

**New England College
Student Employment
Supervisor's Manual**

Table of Contents

Introduction.....	4
Equal Opportunity Statement.....	4
Confidentiality and FERPA.....	4
Student Eligibility Criteria.....	4
Procedures for Hiring a Student Employee.....	6
Payroll Procedures.....	8
Time Sheet Policies.....	9
Policies and Procedures.....	10
Discipline/Termination Process.....	12

Introduction

This handbook is intended to provide general guidelines for supervisors of New England College students. It is not intended to constitute a contract or create legal obligations between the College and any of its employees. Student employees and their supervisors are expected to be familiar with and comply with the College's student employment policies. The College reserves its right to modify or change its student employment policies at any time and will make a reasonable effort to notify both students and their supervisors of changes to the College's student employment policies.

Equal Opportunity Statement

New England College reaffirms its commitment to the fundamental principle of equal opportunity and equal treatment for each current and prospective student, faculty member and employee. New England College will not discriminate against any employee or applicant for employment on the basis of sex, race, color, religion, age, national origin, sexual orientation, gender identity, disability, veteran status or any other category protected by law.

Confidentiality and FERPA

The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that guarantees the confidentiality of student records. It is important for supervisors to familiarize themselves with some of the basic provisions of FERPA and communicate this information to student workers who have access to other students' confidential information in order to ensure that students do not violate this federal law. Students who violate FERPA may be subject to disciplinary action, including, but not limited to, the loss of their job. Supervisors must stress to students the confidentiality issues that they may encounter while working. Student workers must understand that any student information they view or hear on the job must remain in the workplace. Students must not, under any circumstances, release student information to anyone unless their position specifically requires them to do so. In addition, students may not acquire student records information is not relevant to their job.

STUDENT ELIGIBILITY CRITERIA

A student may be selected for employment under the Federal Work Study Program only if all of the requirements below are met:

- Enrolled as a full-time student at New England College
- Making satisfactory academic progress
- A United States citizen or an eligible non-citizen
- Demonstrates financial need as determined by an approved needs analysis system
- Signs all appropriate forms and has them on file in Student Financial Services

It is the responsibility of Student Financial Services to determine the eligibility of students participating in the Program. In the event that more students are eligible for FWS than funds available, Student Financial Services **must** give preference to those students who demonstrate the greatest financial need.

Financial need is defined as the difference between the cost to attend the institution and the student's personal resources to meet these costs as calculated from the FAFSA. Need can be met through awarding one or more types of aid, including scholarships, loans, and/or employment.

The following information is assessed every year to determine the student's FWS award:

- Total cost of education
- Expected Family Contribution (EFC) as obtained from federal records
- Amount of aid awarded to the student
- FWS funding available to the institution

Employment under the Program must be made reasonably accessible to all eligible students to the extent funds are available. Equivalent employment offered or arranged by the institution must be made reasonably available (to the extent of available funds) to all eligible students who request such employment.

Eligibility Criteria for NECE Students

A student may be selected for employment under the NEC Employment Program only if all of the requirements below are met:

- Enrolled as a full-time student at New England College
- Making satisfactory academic progress
- A United States citizen or has a Social Security card issued by the US Government
- Signs all appropriate forms and has them on file in Student Financial Services

NECE is not need based financial aid; therefore it is available to any student on campus who meets the above criteria. How much each NECE student is allotted will be left to the discretion of the department that they are employed with.

Supervisors who wish to increase or create a NECE allocation may pay into the account with money from their departmental budget by contacting the Finance Department.

Due to the limited amount of NECE funding available, it should not be used to compensate a student who has used all of their Federal Work Study allocation. However, Student Employment recognizes that there may occasionally be extenuating circumstances and will review written appeals on a case-by-case basis with the Director of Student Financial Services.

Note: Student Employment Authorization forms are valid only for one academic year: The first day of class in the Fall Semester through the last day of class in Spring Semester. Therefore, all student employees must be reauthorized for each new fiscal year of employment.

PROCEDURES for HIRING a FEDERAL WORK STUDY STUDENT

Supervisors still needing Federal Work Study students after the Fall job fair should submit an e-request to the Student Employment Coordinator. This short e-mail should briefly describe the job title, requirements, hours needed, and location with Supervisor's name and telephone extension.

The FWS position will be dated and posted by the Student Employment Coordinator in Student Financial Services. This position will be posted **one time** only, but may be re-requested every week by the requesting Supervisor until the position is filled. Please inform the Student Employment Coordinator when that position has been filled.

In order to ensure that every student awarded Federal Work Study has had a fair opportunity to find employment; students are only allowed to be hired in one department. After October 15th, if there are still jobs available, students may apply for a second job. Students working with NEC Employment funds are only allowed to work one job for the entire school year as the NECE funds are very limited.

Suggested Interview Discussion Points

We recommend that supervisors take the time to interview students before hiring them; an interview will help both the supervisor and the student make an informed decision about whether the job and the student are a good match for each other. We suggest that you address the following points during the interview:

- Student's availability
- Student's prior work experience and skills
- Detailed job description and requirements
- Pay rate if higher than standard minimum wage
- Type and length of training to be provided on the job
- Period of employment - If you have a probationary time, mention it
- Departmental policies and protocol that may affect the student's interest in the job (i.e. dress code)
- Office and College policies concerning appropriate use of College property, such as telephones, computers and fax machines
- Request for reference information (if desired)
- Timetable in which student can expect notification of a hiring decision

Students usually do not bring a resume to the interview unless the supervisor specifically requests it. Most students are eager to begin working, so it is advisable to notify the student of the hiring decision within two or three days after the interview. It is also important to keep in mind that not all Student

Employees will have previous work experience and that it may be necessary to hire and train an inexperienced student.

Steps to Obtain Federal Work Study Authorization

1. Students interested in obtaining a position will report directly the Student Employment Coordinator to obtain a Job Authorization Form. The Student Employment Coordinator will check to make sure the student in question has been awarded FWS funds for the academic year and that all of their Financial Aid paperwork is complete. The Student Employment Coordinator will fill in the students awarded allotment for the academic year.
2. The student will then need to complete a Student Employment Contract, an INS Form I-9, a W-4 form and a Direct Deposit for those who prefer their pay to be deposited directly into their bank account, in Student Financial Services. All students who are employed by the College **must** complete these forms and provide appropriate documents that will verify eligibility for employment in the United States.
3. The student will then take the Job Authorization form to the department Supervisor of their desired position. The Supervisor will complete the Job Authorization Form including the budget line and how much of the student's FWS allocation they would like to use.
4. The student will take the Job Authorization Form, Job Description and Confidentiality Statement (the job description can be obtained from their supervisor) and return the documents to the Student Employment Coordinator. Supervisors are responsible for keeping Job Descriptions up to date, making sure they follow the template provided by Student Financial Services.
5. The student will be authorized to begin work study only after the student has completed all of the required paperwork and the supervisor has received notification from the Student Employment Coordinator. Students whose supervisors allow them to work without prior authorization will be paid out of the department's budget.

Important: Supervisors must not permit the student to begin the work assignment until the signed copy of the approved Authorization Form is received from Student Financial Services and they receive e-mail confirmation from the Student Employment Coordinator. The forms should never be submitted **after** employment has been initiated. Supervisors who allow students to work without authorization will be in violation of Student Employment policy and will receive a violation notice. Please see the violation policy section of this manual.

Payroll Policies and Procedures

New England College adheres strictly to policies and procedures in assignment, supervision, and payment of students employed under the program. In order to ensure that the Student Employment Program records are maintained for program accountability, supervisors must strictly follow the policies and procedures regarding the Student Employment Program. Failure to do so will result in being deemed out of compliance with federal law and the policies of New England College.

Student employment pay periods are two weeks long and run from Sunday to Saturday. Students and supervisors must adhere to the dates that time sheets are due. Time Sheets are due every other Tuesday unless specified otherwise. A Pay Period Schedule will be provided to all supervisors. If the College is closed for a holiday, supervisors will be notified via e-mail as to when time sheets are due.

- Time sheets are to be directly taken to Student Financial Services.
- If time sheets are delivered by the student, personally, the time sheet and supervisor payroll cover sheet must be in a sealed envelope with the supervisor's signature across the sealed flap of the envelope. This helps prevent fraud.

To avoid delay in processing checks, the Student Financial Services must receive both the time sheets and supervisor payroll cover sheets by 3:00 pm on the due date. Failure to comply will result in payment being delayed until the next pay period.

Supervisors must remind their students to complete their timesheets. The Student Employment Coordinator will not remind students to complete their timesheets. There are a couple of different ways that supervisors can remind students to complete their timesheets:

1. Have your student complete their timesheets after every shift and make sure they are signed on the last day the student works before timesheets are due.
2. Set up an email distribution list to remind your students a couple of times each payroll period. Definitely send a reminder email on the Fridays before timesheets are due.

As stated earlier, time sheets are due every other Tuesday. Students will be paid every other Friday, the same as college employees. The first day that a student can start working is the first day of class each semester. The last day of work is typically the last day of class, unless approval has been made otherwise by Student Financial Services. Students are able to work during breaks if they have time that they need to make up. Students are also able to work evenings and weekends if their job permits them to. Supervisor payroll cover sheets are made available to supervisors from the Student Employment Coordinator.

All supervisors must have a proxy. A proxy is someone that can sign the timesheet in their absence. Supervisors who do not submit timesheets on time violate student employment policy. Please see the section regarding violations of student employment policy.

Time Sheet Policies

- Time sheets must be filled out correctly, including the department budget code, the pay period dates, student's name and ID number. Incorrectly filled in time sheets will be returned to the supervisor for correction which could result in delay of payment.
- Hours must be added accurately for each day worked as well as total hours per pay period. While the student should check the mathematical accuracy of all figures, the supervisor is ultimately responsible for the proper addition and total accuracy of the time sheet, on a daily basis, on a total hours earned basis, with regard to properly recording breaks and appropriate signatures. Incorrectly added time sheets will be returned to the department for correction which could result in delay of payment.
- Time sheets that are not signed by both the supervisor and the student, changes on the time sheet that are not initialed by the supervisor, and/or late time sheets will not be processed. Incomplete or illegible time sheets will be returned to the department
- Students must sign out for breaks, and then sign back in after the break is completed. It is against state regulations for any part-time employee to work more than five hours without a 30-minute unpaid break (RSA 275:30-A). Students are entitled to a 15-minute break during each four consecutive hours of work. Breaks may not be accumulated for lunch period or early departure. Students may not work more than 7 hours a day.
- Students are allowed to work up to 20 hours per week during the semester and up to 40 hours per week during vacations (additional authorization is required for vacations)
- It is the responsibility of the supervisor and the student to keep an accurate account of the daily time sheet. The time sheet must be kept in the supervisor's office until it is to be submitted at the end of the payroll pay period to the Student Financial Services. **Students should not carry time sheets around with them. They are to stay in the work environment.**
- **It is important for the student and the supervisor to sign the time sheet.** The supervisor should always sign the time sheet after the student has signed, thus verifying the hours stated are correct. Student Financial Services is requesting that you write student ID number on any documentation submitted. This helps in the efficiency in producing Student Employment payroll.
- Supervisors and students are to keep track of hours on a daily basis. **STUDENTS ARE NOT TO WORK OVER THEIR AWARDED AMOUNT.** The student is not to exceed half of his or her Student Employment award amount per semester. If this happens, the student must stop working immediately. In addition, the supervisor may not be assigned work-study students the next school year.
- **PLEASE SUBMIT DOCUMENTATION ON TIME.** Failure to do so causes a delay in processing paperwork so students will be paid on time. This places a hardship on students who need to satisfy their financial matters. If you know that you cannot meet the set deadlines, please submit the documents early or pre-authorize a proxy supervisor. This way the proxy supervisor can sign and submit documents in the event that you are unable to.

- Any supervisor who submits a time sheet late three times during a semester, unless cleared with the Student Employment Coordinator beforehand, will be terminated as a Student Employment Supervisor for the following semester. “Late” is defined as after 3pm on the Tuesday time sheets are due. Supervisors will receive a written warning for the first and second late submission, a copy will also be sent to their direct supervisor and a written termination letter after the third that will also be sent to the VP/Director of the supervisor’s department.

- A low funds memo and/or e-mail will be sent to the student and the Supervisor when the student is within \$300.00 of earning the total Student Employment award. No additional warnings will be sent. If a student works over their allocation after the low funds notification has been sent, the Supervisor will pay the student out of their departmental budget. The student or supervisor may contact Student Financial Services regarding availability and eligibility for any additional funds

Important: If verification of a student’s hours is ever required for a Program Review or Technical Audit, the department Supervisor might be called upon to provide or verify information.

Policies and Procedures

Total Award

The student’s employment award is shown on the top of the Job Authorization Form. It is also indicated on the student’s financial aid award letter. Students will be paid for hours worked beyond the amount awarded with their supervisor’s department budget. Students may also work the entire semester; however, they may not exceed half of their student employment allotment in one semester. This is instilled so that the student can gain an appropriate amount of experience. Students will be paid federal minimum wage.

Student Employee Evaluations

Supervisors are not required to prepare written evaluations of their student employees. However, it is recommended that supervisors provide student employees with evaluations since such evaluations can be a valuable part of a student’s employment experience. For many students, their college employment is their first real job. By providing feedback to your student employees, not only are you helping to improve their job performance in their current position but you are also aiding in their growth and development as a future professional.

Forgery

Forgery of any kind is not tolerated and is a violation of the College and Federal policy. Forgery and other fraudulent actions will result in the student being terminated from the Student Employment Program and will have to go through campus judicial procedures to determine any additional consequences. The student will not be awarded Student Employment for his/her remainder at NEC.

Working and Class Schedule

Students are not allowed to work during time that their classes are scheduled. Students will be paid for that time with their supervisor's departmental budget if discrepancies are identified. If a class is cancelled or dismissed early, the student is not allowed to work. If a student's class schedule is changed from the original schedule, the supervisor must be notified immediately. Students do have the opportunity to work during breaks and weekends.

Absences

A student should make every effort to report to work. Failure for the student to notify the supervisor of absence may result in termination. If a student knows he/she will not be available to work on a particular day because of an exam or Doctor's appointment, the supervisor must be notified within 48 hours of a planned absence. If a student does not report to work because of an illness, the supervisor must be notified by 10AM that day. It is the student's responsibility to plan personal and study schedules in such a manner as to not conflict with regular student employment work hours. Even though studying may be permitted on the job at the supervisor's discretion, job duties must be carried out first.

Dress

Students have freedom of choice in dress for class. However, the student should come to an agreement with the supervisor on terms of appearance during working hours. It is up to the supervisor to determine what is appropriate for the job.

Injuries on the Job

All injuries that occur on the job, no matter how minor, are to be reported to the student's supervisor immediately. Students requiring immediate attention for a job related injury should be taken to the Wellness Center.

Telephone Use

Some of the jobs on and off campus will require student employees to answer the telephones. It is important that students use good telephone manners that leave the caller with a good impression of the College. Personal telephone use by the student should be kept to a minimum and monitored by each department. Excessive texting and cell phone calls should be strongly discouraged.

Computer Use

Some of the jobs on and off campus may require student employees to use a campus computer. Computer/internet/printer use by the student should be monitored by each department and kept to a minimum. Use of Internet social networking programs such as Facebook and MySpace should not be allowed while the student is working unless it is with the supervisor's direct permission.

Computer System Access:

Supervisors whose students require access to Active Directory, Argos, Banner, Blackboard, email group membership and/or file sharing drives must complete the following process:

1. Complete the System Access/Information Request Form found at <http://www.nec.edu/helpdesk> under the Documents link. There must be a start date and end date entered on the request form.
2. Once the form is complete, please email it to the Student Employment Coordinator at awalsh@nec.edu.
3. The Student Employment Coordinator will send it to IT once all of the required information on the form is complete.
4. IT will create a Helpdesk ticket, complete the access request and update the supervisor of the ticket's status.

Supervisors whose student employees spend time corresponding via email on behalf of their department are required to complete the System Access/Information Request Form. Student employees should not be sending correspondence on behalf of their supervisor/department via their own student email accounts whether they are school or personal accounts.

Job Transfer

Students not satisfied with their work environment should try to work the problem out with their supervisor first. If both the student and supervisor are not satisfied with the outcome, the student may attempt to transfer to another position. If the students are not having a problem with their present job, but still wish to transfer they must notify the supervisor of their intent to seek a transfer (or re-assignment). Students should give supervisors two weeks' notice of their intent to transfer allowing the supervisor time to secure a replacement. Student Financial Services cannot guarantee that a suitable position will be available to students at the time they wish to transfer, or if that there will be another student available for the supervisor. Frequent transfers are not encouraged and could hinder the student from earning their Student Employment Award. Students must complete a Job Transfer Request Form and have their supervisor sign it prior to being authorized for a new position.

Re-Hiring

Students must apply for their student employment position each year. Supervisors may choose to hire the same students each year but they are not required to. Likewise, students are not obligated to work in the same department each year if they do not wish to.

Discipline/Termination Process

Student employment should be viewed as part of the educational process at New England College. In that respect, careful consideration should be given prior to termination of a student's employment. Nevertheless, if a student is unreliable or fails to perform required responsibilities, they may be terminated.

Students are entitled to due process prior to termination. Supervisors are required to take the following steps when disciplining a student:

1. The supervisor must give a verbal warning to the student indicating the problems as well as suggestions for improvement. In order to confirm that the student understands the seriousness of the matter, the supervisor is encouraged to state, "This is your first warning" and then outline the possible ramifications if performance is not improved (i.e. progressive discipline and dismissal process). Though this can be a verbal warning, it should be written down and a copy given to the student and one to the Student Employment Coordinator. If the warning is the result of failure to complete a timesheet by the deadline, the supervisor should inform the student of pending termination if the behavior does not correct itself. Students who are terminated from their position are prohibited to work for the college in any capacity for the remainder of the semester.
2. If the student does not improve, the supervisor must issue a written warning to the student stating the problems and terms to be upheld if employment is to continue. The student should be given an opportunity to improve by a certain date. Supervisor and student should sign the form and a copy should be forwarded to the Student Employment Coordinator.
3. If a student fails to improve by the determined date, a notice of termination is given to the student by the supervisor. All grounds for termination should be stated. A copy must be forwarded to the Student Employment Coordinator.

TERMINATION OF EMPLOYMENT BY THE SUPERVISOR

While student employment on and off campus are learning experiences for many, it is still a job and carries all the responsibilities of any job found off campus. The student must maintain the proper attitude and behavior on the job, and perform the required tasks requested. The student who fails to carry out the job responsibilities after sufficient warning by the supervisor will be terminated from the job. Once a student is terminated from a work study job, his/her work study is cancelled for the entire school year. Some major reasons for termination are as follows:

Automatic Termination:

- Falsification of time sheets
- Theft or embezzlement
- Destruction of College on-/ off- campus property
- Any illegal activities conducted on College property or while representing the College including alcohol or drug use
- Threats or use of physical force
- Insubordination

Progressive Termination:

- Failure to report to work
- Failure to report to work at scheduled time
- Poor attitude
- Failure or inability to perform the tasks required
- Repeated tardiness
- Failure to comply with the policies and procedures, as established within the department employed

Student Employee Appeal Process

A student should have the opportunity to appeal a termination due to poor job performance. Terminations resulting in from funding limitations and/or revised staffing needs of a department cannot be appealed.

The purpose of this procedure is to promote the prompt and efficient resolution of student employee complaints. Students and their supervisors should make every attempt to resolve any conflict without resorting to this procedure.

Complaints regarding terminations due to unsatisfactory job performance may be filed as follows:

Step 1: The student shall, within five business days after termination, discuss the complaint with his/her immediate supervisor. The supervisor shall have five business days to review and respond to the complaint. If the student believes the matter is unresolved after Step 1, the student may appeal the complaint to Step 2 within three business days of the Step 1 process.

Step 2: The student may file a written appeal with the Student Employment Coordinator. The Student Employment Coordinator shall have five business days from receipt of the complaint to review and respond to the complaint. The student should provide as much factual information and evidence in their written appeal as to assist the Student Employment Coordinator in making an informed decision. The Student Employment Coordinator and the Director of Student Financial Services will review the appeal. A written response will be sent to both the student and supervisor. This decision will be final.

Failure to comply with the time limits by the student, in the absence of written agreement, shall be construed as satisfactory resolution of the complaint.

Supervisors' Violations of NEC Student Employment Policies

The Student Employment Coordinator will take the following actions with regard to supervisors' failure to comply with the policies outlined in the Student Employment Manual.

1. A supervisor's first offense will result in him or her receiving a warning letter from the Student Employment Coordinator. A copy of this letter will also be sent to his/her supervisor.
2. If a supervisor commits a second violation, the Student Employment Coordinator will send a warning letter to the supervisor, his/her supervisor, his/her Vice President or Chair of the Department and the Director of Student Financial Services.
3. A third violation will cause a supervisor's hiring privileges to be suspended for the remainder of the academic year. The Director of Student Financial Services and the Student Employment Coordinator will determine if the supervisor's hiring privileges will be permanently suspended.

WORK STOPPAGE ISSUED BY STUDENT FINANCIAL SERVICES

The Student Financial Services will remove a student from a job for the following reasons:

- Award coordination is done in order to avoid over awards when other aid is received or the student earns the award before the end of the semester.

- Student fails to maintain satisfactory academic progress
- Federal Work Study is not awarded to the student for the next academic school year
- Student graduates

The Student Financial Services will send a notice of work stoppage to the student's supervisor. The supervisor will notify the student of the work stoppage effective date. The student will also be sent a revised award letter.

FEDERAL WORK STUDY COMMUNITY SERVICE

Federal Work Study Community Service is working off campus in the community.

Most students that work off campus work at after school centers tutoring and mentoring younger students who live in the community.

Federal Work Study Community Service should not be confused with obtaining hours for community service for academic purposes. The two cannot be combined.

We encourage students to work off campus to gain a self positive off campus experience. A student's rate of pay is higher than on campus Federal Work Study students' pay. This gives a student the incentive to consider working off campus.

It also aids the student in gaining valuable work experience out of the College setting.

Student Employment is not to be taken lightly. It is a **real job**. The experience and knowledge a student will receive in the Student Employment Program will prove to be beneficial to the student.

Student Financial Services welcomes the opportunity to serve students in their participation in the program.