STUDENT EMPLOYMENT MANUAL

2018-2019

Content

SECTION 1 - INTRODUCTION

Student employment provides students with the opportunity to gain and improve employment skill sets, test their academic and future employment interests, and gain professional experience. The Office of the Dean of Student Affairs coordinates student employment across campus. This manual is intended to provide an overview of the policies and procedures guiding student employment at the American University of Kuwait.

1.1   Definition

A student employee is a part-time employee who is currently enrolled at the American University of Kuwait.

1.2   Learning Outcomes

Having participated in this program, students will:

a) Learn the basic skills that are required to be a successful employee in a professional market.

b) Be more comfortable when dealing with situations and the steps necessary to resolve issues.

c) Conduct themselves in a more professional and appropriate manner.

d) Understand the standards of professional workplace behavior.

e) Demonstrate ability to independently resolve situations and be more autonomous in the workplace.

f) Apply skills learned (technical/supervisory) to their future work in their professional careers.

SECTION 2 – ELIGIBILITY FOR STUDENT EMPLOYMENT

2.1   Student Eligibility

a) Must be an active registered student for at least one IEP or undergraduate course during the term of employment Spring/Fall.

b) Must be enrolled for the semester prior or immediately following for summer employment period eligibility.

c) Must maintain a minimum GPA of 2.0 for an undergraduate student or C for an IEP student or higher as determined by the hiring department.

d) First year students may be employed based on high school GPA of 2.0 or above.

e) Must not have been terminated twice within the program.

f) Other requirements may be specified by the relevant department.

SECTION 3 – POLICY GUIDELINES FOR STUDENT EMPLOYMENT

3.1   Employment Periods

a)   Fall & Spring (September 1st – June 15th)

b)   Summer (June 16th – August 31st)

3.2   Allowable Work Hours

Fall/Spring Semester:

a)   All student employees may work a maximum of 80 hours per month (an average of 20 hours per week).

b)   If a student employee is working in 2 departments, see section 3.3 below.

c)   Any special events or circumstances that require additional hours should be notified by the supervisor to the Senior Student Affairs Coordinator in the Office of the Dean of Student Affairs. The Senior Student Affairs Coordinator will then inform Human Resources and attain approval.

Summer Semester:

a)   If the student is not enrolled for summer block or only has one class, the student may work up to 120 hours per month (an average of 35 hours a week).

b)   Students taking two classes or more during the summer semester are limited to no more than 80 hours per month (an average of 20 hours per week).

3.3   Multiple Positions

Students may have up to two positions under the following conditions:

a)   The combined hours at both departments do no exceed 80 hours per month, or about 20 hours per week in total.

b)   The multiple positions do not conflict with one another or with academic expectations.

c)   Student is responsible to inform all supervisors of their working status and assigned hours.

3.4   Re-hiring for next academic year

a)   Student employees are hired to work for only one employment period at a time. If a student employee is interested to continue employment for summer or the following fall term, interest should be expressed in writing to the supervisor and a new application should be submitted.

b)   Student employment is not guaranteed for every term. Employment is based on the department's needs, budgetary limitations and with alignment of the objective of the student employment program.

3.5   Hiring graduates

a)   Fall graduates **cannot** remain in their position through the following Spring term.

b)   Spring graduates **may** remain in their position through the following Summer term.

c)   Summer graduates **cannot** remain in their position through the following Fall term.

3.6   Working Hours in the Office Assigned

a)   AUK Official Business Hours are from 8 AM – 4 PM. However, student employee

schedules are not limited to these hours. Some positions will require work outside of this time period, to include evenings and weekends.

b) Students and departments will determine a mutually acceptable work schedule that doesn't conflict with any classes or academic commitments.

c) Work hours will be scheduled in consideration with a student employee's class schedule. Once student employees have agreed to a work schedule, inability to maintain this schedule could result in termination from their employment.

3.7 Compensation

Compensation has been determined based upon job responsibilities and necessary skill level. Wages are in no way to be determined by seniority or criteria other than what are indicated in the following table:

Pay Level	Criteria/Definition	Rate
Level One	The student is expected to possess basic work skills. The tasks that assigned will be typically clerical or general in nature.	2.000 KD/Hour
Level Two	The student is required to be more active in addressing and resolving issues encountered in his/her department, based on the policies and procedures of that department. The student should have a moderate technical skill set that would enable him/her to use special tools (e.g. Banner, etc) to support professional staff.	2.250 KD/Hour
Level Three	The student is expected to perform highly specialized work and apply advanced knowledge and skills. The student receives minimal direction from a supervisor and exercises independent judgment. The work involves a high level of responsibility and generally requires related experience of a specialized nature, such as Senior/Lead student employees, Web Consultants, Tutors, Coordinators, Trainers, Graphic Designers, etc.	2.500 KD/Hour

3.8 Departments Employing Students

The following list indicates departments who employ students. Additional departments may be added throughout the course of the year.

1) Academic Advising Center (AAC)
2) Center for Continuing Education (CCE)
3) College of Business & Economics (CBE)
4) Counseling Center
5) Department of Arabic & Foreign Languages
6) Department of Arts and Graphic Design
7) Department of Communication and Media
8) Department of Computer Science & Info Systems
9) Department of Electrical and Computer Engineering
10) Department of English
11) Department of International Relations
12) Department of Mathematic and Natural Sciences
13) Department of Music and Drama
14) Department of Social and Behavioral Sciences
15) First Year Experience (FYE)
16) Intensive English Program (IEP)
17) Learning Support Services (LSS)
18) Library
19) Office of Admissions
20) Office of Alumni Affairs & Career Development (AACD)
21) Office of the Dean of College of Arts & Science (CAS)
22) Office of the Dean of Student Affairs
23) Office of PR & Marketing
24) Office of the Dean of Student Affairs
25) Office of the Provost
26) Office of the Registrar
27) The Voice of AUK

For updated information on the job description and number of positions offered within each department refer to: **online Self-Service Banner (SSB)**

SECTION 4 – STUDENT EMPLOYEE RIGHTS & RESPONSIBILITIES

4.1 Student Employee Rights

As a student employee, you have the right to:

a) Be treated respectfully;

b) Have a safe, professional working environment;

c) Fully understand your duties, responsibilities, and job expectations;

d) Receive adequate training pertaining to your position;

e) Be paid monthly and on time in accordance with the University's payroll calendar

f) Discuss questions or concerns with your supervisor;

g) Resign from a position at any time for any (or no) reason, with (where possible) advance notice to your supervisor.

h) Notify the Senior Student Affairs Coordinator at the Office of the Dean of Student Affairs of any work-related problems that cannot be resolved with your supervisor.

4.2 Student Employee Responsibilities

Student employees must abide by and fulfill the following:

a) Maintain the hiring requirements and abide by the policies and procedures set forth in this Student Employee Manual.

b) Review work for accuracy, adequacy, and completeness before turning it in to supervisors.

c) Review work for accuracy, adequacy, and completeness before turning it in to supervisors.

d) Develop positive relationships and maintain a positive attitude in all dealings with supervisors, other staff, and students.

e) Abide by the confidentiality agreement that he/she signed while submitting the online application, and in person during the hiring process if any (see Appendix).

f) Attend mandatory training given by Student Life at the start of each new semester.

4.3 Workplace Conduct

As a representative of the University, student employees are expected to act in a manner consistent with the University's core value and exhibit professionalism on the job and in their contact with others.

- **Confidentiality**

  Student employees must refrain from using staff and faculty computers and emails at all times. They may have access to confidential material such as financial information, employee information, grades, telephone numbers, addresses, etc. Under no circumstances are student employees permitted to release any information to any unauthorized person, including but not limited to a friend, outside caller or other departments. All requests of this nature need to be reported to the supervisor. Breach of confidentiality is a serious offense and may result in termination from employment.

- **Punctuality**

  Student employees are expected to be at work when they are scheduled to begin and to not leave before the end of their scheduled hours.

- **Breaks**

a) Student employees may be provided a 15-minute rest period during a continuous four-hour work segment.

b) Rest periods are scheduled by the supervisor to maintain efficiency of the work unit.

c) Rest periods must be preceded and followed by work and should not be used to cover a student's late arrival or early departure.

d) Time designated for rest periods cannot be accumulated. Please note that breaks are a privilege, not a right.

- **Absences**

a) A student employee must notify their supervisor about any absences at least 24 hours in advance.

b) Frequent absences and tardiness could result in employee termination.

c) In the case of an extended absence, the student should inform their supervisor of the anticipated length of their absence. A student may not be paid for hours that were not actually worked.

d) Departments may employ substitutes to compensate for student employee absences.

- **Workplace Attire**

  Adhere to the University Code of Conduct.

- **Telephone and Mobile Usage**

  Personal calls can interfere with important business calls and student employees should only make them in an emergency.

- **University Property/Equipment**

  The use of University property and resources (i.e., facilities, copying machines, supplies, computers, the University's name, stationery, equipment including telephones) by student employees must be limited to University business only. Problems with University equipment should be immediately reported to the supervisor.

4.4   Rules of Conduct

The following actions may result in immediate termination from the job. Student employees must not:

a) Violate the University Code of Conduct, and departmental and University policies.

b) Establish a work schedule that interferes with their classes.

c) Possess, use, copy, or read University records without authorization or divulge confidential information.

d) Falsify employment applications, forms, time cards, or other University records.

e) Refuse to comply with reasonable work instructions of a director/professor/staff.

f) Sleep while at work.

g) Interfere with the performance of another employee.

h) Use work time to complete personal tasks.

SECTION 5 – STUDENT EMPLOYEE GRIEVANCE PROCEDURE

5.1   Dispute resolution policy for student employee and supervisors

a) Student employees are expected to discuss concerns about their work conditions and/or work expectations first with their immediate supervisor. The supervisor will respond within 7 workdays.

b) If that conversation does not produce a mutually agreed resolution to the concerns, student employees may then discuss those concerns with the next-level supervisor whose decision on the matter is final, and will be delivered within 7 workdays.

c) Additionally, students may contact the Senior Student Affairs Coordinator to explore possible courses of action and solutions to amicably resolve the matter in question.

5.2   Dispute resolution policy for student employees and others

The University recognizes that disputes may arise in the student employment setting. Parties involved in a dispute are encouraged to seek informal resolutions. In the event such efforts are not successful, parties involved may pursue resolution through the dispute and complaint resolution process. Students who have employment disputes may utilize the following process.

- **Informal Resolution:**

a) Student employees are encouraged to bring employment disputes to the attention of their Direct Supervisor either verbally or in writing as soon as possible. The student employees must submit their complaint within 10 working days after the alleged incident has occurred.

b) The supervisor is expected to make good faith efforts at fair and equitable resolution. If a resolution could not be reached the dispute may be forwarded to the general supervisor.

c) At any point in this process, the student employee or supervisor(s) may enlist the involvement of the Senior Student Affairs Coordinator to assist in reaching a resolution. The informal resolution process may continue until either party decides that informal resolution is not possible.

- **Formal Resolution:**

a) If a dispute has not been resolved informally, a student employee may file a formal written complaint. The complaint should be presented to the general supervisor/ department director within 10 working days after a response is received from the informal process.

b) The general supervisor will schedule a meeting with the student employee within 7 working days of receipt of the complaint. The General Supervisor will respond in writing to the student within 7 working days of the meeting. Time limits may be extended by mutual consent of the parties.

c) If the general supervisor or department director's resolution is not satisfactory, the student employee may formally appeal the decision, in writing, to the next higher-level supervisor. Appeals to higher levels of authority end with the appropriate President/Provost/Vice President/Dean. It is at the discretion of the next higher-level reporting authority whether to address the concern through a final administrative determination or to refer the matter as outlined in the Student Code of Conduct.

SECTION 6 – ADMINISTERING STUDENT EMPLOYMENT

6.1   Job Search & Apply to Open Positions

Positions are advertised on the Student Employment tab on Self-Service Banner (SSB).

- Prior to Application Submission

- Before applicants complete the Student Employment Application on Self Service Banner (SSB) they must read and understand the Terms & Conditions.

    Note: By applying for student employment, students are giving permission to staff and faculty members involved with the program to view their personal information and educational records (cumulative GPA, credit hours, etc.), as relevant to hiring and supervision procedures.

a) As part of the application, students must read and consent online to the Student Employee Confidentiality Agreement (see Screen View 1)

b) Once a student agrees to the Confidentiality Agreement by clicking the "proceed" Button she/he will be taken to the full application.

Note: Student Employment Application on Self-Service Banner (SSB) must be updated and submitted online for each hiring period.

- **Application Submission**

a) Students are encouraged to review the position descriptions before proceeding with the application in order to familiarize themselves with the opportunities on campus.

b) The application includes: general information (i.e., name, address, phone number, and education), experience, skills, an option to add resume, and an option to allow the supervisor to view student's class schedule (see Appendix).

c) Each application submitted online stays in the system's pool of applicants for future reference during the selected term.

- **Resume Assistance**

Many vacancy announcements require that you submit your resume along with your application. The Office of Alumni Affairs & Career Development, located in the 3rd floor on the Student Center building, can help you perfect your resume and is there to guide you throughout your time as a student and even after you graduate.

6.2 Selection & Hire Process

a) Hiring is not based on a first come first serve basis. Each student employee is selected based on their individual skill level and overall suitability for the job, and based on separate departmental needs. Due to the high number of applicants, not every student is provided with an opportunity to work on campus.

b) Shortlisted candidates will be invited for interviews.

c) Once the student is selected for an interview she/he will be contacted by the hiring department to confirm their interest verbally. Upon successful completion of the interview, a starting date should be determined.

d) To complete the hiring process an automated appointment letter will be issued, which the student will receive via e-mail within 7 working days of starting employment.

6.3 Re-hire Process

The supervisors are highly recommended to maintain student employee turnover to provide an opportunity for the rest of the student body. Should a supervisor decide to re-hire the same student for the next academic year, the process of re-hiring still remains the same:

a) Cease previous employment contract by using "End of Service" feature

b) Notify student to re-apply for the required position

c) Supervisor may then re-hire the student on the Banner module

6.4 Student Employee ID Procedure

a) Student employee IDs serve to identify student employees during their working time on campus. They are not to be used as a substitute for Student IDs.

b) Student employee supervisors should make a request for ID cards by emailing the Senior Student Affairs Coordinator with a list of all current Student Employees.

c) Student employee supervisors hold the responsibility of keeping track of student employee IDs.

d) Student Employees can collect their IDs from their supervisor when they report for work. They must return the ID to their supervisor upon ending their shift.

e) Student Employee IDs will be in the supervisor's possession while the student employee is not at work.

f) Supervisors are responsible for returning the Student Employee IDs to the Office of the Dean of Student Affairs upon cessation of the student's employment.

6.5 Student Employee Supervision

Supervisors are expected to serve as role models for student employees. This includes:

a) Providing accurate job descriptions and clear job expectations for students employed by them.

b) Each department is to prepare learning outcomes which can be shared with the student employees during their training and introduction

c) Assisting student employees in developing skills and procedures necessary to perform assigned tasks.

d) Providing an environment where students develop leadership skills.

e) Discussing and resolving any job performance concerns or complaints that arise over the course of employment.

f) Motivating student employees by recognizing outstanding contributions and high work quality efforts and standards throughout the year. Aside from recognition, supervisors will nominate student employees for the Student Employee of the Year recognition each spring semester for the University Awards Night.

g) Orientation for new employees must be completed within the first week, must be given by a supervisor, or senior student employee, and must include:

- Role, responsibilities, and tasks of student employees within that department.

- Introduction to the departments the employing department collaborates with and what the relationship entails.

- Review policies that all employees of office must abide by.

6.6 Evaluation

a) Student employees are to be formally evaluated every semester at the end of November, April, and July so the timesheets reflect the change from a new start of the month. Supervisors should explain the process in advance and schedule an evaluation meeting. The supervisor is to complete the Online Evaluation Form (see Appendix), including written feedback for some of the evaluation categories. At the meeting, the student employee and supervisor should discuss the supervisor's rankings of the student employee. The evaluation process is intended to assist the student employee by providing strategies for improving their performance.

b) Supervisors will submit their evaluation using the Online Evaluation Form on their Self-Service Banner (SSB) account.

c) The Office of the Dean of Student Affairs will send an email to all supervisors to evaluate their student employees one week before the end of each evaluation period.

6.7 Resignation / End of Service

a) Student employees quitting or transferring their jobs are requested to inform their

supervisors at least two weeks before their final work date. This allows the supervisor time to hire a replacement.

b) Only those supervisors with access to hire student employees may dismiss them.

c) The supervisor must dismiss the student employee with an online End of Service Letter. Posting a comment explaining the end of service is optional, but doing so will ensure that supervisors seeking to hire student employees in the future will be acknowledged of the reasons for the student's previous employment conclusion.

d) End of service is also done when the student employee graduates or has finished an academic year with the department (end of June) or summer employment (end of August).

6.8 Termination

a) If a student employee does not meet job expectations, the supervisor will schedule a formal meeting with him/her to discuss the problem and methods of improvement. The supervisor will document the date, time, and subjects discussed in the meeting. If the employee's work continues to be unacceptable, the supervisor may then decide to dismiss the student employee with or without another warning meeting.

b) The direct supervisor or general supervisor will give two weeks advance notice of termination as applicable. However, a student employee who is found in gross violation of University Codes of Conduct or misconduct at the workplace, as outlined in the rules of conduct section earlier in this manual may be dismissed without this meeting or advance notice.

c) Only those supervisors with access to hire student employees may dismiss them.

d) The supervisor must terminate the student employee with an online Termination Letter. Posting a comment for the reason of termination is compulsory, in order to ensure that supervisors seeking to hire student employees in the future will be acknowledged of the reasons for the student's previous employment conclusion.

SECTION 7 – TIMEKEEPING & PAYROLL

7.1 Begin Online Timesheets (Banner Timesheets)

Web timesheet is the automated time reporting and approval process for Student Employees. The following guidelines will help you navigate through the Self-Service Banner (SSB) to complete the online timesheet. It is recommended to use a laptop or PC and not a mobile device to enter hours:

a) The student employee should log-on to Self-Service Banner (SSB) and enter his/her ID and PIN.

b) Click the "Student Employee Tab".

c) Click the "Timesheet" link.

d) Click the "Access my Timesheet" button.

e) Click on the title and department button for your active job.

f) From the pay period dropdown list, select the current pay period.

g) Click the "Timesheet" button.

7.2 Entering Hours

a) Click on "Enter Hours" under the date worked.

b) Enter time in and out for the day.

c) Do not change the number in the shift box.

d) Click "Save" button.

7.3 Changing Hours

If a student employee has not submitted his/her hours, s/he can change hours any time before the end of the pay period (1st to 30th/31st of a month.) If the timesheet was submitted, a student employee cannot change the hours unless the supervisor returns the timesheet to him/her. When a timesheet is returned for the purpose of changing hours, do the following:

a) Click on the hours under the date you want to change.

b) Change the hours for the date.

c) Click the "Save" button.

7.4 Entering Comments

The student employee can enter comments on his/her timesheet to explain changes from his/her normal work schedule. Supervisors will see these comments and may also enter comments for a student employee to view or for HR. Comments to be used for explaining hours owed or changes made from a previous pay period:

a) Click the "Comments" button on the Timesheet page.

b) Enter comments.

c) Click the "Save" button.

7.5 Submitting Timesheets

The last step after entering all hours for the pay period is to submit the timesheet for approval by no later than the end of the last day of the month. Failure to submit the timesheet will result in no pay for the pay period:

a) Click the "Submit for Approval" button.

b) Enter PIN on the Certification Statement page.

c) Click the "Submit" button.

7.6 Reminders for Timesheet submission

a) Student employees should always save their timesheets after entering hours, comments or making changes.

b) The Human Resources Office will send an email to first line supervisors and budget managers with deadlines with approving the timesheets.

c) Student employees should submit timesheets by the end of each month for the month just completed. (An email will be sent by the Office of the Dean of Student Affairs)

d) Student employees should contact the supervisor to make any changes after submission.

7.7 Approving Timesheets

a) Supervisors need to approve timesheets in a timely manner and before the deadline. Failure to do so will result in student employees not being paid for that month and it will be rolled over for the next month's payroll run.

b) The Human Resources Office will send an email to first line supervisors and budget managers with deadlines for approving the timesheets.

c) Student employees should contact the supervisor to make any changes after submission.

7.8 Manual Timesheets

a) Manual timesheets are maintained for those student employees that have not been able to record time online due to an error on the system or a delay in hiring the student employee on the system.

b) All Manual timesheets need to be filled in the approved template provided by HR.

c) All fields have to be filled, submitted to the first and second line supervisor for approval of hours and thereafter submitted to HR for processing before the deadline.

7.9 Managing Timesheets when on Leave

a) Student employees that are traveling during the timesheet submission deadline should input and submit timesheets before departure.

b) Student employee supervisors that are traveling during the timesheet approval deadline should assign a proxy before departure to enable another employee to approve timesheets on their behalf.

c) Should there be a need for HR intervention to override approvals, an email should be sent from the Head of the Department authorizing HR to go ahead and approve timesheets for the employee on leave.

7.10 Payments

a) Payments will be made on the 10th of every month for the previous month of employment.

b) For help, contract the Human Resources Office at Ext. 3084 or 3082.

SECTION 8 – APPENDIX

8.1   Student Employment Forms

- Student Employment Confidentiality Agreement:
  https://myauk.auk.edu.kw> Life@AUK > Student Employment
- Student Employment Application:
  http://ssbbanner.auk.edu.kw> Student Services > Employment Application >
  Apply for a job
- Student Employment Evaluation:
  http://ssbbanner.auk.edu.kw> Student Employment > Supervisors Menu >
  Department > Term Selection > Managing Student Employees > Evaluations