



# Student Employment Handbook

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### A Note from the Student Employment Office

The UMass Lowell Student Employment program offers you, the supervisor, a wonderful opportunity to obtain student staff members for your office while helping them to defray the cost of their education. In addition you are giving students valuable work experience and marketable skills to help them be work ready and life ready. In order to maximize the benefits of this experience, it is important that you familiarize yourself with the policies and procedures by which this program operates, as well as the federal and state laws to which it is subject.

The Office of Student Employment assists both students and supervisors in all aspects of need-based on-campus, campus co-op and off-campus Community Service student employment. This includes but is not limited to, developing and monitoring student employment policies and procedures, ensuring compliance with federal and state employment regulations and connecting students with prospective supervisors.

This Handbook contains nearly all of the information you need to know about the UMass Lowell Student Employment Program. It explains the requirements, responsibilities, and the rights you have as a supervisor. If you have any questions regarding the Student Employment Program, please do not hesitate to contact us.

Best Wishes for a Great Year,

Candice Garabedian  
*Manager of Student Employment*

## **Introduction**

This handbook is intended to provide general guidelines for supervisors of UMass Lowell student employees. It is not intended to constitute a contract or create legal obligations between the University and any of its employees. Student employees and their supervisors are expected to be familiar with and comply with the University's student employment policies. The Student Employment Office reserves the right to modify or change its student employment policies at any time and will make every effort to notify both students and their supervisors of changes to the University's employment policies.

## **Equal Opportunity Statement**

UMass Lowell reaffirms its commitment to the fundamental principle of equal opportunity and equal treatment for each current and prospective student, faculty member, and employee. UMass Lowell will not discriminate against any employee or applicant for employment on the basis of sex, race, color, religion, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other category protected by law.

## **Eligibility Requirements for Student Employees Receiving Need Based Funds**

Undergraduate students who are enrolled full-time in a degree seeking program, meet specified application deadlines, show demonstrated need based on their FAFSA application, and indicate on their FAFSA that they wish to receive student employment funds will be considered for participation in UMass Lowell's student employment program.

In some instances, graduate students may be awarded student employment funds if they are not participating in a RA/TA position on campus. There are very limited funds for graduate students.

Individuals who have graduated from the University, are on a leave of absence from the University, have withdrawn from the University, or have been administratively withdrawn from the University are not eligible to participate in the program. Such individuals must stop performing any student employment as soon as they cease being enrolled as a student in a degree-seeking program.

## **Incoming Freshmen and Transfers**

Students are not eligible to participate in the Student Employment Program until they begin their first semester of enrollment. For example, incoming freshmen and transfer students cannot participate in the program during the summer before their first semester.

## **Types of Student Employment at UMass Lowell**

### ***Federal Work Study (FWS)/ UML Need-Based Student Employment (UML)***

Federal Work Study awards and UML Student Employment awards are in essence the same program. We treat both programs exactly the same, however they have different funding sources. Both FWS and UML Employment are awarded to students based on their demonstrated financial need, as determined by their applying for federal financial aid through the completion of the FAFSA form. Only students who were awarded FWS or UML employment can participate in these programs.

### **Community Service (Including America Reads)**

The federal government requires that each school participating in the Federal Work Study program spend at least 7% of its Federal Work Study funds on students who choose to work for non-profit/community service agencies. UMass Lowell fulfills this requirement by funding a certain number of Community Service Work Study jobs that UMass Lowell students may hold at approved non-profit/community service agencies. Available Community Service job postings are listed on JobHawk (our online job search website.) Students interested in applying for Community Service positions should contact the supervisor listed on the posting in the same manner as they would apply for an on-campus job.

Each community service agency that has a job posted on the UMass Lowell website has entered into a contract with UMass Lowell. If a student wishes to work for a specific non-profit or community service agency that is not listed on the website, the Student Employment Office will work with him/her and the agency to determine if the agency and the position qualify under federal regulations. Please contact the Student Employment Office with questions.

While working on campus has its advantages, Community Service is beneficial in that it provides local organizations with the consistent volunteer help they need at little or no cost, while at the same time, allowing students to do meaningful public interest work and afford college necessities.

### **Conditions Affecting Student Employment Funds**

There are many outside factors that may affect a students' eligibility for Student Employment Funding. Changes to the following items could result in reduced/canceled work awards:

1. Change in Housing/Enrollment Status
2. Private Scholarships
3. Academic Schedule Changes
4. Satisfactory Academic Progress

### **Summer Student Employment**

Summer employment is available to eligible UMass Lowell students through both Community Service positions and UML Student Employment programs. All students who are eligible to work through the Student Employment Program are eligible to apply for work in Student Employment positions during summer sessions.

In order to qualify for Summer Student Employment funds, a student must complete a separate summer work application, as well as the upcoming year's FAFSA, along with any required Verification paperwork by the deadline set by the Office of Student Employment. Our office posts this deadline on the application that we email to all eligible students. We also send reminder notices as the deadline approaches.

The same policies and procedures that student employees and their supervisors must follow during the academic year remain applicable during the summer.

## **Job Postings**

Each on-campus or Community Service student employment position must be posted on the JobHawk employment site (<http://www.uml.edu/JobHawk>.) In order to post a job you must be an authorized staff member or agency representative. If you are unable to log in to JobHawk with your UML email and password, please contact Student\_Jobs@uml.edu.

To post jobs, log in to JobHawk using your UMass Lowell email address and current email password. Review your profile and notify the Student Employment Office if there are any errors with your profile. Training Guides and web tutorials are located in the Forms and Tutorials Section on the On Campus Employer Home Page of JobHawk. Use these guides to assist you with posting your jobs and hiring your student employees.

## **Interviewing/Selecting Student Workers**

Students will be able to apply for your job online once the posting is approved by the Student Employment Office. Each time a student submits an application, an email will be sent to the supervisor listed on the posting, advising him/her that an application has been received. Only the supervisor who posts the job will be able to access the application. The email will include the student's application information and a link to JobHawk, allowing you to log back in and reply to the student.

You should reply to each student that applies. You can do this directly through the site. For help, please see the web tutorials on the On-Campus Employer Homepage.

Once the position is filled, you should take down the job to prevent additional students from applying for the job.

## **Suggested Interview Discussion Points**

We recommend that supervisors take the time to interview students before hiring them. An interview will help both the supervisor and the student make an informed decision about whether the job and the student are a good match for each other. Students must upload a resume into JobHawk before they apply to any jobs. This should help facilitate specific questions during the interview process. We suggest that you address the following points during the interview:

- Student's availability
- Student's prior work experience and skills
- Detailed job description and requirements
- Hours and dates when the student is expected to work, and who to contact and when in case of illness or emergency
- Type and length of training to be provided on the job
- Period of employment
- Departmental policies and protocol that may affect the student's interest in the job (e.g. dress code)

- Office and University policies concerning appropriate use of University property, such as telephones, computers, etc.
- Request for reference information (if desired)
- Timetable in which student can expect notification of a hiring decision
- Discuss the learning outcomes the student can expect from working in your office/area.

Most students are eager to begin working, so it is advisable to notify the student of the hiring decision within two or three days after the interview. It is also important to keep in mind that not all Student Employment recipients will have previous work experience and that it may be necessary to hire and train an inexperienced student.

### **Hiring Student Workers**

Please confirm with the student that they are accepting your offer of employment before submitting a Hire Request through JobHawk. Students can only accept **one Student Employment position at a time**. If a student has already been hired by another department you will receive an error message when you try to hire them in the system. You should contact the student directly if you have questions about this.

Students cannot work until both the student and supervisor receive the work authorization email from the Student Employment Office. Once you hire the # of openings specified in your job posting your job will automatically drop off of the site. Otherwise you should move your job to review mode so that you can easily access it at any time if you wish to re-post it.

### **Re-Hire Process**

If you are hiring students into the same position they worked in the previous academic year or during the summer period, they do not need to reapply to your position through JobHawk. If the student has worked for you and is coming back to the SAME position, you can hire them manually in JobHawk. Students are not authorized to work any hours until they have received work authorization via email from the Student Employment Office.

***Please note that Hire Requests will be processed within 3 business days of receipt (except during peak times such as the 2 weeks prior to and 2 weeks after the start of the semester). Contact the Student Employment office if you have any questions regarding your Hire Request.***

### **Payroll Policies and Procedures**

Student employment pay periods are two weeks in length and run from Sunday to Saturday. Students must report their hours by 5:00 pm on the Sunday at the end of the pay period. Supervisors must approve hours by noon on the following Monday. The payroll schedule is posted online on the HR/Payroll website: <http://www.uml.edu/HR/Payroll-Services/Pay-Schedule.aspx> and is also available in the Forms and Tutorials section of JobHawk in the On Campus Employer Home Page.

***Please note\*\* As a supervisor you have the right to set earlier deadlines for students to report their time in HR Direct. For example, you may require students to enter their time by Friday of the end of the pay period.***

Supervisors must monitor students' work hours and ensure that they have accurately completed their time sheets. If you are not present at all times when students are working, establish a system (such as daily log in/out record) that will allow you to verify the student's arrival and departure times. In addition, supervisors should be able to verify that students are performing the expected work during each shift.

Supervisors must remind their students to complete their timesheets. The Student Employment Office will not remind students to complete their timesheets. There are a few suggested ways that supervisors can ensure that their students will complete their timesheets:

- Have your students complete their timesheets after every shift
- Set up an email distribution list to remind your students a couple of times each payroll period. Send a reminder email on the Fridays before timesheets are due.

It is also important to pay attention to the students that are not in your HR Direct queue for approval. If there are any students that were authorized to work, but are not on your list for approval, you must contact the Student Employment Office immediately to determine if there is a problem. Please keep in mind that once a student is authorized, they are not automatically going to appear in your *Time Reporter group*. It normally takes two to three days to appear. If it takes any longer than that, please contact the Student Employment Office to find out if there is a problem.

Timesheets are to be signed electronically through HR Direct – <http://www.uml.edu/hr/hrdirect>. Supervisors have access to timesheets once students report hours. Instructions for completing timesheets are available in the resource library located within JobHawk.

### **Worker's Compensation**

All student employees are covered by Worker's Compensation. In the event that an injury occurs, the student must notify his/her supervisor immediately. As supervisor, you must contact the Human Resources Office for further instructions.

### **Sick Time**

The new earned sick time law in Massachusetts took effect on July 1, 2015. During the academic year, this will not affect our student workers on campus. However, during the summer months, students are required to pay FICA taxes, thus making them eligible to earn 1 hour of sick time for every 30 hours they work. Any questions regarding this should be directed to the Benefits Office at (978) 934-4100.



## Student Employment Policies

### Wage Structure

The new **University Student Employee Wage Structure**, effective July 2017, is outlined below. Please note that the various levels apply to ALL student employment positions – both financial aid based as well as departmental contracts – and should be used in order to provide continuity and equity in wages across the UMass Lowell campus.

#### Level I- \$11.00-\$11.75

Entry level positions requiring the performance of routine tasks. Students would require training to learn the skills required for the position. Position requires direct supervision. Positions at this level would include: Lab Monitors, Library Assistants, Front Desk Greeters, and Office Assistants.

#### Level II- \$12.00-\$12.75

Positions requiring a moderate level of knowledge or skill. Positions requiring the performance of moderately complex tasks based on some experience or training. Duties require a general knowledge of the functions of the department, a high level of dependability, and often involve the supervision of other student employees or department programs. Positions at this level would include: Senior Office Assistants, Tutors, Lab Assistants, and Social Media/Web Content Coordinators. These positions are also held by students employed through our Community Service partners.

#### Level III: \$13.00-\$20.00

Highly developed specific skills, completion of related graduate-level coursework or significant previous work experience and training required. Responsibilities may include regular independent supervision and/or coordination of programs and/or projects involving highly complex equipment, analysis of data. Other responsibilities include regular independent decision making and may involve day to day supervision of student employees. The decisions of students in these positions may affect the total operation and success of a project or program. Limited, if any, supervision. Positions at this level would include: Athletic Trainers, Research Assistants, Lab Technicians, and Lifeguards.

*A request for an hourly rate exceeding the pay range will require approval of the dean or department director and review by the Student Employment Manager and the Director, Compensation & Benefits.*

**Pay Rate Changes:** If a supervisor feels the student's job performance warrants an increase, the supervisor may offer that increase at the start of a new employment period. Pay rates should not be changed mid-year unless the student is promoted to a new level/position within the department.

## ***Maximum work hours per week***

Students working through the Federal Work Study, UML Student Employment or FWS Community Service are limited to working 22 hours per week when classes are in session and 37.5 hours per week during vacation time. This is the total number of hours that a student may work in all of their jobs. For example if a student works two jobs (one through student employment and one on a “temporary” contract) and wanted to split their time evenly between the two that would be 11 hours per week per job or 22 hours per week when classes are in session. Students who work more than these hour risk putting their status in jeopardy.

Supervisors may **NOT** permit students to work additional unpaid hours beyond the hours that are recorded on the student’s timesheets. While it is appropriate for supervisors to prevent students from working more than 37.5 hours per week, the law requires that employees who work more than 37.5 hours in a week be paid at the rate of one-and –one half times the employee’s regular rate of pay.

Students who have Student Employment awards may not be able to work the maximum number of hours per week, as they would run out of funds before the end of the academic year. It is the responsibility of the student and supervisor to plan accordingly. Departments may contact the Student Employment Office to determine if there are any additional funds available to pay student employees and if a particular student is eligible to receive these funds. However, there is no guarantee that additional funds will be available at ANY point during the academic year.

## ***Working during class***

Per federal guidelines, students may not under any circumstances work during their scheduled class times. Student employees are students first. Student employment is a way for students to earn funds to pay for both educational expenses and incidentals, not a means of sole support.

## ***Dress Code***

Individual departments may require that its employees abide by a dress code. A department may choose to impose a dress code for safety reasons, in situations where student employees are highly visible to the community, or simply because the office or unit wishes to maintain decorum and professionalism. It is up to each individual department to notify their student employees of the appropriate dress code in their department. For instance, a department might require its student workers to wear UMass Lowell apparel, or only collared shirts and pants/skirts. Students should be notified about their employer’s dress code expectations at the time of their hire.

## ***Student Employee of the Year Award***

We are proud to participate in a nation-wide program to honor those students who have made exceptional contributions to their departments by awarding one student a Student Employee of the Year Award. A call for nominations is sent out to all on-campus and not-for-profit supervisors, asking them to nominate a student in their department who has gone beyond the call of duty. Nominations are submitted to the Student Employment Office, who selects an independent committee comprised of supervisors from departments who did not nominate any students during that particular academic year. The committee evaluates all of the nominees and determines the award recipient. The Student Employee of the Year is recognized at the Student Employee of the Year Award Ceremony, where all nominees are honored. The winner will also be entered into the Regional Recognition Program, which could then advance them to the National Program.

## **Student Disciplinary Process/Termination of Student Employment**

Student employees may be subject to termination of their student employment if they are unreliable or fail to perform their required responsibilities, including completing timesheets by the deadline. **Students generally are entitled to the following disciplinary process prior to employment termination:**

1. Supervisors should give a verbal warning to an underperforming student and review with the student any issues with the student employee's work performance. The supervisor should give the student recommendations for improvement. If the warning is the result of failure to complete a timesheet by the deadline, the supervisor should inform the student of pending termination if the behavior is not corrected.
2. If the student does not improve, his/her supervisor should give the student a written warning reiterating the issues he/she is having with the student's work performance and the terms the student will need to uphold for his or her employment to continue. Students should be given a chance to improve by a certain date. Both the student and his/her supervisor should sign the written warning and a copy should be sent to the Student Employment Office. Again, if the warning is the result of the failure to complete the timesheet in a timely manner, it should inform the student of pending termination if the behavior is not corrected.
3. If the student fails to adequately correct his or her behavior by the determined date, he/she should be given a written notice of termination. All the reasons for the termination should be listed. A copy of the letter should be sent to the Student Employment Manager and the letter shall be placed in the student's file.

**If the student's behavior violated the University's Code of Conduct for students, a copy of the termination letter shall also be sent to the attention of the Dean of Students and the matter may be referred to the Student Judicial System.**

*Notwithstanding the above process, a student's employment may be terminated immediately in cases of flagrant, willful violation of University rules or violations of law. Such infractions which may justify immediate termination may include but are not limited to stealing, insubordination, breach of confidentiality, falsifying a timesheet, or engaging in sexual harassment or unlawful discrimination or any other action the supervisor deems serious.*

## **Student Employee Appeal Process**

A student shall have the opportunity to appeal a termination from an on-campus position. Terminations resulting from funding limitations and/or revised staffing needs of a department cannot be appealed.

The purpose of this appeal process is to promote the prompt and efficient resolution of student employment complaints. Students and their supervisors should make every reasonable attempt to resolve problems wherever possible, without resorting to this process.

Student employee complaints regarding terminations may be filed as follows:

**Step 1:** The student shall, within ten (10) business days after termination, discuss the complaint with his/her immediate supervisor. The supervisor shall have five (5) business days to review and respond to the complaint. If the student believes the matter is unresolved after Step 1, the student may appeal the complaint to Step 2 within three (3) working days of the Step 1 response.

**Step 2:** The student may file a written appeal with the Manager of Student Employment. The Manager shall have five (5) working days from receipt of the complaint to review and respond to the complaint. The student should provide as much factual information and evidence in their written appeal as to assist the Manager in making an informed decision. The Manager will review the appeal with a committee consisting of the staff from the Financial Aid Office and Human Resources. The Manager will issue a written response to the student and the supervisor.

The Manager's decision is final.

Failure by the student to comply with the stated time limits, in the absence of written agreement, shall be construed as satisfactory resolution of the complaint.

In calculating time limits in this section, Monday through Friday, excluding legal holidays, shall be counted.

### **Confidentiality and FERPA**

The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that guarantees the confidentiality of student records. It is important for supervisors to familiarize themselves with some of the basic provisions of FERPA and communicate this information to student workers who have access to other students' confidential information in order to ensure that students do not violate this federal law. Students who violate FERPA may be subject to disciplinary action, including, but not limited to, the loss of their job.

Supervisors must stress to students the confidentiality issues that they may encounter while working. Student workers must understand that any student information they view or hear on the job must remain in the workplace. Students must not, under any circumstances, release student information to anyone unless their position specifically requires them to do so. In addition, students may not acquire student records information that is not relevant to their job.

Departments that hire student workers may wish to require those students to execute a Code of Conduct Agreement, such as the sample agreement listed below:

**Student Employment Code of Conduct- SAMPLE**

**Student Name:** \_\_\_\_\_ **UMS:** \_\_\_\_\_

As a UMass Lowell student employee, I understand that I am expected to act in a professional and ethical manner. I understand that I may have access to files containing information which includes, but is not limited to, confidentiality issues regarding employees, students and others, the disclosure of which is prohibited by the *Family Educational Rights and Privacy Act (FERPA) of 1974*. I agree to maintain the confidentiality and privacy of any information to which I may be exposed, either verbally or written.

I understand and agree that the following is expected of me:

1. I will maintain absolute confidentiality of work-related projects and personnel.
2. I understand what constitutes permissible work absence and who to notify if absent.
3. I will be on time and prompt with assignments.
4. I will dress appropriately for the work setting.
5. I will follow through on commitments.
6. I will not conduct personal business during work hours (e.g. emails, cell phone, internet, Facebook, etc.)
7. I will keep a positive attitude.

I agree to the above stated Code of Conduct and will make every effort to abide by its terms. I understand that violation of this Agreement may subject me to disciplinary action, including termination from my position in the \_\_\_\_\_ Office.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Supervisor Disciplinary Process/Termination of Supervisor Status**

Supervisors are expected to adhere to the policies and procedures outlined in this manual and via communications from the Student Employment Office. Failure to adhere to policies and procedures may result in termination from the program and an inability to hire students through the program. If a supervisor violates the policies, the Manager of Student Employment will provide an email or verbal warning. If the violations continue, the supervisor will receive an official written warning from the Manager of the Student Employment Program. Continued violations will result in termination as an authorized employer. If termination occurs, the supervisor will have 5 business days to appeal the termination in writing to the Director of Financial Aid.

## **Supervisor's Responsibilities**

When you receive a student's employment authorization via e-mail from the Student Employment Office, you are acknowledging that you have read and agree to comply with the conditions listed in this handbook. Both you and the student acknowledge your obligation to comply with the regulations and guidelines of UMass Lowell's Student Employment Program outlined in this handbook. Among your supervisory obligations are the following:

- *You will not permit students to work until you have received a Work Authorization email from the Student Employment Office.*
- *You must review the Payroll Schedule and all deadlines with your student.*
- *You will approve your Student Employment timesheets in HRDirect by 12 pm on the day that they are due, according to the posted payroll schedule.*
- *Under no circumstances will you permit a student to work more than 22 hours a week while classes are in session. However, if classes are not in session, a student may work up to 37.5 hours per week. Students are not permitted to work over 37.5 hours per week.*
- *You will submit a Hire Request for each academic year and each summer for all students you employ.*
- *You are required to attend the Student Employment Supervisor meeting (usually held in July/August.)*
- *You must notify the Student Employment Office of any changes to current supervisor; any new contact information must be disclosed in a timely fashion.*
- *You are responsible for reading and complying with Student Employment email announcements throughout the year.*
- *You will outline basic work expectations and responsibilities to each of your student employees.*

- *You will assist students in gaining valuable work skills so that s/he can become work ready and life ready from the experience.*
- *You will notify the Student Employment Office of any change in status of any of your student employees.*
- *You will monitor student time to approve only the hours actually worked by the student. If you are not present at all times when students are working, establish a system (such as log in/out record) that will allow you to verify the students' arrival and departure.*
- *You will recheck your timesheet approval queue prior to noon on timesheet due dates to verify that all your student employees have been approved, even if you think you have approved everyone.*
- *You will verify that all of your current student employees are on your timesheet each week.*

## **Student's Responsibilities**

When a student receives the email from the Student Employment Office with a link to their student employment offer, they acknowledge that they have read and agree to comply with the conditions listed in the Student Employment handbook. Receipt of a student employment contract e-mail without reply implies that both the supervisor and the student acknowledge their obligation to comply with the regulations and guidelines of UMass Lowell's Student Employment Program. Among a student's obligations are the following:

- *Students must complete all necessary paperwork and receive authorization from the Student Employment staff before they can begin working.*
- *Under no circumstances may a student work more than 22 hours a week while classes are in session. However, if classes are not in session, a student may work up to 37.5 hours per week. Students are not permitted to work over 37.5 hours per week.*
- *Students must enter their hours worked into HRDirect every two weeks by 5:00 pm on the due date. (This due date is determined by the supervisor)*
- *Students must report their hours in a timely, wholly truthful and accurate manner.*
- *Students may neither report time not yet worked on his/her timesheets, nor may they work additional time that they fail to record on the timesheet. No advances on student paychecks will be given.*
- *Students are held accountable for maintaining strict confidentiality for any and all potentially sensitive information they encounter in the course of performing their jobs.*

- *Students will abide by your department's policies and regulations, including any applicable dress code.*
- *Students must notify their supervisor if s/he is going to be late for an assigned work shift.*
- *Students must give their supervisor sufficient advance notice (usually 24 hours) if s/he will be unable to work during his/her scheduled time. Repeated absences are grounds for termination.*
- *Students are strongly encouraged to give two weeks' notice if s/he decides to resign from his/her position.*
- *Students will notify his/her supervisor of any change in his/her class schedule which could impact his/her work schedule, as well as any change in his/her enrollment status.*
- *Students must keep track of their earnings and insure that they do not exceed their award amount.*
- *Students must understand that they will lose any part of their need based student employment award that they do not earn by the end of their employment period.*
- *Students must notify their supervisor if their award changes.*
- *Students must notify the Financial Aid Office of any information that may impact their financial aid award. This includes, but is not limited to, receipt of a private scholarship, change in enrollment status, and change in housing status.*
- *Students will abide by the University's Code of Conduct, which absolutely prohibits harassment or discrimination on the basis of another's sex, race, color, religion, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other characteristic protected by law.*