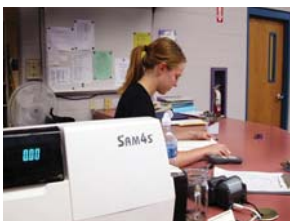


STUDENT EMPLOYEE MANUAL

On-campus Student Employment & Federal Work-Study



GOSHEN
COLLEGE

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Introduction

National studies indicate that students who work part-time on campus do as well as (if not better) academically than their non-working peers. At Goshen College, we believe having a part-time position on-campus for no more than 10 hours a week is an important part of the educational process and allows students to develop skills, provides a greater understanding of the world of employment, and assists with meeting financial responsibilities.

The Career Services office manages on-campus job openings via the **online job and internship bank**, located at **www.goshen.edu/jobs**. This is the primary resource for all known positions, providing an efficient mechanism for students and departmental employers to intersect. To comply with Equal Employment Opportunity guidelines, hiring departments are required to post their openings on the job bank.

Additional resources for all facets of the hiring process, including job description templates, applications, evaluation forms, and this manual can be found online in the Hiring Students section of the Faculty/Staff tab at www.goshen.edu/careerserv.

Please contact the Career Services office with any questions regarding the student employment program.



Anita Yoder
Director of Career Services

Purpose of this manual

The Student Employment Manual provides information for students and their departmental employers regarding student employment policy for Goshen College, including federal work-study jobs. Corrections, changes, or suggestions may be sent to Career Services at careerservices@goshen.edu.

This manual is for informational purposes only and is not intended to be, and should not be interpreted as, a contract between the college and any employee. Goshen College reserves the right to add, amend, or revoke any of the contained rules, policies, regulations, and instructions or incorporate additional ones, with or without notice, as circumstances or the good of the college community may require. *Failure to read this manual does not exempt student employees from adhering to the policies and requirements described herein.*

Note: Unless otherwise specified, the information applies to both work-study positions and to on-campus student employment positions that are not subsidized by the federal work-study program.

Conditions of Employment

Goshen College makes every effort to employ as many students as possible, but there is no guarantee that a student will find a position. **In an effort to give priority to students with the greatest financial need, departments will give preference to hiring domestic students eligible for federal Work-Study and international students.**

Domestic Students (U.S. Citizens):

The following criteria are required for an individual to be paid as a student employee of Goshen College working on-campus:

- Must be a degree seeking undergraduate, enrolled in either a full or part-time program.
- Incoming first-year students are eligible to work the summer prior to their first year, as long as they are in a paid deposit status and have received a Goshen College account.
- Current students are eligible to work during the summer if enrolled in summer classes or identified by the Registrar's office as eligible to register for the upcoming fall semester.

A student meeting the above criteria will maintain eligibility for student employment until her/his graduation or withdrawal from school.

International Students:

For legal **on-campus** employment, an international student must:

- Obtain an original social security card
- Be a Permanent Resident (with a green card) or have an F-1 visa

It is illegal to work in the United States without these documents and Goshen College cannot pay wages. International students may work up to 20 hours per week when classes are in session and up to 40 hours per week during breaks and over the summer. To be eligible to work over the summer, international students must be enrolled in summer courses or enrolled full time for fall semester.

For legal **off-campus** employment, an international student must:

- Possess an F-1 visa with a special work permit.

Federal and state taxes are withheld, but social security and Medicare taxes are not withheld.

For questions regarding employment of international students, contact:

Skip Barnett, International Student Advisor
Administration building, AD 14A
(574) 535-7872, carleb@goshen.edu

Student employment hiring & orientation checklist



All information applies to students with and without federal Work-Study eligibility

Student

Obtain, complete, and return the following paperwork:

- Original Social Security card, *show to Accounting office (AD 05)*
- I-9 (Federal Employment Eligibility Form), *Accounting office*
- W-4, WH-4 (Federal, State, City Income Tax Forms), *Accounting office*
- Vehicle Driver's Application (if needed), *Physical Plant*

Supervisor

- Deactive your job posting on the GC job bank (goshen.edu/jobs)
- Add the student to your department's payroll through GC Online

Supervisor and student review together

Job description and duties:

- Student receives a copy of the job description
- Review how to complete basic duties and any special procedures
- Review use of telephones, computers, and office equipment

Working hours:

- Schedule working hours per week
- Review department policy on attendance, arriving late, illness, and absence

Online time cards and payroll:

- Review time card feature of GC Online and how to complete
- Student's responsibility vs. supervisor's responsibility (submission & approval)
- Date of first pay check (last Wednesday of each month, except December)
- Confirm student's hourly pay rate or stipend amount

Other:

- Confidentiality and importance of not sharing confidential information of any kind
- Additional departmental policies (appearance/dress, food, breaks, etc.)
- Awareness of Student Employee Manual (online at goshen.edu/careerserv)

Accounting Documents

Before a student can get paid for working on campus, the following documents must be obtained and/or completed thoroughly and accurately.

Social Security Card

All domestic and international students must have an original social security card to be eligible for student employment. Present this to the Accounting office when turning in the other forms listed below. International students should speak with the international student advisor, Skip Barnett, if they have questions (AD 14A, ext. 7872, carleb@goshen.edu).

W4 (Accounting Office, AD 05)

This form is completed so the Accounting office can withhold the correct federal income tax. Many students are exempt from withholding, but must complete a W-4 to indicate their exemption. Students may ask the Accounting office for assistance in completing the form if they are not certain about their withholding status.

WH-4 (Accounting Office, AD 05)

This form serves the same purpose as the W-4, but for state and county income tax holding.

I-9, Employment Eligibility Verification (Accounting Office, AD 05)

Required for all employees in order to comply with federal law (the Immigration Reform and Control Act of 1986). The student employee must provide documentation which establishes both identity and employment eligibility. The student employee must complete Section 1 Employee Information and Verification and sign in ink. The signed form should be turned in to Accounting, who will complete Section 2 after viewing your identification cards.

Name and Address Change (Registrar's Office, AD 06)

For permanent address or name changes, see the Registrar's Office. If there is a change in address to which your paycheck should be mailed, also notify the Accounting Office.

Driver's Form (Physical Plant)

Completed by students who will be required to drive a college vehicle as part of their job responsibilities.

Guidelines for Wages & Hours

Maximum Hours of Work

Student employees are first and foremost students. In recognition of this, all full-time students (including international students) are limited to no more than a total of 20 hours of work per week, with 10 hours being a recommended maximum amount. This also allows a more equitable distribution of student jobs.

Working During Semester Breaks and Summers

All students can work full-time on-campus during breaks and summers (if not enrolled in classes), provided that they were enrolled during the semester preceding the break and will be enrolled in the semester following the break. Federal work-study positions are not available during these times.

Student Wages

Most students working on campus earn minimum wage. A few positions that require specialized skills, such as academic tutors and life guards, will earn a higher wage.

All setting of Goshen College student wage rates is centralized through the office of the Vice President for Finance. This assists in maintaining fairness in recruiting, meeting state and federal employment laws, and properly interpreting campus policies. Please refer to their web site at www.goshen.edu/financevp/Compensation for definitive wage guidelines. The student payroll system may be viewed in its entirety at the end of this manual.

Overtime and Benefits

The Bureau of Labor and Industries requires that non-exempt employees be paid overtime at the rate of one and one-half times the regular rate of pay for all hours worked in excess of 40 in one week. Student employees are not eligible to earn compensation time and receive no paid leave for holidays, vacations, sick leave, or any other time off.

Online Time Cards

- Time cards are completed through GC Online. Students should update their time card at the end of each work day. Paychecks are issued once per month on the last Wednesday. Time cards must be filled in by 5:00 pm the Wednesday preceding payday to receive payment.
- If time cards are not turned in by the deadline, the unpaid hours will be included on your next paycheck.
- Time cards need to be approved by the supervisor and filled out properly and completely. If a time card is not completed properly, there may be a delay in payment.
- Changes on time cards can be made prior to approval by your supervisor. If you need to make changes after approval is given, please contact your supervisor.

Student employees are expected to accurately report hours worked on time cards. The supervisor's approval certifies that the hours worked are correct. Falsified time cards are grounds for disciplinary action up to and including dismissal.

If you have questions about time cards, contact Jean Yoder in the Accounting office at (574) 535-7513.

Expectations for Student Employees

Every on-campus position is a valued contribution to the operation of Goshen College. In addition, any paid position on campus is also a real job, one that can be used on a résumé, provide important employment references, and offer valuable experience required by today's employers. Take it seriously!

As a student employee, you are a representative of Goshen College, both on- and off-campus.

Remember that what you say, how you dress, and how you act have the potential for both positive and negative impact on future employment.

In accepting an on-campus position, you have assumed certain rights and responsibilities for which you will be held accountable. So that you may have a clear understanding of what is expected of you, the following expectations are outlined below.

Your rights as a student employee:

- To be treated fairly and equitably by your supervisor and Goshen College.
- To know what is expected of you concerning your work schedule, duties, and other requirements made by your supervisor.
- To receive pay on the established schedule according to your hours worked, submitted, and approved by your supervisor.
- To be informed about your work performance through verbal communication and performance evaluations.
- To receive an explanation if you are terminated.

Your responsibilities as a student employee:

Attendance

- Report to work on time; ready to start working at the scheduled time. Let your supervisor know when you arrive for work.
- If you need to miss work for any reason, request permission from your supervisor in advance.
- In case of an emergency or sudden illness, contact your supervisor within 30 minutes of your scheduled start time or as soon as possible.
- Making up time for excused absences is at the discretion of the supervisor.

Appearance/Dress

- Dress appropriately for your job as specified by your supervisor. In general, brief shorts, tank tops, torn jeans, or bare feet are not acceptable office attire.

Competency

- Always perform your assigned duties to the best of your ability.
- Follow instructions correctly and completely.
- If instructions are not clear, ask for clarification in order to complete each task accurately.
- If you are not able to complete an assignment because you don't have the necessary skills, tell your supervisor immediately.

Confidentiality

- Confidential information includes: student records (grades), financial information, disciplinary information, social security numbers, address and phone numbers, or other personal information.
- Do not release or share confidential information about other students to anyone, including family members of the student, either by phone or in person. Unauthorized release of confidential information is a serious violation of the Family Rights and Privacy Act (FERPA).
- Do not discuss department issues with anyone outside the department.
- Do not remove files or other materials from the work place.
- Respect the records as if they contained your own personal information.

Public Relations

- Student employees represent Goshen College while at work. Listen carefully and give clear and polite responses to other students, Goshen College employees, and visitors. Make every effort to conduct yourself in a friendly, professional manner.

Attitude and Work Ethic

- Remember that all work is valuable and offers important skills to be learned for future jobs.
- Report for work during your scheduled hours and do the work assigned by your supervisor. They depend on you!
- Extended personal phone calls and personal visitors to the workplace, as well as conducting personal business such as paying bills, checking e-mail, corresponding by instant messaging and texting, and doing homework during work hours is considered inappropriate.
- Respond positively to constructive criticism.
- Establish good working relationships with your supervisor and other student co workers.
- Always follow Goshen College and department policies and procedures.

Drug Free Workplace

The Drug free Workplace Act requires employers who contract with or receive grants from federal agencies to certify that they will meet certain requirements by providing a drug free workplace. No employee shall unlawfully manufacture, distribute, process, or use a controlled substance in the workplace. Violations will result in disciplinary action which may include, but is not limited to, suspension or dismissal.

Equipment and Supplies

Equipment and supplies are to be used only for official college business. Use equipment only after receiving instructions and always keeping safety in mind.

Food

Generally, food is not permitted near computers and may not be permitted at all in some work settings. Check with your supervisor for what is appropriate for your work setting.

Breaks

Depending on your schedule, you may or may not qualify for breaks. For example, if your shift is four hours or less, most likely you will not get to take a break. Check with your supervisor about the frequency and length of breaks you may take.

Quitting/Termination

As a student employee, you need to give your supervisor two weeks notice if you plan to quit your job. This will allow your supervisor some time to find a replacement for you. Remember that your supervisor may be giving you a work reference in the future; be careful not to “burn your bridges” doing something that harms your relationship.

Any student employee who consistently does not meet departmental work expectations may be terminated at the request of the employing department.

Actions which may result in disciplinary action:

- Prioritizing homework or personal tasks before assigned duties
- Excessive lateness or absences
- Absence without a legitimate excuse
- Sloppy or unclean appearance
- Carelessness or lack of attention that results in injury to property, person, or public relations
- Inappropriate conduct including profanity, sexual misconduct, and harassment
- Failure to work harmoniously with other employees
- Failure to serve the public with courtesy
- Sleeping on duty

Actions which are grounds for immediate termination:

- Breach of confidentiality
- Theft
- Gross negligence resulting in serious injury to property, person, or public relations
- Physical violence, obscene language, or severe harassment when dealing with the public or other staff members
- Being under the influence of drugs or alcohol while on duty
- Falsification of online time cards

Providing customer service

Adapted from Ed Sykes

“Excellent customer service is the ability of an organization to constantly and consistently exceed the customer’s expectations.”

Check your attitude

Make your attitude say, “I can help you today.” This means that you want to help, you want to take responsibility for the solution, and you are proactive in creating solutions for whoever you are dealing with. Make sure your attitude is positive for outstanding results. You might be the first person who truly took the time to listen to this person all day. Make the most of it.

Check your body language

Use your body language to show that you are eager to listen to the customer. This means:

- Standing or sitting erectly if communicating face-to-face. Sitting erect in your seat is especially important when communicating over the telephone because the customer can “hear” your interest over the phone.
- Smiling.
- Direct eye contact, arms uncrossed, a slight nod of acknowledgment, and, most importantly, your body facing the customer shows that you are completely “engaged” in the conversation.

Check your voice

Make sure your voice is energized and positive. This means that you do not sound monotone and your voice has vocal variety. Check your voice to make sure you have a lively pace without cutting off the customers before they finish their thoughts.

Ask yourself the following questions:

- When have I experienced excellent customer service?
- When have I experienced poor customer service?
- How would I like to be treated as a visitor to this office?
- What specific things can I do to make this office or department more welcoming?

Telephone Etiquette

Telephone etiquette and walk in reception are some of the most important areas of any office. It forms the basis of initial and long lasting impressions of the office by students, parents, and visitors. It is also an integral part of maintaining and improving our intra-office communication. These suggestions are offered to maintain and improve your telephone skills.

All incoming calls should be answered:

- Promptly, by the second ring
- Personally; use voice mail only when necessary
- Professionally and courteously

Appropriate Telephone Greetings

- “Good morning, this is Marcus. How may I help you?”
- “Financial Aid, Kristin speaking.”

Good Telephone Habits

- Treat every call and caller as important. Give the caller your undivided attention. Treat answering the telephone as a task in itself; don’t be distracted by work on your desk or a passerby.
- Do not chew gum or eat while talking on the telephone.
- Make sure you know which line is ringing before you pick up the phone.
- Personalize your conversation by using the caller’s name; “Yes, John, I’ll be happy to send you an application,” or “Thank you for calling, Ms. Lopez.”
- When taking messages for another person, make complete notes that include the caller’s full name (ask for correct spelling if in doubt), caller’s organization name and contact information, nature of the call, date and time call was taken, your name, and any action needed by recipient.
- When it’s necessary to direct a call to a coworker, request the caller’s name before transferring the call. Notify the coworker so that he/she can be ready when picking up the phone.
- Be tactful when coworkers are away from the office. Don’t say that someone is “out for coffee,” “on a break,” or “out to lunch.” Rather, respond with, “_____ is away from her/his desk. May I take a message or would you like his/her voicemail?”
- When placing calls, identify yourself and the office. “This is Jill from the Career Services office.”
- Make notes while the caller is speaking. If you are going to put the caller on hold, make a note of which line you are on. Do not leave the caller on hold for more than 30 seconds without communicating with them. Ask if they would like to continue to hold, leave a voicemail, or have their call returned.
- Use businesslike phrases instead of slang. Say “Yes,” “Certainly,” and “Of course,” instead of “OK,” “Yeah,” and “Uh huh.”
- When you have several incoming calls simultaneously, don’t panic. Handle the situation in the following manner:
 - Ask someone in the vicinity to help you by answering one of the calls, if available.
 - Calmly excuse yourself: “Good morning. May I put you on hold for a moment while I answer the other line?” (or “Will you please excuse me for a moment while I answer the other phone? Thank you.”)
 - Put them on hold.
 - Answer the other call and ask them if you may put them on hold.
 - Return promptly to the original call.
- If it is necessary to leave the line, explain the reason and excuse yourself. Always place the caller on hold; do not simply cover the mouth piece with your hand. Thank the caller for waiting when you return. If it will be longer than one minute, ask to return the call.
- If a customer approaches while you are on the phone, excuse yourself briefly from the caller and acknowledge the visitor. Ask if the visitor can wait a moment while you finish the call.

How to Handle an Angry Caller

Sooner or later, everyone who regularly uses a business telephone has to deal with an angry caller. The way you handle this situation is important to both you and the office.

Typically, your instinctive reaction to someone who is angry is to get pretty angry yourself. That is the worst thing you can do.

Listen carefully and do not interrupt. Do not argue or contradict. Agree if you can without misleading. Let them know you understand the cause of anger and perhaps even feel the anger is justified. If you or the office is at fault, admit it but do not dwell on it. Nothing will calm an angry caller faster than honest acknowledgment of an error.

Do everything you can to correct the trouble that produced the upset. If immediate action is impossible, indicate that the matter will be looked into promptly and followed with a reply. Thank the caller for bringing it to your attention.

A calm, reasonable approach to an angry caller can do the following:

- Prevent the situation from worsening.
- Solve the problem with a minimum of delay.
- Help to avoid undue stress and resentment from both parties.
- Create a positive image for you and the College as capable, helpful, pleasant, and resourceful.

Telephone Etiquette at a Glance

Situation	Appropriate Response	Inappropriate Response
Person called is available	- May I tell her who's calling? - May I tell him what your call is in reference to?	- Yeah, hang on. - I'll get him.
Person called is not available	- Ms. Martin is taking another call right now. Would you like to hold? - Juan isn't available right now. May I or someone else help you? - Susan is away from her desk. May I take a message? Or would you like to leave a voice mail?	- She's busy talking now. - Could you call later? - Nope, he's not here.
Leaving the line	- Would you mind holding while I check, please? - It will take a minute or so. Would you like to wait or could I call you back?	- Hang on. - Just a minute. - Hold on, I'll see what I can do.
Returning to the line	- Thank you for waiting, I have that information. - I'm sorry to have kept you waiting. I can help you now.	- Are you still there? - Sorry, I can't find it.
Completing the conversation	- Thank you for calling, Rocio. I'm glad I was able to help you. Goodbye. - You're welcome, Bob, goodbye.	- OK. See you later. - Bye bye.

Using ROLM Telephones

Outside lines:

- Dial 9 to access lines outside the College. Then dial as you normally would.

Putting a call on hold:

- Answer the call
- Press HOLD
- Hang up the handset

NOTE: line button will blink slowly to indicate that a call is on hold

Reconnecting from hold:

- Pick up receiver
- Press the line button of the call on hold
- Answer the call

Transferring calls to another extension:

- Press TRANSFER
- Dial the 4 digit extension to which you wish to transfer the call
- When the phone is answered, identify yourself and briefly explain what the caller is seeking; the call is transferred when you hang up

If no one answers the phone, you may either:

- Press CONNECT to reconnect to the caller, or
- Hang up to connect the caller to the voicemail system

Forward your calls to another extension:

- Lift hand set
- Press the FORWARD button or # 9
- Dial 5123 for calls to go directly to voicemail or dial the extension to have answer your calls
- Hang up

NOTE: The line button will blink rapidly to indicate that the extension is forwarded

To cancel call forwarding:

- Lift hand set
- Press the FORWARD button or # # 9
- Hang up

Sexual and Other Harassment

Communications and actions in the work place which come within the definition of sexual harassment will not be tolerated. Examples are: unwelcome sexual advances, either verbal or physical, where

- Submission to the advances is a term or condition of employment;
- Submission to, or rejection of, the advances is used as the basis for making employment decisions; or
- Such conduct interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

Racial or other harassment of employees or students based on the individual's ethnic background, religion, creed, or sexual orientation will not be tolerated.

This is an excerpt from the Goshen College Policy & Procedures for Sexual Harassment. To view the policy in its entirety, go to www.goshen.edu/policy/Supplemental_Policies.

If you feel you are being harassed sexually or in any other manner:

- Say No! Say it firmly, without smiling or apologizing. Ignoring the situation will seldom make it go away.
- Write down and keep a record of what occurred. Include direct quotes, witnesses, and patterns to the harassing behavior. Save any cards, letters, or e-mail messages, however harmless they may seem.
- Take action! Talk to someone you trust and inform them of the situation. This could be a friend, supervisor, professor, or someone from the list below.

Who can I go to?

Bill Born, Vice President for Student Life and Dean of Students
AD 14, Student Life Office
(574) 535 7543

Launa Rohrer, Associate Dean of Students
AD 14, Student Life Office
(574) 535 7543

Char Hochstetler, Associate Dean of Student Services
RFC, Wellness & Health Center
(574) 535-7474

David Janzen, Director of Human Resources
Kulp 003, Human Resources Office
(574) 535-7507

Contact Information

For questions about **payroll** and the **paperwork process**:

Jean Yoder
 Accounts Receivable Clerk
 Administration building, AD 05
 (574) 535-7513
 jeanay@goshen.edu

For questions about **federal Work-Study**:

Judy Moore
 Director of Financial Aid
 Administration building, AD 10
 (574) 535-7522
 judysm@goshen.edu

For questions about **on-campus student employment**:

Anita Yoder
 Director of Career Services
 Administration building, AD 14C
 (574) 535-7714
 anitary@goshen.edu

Megan Bonham
 Career Services Assistant
 Administration building, AD 14
 (574) 535-7547
 megansb@goshen.edu

For questions regarding on-campus employment of **international students**:

Skip Barnett
 International Student Advisor
 Administration building, AD 14A
 (574) 535-7872
 carleb@goshen.edu

Currently available on- and off-campus jobs can be viewed at www.goshen.edu/jobs

Student Employment Manual

Acknowledgement of Receipt

Student name

Position title

I have read and understand the rules and expectations regarding on-campus student employment that have been set before me. I have a full understanding of this student employment position and will arrive at work ready to complete my assigned tasks.

I also acknowledge that my supervisor reviewed key points of the Student Employee Manual with me, informed me where to find the full-text version online, and encouraged me to thoroughly read the manual.

Student's signature

Date

Supervisor's signature

Date