

Information compiled by the Student Employment Program
<http://www.fullerton.edu/sa/studentemployment/employerguide.asp>

Introduction

On-campus Student Employee positions offer students the ability to explore various campus work environments according to their personal preferences and capabilities. While working, Student Employees gain valuable knowledge regarding the culture of the workplace such as attendance, punctuality, teamwork, effective communication, and customer service skills.

This Campus Employer's Manual is a reference for on-campus student employment supervisors. It contains general policies and procedures that govern on-campus student employment for regular, work study, and international student assistants. Information for hiring Graduate Assistants, Teaching Associates, and Instructional Student Assistants can be found on the Faculty Affairs and Records website at <http://www.fullerton.edu/far/unit11/uniteleven.htm>. The term "Student Employee" in this document refers to student classifications - Student Assistants, International Student Employees, and Federal Work Study, unless otherwise noted.

Hiring Manager/Supervisor Responsibilities

It is the responsibility of the hiring managers and supervisors to provide support, guidance, a secure setting for growth, and an orientation to the workplace for the Student Employee. Keep in mind this job may be a student's first professional work environment. Efforts should be made to:

Initially:

1. Provide, review and sign off on the New Student Employee Checklist with your student: [For checklist click here.](#)
2. Provide the student a written list of the duties and responsibilities for the position and thoroughly explain each, making sure the student understands the expectations of the position.
3. Provide explicit examples of how to perform each task.
4. Monitor initial execution of assignments to ensure students are performing as anticipated.
5. Clearly explain what is expected of them in behavior and customer service.
6. Orient the student in detail to his or her role in the department and explain the standards of behavior expected of employees.
7. Provide an overview and ensure that student comply and complete Confidentiality, IT Security Awareness Training, General Safety, and Sexual Harassment Prevention policies and training.

Ongoing:

1. Set a good example.
2. Monitor the award balances of Work-Study students under their supervision.
3. Employers are responsible for verifying enrollment in the Spring semester and subsequent semester (if applicable).
4. Be diligent about checking academic standing of student assistants.
5. Evaluate student assistants on a regular basis to determine basis for salary merit increase.
6. Ensure that students comply with FERPA Policy. Keep lines of communication open, clear, and constructive.
7. Ensure that students do not work during scheduled class times.
8. Ensure adequate supervision of student work.
9. Treat students in accordance with their rights, which are the same as those of all employees as defined by applicable state, federal, and University regulations.
10. Provide a work space that is free from hazards.
11. Ensure that students are performing the tasks defined in their job descriptions.
12. Verify the accuracy of student time entry.
13. Ensure that students take a half-hour (minimum) unpaid break if working six or more continuous hours.

Recruiting for Student Employee Positions

The best way to recruit for a job opening is to post it on the Titan Connection On-line Job Search System. Once the job posting is approved, students have immediate access to the posting. This process is highly recommended for Work Study positions to allow for Financial Aid to review and classify the position prior to posting. Please read through the following directions completely before beginning.

Step 1: Student Assistant Background Check Procedure - All Student Assistants dealing with CSU Level 1 Security Data must complete a background check. Hiring departments must determine whether a student assistant position requires a background check, and the requirement must be articulated during the hiring process, and reflected in the position description and job announcement.

Why? Background checks are required of applicants and university employees to help protect the campus community and its assets, as well as to maintain data security. The need to investigate an applicant or employee must be balanced with the need to protect the privacy of the applicant or employee. Background checks, which may include checks of employment records, social security records, workers' compensation claims, criminal records, civil records, credit reports, motor vehicle records, and sex offender registries, may be initiated as a part of the selection process. Identified staff are fingerprinted as part of the hiring process in order to assist in the background check.

Who? Student assistant positions, whose responsibilities include any of the following elements, may be subject to the background check process.

- Responsibility for the care, safety and security of people, including children and minors, or property.
- Direct access to, or control over, cash, checks, credit cards, and/or credit card account information.
- Authority to commit financial resources of the university through contracts greater than \$5,000.
- Control over campus business processes, either through functional roles or system security access.
- Access to detailed personally identifiable information about students, faculty, staff or alumni, which might enable identity theft.
- Access to controlled substances.
- Possession of building master or sub-master keys for building access.
- Access to any other information considered as Level 1 Security Data, as defined by the CSU Information Security Data Classification.

How? Procedures for fingerprinting

- Identify if the position requires a background check.
- Include the need for a background check in the position description/job announcement.
- Contact Debbie Ellis with University Police to set-up an account to be billed. The current cost is \$44 for California DOJ check; this is usually sufficient, but if a department wants to also check the FBI for a national record it cost \$63 per person.
- Once an account is established, please send your applicant to University Police for fingerprinting and ask them to mention what department they are interviewing with.
- Results are obtained by the Police Department within 4-7 working days.
- The Police Department will contact the interviewing department **only if something shows up** during the background check.
- Department account is then charged.
- If you have any questions regarding the background check process, please contact Debbie Ellis at dellis@fullerton.edu or at ext. 4814.

Step 2: Request Account - Go to the Career Center website at www.fullerton.edu/career. Click the links CSUF Staff in the navigation bar on the left, then click on Hire a Student. Click on Request an Account link. Complete the form. Use Cal State Fullerton as your "Organization Name". Use your department name for "Division". Click Submit. You'll be notified of your acceptance within 24 hours via e-mail. You will receive a password that will allow you to proceed to step 3.

Step 3: Needed Information for Posting a Job - Prior to posting a position, make sure to have the following information prepared:

- **Position Type** – Select either Student Assistant or Federal Work Study
- **Title** – Samples titles you may want to use: Administrative Budget Assistant, Administrative Assistant, Student Services Liaison (I, II, III, IV), Information Specialist, Clerical Assistant, Student Employee (I, II, III, IV)
- **Resume Receipt** – How you want to receive
- **Job Description** – For a list of job duties that fall within the appropriate salary ranges, refer to the CSUF Student Assistant/Work-Study Salary Guidelines. Use these job duties when preparing the job description as in the samples below:

Under the general supervision of the Office Manager, the student employee, in conjunction with the receptionist, will be responsible for greeting guests, answering telephones (multi-lines), assisting callers, taking and distributing messages. Stocking office machines with appropriate supplies (copiers, fax machine). Assist with scheduling the conference room, and printing daily calendars for administrators. The student assistant will be responsible for campus mail deliveries, maintaining databases for the division. Checking out/in materials from the Office Library and equipment. Assists with receipt and distribution of office supplies. Responsible for neatness of office lobby, work room and kitchen area. Provides clerical support for special projects and events. The student employee will perform various tasks related to financial data, bookkeeping and database management. This position will also perform clerical duties that include light typing, filing, delivering mail, and answering the telephone.

- **E-mail Address** – The email address you would like the resumes sent to.
- **Posting Date** – The date you want the job posted on the Titan Connection.
- **Expiration Date** – The last day you want the position to be posted.
- **GPA** – The minimum GPA required of the student applicant.
- **Desired Graduation Range Start and End Dates** – To be used in conjunction with the Class level. This option will allow you to determine how long the student employee will potentially be available to work prior to graduation.
- **Work Authorization** – Do you prefer the student be a US citizen or International Student?
- **Class Level** – Select Freshman, Sophomore, Junior, or Senior
- **Desired Majors** – Is there a major that may pertain to the position being posted.
- **Salary** – Select a starting salary. Make sure that it falls within the appropriate salary ranges. If hiring a FWS student, contact Financial Aid for further direction on the appropriate classification and salary for your student position.
- **Location** – Put “on-campus” under the city.
- **Job Schedule** – You can either put “work around class schedule” or the specific times you are looking for.

Step 4: Posting a Job Opening

- Go to the Career Center’s website at www.fullerton.edu/career. Click the link CSUF Staff in the navigation bar on the left, then click on Hire a Student. Click on Login link under Step 2. Enter your email address as your username. Enter the password you received via email. Click Jobs & Internships. Click Add New. Complete the form. Be sure to select the applicable job type (Federal Work Study or Student Assistant). Click on SUBMIT. You will be notified via email with in 24 hours that your job has been accepted. If you need support posting jobs, contact the Career Center at x3121 or by e-mail at careercenter@fullerton.edu.

Student Employee Requirements

Who Can Work as a Student Employee? A student may be eligible to work on-campus as a student employee if he/she meets the following requirements:

1. Current student at CSUF and is enrolled/registered (fees paid) in a current regular semester as a new or continuing student.
2. Student who has completed the prior semester (has not graduated), or who is registered for the subsequent semester.
3. In good academic standing (not on academic probation, continued probation, academic dismissal).

4. Provide a Social Security card as well as a photo ID.

If any of the above requirements change a student will not be eligible to continue employment as a student employee. It is recommended that departments verify enrollment at the end of the drop/add period.

Requirements for Work Study Students as well as International students may be different. Please check with the appropriate departments for more information. For Financial Aid, you can visit their website at www.fullerton.edu/financialaid or call 657-278-3125. For the International Education and Exchange office, you can visit their website at www.fullerton.edu/international/employment/ or call 657-278-2787.

If not enrolled in a subsequent semester, students may work until the end of the official fall or spring semester, whichever is applicable. Students may not work on-campus as a student employee once they have graduated from the University. Upon graduation, students are eligible to work as a student employee until the last official day of the semester of graduation (i.e. if the student graduates in the fall, the last day of employment would be the last official day of the fall semester, and for spring, the last official day for the spring semester).

Can an International Student work? In most cases, international students can be employed on-campus. For employment purposes, "International Student" means a student who holds an F-1 or J-1 non-immigrant visa, is enrolled full-time, and meets all other requirements of his/her visa status.

- Full time enrollment is generally regarded as 12 units for undergraduates and 9 units for graduate students.
- Work hours are strictly limited to 20 hours per week during regular semester class sessions. Additional details are available at <http://www.fullerton.edu/international/employment/>

The hiring process for international students is quite simple. If there is concern regarding a student's eligibility for on-campus employment, the Office of International Education and Exchange (IEE) will work with the Student Employment and Orientation Program coordinator to make a final determination. The Office of International Education and Exchange is responsible for verifying international student's immigration status with Homeland Security agencies as mandated by the Federal government. For more information and questions regarding federal and state payroll tax withholdings, international students can schedule time to meet with the Tax Compliance Manager on campus by calling 657-278-5671.

International Students that are eligible for employment on campus are hired as classification 1868 Non-Resident Alien.

Extended Education Students - Students enrolled in Extended Education classes are eligible for employment on campus as an 1874 classification only, whether a part-time or full-time student. [Click here](#) to see explanations of the classification codes.

CSU Requirements (Including IRS and CA FTB) - The following are CSU regulations regarding student employment. The Internal Revenue Service (IRS) and California Franchise Tax Board (FTB) regulations and requirements are included below when applicable.

Full-time Students

1. Enrolled in **6.0 units or more** during each semester (academic year) of employment.
2. Must be employable as Student Employees and not work more than 20 hours per week during the academic year.
3. Are exempt from deductions for retirement, Social Security and Medicare (FICA taxes) during the academic year.

Part-time students

1. Enrolled in **less than 6.0 units** during each semester (academic year) of employment.
2. Not exempt from FICA taxes or payroll deductions.

3. Part-time student employees are hired as 1874 class code during the academic year. CSU policy permits students covered under the FICA exemption to work in a part time capacity, **up to, but not in excess of 20 hours per week** during periods when classes are in session (academic year).

International Student Employees on an F-1 or J-1 visa will need to check with the Tax Compliance Manager to see if they qualify for exemption from federal tax withholding deductions taken from their wages earned.

Summer and winter breaks, fall and spring recess - Students can work up to and no more than 40 hours per week during the break and recess periods (summer and winter breaks, fall and spring recess). For the winter break and the recess periods (fall and spring), the student will remain in the class code they were originally hired in for the semester. During the summer break, student employees will need to be hired in the 1874 class code. These earnings will be subject to deductions for Medicare (paid by employee and employer) and retirement (paid by employee). The retirement plan to which they will contribute is the Part-time, Seasonal, Temporary Plan (PST Plan). Once a student employee who has paid into this plan resigns from all employment with the California State University System, he/ she may request a refund of all contributions directly from the PST Plan 90 days after the last contribution. Forms for this purpose are available in the Payroll office. For more information regarding this issue, please refer to Human Resource's website at <http://hr.fullerton.edu/benefits/Retirement/PartTime.aspx>.

Graduating Student Assistants - The CSU Chancellor's Office has revised the Student Assistant (non-represented) Guidelines for Student Assistants (HR 2012-08).

“Upon graduation, **Student Assistants (1870)** may work up to the last official day of the academic term. In addition, campuses may allow graduating Student Assistants to work one term immediately following graduation, up until the day before the next term starts, as a **Bridge Student Assistant (1874)**. For example, at semester system campuses, Student Assistants graduating in the spring term may work through the summer period up until the day before the fall term begins.” Graduating students will be allowed to work the subsequent semester after they graduate.

“Student Assistants – **Nonresident Aliens (1868)** should refer to Department of Homeland Security duration of status requirements.”

For Cal State Fullerton, Student Assistants who graduate in the spring term, they will be eligible to continue working until August 23, 2013, but will need to be hired as Bridge Student Assistant (1874) for the summer term.

Please note that **Work-Study Student Assistants (1871 & 1872)** are **not** permitted to receive any federal work-study funds after they have graduated . They can be rehired with other funding sources and job codes.

Interviewing Student Employees

Every office may have its own process for interviewing students. Some offices conduct student interviews in a group setting while others conduct one-on-one interviews.

When interviewing a student for the position it is important to remember to only ask questions that are job related. It is permissible to ask questions about job qualifications and experience, but it is not permissible to ask personal questions such as age, family background, etc.

Sample Questions

1. What attracted you to this position?
2. Tell me a little about your past work experience.
3. What do you feel are your greatest strengths?
4. What areas do you feel you could improve on?

5. How comfortable are you with the computer? What software programs do you know?
6. Do you consider yourself to be a punctual person?

Hiring the Student Employee

What Happens After I Choose a Student? Once the position has been offered and accepted, the student's information needs to be entered into CMS. This must be done prior to the first day of employment. You can do so by following the instructions in the [Student Worker Hire Process](#) Tutorial.

How Do I Get Access to CMS? In order to gain or modify access to CMS, an [Access Request Form \(ARF\)](#) will need to be completed. To assist you in filling out the ARF, instructions are available along with more information by accessing the CMS website.

CMS Classification Codes When hiring a student in CMS, it is important to properly classify the student employee. It is equally important that the student fill out the correct time sheet in Informed Filler (unless the department uses some other time reporting method). Incorrectly classifying a student employee or failing to complete the correct time sheet may jeopardize the student being paid on time.

Classification codes for each of the positions are listed below:

- 1150 – Instructional Student Assistant
- [1151](#) – Instructional Work Study Student
- [1868](#) – Student Assistant Non-Resident Alien (NRA)
- [1870](#) – Student Assistant Timesheet. Enrolled in 6.0 units or more, and works no more than 20 hours per week when classes are in session.
- [1871](#) – Workstudy On-campus. Use this code when entering in Federal Work Study Students enrolled in 6.0 units or more, and works no more than 20 hours per week when classes are in session.
- [1872](#) – Workstudy Off-campus. Use this code when entering in Federal Work Study Students working off campus.
- [1874](#) – Alternate Student Assistant. Use this code instead of 1870 during the times when school is not in session i.e. summer breaks, or when the student is enrolled in Extended Education courses, or when the student is enrolled in less than 6.0 units and works no more than 20 hours per week when classes are in session.
- [1875](#) – Alternate Workstudy On-Campus. Use this code instead of 1871 for Federal Work Study students during the times when school is not in session i.e. summer breaks, or when the student is enrolled in less than 6.0 units and works no more than 20 hours per week when classes are in session.
- [1876](#) – Alternate Workstudy Off-Campus. Use this code instead of 1872 for Federal Work Study students working off campus during the times when school is not in session i.e. summer breaks.

Starting Pay Rates - All pay rates must fall within the appropriate salary range. The rate will need to be approved by the appropriate administrator for your department when signing the confirmation ticket. Initial appointments normally do not exceed the mid-point of the range. For further explanation, please refer to the [CSUF Student Assistant/Work-Study Student Salary Guidelines](#).

After Entering a Student into CMS Once the student has been entered in CMS a confirmation ticket will be sent via e-mail. Print the ticket, confirm that all the information is correct, obtain the proper signatures, and send the original ticket to Payroll. If you are hiring a Federal Work Study student you will need to send the original confirmation ticket to Financial Aid. Financial Aid will review and approve the position description, the salary, and the award amount. To assist with expediting this approval process, the position description, classification and salary range should be sent to Financial Aid prior to hiring a student. Once Financial Aid reviews the information or makes any necessary changes to the student documents, you will receive an e-mail confirming that the student has been approved or not approved for Work Study (this does not constitute approval to begin work if the student needs to sign in with Payroll).

If the student has not worked in the past, or if the student has had a break in employment for one year or more, the student will need to go to Payroll Services to sign in prior to the first day of employment. The student will need to bring a copy of the confirmation ticket, original Social Security card, and documents required for I-9 completion (a list of acceptable documents can be found at <http://www.uscis.gov/files/form/I-9.pdf>).

PLEASE BE AWARE THAT A STUDENT CANNOT WORK UNTIL HE/SHE IS FIRST APPROVED BY PAYROLL. Sample forms the student will be signing when they visit Payroll can be found on this [website](#). Managers are strongly encouraged to review the Confidentiality Agreement form with the student before going to Payroll. Once the student visits Payroll and signs all the required documentation (i.e. Confidentiality Agreement, I-9, and CSU Student Payroll Action Request (SPAR), etc.) an e-mail confirmation will be sent informing the employer that the student has been cleared to work. If Payroll needs more information, you will receive an e-mail requesting that the student return to Payroll. Students must not begin work until the e-mail notification is received from Payroll. If you have not received any form of communication from Payroll by the day after the student has signed in, contact your Payroll Technician directly.

Please remind students who need to sign in with Payroll that the original Social Security card is required in addition to the documents needed for I 9 completion. To avoid processing/hiring delays, please provide them with a list of acceptable documents which can be found on the back of the [I-9 document](#).

If you discover incorrect information has been entered into CMS (e.g., rate of pay, CMS position number, etc.), please submit a confirmation ticket with the corrections noted, have the appropriate administrator sign the confirmation ticket and initial the changes, and submit it to Payroll for processing.

Changes to Student Status Any changes to the student status (i.e., salary/position changes, concurrent appointments) must be emailed in CMS prior to the Rapid Time Entry in order for the information to be available prior to processing the timesheet. Refer to [CMS Student Worker Process](#) for detail information.

Legal Names Please have the student use the name that is entered in CMS when completing his/her time sheet. The student will also need to sign the time sheet with the same name in CMS and not a nickname or alias.

Orientation for Student Employees

A detailed orientation to the workplace is an important step in training and developing student employees. If conducted properly, the orientation will provide each student employee with the tools to contribute greatly to the University.

Below are guidelines to assist you in communicating expectations and goals with students during orientation:

1. Have each student go through the University's on-line student orientation.
2. Go through the "[New Student Employee Checklist](#)."
3. Provide the student a written list of the duties and responsibilities for the position and thoroughly explain each, making sure the student understands the expectations of the position.
4. Create a list of skills the employee should learn during his/her first few weeks of work. This list should be created based on the skill set he/she already has. Examples of topics you may want to cover include learning your office's general procedures, how to use the copier(s), how to use the phones and take effective phone messages, how to keep good files, and how to process forms and paperwork specific to your department
5. Review with your student employee other topics such as those listed below:
 1. Specific performance goals for the student.
 2. Discuss mutual expectations. Let the student know your expectations and find out the student's expectations. (This is important because it will set the tone for your relationship.)
 3. Your employees need to clearly understand your expectations and it is good for you to understand the student's goals in his/her new position.)
 4. Scheduled work hours and attendance policy.

5. Expectations for dress attire should also be reviewed. Attire should be appropriate for the environment, keeping in mind that the standards may not be the same for student employees as for full-time staff. Issues of safety, climate conditions, and job function will impact the dress expectations.
 6. How to track the specific number of hours worked each day and how to report time on the official timesheet (Note: Both the student and the budget authority certifying the timesheet should make sure the number of hours worked is accurately reported. The student needs to put the exact time (hours and minutes) worked instead of rounding to the nearest hour or estimating hours worked.)
 7. When to submit time sheets, how the Payroll process works, and when and where the student should pick up his/her paycheck. Refer to [Section 10](#) of this document for more information.
6. Give a history and overview of your department. This should include its mission and primary functions. Training in the areas listed below will be very helpful. Introduce the new student employee to the other members of the office.
1. Explain the various functions of the department.
 2. Show the new student employee the physical layout of the department. This would include areas where the student employee will be working, where he/she can safely store his/her belongings during work hours, where breaks can be taken within the office space and where the nearest restrooms are located. Advise the student that he/she should not leave valuables unattended. The University is not responsible for the loss of personal items and workplace theft does occur.
 3. When possible, give the new student employee relevant written CSU, campus, and department policies and materials. Documents that explain the functions of your department, in detail, such as program descriptions, schedules, bulletins, and other descriptive materials are very helpful.

Sometime after the orientation period, it is a good idea to follow-up with the student to see if he/she needs any help or clarification in relation to his/her job responsibilities.

Time Keeping and Attendance

Time Sheets and Timekeeping Policies

The exact number of time (hours and minutes) worked each day must be tracked and reported on the official timesheet (accessed on Informed Filler). The student may use either the Student Timesheet found on Informed Filler or some other approved departmental method. The Student Timesheet found on Informed Filler will allow for the hours and minutes to be converted to decimal hours for easy input to the Rapid Time Entry. Each office may choose to handle this process differently. Some may allow their student's to enter the time themselves while others may want to fill out the timesheets for the students.

Either way an office chooses to handle time sheets, care should be taken to make certain the student and the staff member understands the importance of accurately reporting hours worked. Rounding to the nearest hour or estimating hours is not allowed.

Process for Entering a Student Employee's Time Sheet

When it is time to process hours worked for student employees, an e-mail will be sent from Payroll informing the time keeper that Rapid Time Entry is open. It is during this time that the student's time sheets will be submitted to the departmental Student Employee Payroll coordinator. The coordinator will have a short time to enter the hours worked in Rapid Time Entry. Once Rapid Time Entry closes, another e-mail will be sent from Payroll notifying coordinators that the CD048 is ready for printing. The coordinator should print it, verify the correct hours and salary were entered, obtain the necessary signatures, and send it to Payroll attached to the student's timesheets. This should all be completed by Payroll's posted due date.

It is important that these are processed in a timely manner or your student employee's pay will be delayed. The exact dates are available on the [Payroll Department](#) website or in their office.

For your convenience, instructions on Rapid Time Entry and how to print a CD048 are available on the [website](#). Please note: When entering student's time worked on the CD048 form, please make sure to enter the time that appears next to the line that says "Total Decimal Hours to Transfer to Form CD048".

Paydays - Student Employee paydays are the 15th of each month for hours worked during the previous month. If the 15th falls on a weekend day or a holiday, payday will be the working day prior to the 15th.

Separations - Students who resign prior to the end of their appointment must be paid immediately. Please key the separation in CMS and submit the Confirmation Ticket and the timesheet to Payroll on their last day. Hours worked must not be submitted through the Rapid Time Entry.

Breaks and Meal Periods - By law any employee, including student employees, who works a consecutive 4 hours is allowed a 15-minute break with pay. Any student employee who works more than 6 consecutive hours must take a minimum 30-minute lunch break without pay. If a student employee works a full eight-hour day he/she is entitled to two separate 15 minute breaks with pay and a 30 minute unpaid lunch break. Breaks may not be taken at the beginning or end of a work period and are not cumulative. The supervisor determines when breaks are to be taken.

Attendance Guidelines - These are guidelines and should be applied or adjusted as appropriate to your office's needs.

- All student employees are expected to report to work in accordance with their established work schedule.
- If a student is unable to report to work or if he/she will be arriving more than **ten minutes late to work**, the student should notify his/her supervisor in advance.
- Prior approval is expected for all absences except in an emergency. Under these circumstances, the student employee is to contact his/her supervisor as soon as possible.
- Student employees are expected to work their shifts as scheduled. Leaving a shift early, without a supervisor's permission, is the same as an unexcused absence.

The following are examples of approved absences: illness, medical appointment, death in the family, emergency situation, religious observance, vacations, and academic activity.

Student employees may be subject to disciplinary action for an unexcused absence, up to and including termination. At the discretion of the supervisor, an absence of two consecutive workdays without approval can be considered a voluntary resignation. This negligence may cause the student employee not to be recommended for rehire.

Vacations and Holidays - A student employee is not eligible for paid vacations or holidays.

Sick Leave and Unemployment Compensation - Student employees are not entitled to sick leave pay or unemployment compensation.

Personnel Matters

Performance Evaluations

A performance evaluation is an important tool to provide feedback to the student on their performance. An evaluation may be given to a student at any time, but it is recommended that an evaluation be given at least at the end of the student's first semester of employment, and every year thereafter. A student employee should receive a performance evaluation prior to being rehired, or considered for a pay rate increase. For your convenience, there is a [Student Employee Performance Evaluation](#) form available.

The student should be given the original signed evaluation and a copy should be kept in the department. Performance evaluations are required if a student will be receiving a raise.

Merit Increases

[Student/Assistant/Work-Study Student Salary Schedule](#) Student Employees may be considered for merit salary increases at any time, but typically when re-appointed at the beginning of each semester, summer session, or academic year. Merit salary increases are typically 2% to 3% and should fall within the appropriate salary range for the classification. Increases will need to be approved by the hiring manager.

For the student to qualify for a merit increase he/she must receive a satisfactory evaluation from his/her immediate supervisor. Wage increases are effective the first day of the following pay period, semester or summer session.

There are three ways for a student to receive a pay increase.

1. Merit Salary Increase - This is an increase given when the supervisor and appropriate administrator determine there should be an increase in pay rate. Typically it is given at the beginning of a semester after the first full semester of work and any subsequent semester. The student employee must receive a satisfactory evaluation in order to receive a merit increase.
2. Reclassification - When the duties and responsibilities have changed to a degree that there is a marked difference in type of work performed.
3. Promotion - When a student employee is moved into a vacated or a newly created position in the same department at a higher classification range.

In order for the student to receive the pay increase, the change will need to be made in [CMS](#). Changes to the student status (i.e., salary/position changes, concurrent appointments) must be entered in CMS prior to the Rapid Time Entry in order for the increase to be reflected on the time report. Refer to CMS Student Worker Process for detail information.

Disciplinary Action

There may be times when problem situations arise with student employees. Typically the first step should be to meet with the student employee to discuss the problem and issue an informal warning. Your objective in a disciplinary meeting is to utilize the discussion to encourage the student employee to display the correct performance and, at the same time, letting him/her know that he/she has your support.

If the student is involved in a grievous act such that his/her presence may represent a risk of harm or loss, he/she should be asked to leave the premises immediately. Clear violations of the University's policies and procedures such as theft or possession of illegal substances on the premises require immediate dismissal and disciplinary action.

Depending on the action, you may choose not to terminate the student's employment if you feel you can work with the student to develop new skills and an improved attitude that can help him/her correct his/her behavior and resolve the problem. To make this discussion the most productive, the following guidelines are suggested:

- Describe the specific behavior you believe has occurred.
- Ask the student to describe and explain what had happened using specific detail. This suggestion gives the student the opportunity to tell his/her side of the story and gives you the complete picture of what occurred.
- Clearly describe what must be changed to remedy the situation. Explain how it affects the work group and/or the University community. Clarify relevant policies or procedures that apply to this situation.
- Be consistent. All student employees with similar responsibilities should be expected to do what is being asked of this employee.

- Encourage the student employee to suggest his/her own possible solutions for improvement, and support the usable ideas.
- End your discussion with an agreement on action to be taken and a date for a follow-up meeting.
- Document the date and time of the first meeting, what was discussed and what was agreed upon. Providing the student employee with a copy of this document will underscore the agreement and demonstrate your serious commitment to remedying the situation.

If, after meeting with the student employee there is no improvement observed, or if new examples of the problem behavior arise, the second step of disciplinary action should be taken. At this juncture, a written reprimand should be issued, documenting the student's prior notice concerning violation of a particular rule, and the appropriate form of disciplinary action for a subsequent offense. Proper documentation should include the following:

- The date (month, day, and year) of the infraction and the date the documentation/warning was presented to the employee.
- A specific and detailed account of the incident including dates, names of people involved, location, etc.
- Citation of the rule that was broken.
- Explanation of the reason(s) why this type of conduct necessitates a written warning.
- Notification of the consequences if further action is required.
- Space for the student employee to state his/her explanation for his/her actions or respond to the warning.
- A place for you and the student employee to acknowledge the document (signature and date).

After the document has been signed by you and the student employee put the original in the student's department file and give a copy to the student for his/her records. Good communication and documentation provide a means for educating student employees as well as creating an environment of fairness and consistency within the department. During the second meeting it is a good idea to let the student employee know what the appropriate or expected behavior is. Keep lines of communication open, and be as fair, accurate, and objective as possible."

Consultation/Referral to Judicial Affairs

There may be occasions when the action of a student employee may also be a violation of the Student Conduct Code (Title 5, California Code of Regulations). Examples would include but are not limited to: forging a University document, use/possession of illegal drugs on campus, theft of property or services from the University community (falsifying time sheets), misuse of the computer facilities, etc. Please contact the Associate Dean, Judicial Affairs at X4168 or srhoten@fullerton.edu if you have questions about a possible violations or the procedure for referral.

Conflict Resolution Procedures

If a student employee feels that circumstances concerning wages, work hours, and other conditions present a problem, the student is required to first discuss the matter openly with his/her immediate supervisor. In the event that discussion with the supervisor does not lead to a resolution, a student may initiate discussion with individuals assigned to the overall responsibilities of the area in which the student works. This may be a department chair in an academic area or the hiring manager.

It is strongly encouraged that these situations be resolved within the department. If, however, the student is not satisfied, he/she may discuss the issue with the Dean of Students. In the case of sexual harassment, the student should consult with the [Human Resources Department](#). For fiscal misconduct, the student should contact the [Office of the Internal Auditor](#).

Duration of Employment

At CSUF, student employment is less formal and more temporary in nature than University State employment (ex. Faculty, staff, etc). A student's employment may end at any time for the following reasons:

- Unsatisfactory Evaluation
- Serious Misconduct
- Failure to Report to Work Without Prior Notice
- Position Abolishment
- Voluntary Resignation
- Budget Limitations (e.g. FWS award is exhausted)
- Workload Shifts
- Breaching Confidentiality Contract

If the student employee chooses to voluntarily resign, it is common business practice that the student employee gives a 2 week notice. Employers depend on the student employee to keep operations going and need this time to fill the vacancy.

Students who choose to work on-campus often rely on the hours they plan to work as their source of financial income. It is recommended that the employer provide the student a set work schedule, and the employer should provide enough work so the student can work the number of hours scheduled.

Student Access to Confidential Information

It is the responsibility of any manager whose Student Employees have access to confidential information, including access to any information technology systems (i.e. SIS+, FRS, CMS), to require that his/her students be trained on how to handle confidential information and access, and have a strong understanding of all confidentiality laws. Students needing access to information technology systems (i.e. SIS+, FRS, CMS) **must** complete the **Confidential** portion of the online Student Employment Orientation Program, successfully pass the quiz, print the certificate, and sign it. The manager must also sign the certificate and attach it to any information technology system [Access Request Forms](#) (i.e., SIS+, FRS, CMS, etc.) which will then be submitted to the Campus Information Security Officer, Dr. Willie Hagan, Vice President for Administration and Finance for final approval.

Each manager should discuss with the student how to handle confidential information appropriately within their own operation. As an example, students should be trained on what information should be shredded instead of thrown away, the importance of locking the computer when stepping away from the work space, and how to properly store any confidential information when leaving the workspace (e.g., folders stored where no unauthorized individuals can gain access). During this time, it is required that a student be trained on what information is appropriate to disclose to the public regarding other students and campus employees, and whether the student is allowed to disclose the information.

After students have been through an initial training on confidentiality, supervisors should continue to review this information with their student employees on a regular basis and at least annually.

Confidentiality of Student Personnel Records - All students' personnel records are confidential and must be shredded when they are discarded.

CSUF Campus Policies

The following are campus wide policies that must be followed by all employees including student employees.

University Non-Discrimination, Affirmative Action and Diversity Policies- California State University, Fullerton ensures equal opportunities in its employment without regard to race, color, religious creed, sex, national origin, ancestry, sexual preference, marital status, pregnancy, age, physical disability, mental disability, medical condition, or veteran's status.

Employment, retention, and advancement of employees shall be based upon merit, ability, talent, knowledge, and achievement. Every member of the CSUF community has a responsibility to ensure that equal opportunity is provided in all CSUF programs and activities, treatment of students, and recruitment of CSUF employees.

Harassment - CSUF is committed to providing a work environment that is free of discrimination. In keeping with this commitment, CSUF maintains a policy prohibiting unlawful harassment, including sexual harassment. This policy prohibits harassment in any form, including visual, verbal, or conduct of a sexual nature.

Any employee who believes he or she is being, or has been, harassed or pressured by a co-worker, supervisor, or agent of the employer to do something they are uncomfortable doing should promptly report the facts of the incident or incidents and the names of the individuals involved to his or her supervisor or, in the alternative, the Student Affairs Ombudsman. If the student believes fiscal misconduct is, or has, occurred, he/she should contact the campus Internal Audit Department.

It is the duty of every supervisor, manager, and administrator to do everything possible to eradicate any type of harassment within his/her area of responsibility. Refrain from asking the student to do anything of a personal nature for you. They are there solely to perform duties for the University.

At CSUF, sexual harassment is a serious offense. It may result in disciplinary action up to, and including, dismissal or expulsion.

Substance Abuse - A person accused of using drugs and/or alcohol, drug paraphernalia, or look-alike (simulated) drugs in the workplace is risking disciplinary action up to, and including, dismissal or expulsion. CSUF expects employees to perform at their best and in a safe manner. Employees are prohibited from working under the influence of any drug, alcohol, or other substance which will in any way affect their work performance, alertness, coordination or response or affect the safety of others on the job. "By state and federal law CSUF must be totally free of the illegal USE, POSSESSION, MANUFACTURE, DISPENSATION, and DISTRIBUTION of alcohol or controlled substances. This prohibition is enforced by the law and University policy. Any violation can endanger you, your colleagues and students. All University employees, especially persons hired under federal contracts and students on federal aid, are obligated to comply with the law and University policy. Violations of either may result in disciplinary sanctions up to and including termination, as well as, subjecting you to criminal penalties." (Substance Abuse in the workplace, CSUF, February 1994)

Information Practices Act - The Information Practices Act prevents any University official from revealing any information about its employees that relates to their personal life, medical history, financial transactions and/or marital status. This has been established to protect the confidentiality of records containing student personnel information. It also ensures that such records are not disclosed to unauthorized individuals or entities. All inquiries about Student Employees should be directed to the Payroll Office.

Workplace Security Policy - CSUF is committed to providing a workplace that is free from acts of violence or threats of violence. In keeping with this commitment, the campus has established a policy that provides "zero tolerance" for actual or threatened violence against co-workers, visitors, or any other persons who are either on premises of the University or have contact with employees in the course of their duties.

This policy is intended to promote workplace security by addressing situations in which outsiders enter the workplace and engage in violent acts or threaten employees. In order to accomplish the "zero tolerance" objective, the cooperation of all employees is required. Security and safety in the workplace is every employee's responsibility. It is therefore essential that every employee understand the importance of workplace safety and security.

Compliance with this anti-violence policy is a condition of employment. Due to the importance of this policy, employees who violate any of its terms, who engage in or contribute to violent behavior, or who threaten others with violence may be subject to disciplinary action, up to, and including, immediate termination.

Lastly, workplace security efforts are important to the safekeeping of University resources. As such, do not leave student employees in the workplace unattended after hours or lend them keys. If duties and coverage hours require the student to have access, contact Public Safety for the appropriate authorization forms for key issuance.

Injury or Accident on the Job - When a student employee suffers an injury as a result of an accident or other event during on the job work hours, follow the same procedures you would for any employee. Follow the policies and guidelines as described on the website for the Office of Environmental Health and Instructional Safety (Please connect the word “website with <http://ehis.fullerton.edu/>) You can also call the office at x7233.

Other Health, Safety, or Medical Concerns - When a student employee expresses concern or has a complaint related to a health, safety, or medical issue, notify the manager of the unit immediately. Follow the same steps you would with any campus employee. Seek advice from Human Resources or Environmental Health and Instructional Safety as needed.