STUDENT EMPLOYMENT SERVICES PROGRAM
SUPERVISOR HANDBOOK

Office of Student Financial Aid
Richardson Hall Room 1-200
(719) 587-7209 phone
(719) 587-7366 fax
www.adams.edu/onestop
studentemployment@adams.edu
# TABLE OF CONTENTS

I. INTRODUCTION

II. GENERAL INFORMATION

- ROLE OF A SUPERVISOR
- STUDENT FINANCIAL AID AWARDS
- PAY RATES
- TIMESHEETS
- PAY CHECKS
- EMERGENCY LOANS
- SUPERVISOR/DEPARTMENT RECORDS

III. PROCEDURES

- BECOMING A STUDENT EMPLOYER
- FINDING STUDENT EMPLOYEES
- SELECTING STUDENT EMPLOYEES
- HIRING STUDENT EMPLOYEES
- PAYING STUDENT EMPLOYEES
- MANAGING THE PAYROLL PROCESS
- TRAINING STUDENT EMPLOYEES
- EVALUATING STUDENT EMPLOYEES AND SETTING GOALS
- MANAGING WORKPLACE CONFLICTS
- PROGRESSIVE DISCIPLINARY GUIDELINES
- EMPLOYMENT TERMINATION/SEPARATION
- STUDENT GRIEVANCE GUIDELINES
- SETTLEMENT PROCEDURES FOR COMPLAINTS
- SEXUAL HARASSMENT
- FERPA AND CONFIDENTIALITY POLICIES
- FRAUDULENT & DISHONEST CONDUCT POLICY
- SAFETY AND MEDICAL PROCEDURES
I. INTRODUCTION

Welcome to the Student Employment Services Program (SES) at Adams State University. We employ approximately 350 students in on-campus positions and off-campus non-profit organizations each year. Work Study is a form of financial aid, funded by federal, state, and institutional sources that help students meet educationally related expenses through part-time employment. There is no charge to participating organizations.

Research shows that employment is a primary factor in student retention. Students who work are more likely to earn a degree, and they get grades comparable to their non-working peers. Part-time work during college is a significant factor in post-secondary career choice and success.

Your role as a supervisor is critical to the management and development of one of our community’s most important resources: our student work force. This handbook is designed to help you with that task.

Purpose of the Program
The purpose of the ASU Student Employment Program is to provide part-time jobs to undergraduate students who need these earnings to pay for their school and living expenses. To participate, a student must be awarded work study as part of his/her Financial Aid Package by completing the FAFSA. The work study award contributes more than financial assistance for a student’s college education; it offers students valuable work experience that may be utilized in today’s competitive job market. It also helps to encourage Federal Work Study recipients to participate in community service activities.

ASU also offers many Campus Employment positions that do not require work-study awards. Any student who is hired can participate in Campus Employment since funding comes from departmental budgets.

There are three (3) primary sources of employment for students:

1. Work Study
2. Summer Work Study
3. Campus Employment
II. General Information

Role of a Supervisor
- Provide students with valuable work experience and training to enhance and/or improve their existing skills.
- Become familiar with Student Employment Services (SES) policies and procedures in order to increase communication between student(s), supervisor(s), and SES. Student Employment Services deals with approximately 350 students plus all department supervisors. Therefore, your cooperation is greatly appreciated.
- Make sure the student does not exceed awarded funds by maintaining records of student’s earned balances as well as your department’s balance.
- Communicate with SES regarding any changes, promotions or particular problems; for example, if a department should require more hours for a student than they are allotted, the department should complete the Request for Additional Authorization form and contact the Student Employment Services Coordinator immediately.
- When you get ready to hire a new student employee, make sure all the required documentation is submitted to the SES coordinator and the work assignment of the student is authorized before you allow them to work. (See Hiring Student Employees in the procedures section of this manual.)
- Remember that if your student is treated with the same respect you expect from others (treated with consideration, praised and shown appreciation when deserved), both their productivity and quality of work will greatly improve.

Student Financial Aid Awards
Student awards are authorized through the Financial Aid Office as follows:
- Students must not start working before a work-study award is offered and accepted and all required documents are turned in and approved.
- Students must complete a FASFA every year in order to apply for a work-study position. Work study funds are allocated for the entire fiscal year (July 1 – June 30).
- Students must complete a Student Employment Services Authorization for Student Employment form in the Spring to receive Summer Work Study Awards.
- ALL WORK-STUDY FUNDS ARE AN ALLOCATED AWARD:
  - Supervisors should monitor student awards and balances. If a student exceeds their award amount, the balance will be charged to the department.
  - Students can monitor awards and earnings through their student account at www.adams.edu/onestop.
  - Students who exceed their allocation may have other financial aid award amounts reduced.

Pay Rates
Pay rates are determined by the employing supervisor/department based on position qualifications and the federal minimum wage standard. Keep in mind, the higher the hourly rate, the fewer hours the student will be able to work. The following chart shows the use of allocated funds at various rates:

<table>
<thead>
<tr>
<th>Total Allocated Funds</th>
<th>Hourly Rate</th>
<th>Total Hours Allocated</th>
<th>Hours/Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2000</td>
<td>$8.23</td>
<td>243</td>
<td>8</td>
</tr>
<tr>
<td>$2000</td>
<td>8.75</td>
<td>228 ½</td>
<td>7 ½</td>
</tr>
<tr>
<td>$2000</td>
<td>9.00</td>
<td>222</td>
<td>7</td>
</tr>
<tr>
<td>$2000</td>
<td>(maximum) 10.00</td>
<td>200</td>
<td>6 ½</td>
</tr>
</tbody>
</table>
There are **no pay increases** during the academic year **unless** responsibilities and requirements of the position for that particular student have increased. If this should happen, the supervisor must complete a new job description and submit a [Request for Additional Authorization](#) form. If a student is promoted to a new position during the academic year there will be **no retro pay**.

Please note that it is the supervisor’s responsibility to notify Student Employment Services when promoting a student. SES cannot make pay rate changes without prior notification of the promotion and completion of a new Authorization for Student Employment.

**Timesheets**

Timesheets are to be electronically submitted from the student’s One Stop account to their supervisor for approval by the second business day of the next month. Supervisors must then review and approve each timesheet by the fifth business day of the month. Students must complete a timesheet for **each pay period**. Even if the student only worked one (1) day in a pay period, a timesheet must be submitted for that pay period. Timesheet instructions are online at [http://adams.edu/finaid/workstudy_timesheets.php](http://adams.edu/finaid/workstudy_timesheets.php).

### FEDERAL REGULATIONS

- No student shall work more than **20 hours per week** during school sessions and no more than 40 hours per week during school vacations.
- A student cannot work more than five (5) consecutive hours without taking a half hour break.
- If the student worked more than six (6) consecutive hours, a half hour break must be indicated on the timesheet. However, if a student is scheduled to work 6 hours a day no breaks are needed.
- A student **cannot work more than eight (8) hours** per day.
- Students must record **correct number of hours worked** on their timesheets.

### TIMESHEET DEADLINES

Timesheets must be electronically approved and submitted from the student’s One Stop account by the second business day of each month. Electronic timesheets must be reviewed and approved by you, the supervisor, or the person designated as an alternate on the [Student Employment Authorization Form](#). **Failure to meet this deadline may result in the timesheets not being processed until the following pay period.**

### Payment

- Students are paid once monthly, on the 15th via direct deposit into their Higher One accounts. If the 15th falls on the weekend, payment will be issued the Friday before.
- Payroll preferences will automatically align with the student’s refund preference; however, students will be able change this preference through Higher One at [http://myonemoney.com](http://myonemoney.com). Thus, if students have the refund preference set to ACH Transfer to an outside checking account, their work study payments will also automatically transfer from Higher One to this account. Students can have different preferences in how they receive refunds and paychecks if they choose.
- Students may also activate the paycheck email notification feature in their Higher One account so they will know when their work study funds hit their account.

### Emergency Loans

Occasionally a problem may occur in which case a student’s check is not available for a period of time. If this situation does occur the student may contact a One Stop cashier to inquire about obtaining an **Emergency Loan**.
Who to see: One Stop Cashier
Days: Monday thru Friday
Hours: 9:00 PM - 4:30 PM
Where: One Stop Student Services Center
      Student Union Building
Stipulation: Account must be in good standing
            Must have a good source of repayment
Pay back period: Prior to the last day of the enrollment period

**Supervisor/Departmental Records**
Supervisors/Departments are encouraged to maintain their own records of student employment. Suggested information includes:
- Names and ID numbers of employed students
- Students’ total number of hours and potential earnings
- Student pay rate and number of hours worked
- Students’ earnings for that pay period
- Student number of hours remaining
- Student total amount of funds left to earn
- Pay date activity including total number of hours and total amount of students’ earnings
- Total and remaining allocated funds

**SUPERVISOR/DEPARTMENTAL BUDGETS**
- Funds are allotted for the entire fiscal year (from July 1 to June 30).
- At the beginning of each fiscal year, Department Heads (and Supervisors when applicable) will receive a letter and email from SES detailing total allocated funds.
- It is important to determine the number of hours per week you have based on your departmental budget before you hire your student(s). This will ensure that you will be able to meet your needs as well as those of your student(s). If you have questions, please see Paying Student Employees in the procedures section of this manual or contact SES.
- There are a variety of ways a department can distribute hours per week depending on its needs, e.g., assigning more hours during peak time and assigning fewer hours during slower weeks.
- Remember that funds are awarded individually to students based on individual financial need and eligibility. Supervisors/Departments cannot use one student’s funds to pay another.
- Supervisors/Departments are responsible for maintaining their own records on fund availability.
- **If a supervisor/department overruns their budget**
  - Terminate all students working in the department immediately
  - Notify the Student Employment Services Coordinator

If you have any questions, please contact the Student Employment Services Coordinator as soon as possible.
III. Procedures

Becoming a Student Employer

- Supervisors/Departments must complete a job description that includes job title, summary, essential functions, and minimum job requirements.
- Positions are advertised on the ASU Financial Aid webpage (http://www.adams.edu/finaid). Supervisors should see that information is kept current.
- All position information is added to the Student Employment Services database and the website: http://www.adams.edu/finaid/ses_main.php. To add positions or update mid-year, call Student Employment Services at 719-587-7209 or email studentemployment@adams.edu.

Finding Student Employees

The majority of students are looking for positions at the beginning of the fall semester, though there are always students who change positions, look for a second job, or wait until the spring semester to work.

All available positions are posted on the job listings page at http://www.adams.edu/finaid/student_jobs.php and you can post flyers around campus to advertise your position(s).

Eligible students, whether viewing the positions on the web, hearing about it from friends, or seeing your advertisements, will contact you directly to obtain information and/or to set up an interview with your organization. Although the University designates positions for work study, we do not place students in positions. Students who need additional assistance should contact SES.

Selecting Student Employees

As a supervisor your goal should be to hire the best-qualified applicants. It is recommended that you manage the selection process as you would any other hire. You may choose to use an application form to help with the process. You may conduct job interviews and base your selection on the qualifications presented. In addition to finding better candidates, expecting students to apply and compete for positions teaches students valuable job search skills.

Students should arrive at the job interview prepared to answer questions pertinent to the position and bring a schedule showing commitments and available work hours. Students should not be asked to work during their class time. At the interview, the employer should provide applicants with a job description and as much position information as possible. This should include:

- Function of the department/agency
- Essential job responsibilities and tasks
- Background experience necessary, if any
- Special requirements for employment (weekday work, computer skills, etc.)
- Work schedule - supervisors should be prepared to create schedules that allow the student ample time between class and work so that tardiness is less of an issue.
- Amount of supervision and training provided
- General expectations of employees
- Employee evaluation process

Although you are under no obligation to hire any work-study applicant, decisions regarding employment offers must be made in adherence with university policies regarding discrimination. Both
the supervisor and the student should be clear about job performance expectations, and supervisors should make students aware of these expectations before the student accepts a position. Communication between the student and the supervisor is crucial in this area.

Hiring Student Employees

- Students must be awarded Work-Study funds in order to be eligible for work-study employment through the SES Program. Any student is eligible for Campus Employment, however, you will be paying them with your departmental funds.
- All students and supervisors must complete an Authorization for Student Employment form for each academic year or summer term.
- If a student has not worked on campus before, there are additional forms they will need to submit to the One Stop Student Services Center. New employees must complete:
  - an I-9 (INS Employment Eligibility Verification)
  - provide copies of social security card
  - current photo ID and Alien Registration card (if applicable)
  - W-4 (Employee Withholding form)
  - and sign the Adams State University Drug Free Statement
- Supervisors: I-9 Affirmation form (Affirmation of Legal Work Status)

These forms are available online at http://www.adams.edu/finaid/sez_main.php

- Based on position qualifications, the Supervisor/Department will assign an hourly rate for the student. Keep in mind, the higher the hourly rate, the fewer hours the student will be able to work. The following chart shows the use of allocated funds at various sample rates:

<table>
<thead>
<tr>
<th>Total Allocated Funds</th>
<th>Hourly Rate</th>
<th>Total Hours Allocated</th>
<th>Hours/Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2000</td>
<td>$8.23</td>
<td>243</td>
<td>8</td>
</tr>
<tr>
<td>$2000</td>
<td>8.75</td>
<td>228 ½</td>
<td>7 ½</td>
</tr>
<tr>
<td>$2000</td>
<td>9.00</td>
<td>222</td>
<td>7</td>
</tr>
<tr>
<td>$2000 (maximum)</td>
<td>10.00</td>
<td>200</td>
<td>6 ½</td>
</tr>
</tbody>
</table>

Available hours = Allocated funds / Hourly rate / Allocated hours

- Submit completed form(s) to the One Stop Student Services Center for processing. These forms must be completed within 3 days of hire and prior to beginning work in order to ensure proper and timely processing of student paychecks. Upon SES approval, copies of the complete form will be sent to the supervisor through campus mail; this is the employment contract and it is your responsibility to see that the student gets his/her copy.
- SES processes the information and forwards it to the Payroll Office.

Paying Student Employees

- Once the student’s Student Employment Authorization form has been processed and approved in SES, the supervisor will receive a returned copy of the student’s authorization form, and the student is then eligible to begin working.
- Students electronically submit their hours once a month during the first two (2) working days of the following month.
- Supervisors are expected to review electronic timesheets before approving them, making sure that they are properly and completely filled out. Supervisors must approve all submitted timesheets by the fifth (5) business day of the month.
- Students are responsible for submitting their own timesheets to you.
If electronic timesheets have not been properly completed, supervisors may return them to the student for corrections.

ASU pays students on the 15th, unless it falls on a weekend, in which case students will be paid on the Friday prior.

Student’s earnings are posted via direct deposit into their Higher One Accounts.

Make sure your student is aware that the funds that are allocated for your department are to be used ONLY for hours worked in YOUR department. If there are questions, refer the student to our office.

Contact our office for any of the following changes:
- The student resigns
- The student is terminated
- The student is promoted
- There has been an increase or decreases in funds

PAYING A STUDENT WITH DEPARTMENTAL FUNDS (CAMPUS EMPLOYMENT)
- A department that allocates funds for a student to work for them will need to complete an Authorization for Student Employment form. Be sure to indicate Campus Employment and provide a budget code on this form.
- Follow all procedures outlined in Hiring Student Employees and Paying Student Employees

**Declining Balance**
As previously mentioned, it is important that supervisors maintain records in order to know how much money a student has left and how that converts to hours.

**Managing the Payroll Process**
It is the responsibility of the student and the supervisor/department to monitor earnings and remaining funds. Supervisors / Departments must establish a system to monitor hours worked and are responsible for payment to a student for hours worked beyond the Work-Study award.

The number of hours a student can work depends on the amount of available funds and the hourly wage. An hourly wage is assigned by the supervisor/department upon hire based on the responsibilities of the position and the education and skills necessary to perform the duties. To determine the number of available hours, divide the amount of the award by the hourly wage of the position. Most students choose to work between 10 to 15 hours per week. The work-study award amount ($2000.00) is based on 8 hours per week, with 20 hours being the maximum while school is in session. Students can work up to 40 hours per week during summer and breaks. A sample pay rate chart has been included in the Hiring Student Employees section of this manual.

**STUDENT RAISES**
If during the academic year, a supervisor believes that a student's hourly wage should be increased because of his/her special skills, merit, motivation, and/or experience, the supervisor may request a change in the student's wages. The supervisor must submit a Request for Additional Authorization form and documentation supporting this request. Upon approval by SES, a new Student Employment Authorization form must be completed at the increased pay rate. There is no retro pay.

**Training Student Employees (Suggested Practices)**
As a supervisor of a student employee you play a significant role in their development, not only in assisting them in becoming responsible workers and acquiring the related skills but also in their personal adjustment and growth. To make this experience positive for all parties, SES has provided the following suggestions.
Orient your new employee: After a student is hired it is advisable to set aside time to orient them to the department. You should include:
- Staff introductions
- Tour of the office
- Use of phone, fax machine, and photocopier
- Computer usage policy, logging in and off
- Office etiquette and dress
- Procedures for recording and submitting hours worked
- Payroll deadlines and paycheck distribution
- Security and confidentiality policies
- Supervisory role: who is the student’s supervisor? Alternate supervisor?

Train student employees: Take time to train your new employee in the particular skills necessary to perform their job. This may include time management, phone skills, quality service practices, and handling difficult situations.

Communicate expectations and explain the student’s role: Provide a written job description and communicate job standards and expectations.

Give feedback: Student employees, like all employees, benefit from consistent and appropriate feedback on job performance.

Provide a workspace: Student employees need a workspace that is safe and comfortable.

Be fair but flexible: Supervisors who are too lenient are not doing students any favors. Student jobs are “real jobs.” At the same time, though it is important to have high standards on the job, it is also important to understand that student employees are students first and employees second.

Treat student employees in accord with their rights: Student employees have the same rights as all employees per college regulations.

Supervisors rely on employees to keep their organizations running smoothly. This is true of all employees whether permanent, temporary, or student employees. Thus it is important that they take their job seriously. Below are some tips to share with student employees as your expectations:

- Arrive on time: Supervisors plan the office workload around the times that students will be there. Students should call ahead if they will be late for any reason.
- Dress appropriately: Be sure to inform students of the appropriate dress for the office. Students representing the college in customer service positions may be expected to dress in a professional manner.
- Keep supervisors informed: Students should contact the supervisor if they are sick or need to miss work.
- Let supervisors know about any problems on the job: The supervisor is the first contact if there are difficulties.
- Refrain from conducting personal business: Activities such as reading, phone calls, and coursework may be prohibited at the worksite.
- Accurately report the hours worked: Even though work-Study wages are a part of a financial aid package, students are paid only for the hours that they actually work. Just as they would not falsify hours in a “regular” job, they should accurately report hours- it’s the law.
- Resignations require two (2) weeks’ notice: Students must give at least two (2) weeks notice and must notify Student Employment Services to sever employment.

Evaluating Student Employees and Setting Goals (Suggested Practices)
Student employees like all of us, need and appreciate regular constructive feedback on their work performance. Effective feedback can be as informal as a “pat on the back” or a quick training moment.
It is recommended that students be formally evaluated at least once during the academic year, preferably a few weeks after hire, before winter break and at year-end. The following tips may be helpful in this process:

- Plan when and where you will conduct the interview, so you will not be interrupted
- Explain the purpose of the performance evaluation
- Talk about the job and review how the student thinks it is going
- Review performance, discuss areas for improvement, and plan future goals
- Determine in advance what points you want to cover
- Give equal time to praise and criticism
- Be fair. Evaluate each person as objectively as possible
- Find out what you can do to help them achieve their goals
- Set realistic goals and provide the necessary training
- Re-evaluate and set new goals on a regular basis
- If using an evaluation form:
  - Provide a copy of the evaluation form to the student for their input on performance prior to your conference
  - Complete the evaluation form independently of the student

**Managing Workplace Conflicts**

Issues such as discrimination, harassment, or other unfair treatment are very serious and must be treated respectfully and appropriately. Workers and supervisors unable to solve conflicts themselves should contact Student Employment Services.

If a student fails to meet stated job expectations, supervisors have several options available: verbal counseling, written warning, and/or suspension from work. The goal of these steps is to improve job performance, so that the student may continue as an effective member of the working environment.

Employers do have a right to terminate student employees in extreme instances or after exhausting all other means of addressing concerns about an employee’s performance.

**Progressive Disciplinary Guidelines**

The SES Program is a part-time student employment program in which job performance expectations are similar to those in other employment settings. If student employees fail to meet reasonable standards of performance, supervisors are expected to take appropriate action. The following guidelines are a recommended process for handling disciplinary actions involving job performance issues. The guidelines are educational in their intent. Supervisors and students are encouraged to employ these guidelines toward improvement of the employment experience and not as a punitive measure.

**STEP I: VERBAL COUNSELING**

Verbal counseling is the responsibility of the immediate supervisor. The supervisor should:

- Whenever possible, schedule verbal counseling no later than one (1) workday after the incident
- Clearly specify the reason for the action, providing as many specifics as possible
- State that this is verbal counseling and failure to improve job performance may result in more progressive action
- Keep a record of the time and date of the counseling, the reason for the counseling, and the date of the incident
STEP II: WRITTEN WARNING
If informal attempts at resolving a student’s performance issues fail, the supervisor must submit the complaint to the student in person and in written form. The warning should:

- List the job performance problems that have caused disciplinary action to be taken
- Indicate the dates that specific instances occurred
- Document previous verbal counseling including actions that were taken
- Include desired changes in job performance.

The supervisor must keep a copy of the written warning for his/her records and forward a copy to Student Employment Services.

STEP III: SUSPENSION
If a student's performance continues to be unsatisfactory after a reasonable period of time, the supervisor has the option of suspending the student from employment for a period of up to 10 working days. Supervisor discretion is appropriate regarding the length of a suspension, but the suspension may not exceed 10 working days.

Notification of the suspension shall be made in person and in writing. The written notification must:

- Specify the job performance problems that have caused disciplinary action to be taken
- Indicate the dates that specific instances occurred
- Document previous oral and written counseling, including actions that were taken
- Specify effective dates of the suspension period
- Note the right of the student to appeal the suspension

In situations where the supervisor is unable to contact a student in person, verification that the suspension notice has been mailed to and received by the student will serve as adequate proof that appropriate steps have been taken to reach the student directly. Any and all attempts to contact a student should be documented by the supervisor.

A copy of a) the suspension notification, and b) the written warning sent to the student prior to their suspension must be sent to Student Employment Services. All of these materials will become part of the student's and employer's files.

STEP IV: TERMINATION
If, after returning to work following a period of suspension, a student’s performance continues to be unsatisfactory, the supervisor may terminate the student from employment. Notification of the termination shall be made in person and in writing. In the event of a serious infraction of school policy, a supervisor may elect to immediately terminate a student. The supervisor must have documentation that proves beyond a reasonable doubt that the infraction was committed.

A copy of a) the termination notification, b) the suspension notification, and c) the written warning must be attached to the Employee Separation form and sent to Student Employment Services. All of these materials will become part of the student's, employers, and SES Coordinator’s files.

Student employees have the right to appeal the above procedures at any time during the process. If the student appeals his/her termination under the Student Grievance Guidelines, the termination will be in effect while the student grievance proceeds. Should the grievance be resolved in the student’s favor, the student will be given the opportunity to work the hours missed as a result of the termination.
EMPLOYMENT TERMINATION/SEPARATION

Student Employment may be terminated in the following circumstances:

- The award has been depleted
- The award was taken away
- School has ended
- The student resigns with due notice
- The supervisor has requested this as a disciplinary action
- There is documentation to suggest voluntary termination
- Or, the student is involved in a serious incident requiring immediate termination

When a student’s award is decreased or taken away, the Office of Financial Aid will notify the student. It is the student’s responsibility to notify his/her supervisor, complete an Employee Separation Form and stop working. Students can access their award balances through the Student Financial Aid web. Supervisors should monitor these funds through careful record keeping.

As the Academic year and/or summer sessions close, the student’s position is terminated regardless of the student’s balance. Employee Separation forms are not required at this time.

RESIGNATION BY THE STUDENT

Student employees may terminate employment at their request. Students should submit an Employee Separation Form not less than two (2) weeks prior to the indicated date of resignation. This form must be signed by both student and supervisor. Employing departments, in turn, may not terminate a student before the indicated date.

VOLUNTARY TERMINATION

Students are considered to have voluntary resigned if they:

- Walk off the job
- Are absent for three (3) consecutive scheduled work days without permission or notification, except in the event of a documented emergency
- Fail to return to work within six (6) days of a personal leave of absence

Departments are not required to give two-week notification in these instances. An Employee Separation form must be completed. Supervisor documentation will serve in the place of a student’s signature in the event that the student cannot be located.

IMMEDIATE TERMINATION

At times, situations arise which require severe and immediate action. Grounds for immediate termination include, but are not limited to:

- Falsifying timesheets
- Threatening, attempting, or causing bodily harm to another person
- Theft of money, equipment, personal or University property
- Possession, use, distribution, sale, or offering for sale narcotics or other drugs
- Possession or drinking of alcoholic beverages on University property
- Arriving to or being at work under the influence of drugs or alcohol
- Disclosure of confidential information, FERPA violation
- Inappropriate computer usage, including accessing pornography
- Possession of weapons
- Sabotage or other deliberate damage to University property, including computer systems

It is the recommendation of SES that students are placed on Suspension until the supervisor has
Student Employment Services  
Supervisor Handbook

gathered all documentation / evidence related to the violation. This suspension period should be as brief as possible and cannot last more than ten (10) working days. When the supervisor has documentation proving beyond a reasonable doubt that the student committed the violation, it should be submitted with an Employee Separation Form.

**Student Grievance Guidelines**
The following procedures have been developed to help student employees address complaints against their employers. The procedures may also be used as a vehicle for a student to appeal an action taken by a supervisor in the Progressive Disciplinary process. Before entering into the formal process, as outlined in this section, a student with a complaint should discuss the matter thoroughly with his/her supervisor and make every attempt to resolve the matter informally. If a student feels s/he has a complaint to address, s/he has a right to:

- Discuss the situation with a SES staff member who is available to assist student employees with the process. If a student believes there is reason for filing a complaint but is unsure about whether there are sufficient grounds for doing so, SES is able to provide guidance and suggestions for the student.
- Change Work-Study positions. In order to request a grievance-related job change, students must provide information about the conflict and the steps taken to remedy the problem to SES for evaluation and recommendation.

As previously mentioned, the first step of any grievance is for the student and employer to address the conflict without the direct intervention of SES. Open conversation about the nature of the complaint, accompanied by examples, is recommended. If the parties cannot resolve their differences satisfactorily, the student may pursue settlement at a higher level as described below. All grievances involving issues of sexual harassment or discrimination must be brought to the attention of the Office of Equal Opportunity (719-587-8213) and SES immediately.

**Settlement Procedures for Student Complaints**

**FIRST LEVEL OF SETTLEMENT**
The student shall inform the supervisor of the complaint in writing within five (5) business days from the time of the incident(s) causing the complaint. The student should record all relevant details surrounding the complaint including:

- Nature of the complaint, describing the situation(s) as specifically as appropriate
- Dates when the situation(s) occurred
- Desired settlement, and
- Date the complaint was presented to the employer

The student should keep a copy of this documentation and any materials relating to the complaint for his/her records. SES will not become involved in a first level settlement unless the nature of the complaint requires direct intervention (e.g., discrimination).

Within a reasonable time period after the student has presented his/her complaint, the student and supervisor shall meet to discuss the complaint and attempt to come to a settlement. The supervisor will have five (5) business days from the date of that meeting in which to provide the student with a written response to the complaint.

The student shall either accept or reject the complaint settlement offered by the supervisor. If the response is accepted, the student will discontinue the complaint. If the response is rejected, the student may pursue the complaint to the second settlement level. The student has five (5) business
days from the date of receipt of the employer’s response in which to request further consideration of the complaint at the second level of settlement.

SECOND LEVEL OF SETTLEMENT
The student shall submit to SES written details surrounding the complaint and reasons for pursuing settlement beyond the first level. The student shall include any documentation available that relates to the original complaint presented to the supervisor as well as the response, if any, from the supervisor.

A representative of SES will be assigned to address the complaint. After investigating the complaint and discussing the situation with all involved parties, the SES staff member will draft a report. The report will be considered the final resolution of the complaint. Copies of the complaint and outcome letters will become part of the student's and employer's files.

SEXUAL HARASSMENT
Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature directed towards an employee, student, or applicant is considered sexual harassment. To report, call the Office of Equal Opportunity at 719-587-8213.

Sexual harassment can take many forms, including but not limited to:
- Demeaning references to one’s gender
- Comment about one’s body or clothing
- Repeated and unwanted staring, comments, or propositions of a sexual nature
- Jokes about sex or gender-specific traits
- Questions about one’s sexual behavior
- Conversations filled with innuendoes or double meanings
- Display of sexually suggestive poster or objects
- Repeated non-reciprocated demands for dates or sex
- Physical assault

Sexual harassment is any sexual or gender-biased behavior that adversely affects a person’s working or learning environment. It can occur without conscious intent, and it is not limited to explicit demands for sex. Sexual harassment is an abuse of power.

FERPA and Confidentiality Policies
The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that guarantees the confidentiality of student records. As an ASU employee, you should familiarize yourself and student employees with some of the basic provisions of FERPA to ensure that this law is not violated. FERPA violations may result in disciplinary action including, but not limited to, the loss of your job.

Student employees should avoid acquiring student record information that is not essential to their job and should not exchange student information that is learned while performing job duties. Even a minor disclosure of information (e.g. telling someone’s class schedule) may be a FERPA violation. Any confidential information obtained by the student on the job must remain in the workplace.

Fraudulent or Dishonest Conduct Policy
The institution will investigate any possible fraudulent or dishonest use or misuse of university resources or property by faculty, staff, or students. Anyone found to have engaged in a fraudulent or dishonest conduct is subject to disciplinary action by the university up to and including dismissal or expulsion, and civil or criminal prosecution when warranted.
All members of the university community are encouraged to report possible fraudulent or dishonest conduct. An employee should report his or her concerns to a supervisor. If for any reason an employee finds it difficult to report his or her concern to a supervisor, the employee can report it directly to Student Employment Services.

**Safety and Medical Procedures**

**SAFETY**
- If a student is required to operate equipment (e.g., carts, lifts, ladders), the student may be required to attend a training course. Some equipment may also require certification or licensing before it can be operated.
- Please make sure all students are aware of any safety procedures for the office.

**MEDICAL EMERGENCY**
- If a student employee suffers an injury in the course of performing job duties, the supervisor must determine the seriousness of the injury.
- When needed, or in doubt, call Emergency Medical Services at 911.
- Stay calm and speak slowly.
- If your student suffered an injury while at work you need to call Human Resources at 719-587-7990 right away, as well as the SES office at 719-587-7209.

**FIRE OR OTHER SERIOUS EVENT**
- Go over evacuation procedures ahead of time in your department with your student(s).
- Stay calm.
- If you need to call the fire department, paramedics or police, dial 911.