Student Supervisor
Responsibilities: An Introduction
Welcome

Student employees are a vital part of life at ECU. They are expected to meet the same expectations as full-time, yearly employees. There are many aspects to training, managing, and monitoring their work, and staff members who supervise them are important to their success.

To make sure our student supervisors are prepared, this guide will serve as an introduction. It will guide you through the required forms for the university, the state, and the federal government. Our office provides manuals describing student supervision in more detail, including tips for training, assigning duties and making sure they are completed, disciplinary action, and suggested wage levels. The Self-Help Manual and Federal Work Study Manual can be found in the SEO Desktop Resources.

If you need more information, or have specific questions, you can find more information on the Student Employment Desktop Resources through Banner. You can request access by emailing our office at hireapirate@ecu.edu. We hope you will consider our office any time you need support. Contact us at hireapirate@ecu.edu or (252) 737- HIRE (4473)

Student Employment Desktop Resources
The Student Employment Office maintains a secure site, Resource for Student Supervisors, on the Pirate Drive. To receive access instructions to SEO Desktop Resources, send an email to hireapirate@ecu.edu

Scheduling, Timesheets, Pay

Training
Most university departments train their own staff, but if you need additional training in your role as a student-hiring manager, please contact our office to schedule an appointment. We will be happy to help you work through the process. Many steps are outlined below, and you can contact our office with questions as needed.

Affordable Care Act
The Affordable Care Act (ACA) became effective January 1, 2014. This new law is complex, multi-faceted and has an impact on both employers and individuals. While all the details are not yet known, it is clear that employees that average 30 or more hours a week or 130 or more hours a month for 3 months or more will be eligible for employer-paid healthcare coverage. The ACA does not exempt students who are employees of the university, although there is an exemption for hours worked by students under federal or state work-study programs.

The vast majority of student workers do not average 30 hours per week; most work less than that in order to focus on their academic programs. Students accept part-time jobs for several reasons, including offsetting their educational expenses and gaining work experience. While these reasons are important, the primary reason students are here is to go to school and obtain a degree. As a result, the Chancellor’s Executive Council agreed that student employees cannot work more than 25 hours per week across all of their campus jobs unless written or electronic pre-approval is obtained annually from the applicable Vice Chancellor/Provost. Individual departments that receive such approval and employ students for more than 25 hours will be financially responsible for funding health insurance if the student is eligible under the ACA.

If you have any questions, please contact Lee Ann Goff, Director of University Benefits at goffle@ecu.edu or 328-9825. Student Employment will send out a special notice if there is a change in this policy.

ECU Student Employee Data Confidentiality Agreement
ECU students in any position - job, internship, or volunteer - must complete a data confidentiality agreement. This form can be found on Blackboard. A copy of the agreement and associated guidelines is also posted in Student Employment Desktop Resources.
Student employees should
   − log into Blackboard
   − read the guidelines
   − agree to the guidelines

Please follow up with your students to confirm completion of this important step. If for any reason they cannot access the agreement, please contact our office at hireapirate@ecu.edu. We can provide access once we have the student user ID and Banner ID. Supervisors can find a list of students who have completed this form on the SEO Desktop Resources database. It is the supervisor’s responsibility to assure their students have complied with this and all other requirements.

**When Hourly Student Jobs Should End**
Please monitor the enrollment status of students working in your area. Once you know a student will not be returning and the final timesheet has been submitted, you must end the job.

**Student Jobs: Beginning Steps**
Once a student has accepted a position, an I-9 form must be completed at the Student Employment Office. An Electronic Personnel Action Form (EPAF) must next be completed for all new employees. Full instructions for the EPAF and other Banner processes are available on the university’s Human Resources Information Systems site at [http://www.ecu.edu/cs-admin/HumanResources/HRIS.cfm](http://www.ecu.edu/cs-admin/HumanResources/HRIS.cfm)

Students should also complete these forms
   − Signed graduate contract
   − Terms and Conditions
   − Southern Association of Colleges and Schools form (SACS) - for teaching assistants only

These forms should be submitted to the payroll office
   − Income tax forms
   − Direct deposit forms

More detailed instructions on new employee forms is below.

**Student Jobs: Ending Hourly Job Steps**
   − Start with new EPAF
   − Select Student Banner ID
   − Select the correct suffix. Students may have more than one job and you can only end your own.
   − Use a query date of the 15th or last day of the month when ending jobs.
   − Approval category is A - End Additional Job (employee is not separating) EJ0001

**ECU Security Access**
If a student has received security access for a job in your area, it must end when the student leaves the position. This process is not automatic and it is regularly audited.

To end security access, submit an **Account Termination Request**
   − Go to [www.ecu.edu/cs-itcs/help.cfm](http://www.ecu.edu/cs-itcs/help.cfm)
   − Log in
   − Click “submit online request”
   − Find your request on the left panel
   − In the comments note the employee is a student
   − Only their INB (Internet Native Banner) and ODS (Operational Data Store) access should be canceled
– Do not terminate their email or student access

**Approving Timesheets**
Supervisors are responsible for reviewing and approving time, must confirm the hours worked by students **before** submitting the totals to the Payroll Office. Do not project future hours when submitting or approving time.

**Student Enrollment**
All hourly student employees **must** be enrolled in at least one class at ECU. The only exceptions are for summer sessions and other breaks. Students may work through summer and winter breaks if they were enrolled in the previous semester (winter or spring) and are enrolled in the upcoming semester (winter or spring). Students who have graduated may not continue working unless they are enrolled in at least one class and have been accepted into an ECU graduate program. Supervisors must confirm the employee’s enrollment.

**Student Pay**
Departments determine the pay level for student employees, at their discretion, although it must be at least minimum wage. Departments should review budgets and determine pay based upon job requirements, available funds, and the student’s qualifications. You should monitor student hours worked and submit time accordingly.

**New Hire Documents**

**The Employment Eligibility Verification Form - I-9**
All new student employees must complete the Electronic I-9 Employment Eligibility Verification Form, through HireRight. An EPAF will be returned if the employee does not have an I-9 on file.

Student employment maintains a current I-9 list on Pirate Drive Desktop Resources. Please check the I-9 list before asking your new hire to complete the form.

If the employee does not have an I-9 on file, the student must complete one. An I9 request should be sent.

Please note that we need all of the information below before we can send an electronic invitation to the student.

Advise your new hire that they will receive an invitation from HireRight and an email from Student Employment. Also that it time sensitive responses are a requirement.

Send an email with the following information to hireapirate@ecu.edu

**Student New Hire Information Needed**
1. Full Name
2. Banner ID
3. Pirate ID (email address)
4. Department Name
5. Department Contact email address
6. Direct Supervisor
7. Start Date
8. State or Non State (Fund the student will be paid)

Student Employment will send the HireRight I9 invitation, along with an email confirmation with the following:
1. Acceptable documents (attachment)
2. Walk-in times available to scan their original documents to complete the I9.
3. Instructions to complete the ECU Confidentiality Agreement.
4. Health Insurance Notice (ACA Requirement)
5. Deadline for completion
Tax Forms & Direct Deposit Forms

**Tax Forms** should be completed online. Once the job is active, direct your student employee to complete tax forms through Pirate Port > Banner Self Service
Please do not instruct your new hire to complete paper tax forms.

**Direct Deposit Forms** continue to be completed by the employee, at the direction of ECU departments.
Authorization for Direct Deposit is still a paper document and should always be reviewed for completion and hand delivered to the payroll office, not sent through campus mail.
Authorization for Direct Deposit can be found at the following link: [http://www.ecu.edu/financial_serv/payroll/payrollforms.cfm](http://www.ecu.edu/financial_serv/payroll/payrollforms.cfm)

**Timesheets**
Self-help and Federal Work Study students must keep time sheets. Supervisors must review the hours submitted, approve the hours, and submit the record to the Payroll Office. Employees submit hours by one of two methods. The most commonly used method is web time entry through Banner Self Service. The other method is mass time entry, completed by the supervisor, through Banner Human Resources. If you have questions about these methods visit the Banner training website at [www.ecu.edu/cs-itcs/banner](http://www.ecu.edu/cs-itcs/banner). Note: The departments that are now using Kronos, should continue to follow the Kronos process.

**Graduate Assistants**
Graduate assistants do not keep time sheets, as they are considered salaried and are required to have a signed contract.
GA Information can be obtained from the Graduate School website [www.ecu.edu/cs-acad/gradschool/Assistantship-Policies.cfm](http://www.ecu.edu/cs-acad/gradschool/Assistantship-Policies.cfm)

**Undergraduate Assistants**
Undergraduate assistants do not keep time sheets, as they are considered salaried and are required to have a signed contract. Information can be obtained from the Office of Undergraduate Studies website [http://www.ecu.edu/cs-acad/undergraduatestudies/UndergraduateAssistantships.cfm](http://www.ecu.edu/cs-acad/undergraduatestudies/UndergraduateAssistantships.cfm)

**Nepotism**
No one shall be employed at ECU if their employment causes them to supervise an immediate family member, or have influence over an immediate family member’s employment, promotion, salary administration or other related management or personnel considerations. Nepotism policies prohibit immediate family members of student employees from supervising them.

**Worksite Safety**
All student workers are considered ECU employees. Employers must provide a safe working environment. Any necessary safety equipment and training should be provided by the employer. Find out more by visiting [www.ecu.edu/oehs](http://www.ecu.edu/oehs)

**Export Controls**
Export controls are federal laws that regulate the exporting of materials, information, or services related to sensitive or controlled technologies, equipment, software, and biological, chemical, and select agents.

If ECU exports to or has students or employees or visitors who are foreign nationals or conducts business with foreign countries, nationals, or entities, it is impacted by export control regulations.

The ECU export control management plan involves the following:
- Identify export control violation risks through screening
- Document and monitor exports
- Provide export control briefings and training
International Students
All International Student questions should be directed to the Office of International Affairs
http://www.ecu.edu/cs-acad/intlaffairs/f-1.cfm

International employees or student employees in this country on a temporary visa (F1, J1, TN, OPT, H1B, H4 or any other visitor visa) should schedule an appointment with the Payroll Office for a tax assessment. **This is mandatory for all International students and employees.** The employee or student worker should complete Forms W4 and NC4. Permanent residents must submit a copy of their green card to the Payroll Office. For more information, contact the office by email at internationaltax@ecu.edu or call (252)-328-6955.

In addition, all international students must apply for a Social Security number through the Social Security Administration Office in Greenville at 2805 S. Charles Blvd. Phone 866-494-4001.

The employee or student should provide a copy of the new Social Security card to the Payroll Office and to the Student Employment Office.
Training Students: Supervisor and Student Guidelines
Supervisors train and oversee student work and performance, while complying with ECU procedures. Supervisors should provide a positive, professional work setting for students and staff. They must also verify hours worked and maintain a record for each student. The nepotism policy prohibits supervisors from overseeing employees who are immediate family members.

An excellent supervisor needs strengths in several areas. The National Student Employment Association developed several guidelines for working with students.

- **Be an Example.** Model strong work habits through efficient, dedicated work practices. Let your own approach be an example from which students can learn.
- **Be Flexible.** Workers are students first and employees second. Though it is important to have high standards on the job, it is also important to be flexible to accommodate academic obligations.
- **Communicate Expectations.** Explain standards and expectations to your student employees. Don’t assume students already know them, though they may seem obvious to you.
- **Give Feedback Frequently.** Provide consistent and appropriate evaluations to your student employees. Students, like all employees, benefit from a response to their job performance – but your evaluations should be phrased in positive language. Don’t criticize.
- **Be Fair.** Supervisors who are too lenient are not doing students any favors. Student jobs are real jobs. Treat student employees as you would like to be treated.
- **Train, Train, Train.** Instruct your students in key work skills, attitude, and habits. These include perseverance, time management, phone etiquette, continuous improvement practices, and professional solutions for difficult situations. This common sense approach leads to success.
- **Be a Team Player.** Develop and nurture the contributions of each staff member. Take a global perspective.
- **Give Recognition.** When you see a student giving extra effort, or persevering through difficulties, acknowledge it in front of staff and peers. Everyone needs to feel appreciated and that includes student employees. You can choose a “Student Employee of the Year” and participate in National Student Employment Week.
- **Share the Vision.** Have regular meetings with your student employees and let them know how their work fits into the larger purpose of the department and institution. Purposeful work is meaningful work.
- **Be an Educator.** Ask yourself how you can contribute to the education of your student employees.
- **Supervisory Role.** The supervisor is vital to a successful work setting. To be effective, the supervisor has many responsibilities and activities. Your ability to manage allows the department to operate – and to accomplish its daily – and long-term - goals. At all times you must show concern for the student’s development, and for the worker as a student. The best supervisors treat students as individuals, and understand that these employees have other interests and responsibilities. They make the student’s work interesting, significant, and worthwhile.
- **Planning For Supervision.** You must delegate work, yet there is often the temptation to give out assignments in small portions because a student only has a few hours to work. Students and supervisors can benefit from long-range planning, when supervisors assign the task as well as the continuing responsibility for its completion. Planning requires homework by the supervisor. Planning makes sure the student has relevant, compelling tasks during work hours.
- **In summary.** Remember that students perform assignments most satisfactorily when they have clearly defined responsibilities, assigned with mutual trust and respect. They need frequent evaluation of their work, along with recognition of successes.

Supervisor Responsibilities
- Submit job description(s) to be posted on the Hire a Pirate page through SEO
- Interview and hire
- **Complete all paperwork, starting with the I-9. Do not let students work without completing these steps.**
- Initiate the appropriate EPAF in Banner HR
- End job as soon as you know a student will not be returning to the position.
- Terminate security access as soon as a student leaves a position
- Provide training and instruction about responsibilities
• Make sure the employee has work space
• Be certain timesheets are accurate before approving them in Banner
• Check student’s enrollment status regularly

Student Responsibilities
Student employees should consider their ECU job assignment a serious commitment. When hired for a position, the student becomes a member of a department or team. Supervisors may reasonably expect students to
• Report on time and ready.
• Avoid personal matters on the job.
• Have a positive attitude, and willingness to complete assignments.
• Dress appropriately.
• Notify a supervisor of schedule changes.
• Keep an accurate record of hours worked.
• Submit the web-based time entry form in Banner on time.
• Communicate with each supervisor if employed in more than one position.
• Notify supervisor of any job-related accident.
• Stay within the appropriate number of hours per week.

Evaluating Student Employee Performance
After training concludes, supervisors should periodically check with student employees to make sure they are meeting the department or agency’s expectations. Regular conversations - as often as every day, especially for underclass students, may include praise or criticism. Shortcomings and problems need immediate attention, but satisfactory and good work should also be praised. Good work and bad deserve a timely response. Remember, understanding success – and making improvements – will have long-term benefits to the student.

Evaluations
We expect student employees to meet job expectations – just as they would in the professional world. Because criticism is difficult to give and to receive, it is important to follow professional guidelines. Evaluations and requests for improvement will be more effective when delivered in a structured context. In return, you will receive a more positive response from students. Employees are usually more responsive when do not feel threatened.

Here are some guidelines.
• Be specific. What are the actual examples of poor performance? What can be done to improve quality?
• Maintain privacy. Good work may deserve praise in front of other students or employees, but criticism should never be made within earshot of others.
• Be positive. When discussing performance problems with a student, start on a positive note. Most people perform at least some aspect of their work satisfactorily, so find a strong point for praise and mention it first. Describe the student’s their abilities, then explain what needs improvement. When criticism is presented in a supportive way, students realize you are trying to help and are more likely to listen, and incorporate, your guidance.
• Do not feel guilty. Students may know they are falling short. If you fail to react to unacceptable work, you may lose the respect of the student, as well as that of other workers in the department. Your goal is to provide a good setting for all students to flourish.
• Be Sensitive. People are different, and have varied production and proficiency levels. Differences in abilities and aptitudes should be considered with each student’s evaluation.
• The long-term goal of any evaluation is not just grading the work - it is a method of helping the student grow, while and offering a broader work and educational experience.

Practical Tips for Responding to Performance Shortfalls
• Look for common ground
• Work together to find solutions
• Reinforce abilities and achievements
• Provide examples of better results
• Provide direction for achieving them
• Respect the employee’s knowledge and judgment
• Engage the student rather than presuming knowledge of the situation
• Encourage employees to find solutions

Communicating With Students
Communication is vital at work. Supervisors must clearly explain their expectations for assignments and responsibilities.

• **Reinforce instructions.** Tasks should be explained and demonstrated when they are assigned.
• **Recognize differences.** Supervisors must use appropriate language or visuals to convey instructions. Students have different abilities, perspectives, cultural backgrounds, and weaknesses. Be sure your instructions are understood.
• **Emphasize non-verbal communication.** Your ideas and feelings are as important as the words, demonstrations, and methods you use.

Disciplinary Reports and Termination
Employers are encouraged to give positive responses to students, but sometimes a student employee fails to meet your expectations for attendance, punctuality, job performance, or attitude. In these cases, you must explain your concerns to the employee and set goals for improvement. In some cases, progressive disciplinary action will be needed. This course of action is recommended when circumstances do not improve. The goal of disciplinary action is to improve performance and correct problems. Your response should be the same as for a regular, full-time employee.

These guidelines may be helpful.
• **First offence.** A verbal warning and discussion should take place with the supervisor, student worker, and any others involved in the incident.
• **Second offense.** Must be addressed in writing from the supervisor to the student worker.
• **Third offence, or if no improvement is seen.** If the student worker does not correct the problem(s) outlined in disciplinary conferences or memos, the supervisor may terminate the employment.

Consult the University and Policies and Regulations (links below) for more information.
University Policies and Regulations
http://www.ecu.edu/cs-studentlife/policyhub/handbook.cfm

**University Mission Statement**
**Student Government Association**
**Bylaws of the Student Legislature**
**Judicial System**
I. Governing Principles and Policy
II. Code of Conduct
III. Academic Integrity
IV. Offenses Against the Judiciary
V. Alcohol Policy
VI. Drug Policy
   – Federal Trafficking Penalties (PDF)
   – Alcohol and Drug Abuse/Risks (PDF)
   – North Carolina Laws (PDF)
   – ECU Disciplinary Actions (PDF)
   – Prevention and Treatment Resources (PDF)
   – Safety And You (PDF)
Students with Disabilities

Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA) outlines the federal laws protecting otherwise qualified individuals with disabilities from discrimination on the basis of disability. The ADA requires an employer to provide reasonable accommodation to employees and applicants for employment, unless it would be an undue hardship.

A supervisor may become aware of a student applicant’s disability when scheduling an accessible interview location, or to request reasonable accommodations necessary for the student to perform the employment responsibilities. The supervisor must avoid asking about a disability unless a reasonable accommodation is requested. Any questions must be limited to whether the applicant is able to perform the essential functions of the position with or without a reasonable accommodation. A supervisor need not alter essential functions of a position to accommodate a disabled applicant; in the event an applicant would be unable to perform essential functions of a position, the applicant would not be otherwise qualified for the position.

A student who claims to have a qualified disability must report it to the ECU Office of Disability Support Services. This office will work with the student to gather documentation, verify the qualified disability, and identify reasonable accommodations. The student may also sign a consent form for the Office of Disability Support Services to release information and to discuss the disability condition and reasonable accommodations with the student’s supervisor. Any questions about student applicants or Student employees with disabilities should be addressed to the Office of Disability Support Services at http://www.ecu.edu/dss/Default.asp