

## MEMORANDUM

TO: Student Employees

FROM: Career Services – Georgia Southwestern State University

SUBJECT: Student Employment Handbook

Enclosed is a Student Employment Handbook containing all the information related to Student Employment at Georgia Southwestern State University.

This student employment handbook has been prepared for the benefit of Georgia Southwestern State University students and for faculty and staff who hire student workers. The handbook has been developed by Career Services with the intent to provide basic information and to help guide students, faculty and staff in employment issues.

The information provided in this handbook provides you with a summary of each employment program offered along with the procedures to follow in order to obtain employment by GSW students. A copy will be distributed to each department on campus to assist students in their process of seeking employment opportunities. We hope that the information contained herein will be a help to those involved with the student employment process.

We cannot anticipate in this manual all of the problems and questions that may arise, therefore for further questions, please contact Janet Siders at [jsiders@canes.gsw.edu](mailto:jsiders@canes.gsw.edu).

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# Georgia Southwestern State University

## Student Employment Information

This information manual has been developed to answer any questions you may have concerning the work programs available at Georgia Southwestern State University. This manual will provide you with a summary of each program offered along with the procedures to follow in order to obtain employment.

### Location

**Human Resources Office** is located in the Administration Building in Room 108. For additional information contact Janet Siders at 229-931-2000.

**The Financial Aid Office** is located in Sanford Hall, second floor. For any additional information please call (229) 928-1378, fax (229) 931-2061.

**The Career Services Center** is located in the Herschel Smith Health Center, next to Duncan Hall and is here to serve you and help you participate in the most beneficial work experience possible while you are a student at GSW. For any information or questions you may have concerning any of the programs, please do not hesitate to stop by or to call our office.

Our phone number is 931-2237; the e-mail address is [career@canes.gsw.edu](mailto:career@canes.gsw.edu).

### EMPLOYMENT PROGRAMS

The following employment programs are available for students to take advantage of while at GSW. The Work-study and Work-aid programs offer students on-campus opportunities while the Job Location & Development program offers the student off-campus employment opportunities. The following is a brief description of these programs.

#### **1. Federal Work-Study**

Federal Work-Study is a federally subsidized program, which is awarded to undergraduate students based on the financial needs of the student. Students who are approved receive Work-Study awards as part of their financial package. The Federal Work-Study wages will be at least the current federal minimum wage, but it may be higher depending on the work the student performs and the skills required for the job. Students are paid bi-weekly by check. The amount students earn cannot exceed the total federal Work-Study award. When assigning work hours, the financial aid administrator will consider the student's class schedule and his/her academic progress.

## **2. Work-Aid**

Work-Aid is awarded based on skill needs within the individual campus departments and depends on money available in each department. This program assists students who do not qualify for FWS funds but express a desire to work on-campus. The Work-Aid wages will be at least the current federal minimum wage, but it may be higher depending on the work the student performs and the skills required for the job. The Work Aid hours are determined according to each department's budget, therefore when funds are no longer available the position will end and the student will no longer work.

There are several positions that come open on campus, such as: lifeguard, secretarial support, instructional technology, computer lab assistant, tutors, etc.

## **3. Graduate Assistantships**

A limited number of Graduate Assistantships are available for graduate students within the Academic Affairs Division. Students must be fully admitted to a degree program before Graduate Assistantships can be awarded. International students must hold appropriate visas before applications for Graduate Assistantships can be processed. In addition, Graduate Assistantships may be awarded during an academic year if vacancies occur and funding is available.

## **4. Job Location and Development Program**

The JLD Program was initiated on campus in October 2001 and is a valuable aid in finding off campus employment for students. This program serves as a source of off-campus jobs for the student and as an employment service to local businesses. The student will find posted jobs on the job board located in the Hershel Smith Health Center. Also, watch the SouWester' newspaper for available off-campus jobs!!!

### **a. Internships**

Academic or experiential internships are short term one semester, paid or unpaid, project-oriented work experiences, where a student can receive academic credit.

The general objective of any internship program it is to provide students who posses the necessary academic credentials the opportunity to receive a practical, real-work experience.

Internship programs in varied academic disciplines can apply to a broad spectrum of careers and can offer many suitable work experiences for students who are pursuing internship opportunities.

### **b. Cooperative Education**

Co-op is a partnership. It allows professional relationships to develop between students, employers and the University. All three work together to achieve mutually beneficial goals.

The Co-op Program allows qualified students to gain work experience as well as earn money by alternating semesters of university enrollment with terms of full-time employment in a field related to their major. Students who experience cooperative education are able to verify career interests and begin their profession earlier than students who aren't participating in Cooperative Education.

## How to Apply for GSW Student Employment

### 1. Federal Work-Study

Eligibility for Work-Study is determined by financial need; therefore, a student must be approved for financial aid in order to be eligible for Work-Study award. The student must apply on the Free Application for Federal Student Aid (FAFSA) to determine this eligibility. If the student is determined to have need, he/she may be awarded a financial aid package that includes Work-Study employment eligibility. However because of limited funding, not all students will be awarded Work-Study. Once a student has accepted his/her award letter, which includes the FWS award, he/she may contact the Financial Aid Office to be assigned a Work-Study position in one of the departments on campus.

**Important:**

You must apply on the FAFSA to receive a Work-Study award.

After acceptance of the financial aid award, the student will receive more detailed information concerning the work programs for **on campus** employment. The following is a brief account of the steps to acquire an on-campus job through Work-Study once FWS is awarded:

1. Go by the Financial Aid Office to pick up the assignment sheet.
2. Take Assignment Sheet to Human Resources and sign the appropriate papers.

- Form W-4 (Federal Tax Form)
- Form G-4 (Georgia Tax Form)
- Form I-9 (Employment Eligibility Verification)

\*Make sure you bring proper identification!

\*Sample forms are attached to the end of the packet.

3. Take assignment sheet and report to work.

**\*\* FAFSA forms are renewed every year and can be picked up from the Financial Aid Office located in Sanford Hall, Room 207.**

All these forms must be completed and handed to the Human Resources Department, prior to the end of the first week of employment. Failure to do so will result in a delay to enter required information to process the student's paycheck.

Once the student begins its new job, his employment is contingent upon satisfactory performance. If the supervisor decides that the student's performance has not been

satisfactory the student may be released from his job. In the case of a supervisor's complaint regarding a student's work performance, please e-mail Freida Jones at [fjjones@canes.gsw.edu](mailto:fjjones@canes.gsw.edu).

- Please remember that all on campus Work-Study jobs must be cleared through the Financial Aid Office.

### **Timesheet Completion Instructions**

Each student employee must complete a Work-Study timesheet before a payroll check can be issued.

Student employees are urged to sign in and out on their timesheet when they report to work. This procedure will eliminate any questions either the student employee or the supervisor may have concerning dates worked and hours accumulated during the month. Supervisors will receive a schedule of the timesheet due dates and student paydays, which should be accessible to the student employees. Student employees and supervisors are asked to examine the following items prior to submitting the completed timesheet for payment.

1. Complete name of student.
2. Proper pay dates recorded on timesheet.
3. Social Security number.
4. Signature of student
5. Total number of hours worked per day (in increments of quarter hours only).
6. Signature of supervisor.

\* Please note – If the Financial Aid or the Payroll Office receives a timesheet after the due date, it is possible that the student will not receive her paycheck until the next scheduled payday.

### **Work-Study Payment**

The following procedure is been put in place by Payroll Office as a payment policy for all student employees:

1. Supervisors will receive a schedule of timesheet due dates.
2. Timesheets must be turned into the Financial Aid office.
3. The Financial Aid Office will send time sheets to payroll.
4. Paychecks can be picked-up by the student on every other Friday of each month at the Cashier window in the Administration Building.
5. The student must have an I.D. in order to receive his/her check.
6. Only the student to whom the check is issued my pick up his/her check.

Georgia Southwestern State University currently offers assistance to all students when question and need for employment arises. However, employment is contingent upon available funding. If at such times the funds are expended, then employment may be terminated. If a student has any questions concerning his/her ability for one of the programs, he/she should contact either the Financial Aid Office or the Career Services Center.

## 2. Work-Aid Program

Any student desiring an on-campus job that does not qualify for the Work-Study program may apply for the Work-Aid program. Application for the Work-Aid program can be filed through Career Services.

Students who have applied for Work-Study on the FAFSA and do not qualify will be eligible for Work-Aid.

The following is a brief account of steps to be taken to acquire an on campus job through Work-Aid.

1. First, the student must stop by Career Services to fill out a Part-time/Full-time job application form.
2. Once the form has been filled out, the student can search through the open job-listing book available with on-campus jobs.
3. After the Student Employment Coordinator has reviewed the application, the student will be referred to the appropriate department according to the skills and experience requested by that particular department.
4. After the job has been selected a Supervisor's Approval form for Work-Aid needs to be filled out.
5. The student then will contact the supervisor to set up an interview for the job.
6. The Supervisor's Approval form for Work-Aid should be completed and signed by the student and supervisor if the student is hired.
7. \*Also the student must go to the HR office to complete the following forms:

- Form W-4 (Federal Tax Form)
  - FormG-4 (Georgia Tax Form)
  - Form I-9 (Employment Eligibility Verification)
- \* Make sure you bring proper identification!

\* Samples of necessary forms are attached at the end of the packet.

All these forms must be completed and handed to the Human resources department prior to the end of the first week of employment. Failure to do so will result in a delay to enter required information to process the student's paycheck.

As with any other job situation, the employer decides whom they will hire and the student decides whether to accept the job. If the student is not hired, or decides not to accept the position, then he/she may return to Career Services to search for another job.

The future work relationship between the student employee and the supervisor will be established at the time of the interview. The student should ask any questions and understand what his/her role and duties will be prior to entering into the Work-Aid contract.

Once the student begins the new job, his employment is contingent upon satisfactory performance. If the supervisor decides that the student's performance has not been satisfactory the student may be released from his job. In the case of a supervisor's complaint regarding a student's work performance, please e-mail Beth Marcinski at [ems2@canes.gsw.edu](mailto:ems2@canes.gsw.edu).

Most employers expect a commitment from the student to work through the academic year; however, changes in class schedule, academic pressure, or family responsibilities may make such a commitment impossible. If the student feels that he/she must terminate employment, it is his/her responsibility to give at least one-week notice to the employer.

- Please remember that all on campus Work-Aid jobs must be cleared through the Career Services Office.

### **The Student Employee Record Form**

Once the student has been hired, a Student Employee Record Form will be drawn up by the Career Services and sent to your supervisor. The form will have to be filled out and signed both by the student and supervisor. It will contain the following information:

- Student's name and address
- Name of the supervisor and department or Employer
- Approximate working hours per semester
- Hourly wage rate

Work-Aid employees must adhere to the same rules and regulations, which apply to Work-Study employees.

### **Timesheet Completion Instructions**

In order to supply adequate financial records in compliance with the GSW regulations, each student employee must complete a Work-Aid timesheet before a payroll check can be issued.

Student employees are urged to sign in and out on their timesheet when they report to work. This procedure will eliminate any questions either the student employee or the supervisor may have concerning dates worked and hours accumulated during the month. Supervisors will receive a schedule of the timesheet due dates and student paydays, which should be accessible to the student employees. Student employees and supervisors are asked to examine the following items prior to submitting the completed timesheet for payment.

1. Complete name of student.
2. Proper month recorded on timesheet.
3. Social Security number.
4. Signature of student
5. Total number of hours worked per day (in increments of quarter hours only).
6. Total hours per month.
7. Signature of supervisor.

\* Please note – If the Financial Aid or the Payroll Office receives a timesheet after the due date, it is possible that the student will not receive her paycheck until the next scheduled payday.

### **Work-Aid Payment**

The following procedure is been put in place by Payroll Office as a payment policy for all student employees:

1. Supervisors will receive a schedule of timesheet due dates.
2. Timesheets must be turned into the Payroll Office in time to ensure adequate time to prepare checks.
3. Paychecks can be picked-up by the student on every second Friday of each month at the Cashier window in the Administration Building.
4. The student must have an I.D. in order to receive his/her check.
5. Only the student to whom the check is issued my pick up his/her check.

**Georgia Southwestern State University currently offers assistance to all students when question and need for employment arises. However, employment is contingent upon available funding. If at such times the funds are expended, then employment may be terminated. If a student has any questions concerning his/her ability for one of the programs, he/she should contact either the Financial Aid Office or the Career Services Center.**

### 3. Graduate Assistantships

Graduate students interested in applying for Graduate Assistantships need to submit their application by April 15 in order to be considered for the following year. Once the Graduate Assistants have been selected they will be assigned to particular Schools or Departments that will specify and supervise responsibilities. They will be expected to maintain a minimum load of nine credit hours each semester. Graduate Assistants will be evaluated each semester, and the continuation of the assistantships will depend on satisfactory evaluation.

Application forms are available by contacting the Director of Graduate Studies. E-mail: [acadaff@canes.gsw.edu](mailto:acadaff@canes.gsw.edu)

Assistantships are also available in the Departments of Athletics and Student Affairs, and interested students should make direct applications to those Departments.

#### 4. Job Location and Development (JLD)

Located in the Smith Herschel Health Center, immediately outside of the Career Services Office, you will find the job board where all available off-campus positions are posted. All information pertaining to the posted jobs can be obtained from the Student Employment Coordinator who will provide students with necessary information enabling them to set-up their own interviews.

A student does not need to be FWS or WA eligible to participate in the JLD program. Many of our local businesses contact Georgia Southwestern State University in order to obtain qualified employees to fill their needs. The Job Location and Development Program is open to all students regardless of need. To further assist the student in the job search, all off campus jobs will be listed in the SouWester campus newspaper. If further information or assistance is required, please contact the Student Employment Coordinator.

Students interested in off-campus positions must follow the same application procedures as the students applying for on-campus jobs:

1. First, the student must stop by Career Services to fill out a Part-time/Full-time job application form.
2. Once the form has been filled out, the student can search through the open job-listing book or pick a job announcement that is listed on the Job Connection Board.
3. After the Student Employment Coordinator has reviewed the application, and the skills and experience match the employer's requirements, the student will be referred to the employer's job the student is interested in.
4. After the job has been selected a Student Employee Record form needs to be filled out.
5. The student will be given a referral form for the job he is applying for.
6. The student then will contact the employer to set up an interview for the job.
7. The Student Employee Record form should be completed and signed by the student and the employer if the student is hired.

**Georgia Southwestern State University's Career Services office acts only as a referral service and makes no particular recommendations regarding employers.**

**We make no representations of guarantees about positions posted by our office. The Career Services Office is not responsible for safety, wages, working conditions or other aspects of off-campus employment. Due to the volume of jobs received by this office, we are unable to search the integrity of each organization or person that lists a job with us. Therefore, you are urged to undertake this responsibility yourself. If numerous complaints are given to us about a particular employer, we will refuse to use their services for our students.**

#### 4a. Internships

A student must be enrolled at GSW, **have a 2.5 GPA** and meet the criteria as established by the employer and the sponsoring department in order to apply for an internship program. Some internships are sponsored by an academic department, which determines its policies and guidelines for the experience, the academic work assigned in conjunction with the experience, and the amount of credit granted. Applications for internship programs can be obtained in Career Services or at various departments on campus. Request for an internship must be made at **least three months prior** to the internship program starts. Internships are available every semester with local and national employers. In order for internship applications to be complete, students must submit a recent resume, which illustrates their desire to pursue the internship in their field of studies.

Students applying for internship positions through Career Services must do the following:

1. Come by Career Services and fill out a Student Internship Request form
2. Submit a resume that outlines in the **Objective** what kind of internship position the student is looking for.
3. The Student Employment Coordinator will review their request form and resume and then contact employers that have internship positions open for the field the student is majoring in.
4. The student then will contact the employer to set up an interview for the internship.
5. Student Intern Record form should be completed and signed by the student and the employer if the student is hired.

#### 4b. Co-op

Any degree-seeking undergraduate with a **minimum of 2.5 institutional GPA** and at least two semesters (30 semester hours) of degree-level work, at least 15 of which have been obtained at Georgia Southwestern State University, is eligible to participate. The student should be available to work a minimum of two semesters at a co-op experience. The application process for co-op positions is the same as for the internship programs, therefore follow the steps listed above.

## **Student Employee Responsibilities**

All student employees are representative of Georgia Southwestern State University and should conduct themselves accordingly. Many students receiving Work-Study awards mistakenly think this means they will be paid for studying, or that a Work-Study job must allow them time to study.

**This is not the case!**

Students are expected to show the same commitment and level of performance in a Work-Study (or Work-Aid) job as in any other job they obtain off-campus.

Some general guidelines are listed below:

1. Take the job seriously! It is a real job, and an important one.
2. Perform tasks in a professional manner.
3. Be on time! If you must be late, call to inform your supervisor.
4. Dress codes vary from job to job. Be sure you know what constitutes appropriate dress for your job.
5. Keep a daily, accurate account of the hours you work.
6. Know who your supervisor is and what he/she expects of you.
7. Respond willingly when asked to perform a task.
8. Do not be afraid to ask for help when you are not sure of what you have to do.
9. Confidentiality is critical in some offices, act accordingly.
10. Assume responsibility for yourself as an employee. Remember, you are a representative of the Georgia Southwestern State University.

## SERVING THE GSW CUSTOMERS

Several part-time jobs on and off campus entail secretarial and clerical work that requires excellent customer service skills. Telephone skills are very important when serving the customer, so here are some tips that you might find beneficial:

### TIPS FOR BASIC TELEPHONE SKILLS

1. Every telephone call should be answered professionally. You should give the caller a pleasant greeting, the name of the company, and your name.
2. You should always be prepared when answering a telephone call. Expect each call to involve a message. You should always keep a pen or pencil and a writing pad near the phone at all times.
3. If you ever have to put a caller on hold it is necessary to explain to them why you are putting them on hold. You should always ask the caller “Are you able to hold?” and wait for a response. If for some reason the caller is unable to hold, then handle their needs immediately.
4. Always give the caller your undivided attention. Never do anything unrelated to the call while you’re on the phone with the caller. Try not to make excuses to your callers. Tell them what you can and cannot do.
5. Avoid mouth noises when on the phone with your caller. Do not: eat, drink, smoke, or chew gum. You should never distract or annoy your callers. Speak clearly and use correct pronunciation.
6. When taking a message from the caller, take it word-for-word. Be sure to include: date, time, and your name or initials. Offer to read the message back to the caller for confirmation of the message.
7. When dealing with an unanswered phone, use a sincere apology to the caller. This shows you respect their time and may also help to calm the caller. Acknowledge a delay when it happens. Ignoring delays could give the caller the idea that you don’t care that your caller had to wait. It could also give them the idea that you are not aware of what is going on in your company. Offer to help the caller in any way you can such as finding or paging the desired party or helping them yourself.
8. If a caller wanders from the subject, do your best to take control of the conversation. You should ask a question related to the subject and get the caller back on track. If this is ineffective, be more direct and let the caller know you want to help meet their original needs.
9. Keep from using certain phrases:
  - Instead of saying “I don’t know” substitute “That’s a good question! Let me check and find out.”
  - When telling the caller what you can do use the phrase “Here’s what we can do.”
  - Use the phrase “you’ll need to” instead of “you’ll have to.” Eliminate “No” at the beginning of a sentence. You should put your initial response in positive terms.

10. Always remember that at the end of a phone conversation a good last impression is important. End the conversation on a positive note. Let the caller know that you are glad they called and were glad to help them.