

A Supervisor's Guide to Managing Student Workers



ST. JOHN'S
UNIVERSITY

Office of Human Resources
Student Employment

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SECTION I

Introduction

Career placement success is one of the critical measures we use to assess the value of a St. John's University education. Alongside quality instruction, experiential learning contributes significantly to a student's college experience. Opportunities made available through on-campus student employment are an excellent way to have a positive impact and increase the return on investment made by our students. As career development is a primary student focus, employment is one way we can help them as they chart their career path and prepare to graduate.

Just as the pieces of a puzzle fit together to complete a picture, the members of our University community connect to complete the picture that is St. John's. By joining students and employees through student employment, academic experience is enhanced with practical, on-the-job learning in a supportive and challenging setting. The University is committed to supporting part-time, on-campus student employment as it benefits not only students, but also the employing department.

Students play an integral role in many University offices. In return for their service and assistance, student employees gain valuable office and technical skills, perform work that may relate to future career plans, earn a competitive salary rate, have flexibility in scheduling work hours, and eliminate the additional cost of commuting to and from a workplace.

Requirements and Eligibility

To be eligible for student employment at St. John's University, a student must be in good academic standing with a minimum cumulative grade point average of 2.0. Students who are on academic probation are prohibited from working on campus. Students who fall below a 2.0 while working on campus will be terminated from employment.

A student can hold more than one on-campus job at a time; however, they may only hold one College Work-Study position at a time. Additional jobs can be Regular Student Worker positions.

A student must also be in full-time attendance at St. John's University. A full-time student is any undergraduate student who is registered for a minimum of 12 credits or any graduate student who is registered for a minimum of nine credits. Students retain this status during vacation periods from the University.

Regular Student Worker

A regular student worker is a student who is paid with funds that come directly from the employing department's budget. These students are not eligible for a college work-study grant.

College Work-Study Student Worker

A college work-study student worker is paid by a Federal Work-Study program grant. This grant is available to full- and part-time matriculated undergraduate students who demonstrate financial need. Special emphasis is directed to full-time students and those from low-income families. Continued eligibility is based on the student making satisfactory academic progress.

College Work-Study Grant

A Federal Work-Study grant is good for one academic year (i.e., July 1–June 30 of the following calendar year). The supervisor of a college work-study student and the student should monitor the balance in the grant agreement regularly to ensure uninterrupted employment in the department (refer to "Managing the College Work-Study Grant" in Section III). In addition, each month all budget managers receive a list from the Office of Student Financial Services detailing how much money has been used from a student worker's grant and the remaining balance.

The student's employment will cease once Federal Work-Study monies are depleted unless the department has funds in the budget to pay for the student's continued employment. All matters regarding eligibility and grant amounts should be discussed with the college work-study coordinator in the Office of Student Financial Services.

Each year, supervisors are responsible for making certain that a copy of each student's grant agreement is signed and received by the Office of Student Financial Services. Students are not permitted to work without a current grant agreement.

Work Hours

Students are permitted to work a total of 25 hours per week during the academic year, with a maximum of 35 hours per week during vacation periods. Students on F-1 or J-1 visas are permitted to work a total of 20 hours per week during the academic year, with a maximum of 35 hours during vacation periods. Full-time employment during the breaks is not a requirement and is contingent upon the needs of the department.

The maximum number of hours allowed is inclusive of all positions held. Students with multiple roles must coordinate their schedules with their supervisors to ensure that they do not exceed the maximum number of hours allowed.

SECTION II

Getting Ready to Hire

Equal Opportunity Employment

As a supervisor, you should fully understand that equal opportunity employment is the law. This law prohibits discrimination on the basis of race; religion; color; national or ethnic origin; age; gender or sex (including sexual harassment and sexual violence); sexual orientation; gender identity and gender expression; marital or partnership status; alienage or citizenship status; disability; genetic predisposition; caregiver status; pregnancy; sexual and reproductive health decisions; status as a victim of domestic violence/sexual offense/stalking; status in the uniformed services of the United States (including veteran status); arrest or conviction record; credit history; salary history; unemployment status; or any other basis protected by law. In accordance with these laws, the University also prohibits retaliation against anyone who has complained about discrimination, discrimination-related harassment, or otherwise exercised rights guaranteed by these laws.

Equal opportunity employment applies to all terms and conditions of employment, including, but not limited to, hiring, classification, promotion or transfer, discipline, discharge, layoff, compensation, job training, and benefits.

The University's Equal Employment Opportunity (EEO) officer ensures that all University-wide educational and employment policies, programs, and practices are administered in accordance with the guiding principles of equal opportunity, applicable laws, and the University's identity as a Catholic and Vincentian institution. The University's EEO Officer can be reached at 718-990-1488.

Job Posting

The Recruitment office in Human Resources has responsibility for student employment. Supervisors with student worker openings in their department should contact the student employment manager at 718-990-2497 to initiate their request.

The student employment manager will send a job description template to be completed by the supervisor.

The hiring supervisor should be prepared to provide the following information about the position:

- Job description;
- Work hours;
- Any special skills needed;

- Whether the position is regular student employment or federal work-study employment;
- A department representative who will receive the résumés; and
- Include any additional pertinent comments.

Hiring supervisors should make sure to have a clear understanding of the financial impact of the position, whether it rests with the department (for regular student worker positions) or with funds provided by a federal financial aid grant (for work-study positions).

Interviewing and Selection

Once an opening for student employment has been listed with the recruitment office, the job is posted online and students can begin to apply. The student employment application in Formstack prompts applicants to upload their resume and other documents within the form. As student applications are submitted, Formstack sends them to the email of the contact person listed on the job application.

The hiring supervisor interviews applicants and then selects a candidate for employment and extends an employment offer. The hiring supervisor must complete an Electronic Personnel Change Form (EPCF), which notifies the Office of Human Resources of the student hired. Once the position is filled, the hiring department must notify Human Resources to remove the job posting, otherwise applications can continue to be submitted for the job.

Hiring a New Student Worker

The student receives email notification from the HR student employment manager to complete the necessary new hire paperwork prior to beginning any work. Students on the Queens, NY, campus complete this paperwork in the Office of Human Resources and students on the Manhattan campus and at global University locations complete it in their supervisor's office. New-hire forms include two forms to be submitted on paper, as well as additional forms to be submitted online. Paper forms are as follows:

- I-9 Employment Eligibility Form with acceptable identification
- IT-2104 Employee's New York State and City Withholding Allowance Certificate

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The paper forms can be printed out from the Human Resources page on the St. John's website (select "HR Forms" link) or copies can be requested from the student employment manager by calling 718-990-2497. The student can also complete the forms in the Office of Human Resources.

After the student provides these forms and acceptable documents, the Electronic Personnel Action Form (EPAF) is approved by Human Resources and the student is notified via email to log in to the New UIS Experience application (under the New Employee Tasks tile) and complete the employment process, including completion of the following online forms:

- Employee Tax Withholding W-4
- Direct Deposit of Paycheck
- Confidentiality Agreement
- Wage Theft Protection Form

New employee/emergency contact information form and biographical information, permanent address, and phone updates can be updated under the "My Information" tile.

If the student worker has completed the forms in your office because you are not on the Queens campus, please forward them immediately to the Office of Human Resources. Students should not begin working until the EPAF has been approved.

Once all necessary paperwork has been received by the Office of Human Resources, the student worker can begin to enter their work hours online. For assistance, please see the Timesheet Instructional videos on the [Payroll and HRIS webpage](#).

Background checks are required for all student workers who work with minors on any St. John's campus. For more information, refer to policy #711 Minors on Campus in the [Human Resources Policy Manual](#). If you have any questions about whether or not a background check is required for your student worker, please contact the student employment manager.

Banner access is granted only to those students who must access the system's records and information to perform their job functions. Upon hiring a student worker, if the supervisor determines the student needs limited access to the Banner system and/or to shared drives on the network, they should discuss these needs with the appropriate Banner data owner. Authority to grant and limit user access is the sole responsibility of the University's Banner data owners.

Hiring a Former Student Worker

If you hire a student who has worked previously in an on-campus job at St. John's and has completed new hire paperwork within the past 12 months, the hiring supervisor only needs to complete and submit an EPAF.

If more than a year has passed since the student was employed in an on-campus job at St. John's, then the instructions under "Hiring a New Student Worker" apply. The hiring supervisor must have authorization and access to the EPAF on UIS in order to process it. To secure access, all hiring supervisors must contact the payroll/HRIS project manager at hris@stjohns.edu.

The payroll/HRIS project manager then notifies the hiring supervisor when access to the EPAF has been granted and schedules a training session to review the hiring steps and conditions required by the EPAF.

Student-Worker Transfers

Student workers are permitted to transfer to other departments. To be eligible to apply for positions outside of their current department, a student worker must have worked for their current department for at least one full semester.

For a transfer to take place, the receiving department supervisor must complete an EPAF indicating that the student is transferring to the new department. The supervisor in the receiving department needs to enter the department information and the effective date on the EPAF.

To ensure the security of the University's data and information systems, supervisors must notify their Banner data owner to terminate student access to Banner and/or shared network drives when students no longer work for their department or any time that access is no longer required. Supervisors should conduct access reviews within their department at the end of each semester and modify or remove access for any user who no longer requires it, has transferred out of the department, or whose employment has terminated.

SECTION II

Getting Ready to Hire

Training for Student Worker Supervisors

As a supervisor of student workers, the Office of Human Resources offers special training programs designed especially to prepare you for your managerial role. You are strongly encouraged to attend all of the following programs:

Student Worker Supervisor Training–Module I

This program focuses on defining the job description, assessing applicants' experience and fit for the position, interviewing and selection, orienting the student worker to the job, and establishing job expectations.

Student Worker Supervisor Training–Module II

This program focuses on assigning work, coaching, and providing feedback to the student worker.

Training on Title IX and Reporting and Responding to Sexual Assault on Campus (Canvas Course)

The US Department of Education requires that training be provided to any employees likely to witness or receive reports of sexual harassment or sexual violence from students. As a supervisor of student workers, your participation in this training is vital to student safety.

Employee Assistance Program: Suicide Awareness and Prevention

The well-being of students is a primary concern at St. John's University. This important training opportunity, presented by CCA in collaboration with the Office of Human Resources, addresses the growing problem of suicide among young people. The workshop covers data, myths, warning signs, typical emotional reactions, and effective communication skills.

For program dates and registration:

- Log in to [SignOn and open the New UIS Experience](#).
- Locate the Employee Resources card.
- Click on "Register for HR Training."

An instructional video link is available in the Employee Resources card.

Student Worker Hourly Rates (effective January 1, 2026)

Student workers* are compensated at an hourly rate of \$17 based on the New York City minimum wage, except for the following positions where a differential is offered.

Shift differential positions (evening/weekends)	Hourly Rate
• Animal Care Attendants	\$17.10
• Annual Phone Program	\$17.10
• Information Technology Computer Labs	\$17.10
• Library (Queens, Manhattan)	\$17.10
• Public Safety-Resident Safety Monitors	\$17.10

Positions requiring specialized skills and experience

• Academic Tutors for Student Athletes**	\$17.50
• Sustainability	\$17.50
• TV Center Senior Technicians	\$17.50
• University Learning Commons Tutors**	\$17.50
• Writing Center Tutors**	\$17.50
• Design and Construction Accounting Support	\$17.50
• Information Technology Business/Financial support	\$17.50

Lead positions (job description required for approval)***

• Annual Phone program	\$17.50
• Campus Recreation	\$17.50
• Conference Services	\$17.50
• Public Safety Senior Resident Safety Monitor	\$17.50
• Student Life	\$17.50

Positions that require certification and/or graduate status

• Campus Recreation Personal Trainers	\$18.00
• University Learning Commons Tutors/Graduate	\$18.00

Grant-funded positions are paid as directed in the approved grant.

*All student workers must maintain full-time enrollment status to work for the University. Full time is defined as 12 credits minimum for undergraduates and nine credits minimum for graduate students.

**Tutor positions require a specific grade point average and faculty recommendations.

***Leader positions do not have the authority to hire, fire, schedule hours, or approve timesheets.

SECTION III

On the Job

Scheduling

Each semester you and your student worker should establish a work schedule. Every attempt should be made to schedule work hours at convenient times and in accordance with the student's class schedule. However, the department's needs should also be taken into consideration when assigning work hours. You should discuss any special requests or schedule conflicts well in advance with your student worker. Once you have agreed to a work schedule, your student worker's inability to maintain this schedule will impact the coverage needs of the department and may result in their termination from employment.

Students are not permitted to work during their scheduled class time, even if class was canceled. Exceptions to this are University-approved class holidays, such as Spring Break and Winter Break.

Orientation and Training

As part of the introduction to the student work experience, the student is required to complete our online **Student Worker Orientation Program** in Canvas, and the supervisor should ensure that the student has completed the course. As a new hire, the student receives an invitation to participate in the online training program via email. It is essential that they complete all four components of this 30-minute program: the video; PowerPoint presentation; quiz; and survey. The orientation program outlines the expectations of the student worker position, provides them with key St. John's employment policies, and highlights the importance of providing quality service to all our customers. Talk to your student worker and call the Student Employment Office if any of the material is unclear to them or if you want to know more. For optimal performance, Google Chrome is recommended to access the material.

Students should complete the training at work before beginning their job responsibilities and will be compensated for this time as paid work. Aside from this Orientation Program, all individualized training that is required will be provided by your department or by you, the department supervisor.

Departmental Training: Hiring supervisors are expected to provide students with localized training within the department. Each department trains new student workers according to the needs of the position. However, there are some general steps that can help any department to better acclimate new student workers:

- Introduce the student employee to all of the department's staff and other student workers. This helps the student form a sense of belonging, and is common courtesy for anyone starting a new job with new coworkers.
- Explain all departmental procedures to the student. Provide helpful handouts if there are numerous details to grasp immediately, including how to answer the phone, who handles what types of calls, what forms are needed, frequently asked questions, staff member phone extensions, important names or codes to remember, and computer procedures for special systems. Be sure to define what is acceptable for student workers in terms of attendance, punctuality, appropriate attire, breaks, and other basic aspects of your departmental work environment.
- Give the student a tour of your workspace. Point out where things are, such as supplies, restrooms, vending machines, copiers, and fax machines. Impress upon the student worker that their contributions as a member of the team are important to the success of the overall department.

Compensation

Supervisors should be aware of the different sources of funding for student-employment positions. Regular student employees are paid with funds that come directly from the employing department's budget. College work-study students are federally funded and receive a specific workstudy allocation to indicate the total wages they are allowed to earn during the academic year. This individual yearly allocation cannot be exceeded. The duration of a work-study student's employment varies based on the student's need, work-study allocation or the end of the academic year, whichever comes first.

The college work-study student and their supervisor should monitor the balance in the grant agreement regularly to ensure uninterrupted employment to the department. In addition, the Office of Student Financial Services forwards monthly reports to the budget managers so that the department can monitor the monies associated with the grant agreement. The student's employment will cease once Federal Work-Study monies are depleted, unless the department has funds in the budget to pay for continued employment.

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All matters regarding eligibility and grant amounts should be discussed with the college work-study coordinator in the Office of Student Financial Services.

Student workers are paid an hourly rate as determined by their job category. Generally, positions in higher categories require prior training or technical skills and, therefore, may offer a modest differential in pay. Graduate students receive an additional one dollar per hour. All undergraduate students who work the majority of their hours in the evening or on the weekend receive an additional 10 cents per hour.

Student workers are not eligible to receive any vacation pay, emergency closing compensation (policy #1028), or holiday pay, and they do not participate in employee health plans, unemployment insurance, or retirement programs. Students are covered, however, by New York State short-term disability (STD) benefits and worker's compensation. More information on these benefits follows. For STD filing procedures, refer to HR policy #603; for worker's compensation, refer to HR policy #618.

On-the-Job Injury or Illness

Student workers are covered by worker's compensation. The University pays the cost of this insurance, which provides weekly cash benefits and/or medical care for employees who are injured or become ill as a direct result of their job. If your student worker informs you that they have been injured or become ill on the job, you should direct the student to report to the health services office. When a nurse is not on duty, the student should report to the Department of Public Safety. Either a nurse or a public safety officer will complete a Form C-2 and forward it to the benefits office for processing and follow-up with the student worker. In the case of an emergency, the student may obtain treatment from an emergency facility. Refer to HR policy #618 in the Human Resources Policy Manual for more information on Worker's Compensation or contact the employee benefits office at 718-990-2363. Contact the benefits office at 718-990-2363.

Short-Term Disability

Student workers are covered by New York State disability insurance. Short-term disability (STD) benefits are available to employees to replace, in part, wages lost due to injuries or illnesses that do not arise out of or in the course of employment. Disability benefits include cash payments only; medical care is the responsibility of the claimant. For more information on STD, refer to HR policy #603 in the Human Resources Policy Manual or contact the benefits office at 718-990-2363.

Safe and Sick Time for Regular Student Workers (does not apply to college work-study positions)

Regular student workers (non work-study) accrue one hour of paid safe and sick time for every 30 hours worked, up to a maximum of 56 hours of paid safe and sick time a year. This policy does not apply to student workers for hours worked and compensated by or through federal work-study programs or qualified scholarships. Examples of permissible uses of accrued safe and sick time are provided in HR policy #402C and include the student worker's own illness, injury, and health condition and that of family members, as well as reasons provided under safe leave.

Procedures

Where an eligible student worker's need to use safe and sick time is foreseeable, they should provide their immediate supervisor with seven (7) days' advance notice, and when it is unforeseeable, as much notice as practicable should be provided. An eligible student worker who takes sick time for more than three consecutive, scheduled work days may be required to submit documentation to the Benefits Office. For more on documentation requirements, see HR policy #402C in the [Human Resources Policy Manual](#).

Any unused portion of safe and sick time may be carried over to the following calendar year; however, no more than 56 hours of paid safe and sick time may be taken during any calendar year.

Safe and sick time balance shall have no monetary value at termination of employment. When there is a separation from employment and the student worker is rehired within six months of separation, any previously accrued safe and sick time that was not used will be reinstated.

To view the Notice of Employee Rights provided by the New York City Earned Sick Time Act, click on the link to the poster on the University's [Employment Posters](#) web page.

Retaliation against any employee for appropriate use of paid safe and sick time is unacceptable and strictly prohibited.

Any employee who feels he or she has been retaliated against should immediately report the matter to [Human Resources](#). Employees also have the right to file a complaint with the [NYC Department of Consumer Affairs](#).

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New York Paid Family Leave

Student Workers who work in New York may be eligible for paid leave benefits and job protection in accordance with the New York State Paid Family Leave Benefits Law (PFL). Qualifying reasons for taking leave include to bond with their newly born, adopted, or fostered child; to care for a family member with a serious health condition; or for a qualifying military exigency. The cost of PFL is paid for through employee contributions at a rate determined by New York State. Student workers are required to have coverage, unless they waive the benefit and have signed and submitted a waiver.

The University's complete policy on PFL is included in the [HR Policy Manual](#) as policy #509 and provides definitions, eligibility guidelines, the time off and compensation phase-in schedule, waiver options, procedures for requesting leave, restrictions, and other information. The University's PFL notice of compliance and statement of rights is located on the Federal and New York [Employment Posters](#) web page. Student workers can also contact the St. John's Employee Benefits Office on the Queens campus at 718-990-2363 with questions or obtain information from the government website at www.ny.gov/programs/new-york-state-paid-family-leave or by calling 844-337-6303.

Managing the College Work-Study Grant

As a supervisor, it is essential to ensure that both you and your student worker monitor the student's earning to prevent exceeding the approved grant agreement amount. Budget managers receive monthly reports for all college work-study students. Below are the instructions for student workers to monitor their earnings by using the St. John's University Information System (The New UIS Experience).

1. Log in to the St. John's University's portal at signon.stjohns.edu with your user name and password.
2. Find and click the New UIS Experience app.
3. Click the "Financial Aid Award" tile.
4. Select "My Award Information."
5. Select "Award by Aid Year."
6. Locate the appropriate academic year.
7. Locate "College Work Study" in the Fund column.
8. In the "Amount" column, find the approved amount of your grant agreement. (Note: this is the amount that you cannot exceed.)
9. Go to the "Employee" tile and click Pay stubs.
10. To calculate an approximate amount of award fund that remain, subtract the gross amount of your paycheck from the total amount of your grant/award.

It is crucial for both the supervisor and the student worker to stay aware of the status of earnings and grant monies remaining at all times to ensure compliance with the grant agreement.

Meals and Breaks

The University provides a half-hour, unpaid meal break to students who work more than six consecutive hours in a day. Any additional rest breaks are given at the discretion of the supervisor and are provided with pay according to the following guidelines: breaks may not exceed 15 minutes; may not be taken at the beginning or end of the student's work hours; may not be added to a meal break; and rest breaks may not be accumulated.

Time Reporting and Pay Schedule

Completing Time Sheets (for Student Workers)

Student workers are required to complete time sheets electronically via the New UIS Experience application each pay period showing the exact number of hours worked (excluding the unpaid meal period) and any leave taken. Time should be rounded to the nearest quarter hour (15 minutes). The appropriate hours should be entered under the correct earning code. A "0" should be entered as the earning code to indicate unpaid time. In the unusual event that a student works through an otherwise unpaid meal break, that time must be recorded as time worked and compensation must be provided at the appropriate rate.

The online time sheet will calculate all hours. Some departments file time sheets electronically on behalf of their students and employees, so be sure to check your department's procedures. Time sheets must be submitted electronically on or before the end of the pay period. Supervisors will review and approve student time sheets and submit them electronically to payroll via UIS.

Be aware that falsification of a time sheet is considered grounds for termination. Employees are not allowed to complete, make entries on, or sign a time sheet on behalf of someone else. For more information on time sheets, refer to HR policy #306 in the [Human Resources Policy Manual](#) or contact the [Payroll Department](#).

Pay Schedule and Procedures

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Student workers are paid on a biweekly basis on the same schedule as staff employees. For reference, the schedule is posted on the Human Resources website. Students who have direct deposit of their pay will receive an email notification on or before the pay date and can view their paystub online. Paychecks for students who do not have direct deposit are mailed on pay day to the mailing address on file.

Supervisors should remind students that any change in name, address, or student status must be brought to the attention of the student employment manager in Human Resources.

Applicable Employment Policies

Verification of Employment Information:

All requests for employment verification are handled via Experian according to the process provided on the [Employment Verification webpage](#) on the Human Resources website.

Employment of Relatives:

The University permits the employment of relatives with certain restrictions. A student worker may not work in the same department as an employee to whom he/she is related by blood or marriage. An employee may not participate in decisions regarding the hiring, retention, performance, status, or salary of a student worker who is a relative. In addition, an employee shall not be in the position of direct supervision of a relative who is a student worker. Relatives who are employed by the University should be especially sensitive to the need to preserve impartiality and confidentiality. Breaches of privacy or confidentiality may result in termination of employment. For the general University policy on employment of relatives, refer to HR policy #109 in the [Human Resources Policy Manual](#).

Employment of Minors:

The University adheres to federal and New York State Child Labor Standards concerning the employment of minors. HR policy #110 in the [Human Resources Policy Manual](#) outlines the legal requirements concerning the employment of persons under the age of 18. The law prohibits employment of minors under the age of 14. State law mandates that minors under the age of 18 obtain an employment certificate to work. School districts in New York State are responsible for issuing employment certificates and permits to qualified applicants.

Tuition Remission Recipients:

Students who are recipients of tuition remission through the University's benefits program are eligible to apply for on-campus employment.

Resignation/Termination of Employment

St. John's University is an "at will" employer; the University reserves the right to terminate a student's employment with the University at any time, with or without cause or reason, as determined by the department supervisor. Similarly, a student may resign at any time, although the University requests that the student provide a two-week notice of resignation. For more information on Employment at Will, refer to policy #101 in the [Human Resources Policy Manual](#).

Should a supervisor wish to terminate a student worker for any reason, they should consult the Student Employment Manager in the Office of Human Resources prior to initiating the termination action. At the time of graduation from the University, a student becomes ineligible for further employment as a student worker. Therefore, students must be terminated from employment prior to graduation day. The only exception to this policy is if a student has been accepted full time in a graduate program in the University for the following semester. Seniors who complete their degree in December or May are permitted to work until the last day of final exams. Students who continue to work after this day will be charged to your department budget, because work-study eligibility ends with the completion of a bachelor's degree.

Terminating a Student Worker:

Prior to a student worker's termination from employment, notify the Student Employment Manager. To terminate a student's employment, the supervisor must notify the [Payroll Department](#) directly.

For assistance with terminating a student worker, please contact Human Resources at 718-990-1865, press 3 for Student Employment.

Terminating Access to Banner and Shared Network Drives:

To ensure the security of the University's data and information systems, supervisors are responsible for notifying their Banner data owner of the need to terminate student access to Banner and/or shared network drives when students no longer work for the department, or any time that access is no longer required.

Supervisors should conduct access reviews within their department at the end of each semester and modify or remove access to any user when no longer required.

SECTION IV

Job Expectations

Workplace Conduct

As members of the St. John's University community, student workers assume an obligation to act in a manner conducive to the maintenance of good order and respect for the rights and property of others. Their conduct is expected to be consistent with the University's core values and compatible with the goals and purposes of an educational institution established in the Vincentian tradition. As representatives of St. John's, the University expects its student workers to exhibit professionalism on the job and in their contact with others. Professional conduct can range from the manner in which they answer the telephone or address a visitor to the integrity and honesty with which they perform their work.

Attendance, Punctuality, and Absences

Student workers are expected to be at work at their scheduled start time and not to leave before the end of their scheduled hours. You should advise your student workers to contact you as early as possible—but no later than 30 minutes after their scheduled start time—in the event they are unable to report to work or will be delayed. Communicate to them that frequent absences and lateness impair the value of a student's service and could result in termination of student employment. Failure to notify you, their supervisor, will be considered an unexcused absence.

Supervision

Because student employment provides students with an opportunity to build professional and technical skills, your student workers should not work unsupervised. A staff, faculty member, or administrator within the department should regularly monitor the student's job duties and performance. The Office of Human Resources highly recommends that you attend training workshops developed for student worker supervision, which cover essential topics that pertain specifically to you in this managerial role. Current workshops offered are listed in Section II: Getting Ready to Hire.

Performance and Related Concerns

Student workers are expected to fulfill specific job requirements and meet established job standards while employed by the University. Although there is no formal performance management program in place for student workers, you are encouraged to discuss and resolve with your student worker any job performance concerns or complaints that arise over the course of employment. To assist in the resolution of concerns, the student employment manager can be reached at 718-990-2497. You are also urged to attend

the training workshops developed by the Office of Human Resources for student worker supervisors that cover essential topics such as assigning work, coaching, and providing feedback.

Human Resources provides the following guidance to supervisors for addressing concerns and taking corrective action measures:

- Address the issue immediately with the student.
- Verbal Warning—If the issue has been addressed and continues, the supervisor should meet with the student, inform the student that he/she is being placed on verbal warning, and communicate verbally to the student what steps or actions need to take place to remediate or resolve the issue. A timeframe for improvement should be established and agreed upon at this point.
- Written warning—If the student fails to make the necessary improvements or new issues arise, the supervisor should prepare a written warning that identifies the behavior or performance problem(s), defines the actions necessary to remedy the problem, and provides an acceptable timeframe. The written warning should include a statement that failure to make the necessary changes may result in termination of student employment.
- Should the student's behavior or performance continue to be unsatisfactory, the supervisor should contact the student worker manager to discuss termination of the student's employment.

Confidentiality

Student workers may have access to confidential material such as financial information, employee information, grades, telephone numbers, addresses, etc. They are prohibited from sharing information with others or using it for themselves for any reason not connected with University business. Under no circumstances are student workers permitted to release any information to any unauthorized person, including, but not limited to, a friend, outside caller, or other departments.

A supervisor should handle requests of this nature. Breach of confidentiality is a serious offense and may result in termination of employment. You should remind your student workers that maintaining confidentiality is mandatory, as stated in the confidentiality agreement that they were required to read and accept online when they began their employment. For your information, this agreement is accessible through [SignOn/UIS: A New Experience](#) application in the New Employee Tasks card. Please ensure that all of your student workers have accepted the agreement.

SECTION IV

Job Expectations

Workplace Attire

Student employment is a training ground for professional employment and presenting oneself well is important. However, in balancing expectations for appropriate workplace attire, a student worker's status as student should also be considered. A student worker is expected to report to work in clothes that are neat and clean and that appropriately reflect the core values of the University, as well as the specific position they hold. When in question, the supervisor has the discretion to make decisions on what constitutes appropriate attire.

Telephone Usage

Office telephones are an important means of conducting University business. Personal calls can interfere with important business calls and should be made only in an emergency. Urgent personal calls should be kept as brief as possible. Similarly, visits to the workplace from friends during work hours are not permitted. It is also important to remind students that they should limit the use of their cell phones while at work.

Use of University Property, Equipment, and Resources

The use of University property, equipment, and resources (i.e., facilities, copy and fax machines, postage, supplies, computers, the University name, stationery, telephones, etc.) by student workers must be limited to University business only. University property and resources are provided for University business, not personal use. Student workers should report problems with University equipment immediately to a supervisor.

The University's computers, network, and voice mail systems are intended for the University's business use. All records—including email, voice mail, and other messages—generated or stored on St. John's computers or systems are considered University records. The University reserves the right to access and disclose, at any time and for any purpose, all records sent over or stored in its systems. A person's use of the University's computers and/or systems constitutes their consent to this access and disclosure.

Student workers are responsible for understanding and complying with the University computer and information security policies that governs the use of computing equipment, networks, and information resources. For more information, supervisors can refer to Section 900 [Information Technology in the Human Resources Policy Manual](#).

Banner access should be granted only to those students who must access the system's records and information to perform their job functions. Upon hiring a student worker, if you determine that the student will need limited access to the Banner system and/or to shared drives on the network, you should discuss these needs with the appropriate Banner data owner. Authority to grant and limit user access is the sole responsibility of the University's Banner data owners. Supervisors should review their department's user access each semester and remove or modify the access rights of employees and students, as necessary to maintain information security.

Discrimination and Harassment

St. John's University does not discriminate on the basis of race, color, national or ethnic origin, sex (including sexual harassment and sexual violence), sexual orientation, gender identity and gender expression, disability, religion, age, status in the uniformed services of the United States (including veteran status), marital status, status as a victim of domestic violence, citizenship status, genetic information in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990 and the Amendments Act, Section 504 of the Rehabilitation Act of 1973, Title VI or Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies.

Students are required to complete annual online Discrimination and Sexual Harassment Prevention Training in Canvas that meets NY State and NYC regulations.

As a supervisor of student workers, you are responsible to be vigilant and to provide your student workers with a workplace that is free from harassment and discrimination. You will find the University's Notice of Non-Discrimination linked at the bottom of every page of the St. John's University website. The University's Policy Against Bias, Discrimination and Harassment applies to the entire University community and is in all policy guides, including #704 in the Human Resources Policy Manual, Employee Handbook, [Student Worker Resource Guide](#), and on the [Equal Opportunity and Compliance website](#).

The University's [Title IX website](#) provides the University community with contact information for Title IX Coordinators, reporting tools and policies and procedures.

If you suspect behavior that is discriminatory or harassing in the workplace, report it to the employee relations and compliance office in Human Resources. Esther Hutchinson, Director of Equal Opportunity and Compliance and Title IX and Title VI Coordinator, has been designated to handle inquiries. She can be reached directly at 718-990-1488; hutchine@stjohns.edu.



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