



**Career Center &
Student Employment Office**
California State University, Chico

2021 - 2022

POLICIES AND PROCEDURES
HANDBOOK FOR
WORK-STUDY AND STUDENT ASSISTANT
CLASSIFICATIONS

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Work-Study and Student Assistant Policies and Procedures

The Work-Study and Student Assistant Policies and Procedures Manual, maintained by the Career Center/Student Employment Office, only covers non-represented student employees and does not cover student positions covered by Bargaining Unit 11. Student positions covered under Bargaining Unit 11 include ISAs, GAs and TAs and are covered by agreements with CSU, Chico Office of Academic Personnel. Policies and Procedures regarding student employees in Bargaining Unit 11 are available through California State University, Chico's Department of Human Resources.

I. DEFINITION AND PURPOSE OF CLASS

Student Assistant and Work-Study classifications established as positions filled by students while enrolled at the University. These classifications are to meet three primary objectives:

1. To provide the University with part-time help in performing a variety of instructional and administrative tasks.
2. To provide a means of supplementing the income of students and help them meet expenses related to their education.
3. To provide students with work experience and exposure to professional work settings.
 - a. Students in these classifications may be employed in any of the University's departments and offices performing work on a part-time temporary basis.
 - b. Students may be assigned to clerical, technical, maintenance, para-professional, or other tasks related to the instructional or administrative functions of the University.
 - c. Student Assistant classifications shall not be used in lieu of other established classifications. **If the level of duties being performed by a qualified student fits more appropriately into an established staff or faculty classification, that classification should be used rather than the student classification.**
 - d. In addition to earning money to help cover educational cost, students can gain significant experience and skills from their work. In support of that concept the university strives to provide job opportunities through Chico State departments that require various levels of responsibility, experience, and skill. NACE (National Association of Colleges and Employers) surveys thousands of employers each year to determine career competencies employers value the most - [Career Competencies](#)

II. ADMINISTRATIVE RESPONSIBILITY

The President and Vice Presidents of the University are responsible for implementing the Student Assistant and Work-Study policies and procedures within their areas of responsibility.

Department chairs or persons of comparable administrative level are directly responsible for ensuring that all university policies and procedures regarding student employees are followed. The following areas of concern are of particular importance in ensuring the success of the student employment program.

Equal Employment Opportunity

- In order to conform to the University policy on affirmative action and equal employment, all Student Assistant and Work-Study job opportunities must be posted through the Student Employment Office job database system, known as Handshake, where all qualified applicants can view them.
- The University is also required by federal regulation to maintain employment data on all students employed in the Work-Study Program. The online job database system, Handshake, is used to meet this requirement. To track student employees, each department must enter the employee name as a “placement” for each student hired.

Equal Wages

- Equitable salary treatment for all students performing comparable tasks must be maintained throughout the campus. Therefore, adherence to the wage policies set forth in this document is essential. A link to the current student wage rates can be found here: [Student Employee Classification Levels and Wage Rates](#)

Payroll Procedures

- In order to ensure prompt and efficient payment of student wages, it is essential that all student payroll procedures are followed and that all payroll documents are accurate. Necessary student payroll forms can be found [here](#). Specific forms are available through [Box access](#).

III. RECRUITING & HIRING A STUDENT EMPLOYEE

Recruitment & Hiring Steps

- [Hiring a Student Employee](#)
- [Student Employee Hire Process Steps](#)

Job Posting

- Campus employers with Student Assistant or Work-Study funds must first complete an online job posting on Handshake.
- To gain access to this system you may email Donna Deems, dldeems@csuchico.edu or call extension 5253, and obtain an online account. It is important to provide a complete description of the position (job description, requirements, wage, schedule, etc.) in the job posting to ensure students have a clear understanding of what is expected before they apply.
- The Student Employment Office reviews all job postings submitted for completeness, accuracy, and wage information before posting on Handshake.
- Students who view the announcement and feel they meet the qualifications will contact the employer as per the contact instructions provided in the posting.

- The campus employer must interview qualified applicants and select the most qualified person for the position.
- Applicants for Work-Study positions must provide the employer with written verification from the Financial Aid Office of their Work-Study award.
- Employers must contact the Student Employment Office to have the posting inactivated when they have received applicants from enough qualified candidates to fill the position.
- On-campus employers who hire students through Handshake should identify their selection(s) by selecting the “Hired” option next to the applicant’s name on the online job referral system.
- Applicants marked “Hired” will receive an automatic e- mail message from Handshake indicating that they have been chosen for the position.
- Depending on the option selected by the individual who posted the job, applicants may be automatically notified when their documents have been reviewed and when their status is marked “Declined.”
- If the person posting the job did not choose to have automatic notifications sent to applicants, the employer should email the candidates whose applications were declined.

ELIGIBILITY – STUDENT ASSISTANTS

Academic Year Employment

- It is the responsibility of the student’s supervisor to determine a student’s eligibility to accept employment.
- In order to be eligible for Student Assistant employment during the academic year, students must be currently enrolled at the University with at least the minimum required number of units (see Unit Load Requirements for Student Assistant and Work Study positions, page 6).
- **Eligible students are those who are matriculated into CSU, Chico and are enrolled in “Regular” State Supported Courses.**
- Students on a planned educational leave authorized by the Office of Advising and Orientation may work as student employees provided such employment is for an interim period not to exceed one semester and a summer.
- Students enrolled in auxiliary programs, such as ALCI (American Language & Culture Immersion), are not eligible for Student Assistant or Work Study roles.

Summer Employment

- Continuing students must have taken courses in the preceding spring semester and be accepted to enroll in classes in the following fall semester to be eligible for employment during the summer.
- Wages earned between the June pay period and the day prior to the first academic work day of the fall semester are referred to as “Bridge” employment, and are subject to retirement and Medicare Tax deductions.
- Students who are taking at least 3 units of summer are eligible to continue in their Job Code 1870/1871 (non-Bridge) roles, and remain exempt from retirement and Medicare Tax deductions. Additionally, students taking 3 or more units over the summer are not able to work over 20 hours per week.

- Proof of summer course enrollment/exemption eligibility must be provided to the Human Resources Service Center Office to avoid improper deductions
- Retirement funds that have been deducted from student paychecks can only be withdrawn 90 days after separation.
- Forms to apply for withdrawal of funds are available at the Human Resources Service Center, Kendall Hall, Room 220, (530) 898-6771 or email humanresources@csuchico.edu

Employment during Winter Break and Other Breaks

- During any non-summer week in which classes are not in session, students may work up to, but not more than, 40 hours per week and exempt from deductions.
- This includes Thanksgiving week, Winter Break and/or Intersession, Spring break and any other non-summer week in which classes are not in session.
- Please note that Final Exam week is part of the semester, and students are held to a maximum of 20 hours during that week.

Study Abroad

- Students studying abroad are not eligible to perform Student Assistant roles remotely

New Incoming and Returning Students

- Entering students for the fall term may be employed beginning June 1 as student employees if they have received formal notice of admission to the University and enrolled in minimum number of required units.
- Students enrolling the first time for spring semester may begin January 20.

Unit Load Requirements for Student Assistant and Work Study positions

- Undergraduates – 6.0 unit minimum per semester at the university.
- Graduates – 4.0 unit minimum per semester at the university.
 - They may be eligible for student assistant employment for some additional time beyond their last period of enrollment
 - Status must be certified by the Graduate School
- Students will be terminated from employment when they fail to meet minimum unit load requirements.
- Graduating Student Assistants are permitted to continue in a currently held position for one additional term immediately following graduation, up until the day before the next term starts. For example, students graduating in May are permitted to work until the day before the start of the following Fall term in August; students graduating in December can work until the end of the following Spring semester in May.
- **This provision does not apply to student employees earning Federal Work Study.** In order for a Work Study employee to continue in their current role after graduation, they must be paid from a different funding source, such as department budget. Work Study employees cannot work beyond the end of the semester when they have graduated. If the semester ends on 12/18, and it is a graduating senior their last day of FWS funding is 12/18.

International Students

- **F-1 Visa holders**

F-1 Visa holders are permitted to work on-campus for a maximum of 20 hours/week, for the university or for a company that contracts with the university to serve students directly. F-1 Visa holders are permitted to start work up to 30 days prior to commencement of classes; work authorization ends on the day student completes all requirements for course of study.

- **J-1 Visa holders**

J-1 Visa holders are participants in an exchange program fully or partially funded by US or home government or international organization. J-1 Visa holders are permitted to work on campus while enrolled in course of study, but should be working under the provisions of their specific course of study. J-1 Visa holders are permitted to start work when classes start; work authorization ends on the day the student completes all requirements for course of study.

- **Other foreign exchange students**

Students who are not yet matriculated at the university (e.g., attending American Language and Culture Institute) are not permitted to work on campus.

- **Curricular Practical Training (CPT)**

Available to F-1 Visa holders who are currently enrolled full-time (not available to J-1 Visa holders). CPT is not available after completion of the course of study. Work must be related to course of study. CPT is date and employer specific, and is limited to 20 hours per week while classes are in session. If CPT involves 12 or more months of greater-than-half-time work, student becomes ineligible for OPT.

- **Optional Practical Training (OPT)**

Available to F-1 Visa holders who are currently enrolled full-time (not available to J-1 Visa holders); also available after graduation. Work must be related to course of study. OPT is date, but not employer, specific. Post-graduation OPT must begin within 60 days after the program completion date; 12 months of full-time OPT is allowed per degree level (with a one-time 24 month extension available for STEM degree holders).

Federal Work Study Students

- Students must submit the Free Application for Federal Student Aid (FAFSA) to the federal processor and all required documents requested must be submitted to the Financial Aid & Scholarship Office before students can be employed through the Federal Work-Study Program.
- The Financial Aid & Scholarship Office provides every eligible student with an aid award notification, which is accessible via the Portal.
- It is the responsibility of the department to confirm the eligibility and offer of a Federal Work Study award for the student hired.
- In addition, each department is responsible for tracking annual Work Study budget amounts awarded to their department, and ensuring that students do not earn in excess of their individual Work Study award.

- Students will be terminated from employment without prior notice from the Financial Aid and Scholarship Office when they drop below minimum unit load requirements or otherwise lose their eligibility for funding.

Summer

- Request for summer Work-Study should be submitted starting mid-April on forms that can be obtained from the Financial Aid & Scholarship Office.
- For students working during the summer, authorization for summer Work-Study must be obtained by the supervisor from the Financial Aid & Scholarship Office.
- Authorization for summer Work-Study must be received from the Financial Aid & Scholarship Office prior to working a student past the May 31 deadline.

IV. SUPERVISING A STUDENT EMPLOYEE

Work Schedule Restrictions

- Students employed under Student Assistant or Work-Study funds are limited to a maximum of 20 hours of work per week, **in any combination of jobs**, during any week in which regular classes are scheduled.
- Students may work up to, but not more than, 40 hours per week during any week in which classes are **not** in session.
- Final Exam week is considered part of the academic year; thus students are limited to 20 hours of work during that week.
- Students who are working a post-graduation extra term are held to the same 20-hour-per-week maximum as currently enrolled students.
- For students who are enrolled in either Summer term or Winter term courses, the 20-hour-per-week maximum applies whenever a student is enrolled in at least 3 units.

Absences from Work, Attendance and Punctuality

In the case of illness or emergency, student employees should notify their supervisor no later than the first hour of the scheduled work period. The supervisor should be contacted each day the student is unable to report to work. In the case of an impending absence (e.g., doctor appointment), the student employee should obtain advance permission from the supervisor. Adjustments in work schedules for final examination or registration should be arranged in advance. Students missing **two** consecutive work periods without an excuse are subject to automatic dismissal from the job.

Student employees are expected to make every effort to plan academic, personal, and work schedules that do not conflict. Potential conflicts should be discussed well in advance with supervisors. Tardiness and failure to provide adequate notice of absence (as determined by the supervisor) are considered grounds for disciplinary action by the employing department.

[Volunteer Assignment Guidelines](#)

Attire

- Requirements for attire are determined at the discretion of the employing department and should be communicated at the time of the job offer.

Rest Periods

- Student employees working a consecutive 5-hour work period are entitled to take one paid ten-minute break.
- Student employees scheduled for a work period of 8 hours or greater are entitled to an additional 10-minute rest period for each 3.30 hours of scheduled work, e.g. summer or winter breaks.
- Within the first 5 hours of work, student employees must take a 30-minute unpaid break. The only exception is if the work period will be completed within 6 hours and the supervisor and student employee agree to complete the work period without the unpaid break.
 - Rest breaks may not occur at the beginning or the end of the work shift and may not be added to a meal break or other off duty time.
 - Rest breaks are optional for students scheduled for shifts of 5 hours or less.
 - Supervisors are responsible for scheduling break periods and unused breaks are not cumulative, and extra pay is not granted for unused break time.

Hours on the Clock	Rest Breaks
0 – 3:29 hours	0
6:01 – 10 hours	2
10:01 – 14 hours	3

Vehicle Operation

If a student is required to operate a state vehicle as part of the job, the hiring department is responsible for ensuring that all requirements regarding state vehicle operation have been met. For specific information, call Bus Reservations, x6117.

- Student assistants and interns can drive on behalf of the university provided the student assistant has taken the University's Defensive Driver training.
- If driving for the university is not considered to be within the scope of the student assistant's job duties, the student assistant will need to be made a volunteer employee for those times when he/she drives on behalf of the University.
- This policy also applies for paid interns. If the intern is not an unpaid intern, he or she will need to be made a volunteer employee when driving on behalf of the University.
- In all cases the student will need to complete a DGS std. 261, Authorization to Use Privately Owned Vehicles on State Business, if they will be driving a personal vehicle on university business.

Injury on the Job

- All injuries to Student Employees of the University (not including employees of the Associated Students), regardless of the severity, must be reported to the work site supervisor.
- The injured student should be directed to the Student Health Center for treatment with the Supervisor's Report of Employee Work Injury and Injury Preventions Report (BEN 5020) completed by the supervisor.
- Blank forms are available at the Human Resources Office, under Forms, Policies &

Procedures, [Work Related Injury Forms](#)

COMPENSATION

General Requirements

- Student Assistant and Work-Study employees are hourly wage earners and are entitled to receive payment for every hour of work they perform (including training).
- Work supervisors are responsible for clearly defining work schedules in advance and keeping accurate records of all the work performed by students.

Classification of Positions

- The classification level of a position is determined **strictly by the duties and responsibilities required to perform the job** and not by the innate ability, experience level or length of time in role of an incumbent, or the availability of departmental funding.
- Employers are responsible for preparing a job description and determining the appropriate classification level before a position is filled.
- The Student Employee Classification Levels and Wage Rate chart (see Appendix) provides guidelines for classifying positions at the Student Employee, I, II, and III levels.

Student Employee IV

- This class is a special classification, requires the approval of the Student Employment Office and is designated for positions that require a higher level of skill and training.
- Supervisors wishing to assign jobs to this class must submit a written request, including Handshake ID number, a job description and suggested wage rate to the Student Employment Office for approval.

Wage Rates

- Hourly wage rates for the Student Employee classifications are set by the university and revised periodically (see [Appendix](#)).
- Current wage rate charts can be found [here](#).
- Student Employee Classes I, II, and III have defined wage steps while the Student Employee IV classification has a wage range.
- Students hired for the first time into positions in which they have no previous experience or training must be assigned to Step 1 of their respective classification.

Evaluation of Job Performance

- Supervisors are strongly encouraged to conduct periodic evaluations of their student employee's performance. In job situations with routine tasks, qualities such as reliability, dependability, attitude and motivation should be considered to determine whether a student would receive a one-time merit increase after completing 200 hours in the same student employment position.
- The criteria on which student employees are evaluated must be available to student employees and can be reviewed during the onboarding process.
- Supervisors can use this standard performance evaluation form found [here](#).
- Student employees must have an opportunity to comment on the evaluation of

their job performance.

- A student who did not receive a written performance evaluation from their supervisor, and not awarded a merit increase, may request a written evaluation. The substance of this evaluation of student employee job performance is not subject to grievance procedures.

Reclassification

- Some positions may change as students stay on the job and acquire more duties and responsibilities.
- In such cases, employers are obligated to redefine the position to include the new duties and responsibilities and promote the student if the job fits into a higher classification.
- Reclassification is based upon the type of work each student is performing and not the amount of time spent on the job.
- When students are reclassified, they must start at the lowest step in the new classification.
- For example, a particular student's duties might increase sufficiently to justify promotion from Student Employee I (Step 2), to Student Employee II.
- In that case, the student will start at Step 1 of the Student Employee II category, even if they have already worked 200 hours in the department.
- After they have worked 200 hours in the new position, they can then receive a merit increase to Step 2 of the new classification.

Merit Wage Increases

- Merit wage increases are raises in pay from one step to another within a particular classification level (see Appendix).
- This increase in pay, unlike the reclassification, is based both on the amount of time students have worked at their particular jobs, and on work performance.
- Student employees are entitled to only one merit wage increase, after they have worked for 200 hours at Step 1 of their classification.
- A student employee may be denied a merit wage increase in cases of inadequate work performance or where it imposes an undue financial hardship on the department.
- In both cases, the department must inform both the student employee and the Student Employment Office of this action.
- Merit increases cannot occur until a student has worked a minimum of 200 hours at Step 1.
- When students are transferred from one work assignment to another within a department they are entitled to carry their merit wage credits with them, provided their new job assignment is at the same or lower classification level.
- Merit credits cannot be transferred to jobs in other departments at the University.

Cost-of-Living Pay Increases

- Periodically, the Student Employee classes will be granted cost-of-living or minimum wage pay increases.
- These increases generally coincide with the cost- of-living increases granted to

other state employees.

- Announcements describing the new rates and method of implementation will be circulated to supervisors as these increases occur.

Benefits

- Student Assistant and Work-Study employees are not eligible for employment benefits such as paid holidays, sick leave, vacation credits, pay during jury service, life and medical insurance, or permanent status.
- Liability insurance is provided by the State of California, and in the case of job-related injury, the State Compensation Insurance Fund covers students.

Garnishments

- Student Assistant earnings are subject to legal garnishments or attachments for non-payment of debts.
- Federal Work-Study earnings are **not** subject to legal garnishment or attachments for non-payment of debts.

Payroll

- [Student Employment Timekeeping Responsibilities of Students](#)
- [Payroll Manual - Student Information](#)
- [Information on Student Payroll](#)

V. SEPARATIONS AND TERMINATIONS

- Students are separated and terminated from employment at the University for a variety of reasons. In each case, the supervisor must notify the Student Employment Office when a student employee has been terminated for reasons other than funding or resignation.
- The University's policy for the most common types of separations and terminations are outlined below:
 - Lack of funds – Funds allocated for certain jobs become depleted for various reasons and positions may be terminated due to lack of funds at any time during the year. In such cases, the employer shall provide ample written notice (preferably two weeks) to the affected student(s).
 - Resignation – Student employees are requested to inform supervisors at least two weeks in advance when planning to terminate employment.
 - Involuntary Terminations – Student employees may have to be terminated from their jobs for failing to improve poor work habits, misconduct, or breach of office/departmental policies.
- In cases where the employer feels termination is the only alternative, the student employee must be provided with a written notice of the proposed action:
 - The notice must give the reasons for the action and the final date of employment (this could be the date of notice).
 - In cases of involuntary termination, final payment must be issued within 72 hours of when the official notification was given to the student employee.

Students who arrive to work appearing incapacitated in some way (such as appearing inebriated) can be subject to immediate termination at the discretion of the employer. In such circumstances, the student should be provided written notice, as above.

In cases where a supervisor needs to terminate an employee but is not able to meet or get into contact with the employee, it is acceptable to email the student at his or her campus email, notifying the student of the final date of employment and the reasons for the termination. Such notice should also include information about when the student can expect to receive his or her final paycheck, and where it can be picked up.

Separating Student Employees - Student employees must be separated from their positions when it is clear they will no longer maintain an active role as an “employee.” When it is clear the student will no longer maintain an active role as an employee and after all of the student’s payable time has been processed, the Supervisor/Attendant Clerk must do the following:

- Turn in and sign a completed Student Employee Terminations report, which can be found in Insight. Instructions for processing this report can be found [here](#).
- If the student employee has access to CMS, the Supervisor/Attendant Clerk must immediately contact Student Administration Security and/or HR Security (by email or security form) to have all CMS access disabled. Access to other campus business systems, CashNet, Staples ordering, Vista, Cascade server, etc., must also be terminated.
- All keys must be returned and Key Card access terminated. Please contact the University Police Department to disable Key Card access.
- Staff email accounts assigned to the student employee must also be terminated (notify ITSS).

VI. NON-DISCRIMINATION POLICIES

Sexual Harassment

California State University, Chico will not tolerate sexual harassment. The goal of this policy is to create and preserve a learning and working environment conducive to growth in mind, spirit, and human community. Sexual harassment subverts the mission of the University by interfering with academic careers or work performance; by creating an atmosphere of intimidation and hostility; and by undermining respect for the University, and its degrees and scholarship.

Violations of this policy by administrators, faculty, staff, and students will be regarded as unprofessional and uncivil conduct, and violators may be subject to appropriate disciplinary action ranging from written or oral reprimand to dismissal or expulsion.

Discrimination Policy

California State University, Chico has a Non-Discrimination policy that affirms and protects the rights and opportunities of all persons to a working environment for students and the public, which enables persons to seek, obtain, and retain the services of the University without discrimination. The policy further states no person shall, on the basis of race,

color, sex, religion, age, sexual orientation, marital status, pregnancy, disability, veteran status, or national or ethnic origin be excluded from participation in, be denied the benefits of or be otherwise subjected to discrimination, including discriminatory harassment, under any program of the University.

Demeaning and offensive conduct sometimes takes expressive forms that although repugnant, cannot be prohibited or punished. Both the First Amendment to the Constitution of the United States and Article I, Section 2 of the California Constitution limit the University's power to punish individuals who exercise their right of free speech.

Information on complaint and/or grievance procedures regarding the Non-Discrimination policy and Sexual Harassment policy are available from the Coordinator of Student Conduct, Rights, and Responsibilities (SSC 190, x6897).

Reasonable Accommodation

An individual with a disability whose experience, education, and/or training enable the person, with or without reasonable accommodation, to perform the *essential* functions of a job must be ensured equal access to employment. Access may include making existing facilities, services and programs accessible, job restructuring, job re-assignment, acquisition or modification of equipment, etc. A PDF copy of the CSU, Chico ADA handbook can be found on the [ADA and Reasonable Accommodation for Employees with Disabilities](#) website. The [Accessibility Resource Center](#) can answer additional questions concerning reasonable accommodation.

VII. GRIEVANCE PROCEDURES

Student employees with complaints about working conditions or pay at the University can inquire about filing a petition through the Student Employment Office. With the exception of those employed in positions covered by Bargaining Unit 11, student employees are not covered by any collective bargaining agreements.

The Grievant must file their grievance with the Student Employment Office indicating which office the complaint is regarding, the specific individual(s) against which the complaint is lodged, and the remedy sought. The Grievant must then meet with the Student Employment Office representative and respond to questions or clarify specific issues identified in the said complaint. The Student Employment Office will then take the following steps:

1. Contact the On-Campus Employer or Student Employee (Respondent) and inform them of the complaint that has been submitted.
2. Meet with the Grievant and review the nature of the complaint and allow that party to respond.
3. If necessary or requested, meet with other individuals in the department (supervisors, staff, other student employees, etc.) who may either collaborate or refute items in the complaint.

4. Attempt to resolve the situation informally with all parties involved.
5. If unable to resolve informally, determine if there has been any violation of the University approved Student Assistant and Work-Study Policies and Procedures Manual, and make a recommendation for resolution.
6. If the recommendation does not resolve the matter, the Grievant can request that the Student Employment Office will forward all documentation regarding the case to Student Conduct, Rights, and Responsibilities. The Student Employment Office will inform the grievant who then has six instructional days to file a formal grievance with Student Conduct, Rights, and Responsibilities.