

# STUDENT EMPLOYEE HANDBOOK

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## **STUDENT EMPLOYEE DEFINITION:**

*A student employee, whether on the college work-study or regular student employment program, is a part-time employee who is enrolled for a minimum of six credits and regularly attending classes at Grand Valley State University and whose primary purpose for being at Grand Valley State University is to further his/her education. Such employment, therefore, is interim or temporary and incidental to the pursuit of an education. Student employees shall not work more than twenty-five (25) hours per week except with prior approval from the Student Employment Office.*

## BEFORE YOU BEGIN WORK

1. **I-9 FORM:** Your department must have you complete an [I-9 form](#) and make a placement on the job board, *JB* ([www.gvsu.edu/studentemploy](http://www.gvsu.edu/studentemploy)), before you can begin working.
2. **INCOME TAX WITHHOLDING:** W-4 withholding forms must be filled out by you at the Payroll Office in Lake Michigan Hall. Before receiving your first paycheck, you must complete these forms. Also, as you continue to work for Grand Valley, you must keep the Payroll Office informed of any change of address. CAUTION! The address you give Payroll will be the address to which your W-2 income tax forms will be mailed. If you change your address, you must notify the Payroll Office.
3. **TIME CARD:** Please fill out your time card daily. Time cards should be totaled, signed and turned in to your supervisor at the end of each pay period. Each department receives schedules of pay periods and pay dates from the Student Employment Office. The end date for the pay period is on your time card.
4. **PAYCHECK:** You will be paid every other Tuesday. Your paycheck will be delivered to the department where you work or it will be available at the Student Assistance Center in the Student Services Building or at the Pew Campus. You may choose to have your check automatically deposited in your bank account. Click here to print payroll [direct deposit](#) form.
5. **STUDENT TRAINING:** All students on the payroll must attend a training session. The training schedule is available at the Human Resources Office, 140 Lake Michigan Hall. Please make arrangements to attend a training session as soon as possible (895-2215).

## WORK-STUDY EMPLOYMENT Federal and State

Work-study ELIGIBILITY on campus: In order to be eligible for work-study, a student must demonstrate financial need, be a full-time student, be a U.S. citizen or permanent resident and meet other Federal/State eligibility requirements. A student must apply for financial aid and be awarded work-study as part of the financial aid package. To apply, students should file a Free Application for Federal Student Aid (FAFSA). The FAFSA can be obtained from the Financial Aid Office or it can be applied for on-line at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Money awarded under the work-study program is actually earned over the course of the academic year.

**EARNINGS:** Work-Study students are limited to maximum earnings equal to the amount of their work-study award. This amount is indicated on the student's financial aid award letter. It is also on the student's file on the on-line job board. The employing department is responsible for 30% of the student's earnings; 70% is paid from the work-study fund.

**HOURS PER WEEK: No overtime is allowed.** The number of hours a student can work during the academic year (including finals week) is based on the amount of their work-study award. Students who are graduating must terminate employment as of the last day of their final semester.

Students should LIMIT their hours. The average number of hours is based on  
...the total award  
...divided by the total number of weeks remaining in the academic year  
...divided by the hourly rate of pay

NOTE: Students may work at more than one job; however, the TOTAL combined hours worked per week must not exceed the maximum allowed. Students should notify supervisors if they have more than one job.

**SUMMER WORK-STUDY: No Overtime! (more than 40 hours per week)**

If you qualify for financial aid and funding is available, you will be offered a Work-Study award. Students working full-time must enroll for at least one class during the spring/summer and pay their own tuition. Students are EXPECTED TO ENROLL FULL-TIME at Grand Valley in the FALL.

All students interested in the Summer Work-Study Program must file the Free Application for Federal Student Aid (FAFSA) either at the Financial Aid Office, 100 Student Services Building, or on-line at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). A summer application for financial aid must also be completed. This can be done on-line on the Financial Aid web page, [www.gvsu.edu/finaid](http://www.gvsu.edu/finaid), or from an application, which is available in the Financial Aid Office (100 Student Service Building).

Students enrolled full-time for the Spring/Summer Session and receiving financial aid including work-study may be employed up to the AVERAGE number of hours indicated by the amount of their award.

## **REGULAR EMPLOYMENT**

### **Not Work-Study**

Regular student employees are PAID 100% from the employing unit's budget. Regular employees cannot receive federal college work-study (CWS). Non work-study students must be enrolled for a minimum of six credits during the academic year and are limited to a 25-hour work week. However, summer employment is an exception.

### **SUMMER REGULAR EMPLOYMENT: No overtime! (more than 40 hours per week)**

A number of regular jobs are available on-campus during the summer semester. Students must be officially admitted to attend Grand Valley. **THE STUDENT MUST INTEND TO ENROLL AS A FULL-TIME STUDENT AT GRAND VALLEY IN THE FALL.** A regular student employee can work up to 40 hours per week during summer. As long as the student enrolls full-time in the Fall, they do not need to be enrolled during Spring or Summer. However, FICA Tax (7.65%) will be charged to the student and the department's account if the student is not enrolled for a minimum of 6 credits in the Spring/Summer session.

## **INTERNATIONAL STUDENTS**

### **F-1 VISA:**

Enrolled international students with an immigration status of F-1 are permitted to work part-time on campus for a maximum of twenty (20) hours per week. During holiday or vacation periods (spring break, summer, etc.) they are permitted to work up to 40 hours per week. W-4 forms should be completed in the Payroll Office, 201 Lake Michigan Hall. I-9 forms should be completed in the International Center or the Student Employment Office. Questions regarding employment of F-1 international students may be addressed to the Barbara H. Padnos International Center 616.331.3898.

## **J-1 VISA:**

Enrolled international students with a J-1 visa may be employed on the campus of the school in which they are enrolled to a maximum of twenty (20) hours per week with prior written authorization from the Barbara H. Padnos International Center, 105A Student Services Building. W-4 forms should be completed in the Payroll Office, 201 Lake Michigan Hall. I-9 forms should be completed in the International Center or the Student Employment Office. Questions regarding employment of J-1 Visa students should be addressed to the Barbara H. Padnos International Center (331.3898).

## **BENEFITS**

1. **WORK BREAKS:** If possible, student employees should be allowed a paid fifteen-minute break for each four hours of continuous work. If the work period is less than four hours, breaks are not required. Break periods may not be accumulated and are not reason to arrive at work fifteen minutes late or leave work fifteen minutes early. Students must discuss with their supervisor the appropriate times and condition of break periods.
2. **HOLIDAYS:** In general, student employees are not required to work on a legal holiday nor are they paid holiday pay. However, offices of the university may be required to maintain services on certain holidays and students may be scheduled to work. All wages will be paid at straight time rates. Any student has the option of declining work on a legal holiday, but only if their employment was not contingent on working holiday hours.
3. **SICK LEAVE:** Sick leave benefits are not extended to student employees, however it is not intended that students lose their jobs because of reasonable absences associated with illness. In the event of illness, the student employee must notify his/her supervisor as early as possible on each day of absence. Failure to give notification shall be cause for dismissal or other appropriate action.
4. **VACATION:** Vacation benefits are not extended to student employees. Students may make arrangements with their supervisor for time off without pay.

## **DISMISSAL**

The university may terminate a student's employment at any time. On request from the student, termination will be communicated in writing along with the reasons for dismissal. The student employee may appeal the dismissal. See Step 2 of the GRIEVANCE PROCEDURE.

### **CAUSES FOR DISMISSAL MAY BE, BUT ARE NOT LIMITED TO THE FOLLOWING:**

1. A student fails to enroll for the required number of credits at GVSU during any term of employment.
2. A student fails to carry out duties assigned by the supervisor.
3. A student fails to report for work without notifying the supervisor.
4. A student fails to perform satisfactorily. This would include a student who repeatedly reports to work late.
5. A student is convicted of a criminal offense.
6. Lack of funding.

## **COMPLAINTS**

The GVSU Administrative Manual states:

“If a student employee has a complaint which is not a proper subject for a grievance under the grievance procedure, he or she may discuss it with the supervisor or the Student Employment Office. Complaints may be submitted in writing. All complaints, whether written or oral, shall be answered as soon as possible but not later than five (5) working days from their receipt.”

## **DISCIPLINARY PROCEDURES**

As noted in the GVSU Administrative Manual:

“Discipline is primarily the responsibility of the supervisor. Discipline will be given for cause and for violations of published rules of the university. Typical

disciplinary action when necessary may be any of the following actions depending on the severity and frequency of the violation:

Oral warning  
Written warning  
Disciplinary layoff  
Dismissal”

## **GRIEVANCE PROCEDURE**

As outlined in the GVSU Administrative Manual, grievances are defined and processed as follows:

A grievance is defined as an allegation by an employee (who retains student status) that there has been a violation of a written student personnel policy of the university regarding the employee’s employment conditions.

**PROCEDURE:** An employee with a grievance shall first discuss the matter with his/her supervisor no later than five (5) working days from the date of the occurrence. (If the grievance involves a termination of employment, the employee will go directly to Step 2 below.) As used herein, working days are Monday through Friday irrespective of an individual’s actual working schedule. If the employee is not satisfied with the supervisor’s response, he/she may file a formal grievance as follows:

- Step 1: The employee shall submit the grievance in writing to the supervisor no later than five (5) working days from the supervisor’s oral response. The supervisor then has five (5) working days in which to respond to the grievance in writing.
- Step 2: If the grievance is not resolved in Step 1, the employee has five (5) working days in which to appeal, in writing to the Student Employment Office. The Student Employment Office has ten (10) working days in which to schedule and hold a meeting with the employee and the supervisor. After the meeting is held, the Student Employment Office will communicate its’ answer in writing to the employee and the supervisor within five (5) working days.
- Step 3: If the grievance is not resolved at Step 2, the employee has five (5) working days in which to appeal, in writing, to the Associate Provost. The Associate Provost will communicate his decision in writing to the employee, supervisor, and the Student Employment Office within five (5) working days. The decision of the Associate Provost shall be final.

All grievances shall be considered permanently settled if the employee does not file at the next step in accordance with the prescribed time limits or upon termination of student status. Time limits may be extended only by mutual consent.

## **STUDENT RESPONSIBILITIES**

1. **MINIMUM ENROLLMENT:** In order to work on-campus during the academic year a minimum enrollment of six credits per semester must be maintained.
2. **WORK SCHEDULE:** Arrange a work schedule with your supervisor.
3. **NOTIFY:** Notify your supervisor if you cannot work as scheduled. If you are ill, call and notify your supervisor as early in the morning as possible.
4. **PUNCTUALITY:** Report to work on time.
5. **TIME CARD:** Fill out your time card daily. Total the hours worked, sign and turn in to your supervisor at the end of the pay period. The end date of the pay period is on your time card.
6. **ABSENCE:** Give adequate notice to your supervisor if you will be absent or plan to terminate your employment.
7. **STICK WITH IT:** You should make every effort to remain with a job for at least one full academic year.
8. **WORK-STUDY:** If you have a work-study award, keep track to be sure you are not working too many hours, based on your award. Your work-study balance will be on our on-line job board, *JB* ([www.gvsu.edu/studentemploy](http://www.gvsu.edu/studentemploy)). It is updated after each pay period.
9. **MAXIMUM HOURS:** If you do not have a work-study award, keep track to be sure you are not working too many hours. Regardless of a student having work-study or not, the MAXIMUM hours that any student can work is 25 per week during the academic year and 40 hours per week during the summer.
10. **PROFESSIONAL IMAGE:** It is important to maintain a clean and professional image. As you complete your scheduled work hours, be sure you straighten your work-space so that the student or staff taking over can start with an organized area. Leave complete and accurate notes for the next person or your supervisor indicating where you are on a project.

## **TAKING TELEPHONE MESSAGES**

The telephone system is a critical operation of any department on campus. If you answer the telephone, be sure a professional response is provided. Ask for instructions from your supervisor for the proper response when answering the telephone in your department. Always take clear and accurate messages. Never give a response to a caller that you are not absolutely sure is correct. Ask someone! Take the time to get the information for the caller or give the call to someone who can answer the question.

### **SUCCESSFUL TELEPHONE TECHNIQUES:**

1. Answer calls before three rings.
2. Identify your office and your name when answering the telephone.
3. Keep a message pad and pen/pencil near the phone.
4. Always ask permission to put a person on hold.
5. Use a voice that is energetic, warm, and friendly.
6. Speak clearly and at an appropriate volume.
7. Give the caller the name of the new person/department and telephone number before transferring a call.
8. Offer to take a message if the person the caller is attempting to reach is not available.
9. Verify information and take complete, accurate messages.

### **REMAIN CALM AND HELPFUL WHEN HANDLING ANGRY CALLERS!**

Listen and Empathize:

- Accept that a problem exists and the caller has a right to be concerned.
- Do not tell the caller to calm down.
- Do not blame.

-Adopt a “CAN DO/WILL DO” attitude.

-Express thanks to the customer for calling.

**A customer is Someone, Internal or External, Seeking Service.  
EVERYONE is a potential customer!**

### **SEVEN C’S:**

1. Caring – of customer, of my organization, or myself...
2. Confident – with responses to questions, of my people skills.
3. Considerate – of caller’s feeling, of colleagues (don’t blame or pass the buck).
4. Committed – go an extra step.
5. Creative – think about how to solve the caller’s problem in a different way.
6. Controlled – do not get upset, the customer is usually right. If a customer has to go over your head, they will usually get satisfaction anyway.
7. Contagious – customers are not an interruption of your job, they ARE your job.

### **THE MAGIC OF THE FIRST 10 SECONDS:**

...sit up straight

...eliminate distractions

...smile

...use a pleasant speaking voice (not too high, not too fast, not too loud, clear)

...project enthusiasm, loyalty, competence, trust, and confidence

...eliminate voice turnoffs (anger, boredom, and hesitancy)

### **POINTS TO PONDER:**

1. **TASK COMPLETION:** If you are assigned a project or specific responsibility to be completed, make sure if you encounter problems or have to leave, you have

communicated the status of that project to the appropriate person and have made arrangements for completion. Most projects have deadlines that are set and need to be strictly followed.

2. **COMMUNICATION:** If you are given a task and you are unsure of what needs to be done, it is YOUR responsibility to ask questions.
3. **MISTAKES:** Your student position is a great opportunity for personal growth. Don't be discouraged if you make a mistake. Learn from it!
4. **KEEP INFORMED:** It is important that you know what is going on around campus and can act as a resource person and an ambassador for your department.
5. **STAY BUSY:** If you feel you do not have anything to do, ask if something needs to be done. You can always clean and straighten up your work area. Look for things that need to be done. There is more than enough to do for all of us.
6. **CHALLENGE:** Each student employee has a responsibility to continue to improve Grand Valley and your department. Please make suggestions and address concerns on why things are the way they are. If you have an idea or a new approach, SPEAK UP. We are counting on you.
7. **HELP OTHERS:** Go out of your way to help others. Personal service and problem solving for visitors to campus can be critical. When you see someone who looks like they may need assistance...offer your help.
8. **CONTINUING EMPLOYMENT:** Employment for the next academic year is NOT automatic. Students will be rehired based on their performance from the previous year. Students interested in continuing employment for the next year should ask their supervisor what procedure they should follow to apply for work.
9. **ACADEMICS:** Ask your supervisor if your department has a minimum grade point requirement. Your first priority is as a student and it is important that you pursue high academic achievement. You must balance your student job and your academic work so that you can be successful in both. Plan ahead so that you can meet commitments within your department. Review specific needs with your supervisor.