

New Jersey Institute of Technology

Student Employment Best Practices Manual

The guidelines in this manual were developed to guide supervisors of student employees through the hiring process; topics to be covered include – but are not limited to - hiring a student employee, supervisor expectations, student expectations, the interview process, scheduling, orientation, budget monitoring, retention and resignation/termination.

In general a student employee is defined as:

- Enrolled at NJIT on either a full-time or part-time basis;
- Primarily pursuing either an undergraduate or graduate degree at NJIT;
- Hired to perform duties designated as student employment.

Student employment positions are considered temporary in nature and secondary to the primary purpose of the student's pursuit of obtaining a college degree. Student earnings help provide financial assistance to students, and student employment also provides personal and educational growth opportunities as well as transferable job skills for all students who choose to work.

Hiring a Student Employee:

All student positions must be posted in Cornerstone, NJIT's hiring system; to access the system, go to www.njit.edu and login to the Pipeline by clicking "My NJIT Login" and enter your UCID username and password. Click the tab titled "Faculty/Staff Services"; under Human Resources Services, click Employee Recruitment System, which will direct you to your Cornerstone homepage.

Federal Work-Study vs. Institutional Work-Study:

Students can be paid via Institutional Work-Study (IWS) and Federal Work-Study (FWS); qualifications and criteria for each funding source are as follows:

FWS – Must be a US citizen or permanent resident. Can qualify with as little as three credits; must file a FAFSA and demonstrate financial need.

IWS – Must be registered for a minimum of six credits (international students must be FT or certified as FT). IWS is available to international students and other students who do not qualify for FWS.

Academic Year Employment Qualifications/Restrictions:

- Students must be making Satisfactory Academic Progress (SAP); SAP is determined by Student Financial Aid Services (SFAS) at conclusion of each Spring semester;
- Must be matriculated;
- Can work maximum of 20 hours per week (40 hours during Winter Break and Spring Break) regardless of number of positions held;
- Can work maximum of 8 hours per day.

Summer Employment Qualifications/Restrictions:

- Students must be making SAP; SAP is determined by SFAS at conclusion of each Spring semester;
- Must be matriculated;
- Must have been enrolled during Spring and must be enrolled for either the Summer or Fall (minimum 3 credits);
- Can work 40 hours per week if not enrolled during Summer, or enrolled for 5 credits or less;
- Can work maximum of 20 hours per week if enrolled for six credits;
- Limited to 8 hours per day.

Hiring International Students:

Most international students in the United States attend college holding an **F-1 Visa**, which is the U.S. non-immigrant student visa. F-1 students may work in the United States but only in accordance within the guidelines and restrictions issued by the United States Citizenship and Immigration Service (USCIS). On-campus employment is the category most freely permitted by the USCIS regulations, and it does not require USCIS approval.

In general, immigration regulations are strict with respect to working while holding a student visa. F-1 status allows for part time, on-campus employment (20 hours per week maximum) during the academic year. International students should not expect part-time employment earnings to cover all of their NJIT expenses, but as a supplement to other funds.

F-1 students are subject to the following rules related to working on campus:

- Must maintain valid F-1 status;
- May work up to 20 hours per week while school is in session;
- May work full-time on campus during holidays and vacation periods if intending to register for the next academic semester.

Paperwork for New Hires:

Students who have not worked on campus before are required to provide paperwork to Student Employment; these documents must be collected and reviewed to verify employment eligibility and to confirm their identity. Students will be notified via email if paperwork is required, and ***students (whether new hires or rehires) are not permitted to begin working until they have received clearance from Student Employment Office*** (students will be notified via email once their assignment has been processed).

Supervisor Expectations:

Supervisors may be involved in the interviewing, hiring, and orientation processes for new student employees. They may also be involved in the training, supervision, and possibly, disciplinary actions with their student workers. Supervisors are expected to:

- Serve as department role models;
- Understand University and departmental policies and procedures for hiring and supervising students;
- Provide clear job expectations for student workers;
- Implement orientation, training, and evaluation procedures for student employees;
- Provide a working environment where students can learn transferable job skills;
- Provide opportunities for leadership development of student employees;
- Set tone for retention by building relationships with student employees;
- Keep their students workers motivated and occupied.

Interviewing Basics:

During the interview the employer should let the applicant know exactly what the job entails and confirm with the applicant that this position is something in which he/she would be satisfied. Replacing a student worker who quits because the job wasn't what was expected will cost the department time, money, and productivity. The interview is used to determine if a student applicant's skill, knowledge, and abilities are relevant to the position. Interviewing also provides an opportunity for the supervisor to ask questions and gain information that was not provided on a resume or job application.

Students should be informed of the job responsibilities and supervisor expectations during the interview. The following items that could be covered during the interview:

- Overview of the job duties;
- Reporting structure;
- Training requirements;
- Attendance requirements (including punctuality and reliability);
- Dress code;
- Acceptable behaviors;
- Pay rate.

Interview Questions:

All questions or inquiries related to gender, race, color, age, religion, national origin, or disability are prohibited by the Civil Rights Act of 1964 as amended and the American with Disabilities Act of 1990 as amended.

In general, supervisors:

- Should not ask questions designed to obtain information about an applicant that will not and cannot be considered in making a hiring decision;
- Should avoid questions which might give the impression that selection might be based on personal feelings rather than qualifications;
- Should ask open-ended questions which enable student to do most of the talking.

Examples of "job related" questions:

- Tell me about your duties in your previous job?
- What are your strengths as they relate to this position?
- Tell me about your attendance at your previous job?"
- Please give examples of software that you have used...
- Have you have taken any courses that might relate to this opening?
- Do you feel that you can perform the duties of this position as outlined?

Examples of questions not to ask:

- Are you married or do you have kids?
- What country were you born in?
- Do you have any physical or mental disabilities I should be aware of?
- Do you have a car so you can get here on time?
- Have you ever been arrested?
- Do you belong to a sorority or any social organizations?

Student Expectations:

When a student is hired for a University position, he or she becomes a member of a work unit that the department will depend upon. The student should be expected to perform as any other departmental employee. Additional rights and responsibilities are detailed below:

- Adopt a professional attitude toward your job;
- Report to work on time; adhere to work schedule;
- Do not exceed 20/40 hour limits, even if holding more than one position;
- Contact supervisor if you'll be absent or late;
- Perform job to best of your ability;
- Observe rules of confidentiality;
- Provide 2 weeks' notice if you plan to leave position;
- Keep an accurate record of hours worked (use sign in sheet);
- Take a 15 minute paid break if working 5 hours straight.

Scheduling:

It is important to remember that student employees are “students” first and “employees” second. There may be times during a semester where the student needs additional time to study for an exam, meet with a professor, or work on a group project. Supervisors should not only take into consideration department needs, but the availability and time of students during periods of heavy class demands and exams when arranging work schedules.

Orientation:

Every student employee should be oriented to the department and their job position by being informed of their specific job duties, departmental policies, work schedule, and supervisor expectations. The student supervisor should review any departmental policies prior to starting the orientation process.

Orientation topics that should be explained in detail are:

- University policies on Confidentiality concerning Student Records, The Family Educational Rights and Privacy Act (FERPA), and policies related to Security, Discrimination, Harassment and any other policies that are appropriate to the specific work situation;
- Department policies on appropriate dress, work schedule, reporting absences, time sheets and pay procedures, appropriate use (or misuse) of office equipment, phones, and University facilities.

Other general topics to be covered during orientation should be:

- Organizational structure and layout/tour of department;
- Location of mailboxes, supply cabinets, office equipment etc.;
- Location of bathroom, break areas and procedures on taking a break;
- Security access and use of department and/or building keys (if applicable).

Job Training:

Student employees, like all University employees, require the proper tools or resources and proper training to succeed. The supervisor must take the time to train the student employee in the proper departmental procedures to ensure that they are successful in the performance of their job duties.

Specific training topics should be covered in more detail once the student worker actually begins employment. Some topics to cover would be:

General Office Information:

- Departmental policies and procedures;
- The department's internal or external customers (i.e. students, parents, faculty, staff, vendors);
- Typical questions that the student worker may be asked and appropriate answers;
- Any upcoming campus events, holidays, projects, etc. might affect office procedures.

Phone Etiquette:

- Preferred greeting for answering the phones;
- Transferring calls to department extensions;
- When to make a transfer and when to take a message;
- Other phone etiquette procedures.

Procedures for Using Office Computers:

- Log-in and log-off procedures;
- Software and other programs used;
- Office policies on personal use for checking email, web access, downloading music, doing homework, etc.

Budget Monitoring:

If a student is hired via IWS, it is the responsibility of the hiring department to monitor their IWS budget, thus it is recommended that supervisors track student earnings and compare them to the funds remaining in their budget. Students being paid via FWS will be monitored by Student Employment; when an FWS student hire has nearly reached their FWS allocation, both the supervisor and the student will be notified by Student Employment and in most cases the supervisor will be given the option to continue to employ the student via IWS funding.

Retention:

The supervisor has the important role of setting the tone for retention of the student employee in the job position, as well as at NJIT. Some research has shown that beginning students who find on-campus employment often get acclimated to the college atmosphere as a whole more easily than students who work off-campus (or don't work at all). Student workers often build relationships with their student co-workers, University faculty or staff, and customers that help them transition into the college experience smoothly and many of those students also tend to stay on course and matriculate through college.

Celebrate Your Student Employees:

At the end of the academic year, employers are encouraged to have some type of celebration for their student employees to show them that their efforts are appreciated; some examples would include a luncheon, cake, card, gift, etc.

Along same lines, student employees should be invited to any departmental holiday parties, birthday celebrations, etc.

Resignation/Termination:

Employees may resign at any time with or without notice. Two weeks is the norm for a notice of resignation, but may not always be possible. Should the supervisor need to terminate a student employee, the supervisor should:

- Give the employee a written termination of employment document
- Discuss with the student the reason why he or she is being terminated
- Collect any keys, equipment, and follow any other departmental procedures