

Carroll University Student Employee Handbook

2023/2024

ABOUT THE HANDBOOK

This manual provides general information on work requirements and policies for student employees and their employers. It is not intended to cover every possible situation which could be encountered, but rather to provide an overview to current university policy. Employers are encouraged to develop policies and procedures which cover the uniqueness of individual departments.

PLEASE NOTE

Neither this manual nor the policies set forth in it create a contract of employment between the student employee and Carroll University. Employment policies may be changed at any time by the university as it deems necessary. In some sections of the manual, the right to change policies is set forth specifically. This does not limit the university's right to change other policies.

ALL STUDENT EMPLOYEES ARE EMPLOYEES-AT-WILL. THIS MEANS THAT AN EMPLOYEE MAY LEAVE HIS OR HER JOB AT ANY TIME OR BE TERMINATED AT ANY TIME.

For questions regarding student employment, please contact Student Employment at

262-951-3263 or by email at stuemploy@carrollu.edu.

Updated August 2023

CARROLL
UNIVERSITY



Table of Contents

- Introduction 4
 - Types of Student Employment..... 4
 - Eligibility..... 5
 - International Students 5
 - Student Employment Opportunities 5
 - Specialized Jobs 6
- Hiring Process and Training 6
 - Hiring Guidelines for Employees 6
- Employment Basics 7
 - Compensation 7
 - Hours and Scheduling..... 7
 - Breaks 8
 - Timesheets..... 8
 - Leave of Absence/Graduation 8
- Responsibilities..... 9
 - Student Responsibilities..... 9
 - Attendance..... 9
 - Behavior..... 9
 - General Responsibilities..... 10
 - Supervisor Responsibilities..... 11
- Job Change Process..... 11
 - Job Change Process..... 11
- Employment Basics 11
 - Timecards..... 11
 - Break and Meal Info 12
- Separation/Termination of Employment..... 13
 - Separation from Employment 13
 - Termination Guidelines 13
- General Employment Information..... 14
 - Safety 14
 - Injuries/Worker’s Compensation 14
 - Complaint Resolution 14

Definitions..... 15

Introduction

Carroll University believes that student employment is mutually beneficial for the student and the university. The following are the fundamental concepts upon which student employment practices are based:

- Earnings from part-time employment are an important source of financial assistance to the student.
- Work experience is a vital and significant factor in preparing the student for a career.
- On campus employment can have a positive effect on student academic success.
- Student employment contributes to the university's educational commitment because student employees gain essential knowledge about work ethics.

Student Benefits:

- Earnings help students pay for educational expenses
- Students develop time management skills due to balancing academic and employment commitments
- Students sample and generate career opportunities

Employer Benefits:

- Students offer a variety of skills and work experiences
- Students are motivated to pursue employment
- Students are eager to learn additional skills and gain work experience

Types of Student Employment

Students may be awarded Work Study (WS) or Campus Job (CJ) as part of their financial aid award. The amount of the WS or CJ award represents a student's *maximum* earnings potential for the academic year under the student employment program. These earnings are not deducted from the student's tuition bill, rather the student is paid biweekly for hours worked. Students will only be allowed to work in one position on campus at a given time unless they are hired in one of the specialized positions (see 'Specialized Positions' section).

Federal Work Study

Federal Work Study (WS) is a federally subsidized work program which provides on-campus and off-campus employment opportunities to eligible students with financial need. To be considered for WS, a student must complete the Free Application for Federal Student Aid

(FAFSA) and any other documents requested by the Financial Aid Office. A student's award will indicate if he/she is eligible for WS.

Earnings from a WS position are excluded from the needs analysis calculation when applying for financial aid. In addition, WS earnings are not subject to FICA tax.

Campus Job

Campus Job (CJ) is a Carroll University funded work program which provides on and off campus employment opportunities to eligible students.

Community Service

Carroll University partners with several organizations in the Waukesha area to provide employment that offers community service opportunities. Students work at these off campus locations, but are paid by Carroll University.

Eligibility

Student workers can be full-time (at least 12 credits each semester) or part-time undergraduate or graduate students who are degree seeking at Carroll University. In addition, they must complete the following steps before they begin working.

- In most cases, complete the Free Application for Federal Student Aid (FAFSA) and demonstrate financial need
- Complete a job application each year
- If an international student, obtain a Social Security Card valid for employment
- If under age 16, obtain a work permit
- Complete I-9 and W-4 forms

International Students

- International students must obtain a Social Security Number by following the steps outlined by the Office of Global Education. Once the SSN is obtained, students will need to complete I-9 and W4 forms.
- Students are not able to begin working until all steps are completed with the payroll office and student employment

Student Employment Opportunities

Students wishing to be placed in a job are required to complete the campus employment application through the portal each academic year. Students should be aware that:

- Students will be placed in a job based on the preferences they list on the application. If the student cannot be placed in one of the preferred departments listed, the Student Employment Coordinator will email a list of the jobs available to the student.
- Student employment opportunities are on a first come, first serve basis.
- A WS or CJ award offers the opportunity to secure a job but does not guarantee employment.

Specialized Jobs

There are a few specialized jobs on campus where students cannot work outside of that position or must limit their hours in another department based on the position. The details listed below are applicable as of the time this handbook was updated and can be subject to change at any time.

- Students working in the following positions are limited to this position only. Students cannot work in any other departments while employed in one of these positions.
 - Resident Assistant
 - Community Coordinator
- Students working in the following positions will need to monitor their hours worked between all jobs to ensure they do not exceed a cumulative 20 hours per week
 - SI Leader
 - Drop-in Tutor
 - Writing Center Assistant
 - Math Center Assistant
 - Orientation Mentor
 - Nursing Peer Mentor
 - Note Taker
 - Standard Patient
 - Pio Pete

Hiring Process and Training

Hiring Guidelines for Employees

- Students must comply with employment eligibility verification requirements
 - To meet government regulations, all student employees must complete an I-9 form, which includes providing documents supporting the student's ability to

legally work in the U.S. The I-9 form is completed prior to beginning employment and is valid for the length of time the student is enrolled at the university.

- The I-9 form should be completed electronically through the online time keeping system and proper identification documents should be uploaded for review. Student employees must submit documentation within 3 business days from the first day of employment. Failure to provide documentation within this timeframe will result in the student not being allowed to work until the documentation has been submitted.
- Students must complete a W-4 form through the online time keeping system. The W-4 form is good for the duration of the student's attendance at Carroll unless they would like to change their withholdings, at which time a new W-4 should be submitted.
- International students are required to provide and complete additional documentation
- Students under the age of 18 must obtain a work permit through the payroll office.

Employment Basics

Compensation

- Starting pay for student positions is \$7.25 per hour for notetakers and \$9.50 for all other positions. Pay above this rate may be adjusted based upon working conditions, prior experience with the university, or extraordinary skills possessed by the student.
- Supervisors may issue a pay adjustment for student employees demonstrating superior performance. This increase is intended to recognize services which consistently exceed job expectations. Superior work on an individual project is insufficient to warrant an increase.
- Length of service alone does not warrant an increase. Students are paid for the job they are doing, not for the length of time they have spent in a department.
- A payroll schedule will be available online and via email for each given year.

Hours and Scheduling

- Students will work with their manager to create a schedule.
- Students may not work during the hours they are expected to be in class. If a class is cancelled, the student must provide documentation from the professor before being allowed to work.
- Students may work a maximum of 20 hours per week while classes are in session; however, they may not exceed their WS or CJ award. Students who exceed 20 hours per week while classes are in session will be subject disciplinary action.

- When the university is not in academic session (winter and spring breaks) students may work up to 29 hours per week, subject to availability of work, supervisor approval, and eligibility of funds.
- Students should *never* work more than 29 hours in any given week.
- Student employees do not receive paid sick leave, vacation leave, or holidays.

Breaks

- Student employees shall be given a 15-minute paid rest period during each 4 hours of work.
- Student employees shall be given a 30-minute unpaid lunch period if they work a shift greater than 6 hours.

Timesheets

- Students are to punch in and out at the beginning and end of their schedule shift
- If a punch in/out is missed, the student should submit a change request and list the appropriate punch in/out time.
 - If a student has multiple jobs, they should also indicate in the 'comments' section which department the punch in/out request is applicable for.
- Students will complete a biweekly timesheet that is to be approved by the student's department supervisor(s).
 - Students need to submit their timesheet by midnight every other Thursday
- Failure to punch time or submit timecards on schedule will lead to disciplinary action up to and including termination
- Students are not paid for travel time (Example: student tutors taking the bus to a local elementary school, student team managers or student athletic trainers traveling to an event, etc.) unless it is mandatory travel required for the position.
- Falsified timesheets (forgery, recording of hours not actually worked, etc.) will not be tolerated and will lead to immediate dismissal of the student employee and/or other consequences.

Leave of Absence/Graduation

A student will no longer be eligible for, and thus removed from, their student employment role for any of the following reasons:

- Graduates
- Withdraws from the University
- On a leave of absence
- Dismissed or suspended for academic or conduct reasons

Responsibilities

Carroll University believes in creating a positive experience with students to help prepare them for the future. The following expectations help promote a positive and meaningful working relationship.

Student Responsibilities

Attendance

- Students should work with supervisors to arrange work schedules that are mutually beneficial to both the student and the department. It is the student's responsibility not to exceed the weekly hour restrictions (20 hours during class sessions and 29 hours during breaks).
 - Some students may have additional restrictions based on the 'Specialized Jobs' they hold. See the 'specialized jobs' section.
- Students are expected to be reliable, punctual, and dependable in attendance and should notify their supervisor if circumstances cause them to be late.
- On an occasion where absence from work cannot be avoided, the supervisor should be notified with as much advance notice as possible given. If the supervisor is not available, the student should contact the individual designated as the department head.
- Extensive absenteeism and tardiness may be reason for disciplinary action, up to and including termination.
- Two weeks' notice should be given when leaving a job, this includes when transferring to another position.

Behavior

- All student employees must deal with some level of confidential information in the performance of their duties. This information cannot be discussed or made available to

anyone without the proper approval of your supervisor. Unauthorized sharing of confidential information is grounds for immediate termination. Some offices will require the signing of a confidentiality agreement.

- Proper manners and courtesy are expected when dealing with both the internal and external contacts of the university.
- When you are at work, you are a representative of the university and are expected to present a positive and professional image. Your dress and appearance should be within acceptable standards of health, safety, and public contact set by your supervisor. Some departments or areas have dress and appearance standards consistent with their function. Your supervisor will inform you about the specific requirement, if any, for your department standard of dress.

General Responsibilities

- During the academic year, the student's primary role is as a student. If conflicts arise between employment and academics, the student should discuss the situation with their supervisor.
- Use of drugs or alcohol on the job, possession on the job, or coming to work while under the influence of could result in termination. For more information, consult the Carroll University Student Handbook.
- Carroll University is committed to providing a safe and healthy work environment free from threats or acts of violence. Carroll University will not tolerate threats or acts of violence directed by an employee toward others. Violence is defined to include, but is not limited to, physical assault, aggressive behavior (either physical or verbal) directed at another individual, intentional destruction of Carroll University property, intimidation through verbalized or implied threats, and destruction of another's property. Any reported act or threat will be investigated as a potential violation of this policy. Any confirmed act or threat is grounds for disciplinary action, up to and including immediate termination of employment.
 - Any employee who has witnessed or experienced a threat or act of violence is expected to make a report to their supervisor or to the Director of Human Resources. Such report will be kept confidential to the extent possible. Carroll University will investigate such reports and act appropriate to the situation.

Supervisor Responsibilities

- Supervision should be on-going and meaningful.
- Supervisors should clearly identify tasks and projected time frames for completion, where applicable.
- Studying, visiting, etc. should be discouraged by the supervisor unless otherwise authorized in the structure of the job (example: a desk clerk).
- During the academic year, all students should receive periodic performance evaluations to discuss strengths and areas for improvement and, where applicable, establish goals or identify new duties. A supervisor should also provide students with the opportunity to share questions or concerns they may have about the job. This performance evaluation can be used as a basis to request a salary increase, if appropriate.

Job Change Process

Job change process- reasons to change roles, how to request a change, process, reasons a transfer could be denied

Job Change Process

If a student would like to change their job placement, they must complete a job change request form. The form requires signature from both the current supervisor and new supervisor in order for the change to be made. No job changes will be approved for the first month of student employment. If approved or denied, the student will be notified of the completed job change request.

Employment Basics

Timecards

Online timecards are to be used by each student and supervisor to report to the Payroll Department the number of hours a student has worked.

Timecards are available for students through the online Kronos timekeeping system. Students must punch in and punch out at the start and end of their shifts. Timecards should be accurately filled out and include all hours worked by students. It is the responsibility of the supervisor to make sure timecards are filled out correctly and accurately. If the supervisor contests any hours on a student's timecard, they must approve all other hours worked on the timecard, so the student may be paid for the agreed upon hours. Students should not work more than 8 hours per day. In addition, due to INS regulations, international students are restricted from working more than 8 hours in a day.

Timecards are to be submitted by students by 11:59pm on the Thursday following the end of the pay period. Supervisors should have timecards reviewed and approved by 10:00am on the Monday following the end of the pay period.

Information on the Kronos timekeeping system can be found on the [Business Office Department Page](#).

Break and Meal Info

Please use the below information to determine breaks and mealtimes for your workers.

- **Working 4-6 hours:**
Entitled to 15 minutes – consisting of one **paid** 15-minute break
- **Working more than 6 hours but less than 8 hours:**
Entitled to 45 minutes – consisting of one **paid** 15-minute break and an **unpaid** 30-minute lunch
- **Working 8 hours:**
Entitled to one hour – consisting of 2 **paid** 15-minute breaks and an **unpaid** 30-minute lunch

With supervisor's approval, break and lunch periods may be taken consecutively to extend the lunchtime

Separation/Termination of Employment

Separation from Employment

- *Separation as a result of completion of assigned task.*

Students are often employed to perform specific tasks for short periods of time. At the time of hire, students should be advised of the approximate length of employment and should be reminded of this as completion of the task nears.

- *Separation as a result of unsatisfactory performance.*

At the time of hire, students should be advised of normal performance expectations by their supervisor. If a student's performance does not meet those expectations after a reasonable time for improvement has elapsed, supervisors may terminate the student and should follow the Termination Guidelines listed below.

- *Separation as a result of program abuse.*

Situations in which there is abuse of the employment program or fraudulent data is supplied by the student may result in immediate termination of employment. In addition, the details of the circumstances surrounding the incident may be forwarded to the Dean of Students for possible additional university sanctions.

- *Separation as a result of exceeding 20 hours per week while classes are in session.*

See "Hours, Scheduling, and Disciplinary Action" for more information.

Termination Guidelines

- Supervisors should allow the student to present their version of the situation. Often there is misunderstanding, or miscommunication involved.
- Supervisors should keep written notes/evaluations to support disciplinary actions. Evaluations may be formal or informal.
- Students need to be informed if the discussion is a warning and need to clearly understand the behavior change expected of them.

- If the discussion results in termination of the student, the Financial Aid Office should be notified in writing. The notification will be placed in the student's file and available to other Carroll University employers upon request.

General Employment Information

Safety

Carroll University is committed to maintaining a safe environment for each member of its community regardless of their race, color, national origin, ethnicity, gender, sexual orientation, age, veteran status, or disability. Any sort of verbal or physical behavior that causes discomfort, embarrassment, ridicule, or harm – especially if the behavior is persistent and continual – will result in disciplinary action up to and including immediate termination and removal from Carroll's campus employment program.

Injuries/Worker's Compensation

It is always the obligation of each employee to observe the safety regulations to use the safety equipment provided and to demonstrate good safety behavior.

In the event of any injury, it is the responsibility of the employee to complete an Employee Accident/Injury Report the same day of the incident and return it to Human Resources. The Employee Accident/Injury Report can be located on the Human Resources page of the portal under Worker's Compensation.

Complaint Resolution

The university seeks to provide an environment which promotes job satisfaction and personal growth. There may be times when individual work-related problems will arise. When this occurs, the student is encouraged to discuss the situation with their supervisor and work toward resolution.

- When attempts to resolve a problem in this manner have failed or are impractical, students are encouraged to address their complaints in the following manner.

- The complaint should be made in writing and contain the following: a) a clear statement of the complaint and the facts on which it is based, and b) the remedy or corrective action sought. It should be given to the Financial Aid Office, who will ensure that the student receives a written reply.
- Students should feel free to discuss their concerns with the Financial Aid Office prior to putting them in writing. The purpose of this meeting is to clarify the exact nature of the complaint, to correct any misunderstanding of personnel policies which may be related to the complaint and, if requested, to help the student commit their complaint to writing. Requests by students for another student to attend this meeting will be considered on a case-by-case basis.

Definitions

Campus Employment

A program that encompasses Federal Work Study and Campus Job positions.

Community Service Positions

Student employment positions at federal, state or local public agencies, or private nonprofit organizations. These positions are designed to improve the quality of life for community residents and provide a service to the community.

Direct Deposit

A student's paycheck will be deposited directly into the checking or savings account of their choice

Federal Work Study

A need-based student employment program administered by the university. Student earned are subsidized by the federal government.

I-9

Required by the Department of Homeland Security, this form documents that each new employee hired after November 6, 1986 is authorized to work in the United States.

Minimum Wage

Established by the federal government to guarantee a minimum wage paid to employees.
Current minimum wage is \$7.25 per hour.

Pay Period

A bi-weekly period of employment.

Supervisor

Student's immediate 'boss' who directs/supervises work process.

Timesheet

A document where the student records their hours of work during a pay period.

Wage Rate

Rate of pay

W-2

End-of-year earnings statement used for reporting income earned to the government.

W-4

Tax withholding form completed by student upon hire and updated by student if needed.