



Supervisor Handbook

For MHCC Student Employees

For more information about FWS and general Student Employment, visit the MHCC Student Employment website: <https://www.mhcc.edu/StudentEmployment/>

For specific questions, email studentemployment@mhcc.edu

Payroll: 503-491-7200, Payroll@mhcc.edu

Timesheets and NovaTime: Timesheets@mhcc.edu

Financial Aid main line: 503-491-7262

MHCC Student Employment Office Vision Statement:

Meaningful student jobs for *all* MHCC students

Mission Statement:

The mission of the MHCC Student Employment Office is to promote student success and persistence by offering valuable educational work experiences that:

- develop employment skills and career goals
- complement and enhance academic learning
- make valuable contributions to the MHCC campus community
- provide financial support to reduce student debt

Goals of MHCC Student Employment Office:

1. Lead student employees to **reflect** on what they are learning through their jobs.
2. Guide students to **connect** the learning from work to class and future careers.
3. **Support** supervisors of students to incorporate learning into all aspects of a student employee's experience

TABLE OF CONTENTS

[Welcome Letter](#)

[Supervisor Rights & Responsibilities](#)

[Student Rights & Responsibilities](#)

[Understanding the FWS Program](#)

[Definition of a FWS Employee](#)

[Guidelines for a FWS Employee @ MHCC](#)

Student Aide

[Hiring Student Employees](#)

[Student Employment Checklist](#)

[Posting a Job, Recruiting, and Marketing](#)

[Hiring Process](#)

[Job Classifications & Wages](#)

[Managing Student Employees](#)

[Hours & Timesheets](#)

[Frequently Asked Questions](#)

[Ceasing Employment](#)

[Wage Adjustments](#)

[Performance Evaluation](#)

[Appendix](#)

A. [Student Job Description Form](#)

WELCOME TO THE STUDENT SUPERVISOR HANDBOOK

Dear Student Supervisor,

Thank you for taking the time to review this handbook and for all the time and energy you put into serving students. Your supervision and mentorship will help our students develop the necessary skills and experiences to succeed in the workforce. The Student Supervisor Handbook is designed to support you in understanding the necessary processes and regulations to successfully hire and supervise student employees. You are encouraged to thoroughly review the content within this document to ensure your office complies with all student employment policies and procedures.

Sincerely,

Mt. Hood Community College Student Employment

SUPERVISOR RIGHTS AND RESPONSIBILITIES

Rights

1. To have student employees who work effectively.
2. To terminate student employees who will not perform as assigned.
3. To have adequate information available concerning the employment of students.
4. To have equal representation from Student Employment in concerns dealing with students.
5. To be notified immediately *by the student employee* if there is a change in a FWS award.

Responsibilities

1. To understand the student employment process.
2. To refer new student employees to Student Employment to fill out all required paperwork before allowing them to work.
3. To keep accurate records of student earnings to ensure FWS dollars are not exceeded each term.
4. To accurately complete and turn in student timesheets by payroll deadlines.
5. To provide a work site free of discrimination and/or harassment.
6. To provide adequate supervision and training, so student employees can fulfill job assignments.
7. To provide work for scheduled work periods.
8. To allow time for required rest periods.
9. To terminate student employees who will not perform as assigned.

Mt. Hood Community College represents and certifies that it maintains a work place free of unlawful discrimination, including discrimination on the basis of race, color, religion, gender, national origin, age, mental or physical disability, marital status, expunged juvenile record, family relationship, oppositions to safety or health hazards, or association with anyone of a particular race, color, gender, national origin, marital status, age, or religion. Additionally, MHCC represents and certifies that it maintains a work place free of unlawful harassment based on any of the foregoing categories, and particularly a work place free of sexual harassment.

STUDENT RIGHTS AND RESPONSIBILITIES

Rights

1. To receive required rest periods during work shifts.
2. To have a position description outlining your job duties and expectations.
3. To work in an environment free of harassment and discrimination. If you think you have been discriminated against or harassed, you can contact the Title IX Coordinator at TitleIX@mhcc.edu or 503-491-7233.
4. To receive adequate training to perform your job duties.

Responsibilities

1. To immediately report any changes in your federal work-study award to your supervisor.
2. To participate in periodic performance reviews and apply supervisor feedback.
3. To communicate with your supervisor if you need to miss a shift or will be late to a shift.
4. To perform all job duties in a professional manner.

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UNDERSTANDING THE FEDERAL WORK-STUDY PROGRAM

DEFINITION OF A FEDERAL WORK-STUDY (FWS) EMPLOYEE

A FWS employee is awarded FWS as part of a financial aid package. FWS employees must earn their award by working at either an on-campus job or a contracted off-campus location. To be considered for a FWS award, students must complete the Free Application for Federal Student Aid (FAFSA). The Office of Financial Aid (OFA) determines FWS eligibility. The funds vary by student, but the maximum amount they can receive per term is \$1200. Sometimes FWS money runs out early in the academic year, and that may result in a limited number of FWS employees available each year. Once all FWS funds have been allocated for an academic year, no further FWS funding is available. Please contact Student Employment (studentemployment@mhcc.edu) to determine if FWS funds are available for a specific student.

Understanding the FWS Program

To be a FWS employee, the student must:

- Complete the Free Application for Federal Student Aid (FAFSA) and indicate on the application that they are interested in work-study
- Enroll for 6 or more credits each term they have been awarded FWS
- Maintain Satisfactory Academic Progress

Guidelines for FWS Employees at MHCC

- FWS employees may work up to 20 hours/week during the quarter, and 30 hours/week during school breaks (dependent on their FWS funding)
- FWS employees may not work more than eight (8) hours per day. Exceptions to this policy must be pre-approved by Student Employment. **Overtime is never allowed.**
- FWS students must maintain **SATISFACTORY ACADEMIC PROGRESS (SAP)** each term they work as an FWS employee. To learn more about SAP, visit [Keep My Aid](#) on the MHCC OFA website or contact the OFA with any questions.
- FWS employees may not earn more than the dollar amount of their work-study award per term. Unearned FWS dollars in one term cannot transfer to the next term.
- Monitoring FWS student earnings every month is both the supervisor's and the student's responsibility. Any hours worked over the FWS award amount will result in those hours being charged to department's budget or to the contracted agency at the full wage plus 15%, whether or not the off-campus contract waives any matching costs.
- If a student loses their FWS due to falling below contracted credit hours, receiving a scholarship, or dropping out of school, you will be notified that the student can no longer work for you if you do not have SA funding.

NOTE: Although it is the student's responsibility to notify the supervisor of any changes to the work-study award, supervisors may want to contact Financial Aid with any questions or concerns.

If OFA makes changes to a student's FWS award, they will receive a revised award letter and Financial Aid will notify the supervisor of such changes.

FWS employees who do not meet SAP will be put on “Warning” or will be “Aid Denied”

If placed on Warning:

- Students on warning can receive FWS for another term.
- In all cases, any two terms of warning status will result in an Aid Denied status.

If Aid Denied:

- FWS will be canceled and the student’s employment will be terminated by Student Employment.
- Supervisors will be notified of the student’s change of status and advised to change the student’s status to Student Aide, if the department budget or the off-campus contract permits such a change.
- The student employee must stop working as a FWS employee immediately, and they will not be allowed to earn FWS until the FWS funds have been reinstated because of an approved academic appeal.

If all work-study funds have been awarded for the year, the FWS may not be reinstated even if an academic appeal is approved. Refer all students to the OFA if they are confused about the SAP policy.

For more detailed information on the Federal Work Study program, please see [this document](#) from the Dept. of Education.

DEFINITION OF A STUDENT AIDE (SA) EMPLOYEE

A SA is any person enrolled in 6 or more credits per term, employed at an on-campus department or approved off-campus agency, and paid through student payroll procedures.

An SA may drop below 6 credits for one term only (for example, taking the summer term off). After that one term, the student will need to be employed as an agency or department part-time employee. Contact Student Employment with any questions about SA status.

Understanding Student Aide (SA) employment

- The supervisor is responsible for monitoring earnings and hours
- Any student who has FWS may also work as a SA, but Financial Aid asks that such work hours do not conflict with the student's academic progress. Also, the max of 20 hours per week is a total for all jobs worked combined.
- If you as the supervisor are from a contracted, off-campus agency, MHCC will pay the SA employees, and the contracted agency is billed for the wages paid plus fringe benefits

Guidelines—SA employees

- SA employees may work up to 20 hours/week during the quarter, and 40 hours/week during school breaks.
- SA employees can work a maximum of 1,000 hours per fiscal/academic year. (July 1 to June 30th)
- SA employees may not work more than eight (8) hours per day. Exceptions to this policy must be pre-approved by Student Employment. **Overtime is never allowed.**
- SA employees' eligibility to work is based on their credit load. Their employment status is maintained by Financial Aid in conjunction with Payroll. Both departments will monitor the student's status.
- If students have FWS, they must earn all of their FWS dollars each term before they earn SA dollars.

What happens if SAs do not meet enrollment requirements?

- If SA employees do not maintain the 6 credit enrollment guidelines for two consecutive terms, their status must be changed.
- Supervisors of students who are not meeting the minimum enrollment requirements will be notified that the student may not continue working as a SA. Supervisors can choose to hire the student as a part-time MHCC or agency employee.

For more information and details about the difference between SA and FWS employees, see [AR-5060-C](#)

HIRING STUDENT EMPLOYEES

STUDENT EMPLOYMENT CHECKLIST

1. Departmental First Steps

- a. Department identifies a need that student employees could assist with and approves the hiring of student employees
- b. Department decides on the funding source (federal work-study, student aid via departmental funding, or both)
- c. Department designates a supervisor for student employees

2. Posting a Job, Recruiting, and Marketing

- a. Supervisor creates a job description (see [Appendix A](#) for template) and sends to Student Employment Coordinator at studentemployment@mhcc.edu
- b. Student Employment Coordinator posts the position on [Student Employment website](#)
- c. Department markets job through various means including but not limited to:
 - i. Paper fliers posted around campus
 - ii. Social media
 - iii. E-mail listservs
 - iv. Targeted student outreach (such as reaching out to students in certain majors or student organizations)
 - v. Word of mouth
 - vi. Tabling on campus and at student events
- d. Students send in their application materials to the supervisor or hiring manager. Some recommended--but not required--application materials include:
 - i. Resume
 - ii. Cover letter
 - iii. General application
 - iv. Professional references
 - v. Writing sample (for positions requiring strong written skills)
 - vi. Class schedule
- e. Supervisor interviews potential candidates and makes their selection
- f. Supervisor refers students they plan to hire to Student Employment
 - i. *Students CANNOT work until their hiring paperwork has been completed*

3. Hiring Process

- a. *NOTE: The Hiring Process can take up to 1 to 2 weeks, please plan accordingly for your student employee's start date and start your hiring process early*
- o Student emails StudentEmployment@mhcc.edu with their student ID number and the department they will be working for
- o Student Employment will assess whether student is eligible or not for Federal Work-Study
 - Student may be asked to reduce their loans in order to have work-study as part of their financial aid package—*this process may take 1-3 business days*
 - Just because a student had Federal Work-Study the prior year does not mean they are eligible to receive it during the current year
 - Just because a student has completed a FAFSA does not mean they will automatically qualify for Federal Work-Study funds

- Students working on campus for the first time must complete the following:
 - [CastleBranch criminal background check](#)
 - Needed to check whether a student has a criminal record
 - I-9
 - Needed to verify whether a student is eligible for employment
 - Student must bring an ID to the CPCC desk to verify their identity and complete the form
 - [Student Employee Orientation](#)
 - An overview of how the student employment process works, FERPA, customer service and professionalism, and a link to the necessary forms
 - W-4
 - Necessary for Payroll to withhold the correct federal income tax
 - Acknowledgement of FERPA Training
 - Student must sign the form to acknowledge they have completed the training on FERPA (Family Educational Rights and Privacy Act) in the Student Employment Orientation to ensure student is prepared to maintain confidentiality when working with sensitive information
- Both students who have worked before and students working for the first time:
 - Hiring Authorization
 - Needed to document the department a student is employed by for billing purposes
 - Both the student employee and supervisor must sign and complete this form
 - Supervisor must include the department PCN number (found [here](#))

Disapproval of Student Employment

Student Employment may tell you that a specific student is ineligible to work. Some reasons for this decision may be if:

- The student is not enrolled in or has dropped from the number of credits required for a FWS or SA employee
- The student did not achieve Satisfactory Academic Progress (SAP) and lost FWS funding
- The student was awarded a scholarship and exceeded their Financial Aid budget, thus losing FWS funding
- The student did not present valid identification to complete the federal forms required for employment. It is against the law to employ any person who does not present documentation proving their eligibility to work in the United States
- The student employee did not pass the criminal background check

If you are notified that the student you wish to hire (or have already hired) has been disapproved for employment, that student cannot work until the problem is resolved. You or the student should contact Financial Aid to resolve the problem.

Due to FERPA requirements for confidentiality of a student's financial aid information, Student Employment cannot answer some questions about termination or disapproval of a student's employment status. Please refer the student to the Office of Financial Aid.

JOB CLASSIFICATIONS

Please note that wages are dependent on federal, state, and local minimum wage regulations. To find your county's minimum wage requirements, you can check [here](#).

Classification Type	Classification Description
Area Aide I	Performs routine, non-complex work of a vocational nature. May require a brief orientation period. Standardized methods or processes characterize work. Some training required.
Area Aide II	Performs specialized work of a vocational nature. Requires knowledge and application of specific work procedures in the conduct of work. Also requires some developed skills such as operation of office equipment, composition, small equipment or machinery operations, interaction with the public, or computer software skills. Minimal training required.
Area Aide III	Performs technical/Para-professional work requiring a combination of basic scientific or technical knowledge, manual skills and position-specific abilities. The work is usually guided by applicable work principals and standardized techniques. May work with little supervision.
Area Aide IV	Performs professional level work requiring training of a professional nature. Work is analytical, technical, and/or highly skilled. Little or no supervision required.

Wage Guidelines for New Student Employees

New student employees must be paid at least minimum wage, or more if the job calls for a higher level of skill.

Wage Increases

Raises are allowed on a term-by-term basis. After the initial Hiring Authorization for the fiscal year is received, any changes in wage can be initiated by emailing the Student Employment. Please include the student name, ID#, current wage and new wage. Usually wage changes are effective the first of the month.

Generally, supervisors request raises after one term of experience. A supervisor can request a pay increase sooner if an employee has taken on added responsibilities.

All employee wages (including student wages) are regulated by state and federal employment law, and MHCC must remain in compliance with those laws. Contact HR or Student Employment with any questions.

MANAGING STUDENT EMPLOYEES

STUDENT HOURS AND TIMESHEETS

How to complete a timesheet

- Timesheets are kept through the NovaTime system. Click [here](#) for details and info.
- Note: whomever is listed as the Supervisor on the student's Hiring Authorization will be "assigned" to the student in the NovaTime system, and will be responsible for approving and submitting the student's timesheet through the online system.
- For assistance with NovaTime issues, please contact timesheets@mhcc.edu

More timesheet information

- Incomplete timesheets will be returned to the supervisor to complete the missing information.
- Student employees can pick up their paychecks in Payroll between 8:30 a.m. and 3:00 p.m. on the 15th and the last work day of the month. If the 15th and/or last work day falls on a weekend, payday will be the Friday before the weekend. If student employees do not pick up their paychecks by 3:00 p.m. on paydays, the paychecks will be mailed to the addresses listed on their W-4's. Student employees must inform Payroll if their addresses change, so their checks can be sent to the correct address.
- If students wish to participate in the direct deposit program, they must fill out the appropriate form in Payroll.

FREQUENTLY ASKED QUESTIONS

Ceasing Employment

What if I need to terminate a student employee or a student employee quits/graduates?

- E-mail Student Employment and Payroll immediately with student's name and ID, and reason for the separation from the position
- State regulations require that any terminated employee must receive the final paycheck by the end of the next business day. Students who voluntarily resign or graduate must also receive their final paycheck by their last day of employment.
- Final timesheets should be sent to Payroll.
- This information is crucially important for your student employee's future job seeking process. Student Employment is contacted to verify past employment

What are grounds for terminating a student employee?

- The same as for any other employee. Tardiness, attendance problems, no shows, violation of stated policies, harassment, or behavioral issues. **Be sure to document specific incidents that support your decision to terminate.**

What if a student employee quits, graduates, or transfers?

- Notify Student Employment by email if a student quits, graduates, or changes jobs. **Those end dates will be used in Unemployment Claims as appropriate.** Prospective employers also request dates of employment.
- Notify Student Employment of your employment needs and market your position.

Wage Adjustments

What if I want to give my student employee a raise in pay?

- You may request a raise by emailing Student Employment. Include employee's name, ID#, previous wage, new wage and effective date. If the job description has changed, you will need to complete a new Hiring Authorization. Student Employment will send this info to Payroll to initiate the increase.
- ***Students may not request a wage change; supervisors must do so.***
- Generally all wage increases are approved except in rare circumstances. Contact Financial Aid if you have questions.

Do I have to do a Student Employee Evaluation to give a raise?

- Only if you want to—it is not mandatory. However, you must adjust your wages accordingly with increases in federal, state, and local minimum wage regulations.

Performance Evaluations

What do I do about a student employee who has a performance problem?

- Contact Human Resources at jobs@mhcc.edu for guidance and assistance regarding performance concerns and student grievances
- Document, train, and document. Even though there is no procedure in place for handling student employee performance issues, student employees can initiate legal or institutional actions if they feel they were wrongfully terminated.
- Initiating behavioral change can be achieved through one-on-one counseling about the performance issue. Evaluation forms are available from Human Resources if supervisors wish to approach performance issues that way.
- To protect yourself and the institution, document performance issues. **Remember, YOU can be sued in wrongful termination cases.**

APPENDIX

A. Student Employment Job Description

STUDENT EMPLOYMENT JOB DESCRIPTION

Please describe the specific duties the employee will perform on a regular basis.

Include the particular skills needed to successfully complete the job duties.

Return completed form to the Student Employment Coordinator at studentemployment@mhcc.edu

Supervisor Name:

Department:

Email address:

Phone number:

Website (if applicable):

Wage:

Desired Shifts:

Hours Per Week:

Proposed Start Date:

Proposed End Date:

Job Title:

Duties:

Qualifications: **(Be sure to include the physical requirements for the position, such as bending, standing or lifting)**

Benefits/Learning Outcomes: (describe what skills or experiences students will get out of their employment experience)

How to Apply:

Job descriptions may be changed to meet college guidelines,
Federal Work-Study regulations, or state or federal employment law.

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