

MUHLENBERG

COLLEGE

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INFORMATION TECHNOLOGY:	(484) 664-3460
MAIL ROOM:	(484) 664-3160
OIT HELP DESK	(484) 664-3566
PLANT OPERATIONS:	(484) 664-3400
STUDENT HEALTH CENTER:	(484) 664-3199
STUDENT UNION:	(484) 664-3494

Work Study

Supervisor's Guide

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F.A.Q.

Q: What are the roles of the supervisor and work-study student?

A: As a supervisor, it is your responsibility to arrange the student's work schedule, define the student's duties and explain the job as thoroughly as possible. Students are available to assist with basic department needs such as: answering phones, preparing mailings, filing, making copies, on-campus errands, or any other responsibilities deemed necessary to assist the supervisor in the overall operations in their respective office.

Q: How many hours a week do students work?

A: The average student works approximately 6-8 hours, but may work up to 10 hours per week. Once a student reaches the dollar limit of their financial aid funding, approval must be granted by the Office of Financial Aid to continue. Day/night/weekend hours are based upon the needs of the normal operating hours to support individual departments.

Q: What is the appropriate attire for students to wear to work?

A: Students should dress modestly and appropriately to accomplish their job duties. Modify as your office deems appropriate.

Q: How and when should students' timesheets be submitted?

A: Students are required to fill out the monthly timesheet with the hours that they worked using 1/4 hour increments. They must include the proper 14-digit charge code which is located on their award contract, sign and date their timesheet. At the end of each pay period, supervisors review timesheets for accuracy, sign and submit them to the Controller's Office.

Q: How are students paid?

A: Students need to obtain a Student Employment Contract, a W-4 form, and an I-9 Form from the Office of Financial Aid. Contracts must be completed and signed by the student and the supervisor and returned to the Financial Aid Office with the other forms. Until the students have completed and submitted the proper paperwork, they will not be paid.

Q: What is the proper confidentiality protocol for student workers?

A: Certain offices work with highly sensitive material, therefore, privacy rules must be respected and enforced. Confidentiality is required and is of the utmost importance. Any infraction of this rule can lead to termination.

Q: Are students permitted to take time off from work?

A: Students need to discuss time off with their supervisor as far in advance as possible. Matters concerning students who take an excessive amount of time off or call out too often should be dealt with accordingly at the discretion of the supervisor.

Q: What if there is a problem with performance?

A: It is the supervisor's responsibility to handle problems with the student employee. If problems are of a serious nature and cannot be resolved, then after sufficient verbal and written warning (with a copy to the Office of Financial Aid), you may terminate a student's employment. Please notify the Office of Financial Aid immediately if this occurs.

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**Remind students that they represent the College while at work and that they should always be friendly, hardworking, courteous, and offer extraordinary customer service to those with whom they come in contact.**