

Student Employment Guide for Hiring Departments

Purpose of the Guidebook

The purpose of this guidebook is to provide comprehensive information about the various student employment programs at San José State University. You will also find information on federal, state, CSU and campus employment laws, practices and policies for these programs.

No guidebook can answer every question, so if you have additional questions, please contact your [Employee Support Services or Payroll Representatives](#).

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**San José State University
Student Employment Guide for Hiring Departments**

I. Student Employment Classifications

The Student Assistant classification is intended to provide a vehicle for students to work part time while they are in school, to enable them to gain valuable experience related to their educational goals, and provide financial support.

The Student Assistant classification should not be used when a staff classification is more appropriate. While some duties may overlap with staff employees, the majority of the duties should be separate and distinct. When compared to staff positions, student positions typically have less complex responsibilities and require fewer skills, less knowledge, experience, and training. Work hours should be flexible to accommodate the academic program of the Student Assistant.

The following classification codes are Student Assistant related:

Group	Class & Title
Non-represented	1870 - Student Assistant (SA) 1871 - Student Assistant, On Campus Federal Work Study 1872 - Student Assistant, Off Campus Federal Work Study
Non-represented	1868 - Non-Citizen Status (NCS) 1869 - Resident Assistant (RA) 1874 - Bridge Student Assistant 1875 - Bridge Student Assistant, On Campus Federal Work Study 1876 - Bridge Student Assistant, Off Campus Federal Work Study
Represented (Unit 11 / Academic Student Employees)	1150 - Instructional Student Assistant (ISA) 1151 - Instructional Student Assistant, On Campus Federal Work Study 1152 - Instructional Student Assistant, Off Campus 1153 - Instructional Student Assistant, Off Campus Federal Work Study 2324 - Teaching Associate, Summer Term 2325 – Graduate Assistant Monthly 2326 - Graduate Assistant, On Campus Federal Work Study 2353 - Teaching Associate (TA), 12 Month 2355 - Graduate Assistant (GA) 2354 - Teaching Associate, Academic Year

II. Eligibility

- A student employee is considered a Student Assistant for payroll purposes if education is the predominant aspect of the individual's relationship with the campus.
- Student Assistants must be matriculated and continuously enrolled at least half-time* during the academic term. An academic term is defined as the time the campus conducts classes.
- A new student accepted at SJSU for the fall semester cannot be employed during the prior summer.
- New Student Assistants may begin working the first day of the semester for which they will be attending classes.
- Student Assistants are not eligible to work until they have completed all new hire documents and receive an Employment Verification Card from University Personnel (UP).
- Students who withdraw from the University must stop working on the date of official withdrawal.
- Students who are not returning to the University the following semester must stop working on the last day of the semester in which they are enrolled.

*Half-time is defined as follows:

Enrollment Status	Half-time Units
Undergraduate and Postbaccalaureate Students	6.0-8.0
Credential	6.0-8.0
Graduate and Postbaccalaureate Students	6.0-8.0 or 4.0 units all in 200 level courses or any combination of weighted graduate units and undergraduate units equal to 6.0

A. Student Assistant (1870)

- May work up to, but not in excess of 20 hours per week (among all concurrent positions) when school is in session.
- Is exempt from Social Security and Medicare (FICA) coverage pursuant to IRS Code Section 3121(b)(10) and the DPA PST (Part-time, Seasonal, Temporary Employee Retirement Program) plan.
- Does not have long-term ongoing responsibilities.
- Has a position that is secondary to academic and student life.
- Graduating students are eligible to work one term after graduation under the Bridge Student classification. A Student Assistant Appointment Form must be submitted to UP indicating the classification change to Bridge Student Assistant (1874).

B. Federal Work Study (1871, 1872)

- Eligibility for Federal Work Study is determined by the Financial Aid and Scholarship Office based on the Free Application for Federal Student Aid (FAFSA). A student must reapply each spring for the following academic year.
- All questions should be directed to the Federal Work Study Coordinator:

Anthony Bettencourt
Financial Aid & Scholarship Office
(408) 924-6062

C. International Student / Non-Citizen Status (1868)

- An international student with a Student Visa, F-1 or J-1, may be employed in a Student Assistant classification only under the Non-Citizen Status job code 1868.
- Graduating students in this category are not allowed to work after graduation nor are they allowed to work under the Bridge Student Assistant classification.
- Students with F-1 or J-1 Visas must see an International Student Advisor and bring an official job offer letter from the hiring department. Students should be directed to the following location:

International Student & Scholar Services (ISSS)
Student Union (College of Professional & Global Education)
(408) 924-5920

D. Bridge Student Assistant (1874)

- May work up to, but not in excess of 40 hours per week when school is not in session.
- Does not qualify for the student FICA exemption.
- Is required to participate in the DPA PST (Part-time, Seasonal, Temporary Employee Retirement Program) plan.
- A student enrolled in summer classes is exempt from the Bridge Student classification. They must remain a Student Assistant (1870, 1871, 1872).
- In order to work during the summer, a continuing student must be enrolled at the University in the prior spring semester and plan to enroll at least half-time at SJSU in the fall semester.
- Graduating students are eligible to work the term immediately after graduation under the Bridge Student classification. A Student Assistant Appointment Form must be submitted to UP indicating the classification change to Bridge Student Assistant (1874).
- International and Non-Citizen Status students are not allowed to work under this classification.

E. Bridge Federal Work Study (1875, 1876)

- Student Assistants must be granted summer Federal Work Study Clearance through the Financial Aid & Scholarship Office by contacting the Federal Work Study Coordinator:

Anthony Bettencourt
Financial Aid & Scholarship Office
(408) 924-6062

F. Instructional Student Assistant (1150, 1151, 1152) / Graduate Assistant (2326, 2355) / Teaching Associate (2353, 2354)

- Covered by [Unit 11 collective bargaining agreement](#) (UAW).
- An international student with a Student Visa, F-1 or J-1, may be employed in an Academic Student Employee classification.
- Academic students must be enrolled in classes during the semester for which they are employed.

a. Instructional Student Assistant (1150, 1151, 1152)

- Instructional Student Assistants are non-exempt employees and CSU policy limits their work assignment to no more than 20 hours in a week during periods of instruction; they may work full-time (up to 40 hours a week) during academic break periods.
- Under supervision, Instructional Student Assistants perform teaching, grading or tutoring duties for the majority of work hours in a given appointment in a given academic department or equivalent administrative unit over the course of an academic term.
- b. **Graduate Assistant (2326, 2355)**
 - Graduate Assistants must complete the requirements for a bachelor's degree and be registered in a CSU graduate degree program.
 - Graduate Assistants are non-exempt employees and CSU policy limits their appointment to no more than 0.5 Full Time Equivalent.
 - Under immediate supervision, the Graduate Assistant assists a regular faculty member or the teaching staff with various professional and technical duties associated generally with the subjects or programs in which the assistant is doing graduate work. Examples of duties include but are not limited to: supervising students in a classroom or workshop; training students in the use of equipment or other resources; assisting faculty with research and preparation of course materials; participating in the evaluation of students' work; tutoring students; and other related work.
 - Graduate Assistants are provided part-time employment and practical experience in fields related to their advanced study and provide professional non-teaching assistance to faculty members.
- c. **Teaching Associate (2353, 2355)**
 - Teaching Associates, are non-exempt employees who may be appointed up to 1.0 Full time Equivalent.
 - The Teaching Associate classification provides currently enrolled or admitted CSU graduate students with part-time employment offering practical teaching experience in fields related to their advanced study. They teach university courses and may also assist faculty or teaching staff with various professional and technical activities. Assignments primarily involve classroom and laboratory instruction.
 - Range A: Represents the salary range for CSU graduate students who (1) are currently enrolled or admitted to master's degree programs and (2) usually teach credit-bearing courses. Equivalent to or completion of the requirements for a bachelor's degree and concurrent admission to or enrollment in a graduate degree program
 - Range B: Represents the salary range for CSU graduate students who (1) are currently enrolled or admitted to doctoral degree programs or hold a doctorate, and (2) usually teach credit-bearing courses. Equivalent to or completion of the requirements for a master's or doctorate degree and concurrent admission to or enrollment in a doctoral degree program of the university that is related to the discipline to which the individual is assigned.

III. General Policies

A. Hiring Practices

San José State University (SJSU) is an Equal Opportunity/Affirmative Action employer

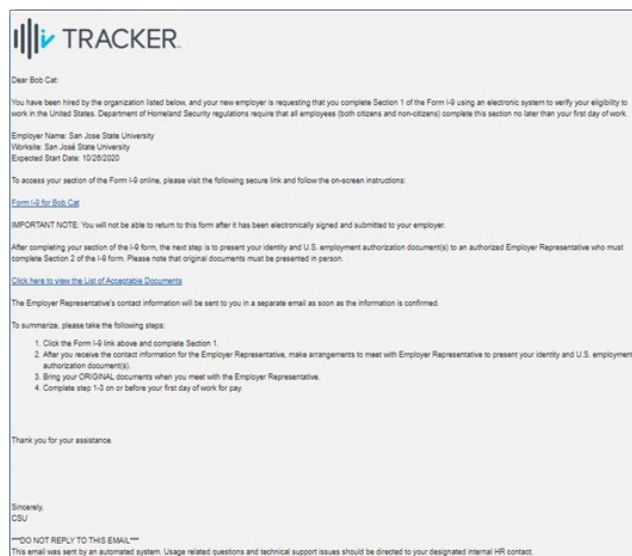
committed to nondiscrimination on the basis of age, ancestry, citizenship status, color, creed, disability, ethnicity, gender, genetic information, marital status, medical condition, national origin, race, religion or lack thereof, sex, sexual orientation, transgender, or protected veteran status consistent with applicable federal and state laws. This policy applies to all SJSU students, faculty and staff programs and activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of sex in all education programs and activities operated by the university (both on and off campus).

Reasonable accommodations will be provided for applicants with disabilities who self- disclose.

B. Guidelines on Hiring a Student Assistant:

- **Recruitment/Background Check**
 - Student Assistants in the following units/departments must undergo a background check: Athletics, Enrollment Services, Finance, Housing, Information Technology, Student Affairs, University Personnel, and any position where student will be exposed to or work in an environment handling level 1 data. When in doubt, contact your [Recruiter](#).
 - Visit [Post Opportunities](#) to post student job opportunities on the Career Center's Handshake application. You may also contact the Career Center at 408-924-6031 if you have any questions about the process. **Ensure that all duties and responsibilities for the Student Assistant position are not considered bargaining unit work. When in doubt, contact your [Recruiter](#).**
 - Instructional Student Assistants, Teaching Associates, and Graduate Assistants are appointed positions and part of UAW Unit 11. Application templates and job information, including salary, can be found on the University Personnel website under [Academic Student Employees](#).
- **Interview and Selection**
 - Once the candidates have been identified, schedule the interview.
 - Keep notes on the responses made by each applicant to refresh your memory when making the selection.
 - Give the candidate an accurate description of the job. Encourage the candidate to ask questions about the job requirements.
 - Share the pay range or pay rate, and anticipated duration of employment (i.e. summer, academic year).
 - Encourage the candidate to talk about prior experience related to the job and to discuss their ability and any additional types of work in which they may be interested.
 - Tips on Conducting Student Assistant Interviews:
 - Check the job requirements. Identify essential elements for successful performance on the job, and evaluate the applicants in relation to those job requirements.
 - Ask candidate to bring a current class schedule with them at the time of interview.
 - Be careful, mindful and professional on how your interview questions are worded and when building rapport with the interviewee, as it can potentially discriminate against a protected class. For example:
 - Unacceptable interview question: "What accent is that? Where are you from?" This question potentially discriminates against the protected class of national origin.
 - Acceptable interview question: "Are you legally authorized to work in the United States?"
- **Prior to Offering the Position**

- Once selection has been made, check to ensure candidate has met the eligibility requirements. Refer to [Eligibility](#) for more detailed information.
- If a background check is required for this position, initiate it now. If you are unsure of whether or not to conduct a background check, consult your [Recruiter](#). Proceed with the next steps **once you receive approval from UP**.
- Assign a salary rate. Refer to the [CSU Student Assistant Salary Schedule](#) for pay range information. The initial wage rate should be commensurate with job responsibilities, requirements, experience, and department's budget.
- San José State University is required to pay the minimum wage rate based on the city of San Jose's minimum wage ordinance.
- Salary information for Student Assistant appointed positions (1150, 1151, 1152, 2326, 2353, 2354, 2355) can be found on the University Personnel website under [Academic Student Employees](#).
- **After Offering the Position**
 - Once the position has been offered and accepted, ask the Student Assistant to provide you with a current class schedule if one was not provided at the time of interview.
 - Complete appointment letter and give to the Student Assistant.
 - Direct Student Assistant to University Personnel to complete all applicable new hire documents. Advise Student Assistant to show UP the appointment letter.
 - University Personnel will issue the Student Assistant an Employment Verification Card which provides the department final confirmation that they are now authorized to work.
 - In order to obtain the Employment Verification Card, the Student Assistant will be required to complete the New Employee Forms and the Form I-9
 - SJSU utilizes the program Tracker I-9 to assist with completing the Form I-9. Employees should expect an email from Tracker I-9 for the instructions regarding this process. The email will come from i9complete@trackercorp.com
 - The Student Assistant will click on the link within the Tracker I-9 email to complete the Form I-9 electronically.
 - The Student Assistant will be contacted by University Personnel staff with instructions to present copies of identification documents.



- For Student Assistants, complete the [Student Assistant Appointment Form via OnBase](#) in its entirety and upload the appointment letter. Keep in mind that incomplete forms and/or missing documents will result in a delay in processing.
 - The form will ask information about the Student Assistant, the position for which they are being hired, description of duties, and work categories along with uploading appropriate attachments.
 - The form goes through a workflow process. An email will be sent to the person listed as the Approver on the form for review/approval. This can be a Department Chair, MPP, or even the Admin/UP Contact completing the form.
 - The duties of the Student Assistant must be categorized into the following options: Office, Safety, Technical Support, Classroom/Lab Support, Food Service, Athletics, and Student Life. Multiple categories can be entered and percentages can be assigned that add up to 100 to accurately describe the student's duties. For more information on the work categories, see [Student Work Categories](#).
 - The Admin/UP Contact will receive notification emails when the form is submitted and processed or needs updates.

The screenshot shows a web-based form for appointing a Student Assistant. It is organized into five main sections:

- Student Assistant Information:** Includes fields for Student SJSU ID, First Name, Last Name, Record #, Academic Career (Undergraduate/Graduate), Units Enrolled, Expected Graduation Date, and Background Check Confirmation.
- Position Information:** Includes fields for Position #, Department Name, DeptID, College/Division, Job Code, Check Sort Unit, Hourly Rate of Pay, and Number of Anticipated Weekly Hours.
- Appointment Information:** A list of radio button options for different appointment types, such as Student Assistant 1070, Work Study On-Campus 1071, etc.
- Description of Duties:** A large text area for describing the student's responsibilities.
- Student Work Category:** A table with columns for Row #, Student Work Category, and Workload Percentage. It includes an 'Add' button and a 'Total workload percentage must equal 100' warning.
- Appointment Letter (0):** A section for uploading the 'Student Appointment Letter' with an 'Attach Student Appointment Letter' button.

- For Academic Student Employee appointed positions (1150, 1151, 1152, 2326, 2353, 2354, 2355), upload all requested documents to the [Academic Student Employee Checklist via OnBase](#). Refer to the University Personnel website for hiring instructions and documents.
 - The form will ask information about the Academic Student Employee, the work categories, and provide sections to upload the documents.

- The duties of the Academic Student Employee must be categorized into the following options: Classroom Support, Evaluating, Grading, Instruction, Research, Research Support, Safety, and Tutoring. Multiple categories can be inputted and percentages can be assigned that add up to 100 to accurately describe the student's duties.
- The Admin/UP Contact will receive notification emails when the form is submitted and processed

Employee Information

SJSU ID First Name Middle Name Last Name

Request Type New Hire Re-Appoint or HIR. ICON Revision

Appointment Effective Date

Appointment Type SA TA CA

Per Article 28.1 of the CSU-UAW Collective Bargaining Agreement, Instructional Student Assistants are non-exempt employees. CSU policy limits their work assignment to no more than 20 hours in a week during periods of instruction.

UP Student Work Category Add

Row	Student Work Category	Workload Percentage	
1	<input type="text"/>	<input type="text"/>	Remove

Total Workflow Percentage

WORKFLOW PERCENTAGE MUST ADD UP TO 100

Comments

New Hire Appointment Documents (0)

Employee Profile

Letter of Interest

CSU Employment Questionnaire

Statement of Professional Preparation and Experience (SC-1)

Statement of Terms and Conditions of Employment

This employee has received an Employment Verification Card from University Personnel and is currently enrolled at SJSU.

- **The Student Assistant may not start working without verification of their Employment Verification Card under any circumstances.**
- **Nepotism**
 - A direct supervisor whose employee is considered an immediate family member may not make any decisions regarding personnel matters, such as assigning work, scheduling, or approving time off requests. For more information, please refer to CSU's Nepotism Policy – [HR 2004-18](#).
- **Allowable Work Hours**
 - When classes are in session, a Student Assistant and Instructional Student Assistant may work up to, but not in excess of 20 hours per week (collectively if appointed to concurrent jobs).
 - When classes are not in session (i.e. summer break) a Student Assistant and Instructional Student Assistant may work up to, but not in excess of 40 hours per week.
 - If the Student Assistant is taking any course credits during the summer, then the Student Assistant's allowable hours will revert back to 20 hours per week or less.

- Graduate Assistants and Teaching Associates must work based on the dates and FTE listed in their contract.
- **Overtime**
 - Overtime is defined as work in excess of 40 hours in a work week. A Student Assistant shall not be scheduled to work overtime. In the event the Student Assistant works overtime with or without the supervisor's approval, the department must still pay for all time worked (including overtime). Lack of authorization is never a reason to withhold overtime pay. Student Assistants (1870, 1871, 1872, 1868, 1869, 1874, 1875, 1876) and Instructional Student Assistants (1150, 1151, 1152) are paid an hourly rate and entitled to receive appropriate payment for every hour of work performed. If the overtime was considered unauthorized, this may be cause for corrective action.
- **Rest Periods / Meal Periods**
 - A Student Assistant may be entitled to a rest/meal period, depending on total hours worked in a day. Refer to the Rest/Meal Period Chart in the next section.
 - **Rest Periods**
 - May not be taken at the beginning or end of a work period and are not cumulative.
 - The hiring department determines when rest periods are to be taken.
 - **Meal Periods**
 - Based on the Unit 11 Collective Bargaining Agreement (Article 26.4), the University shall provide Teaching Associates, Graduate Assistants and Instructional Student Assistants a fifteen (15) minute paid break for each four (4) hours worked.
 - Considered uninterrupted time and are unpaid. If the Student Assistant is denied their meal period, the department will pay for that time.
 - Unpaid meal periods may not be taken at the end of the working day in order to leave early.
 - If the Student Assistant is working up to six (6) hours, then the meal period can be waived if mutually agreed upon, in writing, between Student Assistant and department supervisor.
 - If the Student Assistant is working six (6) or more hours, then the meal period must be provided and cannot be waived. Meal period must be taken no later than the end of the fifth hour.

Below is a chart to determine Student Assistant rest and meal period guidelines:

Actual Hours Worked	Rest Period (paid 15 minutes)	Meal Period (unpaid/minimum of 30 minutes)
Up to 3.5 hours	No	No
Up to 4 hours	Entitled to (1)	No
Up to 5 hours	Entitled to (1)	No
Up to 6 hours	Entitled to (1)	Entitled to (1)* (must be taken no later than end of 5th hour)
After 6 hours and no more than 10 hours	Entitled to (2)	Entitled to (1) (must be taken no later than end of 5th hour)

*Meal period may be waived if mutually agreed upon in writing by Student Assistant and department supervisor.

- **Absences**
 - When the Student Assistant or Instructional Student Assistant is unable to work, it is the student's responsibility to notify the hiring department as soon as possible, but no later than the beginning of the scheduled work period.
 - In the case of an extended absence, the anticipated duration should be reported to the supervisor as soon as possible.
 - The hiring department will decide whether or not to approve absences.
 - Graduate Assistants and Teaching Associates must report their Absences in [SJSU @ Work](#). A tile is available on one.SJSU (search "absence").
- **Concurrent Employment**
 - Concurrent employment is considered to be any combination of Student Assistant positions: Student Assistant, Federal Work Study, Graduate Assistant, Graduate Teaching Associate, Instructional Student Assistant, and hourly employees employed with an auxiliary or affiliate department (i.e. SpartanEats).
 - Any Student Assistant may work two or more jobs concurrently, but the combined total hours may **not** exceed 20 hours per week. Refer to Allowable Work Hours.
 - It is the Student Assistant's responsibility to monitor the total number of hours from all SJSU employment.
 - Any Student Assistant may **not** work in a Student Assistant classification **and** a CSU staff and faculty classifications on a concurrent basis.
- **Motor Vehicle Use**
 - A Student Assistant who operates a state vehicle or personal vehicle for university business must follow the same procedures as other San José State University employees.

- Before a Student Assistant drives a university vehicle including electric carts, or a privately owned vehicle on university business more than once per month, she/he must complete a defensive driving course and adhere to Risk Management's policies and procedures.
- Training information, policies and procedures, and forms are available on the [Risk Management website](#).
- Questions should be directed to Risk Management at (408) 924-2159.
- **Workers Compensation**
 - San José State University strives to create a safe working environment. Safety is the responsibility of each employee including Student Assistants.
 - In the event a Student Assistant sustains a job-related injury or illness, they are covered during their working hours by Workers' Compensation insurance at no cost to the employee.
 - It is essential that the Student Assistant immediately report any job-related accident or illness to their supervisor. In turn the supervisor will need to report the information to Workers' Compensation Analyst, (408) 924-2155, as soon as possible.
 - Workers' Compensation information and forms are available on University Personnel's [Workers' Compensation website](#). Questions should be directed to the Workers' Compensation Analyst at (408) 924-2155.

IV. Orientation

Student Assistants need instruction on how to be effective employees, and guidance in establishing professional relationships with co-workers. The hiring department helps establish strong work habits, instills a sense of pride in the work of the Student Assistant, and gives the Student Assistant confidence in their abilities. The impact may last long beyond the Student Assistant's employment in the department. Appropriate training can ensure that each Student Assistant receives a positive start on the job, and will continue when the Student Assistant graduates and enters the job market.

A. Items to discuss during Student Assistant's orientation

- Give a tour of the department and introduce Student Assistant to co-workers.
 - Explain how the department operates
 - Review department's mission, vision, and core values
 - Review the organizational chart
 - Assign a workstation. Show the Student Assistant where to find work assignments and messages, and where to secure personal belongings.
- Review Student Assistant employee status
 - Must be a matriculated SJSU student
 - Temporary, hourly worker with no guarantee of rehire for the next semester
 - Limited to a maximum of 20 hours per week (this includes all SJSU appointed positions) while school is in session
 - Student Assistant appointments may end at any time for operational or budgetary reasons, unsatisfactory performance, or other appropriate reasons.
- Expectations
 - Review and explain the expectations that all Student Assistants are to comply with all university policies and procedures. This includes the [Student Conduct Code](#).
 - Discuss supervisor expectations of the Student Assistant's attendance and work performance. Include quality and quantity standards.

- Describe Student Assistant's specific duties and responsibilities. Include information to help the Student Assistant see the relationship of their job to the rest of the department.
- Establish a specific work schedule
 - An electronic or written schedule may preclude misunderstandings.
 - Explain call-in protocol
 - Explain change-in-schedule protocol
 - Once a work schedule is established, it is the Student Assistant's responsibility to either arrive on time or notify the supervisor of a delay or absence.
- Review rest/meal periods and allowable work hours.
- Workplace Attire
 - Student Assistants must maintain an appropriate appearance. The following lists are suggestions on appropriate/inappropriate work attire.
 - Appropriate work attire/appearance:
 - Business casual clothing
 - Dress/Tennis shoes
 - T-shirts, blouses/tops
 - Jeans (not soiled, faded, damaged/torn, ill-fitting)
 - SJSU Spartan apparel
 - Inappropriate work attire/appearance:
 - Lack of personal hygiene
 - Large facial rings/loops
 - Caps/Hats
 - Tank tops, midriff shirts/tops
 - T-shirts with inappropriate prints/writing
 - Yoga pants, sweatpants, shorts, short skirts
 - Clothing which is soiled, faded, damaged/torn, ill-fitting
- Payroll
 - This section pertains to Student Assistants and Instructional Student Assistants.
 - Explain to Student Assistant that they should track their hours in SJSU@Work (PeopleSoft) daily and submit hours worked each month to their department supervisor.
 - Student Assistants who are part of the Federal Work Study program are responsible for keeping track of their Federal Work Study allocation.
 - Go over the payroll calendar and pay dates. Explain the consequences of submitting work hours late (i.e. delay in receiving payment).
 - This section pertains to Graduate Assistants (2326, 2355) and Teaching Associates (2355, 2355)
 - Go over the payroll calendar and pay dates. Explain the consequences of submitting into SJSU@Work late (i.e. delay in receiving payment).
 - Filing Taxes
 - Inform all employed students that they are responsible for filing their taxes within the appropriate deadline set by the Internal Revenue Service (IRS).
 - W-2's are printed by the State Controller's Office and mailed out by no later than January 31.
 - International students (NRATs) may need to seek a professional tax specialist. For initial assistance, international Student Assistants may contact the University's Non-Resident Alien Tax Specialist:

Helen Lau

(408) 924-2262

- Disclaimer: University employees are not trained to give tax advice about individual tax filing. For complete and accurate information about tax filing, please refer to the IRS and CA Franchise Tax Board websites (<http://www.irs.gov/>, <https://www.ftb.ca.gov/>), or consult a tax professional.

B. Department's Role**Payroll**

- Confirming and approving the hours the Student Assistant has worked.
 - Keep track of Student Assistant's work schedule. The [Hourly Time Sheet](#) may be used as a tool to review hours worked.
 - Inform Student Assistant of the deadline for timesheets/entering time and the consequences of not meeting the deadline. If the timesheet is submitted late, inform the Student Assistant in advance that their paycheck will be delayed.
 - Department must approve hours by the 1st work day of the following month to ensure timely processing of Student Assistant pay.
 - Individual student time sheets are to be retained in the department for five years.
 - For questions, issues or concerns, contact your [Payroll Services Representative](#).
- Departments not on self-service:
 - Departments must run and review the department Student Attendance Report.
 - If Student Assistant's name does not appear, contact your [Payroll Services Representative](#).
 - Student Attendance Reports with authorizing signatures and the student timecards are due to Payroll Services each month on the first day of the following month.
 - Late submission of Student Attendance Reports will result in a delay of Student Assistant's paychecks. Individual student time sheets are to be retained in the department for five years.
 - Individual student time sheets are to be retained in the department for five years.
- Departments are responsible for picking up and distributing Student Assistant's paycheck on Student Pay Day or on Master Pay Day for Graduate Assistants and Teaching Associates. Please refer to the Student and Master Payroll [Calendars located on the UP website](#). Do not send the Student Assistant to University Personnel to pick up their paycheck.
- If Student Assistant's paycheck(s) is missing, contact your department's [Payroll Services Representative](#).

If Applicable – Federal Work Study

- Departments hiring Federal Work Study Student Assistants must confirm Student Assistant's eligibility with the Federal Work Study Coordinator,

Anthony Bettencourt

(408) 924-6062,

prior to hiring the Student Assistant through Federal Work Study.

V. Workplace Conflict**A. Discrimination, Harassment, and Retaliation**

- San José State University is committed to providing a work environment free of unlawful harassment and discrimination.

- Policy prohibits not only sexual harassment, but harassment based on race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, sex or gender, gender expression or gender identity, age, sexual orientation, military or veteran status, or any other basis protected by federal, state, or local law or ordinance or regulation. All such harassment is unlawful and will not be tolerated.
- All new employees, including Student Assistants, are required to complete the following online training sessions through [CSULearn](#), the University's employee training platform. Student Assistants will be enrolled in the training soon after their appointment is processed and will be notified via email from CSULearn@sjsu.edu.
 - CSU - Injury and Illness Prevention Program - one time course
 - CSU: Preventing Discrimination and Harassment for Non-Supervisors – required every two years
 - CSU's Sexual Misconduct Prevention Program (Title IX) - required every year
 - Data Security and FERPA - required every two years
 - Hazard Communication Cal/OSHA - one time course
 - SJSU COVID-19 Health and Safety Protocols Training - one time course
- For additional information, please see [Discrimination & Harassment Complaints for Employees & Third Parties](#).
- When a Student Assistant approaches their supervisor or manager with a claim of discrimination, harassment, and/or retaliation, it is the supervisor or manager's responsibility to take action. When in doubt, report.
 - The responsibility may include interviewing the Student Assistant to gather as much information as possible about the claim, such as any physical evidence and witnesses, and/or referring the Student Assistant to the Office for Equal Opportunity & Employee Relations: equal-employment@sjsu.edu or 408-924-2259.
- Report all claims to the Office for Equal Opportunity & Employee Relations in University Personnel: equal-employment@sjsu.edu or 408-924-2259. Alternatively, the [fill-in Complaint Form](#) can be completed online.

B. Employee Relations

- Departments should foster positive, respectful, and harmonious working environments and relationships.
- It is highly encouraged that the Student Assistant follows the outlined protocol when there is a concern/complaint:
 - The Student Assistant brings the concern/complaint to their lead/direct supervisor for a resolution.
 - If a resolution is not met, the Student Assistant may then bring their concern/complaint to a higher administrator (i.e. manager, director) and/or University Personnel.
- The Student Assistant can also bring their concern/complaint to a higher administrator and/or University Personnel if the Student Assistant is not comfortable with their direct supervisor. Based on the severity of the situation and circumstances surrounding the concern, the lead/direct supervisor may need to include an appropriate administrator (i.e. Manager, Dean, AVP) and/or University Personnel to assist with the situation.
- Academic Student Employees, comprised of Instructional Student Assistants, Teaching Associates, and Graduate Assistants are covered under Unit 11 (UAW) Collective Bargaining Agreement and have their own [grievance procedure](#).
- It is best practice to facilitate the resolution of the concern/complaint in a fair, objective, and timely manner. Concerns left unaddressed rarely go away.

C. Employee Relations Best Practices to Consider

- Address problems as they arise, not after they accumulate. Deal with minor concerns before they become major problems.
- Review job responsibilities and the hiring department's expectations in an open discussion. Specify where change or improvement is necessary.
- Preserve the Student Assistant's dignity and avoid embarrassing the Student Assistant. Any discussion should occur in a private place.
- Be fair and objective. Approach the Student Assistant in a positive way. Prior to taking corrective action based on genuine evidence, the hiring department must consult with University Personnel's Employee Relations.
- Be an active listener. It may help to hear the situation explained from the Student Assistant's perspective.
- Exercise restraint and remain in control of the situation. The supervisor's purpose is to educate and change the behavior, not to punish.
- Establish a specified time period for improvement. After discussing the situation, identify a target date at which time the Student Assistant's performance will be re-evaluated. Two weeks is a reasonable length of time.
- Follow up. If the Student Assistant's performance improves, an evaluation indicating the improvement can be a big morale booster.
- For the Student Assistant who fails to improve, termination of employment may be the only solution.

D. Performance Evaluation

- Departments will need to follow Unit 11 (UAW) Collective Bargaining Agreement [Article 8, Employment Evaluation](#) for employment evaluations for Instructional Student Assistants, Teaching Associates, and Graduate Assistants.
- Reviews provide another opportunity for supervisors to give constructive feedback. Performance Evaluations for Student Assistants are not required, but strongly encouraged. The form is available for your convenience.

E. Corrective Action

- Departments will need to follow Unit 11 (UAW) Collective Bargaining Agreement, [Article 6, Discipline](#) for disciplinary actions towards Academic Student Employees, comprised of Instructional Student Assistants, Teaching Associates, and Graduate Assistants.
- It is at management's discretion to appropriately correct the Student Assistant based upon the facts and circumstances of the offense. Corrective action, whether verbally or in written form, should be done in a timely, confidential, and objective manner.
- Corrective actions may be considered progressive or, if the action is severe, a more severe action may be warranted, even if it is a first occurrence. Please consult with the Office for Equal Opportunity & Employee Relations if assistance is needed with corrective actions.
- Corrective actions may include the following:
 - Coaching and counseling
 - Verbal warning
 - Written warning
 - Final written warning
 - Involuntary termination of employment
- Violation of any San José State University policy may lead to corrective action, up to and including termination.
- Other common violations that may lead to corrective action, up to and including termination:

- Attendance, including excessive unexcused absences, tardiness, no/call no/show
- Job abandonment
- Theft or lost university property and/or equipment
- Use or possession of firearms, illegal substances, including marijuana, or alcohol while on premises or on duty
- Failure to observe safety regulations and procedures
- Unprofessional conduct including but not limited to disrespectful behavior and harassment, sexual or otherwise
- Fighting, including either actual or threatened violence
- Insubordination
- Falsification of records
- Unsatisfactory work performance

F. Whistleblower Protection Act

- The Whistleblower Protection Act gives employees of the California State University (CSU) and those applying for jobs at any CSU a way to report dangerous conditions or illegal activities to a State agency, the Bureau of State Audits (BSA).
- The identity of the employee or applicant reporting is protected.
- [CSU Executive Orders 1115 and 1116](#) establish a procedure for employees and applicants for employment at California State University (CSU). It protects employees who disclose information about improper government activity or about any condition that may significantly threaten the health or safety of employees or the public.
- Complaints can be submitted three ways:
 - Call the Whistleblower Hotline at (800) 952-5665. (Note: The hotline is staffed Monday through Friday 8 AM to 5 PM. However, callers may leave a brief recorded message during the other hours.)
 - Mail information to: Investigations California State Auditor P.O.Box 1019 Sacramento, CA 95812
 - Submit a complaint online to the [California State Auditor](#). (Note: The state auditor does not accept complaints sent by email.)
- For additional information, [Whistleblower information](#) is on the UP website.
- Concerns about campus practices may also be reported to the San José State University's [Office for Equal Opportunity & Employee Relations](#).

G. Payment of Wages at Separation

● General Separation Information

- At separation, either voluntarily or involuntarily, the Student Assistant is to return all university property and equipment, such as uniform, keys, key cards, laptop, etc. to the department. University Personnel does not require the department to send in a separation checklist.
- Direct the Student Assistant to update their current address for W-2 purposes with University Personnel. Address changes can be made in [MySJSU](#) or by submitting an [Employee Action Request form](#) or [Student Payroll Action Request form](#). Contact the appropriate [Payroll representative](#) to verify which form the Student Assistant should fill out.

● Voluntary Resignation

- Student Assistants employed at San José State University are considered at-will, meaning that Student Assistants can resign at any time.

- Student Assistants should give their department as much advance notice as possible, either in written form or verbally. Normal practice states that Student Assistants should give at least two weeks' notice. However, this is not required.
- Separation Process
 - For Graduate Assistants and Teaching Associates, CSU Contract Data should be updated and a revision on a Temporary Faculty/ Graduate Assistant/Teaching Associate Appointment Form must be submitted to the Employee Support Services Representative.
 - For Student Assistants and Instructional Student Assistants, an Employee Profile must be submitted to the [Employee Support Services Representative](#).
 - For Student Assistants, initiate the action to end the appointment by contacting the department's Employee Support Services Representative at least two weeks prior to the date the appointment is to end. This initial contact is to discuss the process and ensure appropriate steps are taken to end the appointment and comply with legal requirements.
 - Prepare and submit an Employee Profile to Employee Support Services in University Personnel as soon as possible. This lead-time is necessary to process the final paperwork and have the final paycheck ready for the Student Assistant on the last day of work, as required by [CSU Technical Letter HR2003-15](#).
 - In the "Comments" section of the Employee Profile, indicate the last day the Student Assistant is to work.
 - Attach a copy of the Student Attendance Sheet (not the student time card) to the Employee Profile with the final hours worked by the Student Assistant and submit it to your Employee Support Services Representative.
 - If sufficient notice is given by the Student Assistant, the final pay will be given to the Student Assistant on their last day of work.
 - If insufficient notice is given by the Student Assistant, the final pay will be ready within 72 hours after their last day.
 - For Federal Work Study students, the department must notify Employee Support Services and the Department of Financial Aid.
 - The final check can be expedited if there are special circumstances (i.e. Student Assistant leaving the country). Consult with your Payroll Representative for more information.
- **Involuntary Separation**
 - Student Assistants employed at San José State University are considered at-will, meaning the employer may terminate their employment relationship at any time and are classified as temporary employees.
 - As temporary employees, the appointment of a Student Assistant may end at any time for departmental or organizational needs, lack of work, unsatisfactory performance, or other appropriate reasons.
 - Separation Process
 - Contact University Personnel for separating procedures for Instructional Student Assistants, Teaching Associates, and Graduate Assistants.
 - Initiate the action to end the appointment by contacting the department's Employee Support Services Representative at least two weeks prior to the date the appointment is to end. This initial contact is to discuss the process and ensure appropriate steps are taken to end the appointment and comply with legal requirements.

- Prepare and submit an Employee Profile to Employee Support Services in University Personnel as soon as possible. This lead-time is necessary to process the final paperwork and have the final paycheck ready for the Student Assistant on the last day of work, as required by [CSU Technical Letter HR2003-15](#).
 - In the "Comments" section of the Employee Profile, indicate the last day the Student Assistant actually worked.
 - Attach a copy of the Student Attendance Report (not the student time card) to the Employee Profile reflecting the final hours worked by the Student Assistant.
- The final paycheck will be ready for the department to pick up on the morning of the last date of employment noted on the Employee Profile. If the paperwork for ending the appointment is incomplete or submitted in an untimely manner, the final paycheck may not be ready and the last day of work may have to be adjusted accordingly.
- For Federal Work Study Student Assistants, the department must communicate with Employee Support Services and the Department of Financial Aid.
- On the last day of work, the appropriate manager must inform the Student Assistant in writing (use department letterhead) that their appointment is ending. They should present the final paycheck at the same time.
- **Written Notice Sample**
 - Date:** (last day of work/date of separation)
 - From:** (name and title of department manager/administrator)
 - To:** (name of Student Assistant)
 - Subject:** End of Temporary Appointment

This notice is to inform you that your temporary employment as a (Work Study Student Assistant / Student Assistant) will end on (date).

VI. Forms, References and Links

A. Forms

- [CSU Student Payroll Action Request](#)
- [Employee Action Request](#)
- [Hourly Time Sheet](#)
- [Student Assistant Appointment Form via OnBase](#)
- [Student Employee Evaluation](#)
- [CSU Student Assistant Salary Schedule](#)

B. References and Links

- [Assisting Students in Distress](#)
- [California State Auditor](#)
- [CSU Executive Order 1115](#)
- [CSU Executive Order 1116](#)
- [University Vehicle Use](#)
- [Report Improper Activity](#)
- [Student Assistant Classification Matrix](#)
- [Student Conduct Code](#)
- [UAW Unit 11- Collective Bargaining Agreement](#)
- [Whistleblower Notification Information](#)
- [Workers' Compensation](#)