Student EMPLOYMENT Handbook

Work-Study/Student Employment Programs

Student Employment Office (SEO)
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Student Employment Office
Student EMPLOYMENT Handbook

About this Handbook

The Student Employment Office publishes this Student EMPLOYMENT Handbook. All Our Lady of the Lake University students employed through the Work-Study and Student Employment programs receive a copy of this handbook. This is the current July 2009 edition and so any previous editions are considered obsolete.

The Student EMPLOYMENT Handbook provides general information, guidelines, policies, and procedures for students employed at Our Lady of the Lake University (OLLU) through the Work-Study/Student Employment work programs. The contents do not create terms and conditions of an employment contract, either expressed or implied, with OLLU.

This Handbook does not constitute a contract of employment between the student employee and OLLU. You are an employee-at-will. The guidelines, policies, and procedures outlined in this Handbook are subject to change by the University at anytime and without prior notice to the employee.

It is the student employee’s responsibility to read and familiarize him/herself with the contents of this Handbook.

If you have any questions about this Handbook, contact the Manager of Student Employment at the Student Employment Office, extension 2700.
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**The Student Employment Office Mission Statement**

The purpose of the Student Employment Office (SEO) at Our Lady of the Lake University is to provide employment and related services to students and on-campus departments and offices that allow students the opportunity to earn money while gaining work experience and enhance the University’s workforce as related to the University’s strategic goal 1 to strengthen the University as a community.

**Introduction**

The Work-Study/Student Employment programs enable students to obtain earnings from employment to help finance their education and aim to provide students with valuable work experience. As student employees, students become involved with the workings of the University, develop personal and social skills, and develop responsible work behavior. In keeping with the University’s mission of providing education to develop the person as a whole, students have the opportunity of learning experiences outside the classroom. In addition, the University relies heavily on the services of student employees and their skills and abilities to keep the various departments running smoothly.

While the following information will give student employees a better understanding of the guidelines, policies and procedures of the Work-Study/Student Employment programs, it may not answer all the questions student employees may have. For any further questions, please contact the Student Employment Office, Walter Center, G23.
**WORK AGREEMENTS**

Student employees are hired on a temporary basis. In general, the Work-Study Employment Agreement and the Student Employment Referral Card/Agreement forms are valid for the period specified on the agreements or when the student employee completes the hours written on the agreement, whichever comes first; and as long as:

- the student employee remains in the same department,
- work performance is satisfactory,
- student remains eligible,
- departmental student employee allocation is available, and
- the supervisor approves continued employment.

When at least one of the above does not apply, the student employee may be terminated immediately.

**EARNINGS**

**Work-Study**—The Office of Financial Aid determines the maximum dollar amount of funds (award) to be earned per semester per award year. Excess hours worked WILL NOT BE PAID under Work-Study. Pending available allocations in the Work Study/Student Employment departmental budgets, students will be switched from Work Study to Student Employment automatically when they reach their FWS award limit.

**Student Employment**—Department supervisors determine the maximum amount of hours to be worked per semester.

All student employee positions are hourly positions. Students are paid for actual hours worked earning at least minimum wage. Student employees are not eligible to work overtime and MUST not work over forty hours in one week.

**INTERNATIONAL STUDENTS**

International students are limited to working on campus 20 hours per week while school is in session, per United States Citizenship and Immigration Services (USCIS) regulations. During vacation periods (intersession, spring break, and summer), if the student is eligible, not attending summer, maximester, or tri classes, and registered for courses for the next semester, an international student may work full time, up to, but not more than forty (40) hours per week.
**SALARIES**

The Student Employment Office sets salaries in accordance with the following Administrative Council approved salary matrix. These guidelines apply to all Work-Study and Student Employment positions.

<table>
<thead>
<tr>
<th>Position</th>
<th>Hourly Pay Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>General positions to include General Office Assistant, Library Aide, Teacher’s Aide, Office Assistant, Accounting Clerk, etc.</td>
<td>$7.25</td>
</tr>
<tr>
<td>Special Expertise/Technical or Shift Differential (Examples: programming; web designing; certification in First Aid, CPR, and Lifeguard; shift differential paid to students working a standard workweek, Saturday through Friday, between the hours of 8:00 p.m. to 6:00 a.m. and only if one-half of their shift is these hours.)</td>
<td>$7.40</td>
</tr>
<tr>
<td>Manager/Supervisor (Supervises one or more student employees.)</td>
<td>$7.55</td>
</tr>
</tbody>
</table>

Administrative Council also approved an annual increase of $0.15 per hour for continued employment in the same department with supervisor’s evaluation and recommendation effective with the Fall 2009 semester with a cap of 45 cents.

To promote a fair review of pay rate increase requests from supervisors, the salary committee was formed to create guidelines, monitor requests, and review increase justification memos/letters from supervisors. The committee consists of the Manager of Student Employment, Financial Aid Director or Assistant, two to three staff members, and a non-voting SGA student. The committee will review requests for pay rate increases to positions that may not fall within the matrix above. Supervisors must forward any other pay rate increase requests (i.e., promotion, new position), in writing, to the Student Employment Office.

**CONTINUED ELIGIBILITY FOR EMPLOYMENT**

To establish continued eligibility, student employees must be currently enrolled for at least 12 hours or more. Students must apply each year at the Office of Financial Aid to see if they qualify for Work-Study. Students in the Student Employment program must renew their agreement at the beginning of each semester.
Student employees who graduate, reduce their class enrollment status to less than twelve (12) hours during the semester of employment, withdraw for academic, financial or social reasons, or are terminated from a position, are ineligible for employment.

**BIOMETRIC TIME CLOCK SYSTEM**

Students employed in a Work-Study or Student Employment position must use the Stromberg Time Clock located in the building where the employing department is located. Student employees MUST punch-in when reporting to work and punch-out at the end of their shift. Student employees must adhere to this procedure to document hours worked and may be terminated due to excessive missed punches.

**NOTE:** In cases where a student employee has been hired by the Human Resources Department for a temporary part-time staff position (Ex: telemarketer, phonathon, tutor, etc.), the student employee must report hours worked for the staff position on a paper time card (available in the Payroll Office or Student Employment Office). The time card must be submitted to the Payroll Office on the due date. **Students employed in both, a Work-Study/Student Employment position and a staff position must use the time clock for the Work-Study/Student Employment position only.**

**E-KIOSK**

Student employees may use the following web address to gain access to the e-Access Employee Kiosk program.

http://timeclockapp/ekiosk

**Stromberg e-Access Kiosk**

User Name
Password

Login

The program enables student employees to view their own schedules and time card information.

As a security measure, access is password protected allowing employees to only view their own personal records. To gain access, use your current email login for both, the User Name and
Password. Be sure to change your password on the first use. Should you have problems accessing e-Kiosk or forget your password, come by the Student Employment Office.

To maintain data integrity and accuracy, the screens displayed are for informational purposes. Therefore, the employee information may only be viewed and is unavailable for editing.

The program opens to display Schedule information for the currently logged on employee. You may view the type of information displayed in this screen by making a selection from the drop-down list on the upper left hand side and then clicking the Go button.

**Stromberg e-Access Kiosk**

**e-Access Employee Kiosk** enables employees to view information on the following:

- **Schedules** - View current work schedule or click on previous to view previous work schedules.
- **Time Card History** - View current time card or click on Pay Period dates to view previous time cards. Print time cards to keep track of the total hours worked. Students employed through the Work-Study program must not work over their award and students under Student Employment must have supervisor approval to work over the hours entered by the supervisor on the original agreement. Student employees should use the INDIVIDUAL Student Employee Earnings Record form forwarded to them at the beginning of employment to maintain balance of hours.
- **Exception History** - View the work schedule entered by your supervisor as compared to the actual time worked.
- **Employee Benefits** – Students are not eligible for paid sick leave, vacation days or any holidays. Student employees are covered under Workman’s Compensation for injuries incurred while on the job.

Click **Profile** to change the password.

Be sure to click the **Log Off** button when exiting the program.

**PAYROLL**

All student employees will be paid on a bi-weekly basis in accordance with the Work-Study/Student Employment Bi-Weekly Payroll Schedule, with possible exceptions during holiday and break periods. Should the need to make changes to the payroll schedule occur, due to unforeseen circumstances, the SEO will post the changes and notify department supervisors.

**DIRECT DEPOSIT**

Student employees as well as all OLLU employees are required to enroll in direct deposit or obtain a payroll card (see below).
Direct Deposit Enrollment Procedures

- Complete the Direct Deposit Authorization Agreement form (available in the Student Employment Office).
- All persons authorized to sign on the account must sign the agreement.
- Attach a voided check from your checkbook or a pre-printed deposit slip from the savings account, depending on whether you want your net pay deposited to your checking or savings account.
- Students may select direct deposit to one financial institution only.
- Submit the form to the Student Employment Office.
- The completed Direct Deposit Authorization Agreement and attachment must be received in the Student Employment Office preferably one week prior to the end of a pay period.

Check Stubs
Check stubs will be distributed by your supervisor. Stubs will be held for two weeks from payday. Check stubs not picked up after two weeks may be destroyed. Employees may sign up for paperless check stubs through the SEO or the payroll departments. Web Advisor will have information on your gross and net pay amounts.

Change in Direct Deposit
- Students who close their bank account must notify the Payroll Office immediately to stop direct deposit.
- Complete the bottom section of the Direct Deposit Authorization Agreement form and return form to the Student Employment Office.
- Students will be responsible for any fees incurred if a check is deposited into a closed account.
- Should a check be submitted to a closed account, replacement funds will not be provided to the student until OLLU receives the funds back from the student’s bank.

PAYROLL CARDS

If you would prefer to use a payroll card (used like a debit card) please complete an application at CHXSTUB.com. You can complete this application online. A payroll card (issued through VISA) will be provided to you within 5 to 7 days. You would then need to complete a direct deposit authorization form in the Student Employment Office on campus.

CHECKS

If for some unforeseen reason you happen to receive a check (instead of Direct Deposit or Payroll Card), paychecks not picked up within 10 days of payday may be applied to students’ accounts. At the end of the semester or during holiday periods or breaks, students may provide a self-addressed stamped envelope to the Student Employment Office.
and request their checks be mailed. Paychecks will be mailed out provided the student’s account has a zero or credit balance.

**FICA DEDUCTIONS**

Student employees are exempt from FICA deductions (social security) during the academic year providing they are enrolled and regularly attending classes in a full-time course of study at Our Lady of the Lake University.

**FEDERAL INCOME TAX**

All student employee earnings are taxable under federal law (FWHM). All student employees must complete a W-4 Form during the completion of the hiring paperwork. A student’s withholding (how much is deducted for taxes) is based on the data a student provides on the W-4 Form. Students may make changes to the W-4 at anytime by completing a new W-4 Form and submitting it to the Student Employment Office.

After the end of the year, all student employees will receive a W-2 Form showing all income earned during employment with the University. It is very important that a student have the current permanent address on file in the Registrar’s Office to ensure that the student’s end of the year W-2 Form is mailed to the correct location.

**BENEFITS INFORMATION**

Student employees are covered by Texas Workers Compensation if injuries are incurred while on the job. Students must immediately report injuries incurred to their supervisor and should report to the nurse in the Health Services Center. The supervisor will notify the Human Resources Office.

Students are not eligible for paid sick leave, vacation days or any holidays.

**SEXUAL HARASSMENT POLICY**

1. **STATEMENT OF POLICY**: Our Lady of the Lake University is fully committed to providing educational and working environments for students, faculty and staff that are free from sexual harassment and sexual misconduct. The University prohibits any form of sexual harassment or sexual misconduct by any employee, student, guest, or vendor.

2. **WHAT IS SEXUAL HARASSMENT?** Sexual Harassment is:

a) Any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature, where submission to such conduct is made explicitly or implicitly a term or condition of employment, or
b) Submission to or rejection of such conduct is used as the basis for employment decisions, or
c) Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or
d) Such conduct creates an intimidating and pervasive hostile work environment.”

3. **SEXUAL HARASSMENT CAN TAKE MANY FORMS:**

a) **Verbal**, i.e., using words that are offensive, inappropriate sexual innuendos, calling one gorgeous or honey, comments about a person’s body, sexual jokes, and similar verbal forms.
b) **Non-verbal**, i.e., displaying sexually suggestive pictures, making physical sexual gestures, looking a person up and down, staring, and similar non-verbal forms.
c) **Physical**, i.e., touching, hugging, kissing, grabbing, accidentally bumping, stalking, following, and similar physical forms.

4. **RESPONDING TO SEXUAL HARASSMENT:** If you believe that you or any other employee has been sexually harassed, you should:

a) Tell the offender that the conduct is offensive and should stop. The offender may not be aware that the conduct is offensive and would be willing to change.
b) Report the incident immediately to the Director of Human Resources at (210) 431-4045, or write the Director of Human Resources at 411 S. W. 24th St., San Antonio, TX 78207.

5. **WHAT THE UNIVERSITY WILL DO:** The University will investigate the incident promptly and thoroughly. To the extent possible, the complaint will be kept confidential. If it is determined that sexual harassment has taken place, appropriate corrective action will be taken, which, among other options, may include termination of employment of the offender.

6. **NO RETALIATION:** Under no circumstances will anyone be retaliated against for complaining, for filing charges, for testifying, or participating in any manner in any proceeding, investigation, or hearing, in good faith. Additionally, the alleged harasser upon being notified of the complaint is not to discuss the incident with the complainant.

7. **OPEN DOOR POLICY:** If you have any questions about this policy, or what may be sexual harassment or sexual misconduct, please call the Director of Human Resources. The complete Sexual Harassment Policy is posted on UNet, and Outlook/Public Folders in University Policies and Staff Handbooks.

**DRESS CODE**

As representatives of the University, student employees are expected to be neat and well groomed while working. While the University does not have a dress code policy, a student employee’s department supervisor may require a dress code due to the duties performed in the position and/or the services they provide. For example, students employed in the Center
for Service Learning and Volunteerism must project a professional and positive image and comply with a strict dress code due to working with elementary students, their parents, and outside visitors. Some departments provide their student employees with uniformed polo shirts to wear while working. Student employees are expected to adhere to a department’s dress code when applicable. Student employees should address questions regarding what attire is appropriate for their department to their immediate supervisor.

**EMPLOYMENT CHANGE NOTIFICATION FORMS**

Student employees leaving the department to seek employment in another department must return to the Student Employment Office to complete an Employment Change Notification form, complete a new application for student employment and obtain a new agreement form.

In addition, student employees who resign, graduate, withdraw or are withdrawn for academic, financial or social reasons, or are terminated from a position must complete an Employment Change Notification form. An Employment Change Notification form must be submitted to the SEO along with a copy of the final time card.

Students resigning or terminated from a position in one department and obtaining employment in another department may report to work in the new department at the beginning of a pay period. Students may not be working in two departments within the same pay period. The final paycheck must be processed for the old department before a student may begin employment in a new department. No exceptions.

**SUMMER EMPLOYMENT**

Undergraduate, graduate, and international students need not be enrolled for summer classes to be eligible for summer employment under the Student Employment program. Summer employment eligibility is based on the following:

- Student attended the previous Spring semester and scheduled to graduate in August,
- Student attended the Spring Semester and is pre-registered for the upcoming Fall semester for at least 12 hours (undergraduate), 9 hours (graduate) or more of classes, or
- Student is enrolled for summer classes at OLLU.

All students seeking employment during the summer must submit a Referral/Card Agreement form PRIOR to beginning summer employment. Enrollment status/tax withholding status may change at these times.

**PERSONNEL AND PAYROLL RECORDS**

An official personnel file on each student employee is maintained in the Student Employment Office. This file contains the application form, data sheet, work agreement
and pertinent job-related correspondence concerning that employee. In addition employment eligibility forms and salary change forms are placed in the file. The Payroll Office maintains payroll records on all student employees. Confidentiality and security of the information contained in these files is strictly enforced.

**EMPLOYMENT VERIFICATION/REFERENCE REQUESTS**

The Student Employment Office will process all outside of the University requests for information concerning current or past student employees. The information provided will be limited to the following:

- Dates of employment
- Title of position

The student employee’s signed authorization to release information form must be provided to the SEO for verification of salary information.

**CONFIDENTIALITY**

All student employees read and sign a confidentiality agreement form. This Agreement is made between the student employee and Our Lady of the Lake University. The employee’s signature signifies that the employee understands and agrees to the terms and conditions of the agreement as stated below.

In the regular course of business at Our Lady of the Lake University, the Employee will likely encounter confidential information. (Confidential Information is any information of any kind, nature, or description concerning any matters affecting or relating to the business or operations of Our Lady of the Lake University. This includes, but is not limited to, physical and data files, the information to be contained therein, personal information regarding employees, students, other customers, or vendors, financial information, passwords/codes, and other related information disclosed or submitted orally, in writing, or by any medium.) Regarding Confidential Information, the Employee agrees as follows:

The Employee will hold the Confidential Information received from Our Lady of the Lake University in strict confidence and shall exercise a reasonable degree of care to prevent disclosure to others.

The Employee will not disclose or divulge either directly or indirectly the Confidential Information to others unless first authorized to do so in writing by Our Lady of the Lake University.

The Employee will not reproduce the Confidential Information nor use this information commercially or for any purpose other than the performance of his/her duties for Our Lady of the Lake University.
The University reserves the right to take disciplinary action, including termination of employment, or legal action for violations of this agreement.

A student employee is urged to consult his/her supervisor if he/she has any questions regarding this confidentiality agreement.

UNIVERSITY E-MAIL AND COMPUTER USE POLICY

The purpose of this policy is to maximize the benefits of the University’s computer and communication resources and to minimize potential liability.

All systems users are obligated to use computer and communication systems resources responsibly, professionally, ethically, and lawfully.

Systems users are given access to the University computer network to assist in performing their jobs and studies. They should not have an expectation of privacy in anything created, stored, sent, or received on University-owned computer and communication systems. The computer and communication systems belong to the University and are to be used for University purposes. Without prior notice, the University may review any material created, stored, sent or received on its network or through its Internet connections to any other computer network.

Use of computer and communication resources for any of these activities is strictly prohibited:

a. Sending, receiving, downloading, displaying, printing, or otherwise disseminating material that is sexually explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory or otherwise unlawful.

b. Intentionally disseminating or storing destructive programs such as viruses or self-replicating code.

c. Obtaining unauthorized system access.

d. For staff, faculty and student employees, spending excessive amounts of non-work related time in: web browsing or shopping, playing games, engaging in online chat groups, or using resources for other non-work related activities. Supervisors and Deans are responsible for defining “excessive” use.

e. Using, sharing or copying software in violation of a license agreement or copyright.

f. Personal commercial purposes or personal financial gain.

g. Violating any state, federal, or international law.
Supervisors, Directors and Deans are responsible for enforcing this policy. In some cases, the Vice President for LITS may allow specific policy exceptions for pre-approved and controlled academic research.

Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination or expulsion and civil and criminal liability.

Additional policy statements regarding other technology issues are available on the Campus Technology web page at [http://www.ollusa.edu](http://www.ollusa.edu), Academics, Campus Technology under the left-side “LITS Policies” link.

**STUDENT GRIEVANCE/COMPLAINTS PROCEDURES**

Students should make an attempt to resolve job-related problems with their immediate supervisor. If the problem(s) cannot be resolved, students should contact the Student Employment Office for assistance. The manager of student employment will contact the supervisor in an attempt to resolve the problem informally. If the problem is not resolved through informal attempts, a formal complaint procedure is available.

Formal complaints should be given to the manager of student employment in writing within 10 days of discovering the action or condition. The student employment coordinator will discuss the complaint with the student’s supervisor. The student employment coordinator’s written decision will be made within 10 working days and is final. The student employment coordinator will direct complaints and grievances of a serious and/or unjust nature to the Human Resources Office. The Human Resources Office, in turn, will notify the administrator of the division in which the student works. The complaint from the student must be in writing, and it will be at the administrator’s discretion to act on the student’s complaint/grievance or to designate someone else to respond to the student in writing within 10 days. The decision of the administrator or his/her designee is final.

*Appropriate adjustment of the timetable defined in this process may be necessary due to University holidays, employee vacation days or other authorized absences.*

**DISCIPLINARY PROCEDURES/TERMINATION**

To promote fairness and consistency throughout the University in connection with acceptable standards of work performance and conduct on the job, the University has established reasonable employer expectations/student responsibilities. When any of these expectations or responsibilities is violated, corrective action may be initiated by the supervisor to bring the student employee’s job performance and/or conduct up to the expected level.

When job performance or conduct is unsatisfactory, the student will be counseled by the
supervisor. Students will be given the opportunity to correct the performance or behavior. If improvement is not made within the time period set by the supervisor, the supervisor will give the student employee a final warning.

Supervisors may terminate a student employee if unsatisfactory conduct or poor job performance continues. Student employees may be terminated immediately due to violation of the confidentiality agreement, theft, physical abuse of others, falsification of records or due to a valid reason unrelated to job performance such as budget constraints or completion of Work-Study award.

EMPLOYER EXPECTATIONS/STUDENT RESPONSIBILITIES

On campus employment and on-the-job training can be of significant value to a student’s general educational experience. Student employees should make a serious commitment to their job. When hired for a position, a student employee becomes a member of a work unit that depends on him/her. Although student employees are students first, they still have certain responsibilities to the University as student employees. The following are expected of all student employees:

1. Students are expected to be punctual, reliable and perform work in a satisfactory manner.

2. Students are not permitted to read, do homework or engage in any other personal activities during the hours of employment.

3. Students are expected to dress appropriately for the department in which they work. It is up to the discretion of the supervisor of the department to decide what is appropriate.

4. Students are expected to keep personal calls to a minimum.

5. If students are unable to work due to an illness, injury or other commitment, students are expected to contact the supervisor within 15 minutes of the scheduled time to report to work. If possible, students should let the supervisor know in advance that they will not be in.

6. Students are expected to maintain their schoolwork. Most term papers and examinations are assigned well in advance. It is the student’s responsibility to manage time wisely to avoid having to rearrange their work schedules.

7. SEMESTER SCHEDULES DO DIFFER FROM THE NORMAL WORK SCHEDULE. Students are expected to work when classes are not in session unless prior arrangements have been made with the supervisor.

8. Students are expected to comply with all federal, state and local laws.
9. Working under the influence of alcohol or controlled substances is not permitted.

10. Falsification of time card or attempts to falsify time card is grounds for immediate dismissal.

11. Theft of items or misuse of equipment or facilities is grounds for immediate dismissal and possible prosecution.

12. Students are expected to treat sensitive and confidential information with utmost respect and privacy and must not discuss it outside of the department.

13. Students are expected to notify their supervisor at least two weeks in advance if they plan to leave a job.

**Students: Please be aware that this is not an all inclusive list. Departments may have procedures and other expectations that should be adhered to.**

**NEPOTISM**

The University’s policy for the employment of relatives is the same for student employees as it is for staff and faculty.

“The University may employ persons related by family or marriage, provided such individuals meet regular University employment standards. However, faculty or staff members shall not initiate, participate in, or exercise any influence over departmental or institutional decisions involving a direct benefit to a member related by family or marriage. Such benefits include initial appointment, retention, promotion, tenure, salary, leave of absence, and grievance adjustment. Additionally, no supervisor, staff or faculty, can directly or indirectly, supervise persons related by family or marriage, either to the supervisor or to another employee in the office or department (Effective May, 2003). In situations where a conflict of interest might occur under normal operating procedures, the responsibility for the decision will pass to the Director of Human Resources.

For purposes of this policy, persons related by family or marriage are defined as a spouse, parent, child, individual for whom a faculty or staff member has been assigned legal responsibility in a guardianship capacity, sibling, grandparent, grandchild, aunt, uncle, niece, nephew and in-laws.”

A department may not hire a student employee if that student employee will, at any time, be supervised or have his or her time sheet/card signed by a relative as defined above.

**STUDENTS EMPLOYED IN A STAFF POSITION**
Students employed under the Work-Study/Student Employment programs seeking and/or obtaining employment in a non-Work-Study/Student Employment staff position through the University’s Human Resources department must notify the Student Employment Office PRIOR to beginning employment in the staff position. Time clock enrollment and/or tax withholding status may change at these times.

NOTES