

University Policy Manual: Student Employment Policies and Procedures

University of the Pacific

Student Employment Policies and Procedures	
Policy Administrator:	Career Resource Center
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I. INTRODUCTION

The policies and operating procedures for the employment of students under the jurisdiction of the Career Resource Center apply to Pacific student employees.

Student employment at Pacific is intended to provide a vehicle for students to work part-time while they are in school, and to gain valuable experience related to their educational goals. The purpose is also to assist them with financial support during their tenure as a student of Pacific.

II. MINIMUM REQUIREMENTS FOR STUDENT EMPLOYMENT

A. Student employees must meet the following requirements for eligibility:

1. Matriculated students who are currently enrolled/registered in Spring or Fall semester as a new or continuing student in good academic standing and with at least half-time student status.

OR

2. Students enrolled in a jointly sponsored degree or credential granting program where courses are offered both through the university and another institution and the students meet the unit GPA requirement listed in II.A.1.

B. International students holding F1 or J1 visas must secure approval of International Programs and Services in order to be eligible for the student employment program. International students must be full time (12-units for undergraduates; 9-units for graduate; 6-units for graduate students holding assistantships).

C. Eligibility for employment as a federal or state work-study student is established by the Office of Financial Aid and is subject to federal work-study program regulations, which take precedence.

D. If not enrolled in subsequent semesters, a student assistant may work until the end of the December pay period for Fall enrollment and until the last day prior to commencement for Spring enrollment. Upon Fall graduation, students are eligible to work as a student assistant until the end of the December pay period.

III. DEFINITION OF STUDENT EMPLOYEE CATEGORIES

- A. Pacific has two primary student employee categories: (1) student assistant, and (2) federal or state work-study. The category is determined by the funding source from which a student employee is paid. Student assistants are funded from university resources, whereas federal and state work-study employees are funded primarily by work-study dollars via the Financial Aid Office and are governed by work-study regulations. The categories are broken down further into specific classifications depending on the student's class level, units carried, and hours worked.

IV. APPLICATION PROCESS

- A. All students should apply for on-campus employment through Tiger Jobs, the Career Resource Center's online job database. Students are required to create a resume, which they upload onto Tiger Jobs and submit to each online job posting.

V. HIRING POLICIES

- A. Administration of the Pacific Student Employment Program shall be in accordance with good management principles and the university's equal employment opportunity policies, including the university policies against sexual and other unlawful harassment.
- B. All Stockton Pacific student employment is dependent upon the mutual consent of the university and the student employee. All student employees serve at the will of the university; therefore, the university or the student employee can, at any time, terminate the employment relationship at will, either with or without cause. If the student employee is terminated by the university, he or she may meet with his or her supervisor to ask for reconsideration, but the supervisor is not required to state a cause for termination. *See Attachment #1.*
- C. Student employees can be employed in more than one employment classification simultaneously (i.e. student assistant, graduate assistant, federal work-study, state work-study).
- D. Individual programs are responsible for the monitoring and implementation of the salary. Hiring units must meet minimum wage rates for California.
- E. Student employees are covered by workers' compensation. They do not accrue or receive sick leave, vacation credit, holiday pay, or unemployment benefits. Student employment is a temporary employment status.
- F. Starting Date- A student is not authorized to work until all necessary paperwork has been completed and approval(s) obtained. A University of the Pacific student employment application form should be completed by the student.

- G. A student employment payroll authorization form, or work-study employment authorization form for federal and state work-study students, must be delivered to Human Resources prior to the first day of work. **THERE ARE NO EXCEPTIONS.** The Payroll Office may require students to complete additional payroll forms.
- H. All students are required to complete the I-9 Form on/or prior to their first day of employment. Various documents are required to complete this form in the Office of Human Resources. Employment is conditional upon compliance with I-9 requirements.
- I. Students who are paid under federal work study will not be required to complete a background screening. Credit checks will be conducted on student employees who are offered positions that allow access to currency or other financial transactions of the university or other positions deemed sensitive by the University.

VI. WORK SCHEDULES

- A. A student work week is defined as beginning at 12:01 am on Monday and ends at midnight the following Sunday.
- B. Student employees may be scheduled to work up to 8 hours per day; and may work up to six consecutive days, regardless of work week.
 - 1. During the academic year when classes are in session, including finals week, student employees may work up to thirty (30) hours per week.
 - 2. Student employees may work up to forty (40) hours per week during winter and Spring Break.
 - 3. Student employees may work up to forty (40) hours per week when school is not in session (i.e. Summer). Pursuant to the federal and state laws, student employees are designed as non-exempt employees and must, therefore, be paid overtime (time and one-half) for hours worked in excess of eight (8) hours per day and/or forty (40) hours per work week.
 - 4. Student employees working on an “official” and “seasonal” holiday should be paid “overtime pay” on the “official holiday” and “regular pay” for the “seasonal holiday”. Students do not receive compensatory time off in lieu of overtime pay.
 - 5. All student employees working during the Summer regardless of the hours worked will be classified as student assistants.

6. International students may work up to twenty (20) hours per week when school is in session and forty (40) when school is not in session. (i.e., summer).

C. Student employees may work in more than one department. However, the supervisors and students are responsible for monitoring combined work hours to ensure the total work hours do not exceed eight (8) hours per day, thirty (30) hours per week when school is in session and/or forty (40) hours per week during Summer Session, Winter and Spring Break.

D. Supervisors are responsible for the assignment of regular work schedule(s). Lunch Breaks: Students working more than six (6) hours in one day are required to take a half hour unpaid meal break within a five (5) hour work period. Breaks: For every four (4) consecutive hours worked, or major portion thereof, students are entitled to a 10-minute rest period in the middle of the four (4) hour work period.

VII. PAY RATE ADJUSTMENTS

A. Pay rate adjustments are effective on the first day of a pay period.

B. Promotional to Next Level

If a student employee is assigned duties with a higher level of responsibility or difficulty, the student must be placed at the appropriate pay level for the work that is performed. A student pay authorization change form or work-study authorization change form must be completed and submitted by the employing department to Human Resources.

VIII. PAYROLL INFORMATION

A. Provided that time sheets and other documents are submitted correctly by the established due dates, pay will be issued to student employees according to the student assistant/federal work-study pay calendar.

B. Direct deposit is available to student employees.

IX. STUDENT TRAINING

Once the student has been hired, the supervisor or a designee must set aside time to train the student on the expectations and job requirements of the agency and/or department. The supervisor or designee should reinforce relevant topics discussed at the interview, as well as the following additional topics:

A. Work schedule requirements (i.e. not to exceed 6 days, etc.)

- B. Variations in work schedules for holidays, break periods, and examination periods
- C. Safety and health practices
- D. Behavioral expectations
- E. Performance review/evaluation schedules
- F. Dress code and other relevant policies and procedures
- G. Confirmation of rate of pay for position
- H. Prevention of sexual and other unlawful harassment (policy available in the Department of Human Resources)
- I. Confidentiality in the work place
- J. Supervisor personnel. When discussing supervision, it is important to provide answers to the following questions:
 - 1.) To whom should the student direct problems or questions?
 - 2.) To whom should the student contact in case of absence or change in the work schedule?

X. SUPERVISOR RESPONSIBILITIES

While each department has established its own standards for supervision of employees, supervision of Pacific student employees must also honor the supervisory standards established by the Career Resource Center. When supervising students, supervisors are expected to:

- A. Explain the role of the student in the department
- B. Explain the standards of behavior expected of student employees
- C. Provide skill training and procedural information necessary to perform tasks
- D. Ensure adequate supervision of student work
- E. Keep lines of communication open, clear, and constructive
- F. Ensure that students are not scheduled to work during established class times
- G. Treat all students in accordance with their rights under law
- H. If applicable, monitor the student's work-study award balance

- I. Ensure the accuracy of student time sheets
- J. Provide a work space that is free from hazards
- K. Report any student workplace accidents or injuries to Human Resources immediately

XI. STUDENT RESPONSIBILITIES

Student employees may be new to the workforce, and the student employment program provides a learning experience for them. In this light, student employees are expected to:

- A. Report to work on time or give advance notice of expected delays
- B. Give advance notice when unavailable to work a schedule shift
- C. Refrain from conducting personal business or studying while on work time
- D. Establish a work schedule that does not interfere with class time
- E. Report accurately the hours they have worked
- F. Take the job seriously and perform the job duties to the best of their ability
- G. Dress appropriately for the job location
- H. If applicable, monitor their work-study award balance
- I. If applicable, notify their supervisor of any changes in their work-study award
- J. Notify their supervisor in advance of any changes in academic schedule or other commitments the affect their work availability
- K. Upon request, report an accurate summary of previous work history to their employer or prospective employer
- L. Immediately report any workplace accidents or injuries to the supervisor
- M. Give a two week notice before resigning, when possible
- N. Students are afforded the right to file a grievance.

XII. DISCIPLINARY ACTION/INVOLUNTARY TERMINATION FOR STUDENT EMPLOYEES

When a problem with a student employee's performance arises, the supervisor should meet with the student to review the areas in which performance is unacceptable and to clarify the expectations for improvement. Follow-up is essential to review progress, provide clarification, and address continuing concerns of either the supervisor or student. Clear, direct feedback about expectations and student performance can be an important contributor to the development of good work habits and the overall success of students in their on-campus employment. Good supervisors not only ensure that work tasks are completed, they also serve as resources and role models for effective communication, feedback, planning for improvement, and the motivation of positive attitudes toward work. Please note: As explained below, where gross misconduct and other serious infractions occur, immediate termination, rather than performance improvement attempts, may be in order. All supervisors are required to consult with Human Resources prior to terminating a student's employment.

A student employee may be disciplined if the student fails to perform his/her job satisfactorily; fails to follow the directions of the supervisor; violates University rules or policies; or otherwise engages in inappropriate behavior in the judgment of the University. Human Resources is available to provide guidance to supervisors in understanding, interpreting, and responding to violations of policies and problematic work behavior and in developing clear, consistent written communications to the student employee.

Discipline may, but need not, take any of the following forms and may, but need not, follow the progression below where deemed appropriate:

- Documented verbal warning;
- Written warning;
- Final written warning or suspension, normally to a maximum of five (5) working days; or
- Termination.

Warnings are generally appropriate for such issues as excessive absence or tardiness, excessive personal use of the telephone or computer, use of abusive or inappropriate language, or use of Pacific property or resources for personal gain where the use is other than gross misconduct. When issuing a warning, supervisors should advise the student of the problem in specific terms and whenever possible, provide the warning in writing. Suggestions for how to eliminate the problem or improve the situation should be as specific as possible.

For gross misconduct and other more serious infractions that may threaten the well being of others or represent intentional policy violations, immediate termination may be appropriate. Examples may include theft, insubordination, intoxication on the job, destruction of property, deliberate injury to another person, unauthorized release of confidential information, or unauthorized altering, creating and/or deleting Pacific documents.

XIII. GRIEVANCE PROCEDURES FOR STUDENT EMPLOYEES

It is the policy of the University to provide an effective and timely method for student employees to bring forth employment issues and concerns. This grievance procedure is intended to resolve those issues or conflicts regarding a student employee's belief that an adverse employment action, including termination from University employment, violated University policy or violated state or federal law. The grievance procedure is the exclusive means of determining if such an action is in violation of University policy. The grievance procedure does not apply to complaints about working conditions, performance, policies, procedures or problems with co-workers or supervisors. The University encourages all student employees to use the grievance procedure without fear of prejudice or retaliation within the limits of the review process and with the assurance that his/her confidences will be respected.

Complaints about harassment as defined by the University's policies on *Prohibited Discrimination* or *Sexual and other Unlawful Harassment* will be investigated and resolved according to that policy. Copies of these policies are available in the Department of Human Resources or on the Human Resources website at www.pacific.edu/hr.

PROCEDURE:

Step 1 – *Initial Resolution of Grievance*

The student employee with the grievance will discuss the issue with the supervisor responsible for the employment action. A representative from Human Resources may be present for the discussion at the request of either party. This discussion should take place within two (2) working days after learning of the action of the decision being grieved. The student employee and supervisor shall attempt in good faith to discuss the grievance and resolve it, with the supervisor setting forth the agreed resolution and if there is no agreed resolution, then the resolution is stated by the supervisor. Where agreed resolution of a grievance is not achieved, the student employee may proceed to the next step of the grievance process. If the student employee does not proceed to the next step, the grievance is considered to be resolved on the basis stated by the supervisor.

Step 2 – *Department Head Review*

If there is no agreed resolution at Step 1, the student employee may file a written grievance with the head of the department in which the grievance arose, doing so within three (3) working days after the initial discussion described in Step 1. If the department head is the student's direct supervisor, the written grievance should be addressed to the department head's supervisor. The document should describe the grievance with specific facts, including the reason for the grievance, personnel involved, events, dates, the remedy requested and other information relating to the grievance. A copy of the grievance should be provided to the Assistant Vice President for Human Resources.

The department head or his/her designee will review the grievance and may meet with the student employee, supervisor and others who have knowledge of the decision or action, as appropriate. The department head should inform his/her supervisor of the pending grievance. A representative from Human Resources may be present for the discussion at the request of

either party. This review will take place within three (3) working days of receiving the grievance.

The department head or designee shall provide the student employee, supervisor, his/her own supervisor and the Assistant Vice President for Human Resources a written decision regarding the grievance within three (3) working days after completing the review. If the matter does not involve an involuntary termination, the grievance is considered to be resolved on the basis stated in the written decision. If the matter involves an involuntary termination, but the student employee does not appeal to Step 3, the grievance is considered to be resolved on the basis stated in the written decision.

Step 3 – Department of Human Resources Review

If the student employee does not accept the Step 2 written decision and the matter involves an involuntary termination, the student employee may file an appeal with the Assistant Vice President for Human Resources. This appeal should be filed within three (3) working days of receipt of the department head's decision in Step 2. The written appeal should include the written grievance submitted to the department head in Step 2, the basis for the appeal, and why the department head's decision should be reviewed.

The Assistant Vice President for Human Resources or his/her designee will review the appeal and may meet with the student employee, supervisor and others who may have knowledge of the decision or action, as appropriate. The Assistant Vice President will review the appeal within two (2) working days after receiving the written appeal and provide the student employee, supervisor, and department head a written decision regarding the appeal within three (3) working days after completing the review. The decision of the Assistant Vice President may affirm the decision or may propose a different decision, including an action that reduces the sanction or increases the sanction. The decision of the Assistant Vice President for Human Resources is final.

OTHER ISSUES RELATING TO GRIEVANCES

Other Forums

If at any time before or during this procedure a student employee files a complaint or grievance in another forum, the University reserves the right to discontinue the complaint or grievance proceedings if, in its judgment, it determines that continuation will not conclude the matter with finality or will be unnecessarily duplicative.

