

MVCC Student Employment Supervisor Manual

The purpose of this manual is to provide Mohawk Valley Community College Student Employment Supervisors with information regarding student employment opportunities and standard procedures. Our goal is to have the employment process run smoothly and efficiently for each supervisor and student employee. This process starts with giving supervisors the help, support, and resources they need, including:

- The Student Employment Supervisor Manual
- Supervisor Training every summer
- Support from the Human Resources department when posting positions in Cornerstone
- Guidance and support at any time with any Student Employment issue

The Student Employment Supervisor Handbook is updated as needed and stored as a PDF on the Student Employment website. If you print a copy, please check the Student Employment website periodically for updates. If you cannot find what you are looking for, please contact the Career Development Center or Human Resources for assistance.

Student employment can be a high impact practice for student success that is a transformational learning experience for students. Additionally, work experience in college is often considered the number one factor in finding postgraduate employment. Some students qualify for the Federal Work Study program and others work on campus as Student Assistants.

The Mohawk Valley Community College Student Employment Program is intended to:

- Provide students with financial support for doing worthwhile work.
- Meet the needs of the college and other employers to perform day-to-day operations.
- Offer students valuable learning experiences to complement college and career goals.
- Help students develop good work habits and a positive attitude toward work.
- Prepare students for life beyond college.

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Role of the Supervisor

The supervisor is critical for the quality of work and learning that takes place on the job for student employees. Supervisors provide the training, guidance, and instruction that student employees need to be successful.

Supervisors serve as role models for students; demonstrate good work habits, the value of doing work well, and the importance of accepting the responsibilities of employment.

Assignments

Identify and anticipate the department's needs related to student employment. Develop a strategy for finding and hiring the right student employees. Assign student employees jobs that are necessary to the department's operation. Help students to understand their roles and encourage them to become increasingly involved and to accept additional responsibility.

Onboarding and Training

Proper orientation to the job is essential and should be conducted for all new student employees. Develop a well-planned training program to ensure that student employees have the information and skills to do their jobs.

Policies and Expectations

Establish internal policies and clearly communicate expectations to ensure that each student employee understands the rules. Talk with each student in person to explain any performance issues and discuss ways the student can improve. If workplace performance does not improve, be clear of possible consequences, such as, changes to their job, decreased responsibility, reduction in hours, or even termination.

Professional Relationships

Encourage positive supervisor/employee relations with your student workers. This is intended to be an association of trust, respect, and a genuine interest in meeting mutual goals. Motivate the student to do the best job possible, inspiring both quality and quantity of work.

Connecting Students and Jobs

Students find their own jobs; they are not assigned to specific positions. This gives each student the flexibility to find the type of position that best fits their interests, experience, and class schedule each semester. It is the student's responsibility to initiate the job search however the Career Development Center is happy to help any students with this process. Students can stop into the office in ACC102 any time during office hours, Monday through Friday 8:30am – 4:30pm.

Online Job listings

Students are encouraged to start their job search by reviewing the online job listings, which are available on Handshake through the college's website at www.mvcc.edu/studentjobs. Positions are posted online to help supervisors reach a broader audience of qualified applicants and provide students with equal access to jobs. The major hiring period is at the beginning of the fall semester. Some students also change or begin jobs at the start of the spring semester and summer term. Fall semester jobs are posted one week before classes start. Occasionally openings are posted online at other times during the year.

On-Campus Job Fair

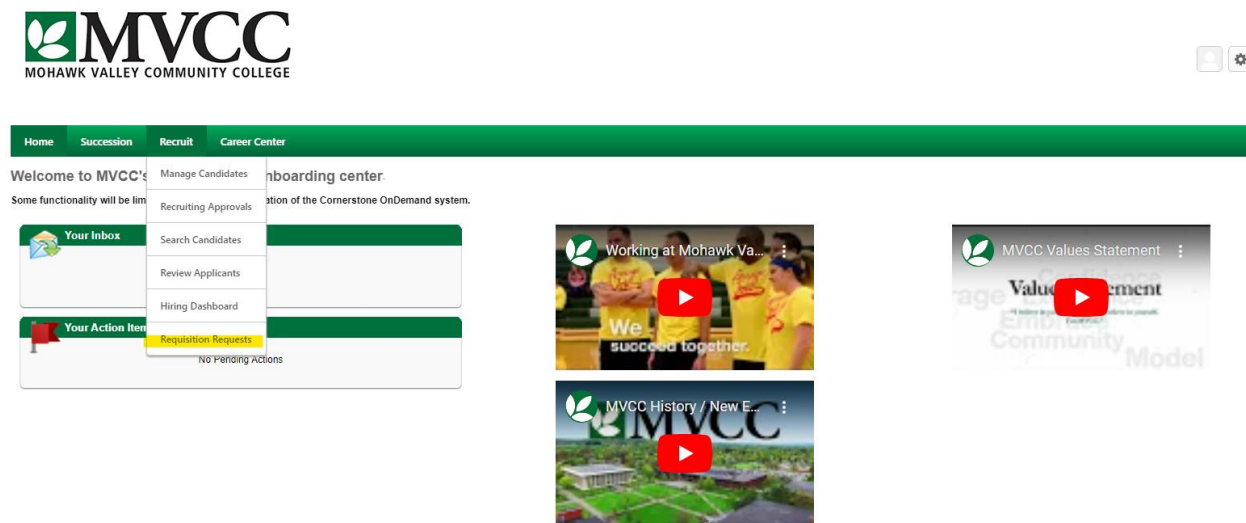
An on-campus job fair takes place at the beginning of each Fall semester. Supervisors are encouraged to table at the event and advertise their student positions, and showcase to the students the robust opportunities that exist on-campus. For details of the event of a given year, please refer to the Career Development Center.

Posting a Requisition/Position

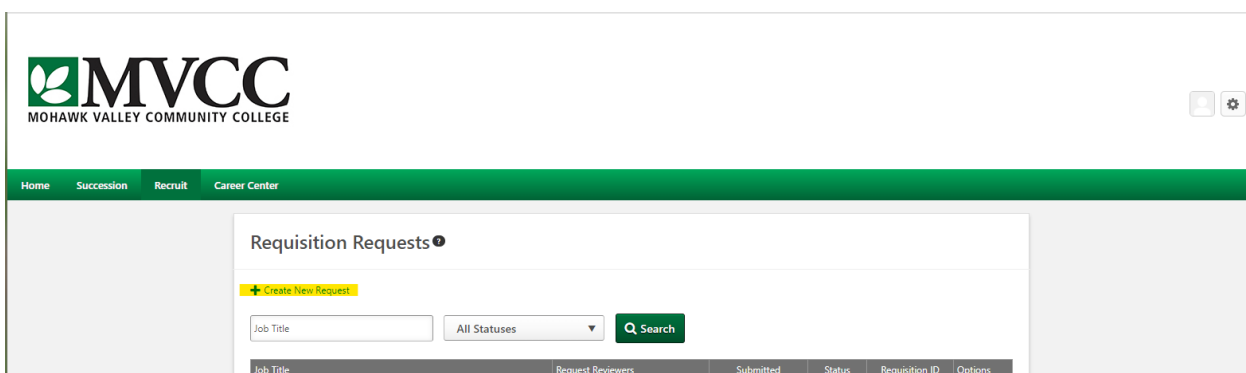
Supervisors who need to hire student employees should coordinate with their department's budget manager to submit a requisition in Cornerstone for each student employee position type they plan to hire. If multiple openings are needed for the same position (for example, three tutors), please indicate the total number of positions needed within the requisition. Look for an email from the Human Resources department mid-July with details and dates for Fall semester hiring.

Submitting a Requisition Request

- 1) From Cornerstone, click on Recruit then Requisition Requests



- 2) Click on the + sign to Create New Request



The student requisition templates have been updated and we request that you create a new requisition for your student positions.

- 3) Click on the square next to 'Job Title – Position' to bring up the list of jobs. Search for your position. If you are looking for a **Work Study** student, choose Work Study as the job title (search for 11111). If you are looking for a **Student Assistant**, choose Student Assistant as the job title (search for 99999).

> Requisition Requests

Create Requisition Request

General ?

Please contact Human Resources 315-792-5420 if you have any questions.

Job Title *

Position

Requisition Template

Please Select

Display Job Title *

Division *

Division

Location *

Location

Contact Phone

Minimum Salary/Hourly Rate

Requisition Open Date

Requisition Close Date

Search Position

Title

ID

11111

Search

Title	ID	Parent
Work Study	11111	Student Positions

(1 Result)

Search Position

Title

ID

99999

Search

Title	ID	Parent
Student Assistant	99999	Mohawk Valley Community College

(1 Result)

- 4) Click on the square next to Requisition Template to select the template unique to the position: Student Assistant or Work Study. Do not select “Default Requisition Template”.

Select Requisition Template

X

Default Requisition Template

Title	Description
Work Study	Work Study Template 07/16/2021

(1 Result)

- 5) Fill in the remaining fields on the form.

- Display Job Title – this is the job title that will appear on the career sites
 - Division - under ID enter your 4-digit budget organization code
 - Location- choose which campus
 - Enter the open date and close date
 - Screening Committee Members - For student employment positions, a formal screening committee is not required. Please list any full-time employees who will assist with the hiring process and need access to the applicant pool. If no additional individuals require access, please enter (N/A).
 - Enter the job description. If you are copying and submitting a previous requisition request, please ensure the table below is completed and included with your submission.
 - Enter qualifications (include any prescreening (disqualifying) questions you would like to include. We will add this to the appropriate section of the job posting.)
 - Enter the number of openings
 - Enter the target hire date
- *Note: The Special Applicant Instructions and the contact phone have been populated for you. No further action is required for those fields.*

Name:	
Office Location (building and room #):	
Phone Number:	
Email Address:	

- 6) After populating all the fields, click submit. Your request will be routed to Human Resources for review. We will complete the posting process and route to the hiring supervisor for approval prior to officially posting.

Finding Job Applicants

Students interested in the position will submit an application through Cornerstone.

Screening of Applicants

The supervisor should review the applicant's materials and whether they meet the minimum requirements needed for the position. It is up to the Supervisor to communicate with potential candidates through email or phone.

We ask that supervisors notify all applicants in a timely manner regarding dispositioning or interviewing. Students want to find jobs quickly during a short period of time each semester. If your position is their first choice, they may hold out to hear from you and lose other valuable opportunities while they wait. If an applicant is not a good fit for your position, tell them as soon as possible so they can continue their job search.

Interviewing

Supervisors are not required to interview applicants for student employment positions. However, interviewing is highly recommended. If you decide to interview applicants it should be consistently applied to all applicants for the same position to avoid the perception of unfairness in employment practices. Supervisors should develop a list of interview questions in advance. Ask questions that are job-related, behavior-based, and open-ended to get the most information from each applicant. Ask each applicant the same questions to evaluate each applicant consistently. Below is a list of possible interview questions.

Logistical Interview Questions

- How many hours per week do you want/are you available to work?
- Do you have other commitments that would affect your ability to do this job?
- Are you able to perform the essential functions of the job (with reasonable accommodations)?

Open-Ended Interview Questions

- How would you/a professor/a previous employer describe you?
- What are your career plans? How do you see this position enhancing your preparation?
- How is your college experience helping you prepare for your career?
- Why are you interested in this position?
- What do you know about our office/department?
- What did you learn in your last/any previous position?
- Describe the relationship that should exist between the supervisor and employee.

Behavior-Based Interview Questions

- What major problem have you encountered in the past and how did you deal with it?
- What positive qualities have you displayed in your present/previous position?
- Give me an example of a suggestion/decision you made that benefited your employer.
- Give me an example where you had difficulty communicating with someone and how you helped resolve it.

Questions you CANNOT ask

Questions regarding the subjects below are NOT allowed to be asked during an interview because they can be considered discriminatory:

- Race
- Color
- Sex
- Religion
- National origin
- Birthplace
- Age
- Disability
- Marital/family status

Hiring a Candidate(s)

Once you have found the ideal candidate(s), you can offer them the position contingent on onboarding being completed with the Human Resources office and attending student employment orientation. Students can find the schedule of orientations on the website at www.mvcc.edu/studentjobs.

If they are currently working as a student employee or have previously worked for you or another department, connect with Human Resources at hired@mvcc.edu to confirm whether any additional steps are needed before the payroll authorization can be submitted and they can begin working.

Alerting Human Resources

Once a successful candidate has been identified, the Budget Manager must go into Cornerstone and change the student's status from "Screening Committee Review" to "Recommend for Hire". The Budget Manager or Supervisor also sends an email to Human Resources at hired@mvcc.edu to let them know to begin the Onboarding process. If someone other than the Budget Manager sends this email the Budget Manager must be copied on the email and remain a part of the process. Be sure to complete the following table (from Name to Organization/Budget Code) and include it in your email. When determining the "Target Start Date", please allow for a minimum of one week for the onboarding process to be completed:

Name	
M Number	
Department	
Title of the Position	
Position Requisition Number	
Work Study (WS) – or Student Assistant (SA)	
Target Hire Date	
Organization/Budget Code	
HR Clearance: Approved hire date	

After your hired@mvcc.edu email is received, HR will begin the onboarding process for NEW student workers by sending an email regarding the new employee paperwork. When making the job offer, please let the student know that HR will contact them at the email address used on their application with instructions for completing the onboarding process. Students do not need to visit or contact the HR office to schedule an appointment or check on their onboarding status, as HR will reach out directly with next steps, including scheduling any required appointments. HR will do their best to get all student employees onboarded as quickly as possible, but ultimately, the timeline depends on the student's timeliness in completing the onboarding process. Please remember that your student employee cannot begin working until they have completed all required new hire paperwork. Students who have not worked in a student employment role within the last year will be required to provide original IDs for completion of the I-9 form (no photocopies will be accepted). You will receive an email from HR once your student employee has been cleared to work and has been scheduled for orientation.

New Hire Paperwork

If the student has never worked on campus, they will be required to complete a Form I-9 and Federal and State Tax paperwork. Students should be prepared to present proper documentation of their eligibility to work and earn a paycheck in the U.S. Specific requirements for these documents can be found on the website (<https://www.mvcc.edu/career/pdf/i-9-page3.pdf>). Additionally, students must have a valid Social Security number on record with the college. If they don't already have one, they will need to apply for one prior to working, which can delay their start date by several weeks.

Once the student employee has completed hiring paperwork with the Human Resources office, you will receive notification via email that the new hire can begin working. The student cannot begin working until this communication has been received and a payroll authorization has been approved and submitted.

Eligibility & Hours

Students are limited to working 20 hours total per week during the semester and can work more than one job as long as they don't exceed that total but may only have one work study position. Students may begin work at the start of the academic year and may also work on breaks as long as they are supervised and not working alone. During breaks students may work 29 hours per week.

Payroll Authorizations

Payroll authorizations are completed for an academic year (summer student employees need a new payroll authorization) with the start date being when the student will actually begin working and the end date being the end of the academic year. If a student is not going to be available to work the entire academic year (for example, they are graduating or are not going to be taking classes the next semester) then their start date should be the first day that they will physically start working and their last day should be the end of the semester.

Note: If a student does not stay in their position (i.e. they resign, withdraw from the College or unexpectedly stop working) then the supervisor will need to notify HR so that the student's job can be terminated in the system.

The Web Time Approver is required to be the person who is directly overseeing the student. The budget manager is responsible for verifying the accuracy of all information on the payroll authorization before approving it. If any information is missing or incorrect, Human Resources will need to return the payroll authorization to the preparer for correction. This will delay the setup of the student's position in the system and postpone their access to the electronic timesheet.

Form - https://dynamicforms.ngwebsolutions.com/Submit/Page?form=2279c92a-a950-4ede-aa40-058bbe247edb§ion=591129&page=467589&token=NoSy2Fi9akNMgJlNrUPv81wNHXA_o5nGlu5tdjw7k0

Directions - <https://wwwsecure.mvcc.edu/human-resources/forms/Pay-Auth-Instruct.pdf>

Please remember - No employee should begin work until they have been cleared by HR and the payroll authorization has been submitted.

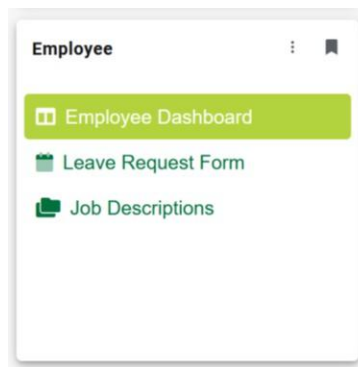
Time Sheets and Tracking Hours

Time Sheets

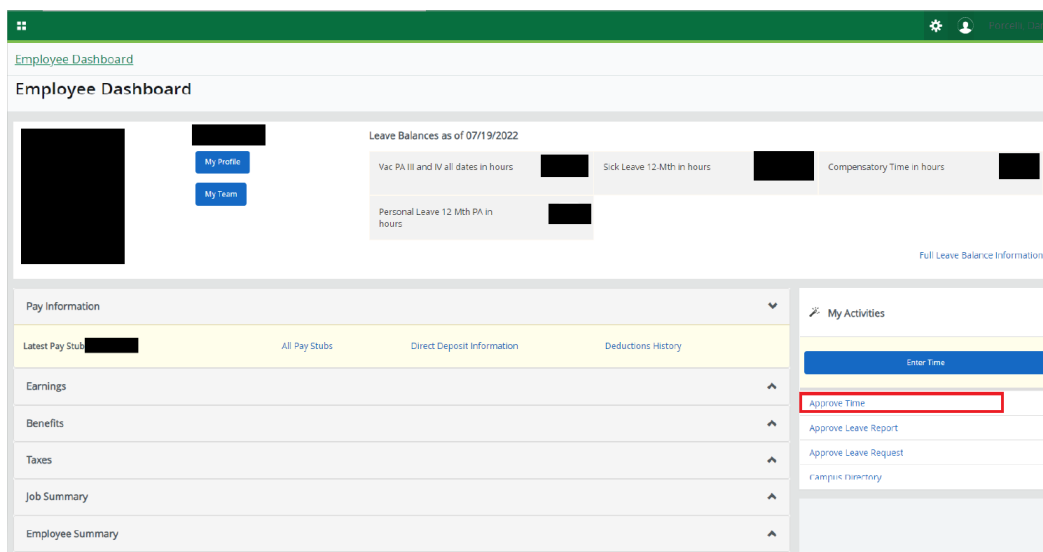
All students working at Mohawk Valley Community College are paid minimum wage and must record all hours worked online on their timesheet in MyMV. Directions for students can be found [here](#). They will receive a paycheck twice per month for the hours they have submitted and approved. The payroll schedule can be found on the [here](#).

Web Time Entry Instructions for Approvers

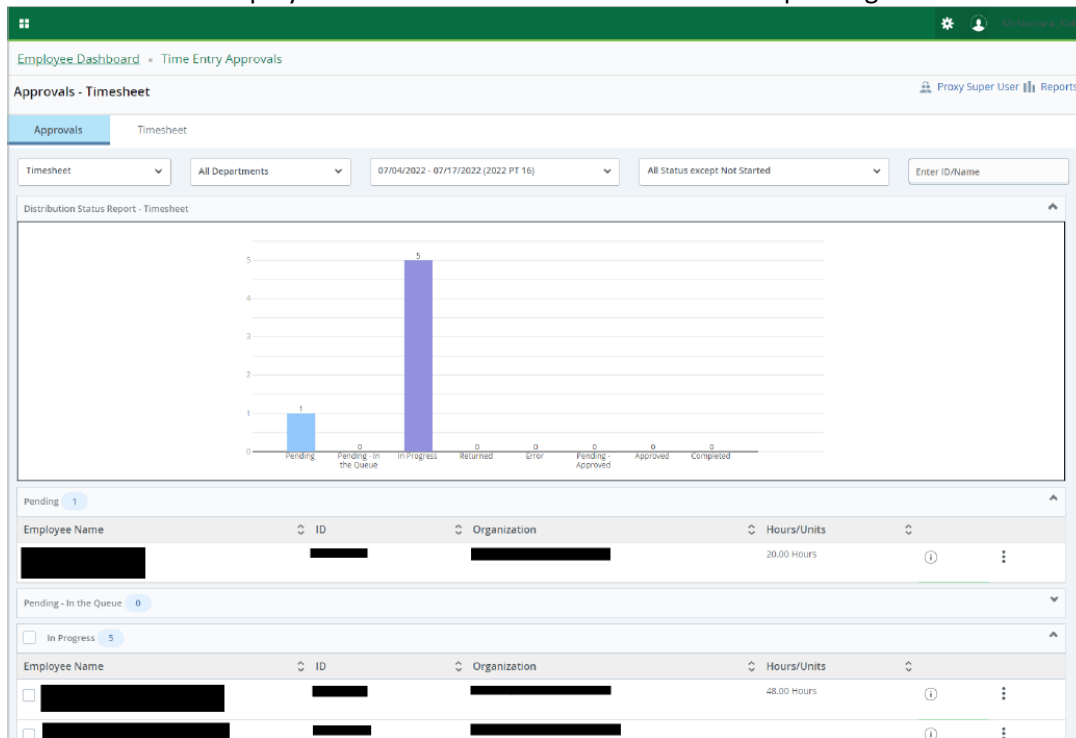
1. Go to <https://www.mvcc.edu/>
2. On the Employer card click on Employee Dashboard



3. On the right side click on Approve Time



4. You should see each employee who has submitted a timesheet under pending



5. Make sure that you are looking in the current pay period. Also, check the information that it is in the parentheses and make sure that the year, pay number and PT are shown.

6. To approve pending timesheets, click on the employee's name. The employee's timesheet will open and then you will see an "Approve" button at the bottom of the page.

The screenshot shows the 'Timesheet Detail Summary' interface for a specific employee. The top navigation bar includes 'Employee Dashboard', 'Time Entry Approvals', and the specific timesheet details: 'PT Professional, P11312.00, 1, T1312B, Athletics, Timesheet B'. The 'Preview' tab is selected.

The 'Timesheet Detail Summary' section displays the following information:

- Employee:** PT Professional, [Redacted]
- Pay Period:** 07/04/2022 - 07/17/2022, 20.00 Hours, Pending, Submitted On 07/14/2022, 02:20 PM

The 'Time Entry Detail' section shows a table of time entries:

Date	Earn Code	Shift	Total
07/05/2022	REG, Regular Pay	1	5.00 Hours
07/07/2022	REG, Regular Pay	1	5.00 Hours
07/08/2022	REG, Regular Pay	1	5.00 Hours
07/15/2022	REG, Regular Pay	1	5.00 Hours

The 'Time Information' section shows a table of time information:

Date	Earn Code	Shift	Hours/Units	Time In	System In	Comment In	Time Out	System Out	Comment Out
07/05/2022	REG, Regular Pay	1	5.00	08:00 AM			01:30 PM		
07/07/2022	REG, Regular Pay	1	5.00	01:00 PM			06:30 PM		
07/08/2022	REG, Regular Pay	1	5.00	01:00 PM			06:30 PM		
07/15/2022	REG, Regular Pay	1	5.00	01:00 PM			06:30 PM		

The 'Summary' section shows a table of summary information:

Earn Code	Shift	Week 1	Week 2	Week 3	Total
REG, Regular Pay	1	15.00	5.00		20.00 Hours
Total Hours		15.00	5.00		

The 'Routing and Status' section shows a table of routing and status information:

Name	Action	Date & Time
[Redacted]	Originated	07/07/2022, 01:34 PM
[Redacted]	Submitted	07/14/2022, 02:20 PM
[Redacted]	Pending Approval	

The 'Comment (optional):' section includes a text area for adding comments and a 'Return' button.

At the bottom of the page, there are four buttons: 'Return', 'Details', 'Return for correction', and 'Approve'.

Tracking Worked Hours for the Budget

One of the most important administrative tasks of supervisors is to track total hours worked by student employees compared to how many hours are available based on the budget. For work study students they are given a total budget (ex: \$2500) for the year with students usually working half of the hours each of two semesters. Students may only work beyond the initial budgeted hours if there is student assistant funding in your department budget. If this is the case a new payroll authorization needs to be submitted.

Work study awards (the amount budgeted for each student) are in their award letters which can be found in student email and on MyMV. The financial aid office will also confirm this at hiring.

For student assistants it is also important to track worked hours as the budget line totals in the Banner budget screen are at least one pay period behind.

Direct Deposit & Paycheck Delivery Information

◆ Direct Deposit – Highly Recommended for All Employees

While not required, direct deposit is highly recommended for all student employees as it is the fastest and most secure method to receive pay.

Direct deposit eliminates the wait time associated with U.S. mail—funds are deposited directly into the student's bank account on payday.

No paper checks. No delays.

This is especially important for international and non-local students, as paper checks are mailed to the permanent home address on file unless the student resides in on-campus housing.

 **Important: Even if a student receives paychecks via dorm mailbox during the semester, their final paycheck of the semester will be mailed to their permanent home address.**

✓ Benefits of Direct Deposit

- Convenient and reliable
- Avoids mail delays
- Easily set up with most banks, credit unions, or mobile-first banking apps

 **Supervisor Tip: Some students may not realize their online bank provides routing and account numbers needed for direct deposit. Supervisors are encouraged to help student employees locate this information in their banking app or website.**

How to Enroll in Direct Deposit

Step 1: Access the Direct Deposit Authorization Form

- Go to mvcc.edu
- Click: Employees → Human Resources → Forms
- Select: Direct Deposit Form
- Log in using MVCC email credentials

Step 2: Submit the Following to the Payroll Office

- Completed Direct Deposit Authorization Form
- One of the following to verify your bank account:
 - A voided check
 - A bank letter
 - A screenshot from online banking showing your routing and account number
- A daytime phone number (used for identity verification)

Step 3: In-Person Submission Requirement

- When dropping off documents, bring a valid photo ID (driver's license or MVCC ID) so Payroll can verify your identity.

Step 4: Submission Options

- Email all required materials to: payroll@mvcc.edu
- Or visit the Payroll Office in Payne Hall (Utica campus) to submit in person

If Not Enrolled in Direct Deposit

Employees who do not set up direct deposit will receive a paper paycheck via U.S. mail.

- Bi-weekly checks cannot be picked up from the Payroll Office
- All paper checks are mailed to the permanent home address on file
- Students living in residence halls will have checks delivered to Dorm Corps and placed in their mailbox
 - If a student prefers checks to be mailed to their home address instead, they must notify Payroll in advance

For Questions or Assistance

Contact the Payroll Office at payroll@mvcc.edu.

Special Populations and Situations

Hiring International Students

International students are eligible to work at on-campus jobs. They are limited to 20 hours per week.

They need to apply for a social security number before starting their position. To get their social security number, they need a job offer letter that includes their job title. Then they will meet with the Coordinator of International Student Services for a letter to take to an appointment at the Social Security Office. Once they receive their card in the mail (this may take 2 - 8 weeks), they will submit it to HR to be inputted in Banner and they can begin work.

ADA Accommodations

Mohawk Valley Community College supports a workplace that is suitable and accessible for all staff, faculty, and student employees. Reasonable accommodations will be made for persons with temporary or permanent disabilities to allow for a fair and equal employment experience. This policy is based on the Americans with Disabilities Act (ADA), the Rehabilitation Act, and any applicable state laws. These regulations provide a comprehensive statutory and regulatory approach to eliminating discrimination against qualified persons with disabilities and entitle them to accommodations which assist them in meeting the essential functions of their positions.

MVCC is committed to evaluating and responding to requests for accommodation by following an interactive, confidential and individualized process as described in the ADA. If you are a student employee with concerns about accomplishing work tasks due to a disability, and are in need of an accommodation, or if you are a manager/supervisor who has received an accommodation request from a student worker/work study employee, please contact the Office of Accessibility Resources (OAR) to proceed. You may contact OAR through oar@mvcc.edu or 315-792-5644.

Minors

Students who are under 18 years of age, that are enrolled and taking classes on campus, are allowed to work campus jobs. However, they must be able to provide a 'work permit' from the county and must be have a parent or guardian accompany them to fill out the I-9 paperwork.

Summer Employment

Students who are taking a minimum of 6 credit hours during the summer may continue to work as Student Assistants. Any student who is not registered for summer classes (or is taking less than 6 credit hours) is still eligible to work during the summer as long as they are pre-registered for the following Fall semester. This information should be notated on the payroll authorization when submitted. If they do not meet the student requirements during the summer, they are required to pay FICA taxes (Medicare and Social Security). HR will make them aware that these additional deductions will be taken out of their paychecks. If a student graduates or isn't returning in the Fall and you would like them to continue working, they will need to be re-onboarded (CBC and Form I-9) as a Part-time Professional prior to starting their summer employment. Please communicate this to Stephanie Bush prior to end of the Spring semester so she may contact the student and begin the Part-Time Professional onboarding process.

Training

Onboarding

For each student employee to perform to the best of their ability, they will need to know the policies and procedures that exist. Start by helping each employee become familiar with their work environment and the work of the department. Identify training needs and ensure that both staff and student employees have the information and skills to do their jobs. Policies should be clearly communicated, preferably in writing, to every employee.

All student employees are required to complete student employment orientation and Vector Solutions training provided by the Career Development Center and the Human Resources Office.

Orientation to the Workplace

Tour of the Area:

- Bathrooms
- Coat and bag storage
- Water fountain
- Entrances and Exits

Introductions to Other Employees:

- Co-workers (staff and students)
- Key personnel (Deans, Directors, etc.)

Tools of the Trade:

- Supplies
- Copy Machine
- Phones
- Computer

Office etiquette:

- Office opening/closing procedures
- Phone messages
- Relaying information to co-workers
- Mail distribution
- Visitor policy

Standards of Employment:

- Confidentiality
- Dress code
- Expectations, including cell phone & headphones
- Schedules
- Absences
- Evaluations
- Pay increases
- Consequences of poor performance
- Continuation of employment

Job Training

Telephones:

- How to answer/transfer calls
- Voice mail system
- Office protocols
- Phone etiquette

Computers

- Access codes
- Logging on
- Frequently used programs
- Policies for use

Attendance

Supervisors should establish acceptable standards regarding attendance according to the needs of their department and the job responsibilities of each student employee. Students are expected to adhere to the work schedule as assigned and keep supervisors advised in advance of their intention to work (or not) during each semester or break. If it is necessary to be absent from work, the student should notify the supervisor as soon as possible and prior to the beginning of the work shift.

Supervisors should clearly communicate under what circumstances absences or tardiness are acceptable and what expectations their student employees must meet before risking reassignment or termination.

Schedules

Supervisors arrange work schedules that address their department's needs while attempting to accommodate each student employee's class and exam schedule wherever possible. Supervisors can expect each student employee to commit to the work schedule agreed upon, and to explain in advance any changes that will affect their availability. It is the Supervisor's responsibility to ensure students are taking the appropriate breaks.

Specific Job Responsibilities

The supervisor should develop a comprehensive training program for all employees.

Contact Information

Human Resources

Stephanie Bush	hired@mvcc.edu	315-792-5636
Nicole Jordan	hired@mvcc.edu	315-792-5636

Payroll

Marissa Orbinati	morbinati@mvcc.edu	315-792-5670
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Financial Aid (work study)

Jessica Norris	jnorris@mvcc.edu	315-731-5796
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Career Development Center

Liz Doherty	Ldoherty@mvcc.edu	315-792-5377
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