



Student Employment Handbook



The procedures and policies outlined in this handbook are in compliance with the Connecticut State Colleges and Universities (CSCU) Policies and University Procedures.

Congratulations on your new on-campus job!

This handbook contains policies for student employment, as well as information to help ensure that you have a successful working experience. As a student worker you are instrumental in helping to serve students, faculty, staff, and the community. Please take the time to familiarize yourself with the information in this handbook. Many of the policies related to your employment are contained here. For additional information please visit the Office of Human Resource website. In addition, talk with your supervisor regarding their specific expectations and policies in the department where you are employed. Student Employment is coordinated through a joint effort by the Office of Human Resources and Payroll. If you have any questions, please contact us.

Office of Human Resources 203-392-5567
<http://www.southernct.edu/faculty-staff/hr>
Payroll 203-392-5430
<http://www.southernct.edu/offices/payroll/>

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Privacy

As a part of student employment, you may have access to the personal information of students and/or employees of the university. Students must follow all policies and procedures and adhere to the Family Educational Rights and Privacy Act (FERPA) of 1974 to ensure that personal information is protected.

Eligibility

- Student workers must be matriculated and currently enrolled in courses to be eligible for on-campus student employment. (A matriculated student has met all University requirements for admission and has been accepted as a degree candidate by the Undergraduate Admissions Office or the School of Graduate Studies). Students who are academically dismissed from the University must stop working immediately upon being notified of the dismissal.
- Students are no longer eligible to work after they have completed their degree requirements or are otherwise no longer enrolled at the university.
- To be eligible for summer employment the student must be enrolled in the prior spring semester and continue enrollment in the subsequent fall semester, or be enrolled and completing degree requirements during the summer session.

Hiring Procedures

- Supervisors should work with the student worker to complete the online student authorization and advise the student of the required documentation regarding employment eligibility. Prior to start date all student workers should be directed to the Office of Human Resources to complete the necessary paperwork. Students who will be driving for any reason as part of their job must be licensed and insured drivers.
- During the first three weeks of each semester, summer or academic year, departments usually make final selections of employees. Student workers who remain eligible for employment may continue to work into the following semester depending on the department's need and budget.

Work Schedule

- Student's work schedule will be arranged according to the student's availability and based on the needs of the department in which they are hired.
- Student's work and class schedule may not be in conflict.
- When classes are in session, a student may work no more than twenty (20) hours per week (40 hours bi-weekly). If a student works in more than one department, the total hours for all departments must not exceed the maximum number of hours listed above.
- During school recesses and summer sessions a student may work a maximum of forty (40) hours per week.
- Students may not work more than eight (8) hours per day.
- Students may work during school recesses if they meet the eligibility requirements and have their supervisor's approval.
- Any absences must be arranged with the supervisor prior to the assigned work times.

Conditions of Employment

- All students must be matriculated and be currently enrolled in courses.
- Students must be supervised during all working hours, and no work is to be done at home.
- Student workers are representatives of the University and are expected to act professionally. Because work environments for students vary greatly, appropriate work attire and office etiquette should be discussed with the supervisor upon accepting a position.
- Campus technology devices are the property of the State of Connecticut and their use is restricted to the performance of official State business.
- Student workers are at will employees. Student work is temporary and can be terminated at any time.
- Students are expected to give their supervisor at least two weeks' notice prior to resigning.
- Students who are academically or otherwise dismissed from the University must stop working immediately upon being notified of the dismissal.
- Students who withdraw from the university, withdraw from courses in a given semester or otherwise cease to attend classes must notify their supervisors that they are no longer eligible to work and end employment.

Student Sick Leave

Accrual of Paid Sick Leave:

Student employees of the Connecticut State Colleges and Universities (CSCU) begin to accrue paid sick time beginning January 1, 2012 or upon hire, whichever is later, under the following terms and conditions:

- Student employees accrue one hour of paid time for every forty (40) hours actually worked.
- The maximum accrual of sick time hours is forty (40) hours per calendar year.
- They may carry over a maximum of 40 hours of unused sick time from one calendar year into the next but the employee shall not be able to use more than the forty (40) hours in one (1) calendar year.
- Under no circumstances are Student employees entitled to any payout for accumulated but unused sick leave.

Use of Paid Sick Leave:

- Student employees shall be entitled to the use of accrued paid sick leave upon the completion of their 680th hour of employment, measured from January 1, 2012 or from their date of hire if hired after January 1, 2012.
- Sick leave must be taken in one (1) hour increments.
- A maximum of forty (40) hours of sick leave may be used each calendar year.
- Sick leave may only be used in lieu of previously scheduled hours.

Pay Rate for Sick Leave:

Sick leave will be paid at the Student employee normal hourly rate at the time the leave is taken.

Reasons for Use of Paid Sick Leave:

Student employees may only use accrued paid sick leave for the following reasons:

- To treat the employee's own illness, injury or health condition; for the medical diagnosis, care or treatment of the employee's own mental illness or physical illness, injury or health condition; or for preventative medical care for the employee.
- For the treatment of the employee's child or spouse's illness, injury or health condition; the medical diagnosis, care or treatment of an employee's child's or spouse's mental or physical illness, injury or health condition; or preventative medical care for the employee's child or spouse.
- For the employee's treatment or services related to the employee's status as a victim in a family violence or sexual assault incident, for the medical care or

psychological or other counseling for physical or psychological injury or disability; to obtain services from a victim services organization; to relocate due to such family violence or sexual assault; to participate in any civil or criminal proceedings related to or resulting from such family violence or sexual assault.

Notice & Documentation

If the reason for the sick leave is foreseeable, the Student Employee must provide at least seven (7) days advance notice to their supervisor, or if the leave is not foreseeable, they must provide as much notice as is practicable.

Documentation signed by a health care provider indicating the need for the number of days taken may be required by the supervisor for leaves of three (3) or more consecutive days.

Reference: Pubic Act 11-52

Available Sick Time

Student employees who need to check the amount of time they have available or have additional questions regarding paid sick leave may contact the email box: payroll@southernct.edu

Compensation

- Student workers are paid on a bi-weekly basis and only compensated for hours actually worked.
- The Payroll Calendar outlines the dates of each pay period, the dates that the time sheets must be submitted to the Payroll Department, and the dates of the paychecks. This schedule must be strictly followed to ensure timely paychecks. Please note: the date of the 1st paycheck is based on the start date.
- Students will receive a welcome packet via email from the payroll department which includes instructions for submitting their timesheets. If packet is not received within 5-7 business days of signing the work authorization, the student worker should contact the Payroll Department at 203-392-5430.

Time sheets:

- Timesheets must be submitted to Payroll by the date designated on the Payroll calendar. Late time sheets will result in the student's paycheck being delayed until the next pay day. Timesheets can be pre-populated or electronic.
- **Electronic timesheets must be submitted by Thursday which is the last day of the pay period in Core.**

- Pre-populated time sheets must not be altered. Altering the pre-populated time sheet may result in the student being paid incorrectly, and/or the pay check being delayed.
- Incorrect time sheets will be returned to the supervisor for corrections. This may cause a delay in the student's paycheck.
- If you are late with your timesheet submission, or need to correct a timesheet for a pay period that is CLOSED (add hours or remove hours etc.), you will need to complete the Revised Timesheet Request, have a supervisor sign it, and return it to payroll to process the correction. The revised timesheet request will be processed in the pay period in which it is received.

EPay: ➤ Through ePay employees enrolled in direct deposit can view their paystubs by logging into the CORE-CT system. ePay provides access to two years' worth of pay stubs. Employees not enrolled in direct deposit will have access to two years' worth of net pay information.

Please follow the directions using link below in order to set up your ePay account. <http://www.southernct.edu/offices/payroll/ePay.html>

If you have any questions or issues when going through the presentation, please contact Payroll Department at (203) 392-5430.

Paycheck Information:

Paycheck distribution:

All Payroll checks are mailed directly to your home address on file with the Office of the State Comptroller/Central Payroll. Every employee is encouraged to sign up for direct deposit

Direct Deposit:

To enroll in direct deposit please submit:

- A Direct Deposit Authorization and Input Form
- A voided check OR a direct deposit authorization form (from your bank)

Direct deposit will start two (2) paychecks after the information is submitted to the payroll system (provided all the information is correct).

If you have any questions regarding paycheck distribution, please contact the Payroll Department at X25430

Any violations of the payroll procedures may result in the student not getting paid on time!

General Office Etiquette Guidelines

- All office phones on campus should be answered by identifying the department and your name.
- Visitors to the campus and your department should be treated with respect and courtesy.
- Your work area should be kept neat; to maintain a neat area most departments do not allow students to eat while on the job.
- Loud conversation and music are not allowed in most work areas since it can distract others.
- Foul or inappropriate language can insult others and make them feel uncomfortable; it should not be used during working hours.

Dress Code:

- Avoid clothing with graphics and words that may be offensive to others.
- Clothing should fit correctly and cover all undergarments.
- Although most offices allow students to wear jeans that are neat, clean and free from holes, some may require a more professional appearance; if you are unsure, ask.
- Remember offices are professional environments where you will encounter a variety of people, including guests to the university. When in doubt, err on the side of caution.

These guidelines are only a beginning. Take time to discuss what is expected in the department where you work with your supervisor.

Taking Phone Messages:

Be sure to get all the necessary information.

- Name
- Phone Number
- Organization Name
- Reason for the Call/Message Routine/Urgent Call

Be sure to repeat all the information, including the spelling of the name, back to the caller to be sure it is accurate. The message should be written legibly.

Customer Service:

Who are your customers?

Everyone who contacts the department where you work is a customer! This means your customers are students, faculty, staff & members of the community or outside parties.

It is important that you provide outstanding service to anyone contacting your department. You are often that person's first point of contact with the department or university. They will make a judgment about the university based on their contact with you.

How do you handle a frustrated customer?

STOP- Avoid the temptation to rush to make explanations; take a minute to think before you respond. Also, keep your voice low and calm when you do answer and use the individual's name.

LISTEN- Really listen to what the person is saying. If the problem is complicated, take notes. Don't interrupt, some people just need a minute to vent their frustration, so let them.

PARAPHRASE- Be sure you understand the individual's problem. Paraphrase back what he or she has told you the problem is and ask him or her to clarify, if necessary.

ASK- In a polite way ask the individual what he or she feels would help solve the problem. Don't try to guess what the customer wants. Remember, however, they may be asking for something that is not within your authority to deliver. If the problem is complicated you may need to refer the customer to your supervisor or another authority.

RESOLVE- Make an action plan. Tell the customer how you will help solve the problem. Be sure you are being responsive to the person's needs. If the person feels frustrated because he/she has been transferred several times, offering to transfer the caller to yet another department probably is not an adequate solution. Instead, offer to call the person back personally after you have found the right person to help. If you do not have the authority to resolve the problem let the caller know the name of who you are referring them to. Be sure to give the person you are referring the customer to all the information you have already received from the customer.

DELIVER- Keep your promises. If you told a caller you would call back within 30 minutes, be sure you do that, even if you have to tell the caller you need more time to resolve the problem.

A Guide to the Code of Ethics for Public Officials and State Employees (2004)

NOTE: This guide summarizes only the main points of the Code. For the full text, with all conditions and exceptions, consult Connecticut General Statutes, Chapter 10, Part I. For interpretations of the Code contact the Ethics Commission.

Who Must Comply?

All state officials and employees (except judges). **NOTE:** all officials and employees of the State's Quasi-Public Agencies are included in the Code's definitions of "public official" or "state employee", and are subject to the Code. The provisions on the last page apply to former public officials and state employees.

What Standards Does the Code Set?

The ethical rules are contained in Connecticut General Statutes §§1-84 through 1-86. Basically, these sections are intended to prevent one from using public position or authority for personal financial benefit. The principal provisions of §1-84 prohibit:

- Acceptance of outside employment which will impair independence of judgment as to official duties or require or induce disclosure of confidential information gained in state service. (Generally outside employment is barred if the private employer can benefit from the state servant's official actions.

For example, the individual in his or her state capacity has regulatory or contractual authority over the private entity. A state servant is not prohibited, however, from using his or her expertise for private gain, as long as no provision of the Code is violated in the process);

- Use of public position or confidential information gained in state service for the financial benefit of the individual, his or her family (spouse, child, child's spouse, parent, brother or sister), or an "associated business" (defined to include any entity through which business for profit or not for profit is conducted in which the state servant, or an immediate family member, is a director, officer or owner) (NOTE: There is an exception to this definition, however, for unpaid service as an officer or director of a non-profit entity.);
- Representation of another for compensation, or being a member of a business which represents a client for compensation, before: Banking Department; Connecticut Siting Council; Department of Environmental Protection; Claims Commissioner; office within Consumer Protection Control; Department of Motor Vehicles; Insurance Department; State Insurance Purchasing Board; Gaming Policy Board; Division of Special Revenue; and Office of Health Care Access. (Excepted from this prohibition are members of boards, commissions,

and quasi-public agencies who receive no compensation other than per diem, expenses, or both, and teaching or research professional employees of public institutions of higher education provided their actions are not otherwise in violation of the Code of Ethics.);

- Solicitation or acceptance of anything of value based on an understanding that one's official action will be influenced thereby. (Prohibition applies to candidates and to anyone offering or giving the thing of value);
- Entering into contracts with the State valued at \$100 or more, unless the contract has been awarded through an open and public process. (Ban extends to immediate family and associated businesses but accepts executive branch and quasi-public agency officials who receive no compensation except per diem, expenses, or both, unless official has control over subject matter of contract. Contracts of employment as a state employee and contracts made by court appointment are exempt from the provision.) Additionally, no executive head of an agency; no executive head of a quasi-public agency; and no member of such individual's immediate family or a business with which he is associated may enter into any contract with that agency or quasi-public agency;
- Acceptance of any gift or gifts from one known to be a registered lobbyist or lobbyist's representative. (Limitation also applies to candidates, immediate family and staff members. "Gift" does not include food and drink totaling less than fifty dollars per person in a calendar year, if consumed on occasions at which the lobbyist, or a representative of the lobbyist, furnishing the food and drink is in attendance. In a restaurant setting, for the exception to apply, the lobbyist must be seated at the same table as the public official during the portion of the drinks or meal for which the lobbyist pays. Among the other items excluded from the term are presents given by individual's incident to "major life events", ceremonial awards costing less than one hundred dollars, benefits costing less than ten dollars per person, per occasion, up to fifty dollars total in a calendar year, and gifts to the state.)
- Acceptance of any gift or gifts from any person doing business with, seeking to do business with or directly regulated by the state servant's Department which carries out duties of the former Department of Liquor Control; Connecticut Real Estate Commission; Department of Public Utility agency or department. (NOTE: the same exceptions to the lobbyist gift provision listed above also apply to this gift limitation.)
- Acceptance of any fee or honorarium given in return for a speech or appearance made or article written in one's official capacity. (Acceptance of the individual's necessary expenses is permissible, however.)
- Interference with or solicitation of lobbying contracts for any person.

Section 1-85 (substantial conflict) and §1-86 (potential conflict) are distinct but related provisions to consider when a possible conflict is identified:

1. If faced with taking official action which you can expect will directly affect your financial interests, or that of your spouse, dependent child, or an associated business, distinct from others in your occupation or group (e.g., taking official action on the awarding of a contract to a private business you own) you have a substantial conflict of interest under §1-85 and may not act under any circumstances.
2. However, if your financial interest is shared by the other members of your profession, occupation, or group (e.g., a public official/teacher acting on a matter that will result in a uniform financial benefit to all teachers) you proceed under the rules of §1-86. Specifically: (A) if one is a member of a regulatory agency, one must either be excused or prepare, under penalty of false statement, a written statement (to be placed in the minutes of the individual's agency, copy to the Ethics Commission) describing the potential conflict and stating why, despite the situation, one can act fairly, objectively and in the public interest; or (B) if not a member of a regulatory agency, the individual must prepare a written statement, under penalty of false statement, which describes the potential conflict. The individual must deliver the statement to his or her superior, who will assign the matter to another who is not subordinate to the individual with the conflict. (If one has no immediate superior, deliver the statement to the Ethics Commission for guidance on how to proceed.)
3. Under §1-86, if the financial effect on you, a family member, or an associated business is insignificant (i.e. less than \$100 in a calendar year), or no different than that of a substantial segment of the general public (e.g., a regulatory official approving an increase in residential electric rates), you may act without having to follow §1-86 procedures.

If You Have A Question About The Code Of Ethics:

Anyone subject to the Code may request the Commission's advice (advisory opinion) as to how the Code applies to a situation. The Commission's staff also provides informal advisory letters when the question posed is unambiguous or has been previously addressed by a Commission opinion. Finally, staff is available to discuss application of the Code to your particular issue on a confidential basis.

If you have any questions about this Guide or desire more information about the Ethics laws, please contact the Commission's staff or visit the Commission's website (www.ethics.state.ct.us).

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