

PLU Student Employment Supervisor Handbook

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Greetings!

Welcome to student supervision at Pacific Lutheran University. This manual has been created with you in mind and reflects an intentional partnership between the Office of Student Employment and the Wild Hope Center for Vocation. Whether you are new to student supervision or you have years of experience under your belt, we believe you will find information that will be useful in your mentoring of student employees. Included is everything from how to post and advertise an open position, to onboarding, training, and managing the day to day. In many of the sections you will also find tips and reflection resources for mentoring students in a professional setting.

Currently the university has 169 faculty, staff, and administrators engaged in supervising 1,077 students. These students are working in 1,596 positions across all divisions of the university. Some of our top employers include Hospitality Services and Campus Restaurants (310), Residential Life (244), and Athletics (241). Offering opportunities for Student Employment contributes to and supports PLU's commitment to an educational environment rich with critical inquiry and knowledge acquisition, skill building and practice, and reflection and dialogue about work imbued with meaning and purpose. While it is true that our departments could not run as smoothly without the effort and support of our student employees, it is also true that, when done well, PLU provides students with an opportunity to earn income, apply their learning, and gain relevant experience. Supervising students is one way in which we can also offer students intentional mentoring and support as they navigate growth and transition throughout the college experience. Research shows that students who are employed in meaningful work on campus are more engaged in the campus community and persist to graduation at a higher rate. As a supervisor you are an integral part of that experience. Often the conversations you have with students influence their questions and inform their decisions during their time at PLU.

The PLU mission statement informs both the curricular and co-curricular experiences offered on campus. Student employment is a co-curricular opportunity to design a learning experience that both uplifts the university mission as well as invites your employees to explore and consider the connections between their coursework in the classroom, their leadership development, and their service opportunities. An on campus job that provides students with an opportunity to reflect on their college experiences and ask tough questions creates habits of mind, heart, and professionalism that can continue as their college journey unfolds. We hope that this will be a positive experience for each of you. Thank you for taking the time to engage with PLU students in this important learning. If we can be of assistance to you in any way, please don't hesitate to contact us.

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When you begin a role in which you supervise student workers, you will need to contact the Student Employment office at studentjobs@plu.edu to be added to the supervisors email list and get access to the [Opportunities Board](#). Once added to the email list, you will receive updates about student workers, including reminders to approve time sheets, updates about laws that might impact your student workers, and instructions regarding the end of each semester. Your Opportunities Board account will give you access to post jobs, review job applications, report that you have hired a student, and review the status of the Report a Hire form.

Recruiting a New Student Worker

Post a Job

On-campus supervisors should post all available positions to the [Opportunities Board](#). Each office has freedom when it comes to specific hiring procedures, as long as they meet fair labor standards. If you are having trouble attracting qualified applicants for your position, contact Student Employment to troubleshoot.

We recommend that you set the expiration date for each job within one month of the post date. Jobs posted for more than a month get less attention from students. If needed, you can extend the job before it expires. If you extend the expiration date, be sure to also update the posting date so that the job looks active and appears at the top of the list.

Job postings will automatically be archived 60 days after the job's expiration date. If you wish to see all of your archived jobs, click on the 'Jobs' drop down on the left side of the screen and select 'Archived Jobs'.

Re-post a Job

If you wish to post a job that you have previously posted, log in to the [Opportunities Board](#) and select 'Create Job Posting' on the right side of the page. The first field will allow you to import information from a prior job post. If the job has been closed for more than 60 days, click the button located next to the first drop down called 'Show Archived' to see old job posts. Be sure to update the job with any new information and fill in any fields that have been added since you last posted the job.

If the job you would like to repost was originally posted by a colleague who is no longer at PLU or is no longer working in your office and the job does not appear in the possible list of jobs to repost, contact Student Employment for assistance.



Mentoring Moment

The recruiting and hiring process provides multiple opportunities for students to learn and practice vocational discernment. Students can learn how to articulate and tell their story in a cohesive and connected way through writing (application, cover letter, and resume) and in person (interview process). As the supervisor and hiring manager, you are perfectly positioned to assist students in connecting their coursework and

co-curricular experiences to a meaningful on-campus job. We have provided you with some examples of how to do this below.

First, when advertising a position, it could be helpful to include particular majors/minors/leadership experiences in the posting. This helps students connect particular courses to particular skills or tasks associated with the position for which you are hiring. For example, “this position is particularly useful for education majors/minors”. It is also helpful to relate the position for which you are recruiting or hiring to particular positions or careers outside PLU. For example, those working in hospitality services might find entry-level positions in event planning.

Job Description

Every role should have a job description that is shared with the student worker upon hire or during the interview process. By clearly outlining the duties of the position and reviewing the job description both in the interview process and in depth during training, you will help students understand the role, perform better and stay in the position longer.

Next, tailor your interview questions to include an opportunity for students to share both aspirational goals and the practical, relevant experience they have already acquired. The interview can become a template for helping students think through and communicate their story. Most students have not ever had to do this and will not “get it right” every time. You are providing them a space to practice and develop this skill. In addition to the position specific interview questions, we have provided you with some examples of [reflective interview questions](#). We would be happy to consult with you on constructing questions that are relevant to the position for which you are hiring as well as ways to set students up for success as they practice.

Lastly, providing feedback to every student you interview regardless of whether they are hired provides them with yet another opportunity for learning, development, and growth. If they gave a stellar interview or supplied exemplary application materials, tell them, and tell them why. Be as specific as you can. If you did not hire them, also let them know why and be specific. Was it the way they answered a particular question in the interview? Do they need help with their cover letter? Provide them with insight and [referrals](#). In doing so, you model constructive feedback and lay the groundwork that encourages students to seek feedback following subsequent interviews.

Hiring a New or Returning Student Worker

Student Worker Eligibility

Before offering employment to a student, please make sure that they meet the following eligibility requirements:

Age

By law, student workers must be 18 years of age or older to work for PLU. Please check with a student that they are at least 18 before extending an employment offer. You may wish to list this requirement when you post the job on the Opportunities Board.

First Year Students

Incoming PLU students are allowed to begin working as student workers once they register for classes and get their student IDs. If you are looking to hire an incoming student for the summer, they typically register for classes in June. You can go through the interview process prior to registration, however, the student cannot begin work until after they have registered and turned in their [I-9](#) and [W-4](#) paperwork to the Student Employment office.

Registration

Undergraduate students must be enrolled in 6 or more credits in order to work on campus. Graduate students only need to be registered for 4 or more credits. We check to make sure that all students are actively enrolled in the minimum number of credits every pay period. For J-term and summer, student workers must be enrolled or planning to enroll in the term immediately following J-term or summer. If a student cannot register due to financial holds, they have until the add/drop date to register for classes to be eligible for on campus employment. If a student does not register for classes in time for Fall or Spring semester, they will no longer be eligible to work.

New Graduates

If a student graduates from PLU, they will no longer be able to work as a student worker as soon as the regular term following their graduation begins. At PLU the regular terms are fall semester and spring semester.

International Students

International students can begin working 30 days before the first day of classes. Again, you can go through the hiring process for this student, but they cannot begin working until 30 days before their classes start. International students may need to obtain a social security card before they can legally work in the United States. This process generally takes at least 3 extra days from the time the student has been offered a job. If you hire an international student who does not have a social security card, the student should immediately fill out the [SSN Support Letter Request](#) form to begin this process. Students who have DACA, Legal Permanent Residency (a green card), or a different immigration benefit which provides them with a work permit are not considered International Students.

Academic Standing

If a student falls below a cumulative 2.0 GPA they could lose their Federal and State Work Study Awards and continued on campus employment may require evaluation on a case by case basis.

Employment Paperwork

Once you have offered a position to a student and verified that they are eligible to work on campus, it is your responsibility to discuss the [I-9](#) and [W-4](#) with the student. If the student has worked on campus previously, they do not need to turn in new forms unless several years have passed since they last worked for PLU. If the student is new to working for PLU, they must fill out the [I-9](#) and [W-4](#) forms *before* they begin working or training. Please be sure to notify the student that filling out the I-9 will require them to present original documents such as a passport, social security card, or birth certificate. A list of acceptable documents can be found on page three of the I-9. The law is very clear that we cannot accept scans, copies, or photos. Many students will need to have the necessary document(s) mailed to them by a parent/guardian. Students turn in their documents in the Student Employment office in the [Nesvig Alumni Center](#).

Because of the volume of jobs we process, student employment is not able to reach out to each student regarding the required employment forms upon receiving the Report a Hire form. Similarly, we do not have the capacity to email each supervisor upon receiving employment forms from students. We ask that you get verbal confirmation from your student worker that they have submitted all required forms before allowing them to begin their first shift. If you have any questions about this process, please don't hesitate to reach out to Student Employment.

Federal law prohibits PLU from allowing students to fill out the I-9 before they have accepted a job offer. We work hard to inform students of the employment forms requirements before they get to PLU but we cannot allow students to fill out their employment forms en masse as a part of student registration or new student orientation. If you have questions about this process, please contact Student Employment.

Report Your New Hire

Once you have offered a position to a student worker and the job offer has been accepted, you must report your new hire to Student Employment at least three business days* before the student begins working. Do this via the Report a Hire form in the [Opportunities Board](#). This will give Student Employment time to properly configure the student's work study (if applicable) and set up the job in Banner. The start date listed on the Report a Hire form should be as close to the actual start date as possible.

*Due to the high volume of new hires at the start of each semester, we request that you report new hires at least one week before the student's start date during these times.

Hourly Rate

The minimum wage for Washington State Can be found on [our student employment site](#). Minimum wage increases will be calculated annually by L&I using a formula tied to the rate of inflation.

Any time the minimum wage is increased, student employment works with the Payroll Office and INTS to automatically increase all student wages to meet the minimum wage requirement. Changes in pay always take effect at the beginning of a pay period - the 11th or 26th of the month. Therefore, minimum wage increases are effective December 26 for student workers.

Student workers must be paid on an hourly basis. They cannot be paid by stipend or award and cannot be paid as independent contractors. Exceptions to this rule are extremely rare and must be approved by student employment in advance.

It is common practice not to pay students more than minimum wage unless the student is in a supervisory/student manager position or has taken on significantly more responsibilities than average student workers. Most departments no longer provide raises to students based on length of service alone.

FOAP

The FOAP you enter when reporting a new hire will determine the FOAP used to pay the student as well as who can view the student's time sheet for approvals. If you are paying a student out of an Org with which you have not previously been associated, please include a note in the hire request. If the student will be paid from a restricted fund, please include a note about the general fund Org # that is associated with your office/department. If you do not do this, you will not be able to see your student worker's timesheet when it comes time to approve the hours they worked.

The primary account for student worker wages is 6201. Student employment will adjust as necessary for students who qualify for work study.

Onboarding

When a new student worker begins a job in your office, it's important to keep the following policies and procedures in mind. Remember, you may need to teach students about the procedures outlined below such as where and when to report hours worked, how often they'll get paid, where to pick up paychecks, and how to take sick leave. Taking the time to properly onboard your student worker models what they can expect from a quality work environment and teaches students about the questions they can ask if they encounter an employer in the future who doesn't take the time to onboard.

Training

All job-related training must be paid. In most cases, providing students with academic credit or other benefits for training in lieu of financial compensation is not permitted.

If you are currently not compensating your student workers, or if you believe your student worker training may not need to be paid, you must check in with the Student Employment office to ensure that all laws are being followed properly.

Job Description

Every role should have a job description that is shared with the student worker upon hire or during the interview process. By clearly outlining the duties of the position and reviewing the job description both in the interview process and in depth during training, you will help students understand the role, perform better and stay in the position longer.

Computer Access

Many student workers are asked to use a computer for their job duties. To request computer access for a student, fill out the [Student Employee Windows Access Form](#). Be sure to read the computer use policies [here](#). We recommend that your student not use their personal PLU email to complete their job duties; they should use an email designated for the department/office. If a student will be using their personal email for job-related communication, please ensure that the student will not be discussing any FERPA-protected information about other students in the course of sending or receiving work emails. Students should not link work email accounts to personal cell phones unless it is deemed 100% necessary. If your student worker will be using their personal email address or linking a work email to their cell phone, it is your responsibility to speak with your student worker about cyber safety and make sure their phone is password protected.

Schedules and Breaks

As you design your student worker's schedule, you will need to keep the following laws and policies in mind:

If a student is working a shift that is 4 hours or longer, they must take one paid 10 minute break for every 4 hours they work. If a student works a shift that is longer than 5 hours, they must take a 30 minute unpaid lunch break before they hit the 5 hour mark. If a student's shift is longer than 8 hours, it's possible that the student would be entitled to a second 30 minute break. If your student workers will be scheduled for shifts longer than 8 hours, please contact student employment.

Student workers may not work more than 19 hours per week on campus. The work week begins on Saturday and ends at midnight on the following Friday. If a student works multiple on-campus positions, the sum of their total hours spanning all positions cannot exceed 19 hours each week. It is important to check in with your student worker about any other on campus positions they might have and how many hours they will be working at those positions.

During the summer, students can work up to 40 hours, regardless of whether or not they are enrolled in classes. During J-term, students can work up to 40 hours if they are enrolled in 2 credits or less (this includes any online courses). If they are enrolled in more than 2 credits, they must stay at or below 19 hours. Students may also work up to 40 hours during the weeks between the end of Fall semester and the beginning of J-term, during the break between the end of J-term and the beginning of Spring semester, and during the week of spring break.

International students can only work up to 20 hours during J-term, regardless of how many credits they are taking.

Pay periods & Pay days

PLU student workers are paid bi-monthly. A full list of pay period dates and pay dates can be found on the Payroll website [here](#).

Time Sheets

Students report hours worked via a timesheet on Banner, similar to the timesheet used by hourly staff. This timesheet will show up in Banner after Student Employment has processed the Report a Hire form. It is best practice to ask students to log hours in Banner each day they work instead of waiting until the end of the pay period.

Students must record hours worked in 15 minute increments. Student workers should only report worked time and paid 10-minute breaks.

If you have submitted a Report a Hire form, your student has confirmed that they've submitted all of the required employment forms, and the timesheet is still not online after 3* business days, please contact Student Employment so we can troubleshoot any potential issues. *At the beginning of each semester, it can take upwards of 1 week for student employment to process each Report a Hire.

If a student's timesheet is not online in time for them to enter their hours for a pay period before the deadline, or a student forgets to fill out and submit their hours, please work with the student to submit a [paper timesheet](#).

A student cannot record hours from one pay period on the timesheet of a different pay period. This is illegal, disrupts the tracking of sick leave, and can cause a student to go over the maximum hours per week limit.

Paychecks

Students will receive a paycheck twice a month either via direct deposit or by mail directly from payroll to their permanent address on file. When a student originally comes to fill out their hiring paperwork, we will offer them a direct deposit form. If the student chooses not to do direct deposit initially, but later decides they want it, that form can be found [here](#). It can also be found in paper form if the student goes to either the Student Employment office or the Payroll office.

Student Worker Rights and Responsibilities

When a student submits their employment paperwork, we require that they sign the [Student Worker Rights and Responsibilities](#) form. We encourage you to review this form with all new student workers to make sure you're both on the same page about policies and expectations.

Policies by Position

Student employment allows each office/department to create its own policies by position such as attendance expectations, scheduling expectations, dress codes, codes of conduct, and computer use policies. We encourage each office/department to write policies that are gender inclusive and respectful of religious and

cultural differences. All student worker policies should be consistent with PLU's [Religious Inclusion and Accommodation Statement](#) and [PLU's Diversity Statement](#).

Scheduling

During the hiring process it is important to share with your new hire the scheduling expectations that are required for the position for which they are being hired. Do this early on in the process and be sure they understand the hours they are expected to work, what is expected of them if they will be late, or need to call off due to being sick or how you want them to approach schedule changes.

Safety orientation

It is important for student workers to understand your building's safety protocols such as the location of the First Aid Kit and the procedures for Fire Drills and [Emergency Alerts](#). Work with your Emergency Building Coordinator to make sure your student workers are prepared for an emergency.

Sick Leave

Per Washington state law, students that work for PLU accrue paid sick leave at a rate of 1 hour per 40 hours worked. Sick leave may be used in any on campus job, regardless of where it was accrued. Students become eligible to take paid sick leave 90 calendar days after their hire date.

Sick leave can be used when a student must miss a scheduled shift due to injury or illness or medical appointments. It is best practice to ask your student workers to use their accrued sick leave each time they have an eligible absence, rather than saving their sick leave. Students can view sick leave balances in Banner. The balance will update after each paycheck is issued. Read the full sick leave policy [here](#).



Mentoring Moment

Onboarding is naturally a suitable time for training, skill building, and practice navigating university and office specific systems. However, it also provides unique opportunities for building rapport with your student employees and establishing an office culture that includes clear expectations for attendance, job performance, learning and reflection. Not surprisingly, students whose supervisors are interested in knowing and supporting their educational goals and career aspirations along with who they are becoming as people, tend to be more successful and engaged in their work. One way to build rapport with students is to intentionally plan for and include a variety of materials and exercises in their training and onboarding sessions. One example could be having them complete a [“get to know you”](#) inventory. Another could be helping students identify and understand their communication style, your communication style and how to work with those styles that differ from their own. Yet another could be assisting them build conflict resolution and management skills by identifying how their particular style engages conflict. The Center for Vocation has a variety of materials to aid in these efforts and would be happy to assist you in designing your onboarding and training sessions.

Managing Student Workers

How to approve a student's time sheet in Banner

Every pay period, student workers must submit their timesheets for approval. It is your job to look over their time sheets to make sure that the hours worked are accurate and that students did not forget to record any hours that they did work. If a student was out sick, please make sure they claimed sick leave if they have a balance and are eligible to use their sick leave. Please check the student's sick leave balance before approving sick leave hours on Banner.

Overtime

During times when classes are not in session, a situation might occur where a student works over 40 hours in one week. This mostly happens when students are working multiple on-campus jobs and are not communicating their total hours to their supervisors. If this does happen, any hours that are worked after the student reaches a total of 40 cumulative hours in that week will need to be paid at time and a half. This means that your department could be responsible for paying the overtime rate even if you did not authorize the overtime hours. For this reason, we encourage supervisors to set clear policies and expectations regarding how students will communicate regarding their schedules and hourly limits. If your student worker(s) will exceed 40 hours in one week due to extenuating circumstances, you must communicate with Student Employment in advance.

Raises

To report that your student worker will receive a raise, please submit a [Status Change Form](#). Please note that pay changes can only be implemented at the beginning of the pay period, on either the 11th or 26th of the month. Please submit [Status Change forms](#) at least 3 business days before the change will take effect.

Performance Issues

If your student worker is not meeting expectations, contact Student Employment for tips on coaching student workers and documenting performance issues. Depending on the situation, Student Employment may connect you to experts across campus to ensure that student workers experiencing challenges are supported and that any corrective action is consistent with labor laws.



Mentoring Moment

Setting regular meeting times with your student employees as part of their onboarding process will provide the necessary framework to give constructive feedback and opportunities for reflection, and is vital to their overall success and professional development. The frequency and duration of these meetings will depend on the nature of the work. Encouraging students to regularly assess their goals as it pertains to their work is particularly helpful in supervision. One way to provide support for this is to have your students complete a [preflection](#) when they are hired and begin their training. This provides the student and the supervisor with a starting point and some goals to work toward. Following up with a [mid-year reflection](#) and an [end of year reflection](#) provides important touch points toward the completion of goals. The links provided are templates

and can be easily copied or adapted for a particular role or position. Please contact the Center for Vocation for other ideas for mentoring students effectively.

Ending a Student Job

How to end a student worker's job

Occasionally you will need to end a student worker before their position was originally projected to end. In this case you must report the student's last day of work by submitting a [Status Change Form](#) to Student Employment.

If you are dismissing a student please contact student employment to make sure you have proper documentation.

Graduating students

When a student worker graduates, their eligibility to work on campus changes. If a student wishes to continue working for you after they graduate, they may only continue working in a student role until the first day of the next "regular" term. The Fall and Spring semesters are both considered "regular" terms while J-Term and Summer are not.

Spring graduates are able to continue working until the first day of Fall semester classes. On the date that Fall classes begin the student will no longer be able to work as a student worker at PLU.

Summer graduates are also able to continue working until the first day of Fall semester classes. As with spring graduates, they will no longer be eligible to work starting on the date that Fall classes begin.

Winter graduates are able to continue working until the first day of Spring semester classes. On the date that Spring semester classes begin, the student will no longer be able to work as a student worker at PLU.

Reference Checks, Letters of Recommendation or Employment Verifications

Student employment supervisors are not required to give a reference or recommendation when requested. Supervisors have the autonomy to say no. Best practice suggests to remember that issues can arise around negative comments. Sometimes declining the request is best practice to avoid saying something that can be misinterpreted.

Students should provide supervisors with a FERPA consent to release records because their employment records with the university are considered academic in nature due to the requirement that they be a student to be employed.

FERPA Consent to Release Records can be found at <https://www.plu.edu/registrar/documents/>

Please request the student complete this information and provide you with the completed FERPA disclosure before sharing information with a third party whether in writing or verbal.

Maintaining a record of your communications with your student employment records is advised.

All student employment verifications are processed by payroll via fax so it is secure, this includes employment dates and wage information.

Request the release of information and a form to fill out

be faxed to Attention. Angela McClain Payroll Specialist

Pacific Lutheran University Fax: (253) 536-5060

Mentoring Moment: When training new student workers supervisors should suggest they perform the duties of their position in a fashion that would result in a favorable recommendation or reference. Supervisors can guide them on what that looks like regarding the specific position for which they were hired.

Additional Information

Holiday pay

Student workers do not get paid extra for working on federal holidays, no matter what holiday it is.

Paid Family Medical Leave (PFML)

Washington is the fifth state in the nation to offer paid family and medical leave benefits to workers. This insurance program will allow workers to be paid a portion of their normal salary while taking up to 12 weeks of leave to care for a new child, recover from a serious illness or injury, take care of a relative, or for certain military events.

The program was approved by Washington voters and will be funded by premiums (a new tax) paid by employees and employers. Premium collection of the new tax began on January 1, 2019. The premium for employees is 0.4% and this amount is automatically deducted from each of your student's paychecks. This means that if your student is making \$13.50 an hour and working 19 hours a week, they will pay \$1.03 per week for the new premium.

Inclement Weather Policy

Whenever inclement weather creates hazardous travel conditions, student workers are urged to use caution and personal discretion.

Since the university is a resident campus some services are essential as long as students are in residence. Supervisors in departments providing services to resident students should communicate proactively with student workers regarding attendance policies during such closures.

Student workers are not compensated for missed shifts during official university closures. We acknowledge that some students depend on a consistent paycheck. If a student worker expresses concern about lost wages, supervisors should feel empowered to come up with solutions such as assigning a task or project that may be completed remotely or scheduling make-up shifts once the university reopens.

Financial aid awards

Some students are eligible for Work Study based on financial need as determined by the FAFSA. Federal Work Study earnings are deducted from students' total earnings when completing their FAFSA. If a student is not awarded Work Study, that student will be paid as a Non Work Study student. Student employment will automatically assess each student's work study eligibility and code the position accordingly. Neither you nor the student need to take extra steps to ensure that it is done properly.

When hiring a student worker, you may not take work study eligibility into consideration. In fact, you should never even ask a student if they are work study eligible or not during the hiring process. The only exception to this is when hiring for designated community service positions. In this case, students must be eligible for Work Study, but this is not common.

Stipends

It is extremely rare for student employment positions to meet the legal requirements to be paid by stipend. If you believe your student worker position is a special case that would benefit from paying via stipend, you *must* get approval before offering the position to a student or allowing them to perform work.

"On-Call" students

We highly discourage employers from requiring students to be "On Call" for shifts by requiring them to be available to come into work during a given period of time, if needed. If you must have students be on call, you will most likely need to pay the student for the entire time they are on call. You will need to get approval from Student Employment before hiring a student to be on call.

6201 and 6202 account numbers

These two account numbers are a part of the FOAP that is used to pay student workers. 6201 is used for non work study jobs, and 6202 is used for work study jobs. The business office delegates part of your student worker budget to 6201 and part to 6202. The individual amounts of each of these accounts is not important. As a supervisor, you should look at the total amount of wages in both 6201 and 6202 in order to track your budget for the year. Your student employment expenses are the sum of wages paid out of 6201 *and* wages paid out of 6202. If one account runs out during the year, the business office will automatically update the budgets accordingly.

Conclusion

Student employment is an essential part of a student's co-curricular experience at PLU. We appreciate the role you play in mentoring each student worker in their professional development and modeling for students what they should expect from a quality employer. Student Employment is here to help with any and all questions. If you aren't sure about a policy or how to handle a new situation, feel free to reach out to us by phone at 253-535-8786 or by email at studentjobs@plu.edu.