligibility that can result in termination may result from any of the following:

- Change in enrollment status.
- Failure to maintain required GPA.
- Failure to meet satisfactory academic progress requirements.
- A student's awarded Federal Work Study money runs out before semester ends.

Appendix A

Student Assistant Training Checklist

Introductions

- Identify student's immediate supervisor.
- Introduce co-workers, department manager, and other people on campus the employee will contact regularly.
- Discussion division, department, responsibilities of each office, and how they work together to meet department goals.

Job/Office Policies

- Responsibilities of the job and expected results.
- How student's job related to others in the department/office.
- Discuss work flow and special procedures, such as filing, answering phones, entering data, etc.
- Use of phones, computers, forms, and office equipment.

Working Hours

- Student turns in a written schedule of hours he/she intends to work.
- Discuss department policy on attendance and lateness. If sick or running late, who to notify and how.
- Lunch and break schedule (if applicable).

Expectations of Student Workers

- Dress code, professional behavior expected.
- Reliability – report to work on time, stick to agreed-upon work schedule, call supervisor if unable to come in.
- Honesty & Integrity – maintain accurate timesheets, talk to supervisor about correcting mistakes made.
- Follow Directions – be receptive to constructive suggestions, ask questions if unsure.
- Expected to work while on the job; not allow to study unless supervisor gives you permission.
- Office supplies are not for personal use, visitors are not allowed during work hours, and phone calls on own time.

Performance Evaluations

- Purpose and frequency. (Twice a year – end of fall and spring semesters.)

Disciplinary Action

- Common reasons for disciplinary action, steps that will be taken when rules are not followed.

Confidentiality

- Relevance to office/department; specific information that should not be shared.

Security

- Access and passwords necessary to complete job duties.
- Standards of behaviors, ethics, and consequences of breaches.

Supervisors Signature: _____ Student Signature: _____

Date: _____

Date: _____

Appendix B

Sample Behavior-Based Interview Questions

Adaptability

- Tell me about a time you worked hard on something and were told to change your priorities and do it another way. How did you handle that?
- Which supervisors have you found easiest to work with? Hardest? Why?

Attention to Detail

- Describe a time when you found errors in your work. How did it happen? What did you do about it?

Computer Skills

- You have been asked to create an Excel spreadsheet (database, mail merge, promotional flyer, etc.) Walk me through the steps you would use to complete the assignment.
- Describe the most complicated assignment you have done in Excel (Access, Word, PowerPoint, etc.) What steps did you take to complete the assignment?

Conflict

- Tell me about a confrontation you had with a supervisor. Who was wrong and why?
- Think about your current/last job. Give me an example of a conflict you encountered.
- Tell me about a situation that involved conflict. How did you resolve the conflict?

Customer Service

- Please describe the steps involved in successfully handling irate customers.
- Tell me about your experience dealing with the public.

Initiative

- Tell me about a time when you did not know the answer to a question or the proper procedure?
- Give me an example of a situation demonstrating your initiative.

Motivation

- One of the requirements of the position is that the individual be a self-starter. Give me an example of your ability to be a self-starter.
- Tell me about a time you went beyond what was required.

Multi-tasking

- Describe a time you juggled multiple tasks of varying importance?

Telephone

- What steps do you take to establish good rapport with people over the phone?
- Please explain the rules of telephone etiquette. Give me an example of a time you provided excellent phone service/poor service.

Appendix C

Illegal Interview Questions

SUBJECT	DO NOT ASK	YOU MAY ASK
Sex/Gender	<ul style="list-style-type: none"> Are you a male or female? What are the names of relationships of any people living with you? 	<ul style="list-style-type: none"> None Allowed.
Residence	<ul style="list-style-type: none"> Do you own or rent? Where do you live? How long have you lived there? 	<ul style="list-style-type: none"> What is your present address?
Race/Color	<ul style="list-style-type: none"> What is your race? What color are your hair, skin, and/or eyes? 	<ul style="list-style-type: none"> None Allowed.
Age	<ul style="list-style-type: none"> What is your date of birth? How old are you? 	<ul style="list-style-type: none"> If hired, could you provide proof that you are at least 18 years old?
National Origin	<ul style="list-style-type: none"> What is your ancestry, descent, nationality? What is your native tongue? 	<ul style="list-style-type: none"> What languages do you speak or write fluently? (ask only is job related.)
Marital/Family Status	<ul style="list-style-type: none"> What is your marital status? How many children do you have? Are you pregnant/plan to have children? Do you have daycare provisions made for your kids? 	<ul style="list-style-type: none"> None Allowed.
Arrests/Convictions	<ul style="list-style-type: none"> Have you ever been arrested, charged with a crime? 	<ul style="list-style-type: none"> Have you ever been convicted of any crime?
Religion	<ul style="list-style-type: none"> What is your religious denomination? What church do you belong to? What religious holidays do you observe? 	<ul style="list-style-type: none"> None Allowed.
Disabilities	<ul style="list-style-type: none"> Are you disabled? 	<ul style="list-style-type: none"> Are you capable of performing the essential functions of the job with or without reasonable accommodations?
Citizenship	<ul style="list-style-type: none"> Of what country are you a citizen? When did you become a US citizen? 	<ul style="list-style-type: none"> Are you a citizen of the US? If hired, could you prove eligibility?
Language	<ul style="list-style-type: none"> What is your native language? How did you learn to speak, etc. a foreign language? 	<ul style="list-style-type: none"> What languages do you speak or write fluently? (Ask only if job related.)
Education	<ul style="list-style-type: none"> What are the dates you attended? 	<ul style="list-style-type: none"> Please describe your academic, vocational, or professional education and the schools you attended.



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