SCSU 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, Federal Work Study, Payroll and the Office of Career and Professional Development. If you have any questions, please contact us.

Financial Aid
Phone: (203) 392-5222
Document Portal: http://southernct.edu/SFAFileUpload
Email: financialaid@southernct.edu
Location: WT 117

Human Resources
Phone: (203) 392-5567
Fax: (203) 392-8802
Email: HR@southernct.edu
Location: WT 122

Payroll
Phone: (203) 392-5430
Fax: (203) 392-5432
Email: payroll@southernct.edu
Location: WT 107

Office of Career & Professional Development
Phone: (203) 392-6539
Email: careerservices@southernct.edu
Location: BU 102

Table of Contents

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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 is a student who 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 not 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, students 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

SCSU Student Worker Hiring – What You Need to Do

Federal Work-Study (FWS) Student Hiring Process — For Students

Step-by-Step Guide

1. **Apply for a Job**
   - Find and apply for jobs posted in JOBSs (via OCPD).
   - Make sure you're eligible for Federal Work-Study (check with Financial Aid).
2. **Interview**
   - Attend interviews with departments.
   - Wait to hear if you've been conditionally selected.
3. **If you are selected, complete and submit the FWS Hiring Packet with your Supervisor**
   - Use current aid year's FWS Hiring Packet is located under "Financial Aid" on the One Stop Forms webpage at https://inside.southernct.edu/onestop/forms
   - Forms must be signed in either of the following ways by both students and supervisors:
     - Blue or black ink
     - Adobe sign
     - Digitally-traced signature
   - Forms are only accepted via the Office of Financial Aid &

Scholarship's secure document upload portal located in the "Financial Aid" section of the One Stop Forms page or on the Office of Financial Aid & Scholarship webpage. Forms are not accepted in person.

4. **Complete Background Check (if required)**
   - HR will review the job duties.
   - You may need to complete a background check form with a handwritten signature.
   - HR will notify you and your supervisor if you're cleared to move forward.
5. **Receive New-Hire Packet**
   - Once approved, you'll get a packet with forms: I-9, tax forms, direct deposit, code of ethics, etc.
6. **Submit Your Documents**
   - Fill out all forms.
   - Bring original IDs (e.g., passport or driver's license + Social Security card) to HR in person at **Location:** 1 Wintergreen Avenue, Wintergreen Building (back entrance), New Haven, CT 06515.
7. **Wait for HR Clearance**
   - HR will update the system and notify Payroll.
   - You'll get an email from Payroll with login info, timesheet instructions, and your start date.
8. **Confirm Payroll Info**
   - Check your email within 2 business days of HR clearance.
   - If you don't receive anything, contact your supervisor or Payroll.

9. **Start Working**

   - Begin tracking your hours using the timesheet system information provided to you by Payroll (paper or electronic).

10. **Submit Timesheets**

    - Submit your hours by the end of each pay period or the following Friday.

11. **Get Paid**

    - Payroll processes your hours and issues your paycheck.

12. **End of Job**

    - FWS jobs are to be ended at completion of every academic year and required to be re-hired in the next federal aid year/academic year.
    - If you graduate or leave the university, your job ends.
    - Final paycheck will be processed by HR and Payroll.

13. **Summer Work (if applicable)**

    - FWS is not guaranteed for the Summer term, as it is dependent on several factors related to federal regulations. If FWS is available over a Summer term, you must have been enrolled in the Spring and be registered as Full-time (12+ credits) for the upcoming Fall semester to be eligible. Federal Work-Study (FWS) positions must end at the completion of each semester, and students must be rehired if they are approved to continue working during the summer.

Regular Student Worker Hiring Process — For Students

Step-by-Step Guide

1. **Apply for a Job**
   - Look for job postings in JOBSs (via OCPD).
   - Apply to positions that don't require Federal Work-Study.
2. **Interview**
   - Attend interviews with departments.
   - Wait to hear if you've been conditionally selected.
3. **Complete Background Check (if required)**
   - HR will review the job duties.
   - You may need to complete a background check form with a handwritten signature.
   - HR will notify you and your supervisor if you're cleared to move forward.
   - Supervisor prepares work authorization form
4. **Receive New-Hire Packet**
   - Once approved, you'll get a packet with forms: I-9, tax forms, direct deposit, code of ethics, etc.
5. **Submit Your Documents**
   - Fill out all forms.
   - Bring original IDs (e.g., passport or driver's license + Social Security card) to HR in person.
6. **Wait for HR Clearance**

- HR will update the system and notify Payroll.
- You'll get an email from Payroll with login info, timesheet instructions, and your start date.

7. **Confirm Payroll Info**
    - Check your email within 2 business days of HR clearance.
    - If you don't receive anything, contact your supervisor or Payroll.
8. **Start Working**
    - Begin tracking your hours using the timesheet system (paper or electronic).
9. **Submit Timesheets**
    - Submit your hours by the end of each pay period or the following Friday.
10. **Get Paid**
    - Payroll processes your hours and issues your paycheck.
11. **End of Job**
    - If you graduate or leave the university, your job ends.
    - Final paycheck will be processed by HR and Payroll.

Student Reminders

- You must be **enrolled at SCSU** to work.
- Always wait for HR clearance before starting work.
- Check your email for Payroll instructions within 2 business days.
- Submit timesheets on time to avoid delays in pay.
- Contact Payroll for any issues with pay or direct deposit.

- 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 Guidelines

Student work schedules are determined based on both the student’s availability and the needs of the department.

Student work schedules must not conflict with class schedules.

When classes are in session, students may work a maximum of 20 hours per week (40 hours bi-weekly).

If a student works in more than one department, the combined hours across all positions cannot exceed 20 hours per week.

During summer sessions and official school recess periods, students may work up to 40 hours per week, with supervisor approval.

Students may not work more than 8 hours in a single day.

Students may work during school breaks if they:

Meet eligibility requirements

Receive approval from their supervisor

Any absences must be communicated and approved by the supervisor in advance whenever possible.

Conditions of Employment

Student workers are important representatives of Southern Connecticut State University and are expected to maintain professional conduct at all times.

Enrollment Requirement

Student employees must be matriculated and currently enrolled in courses at the university.

Work Supervision

Students must be supervised during all working hours.

Work may not be performed remotely or from home unless specifically approved by the department and university policies.

Professional Conduct

Student workers represent the University, their department, and the State of Connecticut.

Students are expected to behave professionally and respectfully in all workplace interactions.

Because work environments vary across campus, appropriate attire and office expectations should be discussed with the supervisor when beginning the position.

Technology and Equipment

Campus technology, computers, and devices are property of the State of Connecticut.

These resources should be used only for official university work purposes.

Employment Status

Student workers are at-will employees. Student employment is considered temporary and may end at any time.

Resignation

Students are expected to provide at least two weeks’ notice if they plan to resign from their position.

Enrollment Changes

Students must immediately notify their supervisor and stop working if they:

- Are academically dismissed from the University
- Withdraw from the University during the semester
- Withdraw from all courses or fall below the minimum enrollment required for student employment
- Stop attending classes or are no longer considered an active

student

Student Sick Leave Policy

Based on the system's student employment handbook:

1. **You do earn sick time.**
    - Student employees accrue paid sick leave starting on January 1, 2012 or your hire date, whichever is later.
    - You earn **1 hour of paid sick time for every 30 hours actually worked**- Connecticut's Paid Sick Leave Law
2. **There's a waiting period to use it.**
    - You can start using your accrued sick time after 120 days of employment.
3. **How much you can use.**
    - You can use up to 40 hours of paid sick leave per calendar year
4. **What you can use it for.**
    - Your own illness, medical appointments, or preventive care. (Some campuses also allow use for family-care reasons, aligned with CT law.)
5. **How it's paid/charged.**
    - If you're paid through Federal Work-Study, the sick time is usually charged to the department, not to the FWS award.
    - Pay Rate for Sick Leave: Sick leave will be paid at the Student employee normal hourly rate at the time the leave is taken.
6. **You must still be a student.**

- If you **stop being enrolled** or **graduate**, your eligibility to work (and to keep accruing) stops.

7. **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: Public 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: sickleavecheck@southernct.edu

Compensation & Payroll – Student Employees (SCSU)

Pay Schedule

- Student employees are paid biweekly and are only paid for hours actually worked (please note that you are also paid when you use your sick accruals).
- SCSU follows the **Payroll Calendar** (posted on the Payroll website). It shows:
  - start/end dates of each pay period
  - when timesheets are due
  - when pay is issued
- If your timesheet is late or incomplete, your pay will be processed in the pay period in which the late timesheet is received.

Welcome email from HR & Payroll

- After HR finishes your Student Worker Authorization (SWA) and clears a student to work, **Payroll emails you** a welcome/start packet (timesheet instructions, pay info). After HR enters the information into CORE and the process is complete, the SWA is forwarded to Payroll. Payroll then sends out the welcome email containing important payroll information, such as employee number, record number, login details, and other relevant information.

Timesheets

1. **How to submit**
    - Student workers submit time **electronically in CORE-CT**, but some departments still use **pre-populated paper timesheets** — be sure to follow supervisor’s instructions. The welcome email sent by Payroll includes information on whether the student will be submitting a paper or electronic timesheet.
2. **Deadlines**
    - Electronic timesheets: must be submitted in CORE by Thursday (the last day of the pay period).
    - **Paper/pre-populated timesheets**: must be turned in to the supervisor in time for them to submit to Payroll by the date on the Payroll Calendar.
    - **Late =** Processed and paid in the pay period in which it is received.
3. **Accuracy**
    - Do **not** change or write over pre-populated paper timesheets. If the hours are wrong, tell your supervisor so it can be fixed and re-submitted.
    - Incorrect or missing information will be sent back to the supervisor, which will **delay your pay**.
4. **Supervisor approval**
    - Your supervisor **must approve** your time (paper or electronic) before Payroll can pay you.

ePay (viewing your pay info)

- All employees can view paystubs in **CORE-CT ePay** (up to 2 years of history).
- Setup instructions: **http://www.southernct.edu/offices/payroll/ePay.html**
- Questions? Payroll: payroll@southernct.edu

Paychecks & Direct Deposit

Direct deposit (recommended)

- Submit:
  - Direct Deposit Authorization and Input Form, and
  - Voided check or bank direct deposit letter

- Each new direct deposit account that is processed into the State's Core-CT system must pass the State's "pre-note process." During this period, paper checks continue to be issued while the new account is tested. A $0.01 deposit will be made to the account on the pay date preceding the direct deposit effective date.

Paper checks (if not on direct deposit)

- All Payroll Checks are mailed directly to the home address on file by the Office of the State Comptroller/ Central payroll.

Important reminders

- You **must** be fully hired/cleared by HR **before** working or submitting time.

- Follow the **Payroll Calendar** every pay period.
- Keep your address and bank info up to date.
- Not following payroll procedures may result in **not getting paid on time**.

SCSU Student Worker Professional Guidelines (2026)

General Office Etiquette

Student employees play an important role in representing their department and the university. The way you communicate and interact with others reflects on both your department and Southern Connecticut State University.

Professional Conduct Expectations

When answering office phones, identify the department and your name.

Example: “Office of Career & Professional Development, this is Alex speaking. How may I help you?”

Treat all visitors and callers with respect, patience, and professionalism.

Keep your workspace organized and tidy. Some departments may restrict eating at desks to maintain a clean and professional environment.

Be mindful of your volume and conversations in shared workspaces. Loud conversations, music without headphones, or disruptive behavior can distract others.

Use professional and respectful language at all times. Inappropriate or offensive language is not acceptable in the workplace.

Be mindful of cell phone use during work hours. Personal calls or messaging should be limited unless approved by your supervisor.

When communicating by email, chat, or messaging platforms (Teams, Slack, etc.), maintain a professional tone and clear communication.

Dress Code Guidelines

While dress codes may vary by department, student workers should maintain a professional and respectful appearance. Jeans may be acceptable in many offices, but some departments may require business casual attire. When working events, front desks, or representing the university publicly, more professional attire may be expected.

When unsure about expectations, ask your supervisor.

Remember: Offices are professional environments where you may interact with students, faculty, staff, alumni, employers, and community members.

Taking Phone Messages

When taking a phone message, collect the following information:

- Name of the caller
- Phone number
- Organization or department (if applicable)
- Reason for the call
- Urgency of the message (routine or urgent)
- Always repeat the information back to the caller to confirm

accuracy, including spelling of names and phone numbers.
- Write the message clearly and ensure it is delivered promptly to the appropriate staff member.

Customer Service Expectations

Who are your customers?

Everyone who contacts your office is considered a customer. This includes:

- Students
- Faculty
- Staff
- Alumni
- Employers
- Community members and visitors

You are often the first point of contact someone has with the department. Their experience with you may shape their overall perception of the university.

Providing friendly, helpful, and professional service is essential.

How to Handle a Frustrated Customer

When someone is upset or frustrated, use the **SLPARD** method:

STOP

Pause before responding. Avoid reacting emotionally. Keep your tone calm and respectful.

LISTEN

Allow the individual to explain their concern fully. Do not interrupt. Take notes if necessary.

PARAPHRASE

Restate the issue to confirm understanding.

Example:

"So just to make sure I understand, you're looking for help with..."

ASK

Ask what outcome they are hoping for or what would help resolve the issue.

RESOLVE

If you are able, offer a solution or next step. If the issue requires additional authority, refer the individual to your supervisor or the appropriate office.

DELIVER

Follow through on what you promised. If you say you will call back or follow up, do so promptly.

If you need additional time to resolve the issue, communicate clearly and keep the individual informed.

When to Ask for Help

Student workers should never feel pressured to solve every problem alone.

Contact your supervisor when:

- A customer becomes aggressive or confrontational
- The request is outside your authority
- The situation involves confidential information
- You are unsure how to proceed
- Your role is to assist and guide individuals to the appropriate resources, not to resolve every issue independently.

Final Reminder

These guidelines provide a foundation for professional behavior. Each department may have additional expectations or procedures, so it is important to review them with your supervisor.

Being a student employee is an opportunity to:

- Develop professional skills
- Build workplace experience
- Represent Southern Connecticut State University with pride

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 the 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 individuals 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).

State Ethics Commission 20 Trinity Street, Suite 205
Hartford, CT 06106-1660
Phone: (860) 566-4472 | Fax: (860) 566-3806
Hours: Weekdays 8:30 - 4:30