STUDENT EMPLOYMENT

Handbook

Student Employment Program

Carolina University's Student Employment Program allows students to build professional skills while working on campus. The Student Employment Program allows staff and faculty supervisors to mentor students, teach workplace skills, and help students build lasting professional relationships at Carolina University and in our community.

Students are awarded Student Employment opportunities through department job postings. Students are expected to adhere to all work requirements as outlined in the Student Employee Handbook and fulfill all job duties. **Violating any part of this handbook, Carolina University Policies, employment agreements, Federal laws, and State Employment Guidelines may result in immediate termination from the Student Employment Program.**

Types of Student Employment

Federal Work-Study Program
- Federal Work-Study is a need-based program that offers part-time jobs for students to earn money while in school.
- Work 20 hours a week (up to 29 during school breaks)
- Must follow the Student Employment Guidelines

CU Student Employment Program
- It is granted to international students by the admissions office.
- Work 20 hours a week (up to 40 during school breaks)
- Must follow the Student Employment Guidelines

Please note that international students are subject to F1 visa employment regulations. International Student Employment awards do not guarantee a position at Carolina University. All applicants must meet all job requirements before beginning work.

How to Apply for a Job

Students eligible for the Federal Work-Study program or who have received a Student Employment Award and are interested in on-campus jobs can explore all openings in our Student Employment Portal. It is important to note that although you might be eligible to work on campus, it does not guarantee a job at Carolina University. Students are expected to meet all job requirements and adhere to all policies outlined in this handbook. The following steps must be completed in order to start working:

- **Application:** Students can apply through the Student Employment Job Portal.
- **Eligibility Review:** The student's eligibility is verified. If eligible, the student must submit their ATS resume to the office.
- **Interview Process:** The office connects the student and the supervisor to arrange an interview. After a successful interview, the office informs the student of the job offer, and the student can choose to accept or decline.
- **Hiring Process:** The student submits all required documents to the office. Once completed, HR finalizes the process and informs the student of their start date.

Required Documents

Student employees must follow all employment guidelines listed in the student employment handbook. Each position may have additional guidelines that must be followed as well. After obtaining a job position, multiple documents will be required to complete onboarding:

- Social Security Number
- I-9 form
- Form W-4
- Form NC-4EZ
- Direct Deposit Authorization
- FERPA Certificate
- Drug-free Workplace and Educational Institution
- Permission to obtain a background check

FERPA: Family Educational Rights and Privacy Act

FERPA is a set of regulations that applies to those institutions that receive funding from the Department of Education. FERPA was written specifically for students and guarantees them the right to inspect and review their education records, the right to seek to amend education records, and the right to have some control over the disclosure of information from those education records. In order to work in a department where you have access to FERPA-protected information, you must complete two tasks.

- FERPA training
- Complete the Statement of FERPA Understanding.

Once both steps are complete, students must email documentation to student_employment@carolinau.edu.

Working Schedule

Students should work with supervisors to create a working schedule that meets the needs of the department and works around students' class schedules. Under program regulations, you can work up to 20 hours per week while school is in session.

Student Employees who want to work during the school break or when school is not in session must be approved by the Student Employment Program. Students can be allowed to work more than 20 hours a week during any school breaks, holidays, or other times when school is not in session.

Please note that working during your scheduled class time is prohibited under program regulations. You cannot work if you are scheduled to be in class. In addition, undergraduate students cannot be scheduled to work during weekly convocation without permission from the Dean of Students.

Timecard Reporting

Each student is allowed to work a maximum of 20 hours per week while school is in session. Students are responsible for submitting their timecards through the MyCU Portal. Student employees must clock in at the start of each shift and clock out when their shift ends. Working while clocked out is not permitted. **During school breaks or annual vacations, students may work more than 20 hours per week on campus, but they must obtain approval from Student Employment beforehand.**

Compensation and Payment Methods

All student employees are required to complete direct deposit forms with HR and provide all tax documents. Carolina University's Student Employment Program is designed to assist students in finding on-campus employment to offset the costs of housing. A pay cycle will run from Monday to Sunday of each week. Students can be paid via direct deposit or credit towards their student account for any hours worked. For further questions, please contact the International Student Services Office.

Pay Scale: Student Employment uses a job classification process to ensure all student employees are paid equitably when working in similar positions. For this reason, all positions have written job descriptions. CU students are paid based on the student pay scale listed below. Students are rewarded for staying in one job for multiple years.
- All student employment starting positions begin at $10/hr.
- Supervisors can recommend a student for a promotion to a position with increased responsibility and skill development after completing the training period.
- Supervisors can recommend pay increases, but all pay increases are approved only by Student Employment based on various factors, including the 360 Evaluation.

Attendance and Absences

Student employees are expected to attend their shifts on time and when scheduled. Regular attendance and punctuality are essential to keep department operations running smoothly. Arriving late, excessive absences, and tardiness can cause disruptions for everyone. All absences from student employment are without pay.

Students who cannot work a scheduled shift should email their supervisor and cc Student Employment as soon as they know they will miss work and before their scheduled shift. Failure to notify your supervisor or Student Employment before your scheduled shift will result in a violation of student employment policy and a strike being issued to the student. You may be asked to supply supporting documentation with your absence request. One unexcused absence may result in a strike. Failure to provide supporting documentation when requested will result in disciplinary action. The supervisor will work with the Student Employment to determine if the student worker can make up missed hours. Hours must be made up in the same work week as the absence occurred. Student workers cannot work during scheduled class times or exceed 20 hours max during the week. Students who exceed two sick days may be asked to provide supporting documentation from the nurse or their healthcare provider.

Students looking to request a day off must request this from their supervisors. Supervisors have the right to approve or deny time off requests.

Tardy/Leave Early: In the event that a student worker will be late to their scheduled shift or need to leave early, they must email their supervisor. Three tardies may result in a strike. Arriving and clocking in one minute late is considered tardy.

All absences, tardiness, and early departures will be monitored and tracked; excessive instances can result in disciplinary action, including being issued strikes.

Workplace Etiquette

Student employees are expected to maintain professional conduct while in the workplace. Customer service, employee effectiveness, and reliability are key qualities that all student employees must possess. Student employees should also pay special attention to the following etiquette rules:

- Timeliness
- Completion of work
- No cell phones or headphones (any kind)
- Respectful communication
- Honesty
- Appropriate attire

Arrive at work at least five minutes early. Email your supervisor in case of an emergency preventing you from reporting as scheduled. To achieve your employment goals and maintain a professional atmosphere, ask friends not to visit or call while you're working. Conduct personal business outside of work hours. It's beneficial to note down daily or regular tasks. Finish previous assignments before requesting new ones. Before leaving work, review your task progress with your supervisor. If possible, show initiative and add value to assigned tasks or existing processes in the office or organization.

Dress Code

Student employees are required to follow the dress code during working hours. Casual wear is permitted, such as jeans (no rips or tears), T-shirts, collared shirts, etc. Student Employees ARE NOT allowed to wear loungewear such as sweatpants, work-out clothes, pajamas, sandals, crop tops, crocs, shorts (any kind), or other clothing deemed to be unprofessional or inappropriate in the workplace, such as miniskirts or offensive language on apparel.

Supervisors may establish dress codes beyond the basic Student Employment dress code (job-related uniforms, safety gear, etc.). Any violations of the dress code may result in a "strike" or other disciplinary action for the student employee.

Intellectual Property

All articles created when performing duties remain the sole and exclusive property of Carolina University for all purposes and uses, and all Student Employees hereby assign and agree to assign all rights thereto to Carolina University. Intellectual property may be in any form, including, but not limited to, written, oral, electronic, digital, or other forms.

Team Lead Promotion Policy

1. Promotion Requirements:

o **Training Session**: A student must complete a dedicated training period of at least <u>seven weeks</u> before becoming eligible for promotion to the team leader role. This training will allow the supervisor to guide the students and evaluate their performance.

o **Evaluation**: At the conclusion of the training, a formal evaluation will assess the student's leadership, performance, problem-solving abilities, and teamwork.

2. Pay Increase Policy:

o **Timing**: Pay increases for promoted team leaders will take effect at the start of the subsequent semester or in the second session following the completion of training, ensuring alignment with budgetary planning and consistency across student employment roles.

o **Performance-Based**: The amount of the pay increase will depend on the results of the training evaluation and subsequent performance reviews, reinforcing the commitment to excellence in the team leader role.

3. Retention Requirement:

o Team leaders are expected to commit to the position for a minimum of two semesters, supporting stability and continuity within student employment teams.

4. Continuous Development:

o Regular feedback sessions will be conducted to encourage growth and ensure that team leaders receive ongoing support in their roles.

Pay Increase Policy

This policy outlines structured pay increases for student employees based on performance evaluations, tenure, and role advancement. By rewarding high performance and consistency, the policy aims to incentivize quality work and professional growth, supporting both employee development and budgetary compliance.

1. Entry-Level Pay Structure

▪ Student Employee Entry-Level Salary: $10 per hour.
▪ Team Lead Entry-Level Salary: $12 per hour.
▪ Team Lead Eligibility: Students may qualify for a Team Lead role at the beginning of a semester or the second session. Eligibility requires the completion of at least one evaluation with a minimum score of 95%.

2. Evaluation-Based Pay Increases

Pay increases are determined by performance in 360-degree evaluations, which provide a comprehensive review of each student employee's contributions, attendance, professionalism, and teamwork.

● **Performance-Based Increases:**
  ○ **$1 Increase:** Awarded to student employees who achieve an average of 95% or higher as a result of two consecutive 360-degree evaluations.
  ○ **$1.50 Increase:** Awarded to student employees who maintain a 95% evaluation average across two consecutive semesters (Fall and Spring).

3. Timing of Increases

▪ Annual Increase Cycle: All eligible pay increases will take effect at the beginning of the Fall semester, in line with the academic year and university budget allocations.
▪ Semester-Based Eligibility for New Roles: Students meeting Team Lead qualifications will receive the role and corresponding entry-level pay increase at the beginning of a semester or second session if all criteria are met.

4. Performance and Term Requirements

To qualify for pay increases, student employees must meet both term and performance standards:

- **Consistent Evaluations:** A student must complete at least two evaluations within a year to be eligible for pay adjustments.
- **Evaluation Standards:** Increases are directly tied to achieving or maintaining a 95% or higher rating in evaluations, as outlined:
  - **Exceptional Performance:** Scores of 95%+ are rewarded with tiered increases.
  - **Satisfactory Performance:** Students who meet expectations but score below 95% will not qualify for performance-based increases but may receive constructive feedback to support improvement.

5. Special Considerations

- **Constructive Feedback and Development:** Supervisors will provide feedback after each evaluation, guiding students on areas for improvement to achieve eligibility for future increases.
- **Budget Cap and Flexibility:** All increases are subject to university budget constraints and may be adjusted to maintain compliance with financial resources.

Summary of Pay Increase Structure

Position	Initial Rate	Increase Criteria	Increase Amount
Student Employee	$10/hr	90%+ in two consecutive evaluations	$1
		95%+ in two consecutive Fall and Spring evaluations	$1.50
Team Lead	$12/hr	95%+ in one evaluation	N/A (initial role adjustment)

360-Evaluation

The evaluation aims to provide a holistic and inclusive feedback system. The SE360 is a formal evaluation that will strengthen consistency in professional standards, ensure adherence to university policies, and support students' broader development needs.

Evaluation Components and Weighting

1. **Student Employment (50%):** Adherence to Student Employment policies and guidelines.
   - Compliance with employment policies (e.g., work hours, attendance).
   - Participation in Student Employment-led training and development programs.
   - Overall adherence to university professional standards and goals.

2. **Supervisors (40%):** Feedback on job-specific performance, professionalism, and contribution to departmental goals.
   - Job-specific performance, skills, and execution.
   - Professionalism, timeliness, and reliability.
   - Contribution to departmental goals and overall success.

3. **Self-Evaluation (10%):** Student's self-assessment of growth, strengths, and areas for improvement.
   - Reflection on growth, strengths, and areas for improvement.
   - Identification of goals and personal development plans.
   - Honest assessment of contributions to the department.

Vacation and Time Off

Student employees are eligible for time off from their Student Employment positions during school breaks, holidays, or annual vacations. Students may work more than 20 hours a week during approved school breaks or vacations but must receive approval from Student Employment.

If a student employee requires time off during normal working hours for things such as vacation, medical appointments, or due to academic difficulties, they must notify their supervisor and receive approval. Student employees are not eligible for paid time off.

Please note that the student employee is responsible for communicating all planned or unplanned absences from scheduled work. Failure to do so within the appropriate timeframes may result in disciplinary action or loss of student employment privileges. Carolina University offices will be closed, and most student employees will have time off during the following holidays unless required to work due to the specific needs of their department.

- Martin Luther King, Jr. Day
- Friday of Spring Break
- Good Friday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve through New Year's Day

Disciplinary Policy

The purpose of the Student Employment disciplinary policy at Carolina University is to establish a system of accountability for Student Employees while promoting personal growth and improvement. The Student Employment program uses a "Three Strike" approach to monitor performance and behavior. This policy encourages students to learn from mistakes and provides a structured path to improvement.

Three Strike Approach

The "Three Strike" approach is designed to help Student Employees recognize and learn from their mistakes. Strikes are issued for violations of the Student Employment Handbook, which include excessive absences, tardiness, failure to complete tasks, misuse of resources, and other infractions. The student's response, learning, and improvement following a strike are vital to their success in the Student Employment Program.

Disciplinary Action and Suspension

When a student reaches three strikes, they are suspended from their employment position for 15 weeks. During suspension, students are not permitted to work and must complete mandatory training sessions or workshops as assigned by Student Employment.

Suspension and Reinstatement Policy

At CU, the Student Employment reinstatement process requires approval from the **International Student Services Office Director**. The Student Employment Coordinator will submit a complete report of the student's progress during the suspension and probation period, and upon review, a decision will be made and approved by the International Student Services Director.

This process is required when a student has been suspended from their employment position. In the Student Employment Program at Carolina University, a **suspension** is a period where the student is not permitted to work in any employment position after receiving **three strikes** from Student Employment due to the following reasons:

- Excessive absences or tardiness
- Failure to complete assigned tasks or meet deadlines.
- Inappropriate use of company resources or time
- Violation of program dress code or standards
- Unacceptable employee behavior (e.g., disruptive behavior)
- Failure to follow safety protocols or procedures.
- Substandard job performance that does not meet expectations.
- Violation of company policies related to communication (e.g., improper use of email or social media, failure to reply to emails)
- Failure to attend mandatory training or meetings.
- Any other reason stated within the department's rules and guidelines.

It is important to note that any student employee can be immediately suspended without a previous strike for a severe violation of policies as determined by the International Student Services Director.

The student is notified by email of the reasons that led to the suspension, the student will also be instructed of the steps to follow to fulfill the requirements for reinstatement.

This period serves as a disciplinary measure and a time for reflection and improvement following instances where a student employee's actions, performance, or behavior failed to meet their role's established standards and expectations.

What to expect during the suspension period:
1. The student will not be allowed to work for 15 weeks.
2. On-campus students will have their student account balances adjusted to reflect their room and board charges.
3. The Student Employment Award is significantly reduced.
4. Complete any outstanding payments in their student account caused by their absence from employment.
5. The student will complete mandatory training sessions or workshops.

After the suspension period, the student is allowed to apply for a paid probation period. In the Student Employment Program at Carolina University, a **probation period** is defined as a specific time (7 weeks) during which a student employee's performance is constantly evaluated to determine if they can be reinstated and maintain their student employment benefit.

Reinstatement Process

A suspended student seeking probation must follow the next step:
1. **Meeting with the Student Employment Coordinator:** Discuss the plan that has been created to assist the student in improving areas of conflict and be eligible for reinstatement.

2. **Training Requirements during Suspension**
    ● Understanding the Student Employment Handbook
    ● Work Ethics / FERPA Reinforcement Training
    ● Managing Time and Productivity
    ● Customer Service
    ● Volunteer in at least four practical training sessions in different departments across campus.

3. **Probation Period:** If the student is approved to be under probation, they become eligible to apply for positions available on campus and attend interviews for available positions.
    ● The supervisor will evaluate the performance of the student on probation weekly for a period of seven consecutive weeks.
    ● The student must meet with the Student Employment Coordinator every two weeks and discuss their progress.
    ● The student must attend every training session/workshop scheduled by Student Employment regardless of having attended before in a previous semester.

4. Upon completion of the probationary status, the student will follow these guidelines:
    ● Meet for a final evaluation with the SE Coordinator.
    ● Meet for final decision with the ISS Director

Considerations:
    ● Students who fail to follow the guidelines satisfactorily during the suspension period are subject to permanent removal from the Student Employment Program and will not be eligible for reinstatement.
    ● Students who will not show satisfactory progress during the probation period will be permanently removed from the Student Employment Program and will not be eligible for reinstatement.

Transfer Policy

This policy facilitates a structured and fair process for student employees seeking to transfer to a different department, ensuring smooth transitions, appropriate planning, and fulfillment of responsibilities for both students and departments.

1. Eligibility for Transfer: Student employees are eligible to request a transfer to a new open position on campus after completing **one calendar year or three semesters** in their current role. Transfers may occur sooner if there is a mutual agreement between the current and receiving supervisors.

2. Transfer Timing: All transfers initiated by student employees or arranged between supervisors will be effective only at the beginning of a semester. This timing allows for effective planning and minimizes disruptions in departmental operations.

3. Transfer Process Requirements

▪ **Obtain Written Approval**: Student must request written approval from their current supervisor before starting the transfer process.
▪ **Fulfill Responsibilities**: Complete all pending work responsibilities and scheduled hours in their current position.
▪ **Student Employment Approval**: Receive authorization from the Student Employment to proceed with the transfer request.
▪ **Application Submission**: Submit a formal application for the new position through the job portal and follow the Student Employment hiring process.

Student Employees who initiate the transfer process must only do so once they have received written approval from their current supervisor. Student Employees who have had negative evaluations or are in otherwise poor standing in the Student Employee program may be eligible for a conditional transfer. All students who request to transfer out from a department will start at the entry-level salary in their next position.

Compliance Training Requirements

All student employees are required to complete mandatory Policy and Compliance Training as part of their onboarding process and annual performance evaluations. This training includes key topics such as:

1. **Student Employment Handbook**
   - Overview of student employment expectations, responsibilities, and benefits.
   - Understanding the discipline policy, performance standards, attendance expectations, and workplace behavior guidelines.

2. **FERPA (Family Educational Rights and Privacy Act) Regulations**
   - Key principles of FERPA regarding the privacy and confidentiality of student records.
   - Understanding student data security and legal responsibilities for handling sensitive information.

3. **Workplace Conduct Guidelines**
   - Expectations for professional conduct and interactions with peers, supervisors, and university staff.
   - Anti-discrimination, harassment, and diversity policies.
   - Health and safety guidelines specific to the student workplace.

4. **Time Management Skills**
   - Techniques for balancing work and academic responsibilities effectively.
   - Prioritization strategies for managing multiple tasks and deadlines.
   - Tools and methods to improve productivity and avoid time-related stress in the workplace.

Implementation:

- **Onboarding Requirement:** All new student employees must complete the Policy and Compliance Training in accordance with the Student Employment Office. Successful completion is required before they can start their duties.

- **Annual Training Requirement:** Returning student employees must complete this training annually as part of their 360-degree evaluation process.

- **Evaluation Impact:** Completion of the Policy and Compliance Training is mandatory for the annual 360 evaluation. Non-compliance will impact evaluation results, with potential consequences for continued employment, in alignment with the Three-Strike discipline policy.

Training Delivery:

- Training will be conducted through an online learning platform or in-person workshops.

- Students must complete the assessment following the training to confirm their understanding of the policies.

Accountability and Recordkeeping:

- Student Employment will monitor and document training completion records for each student employee.

- Supervisors will be notified of any students who have not completed training, and Student Employment will work with them to schedule follow-up sessions if necessary.

- Failure to complete the training within the specified timeframes will result in a written warning and may lead to suspension from student employment until completion.

Resignation

Student employees may resign with a written, two-week notice submitted to their supervisor, stating their last day (either two weeks from notice or the semester's end, whichever comes first). Upon resignation, all Student Employment awards will be forfeited. Resigning may impact your student account financially, so it is advised to consult the Student Employment Handbook beforehand.

Student Employment Termination

If a student is terminated or removed from Student Employment, the ISS Office will not assist the student in finding another position to cover the hours lost due to termination. The student will be classified as a non-aid student and will not be given special treatment in finding another job. The student will be terminated from the student employment position for the following reasons:

- Violation of company policies or codes of conduct
- Theft, fraud, or misappropriation of any property
- Workplace violence or threats of violence
- Immoral conduct or indecency.
- Intoxication or substance abuse on the job
- Insubordination or refusal to follow instructions
- Misuse of company property or resources
- Unauthorized disclosure of confidential information
- Damage to company property
- Violation of computer or internet usage policies
- Negligence or recklessness leading to accidents or harm
- Failure to comply with legal or regulatory requirements
- Sleeping on the job during work hours.
- Unsuccessful probation period.

Reapplying for Student Employment

Upon reapplying, student employees' academic eligibility and work performance will be reviewed to determine their Student Employment award for the new academic year. Awards may be maintained, reduced, or increased based on these factors. Once reapplications are processed, the Student Employment Coordinator will notify students by email before the semester begins.

Carolina University students not previously awarded Student Employment or Federal Work-Study are welcome to apply now. Please note that past awards do not guarantee continued employment. For questions about eligibility, contact Student Employment.

This handbook is updated each semester, and its policies and procedures may be modified, changed, or restructured accordingly.

January 22, 2025