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Welcome to the Texas Southern University Work-Study Program! We are pleased that you have made the decision to join our team.

The Work-Study Success Guide is just that, a guide to becoming a successful goal-oriented individual to lead our ever-changing world. Use this manual as a steering tool; it will help develop you as a leader and provide additional knowledge and understanding of work ethics.

A common goal is shared between the program and the university as a whole - prepare an ethically student diverse population to become a force for positive change in a global society. You are now a valuable part of a group of individuals that value quality instruction and training for students in career preparation.

We believe the skills and training in the work-study program will create personal and business relationship experiences that will impact your decision on career choice.

On behalf of the Office of Student Financial Assistance, I hope this will be the beginning of a major endeavor that yields successful leaders for the world.

Sincerely,

Brehon Evans
Work-Study Coordinator
Office of Student Financial Assistance
1.0 WHAT IS WORK-STUDY?

Work-Study provides eligible students with other means of meeting their financial obligations to the university. It is a beneficial program that allows students to gain valuable experiences and networking opportunities. Work-Study reduces the need for student loans, leaves you with less debt, and allows you to explore careers while you gain experience. There are two types of work-study: Federal Work-Study and State College Work-Study.

The Federal Work-Study (FWS) Program is a government subsidized student employment program designed to assists students in financing their post-secondary education. FWS was created under the Federal Economic Opportunity Act of 1964 to provide part-time employment for college students who qualify through the Federal Financial Aid process. Work-study provides employment positions for undergraduate and graduate students who demonstrate financial need. These earnings assist students with educational expenses. The program encourages work related to their course of study. In order to be eligible for Work-Study, students must document financial need every year by completing the Free Application for Federal Student Aid (FAFSA). A student may then be awarded work-study based on need as defined by federal regulations.

The Texas College Work-Study (SCWS) program's purpose is to provide part-time jobs to eligible students with financial need to enable them to attend college. Students must be Texas residents and maintain enrollment of at least six (6) credit hours.

Work-study is made available as part of the student's Financial Aid Package. Students must complete the Free Application for Federal Student Aid (FAFSA).

The student’s Financial Aid Award Letter will indicate that he/she has been awarded federal or state college work-study. Work-study funds are awarded on a first come, first served basis. Students should complete the FAFSA by the priority date of April 15th to receive consideration for a work-study award for the following Fall/Spring academic year.

Students may not earn funds in excess of their work-study award. Students who earn their work-study award and want to continue working may do so if they have the employer's consent and are paid with non-work-study funds. The awarded student has the responsibility of finding and securing campus employment. Various offices and departments around campus will post their available openings to the Employment opportunities website.
2.0 FUNCTION/PURPOSE

The Office of Student Financial Assistance (FAO) administers and facilitates the Federal and State College work-study programs. The FAO is designed to help students pursue their education goals by providing employment resources and professional development opportunities through work-study. The Work-Study Program also provides a student employment pool to the University and to federal, state and local public agencies.

The Office of Student Financial Assistance is committed to assisting students to develop as employees. In doing so, students reap the benefits of professionalism and marketability as they prepare for their careers upon graduation.

The Work-Study Office is located in Room 130 of the E.O. Bell Building and serves as the personnel office for work-study students.

The office provides job placement assistance, payroll verification, policy interpretation, and employment verification for eligible recipients of Federal and State College Work-Study awards, on-campus and off-campus employers, and designated federal and state agencies governing the program.

As part of overseeing the Work-Study program, the office monitors the students' hours worked, remaining funds and processes the monthly payroll.
3.0 FAQs

1. **Why is work-study not counted toward my tuition balance?**
   Work-Study funds are paid out only when the student works the contracted hours. Since situations could arise which prevent you from working the contracted hours, we cannot rely on those funds as accounts receivables. However, since the checks will be made payable to you, you have the option of using those funds to pay on your account.

2. **Now that I know that I have been awarded work-study, what should I next?**
   Once you have received notification of your work-study award, you must find a work-study position on campus, attend a mandatory student orientation, and interview for the position.

3. **Will I receive benefits?**
   No, work-study students are not eligible for paid vacation, sick leave, holidays, or medical and dental insurance through their work-study job.

4. **Does work-study guarantee that I will get a job?**
   Yes. However, you may not receive the position you desire. Assistance will be provided.

5. **Where can I work on campus?**
   You may work in any participating college work-study department.

6. **Can an international student or Non-citizen apply for jobs?**
   No, you must be one of the following to receive federal student aid:
   - US Citizen
   - US National
   - US Permanent Resident who has a Permanent Resident Card

7. **How much can I earn?**
   Students may earn up to the amount of their award as listed on their Financial Aid Award Letter. Students may not earn more than the amount of the work-study award. Students are paid on the 1st business day of each month at hourly rates. Work-Study checks may be retrieved from Student Accounting in the E.O. Bell Building on the basement level.

   The Federal Work-Study program reimburses employers 100% of the student’s earnings up to the amount of the award. Any wages earned after that amount must be paid 100% by the employer. It is the student’s and employer’s responsibility to monitor earnings to be sure the award amounts are not exceeded.
8. **What will my schedule be?**
   The work schedule is to be determined by the student and employer, using the following guidelines:
   
   a. Students cannot work during class time.
   b. Students cannot work more than eight (8) hours per day.
   c. Students cannot work more than twenty (20) hours in one week.

9. **When does work-study start?**
   You can begin working after you have attended the mandatory workshop. Notification will be sent to inform you of the dates, time, and location of the workshop.

10. **Do I need to bring a resume or anything else?**
    You will need to bring identification for employment verification and your class schedule. It is a good idea to prepare a resume as some departments may request one.

11. **Are taxes taken out of my work-study earning?**
    Yes, if you earn enough according to IRS tax rules.

**NOTES**
### 4.0 STUDENT ELIGIBILITY & STANDARDS

#### 4.1 Employment Eligibility

Student workers must meet the minimum employment eligibility requirements established by the University Administrative Procedures governing Student Employment. To receive consideration for the Work-Study Program, students must:

- File a FAFSA (Free Application for Federal Student Aid)
- Have been admitted into an eligible undergraduate or graduate program.
- Be enrolled at least half-time (6 credit hours) during Fall and/or Spring semester.
- Receive a College Work-Study award as part of the award package for the applicable year.
- Be making measurable progress toward degree completion by completing at least 67% of all hours originally enrolled, from the beginning of the student's enrollment at Texas Southern University.
- Have been processed for employment through the Work-Study Office and submit documents establishing identity and employment authorization in the United States under the *Immigration & Reform Act of 1986*.

#### 4.2 Dual Employment

Student workers are **prohibited** from simultaneous employment on faculty or staff payrolls.

#### 4.3 Academic Standards for Employment

In order to remain eligible for work-study, you must:

- Maintain enrollment of at least half-time (6 credit hours) during Fall and/or Spring semester
- Preregister for the Fall and Spring terms, respectively
- Satisfy the minimum Satisfactory Academic Progress (SAP) as stated in the University catalog

### NOTES

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4.4 Student Worker Rights

The student worker has the right to:

1. Be treated fairly and equitably by the University.
2. Know what is expected of him/her concerning their work schedule, actual duties, and any other requirements made by the supervisor.
3. Be informed about his or her work performance through verbal communication and performance evaluations.
4. An explanation if terminated.
5. Review his/her employment file including department evaluations.
6. Use his or her campus jobs as references for future employers and/or credit institutions.

4.5 Student Worker Responsibilities

The student employee has the following responsibilities:

1. Complete and sign all documents in the Work-Study Student Orientation Package. The student may not begin working until all necessary documentation have been submitted and approved by the Work-Study Coordinator.
2. Do not expect to study during scheduled work hours.
3. Student workers must maintain high standards of behavior on the job that reflects well on the student and the University as a whole.
4. The student employee is expected to perform assigned duties promptly and qualitatively.
5. Student workers must enter time earned into the Web-time entry module for actual hours worked.
6. The student worker is expected to abide by the rules and regulations of the University and the office or department in which the student works.
7. The student worker must adhere to the agreed upon work schedule. Absences should be reported and cleared with the supervisor.
8. Student workers must adhere to the proper dress code required by the department.
9. The student worker must maintain eligibility requirements for working on-campus.
10. The student worker is required to act in a professional manner concerning all aspects of the job assignment, including any confidential information that is learned during the course of his or her employment. Such areas would include, but are not limited to, student records and financial information.
11. A breach of such confidentiality or any act of dishonesty is just cause for immediate dismissal from your position and dependent on the nature of the offense, you may be permanently dismissed from Student Employment.

4.6 Personal Appearance

As representatives of the university, appearance should be business orientated. Exception with dress code may be discussed with your supervisor.

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5.0 EMPLOYEE & STUDENT WORKER CONDUCT

5.1 Equal Employment Opportunity (EEO) Policy

It is the policy of Texas Southern University to provide a work environment that is free from discrimination for all persons regardless of race, color, religion, sex, age, national origin, disability, sexual orientation, marital, or veteran status. This policy extends to all programs and activities involving or supported by the University.

This statement describes the operating policy of the Work-Study Program. The Work-Study Program procedures uphold the principle of equal treatment and opportunity for all persons. It also requires all departments to do the same. All jobs available on campus should be listed with the Work-Study office and may not contain any discriminatory requirements.

This policy shall be adhered to in accordance with the provisions of all applicable federal, state, and local laws, including, but not limited to Title VII of the Civil Rights Act.

For more information regarding the EEO policy, visit www.tsu.edu/mapp (MAPP 02.05.13).

5.2 Sexual Harassment Policy

Texas Southern University’s sexual harassment policy is designed to apply to employment and academic relationships among faculty, administrators, staff, and students and prohibits male-to-female, female-to-male, faculty-student and same sex harassment. Every employee of the University must avoid offensive or inappropriate sexual and/or sexually harassing behavior at work. Furthermore, the University’s guidelines apply to all sexual advances, regardless of whether they are made in the office, outside the office or during social or business occasions.

Sexual harassment is any unwelcome verbal or physical sexual advances, sexually explicit derogatory statements, sexually explicit materials or sexually discriminatory remarks made by a member of the University community, which are offensive or objectionable to the recipient or which cause the recipient discomfort or humiliation or which interfere with the recipient’s job performance or educational experience.

All employees, student workers and students have a right to an environment free of discrimination, including freedom from sexual harassment. It is the policy of Texas Southern University that no employee or student may sexually harass another. The intent of this policy is not to create a climate of fear but to foster responsible behavior in an academic and working environment free of discrimination and sexual harassment.

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

a. Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating a hostile or offensive working or academic environment.

b. Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting that individual.

c. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment or academic standing.
Examples of conduct which may, if continued or repeated, constitute sexual harassment are, but not limited to:

**Verbal harassment**, which may include:

a. Unwelcome sexual propositions
b. Graphic comments about a person’s body
c. Sexually degrading words to describe a person
d. Derogatory or sexually explicit statements about an actual or supposed sexual relationship

**Physical harassment**, which may include unwelcome or uncomfortable:

a. Touching, patting, pinching or any other inappropriate physical contact

**Derogatory gender-based humor**, such as:

a. Sexually suggestive objects or pictures in the workplace or on public display
d. Suggestive looks, gestures or insulting sounds
c. Sexually suggestive Internet mail or web documents

Any employee who sexually harasses a fellow employee or a student is subject to discipline, up to and including termination of his or her employment.

Retaliation against employees who report sexual harassment or assist the University in investigating a complaint is against the law and the University policy (MAPP 02.05.14), and is strictly prohibited. Retaliation includes but is not limited to refusing to recommend an employee for a benefit for which he or she qualifies, spreading rumors about the employee, encouraging hostility from co-workers and escalating the harassment.

The supervisor should deal with observed or reported incidents of sexual harassment immediately as stated in University policy.

For more information regarding the Sexual Harassment Policy, visit www.tsu.edu/mapp (MAPP 02.05.11).

5.3 **Retaliation Policy**

It is the policy of Texas Southern University that positive employee rations and morale can best be achieved and maintained in an environment that promotes ongoing open communication between administration, staff, faculty, and students, including open and candid discussions of problems and concerns. The University encourages staff, faculty, and students to express their issues, concerns or opinions without fear of retaliation or reprisal. Therefore, the University wishes to make clear that it considers acts of threats of retaliation to constitute a serious violation of University policy.

Any employee or student worker who retaliates against a fellow employee or a student in violation of the law and/or this policy is subject to disciplinary action, up to and including termination of employment.

For more information regarding the Retaliation Policy, visit www.tsu.edu/mapp (MAPP 02.05.14).
5.3 Student Worker/Employee Fraud

Texas Southern University (TSU) recognizes the responsibility to identify and promptly investigate any possibility of fraudulent or related dishonest activities against the University by University employees and student workers and when appropriate, to pursue legal remedies available under the law. TSU will take appropriate disciplinary and legal action against employees who commit fraud. Appropriate action includes terminating employment, pursuing restitution, and forwarding information to appropriate authorities for criminal prosecution. This policy is designed to inform TSU employees of their responsibilities for detecting and reporting suspected fraud.

5.4 Confidentiality Policy

At the commencement of new employment, all student workers shall affirm their acknowledgement of the Confidentiality Policy by reviewing and signing the Code of Responsibility for Security and Confidentiality Form.

The purpose of this agreement is to outline the policy on a student worker's obligation to maintain confidentiality with all information entrusted to them throughout their employment at the University.

The Confidentiality Policy may be found at www.tsu.edu/mapp (MAPP 02.05.02).

5.5 Substance Abuse

The purpose of this policy is to communicate the concern of the University regarding the health and safety of its employees, student workers and students, the desire for an efficient and effective work force and the intent to comply with all appropriate federal, state, and local regulations regarding substance in the workplace.

The University stands willing to assist in the resolution of problems associated with the use of alcohol and drugs and encourages students to seek help via referrals from the Health Services and Alcohol/Drug Abuse Counseling Department.

It is not the intention of Texas Southern University to intrude into employees’ or students’ lives. However, individuals should be aware that Texas Southern University does not condone the abuse of alcohol or the use of illegal drugs, even when an individual is not on University premises. Any person convicted for the use, possession or sale of illegal drugs on or off the University premises may be discharged or dismissed as appropriate.

Failure to comply with the provisions of this policy or to provide consent when requested shall be grounds for discharge or dismissal from the University as appropriate.

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6.0 HOUSE BILL 2504 (HB-2504)

On October 29, 2009, the 81st Texas Legislature passed House Bill 2504 that mandates that all public institutions of higher learning in the State of Texas make available certain information on the internet (Texas Education Code § 51.974).

Each institution of higher education shall establish and maintain an online list of work-study employment opportunities, sorted by department as appropriate, available to students on the institution's campus; and ensure that the list is easily accessible to the public through a clearly identifiable link that appears in a prominent place on the financial aid page of the institution's internet website.

The website provides information and demonstrates the university's commitment to accountability, transparency and open communication with students, parents, legislators, the public and all stakeholders.

The University's website is www.tsu.edu.

7.0 JOB SEARCH

1. All students are responsible for securing their own employment.
2. Student employment positions will be advertised on the financial aid web page. Job listings will be posted throughout the semester. The link is: http://em.tsu.edu/financialaid.
3. Each job listing will contain a detailed job description and the hiring supervisor's name and phone number or email address for contact purposes.
4. Students must contact the hiring department to secure employment and ask questions regarding the position; students should be prepared to interview with the hiring department.
5. Students are required to attend a mandatory Work-Study Orientation prior to employment.
6. Once a department agrees to hire a student, the department and student collaboratively, will complete the Work-study Student Package and submit the documents to the Work-study Coordinator in Financial Aid. The following items must be completed and submitted to the Work-Study Coordinator during Work-Study Orientation:
   a. Work-Study Student Personnel Action Form (PAF)
   b. Work-Study Student Code of Responsibility for Security and Confidentiality
   c. Work-Study Student Compliance Form
   d. Work-Study Student Orientation Completion Form
   e. Personal Data Sheet
   f. I-9 Form
   g. W-4
   h. Award Letter showing work-study awards

NOTES
8.0 SUPERVISOR PROCESS & STANDARDS

8.1 Supervisor’s Process

All supervisors requesting work-study students are required to complete a **Job Order Request Form**. Terms for maintaining eligibility to participate in the Federal and/or State College Study Programs are as follows:

1. Attend a mandatory work-study supervisor orientation.
2. Complete a Job Order Request form and submit it to the Work-Study Coordinator in the Office of Student Financial Assistance.
4. Maintain a safe work environment and provide the work-study employee all necessary training, equipment and materials to perform the work assignment.
5. Monitor the student’s work hours to ensure the student works no more than twenty (20) hours per week or eight (8) hours per day.
6. Monitor student web-time entries for class schedule conflicts. Review the students’ earned hours for accuracy and class schedule conflicts.
7. Monitor student’s monthly earnings to ensure they do not exceed their college work-study award per semester and for the year.
8. Approve and submit web timesheets for payment by the Work-Study Office via the web-time payment module. Failure to submit time according to established deadline dates will result in forfeiture of earned time by the student, and the supervisor must notify the student prior to the distribution of payroll checks.
9. Notify the Work-Study Office, complete the Change in Employment Status Form and immediately forward to the Office of Student Financial Assistance when the student discontinues or changes assignments.
10. Comply with all terms listed within this document

*Note: Athletes are not allowed to work in the Athletic Department*

8.2 Supervisor Rights

The supervisor has the right to:

1. Expect quality work from your student employee.
2. Inform the student employee of any unsatisfactory work performance in clear terms.
3. Provide constructive feedback with clear expectations for improvement of work performance.
4. Read all email and paper notifications of any special requirements for students who will be paid under the federal program (Federal Work-Study) and abide by the information contained therein.
5. Expect your student employee to follow the work schedule you both agreed upon.
6. Expect confidentiality from your student employee.
7. Expect your student employee to follow the requirements for employment in your office.
8.3 Supervisor Responsibilities

The responsibilities of each supervisor include:

1. Communicate the duties and requirements of the job per the job description.
2. Inform the student worker if his or her work performance is satisfactory or unsatisfactory.
3. Student Worker Evaluation Forms are used at the end of the each semester or if the work has been unsatisfactory. A copy should be sent to the Work-Study Coordinator for the student's file with each resignation request form.
4. Provide the student worker with the tools necessary for performing the work assigned (training, materials, etc.).
5. Submit all documents or paperwork needed in order for the student to be paid correctly and on time.
6. Adhere to the student employment procedures for monitoring the student's wages earned and submitting time earned by established deadlines.

NOTES
9.0 EMPLOYMENT PROCESS

9.1 Interviewing

The hiring supervisor will select qualified students to interview for their posted position. If a student is not contacted for an interview after submitting an application and the appropriate documents, the student may attempt to arrange an interview with the hiring department. Students must provide a copy of their award letter to the hiring department for review.

Here are a few points to remember when interviewing:

1. Do not ask questions about age, marital status, religion, and number of children or any other questions that could be perceived as discriminatory. The Affirmative Action guidelines prohibit asking questions of this nature.
2. The guidelines published by the Equal Employment Opportunity Commission state that when employers are gathering information from job applicants, they should ask themselves the following questions:
   a. When used in making a selection, will the answers to these questions have the effect of disqualifying a much larger percentage of minorities or members of one sex than other groups?
   b. Is this information really needed to judge an applicant’s competence or qualification for this job?
3. The only time you may discriminate against one sex or the other is when the job absolutely requires it.
   a. For example: Men’s Locker Room Attendant or Woman’s Locker Room Attendant. Never discriminate because you would prefer one sex to the other. You may require English language proficiency if English language skills are necessary to do that specific job. This would be if the job requires verbally communicating information to English-speaking individuals.
4. A list is provided below to assist the interview in getting started. Remember not to monopolize the conversation and use active listening skills.
   a. List questions to ask the interviewee. In other words, try to avoid questions that can be answered yes or no.
   b. At the beginning of the interview, introduce yourself, and give the applicant a brief but concise overview of the job.
   c. Begin the interview by outlining what will take place. This sets the tone for the interview and lets the applicant know what to expect.
   d. Ask all the applicants the same questions in basically the same way.
   e. After you have asked the questions, give the applicant the opportunity to elaborate on any skills or experience he/she may have that were not brought out in the interview.
   f. After the interview, tell the applicant when you will make your decision and when he/she can expect to hear from you.

Here is a list of sample interview questions that can be used. You may want to change the wording to fit your interview style, or ask questions that are more specific to the position.

NOTES
9.2 Interview Questions: Questions About You

1. What is your greatest weakness?
2. What is your greatest strength?
3. How would you describe yourself??
4. Describe a typical work week.
5. Describe your work style.
6. How would you describe the pace at which you work?
7. How do you handle stress and pressure?
8. What motivates you?
9. Are you a self-motivator?
10. What do you find are the most difficult decisions to make?
11. Tell me about yourself.
12. What has been the greatest disappointment in your life?
13. What are you passionate about?
14. What are your pet peeves?
15. What do people most often criticize about you?
16. When was the last time you were angry? What happened?
17. If you could relive the last ten (10) years of your life, what would you do differently?
18. If the people who know you were asked why you should be hired, what would they say?
19. Do you prefer to work independently or on a team?
20. Give some examples of teamwork.
21. What type of work environment do you prefer?
22. How do you evaluate your success?
23. If you know your boss is 100% wrong about something, how would you handle it?
24. Describe a difficult work situation/project and how you overcame it.
25. Describe a time when your workload was heavy and how you handled it.

9.3 Interview Questions: Questions About the Job

1. What interests you about this job?
2. Why do you want this job?
3. What applicable attributes/experience do you have?
4. Are you overqualified for this job?
5. What can you do for this department/company?
6. Why do you want to work here?
7. What challenges are you looking for in a position?
8. What can you contribute to this department/company?
9. Are you willing to travel?
10. What is good customer service?
11. How long do you expect to remain employed with this department/company?
12. Is there anything I haven’t told you about the job or company that you like to know?

9.4 Interview Questions: The Future

1. What are you looking for in your next job? What is important to you?
2. What are your goals for the next five years/ten years?
3. How do you plan to achieve those goals?
4. Questions about your career goals.
5. What will you do if you don’t get this position?
# Questions Most Often Asked in Interviews

1. Tell me about yourself. (Be prepared, but don’t tell so much personal stuff that would send up RED FLAGS).
2. What did you like/dislike about your previous job?
3. What would former employees or employers say you need to work on?
4. What are your goals in life? (Keep it relevant to the job)
5. Why are you leaving or why did you leave your last job?
6. Why should I consider you a strong applicant for this job? (This is your chance to sell yourself. You may not have all the skills they are looking for, but you will make up for it with your hard work and dedication. Skills can be taught. Work ethic can’t!

## Interview Tips

1. **DRESS APPROPRIATELY**… Remember First Impressions!
   - Most positions are business casual (no jeans, tights, etc)
   - No flashy jewelry, makeup, or heavy perfume/cologne
   - Cover or remove any all body art
2. **BE ON TIME**… Arrive 10-15 minutes early. Remember to adjust for traffic, etc.
3. **BE PREPARED**... Have questions ready, conference room/office is available.
4. **WATCH YOUR BODY LANGUAGE**… Employers watch for non-verbal cues during the interview. Be sure to give a firm handshake, sit up straight and provide eye contact. Remember to **SMILE 😊**

## HIRING PROCESS

Once the interview process has come to an end, the supervisor will contact the students or send out notification regarding the decision that was made. The job offer has been made and accepted. Now, it is time to complete the hiring process.

1. The supervisor will schedule an appointment to meet with the student and complete the Work-Study Student Package (refer to Job Search section for details). Remember, this is a collaborative effort.
2. Complete the Supervisor’s Section of the Personnel Action Form (PAF) for the selected student, and you and the student come up with a work-schedule without any class schedule conflicts which will accommodate you and the student. The student should return the PAF to the Work-Study Coordinator along with valid identification such as a copy of the driver’s license and social security card or passport. There is a list of documentations that can be used on the I-9 documentation. This is mandatory for verification of work eligibility under the guidelines of the Immigration Department.
3. The Work-study Coordinator will check the student's eligibility to work on campus. Once all eligibility requirements and paperwork is complete, the student will be given an approval slip to be returned back to his/her supervisor.

*A student may not work until eligibility is verified through the Office of Student Financial Assistance.*
11.0 UNDERSTANDING YOUR DEPARTMENT

Orientation is a time to welcome and introduce new student workers to your area and should consist of two parts:

1. General Overview of the Department’s Structure and Organization
2. General Overview of Employer’s Expectations, Rules and Policies

11.1 GENERAL OVERVIEW OF THE DEPARTMENT’S STRUCTURE AND ORGANIZATION

During the first part of orientation give the students a general overview of the job and the unit, and other information that will help them feel comfortable in their new work environment. For example, show them where the rest room, water fountain, and soda machine are located. Show them where to put their personal belongings and where their workstations will be. Introduce them to the other employees in the area and give them a brief explanation of what each person does. Students will usually be more enthusiastic about their jobs and take pride in their work, if they understand how their job performance affects the office.

11.2 GENERAL OVERVIEW OF EMPLOYER’S EXPECTATIONS, RULES AND POLICIES

The second part of the orientation should be spent outlining what you expect of your student employee. Prepare a general form containing the information listed below, include the supervisor’s and back-up supervisor’s names and telephone numbers. Preparing a general form will save you the time of preparing for each individual student. Keep the form as general as possible (i.e., do not mention names; instead refer to position titles) and simply revise it when changes occur). For example:

1. Outline their duties and responsibilities.
2. List office rules and regulations.
3. List grounds for disciplinary action.
4. Discuss dress code, if any.
5. Tell them how to arrange for time off.
6. Tell them whom to call if they are unable to work because of sickness.
7. Tell them when and how their performance will be evaluated.
8. Make up a work schedule for them.
9. Confirm hourly rate of pay and duration of employment.
10. If the student needs to change his schedule, explain the procedure to be followed.

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Texas Southern University Work-Study Success Guide
12.0 TRAINING

While it is often difficult to find the time away from your work to spend training your new employees, it is important. Things that seem very simple and obvious to you may seem confusing to the student. Remember, you may do these procedures every day, but it is new for the person you are training.

Explain procedures in a clear and concise manner. Provide written documentation to assist the student in following the proper steps and procedures. Ask questions to ensure both you and the student has the same understanding of what is required to complete his/her assignments.

Key areas to cover are telephone etiquette, office protocol for requesting excused absences or reporting absences due to illness, requesting adjustments in work schedule, familiarizing the student with the staff and their duties, the supervisor’s role within the office and procedures for any forms required as a part of performing the student’s normal duties.

13.0 PAY PROCEDURES AND TIMESHEETS

1. Students will be paid on the first business day of the month. Students' time earned must be entered into the Banner web-time entry module according to the established schedule distributed at the beginning of each semester by the Office of Student Financial Assistance. It is the responsibility of the supervisor to ensure that the student’s time is correctly entered and approved according to the established schedule.

2. Supervisors should maintain an internal record of time earned. This record may be requested for inspection on demand by the Office of Student Financial Assistance. Failure to maintain adequate record keeping may mean suspension of the supervisor’s ability to continue their participation with Work-Study Program.

3. Students should clock in and out a maximum of two times daily.

4. Students are not permitted to work simultaneously through the College Work-Study Program and with the university. University policy prohibits a student from holding a College Work-Study and a university job at the same time.

5. Students are not permitted to work more than eight (8) hours per day or 20 hours per week during regular class times.

6. Students are not permitted to work during normal class time.

7. Students are not permitted to work beyond the total amount awarded per semester. Any overages must be paid out of the departmental budget and will be deducted from the time submission for the appropriate pay period.

8. Students may have a one-hour lunch break, if they have worked for more than 5 hours, and two 15 minute breaks are given for a full 8-hour day.

9. Paydays are determined by the Office of Human Resources, and will normally fall on the 1st business day each month.

10. Any time entered prior to receiving a confirmation through a completed and signed PAF Form from the Office of Student Financial Assistance will be deleted as the student is ineligible for payment at that time.

11. Any time entered during spring break, mid-term break, finals, and mid-year (Christmas) breaks without prior approval will be cancelled as the student is ineligible without prior approval.

12. Supervisors are responsible to ensure all time entered is accurate and accountable meaning the student has legitimately worked to earn the hours, the time has been monitored on a daily basis for accuracy, and the time is entered according to the
established deadlines to ensure payment according to the pay schedule established by the Office of Human Resources.
13. Time must be approved in the Web-Time Entry (online) no later than 2:00pm according to the Payroll Due Date Schedule. Time submitted after the due date/time will result in correction action and may lead to termination/suspension from the college study program.
14. Supervisors should monitor the students’ hours earned to ensure they do not exceed the total amount allocated for the semester of their College Work-Study award. Any overages must be paid out of the departmental budget and will be deducted from the time submission for the appropriate pay period.

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14.0 STUDENT WEB-TIME ENTRY PROCEDURE

CLICK: MyTSUweb in the top right corner.

Click: Login to the My TSU Web Portal.
Enter your **User Name** and **Password**.

This is the home screen once you get into the portal.
Click the **Students** tab in the top left corner.

Scroll down once you click the student tab and select **Time Sheet**.
From the drop down menu, select the month for which you are submitting a timesheet and click **Time Sheet**.

Select **Enter Hours** for the day you are entering hours.
Enter the time that you have worked or projected time. Press **save** and **copy**.

Select everyday that you worked the same amount of hours, press copy and then timesheet.
Make certain that your **Total Hours** are correct. Make all comments, and submit for approval.

Enter the same pin you used to log onto your portal and click **Submit**. Your PIN may be your 6-digit birth date (MMDDYY)
Here is your confirmation that your time sheet has been submitted. 
Please look at the approvals at the bottom of the screen.

14.2 Web-time Entry Notes

- Once your time is in approval stage only a supervisor can correct the times.
- Make sure you do not enter any class schedule conflicts.
- Enter back-pay times in on Saturdays and Sundays, and make detailed comments in the comment section.
- Students must submit their timesheets by the established deadline dates or they will not receive a paycheck until the next month.

14.3 Security is Everyone’s Business

- Do not share your password or security question with anyone.
- Do not leave your computer unattended if you are still logged into the system.
- Always use the secure EXIT button when you have finished utilizing the Web-Entry system.

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Step one:
Open your Internet browser (Internet Explorer, Netscape or other). Type http://www.em.tsu.edu/ on the address line at the top of the screen.
Click on "Go" to enter the Enrollment Services web site.
Click on "MY Web/Do it Online," which will take you to the information screen.
Step two

Where indicated, enter your user ID (your Social Security Number) and your temporary personal identification (PIN) number (your date of birth: MM DD YY). Example: January 1 1980 will be 010180

Step three

After you log onto the student web site, you will need to change your PIN. In the field marked "Re-enter Old PIN," enter your date of birth (MMDDYY). In the field marked "New PIN," enter your new PIN number. (You may choose any six-digit number as your new PIN number (0-9)). Re-enter your new PIN number as instructed in the next field. The new PIN and re-entered PIN number must match.
Step four
Click on “Employee” to access the Time Sheet.

Step five
Click on Time Sheet
Step six: Click on approve or acknowledge time and then press select

Step seven: Click on 21000 and 21220 to look for your students in your department, and then press select
Step eight:
All of the students awarded CWS will appear; but your student’s will be highlighted: click on their name.

Step nine:
- Once you have clicked on their name, their time sheet will appear.
- Review their time sheet to make sure there are no class schedule conflicts.
Step ten:
To change their time, click on the link under the date to enter hours.

Step eleven:
You are then able to change the student's record of the time they did work, or delete the day, if they did not work, and then press save, and next day.
Step ten
To save time you can press copy, click on the same days you want to change and it will duplicate the entire timesheet for you.

Press copy to duplicate the days on the timesheet.

Step eleven:
Make sure you review your timesheet to ensure it’s accurate, and there are no class schedule conflicts.
If you make changes to their schedule make sure to put your comments in the comment box
Once you have completed reviewing the timesheet, click on “Submit for Approval”
Step twelve:
Make sure it reads, “The time sheet was approved successfully”
The student’s time has now been approved for the month.

15.2 Web-time Entry Notes

- Approve all student workers by the established deadlines.
- Do not approve any class schedule conflicts.
- Do not approve time during black-out dates (i.e. holidays, exams, breaks, etc.)
- Enter comments for any changes made to a student’s time.

15.3 Security is Everyone’s Business

- Do not share your password or security question with anyone.
- Do not leave your computer unattended if you are still logged into the system.
- Always use the secure EXIT button when you have finished utilizing the Web-Entry system.

NOTES
16.0 WORK PERFORMANCE

16.1 DOCUMENTATION

Keep a personnel file for each student employee with the record of hours earned, documentation of performance, documentation of attendance reminders, and any incidents of poor performance, habitual tardiness and/or absenteeism, insubordination, or mischief. Also, the supervisor should document work performance that excels in timeliness, productivity, creativity, and leadership. It is recommended you retain these records for two years.

16.2 EVALUATIONS/SURVEYS

A formal evaluation is required at the end of each semester. Evaluations should provide constructive feedback on work performance. They should not reflect personal prejudice, bias, or favoritism on the part of the supervisor for the rating or review. Evaluations should not be a surprise to student workers. It should be a recap of the student’s performance for the current academic year.

Evaluations can be a positive means to assist the supervisor in improving the student worker’s job performance. They afford supervisors the opportunity to clarify what they expect of the student worker in attaining the goals of the department. Remember performance is being measured, not the student worker’s value as a person.

Students are also given the option to complete a survey on their experience as student worker. Student and/or supervisor surveys are conducted to:

1. Discover What’s Going On – In a non-threatening survey environment, the University will learn what motivates survey respondents and what is important to them.
2. Provide an Opportunity to Discuss Key Topics with the Target Population – Communicating with respondents about your survey topic allows for deep insight into the survey problem, and can shed some light on topics related to the survey problem within a larger context.
3. Prioritize Your Actions Based on Objective Data – Rather than relying on subjective “gut” feelings, information can be gathered to make sound data-driven decisions. Therefore, the issues most important can be addressed immediately, rather than wasting resources on things that no one cares about.
4. Provide a Benchmark – Surveying provides a “snapshot” of the target population and their attitudes about the survey problem. This helps establish a baseline from which one can compare whether target population attitudes and perceptions relative to the survey problem are getting better or worse over time.

To preserve the anonymity of the student worker conducting the evaluation, the survey does not require any signatures or names.

16.3 DISCIPLINARY ACTION

During the orientation, include a discussion of offenses that require disciplinary action, and the procedure that will be followed if the offenses occur. Please see the examples below.
16.4 OFFENSES THAT MAY REQUIRE DISCIPLINARY ACTION

- Excessive tardiness
- Excessive absences
- Absent without a legitimate excuse
- Sloppy or unclean appearance
- Carelessness or lack of attention that results in injury to property, person, or public relations
- Inability to provide accurate, up-to-date information to the public
- Conduct inappropriately to representatives of Texas Southern University
- Discourtesy or failure to work harmoniously with fellow employees
- Failure to serve the public with courtesy
- Sleeping on duty

16.5 PRECEDING OFFENSES WILL BE SUBJECT TO THE FOLLOWING:

1. First Occurrence - verbal reprimand
2. Second Occurrence - written reprimand
3. Third Occurrence – discharge

16.6 GROUNDS FOR IMMEDIATE DISMISSAL

The student should be absolutely clear on what constitutes such items as excessive tardiness or absences, sloppy or offensive appearance, and discourtesy. The following may be considered grounds for immediate dismissal:

- Breach of confidentiality
- Theft of gross negligence resulting in serious injury to property, person or public relations
- Any physical violence or obscene language when dealing with the public or other staff members
- Being under the influence of drugs or alcohol while on duty
- Falsification of time sheets

16.7 DISMISSAL DUE TO POOR PERFORMANCE

A student may be involuntarily dismissed from his or her position when performance is continually unsatisfactory. Depending on the individual case, separation from employment may occur for reasons such as, but not limited to: continued poor work performance or attitude; continued excessive tardiness or absence; falsification of employment or University records, such as time sheet; disobedience, insubordination, or refusal to carry out instructions of the supervisor. A Student Employment Change Request Form and an evaluation of the student’s performance must be completed and submitted to the Office of Student Financial Assistance as a part of the dismissal process. For serious offenses that you feel warrant immediate dismissal, contact the Work-Study Coordinator at 713.313.7819.

When a student employee performance does not meet performance standards, the following procedures should be followed:

1. Counseling - In private, the employee should be informed of the unsatisfactory performance or behavior and given an opportunity to correct it. You should be specific about what you expect from the student. If the employee thinks he or she needs more training, arrange a training schedule at this time.
2. **Documentation** - Keep a record of all counseling attempts. Be specific about what you asked the student to do to correct the unsatisfactory performance/behavior. If the employee’s performance continues to fall below required standards, the student should be informed in writing of these deficiencies. The supervisor should send a copy to the Work-study Coordinator to be placed in the student’s employment file. After two weeks, evaluate the student again, and document the results.

3. **Dismissal** - If, after at least one written warning, the student employee continues to be unsatisfactory; the student may be terminated. At such time, the Work-study Coordinator must be notified in writing of the student’s status change in employment. All status changes will be placed in the student’s employment file.

4. **Paperwork** - Students may be dismissed at the request of the Office of Student Financial Assistance, if the student has failed to complete their required paperwork.

5. **Dismissal for Other Reasons** - A student may be dismissed not only for unsatisfactory performance, but also for availability of college work-study allocations, non-completion of a project, lack of work, and other valid reasons unrelated to job performance. If possible, the employer should give the student a two week written notice if one of these situations arises, suggesting the reason for dismissal.

*Please note that the forging of timesheets is considered falsification of a legal document. Any student who falsifies a time sheet will be dismissed from the work-study program and be responsible for paying back any monies which may have been issued.*

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