

# 2024 – 2025 STUDENT EMPLOYEE HANDBOOK

For Students and Supervisors

Financial Aid and Scholarship Office  
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The information in this publication is subject to change without notice.

## TABLE OF CONTENTS

Introduction .....	3
Offices Offering Employment Assistance:	
The Financial Aid and Scholarship Office (Administration).....	3
Student Financial Services Office (direct deposit of funds) .....	4
Types of Student Employment:	
College Student Employment (Work-Study) .....	4
On-Campus Employment through Regular Funds.....	4
The Application Process and Job Search	
Applying for College Student Employment (Work-Study) .....	4
Community Service Jobs .....	5
Finding a Job.....	6
Rules and Regulations	
Pay Rate and Dates .....	7
Student Allocation.....	7
Summer Student Employment .....	8
ETime and ETime Completion .....	9
Sick and Safe Time .....	10
International/Non-Resident Alien Students .....	11
Supervisor Responsibilities .....	11
Student Responsibilities .....	12
Tips on Employment Survival .....	13
Strategies for Helping Supervisors Succeed with Student Employee.....	13
Supervisor’s Injury/Illness/Incident Reporting & Workers’ Compensation .....	14
Sexual Harassment and Workplace Violence Statement.....	16
Equal Opportunity Statement.....	16

## INTRODUCTION

This handbook is intended for use by Normandale Community College students who wish to work on-campus at NORMANDALE and by on-campus supervisors who wish to employ students. It is the hope of the Financial Aid and Scholarship Office staff that students and supervisors will work together to help the student secure the job that will enable them to pay some of their school costs and that the same job will help Normandale Community College serve its students.

In this handbook, students and supervisors will learn about the offices that can help the student locate and work in a job, about the process of applying for a job and being put on the payroll, what forms to use and when to use them, what rules govern student jobs, and what rights and responsibilities student workers and supervisors have.

If you have questions not answered by this handbook, please be sure to contact the Financial Aid and Scholarship Office for assistance.

## TO THE STUDENT

You have been awarded student employment for the 2024-2025 academic year. Student employment allows you the opportunity to work on campus in a variety of academic or administrative departments. On most campuses, 70% or more of the students are employed by their senior year of college. There is evidence that part-time work, while attending college, has a positive effect on both grade point average and student persistence. All work experience has the potential to reap benefits for you. Even when the work is not related to your field of study, you are building networks, calling forth greater organization and responsibility, increasing awareness of work skills, strengths and values, and you are all the while gaining self-confidence.

Student employment offers you the opportunity to earn money without ever leaving campus. Your work schedule is based upon your class schedule and you are never expected to work when you have a class. Most student employment positions do not require evenings or weekends.

You are encouraged to apply for a campus position as early as possible due to employment being first-come, first-served. A student employment award is NOT a guarantee of employment. Available positions can be viewed, searched and applied for at Student Employment @ Normandale (<https://normandale.studentemployment.ngwebsolutions.com/>) our online student employment program.

## OFFICES OFFERING EMPLOYMENT ASSISTANCE

**The Financial Aid and Scholarship Office** (952/358-8250) has primary responsibility for student employment on campus. The Student Employment program is administered here. To be employed on campus a student must be currently enrolled at least half-time at NORMANDALE (at least 6 credits). In addition to being enrolled at-least half-time, the student must demonstrate financial need to be eligible for student employment.

The Financial Aid and Scholarship Office, in conjunction with the Student Financial Services Office, is responsible for administering student payroll. Student employment forms will be emailed to Supervisors after hiring decision has been made. Student earnings are monitored by supervisor and supervisors are notified when the student has earned his/her student employment allocation. Questions regarding eTime, pay calendars and student allocations should be directed to the Financial Aid and Scholarship Office. Please contact this office with any questions regarding student employment eligibility or other financial aid eligibility.

**The Student Financial Services Office** (952/358-8242) processes and disburses all student payroll checks by direct deposit. It is imperative that the student's bank account information is correct at all times to receive their payroll funds.

## TYPES OF STUDENT EMPLOYMENT

**The College Student Employment (Work-Study) Program** provides students with opportunities to earn money to help meet educational costs. Students must apply for student employment as a part of the standard financial aid application and demonstrate financial need to be eligible for student employment assistance. A student employment award is NOT a guarantee of employment. Supervisors hire on a first-come, first-served basis and must remain within their budgets. Although student employment is part of your financial aid award it is taxable income for income tax filing purposes.

A student employment position should be viewed as regular employment with responsibilities and employer expectations. Students are not paid to study. All jobs provide work experience for the student as well as a way to help meet college costs. This part-time work experience can be a valuable opportunity to enhance career development and provide future work references.

The student employment allocation is based on the student's financial need. In most cases, the allocation represents ten to fifteen hours of work per week. The funds for this program are from both the federal and state (Minnesota) governments.

**On-Campus Employment through Regular Funds** is funded by the college and is allocated to departments and offices of Normandale through the regular budget process. These funds are to be used to employ students that are not student employment eligible as defined through the Financial Aid process. Each office or department may hire students as their funds allow, with approval of their Dean or Vice President. All students being hired through regular funds must first have their eligibility for state and/or federal work study funds determined through the financial aid process. International/Non-Resident Alien students and PSEO students are exempt from this requirement.

## THE APPLICATION PROCESS AND JOB SEARCH

**College Student Employment (Work-Study):** The first step in the student employment awarding process is the application for financial aid. To increase the chances of receiving student employment, the student must submit the FAFSA (<https://studentaid.gov/h/apply-for-aid/fafsa>) and all supporting documents to the Financial Aid and Scholarship Office. If the student has sufficient financial need and the student has expressed an interest in student employment, student employment will be offered to the student on the financial aid award letter. The amount listed on the award letter may be the maximum earnings the student may earn for the academic year.

The web address to view the Student Employment Handbook online is provided on their award letter. After registering for classes, the student may begin the job search by using Student Employment @ Normandale (<https://normandale.studentemployment.ngwebsolutions.com/>), our online student employment website.

**Once the student has secured a student employment position, the student must:**

- Your Supervisor will receive and complete their portion of the student employment form;
- Complete your portion of the student employment form;
- Return, in person, with the completed student employment form to Student Services to submit all paperwork.
- \*\*\*\*If it is determined that you need to complete an I-9 form, the student will need to provide originals of their social security card and driver's license, passport, green card or other acceptable documentation as listed on the back of the I-9 Form.

**Complete the “Direct Deposit Authorization” online through your e-services account:**

1. Login by entering your Star ID and password
2. Select “Financial Aid” or “Student Employment”
3. Select “Direct Deposit Setup”
4. Select “ADD Direct Deposit Account”
5. Enter your banking information
6. Re-enter your password and click “Save”

\* Processing of this form requires up to two weeks lead time prior to disbursement

\* Be sure to update your information any time you change a banking facility.

**This must all be done before actually performing any work at that job. Allow 5 working days for processing of the authorization.** Any hours worked before the authorization has been processed will be considered as volunteer hours. International/Non-Resident Alien students are subject to additional requirements. See section on International/Non-Resident Alien Students for more information.

**Community Service positions:** Students receiving student employment are encouraged to participate in community service activities that will benefit the nation and engender in the student a sense of social responsibility and commitment to the community. Community services are those designed to improve the quality of life for community residents, particularly low-income individuals, or to solve particular problems related to their needs, including such fields as health care, child care, literacy training, education (including tutorial services), welfare, social services, transportation, housing and neighborhood improvement, public safety, emergency preparedness and response, crime prevention and control, recreation, rural development, and community improvement; work in service opportunities or youth corps and service in agencies, institutions and activities designated in section 101(20) of the National and Community Service Act of 1990; support services to students with disabilities, including students with disabilities who are enrolled at the institution; and activities in which a student serves as a mentor for such purposes as tutoring, supporting educational and recreational activities and counseling, including career counseling.

Students will be able to view, search and apply for community service jobs at Student Employment @ Normandale (<https://normandale.studentemployment.ngwebsolutions.com/>), our online student employment program. Once you have selected “Students” and then “Find a Job”, you will be asked to “Choose Funding Source”. Select “On-Campus Work Study” and “Set Choices”. The page will reload to and you will notice a “Quick Search” tab. Within the tab there is a subheading of “All On-Campus Community Service”. By selecting that choice, all of the community service positions currently available will appear.

**America Reads/America Counts:** Normandale also strongly encourages students to become involved with America Reads and America Counts. The America Reads challenge asks us all to identify what role we can play to help every child in America learn to read well and independently by the end of third grade. America Counts exists to provide math tutors for elementary through ninth grade students to help students’ master high-level mathematical concepts and complex approaches to solving problems. Normandale will hire, train and mentor College Student Employment eligible students to give sustained, individualized attention and tutoring to students in the Bloomington public schools. If interested, contact the America Reads/America Counts Coordinator at 952/358-8119 (Experiential Ed #).

Supervisors need to make every attempt to hire employees who have been awarded student employment through the financial aid process. Even though the position is posted on-line does not preclude the supervisor from advertising those positions in other ways, as long as the advertisements indicate that priority will be given to applicants that have been awarded student employment in the financial aid awarding process.

**On-Campus Employment through Regular Funds:** Hiring students that are not student employment eligible, as

determined through the financial aid awarding process, may be done with the approval of the Dean or Vice President of that department. However, all students being hired through regular funds must first have their eligibility for state and/or federal funds determined through the financial aid process. International/Non-Resident Alien students and PSEO students are exempt from this requirement.

Once the Dean or Vice President has approved the employment of the student worker and verified availability of funds, the supervisor and the student must complete the student employment form which must be signed by the supervisor, Dean/Vice President and student. The student must bring the completed student employment form, I-9 Form, W-4 and originals of their driver's license and social security card (or other acceptable documentation as listed on the back of the I-9) to the Student Services before actually performing any work. Allow 5 working days for processing of the authorization. Any hours worked before the authorization has been processed will be considered as volunteer hours. International/Non-Resident Alien students are subject to additional requirements. See page 10 for more information.

## FINDING A JOB

At NORMANDALE, it is the student's responsibility to locate and interview for jobs. At **Student Employment @ Normandale** (<https://normandale.studentemployment.ngwebsolutions.com/>) our online student employment website, students can search for, view and apply for jobs on-line.

The hiring process is similar to what you might expect for off-campus jobs in terms of interviewing, etc. In addition to using **Student Employment @ Normandale** (<https://normandale.studentemployment.ngwebsolutions.com/>) check with individual departments, campus bulletin boards and friends for information about job openings.

## RULES AND REGULATIONS

**Enrollment Policy for Student Employees:** In order to be employed on campus utilizing State, Federal or Regular funds, a student must always be enrolled at least half-time (six credits). Exceptions to this enrollment requirement can be made for students utilizing Regular funds on an individual basis with written approval from the Vice President of Academic Affairs, the Vice President of Student Affairs and the Vice President of Finance and Operations or their designee. No exceptions to this enrollment requirement will be made for students utilizing State or Federal funds.

**Hours:** Students may work a maximum of 20 hours per week while classes are in session (exceptions may be granted by the Supervisor as long as the student does not regularly work in excess of 20 hours per week) and no more than eight hours each day. When the college is not in academic session (during semester break(s) students may work up to 40 hours per week, subject to availability of work, supervisors' approval, supervision, availability during that time and eligibility for funds. Hours must be recorded on the eTime to the quarter hour (see the eTimes and eTime Completion section).

We recommend that freshman students work no more than ten hours per week while school is in session to help ease the transition to college. Please keep in mind that a student may not work during the times they are scheduled to be attending class, even if a class is dismissed early. This also pertains to on-line classes or independent study classes. If the class is listed in the Registrar's Office to meet at a certain date and time, the student cannot work. Students may work in more than one office if necessary to earn the maximum allocation, but not more than 20 hours per week (see above paragraph). A separate student employment form is required for each student employment position.

**Pay Rate and Dates:** The pay rates for all students are subject to the Fair Labor Standards Act as Amended. The pay rates at Normandale are as follows:

**\*\*\*\*\*Effective July 1, 2024\*\*\*\*\***

Salary: \$16.65 per hour

Employee evaluations are highly recommended and should be completed yearly.

Wages are subject to change on an annual basis. The student is paid on the second Friday following the Tuesday that eTimes are due, following the state's prescribed schedule. The schedule of pay dates is available by requesting from Student Services. Student payroll checks will be direct deposited to the student's banking account. It is the student's responsibility to make sure their bank account information is accurate at all time.

**Complete the "Direct Deposit Authorization" online through your e-services account:**

1. Login by entering your Star ID and password
2. Select "Financial Aid" or "Student Employment"
3. Select "Direct Deposit Setup"
4. Select "ADD Direct Deposit Account"
5. Enter your banking information
6. Re-enter your password and click "Save"

**Processing of this form requires two weeks lead time prior to disbursement.**

**\*\*Be sure to update your information any time you change a banking facility.**

**Breaks/Lunches:** Student employees shall be given a fifteen (15) minute paid rest period during each four (4) hours of work. Student employees shall be given a thirty (30) minute unpaid lunch period if they work an eight (8) hour shift. An unpaid lunch period MAY be given for work shifts less than eight (8) hours, but is up to the discretion of the student employee supervisor.

**\*\*\* Breaks and lunches CANNOT be taken together \*\*\***

**FICA Withholding:** All student employees at NORMANDALE may be subject to the FICA withholding if the student is enrolled less than half-time or is working during periods of non-enrollment. The FICA withholding is assessed to both the student and to the college at the rate of 7.65% of the gross wages.

**Employee Confidentiality Agreement:** All students employed at Normandale Community College are required to complete an Employee Confidentiality Agreement with their supervisor(s) prior to beginning work.

**Student's Allocation:** A student's student employment allocation, as shown on the award letter and on the Student Employment Authorization, is valid during the academic year. This is the maximum eligibility and may not be exceeded, under any circumstances, without prior approval by the Financial Aid and Scholarship Office. It is the student's and supervisor's responsibility to keep an accurate, up-to-date accounting of all student employment earnings to prevent the student from earning in excess of his/her allocation and to prevent the department from exceeding their individual budgets. Any amount earned in excess of the student's allocation must be paid for by the department from their regular (910) funds.

If the student employment supervisor becomes aware that a student will earn all eligible student employment funds before the end of the school year, the supervisor should email the Student Employment Coordinator to determine if the student has financial aid eligibility remaining and if student employment funds are still available, it may be possible

to increase the student employment award and allow the student to work additional hours.

In a case where the student does not earn all student employment funds awarded by the end of the school year, the unearned funds may be carried forward through the month of June if the student is registered for the following fall term. However, funds cannot be carried beyond June 30 and any unearned funds as of June 30 are not recoverable.

Because student employment funds are awarded according to the student's financial need, if a student will not earn all of the funds that he/she has been assigned, those unearned funds cannot be transferred to any other student.

**Summer Student Employment:** As a general rule, student employment during the summer is limited to save the majority of the student employment funds for the school year. However, some student employment supervisors may need student employees during the summer.

To be eligible for summer student employment, the student must be enrolled at least half-time (6 credits) during the summer or for the following fall term. If the Financial Aid and Scholarship Office determines that a student who has submitted eTime for summer is not enrolled at least half-time for the summer or for the following fall, the student must be paid from departmental (regular) funds.

Student employment during the summer is divided into two parts according to the year in which the funds are spent: from the end of the spring term until June 30 and July 1 until the beginning of the fall term.

**Student Employment during May/June may be assigned in one of two ways:**

1. The student may not have earned all of his/her funds during the school year. If there are funds remaining, the student may continue working in May/June (if registered for summer or the following fall term) until all of the remaining funds are utilized. Remember, a student cannot carry unused funds past June 30.
2. A student may have some unmet financial need and would, therefore qualify for additional funds over and above the original student employment award. These additional funds must be approved in the Financial Aid and Scholarship Office before the student begins working after the last day of classes in May. The Financial Aid Director determines the amount of additional funds the student is eligible for and notification is prepared for the student employment supervisor. The student may not work any additional hours until approved. If a student is allowed to work hours beyond those awarded, the student employment supervisor will be notified and the student will have to be paid from the department's own budget for these hours.

**Student Employment hours beginning July 1st:**

Students awarded student employment through the financial aid process can only work from July 1 until the beginning of the fall term if they are enrolled for fall term AND they have completed their financial aid file for the coming year, show need and have been awarded student employment for the coming year. New student employment forms MUST be completed prior to the first payroll period of the new fiscal year for any students working after July 1.

**Required Records:**

- The student's name, address, job, rate of pay, amount paid each pay period, specific hours worked each pay period and specific hours worked each day are required to be kept by the Financial Aid and Scholarship Office. Departmental assistance in getting this information to the Financial Aid and Scholarship Office is essential.
- The student and the supervisor must sign the eTime each pay period that the student works.
- To begin work, the I-9 (Employment Eligibility Verification) must be on file with the Financial Aid and



Scholarship Office. The I-9 form is available in the Student Services Office. The form will be completed by the Student Services Office when the student presents originals of their driver's license and social security card (or other documents as detailed on the back of the I-9)

**Hours worked are entered and approved electronically.**

**REMEMBER: NO STUDENT IS TO EVER WORK MORE THAN 8 HOURS PER DAY**

**eTIME and eTIME COMPLETION**

All Students Employees and Supervisors (respectively) are required to watch the following videos:

[https://mediaspace.minnstate.edu/media/Student\\_eTime\\_Student\\_Employees/0\\_itwetx7a](https://mediaspace.minnstate.edu/media/Student_eTime_Student_Employees/0_itwetx7a)

[https://mediaspace.minnstate.edu/media/Student\\_eTime\\_Student\\_Modify\\_Video/0\\_pwu7pa7p](https://mediaspace.minnstate.edu/media/Student_eTime_Student_Modify_Video/0_pwu7pa7p)

- I. It is the responsibility of the STUDENT and the SUPERVISOR to complete the eTime accurately.
- II. Each work shift is to be entered separately:  
8:00 to 10:00  
11:00 to 1:00
- III. ALL lunch breaks must be shown.
- IV. It is the responsibility of the students supervisors to submit and approve all eTime before 9:00 am on Wednesday, the day after the pay period closes.

*NO CORRECTIONS/ADJUSTMENTS SHOULD BE MADE AFTER THAT TIME!*

LATE eTimes may not be processed until the next pay period which delay payment to the student by two weeks.

- V. Students **MUST never work during a time that they have a class scheduled.**
  - a. IF a class is cancelled: the student can work if a class has been cancelled. If the class is cancelled, the student and supervisor must note that the class was cancelled by adding a note to the date on eTime.
- VI. If a student works 8 hours on any given day, they must be given a one-half hour lunch period and it **MUST** be reflected on the eTime.
- VII. Any hours worked but not recorded on eTime that has been submitted for payment, must then be entered for the correct days & hours worked in the next payroll cycle. You cannot simply add the hours to a subsequent eTime period. Only hours **ACTUALLY** worked in that pay period may be put on the timesheet
- VIII. Hours not worked in any given pay period **MAY** be deducted on a subsequent eTime.

- IX. All eTime must be fully completed and accurate before approving. ETimes that are incomplete and/or inaccurate may be held and not processed until the NEXT pay period.

## **Earned Sick and Safe Time Employee Notice**

New state law effective January 1, 2024 -

Employees in Minnesota, including student employees of Minnesota State are entitled to earned sick and safe time, a form of paid leave. Employees must accrue at least one hour of earned sick and safe time for every 30 hours they work, up to at least 48 hours in a year. A year for purposes of the employee's earned sick and safe time accrual is the State of Minnesota fiscal year, July 1 – June 30.

The earned sick and safe time hours the employee has available, as well as those that have been used in the most recent pay period, must be indicated on the employee's earnings statement that they receive at the end of each pay period. Earned sick and safe time must be paid at the same hourly rate employees earn from employment. Employees are not required to seek or find a replacement for their shift to use earned sick and safe time. They may use earned sick and safe time for all or part of a shift, depending on their need.

Earned sick and safe time can be used for:

- an employee's mental or physical illness, treatment or preventive care;
- the mental or physical illness, treatment or preventive care of an employee's family member;
- absence due to domestic abuse, sexual assault or stalking of an employee or their family member;
- closure of an employee's workplace due to weather or public emergency or closure of their family member's school or care facility due to weather or public emergency; and
- when determined by a health authority or health care professional that an employee or their family member is at risk of infecting others with a communicable disease.

For more information

Contact the Minnesota Department of Labor and Industry's Labor Standards Division at 651-284-5075 or [dli.laborstandards@state.mn.us](mailto:dli.laborstandards@state.mn.us) or visit the department's earned sick and safe time webpage at <https://www.dli.mn.gov/sick-leave>.

**Working More Than One Job/Changing Jobs:** Students may hold more than one job if necessary to earn their maximum student employment allocation. Students are also able to change jobs if the opportunity exists. They may check **Student Employment @ Normandale** (<https://normandale.studentemployment.ngwebsolutions.com/>), the online student employment program, at any time for other jobs that are available on campus. Also remember that a separate student employment form is required for each student employment position that the student holds.

**Resignation:** A student may resign from their position with due written notice to the employer (at least one week). Should the employer and the employee agree, resignation may take place immediately. Student employment employees and supervisors should notify the Financial Aid and Scholarship Office when a resignation occurs.

**Termination:** A student employee may be terminated after sufficient warning and due written notice to the student. Sufficient warning means at least one meeting or written notice in which the employee is notified that termination of employment is probable if no improvement is shown by the student. Due notice means at least one week. It is expected and desired that an earnest effort be made to provide opportunity for continuation.

Immediate dismissal may occur when, in the judgment of the supervisor or departmental administrator, continuation of employment would be damaging to the nature of operation for the individual department or the College at large or if the student is in violation of the standards of the Student Code of Conduct as defined by NORMANDALE. Such dismissal requires written notice to the student. All student employment termination requires notification to the Financial Aid and Scholarship Office.

**Appeals:** A student may appeal an employment termination. For more information regarding this process, contact the Financial Aid and Scholarship Office.

**Satisfactory Academic Progress:** Student's must maintain Satisfactory Academic Progress: <https://www.normandale.edu/current-students/student-services/registration/academic-progress/index.html>. Students may not work under student employment funding if they are on Financial Aid Suspension status. The student and supervisor are informed immediately and are told not to work their student employment job again until they clear their Financial Aid Suspension status.

**International/Non-Resident Alien Students:** NORMANDALE students on student visas may work on campus through regular funds only. International/Non-Resident Alien students are not eligible for student employment through the financial aid awarding process.

These students must complete the regular paperwork required under On-Campus Employment through Regular Funds and will be sent an email with all additional documentation required. They will be required to upload/present originals of their: passport, Visa, I-94 (with Complete Travel History), I 20 and Social Security Card. Any hours worked before the process has been completed will be considered *volunteer* hours.

**The Immigration Reform and Control Act of 1986** mandates that all employers employ only US Citizens or nationals and lawfully authorized alien workers. To meet this federal requirement, Normandale requires certain identification and verification of all new employees. These requirements include student employees. Typical identification documentation is either a valid passport or a combination of a picture driver's license and social security card or birth certificate. Student workers must provide verification of their identity and employment authorization to the Student Services Office before beginning work.

**Safety Trainings:** All student employees are required to complete online safety trainings within the first week of employment. These trainings are available in D2L.

## **SUPERVISORS AND STUDENT RESPONSIBILITIES**

**Supervisor Responsibilities:** Supervisors play a key role in making a student's work experience a valuable one for future employment. Training student employees can be a rewarding experience for both the supervisor and the student.

A supervisor must be firm, patient, and understanding. Supervisors can encourage student employees to develop characteristics of good judgment, responsibility, initiative, and pride in their work.

### **Supervisors are responsible for the following:**

1. Assuring that BEFORE a student is allowed to begin work, all the required paperwork has been completed, submitted to and processed by the Financial Aid and Scholarship Office. Any hours that a student works before their eTime is activate will be considered volunteer hours.
2. Notify new hires during their first week of employment, they are required to complete online safety trainings.
3. With the student, develop an agreed upon work schedule keeping in mind that a student may not work during the times they are scheduled to be attending class.

4. Clearly explain the job and the student's duties.
5. Introduce the student to other employees in the work area.
6. Explain the rules and regulations relevant to the work area.
7. Offer encouragement and "tips" on improvement, don't intimidate the student.
8. Student employee training is the responsibility of the supervisor.
9. Inform the student of the dress code preferred in the work area.
10. Keep an accurate, up-to-date accounting of all student employment earnings to prevent the student from earning in excess of his/her allocation and to prevent exceeding the Departmental budget.
11. Thoroughly reviewing the student eTime to ensure that it is a true and accurate record of when that student worked during that pay period before approving the eTime by the required deadline.
12. Notifying the Financial Aid and Scholarship Office when a student is no longer working in that area or when a student has dropped below half-time enrollment.
13. Review the annual "Student Employee Supervisors Training" powerpoint and request individual one-on-one training if you are a new Supervisor.

**Student Responsibilities:** Student employment is viewed as a valuable component in a student's total educational program. Many students will be working in jobs directly related to their educational goals, while others will be working in jobs that will have indirect benefits in any profession they pursue. All students have an opportunity to make student employment viable for future employment.

By participating in student employment, students will learn a wide range of things. For example, student employment will give the student insight into the understanding of how an institution, such as the college, operates. By working with campus employees, students will see first-hand some of the policies, procedures, and problems involved in the management of an educational institution. Students will have the opportunity to develop and improve clerical, laboratory, mechanical, verbal, and other special skills involved in a student employment experience. Students may also develop such characteristics as dependability, cooperation, leadership, responsibility, social skills and pride in their work.

**Students are responsible for the following:**

1. Assuring that all the necessary paperwork has been completed, submitted to and processed by the Financial Aid and Scholarship Office BEFORE beginning work. Any hours worked before receiving your eTime will be considered volunteer hours.
2. During your first week of employment you must complete online safety trainings in D2L.
3. International/Non-Resident Alien Students are subject to the rules and regulations set forth on page 11.
4. Arrange a work schedule with the supervisor. Any changes made to the work schedule must be approved by the supervisor. If scheduled time is not worked, the student should offer to make up the time missed.
5. Maintain enrollment in at least six credits.
6. Be making satisfactory academic progress.
7. Adhere to the rules and regulations established by the department.
8. Keep an accurate, up-to-date accounting of all student employment earnings to prevent earning in excess of your allocation.
9. Give adequate notice to your supervisor if you decide to discontinue your work with that department.
10. Personal calls and visitors are discouraged during scheduled work time.
11. Studying not to be done during work time.
12. Dress appropriately for work.

## TIPS ON EMPLOYMENT SURVIVAL

The following is a list of hints for student employees. These tips are guidelines to help you adapt successfully to a work environment. Check with the office or department where you are working about specific work rules and expectations. If you have questions related to the work environment, work rules, and what is expected of student workers, check with your supervisor.

### A. Attitudes on the job.

1. Show enthusiasm for and on the job - no one enjoys a verbal complainer.
2. Demonstrate initiative - if you know the next step, proceed to it. When you have completed a task, report promptly.
3. Ask questions - when learning a new job or in doubt, don't try to bluff your way through.

### B. Absenteeism and work schedules.

1. Contact your supervisor if you must miss work.
2. Absenteeism for frivolous or routine reasons is unacceptable.
3. Maintain your work schedule if at all possible since work is often planned for you and deadlines must be met.

### C. Confidentiality.

1. Discuss confidential or sensitive materials only with authorized persons. Many jobs will require working with student files or records.
2. Maintain loyalty to your employers - leave office information or gossip in the office.

### D. Office Behavior.

Do - ask permission if you must use the telephone for personal calls; no long distance calls are permitted.

Do - dress appropriately for the job; appropriate dress for the building maintenance crew may not be appropriate dress in a departmental office.

Do - tend to personal hygiene and grooming.

Do - be courteous and respectful to other employees and to clients.

Do - avoid unnecessary conversation, giggles or disturbing mannerisms.

Don't - smoke, eat or drink pop or coffee except in designated areas.

Don't - annoy others with your gum chewing.

Don't - put down your employers among your friends.

Don't - forget appropriate titles and greetings.

Don't - forget student employment doesn't mean you get paid to study, you get paid to work.

## STRATEGIES FOR HELPING SUPERVISORS SUCCEED WITH STUDENT EMPLOYEES

1. **Be an Example.** Model strong work habits through efficient, dedicated work practices. Let your own approach to daily work be an example from which students can learn.
2. **Be Flexible.** Understand that student employees are students first, and employees second. Though it is important to have high standards on the job, it is also important to be flexible to accommodate academic obligations.
3. **Communicate Expectations.** Communicate the job standards and expectations to your student employee. One can't assume that these are self-evident to the student, even though they may seem obvious to you.
4. **Give Feedback Frequently.** Provide consistent and appropriate feedback to your student employees. Student employees - like all employees - benefit from feedback on job performance, providing it is communicated with a positive spirit.
5. **Be Fair.** Supervisors who are too lenient are not doing students any favors. Campus jobs are "real jobs." Treat student employees as you yourself would like to be treated in a given situation.
6. **Train, Train, Train!** Take time to train your students in important work skills, attitudes, and habits—such as perseverance, time management, phone skills, quality service practices, handling difficult situations. This is the

“common sense” from which success is made.

**7. Be a Team Player.** As a team leader, develop and nurture the unique contributions of each team member. Take a global perspective.

**8. Give Recognition.** When you see a student “going the extra mile” or “persevering through difficult situations,” acknowledge this in front of other staff and peers. People need to feel appreciated.

**9. Share the Vision.** Have regular staff meetings with your student employees, and inform them how their work fits into a larger purpose of the department and institution. Remember, purposeful work is meaningful work.

**10. Be an Educator.** To the degree that we each contribute to the lives of others, we are all educators. How can you contribute to the education of your student employees?

## Supervisor’s Injury/Illness/Incident Reporting & Workers’ Compensation

The following checklist outlines steps that supervisors should take to document incidents and/or a potential work-related injury or illness for purposes of workers’ compensation.

### Please note:

- In the event of a medical emergency, call 911 or follow your agency’s emergency medical response procedures.
- Work related injuries may require regulatory reporting. Notify your agency’s Workers’ Compensation Coordinator (WC Coordinator) **as soon as possible** of any serious, life threatening, or fatal injuries or events that result in multiple hospitalizations. Not reporting within the required time periods may result in monetary penalties. If you do not know your agency WC Coordinator, please contact your agency Human Resources office.
- If you are reporting an event that does not include a reported injury or illness, please only complete items 2 through 5.
- All forms and information are available online at: <http://mn.gov/admin/government/risk/resources/>

### Immediate Actions

Item	Action
___1.	For non-emergency injuries, please <b>contact the 24/7 Work Injury Nurse Line at 844-235-2055</b> immediately after a workplace injury to speak with a registered nurse who will evaluate your injury and help connect you to the quality care you need. <b>CALL 911 FOR MEDICAL EMERGENCIES.</b>
___2.	Provide employee with a copy of the <b>Workers’ Compensation Information and Privacy Statement</b> form and ask them to review and sign the statement. Supervisor to forward signed form to WC Coordinator.
___3.	Provide employee with <b>Employee Statement regarding injury/illness/incident</b> form with instructions to complete the statement as soon as possible but no later than 24 hours. Completed form should be returned to supervisor who will forward to WC Coordinator.
___4.	Complete <b>Incident/Injury/Illness Data Form</b> (IDF, this form replaces the First Report of Injury or FRI) with employee and submit to WC Coordinator as soon as possible but no later than 24 hours.
___5.	Complete <b>Agency Claims Investigation</b> and submit to WC Coordinator as soon as possible but no later than 24 hours.
___6.	Provide employee with the <b>Leave Supplement Form</b> and ask them to review, select an option, and sign the statement. Submit the completed form to the WC Coordinator as soon as possible but no later than 24 hours.
___7.	Provide employee with <b>Workers’ Compensation Employee Information Packet</b> . Review the documents with the employee to ensure a clear understanding of the process. The Workers’ Comp Employee Information Packet includes the following documents:

- Employee Information Packet* introduction
  - Notice of Enrollment in a Certified Managed Care Plan*
  - CorVel's 24/7 Work Injury Nurse Line*
  - Telehealth Option*
  - Letter to State Employees (to bring to health care provider)*
  - CorVel Managed Care Plan Instruction Brochure*
  - CorVel Managed Care ID Card*
  - CorCareRX Pharmacy Benefit*
  - Injured Workers' First Fill Prescription Information Sheet*
  - Report of Work Ability* form
  - Life Matters (EAP/Life Program)*
- \_8. Provide employee with temporary CorVel RX First Fill pharmacy card to be taken to first medical appointment. **Please note:** your work location might not participate in the First Fill program. Please contact your WC Coordinator for further information.
  - \_9. Direct employee to a clinic in the CorVel network. If you are unsure of CorVel's network, please refer to your workplace employment postings or contact your WC Coordinator.
  - \_10. Inform your agency WC Coordinator if an employee seeks medical attention for a potential work-related injury or illness or is expected to miss work (including the use of sick or vacation leave) due to the injury or illness.
  - \_11. Contact CorVel's 24 hour Nurseline (the state's managed care organization) at 612-436-2542 or 1-866-399-8541 if the injured employee is treated in an emergency room, is admitted to an overnight stay at a hospital or requires immediate surgery.
  - \_12. Document all witness statements and contact information, specifically name and phone number.
  - \_13. Secure and isolate any equipment that may have contributed to the injury. The equipment may be evaluated for potential recovery claims.
  - \_14. Obtain a copy of the **Report of Work Ability** from the injured employee if they sought medical attention for the work-related injury.
  - \_15. For motor vehicle crashes only - provide employee with **Department of Public Safety Crash Records Request Form** and directions to complete the form. Supervisor should forward completed form to WC Coordinator.

**Ongoing actions until employee has fully returned to work:**

- \_16. Obtain a copy of the **Report of Work Ability** from the injured employee **for each appointment** and forward to WC Coordinator.
- \_17. If the employee doesn't seek medical attention initially, but does so at a later time, notify your workers' compensation coordinator immediately.
- \_18. Provide employee with ongoing task assignments within restrictions identified in most current **Report of Work Ability**.
- \_19. Review employee timesheets to ensure that they accurately indicate any lost time due to the potential work-related injury or illness, noting specifically what the lost time was attributed to (e.g. doctor's appointment, physical therapy, restricted work activity, etc.). Include proper FMLA (Family Medical Leave Act) coding if the leave qualifies under FMLA. Contact your WC Coordinator for more information.

## **SEXUAL HARASSMENT, SEXUAL VIOLENCE AND WORKPLACE VIOLENCE**

Normandale Community College will not tolerate sexual harassment or sexual violence toward its students, faculty and staff. In all its forms, sexual harassment and assault violate fundamental rights and the law, and are causes for disciplinary action including but not limited to probation, suspension, expulsion or discharge.

Sexual harassment can happen to anyone, in any place, regardless of age, race, marital status, gender, position, or personal characteristics. Sexual harassment is not the victim's fault. Normandale has established policies and procedures to handle such incidents in a timely manner. College administrators are charged with promoting and maintaining an atmosphere which properly deters and responds to sexual harassment. All members of the college community are expected to actively discourage all behavior which might be construed as sexual harassment and have zero tolerance for acts of sexual violence.

The college's concern is to provide appropriate support to the victim while recognizing the rights of the accused. Every effort will be taken to ensure confidentiality if possible and provide remedies, including protection of victims and witnesses from retaliation. Everyone's cooperation is needed to assure that Normandale is a safe place to learn and work.

For more detailed information regarding sexual harassment and sexual violence, students should consult the college's sexual harassment and sexual violence policy in its entirety. This policy can be obtained from the Human Resources Office, any administrative office, a counselor or the College Center. If you see or experience sexual harassment or assault at Normandale, please report the incident immediately to Campus Security or the Bloomington Police.

Normandale Community College will strive to ensure an educational and employment environment that is free from violence. The college is committed to responding promptly, positively and aggressively to deal with threats or acts of violence. Responses will include timely involvement of law enforcement agencies when appropriate. A complete copy of the policy statement and plan is available on the Normandale Website or from the Associate Dean of Students.

## **EQUAL OPPORTUNITY/NON-DISCRIMINATION**

Normandale Community College is committed to a policy of nondiscrimination in employment and education opportunity. No person shall be discriminated against in the terms and conditions of employment, personnel practices, or access to and participation in, programs, services, and activities with regard to race, sex, color, creed, religion, age, national origin, disability, marital status, status with regard to public assistance, sexual orientation, or membership or activity in a local commission as defined by law.

Harassment of an individual or group on the basis of race, sex, color, creed, religion, age, national origin, disability, marital status, status with regard to public assistance, sexual orientation, or membership or activity in a local commission has no place in a learning or work environment and is prohibited. Sexual violence has no place in a learning or work environment. Further, Normandale Community College shall work to eliminate violence in all its forms. Physical contact by designated system, college and university staff members may be appropriate if necessary to avoid physical harm to persons or property. This document is available in alternative formats to individuals with disabilities by calling 952-358-8625.



## **FINAL NOTE**

Normandale Community College is committed to continually improving our student employment programs based on the standards as outlined in this handbook. Because our student employees are an important asset, we are committed to these policies which allow for fair and equitable treatment of our student employees and the development and enhancement of their skills. On the job, students may find that they have questions or situations with which they need assistance. We welcome the opportunity to be of assistance in any of those instances. We hope you find your employment experience at Normandale Community College to be valuable and beneficial to your college years and to your future career.