Seven Steps to Student Supervisor Success

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Step 1: What is Student Employment at Lewis & Clark College?

Student Employee definition:

- In order to be employed through Student Employment, student employees must be enrolled in classes at least half time. This means that they are physically sitting in a classroom and attending class.

- Summer Employment only requires students be enrolled at least half time for the Fall Semester or be taking summer classes.

- Students on a leave of absence are not eligible for employment through Student Employment.

- Incoming students are not eligible for employment through Student Employment prior to classes beginning.

- Students finishing incompletes may be employed through Student Employment for one additional semester following their original graduation date.

Step 1: What is Student Employment: Compensation for Students

- Federal Work Study Hourly

  - Object code 5400

- Lewis & Clark Work Study Hourly

  - Object code 5450

- Non-Work Study Hourly

  - Object code 5420

- Non-Work Study Activity Pay (stipend)

  - Object code 5420

  - Please note that state law requires that all hourly employees be paid at least state minimum wage, which is currently $9.25/hour.

Step 2: Finding the Right Candidate: Using Work Study

- Does this position require the use of work study funds (Federal or L&C)?
  - All on-campus jobs during the academic year require the use of work study funds except for the following:
    - Bon Appetit
    - SAAB Tutors
    - Stipend positions
    - Grant funded positions
    - ASLC positions (Student Government, Pio Log)
    - Strategic Initiative Research Assistants (Account # 300-3010)
    - Para-Academic positions (research assistants, departmental tutors, teacher's assistants)

Step 2: Finding the Right Candidate: Defining the Job

- ▶ Identify what job duties, skills and qualifications you are looking for the position.

- ▶ What are the skills/experience to be gained by the student while in the position?

- ▶ Creating a Job Description – see examples in handouts

Step 2: Finding the Right Candidate: Creating the Posting

▶ All jobs should be posted in PeopleAdmin, the College's applicant tracking system.

▶ Log into PeopleAdmin and select "create new student position posting", then select "create from posting"

▶ Select similar previous posting, if applicable

▶ Select "create posting from this posting"

▶ Complete/edit all the required fields, including job summary, qualifications, skills/experience gained, and work schedule.

▶ Choose required documents/required questions

▶ Once all screens are complete, click "take action on posting" button on first page, and select "send to HR to post"

Step 2: Finding the Right Candidate: The Interview Process

- Conduct a formal interview to give the students a professional experience
- Interviewing do's and don't's:
  - Do ask the same questions of all candidates interviewed
  - Do keep all questions directly job related
  - Don't ask questions about any protected class: age, gender, race, religion, disability, citizenship (not all inclusive)
  - Give students a timeframe for the hiring decision
  - Notify all candidates interviewed of the final decision.

Step 3: Proper Hiring Procedures

▶ Complete online ERA (Google form) no less than 3 business days prior to anticipated start date: http://www.lclark.edu/offices/human_resources/jobs/students/forms/era.php

(you must be logged into your L&C Gmail account to access form)

Step 3: Proper Hiring Procedures: I-9 Form

- Federal Law: required for all employees, including student employees

- Section 1 must be completed in Workday on or before the first day of work

- Section 2 must be completed by Human Resources no later than the 3rd business day after hire

- Students who do not complete the form or provide ALL appropriate documentation within the first three days of their start date will be terminated, and may not work until they can comply with the law.

- Once the I-9 is complete, the hiring manager will receive an email notification that the student is eligible to work.

Step 3: Proper Hiring Procedures: Getting the Student Off on the Right Foot

▶ Give the student a tour of the work environment and introduce them to other people they will be working with.

▶ Provide the student with a copy of their job description or job duties and performance expectations on day 1. For information sensitive jobs, have the student sign a confidentiality agreement.

▶ Discuss scheduling and hours the student is available to work.

▶ Discuss work study award amount, and total number of work hours available for the student based on wage and whether or not they have multiple jobs.

Step 3: Proper Hiring Procedures: Workday Orientation

- Introduction to Workday:

    - Have the student sign in to Workday and complete their "on-boarding" tasks, if they have not already done so. Verify that all tasks are complete in student's Workday inbox. See example on next slide.

- For returning students, if there is no task to "complete I-9" in student's Workday inbox you will know that they are eligible to work right away.

- Discuss time entry process, deadlines and pay dates.

Student Onboarding Screen Example

Step 4: Day to Day Management: Payroll Best Practices

- ▶ Undergraduate students are limited to working no more than 20 hours per week total (combination of all positons) during the academic year.

- ▶ Time worked should be entered into Workday no less frequently than weekly.

- ▶ Time worked should be approved no less frequently than weekly.

- ▶ Deadline for time entry is the 1st of the month (for the previous month) and approval is due by the 2nd of the month (for the previous month).

- ▶ Activity pay (stipends) must be submitted by the 20th of the month in order to be paid in the current pay period. *For active hires only*.

Step 4: Day to Day Management: Monitoring Work Study; Payroll Reports

▶ Student payroll reports are generated after payroll is processed each month and delivered to the supervisor's Workday inbox (Notifications Tab).

▶ Reports show the amounts charged to the specific cost center/account for all students who have charges for that month. Report also shows work study award and balance remaining.

▶ Monitor usage against Student Labor budget.

▶ IMPORTANT: Departments may not use more student labor than they have budgeted, regardless of whether or not the student still has work study awards available.

Step 4: Day to Day Management: Coaching and Difficult Conversations

► Monitor student's attendance, attire, productivity and customer service against expectations outlined during hiring process.

► Offer positive feedback as well as suggestions for improvement frequently.

► Immediately address any instances where the student is not meeting expectations in a private, professional and compassionate manner.

► Define the behavior that needs to change, and provide measurable expectations, as well as consequences if expectations are not met.

Step 5: Employee Evaluations: Best Practices

▶ Meet with student weekly or monthly to review performance. This does not have to be a formal process.

▶ At the end of the job assignment, provide the student with an overview of their overall performance in the job, including attendance, attention to detail, productivity and customer service, as applicable.

▶ This is the time to discuss with the student if they were not really a good fit for the position, and whether or not they would be eligible for rehire into that particular position in the future.

▶ If there is a desire to rehire the student in the future, this is the time to let them know that, as well as the steps to take to reapply when the position opens up.

Step 6: Planning for Progressive Development: Returning Students

- All positions should have an entry level set of skills.

- Students should have the opportunity to gain experience by progressively developing new skills.

- To identify skills for development, look at the following areas (example only, should be job specific):
    - Department knowledge, including practices and procedures
    - Word processing skills
    - Data processing skills
    - Reporting
    - Research
    - Customer service

- Returning student wages should increase annually based on performance level and job skills

Step 7: Planning for Turnover

- Turnover occurs for the following reasons:
  - Graduation
  - End of work study funds
  - Withdrawal from college
  - Not a good fit/other job opportunity
  - Student quits
  - Travel abroad
- If you know in advance:
  - Have senior students help train new hires
  - Post the opening in advance
  - Contact known interested parties
  - Have students create training guides for incoming student employees
  - Have students offer suggestions for streamlining or improving job duties

Questions?

- For additional information, please visit the Student Employment webpage at:

- http://www.lclark.edu/offices/human_resources/jobs/students/