

Student Employee Handbook



**The Metropolitan State University of Denver
Office of Human Resources**

TABLE OF CONTENTS

WELCOME TO THE STUDENT EMPLOYMENT PROGRAM AT METROPOLITAN STATE UNIVERSITY	3
CONTACTS PAGE	4
PROGRAM OVERVIEW	5-6
WHAT IS HOURLY EMPLOYMENT?	5
INTERNATIONAL STUDENTS	5
WHAT IS WORK-STUDY?	5
HOW DOES WORK-STUDY WORK?	5
EXPLANATION OF THE WORK-STUDY PROCESS	5-6
FINANCIAL AID INFORMATION	6-9
SATISFACTORY ACADEMIC PROCESS	7-10
STUDENT EMPLOYMENT SPECIFICS	10
FINDING A JOB	10-11
STUDENT EMPLOYEE RESPONSIBILITIES	11-12
HOURS, EARNINGS, TAXES & WITHHOLDINGS	12-13
TIMESHEETS AND TIME ENTRY	13
JOB LEVELS AND STEP INCREASES	13-16
COMPENSATION MATRIX	15
FLAT RATES OF PAY	16
EARNINGS CHART	16
PAYCHECKS	16
BENEFITS & WORKERS' COMPENSATION	16
JURY DUTY	17
DRESS CODE	17
DRUG AND ALCOHOL POLICY	17
VOLUNTEERING AND PERSONAL ERRANDS	17
VERIFICATIONS AND REFERENCES	17
SUMMER STUDENT EMPLOYMENT GUIDELINES	18
SERP AND TIAA-CREF INFORMATION	19
TRANSFERRING JOBS AND SPLIT ASSIGNMENTS	19
STUDENT GOVERNMENT	19
EVALUATIONS, TERMINATIONS AND DISCIPLINARY PROCEDURES	19-20
CONFIDENTIALITY AND FERPA RULES	20-22
WHERE TO TAKE COMPLAINTS	22
OTHER SERVICES OFFERED ON CAMPUS	23
PAPERWORK	24-27
INTERVIEWING TIPS	28
CUSTOMER SERVICE TIPS	29-30
PHONE ETIQUETTE	29
MAINTAINING A POSITIVE WORK ENVIRONMENT	30
APPENDIX	31
EXAMPLE TIMESHEET	32



Welcome

TO: MSU Denver Student Employees

**FROM: Ramona Morris
Student Employment Manager**

Subject: Student Employee Handbook

On behalf of the Office of Human Resources, I would like to welcome you as a new employee to Metropolitan State University of Denver. The purpose of this handbook is to educate student employees on the procedures and rules of the Student Employment Program. As an employee of this institution, you are expected to familiarize yourself with the contents of this handbook. Although your supervisor will guide you through the Student Employment process, it is your responsibility to know what paperwork must be completed for both Financial Aid and Human Resources, familiarize yourself with the semi-monthly payroll schedule, and abide by the Student Employment Policy at MSU Denver. Please read through this handbook and discuss any questions you may have with your supervisor. If you have further questions, feel free to contact the [Office of Human Resources](#) regarding employment matters and the [Office of Financial Aid & Scholarships](#) regarding work-study funding.

Mission Statement:

The Student Employment Program at Metropolitan State University of Denver is meant to provide students paid jobs to help alleviate a portion of their educational expenses. In addition, student employees will garner professional experience that will help them develop leadership skills intended to augment their classroom education. Through this program, students contribute to the success of this institution and are considered valuable employees of MSU Denver.

Metropolitan State University of Denver is an Equal Opportunity Employer.

CONTACTS



<p>Office of Human Resources Campus Box 47, P.O. Box 173362 Denver, CO 80217-3362 890 Auraria Pkwy, SSB 310 303-556-3120 fax: 303-556-5151 http://www.msudenver.edu/hr/ Email: morriram@msudenver.edu Hours: 8:00-5:00 Monday through Friday</p>	<ul style="list-style-type: none"> • Administration and processing of employment paperwork (<i>Student Employment Form, I-9, W4, etc.</i>) • Name and address changes for employment purposes • Maintains personnel files and records • Administers and monitors the off-campus work-study program • Posts available jobs on the student employment webpage
<p>Office of Financial Aid Campus Box 2, P.O. Box 173362 Denver, CO 80217-3362 Student Success Building, Area 6, Suite 130 303-556-8593 fax 303-556-4927 http://www.msudenver.edu/financialaid/</p>	<ul style="list-style-type: none"> • Processes financial aid and work-study forms related to award information (WKSUM, WK15, etc.) • Account reconciliation of awards (over and under situations) • Monitors Satisfactory Academic Progress and enrollment status for work-study employees • Requests for Financial Aid appeals
<p>Office of Accounting Services Work Study Program Campus Box 98, PO Box 173362 Denver, CO 80217-3362 303-556-3030 fax 303-556-5023</p>	<ul style="list-style-type: none"> • Answers billing questions • Sends out invoices to off-campus agencies • Please send monthly checks to this location
<p>Payroll Services 890 Auraria Pkwy, SSB 320 Campus Box 98, PO Box 173362 303-556-3030 fax 303-556-5010 Email: payroll@msudenver.edu</p>	<ul style="list-style-type: none"> • Questions regarding deductions, W4s, W2s (including tax exemptions) and timesheet discrepancies • Retains copies of off-campus time sheets for 5 years
<p>Career Services Tivoli Student Union, 215 Campus Box 68, PO Box 173362 303-556-3664 fax 303-556-4035 http://www.msudenver.edu/career/</p>	<ul style="list-style-type: none"> • Posts off-campus hourly jobs • Career fairs • Career assessment • Employment workshops
<p>Applied Learning Center - Internship Center Administration Building, Suite 325 Campus Box 7, PO Box 173362 303-556-3290 fax 303-556-2091 http://www.msudenver.edu/internship/</p>	<ul style="list-style-type: none"> • The Internship Program at MSU Denver • The Service Learning Program • The Center for Urban Connections • The Undergraduate Research Program
<p>Office of the Registrar Student Success Building, Area 3, Suite 160 Campus Box 84, PO Box 173362 303-556-3991 fax 303-556-3999 http://www.msudenver.edu/registrar/</p>	<ul style="list-style-type: none"> • Name and address changes for academic records • Ensures compliance with policies and procedures pertaining to registration, curriculum, grading, degree requirements, and dates & deadlines
<p>Student Engagement and Wellness (SEW) Tivoli Room 311 Campus Box 74, PO Box 173362 303-556-3559 fax 303-556-3896 http://www.msudenver.edu/studentengagementandwellness/</p>	<ul style="list-style-type: none"> • Student Conduct and Conflict Resolution Services • Administers the discipline system for MSU Denver • Ensures the rights and equitable treatment of the students of MSU Denver • MSU Denver Food Bank



What is hourly employment?

Hourly employment is for students who are paid 100% from departmental, grant or foundation funds. All hourly student employees must maintain a semester GPA of at least 2.0 (one semester of probation is allowed) to remain in the student employment program at MSU Denver. They must be enrolled in a minimum of 6 credit hours during the fall and spring semesters (unless it is the last semester before the student graduates). Work-study students who exhaust their award and continue to work become hourly employees. Hourly

employees can work up to 30 hours a week.

International Students (Non-Resident)

International (non-resident) student employees are allowed to work on campus up to 20 hours a week while classes are in session and 40 hours a week during official campus breaks. International student employees must submit to the Office of Human Resources a signed *Employment Eligibility Form for International Students* **EVERY** semester they intend to work on-campus. International student employees must be enrolled full-time (12 credit hours) during the fall and spring semesters. International students may work during the summer semester if they are not enrolled in classes, however, they must have been enrolled full-time the previous spring semester and intend to enroll full-time (12 credit hours) the following fall semester. Once an International Student graduates, they are no longer allowed to work as a Student Employee, unless they have proper documentation for Optional Practical Training and proper work authorization documentation. Please contact Payroll Services (303-556-3030) or the [IRS](#) if you have questions concerning tax exemption and/ or treaty status with your country.

What is work-study?

Work-study is an employment program that provides paid jobs for students who need to earn a portion of their educational expenses. Work-study funds come from the state or federal government depending on which award the student receives. Students earning money through work-study are subject to Financial Aid stipulations pertaining to credit hours and Satisfactory Academic Progress. There are three types of work study awards: Colorado Work-study, Federal Work-study, and No Need Work-study. (Only students who have Federal Work Study are eligible to participate in the Off-Campus Work-Study program.)

How does work-study work?

Students receive a work-study award in their financial aid package. Students earn their award gradually through semi-monthly paychecks received for hours worked in their work-study job. Students may earn up to their total award amount, but are not obliged to do so. After an award is exhausted any hours worked are billed 100% to the department or agency you work for. It is at the discretion of the supervisor whether a student may be placed on student hourly after their work-study award is exhausted. If there are unused funds from fall, they roll over to spring semester funding. However, if funds run out in the fall semester, students cannot start earning their spring award until the first pay period of the spring semester. Spring funds do not roll over into the summer and summer funds do not roll over into fall. It is important to remember that financial assistance may adjust or cancel a student's work-study award at any time during the year; therefore, it is important for students to monitor their financial aid on a regular basis and inform their supervisors if there are any changes.

Explanation of the process:

1. In order for a student to be eligible for work-study they must mark "YES" that they are interested in work-study on the Free Application for Federal Student Aid, better known as the FAFSA. If the

student is not awarded work-study for the academic year, they should contact the Office of Financial Aid about the process for receiving a work-study award.

2. Students must have an on-campus employer or a non-profit off-campus employer who can sign the Financial Aid form to formally accept their work-study award.
3. Students must submit the work-study form (i.e. WK11) to the Office of Financial Aid to confirm their award for the Fall/Spring semesters and also a Financial Aid Form (WKSUM) for the summer semester. This must be signed by their supervisor.
THIS IS NOT THE LAST STEP IN THE PROCESS.
4. Appropriate employment paperwork must be received in the Office of Human Resources **BEFORE** students commence working in order to be placed in the system as an employee. The student employee will not be added to payroll if paperwork is not complete.
5. If a student fails to earn any of their award before the third payroll period of the semester, they will lose their award and the money will be given to a student who is on the wait list monitored by the Office of Financial Aid. If a supervisor is aware that their employee will not earn a portion of their award by the third week, they should contact the Office of Financial Aid to stop the cancellation of their employee's award.

ALL STUDENT EMPLOYEES

All required and completed paperwork must be submitted to the Office of Human Resources (890 Auraria Pkwy, SSB 310) **before** you start work. You will not be put on the payroll until all paperwork is turned in and **completed**. For continuing employees, please contact your supervisor at the beginning of each semester to verify that all needed paperwork is turned in. Some supervisors end each job at the end of every semester and some end each job at the end of an academic year (fall and spring). Paperwork must also be submitted for the summer semester. Please be aware of the end dates on your Student Employment Form (SEF). You are responsible for keeping up with the appropriate paperwork as well as your supervisor.

Work-study award information

- Priority work-study funds are allocated to the students who earned work-study the prior academic year.
- The Office of Financial Aid maintains a wait list for students who are interested in work-study.
- Summer work-study is awarded in mid-April. A **WKSUM** form must be turned in to the Office of Financial Aid to be eligible.
- Once a student has earned their allowable work study award, any additional work will be charged to the department. Paperwork to become an hourly student employee will need to be submitted.



Criteria for Federal Need-Based Work-study

1. You must have completed a FAFSA for the academic year
2. Your financial aid file must be complete for the academic year
3. You must remain enrolled in at least 6 credits
4. You cannot be on financial aid suspension
5. You must have an unmet need of at least \$3,000 for the academic year
6. You must turn in a work-study form confirming your employment

Criteria for Colorado Need-Based Work-study (Cannot be used for off-campus employment)

1. You must have completed a FAFSA for the academic year
2. Your financial aid file must be complete for the academic year
3. You must remain enrolled in at least 6 credits
4. You cannot be on financial aid suspension
5. You must have an unmet need of at least \$3,000 for the academic year

6. You must turn in a work-study form confirming your employment
7. You must be a Colorado resident
8. You cannot have a previous bachelor's degree

Criteria for Colorado No-Need Work-Study (Cannot be used for off-campus employment)

1. You do not have to fill out a FAFSA
2. If you do complete a FAFSA, your financial aid file must be complete for the academic year
3. You must remain enrolled in at least 6 credits
4. You cannot be on financial aid suspension
5. You must not have any need-based aid
6. You must turn in a work-study form confirming your employment
7. You must be a Colorado resident
8. You cannot have a previous bachelor's degree

Cancellation of Work-Study Funds

1. A student does not earn work-study money after three payrolls for the semester
2. A student drops below 6 credit hours (Any hours earned during the payroll will be charged to the department)
3. A student's satisfactory academic progress appeal is denied

Reduction of Work-Study Funds

A student receives a scholarship or outside sponsorship award. (If a reduction occurs during a payroll and the student over earns, the department will be charged the additional earnings).

How much can you earn?

The average award for an academic year is \$5,000. (This will vary depending on funding).

FEDERAL AND STATE SATISFACTORY ACADEMIC POLICIES (SAP)

Satisfactory Academic Progress Policies require all students receiving Title IV financial aid benefits and state financial aid benefits to meet and maintain specific academic standards. All forms of financial aid are affected by this policy except for some private scholarships.

Your academic record, all transfer credits and all credits attempted while you are not receiving financial aid are subject to the Satisfactory Academic Progress Policy. Your academic progress will be evaluated at the end of each semester during which you attend school, and it will be reviewed before any disbursement of financial aid funds for a new semester. Effective July 2011, financial aid Satisfactory Academic Progress Policy at MSU Denver is evaluated using four categories.

GOOD STANDING

You are considered to be in good standing during the first 130 credit hours of course work you attempt:

- By maintaining a cumulative grade point average (GPA) of at least 2.0.
- By maintaining a cumulative completion rate of 75% or higher.
- By having less than 130 total cumulative attempted hours.
- By maintaining the difference between your total cumulative attempted hours and total cumulative completed hours to be less than 36 credit hours.

ALERT

You will be placed on alert status, which will not affect your financial aid disbursement, if

- You have completed at least 67% of the credit hours you have attempted, but your pace of progression is less than 75%.
- You have attempted between 130 and 180 cumulative credit hours, including transfer credits.
- You have not completed between 36 and 60 of the credits you have attempted.

WARNING

You will be placed on warning if you fall under the SAP criteria for the first time in which you are not making Satisfactory Academic Progress and if it is possible for you to meet Alert or Good Standing requirements within one semester. You will also be placed on warning if you fall into the SAP criteria immediately following a semester during which you were in Alert or Good Standing. Warning does not affect your financial aid disbursement. You will generally have one semester to improve your standing back to Good or to Alert. If you are unable to do so after one semester, you will be placed on SAP.

SAP

You will be placed on SAP and will not be eligible to receive financial aid at MSU Denver for one or more of the following reasons:

- Your cumulative GPA is below 2.0. To obtain good standing, you must raise your cumulative GPA to 2.0 without the benefit of financial aid. You may also appeal. Appeal letters must document extreme extenuating circumstances to warrant approval of your appeal. Appeal letters must also include a comprehensive, detailed plan for future academic success.
- You do not attain a 2.0 cumulative GPA after one semester on warning. To obtain good standing, you must raise your cumulative GPA to 2.0 without the benefit of financial aid. You may also appeal. Usually, for an appeal to be approved, your last semester GPA must have been at least 2.0, and you must have shown dramatic improvement and potential for a 2.0 cumulative GPA within one more semester.
- You fail to complete at least two thirds (67 percent) of the total number of credit hours you have attempted at MSU Denver. To obtain Good Standing, you must attain a cumulative completion record equal to two thirds (67 percent) without the benefit of financial aid. You may also appeal and document the reason you were unable to complete at least two thirds of the total credit hours you attempted, including a plan for 100% completion moving forward.
- You complete 0% of your attempted credits during a semester.

INELIGIBLE

You will be considered ineligible for financial aid, without the option to appeal, if

- You reach the equivalent of 180 credits attempted toward your first MSU Denver undergraduate (Bachelor's) degree without earning your degree. Your entire academic record, all transfer credits and all credits attempted while you were not receiving financial aid will be counted toward the 180 credit maximum. You are encouraged to speak with a MSU Denver financial aid advisor to discuss available options. In the rare case you may have the option to appeal, you are required to include a CAPP report with your appeal. Generally, only Teacher Licensure students may receive financial aid for more than 180 attempted credits while completing the first MSU Denver undergraduate degree. Approvals, however, are never guaranteed.
- It is mathematically impossible for you to graduate within the 180 attempted credit limit. If you have attempted but not completed 60 or more credits, it is mathematically impossible for you to graduate with the required 120 completed credits without reaching the 180 attempted credit limit. You will not have the option to appeal to receive any Title IV financial aid at MSU Denver.

Students will not be offered financial aid if they have attempted 180 or more credits or if they are mathematically unable to graduate within the 180 credit limit.

APPEAL PROCESS

If you are placed on financial aid SAP and it is not due to reaching the 180 credit limit, you have the right to submit a written appeal to our office. Appeals must be based on extenuating circumstances that prevent you from meeting the requirements of this policy. Extenuating circumstances can be defined as medical problems, a death in the immediate family, and/or extreme personal problems.

Documentation of these circumstances must be submitted with the appeal. The appeal must also explain why the circumstances no longer exist and what you will do to ensure meeting the Satisfactory Academic Progress Policy in the future. You can obtain an appeal form from the Office of Financial Aid, or you may do an [on-line appeal](#).

The appeal will be reviewed by a financial aid counselor. You will be notified in writing of the result of the appeal. If the appeal is denied, you may submit additional documentation in writing to the Professional Judgment Committee.

PROBATION

If you have an appeal approved, you will be placed under financial aid probation for one semester. If you continue to complete 100% of your attempted credits with a term GPA of at least 2.25 during a semester on probation, you will not need to submit an appeal in order to receive financial aid for the following semester unless you have reached the overall 180 attempted credit limit.

If you are placed on *academic* suspension and have not registered for classes through the office of Student Academic Success (CN 103, 303-556-4048) by the Friday before the first week of classes, your appeal will be denied.

THINGS YOU SHOULD KNOW ABOUT THE SATISFACTORY ACADEMIC PROGRESS POLICY

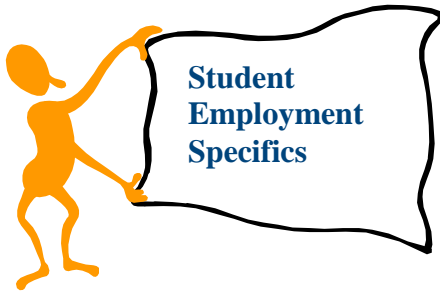
- If you are on financial aid SAP, all financial aid is suspended, including student loans. A student on SAP will not be considered for any financial aid awards at MSU Denver.
- If you have received a Warning or Alert Letter, you do not need to appeal. Warning and Alert Letters are sent only to make students aware of the Satisfactory Academic Progress Policy so they may make the necessary adjustments to avoid being placed on SAP.
- You must complete credit hours with a grade of "D" or better. A grade notation of "AP", "CC", "CL", "EX", "F", "D#", "F#", "I", "NC", "NR", "PL", "PP", "SA", "SN", "U", "U#", "SP", and "UE" does not meet Satisfactory Academic Progress requirements for credit hour completion. The credit hours you attempt but do not complete will be counted when determining the total number of credits you have attempted toward the 180 credit limit. Remedial courses must have a grade of "C#" or higher to count as completed.
- When an Incomplete or grade change occurs, the student has until census date of the following semester (counting from the term of when they initially registered for the course) to have the grade updated and must then notify the Office of Financial Aid to recalculate his/her SAP status.
- Your entire academic record is taken into consideration when an appeal is reviewed. Please note that this does include any semesters where you paid for school without financial aid assistance.
- Credits removed from your record due to an approved Tuition and Fees Appeal will be included when calculating your overall completion rate and attempted hours.
- If you have completed a last grade stands request after retaking a course, the credits from your previous attempt will count toward your attempted hours and can thus reduce your cumulative completion rate. This is the result of your previous grade being changed to an "NC" and being replaced by the most recent grade earned. If you have any questions regarding the "Last Grade Stands Policy", please visit <http://www.msudenver.edu/enroll/registrar/docs/pdf/lastGradeStandsForm.pdf>.
- You must have an appeal submitted by December 1 to retain eligibility for fall semester aid. You must have an appeal submitted by May 1 in order to retain eligibility for spring semester aid. You must have an appeal submitted by August 1 in order to retain eligibility for summer semester aid. Submission of an appeal does not guarantee approval.
- If you are awarded in error while on suspension, you will be responsible for repayment of funds received.

STUDY ABROAD AND SATISFACTORY ACADEMIC PROGRESS

Your financial aid will likely be delayed the semester following a study abroad term. The Office of Financial Aid cannot calculate your Satisfactory Academic Progress until your official academic

transcript from the study abroad program has been received and reviewed by the University. All financial aid will be held until this transcript has been evaluated. You may submit an unofficial transcript to our office but that does not guarantee that we can update your status and release your financial aid.

Note: If a student is awarded in error while on suspension, they will be responsible for repayment.



Hourly Employees

Once a student has earned their allowable work-study award, any additional work will be charged to the department and they will become an hourly student employee. It is at the supervisor's discretion to continue a student after an award is exhausted.

Students who do not enroll in a minimum of 6 credit hours will automatically be enrolled in the Student Employee Retirement Plan (SERP). (*Exceptions are given to students taking less than 6 credit hours in the last semester before graduation. Please inform HR if this is the case.*)

Office of Financial Aid & Scholarships

- Handles all work-study awards (Turn in WK15, WKSUM, WK16 forms to Office of Financial Aid)
- Tracks student(s) work-study funding
- Tracks enrollment and grades for work-study students
- Handles Financial Aid suspensions if a student does not meet grade and/or completion rate requirements

Office of Human Resources

- Conducts "Student Employment New Hire Orientations" several times each month.
- Processes employment paperwork. (New hire paperwork, continuing paperwork, training certificates, change of address/name forms, etc.)
- Off-Campus agency Agreements for the Off-Campus Federal Work-study Program
- Trains supervisors on entering student hours on PHA HOUR and on student employment policies
- Processes any agency terminations
- Verifies awards, student employment eligibility, student hourly GPAs.



How do I find a job?

The primary resource for student employees is the Student Employment Opportunities webpage which can be accessed through the Human Resources Webpage: <http://www.msudenver.edu/hr/careers/>

Supervisors post job descriptions, rate of pay, and application processes on this website. Students may also contact individual departments about student employment opportunities.

Is it my responsibility to find a job?

Yes, it is the students' responsibility to find a job on or off campus. Student Employment job postings are available at <http://www.msudenver.edu/hr/careers/>

Student Employment interview and application process:

The application and interview process varies among departments and individual supervisors. Some request resumes and cover letters, others accept a Student Employment Application. Ask the supervisor which they prefer.

What to expect at a Student Employment interview:

Although the process is normally informal you should: dress appropriately, conduct yourself in a professional manner, and provide accurate information regarding your skills and work history. (Please see *Interview Tips* at the end of this handbook.)

Topics usually covered in an interview:

Many supervisors usually address the following topics during an interview: job description and responsibilities, rate of pay, qualifications, training required, start date and length of employment, whether you have held another position on-campus, number of hours per week required for the job and your availability.

During and after the interview:

Please understand the supervisor's expectations before you accept the job. Failure to meet the expectations of your supervisor may lead to your termination.

Are there deadlines for finding a work-study funded job?

Yes. If you have not commenced working by the third week of the academic term, your work-study award will be canceled. Please contact the Office of Financial Aid if you plan on starting a job after the third week or if you want to defer your award until the following semester.

Are there deadlines for finding an hourly position on campus?

No. Students may accept hourly jobs on-campus any time during the year.

Do all departments have hourly funding available to hire student employees?

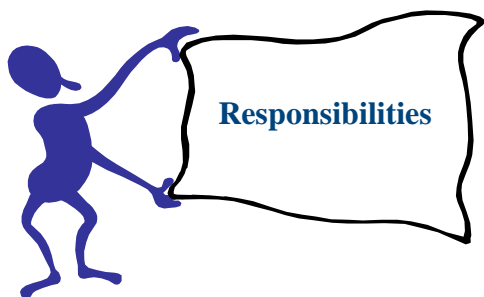
No. Many departments hire work-study awarded student employees only. Some departments do not have the resources available to hire hourly students.

Am I obligated to participate in the work-study program if I have received an award?

No. If you choose to forgo your award, please notify the Office of Financial Aid (303-556-8593) as soon as possible.

Can I have more than one work-study job?

Yes. Please notify each supervisor that you have another job on campus in order for them to accurately track your award. Please be aware that you cannot work over the thirty hours a week maximum between all jobs while classes are in session.

**Responsibilities: (All Student Employees)**

When you accept a job you become a member of a department that depends on you. Please remember that your peers and supervisors rely on your attendance and punctuality. If you believe that you are unable to perform the duties that are expected of you, please speak with your supervisor in order to come to an agreement on your schedule and duties. As part of the Student Employment program you are also expected to:

- ✓ Develop a work schedule that does not conflict with your classes or studies
- ✓ Communicate with your supervisor if you need time off or plan to be late to work
- ✓ Understand that your supervisor and peers rely on you to work your scheduled hours
- ✓ Act in a professional manner and treat your coworkers with respect
- ✓ Represent the University in a professional manner when associating with the public
- ✓ Use the MSU Denver Banner system responsibly and for business purposes only

- ✓ Uphold campus policy in regards to confidentiality and privacy at all times (Student employees must sign a confidentiality agreement when they begin employment at MSU Denver)
- ✓ Abide by the MSU Denver Student Conduct Code. Violations of this code while you are working at MSU Denver are subject to disciplinary actions via the Office of Student Life
- ✓ Dress appropriately for your job and abide by any dress code developed by your department
- ✓ Conduct personal business during breaks or on your own time, not during working hours
- ✓ Abide by the MSU Denver break policies (you must take an unpaid lunch break of at least a half an hour if you are working a shift of 5.5 consecutive hours or more. Breaks are not to be used to report late or to leave early. Refusal to abide by this policy may lead to your termination.)
- ✓ Give a supervisor at least two weeks notice, if possible, when terminating employment
- ✓ Do not work over a maximum of 30 hours a week while classes are in session
- ✓ Maintain a semester grade point average (GPA) of at least 2.0 in order to remain in the Student Employment program at MSU Denver. (There is a one semester probationary period.)
- ✓ Know the deadlines for paperwork submission and the time entry windows for each pay period.
- ✓ Make sure that the information on your paperwork is correct. Do not sign an incomplete Student Employment Form. Make sure that you are agreeing to the same rate of pay as your supervisor has stated on your form.
- ✓ Take note of the beginning and end dates on your Student Employment Form, you are not allowed to work past the end date indicated on the form; unless another form is submitted to HR to extend your job
- ✓ Contact Human Resources if you have moved or changed your name. Fill out the Name/ Address Change Form and submit it to HR. The address HR input into the system is where your W-2 is sent to. Submitting address or name change form through Banner or through the registrar's office does not change your information for Human Resources. All MSU Denver employees must submit a Name/Address Change Form to HR if they move or change their name. It is crucial HR or Payroll has your correct address for sending out important tax documents.

Responsibilities for Work-Study Students Only

- ✓ Keep track of your earnings to ensure you do not over earn your award.
- ✓ Inform your supervisor of any changes to your work-study award.
- ✓ Turn in all required paperwork to Financial Aid and Human Resources to secure employment.
- ✓ In addition to maintaining a GPA of 2.0, you must also maintain a completion rate of 80% or higher to be considered in "Good Academic Standing".



Hours: On average, students work between 15 and 16 hours a week. However, students are allowed to work up to 30 hours a week while classes are in session and 40 hours a week during campus breaks. International students are allowed to work up to 20 hours a week during the fall and spring semesters. If an international, non-resident, student is not enrolled in classes for the summer semester, they must follow the University hourly policy. (For work-study employees, please refer to the 'Earnings Chart' to determine how many hours a week you can work while remaining within your Maximum Earnings Level for the semester.)

Earnings: The Office of Human Resources sets rates of pay based on Job Classification. Your supervisor will pay you according to your job description. The compensation matrix is arranged by levels based on experience, duties and responsibilities assigned to the job. By classifying jobs based on responsibilities and experience, the same level responsibilities are paid the same rate. Once a student moves up to the next level, additional paperwork must be submitted with a Student Employment Form to justify a level increase. Your supervisor must submit the appropriate materials to establish that your job is more complex and your duties and responsibilities have increased. There are steps within each level that are based on merit. There are seven steps within a level pay grade in

which a supervisor can increase a student's wage based on merit and experience. A new Student Employment Form must be submitted indicating a pay increase. Supervisors may give step (or merit) raises within a level any time during the semester. Work-study students should remember that their earnings may not exceed their award.

Off-Campus Earnings: Students who work off-campus through the work-study program are held to the same pay matrix, regardless of the internal pay matrix at the agency.

Taxes: *Money earned both through the work-study and hourly program is subject to both state and federal taxation.* If you are claiming "Exempt" from taxes, students must renew their status each year. Failure to do so will cause you to have taxes withheld at the rate of "0 Single", which is the highest withholding rate. Deadlines for renewing exemptions are located on the top of the W-4 Form. International students may not claim exempt using a W-4 Form. Income from U.S. sources is taxable whether you receive it while a nonresident alien or a resident alien unless specifically exempt under the Internal Revenue Code or a tax treaty provision. Please contact payroll or the [IRS](#) for information of specific forms and procedures.

Other withholdings: Hourly students who are taking less than 6 credit hours (Graduate students taking fewer than 5 credits) will automatically be enrolled in the Student Employment Retirement Plan.

Timesheets & Time Entry

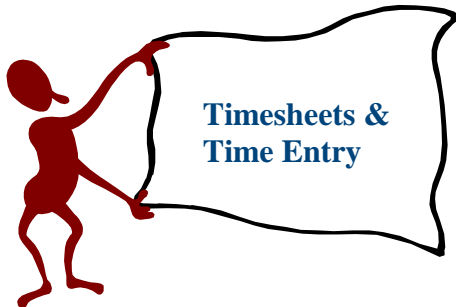
Student employees are paid on a semi-monthly basis. Timesheets are legal documents and must be retained in each department for five years. Hours recorded on the timesheets must reflect actual hours worked within a specific pay period. Falsification violates University, State and Federal law. Student employees, who falsify their timesheets, will be subject to student judiciary processes related to fraud and immediate removal from the student employment program. All completed timesheets are due to supervisors before time entry. (Off-campus student employees should fax signed time sheets during time entry to 303-556-5010).

Any timesheets turned in after time entry will be posted on the following pay period. Any time that is not entered by the supervisor will also go on the proceeding payroll. Please contact the Office of Human Resources ASAP if your supervisor is out of the office during time entry. Manual checks will only be issued for emergency purposes.

- a) A supervisor must sign all of your timesheets. It attests to their knowledge that the information reported is a true reflection of your attendance. Time will not be entered unless both signatures are on the timesheet.
- b) MSU Denver takes timesheet fraud very seriously. Changing, altering, or revising a timesheet without a manager's knowledge is a violation of MSU Denver and State policies. Also, reporting hours worked when you are not actually conducting University or State business is also a violation. These situations are all subject to disciplinary action up to and including, dismissal from Metropolitan State University of Denver. Employees may also be subject to felony charges such as larceny and forgery, one count for each timesheet.
- c) Supervisors who know, or have reason to know, that an employee is committing fraud, may also be subject to arrest and/or disciplinary action. All employees who review timesheets or enter them in the Banner system for payment must remember to check them carefully. Your signature means you are verifying the accuracy of hours listed.

Job Levels and Step Increases

"Employment must be governed by employment conditions, including pay, which is appropriate and reasonable according to the type of work performed, geographic region and employee



proficiency.” Therefore, job levels are defined in order to provide the supervisor with a systematic way to determine the relative worth of each job. Jobs are paid at different levels based on the duties and responsibilities assigned to the job, thereby preventing arbitrary pay rates. There are steps within each level that are used for merit increases. Supervisors may give a merit increase any time during the year based on job performance and length of employment. (Limit one merit increase per semester.)

Factors used in creating the job levels:

1. Complexity of job
2. Responsibilities and duties
3. Supervision Received
4. Judgment required
5. Skills and knowledge
6. Training needed
7. Experience

LEVELS	FACTORS	DESCRIPTIONS
LEVEL I (Basic)	Complexity of the Job	Non-complex, standard work
	Responsibility and Duties	Repetitive
	Supervision Received	Closely supervised and work progress reviewed
	Judgment Required	Little or no independent decision making involved.
	Skills and Knowledge	No specific skills required
	Training Needed	Will be trained to perform duties of the position.
	Experience	None or very little.
LEVEL II (Intermediate)	Complexity of the Job	Moderately complex.
	Responsibility and Duties	Less routine and more varied.
	Supervision Received	Minimal supervision with more independence.
	Judgment Required	Limited independent decision making.
	Skills and Knowledge	Semi-skilled position with some knowledge of base of the position.
	Training Needed	Employee should already know the basics of the job, but some training may be required.
	Experience	Prior experience necessary. (Experience may be substituted for some educational experiences.)
LEVEL III (Advanced)	Complexity of the Job	Multifaceted, involved, & difficult.
	Responsibility and Duties	Work is almost never routine.
	Supervision Received	Receives little supervision and expected to work independently.
	Judgment Required	Can handle non-routine and unusual circumstances. Experience with making sound decisions.
	Skills and Knowledge	High level of knowledge and skills.
	Training Needed	Very little training needed and have the ability to train other student employees.
	Experience	Must have at least 1 year of related experience. (Related University course work may be substituted for 6 months of experience.)
LEVEL IV (Highly Specialized)	Complexity of the Job	Difficult and requires a high degree of independence
	Responsibility and Duties	Must have the experience and ability to establish and maintain effective working relationships with University personnel and the public that the University serves. Must have a high level of knowledge of the principles, practices, theories and concepts of the professional field.
	Supervision Received	Positions at this level must be supervised, or reporting to a Director or Assistant Director (or the equivalents within a department or unit)
	Judgment Required	High degree of independent thinking and decision making.
	Skills and Knowledge	Exceptionally skilled professional leveled positions.

	Training Needed	Minimal training needed for this position level. Student employees should know how to perform the duties asked, when they are hired at this level.
	Experience	Must possess at least 2 years of documented professional, technical or exceptionally skilled related employment. Related educational coursework may be combined with related experience on a year-for-year basis to meet the 3-year requirement.
LEVEL V Must have VP approval.	This level is for highly specialized and certified trained individuals who are attending the University. Their specialty and certification must be used in the position in which they intend to work as a student employee. This position must have Vice Presidential Signatures and be approved by the Office of Human Resources. A letter providing supporting rationale for this level must accompany the Student Position Description.	

Position examples:

LEVEL I	Office Assistant: Filing, answering phones, copying. No previous experience necessary.
LEVEL II	Basic word processing, reviewing documents, cashiering, data entry and significant customer relations duties. Some previous experience necessary.
LEVEL III	Certain kinds of tutors, America Reads and America Counts work-studies, research assistants, editing skills, interpretation of data, laboratory work. Experience necessary.
LEVEL IV	Specialized recreation instructors and sports officials, specialized IT jobs, and other jobs that require special training.
LEVEL V	This level is reserved for jobs that are equivalent to other state positions and therefore, must be compensated accordingly.

COMPENSATION MATRIX

2015	Step I	Step II	Step III	Step IV	Step V	Step VI
Level I	Minimum Wage Limit					\$8.23
Level II	\$ 8.25	\$ 8.50	\$ 8.75	\$ 9.00	\$ 9.25	\$ 9.50
Level III	\$ 9.25	\$ 9.50	\$ 9.75	\$ 10.00	\$ 10.25	\$ 10.50
Level IV	\$ 10.75	\$ 11.00	\$ 11.25	\$ 11.50	\$ 11.75	\$ 12.00
Level V	Highly specialized level, Please contact HR for the appropriate rate of pay.					

Tutors: Those employees who provide individualized instruction for students having difficulty with their classes. Employees working under this category are paid an hourly rate, appointed on a semester basis, and cannot work more than 19 hours in a week.

REQUIREMENTS:	START:	3-5 YEARS EXPERIENCE	6-7 YEARS EXPERIENCE	8+ YEARS EXPERIENCE
No Degree (education must be related to the area in which tutoring)	\$9/hour	\$9.50/hour	\$10/hour	\$10.50/hour
Certificate, AA/AS Degree, or Equivalent	\$10.50/hour	\$11/hour	\$11.50/hour	\$12/hour
BA/BS Degree or Equivalent	\$12.50/hour	\$13/hour	\$13.50/hour	\$14/hour
MA/MS Degree or Above	\$14.50/hour	\$15/hour	\$15.50/hour	\$16/hour

Flat Rates of Pay (Fee for Service Based)

Supervisors should contact the Office Human Resources for one time pay instructions.

EARNINGS CHART

The earnings chart is intended to assist supervisors in developing a reasonable schedule to manage work-study awards wisely. If a student employee has received a different award other than the \$2,500.00 indicated, a supervisor can develop their own chart based upon this formula:

Total amount awarded ÷ number of weeks the student intends to work ÷ the hourly rate of pay ÷ .75 = Maximum hours per week your student can work without exhausting their award. (The summer payroll schedule is usually a 12 week period.)

OFF-CAMPUS EARNINGS CHART FOR ONE SEMESTER

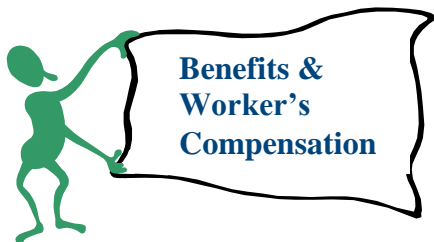
Fall Semester (19 Weeks in the semester) Based upon a \$2,500.00 fall disbursement.

Rate of Pay	\$ 8.23 M.W.		\$ 8.25	\$ 8.50	\$ 8.75	\$ 9.00	\$ 9.25	\$ 9.50	\$ 9.75
Max. hours per week	15.99		15.95	15.48	15.03	14.61	14.22	13.85	13.49
Rate of Pay	\$ 10.00	\$ 10.25	\$ 10.50	\$ 10.75	\$ 11.00	\$ 11.25	\$ 11.50	\$ 11.75	\$ 12.00
Max. hours per week	13.16	12.83	12.53	12.23	11.96	11.69	11.44	11.19	10.96

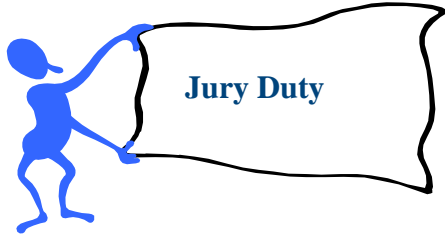


Students, who do not enroll in direct deposit, can pick up their paychecks on payday in the Cashier’s Office in SSB Room 140. *Please remember that if the campus is closed you will have to wait until the campus reopens to pick up your check.* For those who wish to enroll in direct deposit, please fill out a direct deposit form and attach a voided check, a letter or a form from your bank indicating the routing and account numbers for your account. Your check will be direct deposited on payday. If you would like to view your pay stubs, all employees at MSU Denver must logon to their

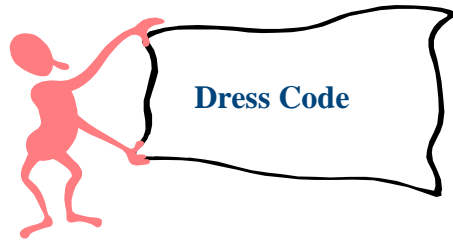
ConnectU account and click the My Services/Registration tab. Click on the “My Services” link, click on the “Employee Services Menu”, and finally click on “Pay Information”. You can view your individual semi-monthly pay stubs.



Student employees are not eligible for benefits. They are not paid for University breaks, holidays, sick days, campus closures, or vacations. However, student employees are covered by workers’ compensation. Supervisors are required to advise their employees concerning on-the-job injuries and Workers’ Compensation procedures. All work-related injuries must be reported to the Benefits Manager in the Office of Human Resources within 24 hours after injury. Failure to report an injury within 72 hours may compromise eligibility for worker’s compensation benefits.



Student employees summoned to jury duty service must be paid for normally scheduled work hours while serving jury duty. Please contact Payroll at 303-556-3030 for processing procedures. Students who were not scheduled to work during jury duty will be compensated by the courts.



As stated previously in the responsibilities section, student employees should dress in a manner suitable for work in an institution of higher education. Supervisors and departments may instate their own dress code for student employees. It is suggested the following attire should not be worn at work: exceptionally short skirts and shorts, revealing tops for men and women (halter tops, tube tops, mesh, midriff baring and/or sheer), low cut revealing pants or t-shirts with offensive logos or slogans.

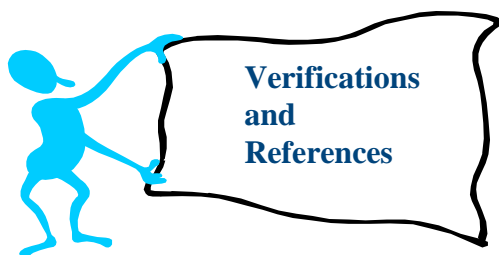


Metropolitan State University of Denver is an alcohol-free and drug-free workplace. The Student Conduct Code states that students found to have committed the following violations are subject to the disciplinary actions through Student Engagement and Wellness (SEW)

1. Use, possession, duplication, or distribution of narcotics or other controlled substances except as expressly permitted by the law.
2. Use, possession, or distribution of alcoholic beverages except as expressly permitted by the law and University regulation, or public intoxication.



Students are not allowed to volunteer in a department without compensation. While a student is on the clock, they are not allowed to perform personal errands for their supervisors. This includes picking up dry cleaning, children from day care, or gifts for co-workers on behalf of the supervisor. However, if for example, a student employee does pick-up lunch for a University related business meeting, they must be reimbursed for travel from departmental budgets. If a student is expected to run off-campus University related errands for the department, it must be written in their position descriptions.



Companies may contact supervisors regarding verification of employment for a student employee. If you do receive any requests via mail, fax, or phone, please direct them to the Office of Human Resources Department. Many students indicate their supervisors as references on employment applications and education applications. You may answer those personal questions regarding quality of work.



Summer Student Employment Guidelines

Summer employment is considered separate from the regular academic year. Due to the amount of students who are enrolled in less than 6 credit hours and federal work-study regulations the Office of Human Resources and the Office of Financial must verify the eligibility of each student employee. If you have not graduated, you must be enrolled for the fall semester in order to participate in the Summer Student

Employment program. Otherwise, you are not considered a student and are not eligible to participate in the Student Employment Program.

Work-Study Employees:

- Students are processed by Financial Aid for summer work-study. Summer work-study is awarded in April on a first come, first serve basis. The summer application process usually begins in March.
- As a condition of their work-study award, students must be enrolled in at least 6 credit hours during the summer to retain their award. If a student's enrollment falls below 6 credits, the department will be billed at 100% from the date of the drop date.
- It is your responsibility to make sure that the appropriate employment and financial aid forms are turned in by the necessary deadlines. The appropriate forms can be found on the [Human Resources Forms](#) page and the [Office of Financial Aid](#) website. Unused Spring work-study funds are not added to Summer work-study awards; Summer funds not used by the end of summer do not roll over to the Fall semester.

Hourly Employees:

- **Enrolled in 6 credits or more** - Students are eligible to work 30 hours while classes are in session, 40 hours during breaks.
- **Enrolled in 1-5 credits** - Students are eligible to work 30 hours while classes are in session, 40 hours during breaks. *
- **Graduate Students** - enrolled in less than 3 credits are eligible to work 30 hours while classes are in session, 40 hours during breaks. *
- **Not enrolled for summer** - current student employees must submit proof of registration for the fall. They are eligible to work 30 hours while classes are in session, 40 hours during breaks. *; **
- **Graduating Seniors** - may work **one** semester after graduation, for the same department they had been working in. Students who graduate in the spring semester may work in the summer after graduation or opt to work in the fall semester in lieu of summer semester. * International students cannot work past graduation unless they have obtained work authorization from the Federal Government for Optional Practical Training.
- **International Students** – current employees, who are not enrolled in the summer semester, must intend to enroll full-time (12 credits) in the fall semester. International students are allowed to work up to 30 hours a week during the summer only (while classes are in session). When classes are not in session, they can work up to 40 hours a week. They must submit an *Employment Eligibility Form for International Student*.

* Must submit an SSA-1945 Form (*Statement Concerning Your Employment in a Job Not Covered by Social Security Form*). This form should be submitted only once during employment at MSU Denver, except if the student has not worked in over a year.

** Supervisors must submit an *Exception Request to the Student Employment Policy Form* if their employees work over 30 hours a week while classes are in session. Only the supervisor needs to sign off of this request, the signature of the Vice President of Academic Affairs is not required. (Even for students who have graduated or are not enrolled in classes).

Student Employment Retirement Plan (SERP) and TIAA- CREF Information

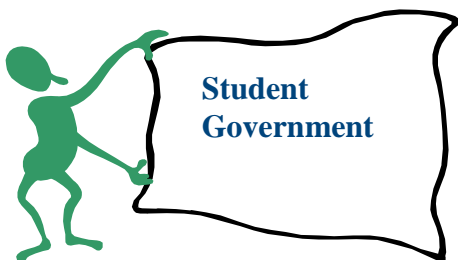
As mandated by the Federal 1990 Omnibus Reconciliation Act, undergraduate student hourly employees who are taking fewer than six credit hours each semester will automatically be enrolled in the Student Employment Retirement Plan (SERP) administered by TIAA-CREF (Teachers Insurance and Annuity Association-College Retirement Equities Fund) and place 7.5% of their gross wages in TIAA-CREF's Supplemental Annuity (SRA). Graduate students taking fewer than three credit hours during the summer semester or taking less than five credit hours during the spring or fall semesters are also automatically enrolled in the SERP and place 7.5% of their gross wage in the SRA. Their TIAA-CREF deductions will be placed into a default money market account. The University makes no contributions on behalf of the student employee. **Student employees working in the semester in which they will graduate are not held to the above minimum credit hour requirements and are exempt from the SERP. Internal Revenue Service (IRS) policies reflect that when a student only needs one class to achieve a degree, withholding is not required.**

How to Stop TIAA-CREF deductions once a student is enrolled in 6 or more credits

When students have resumed full-time-time student status, they may notify the payroll department in writing and attach a copy of his/her class registration to stop the withholding of SERP contributions. Please contact TIAA-CREF personally once you are no longer a MSU Denver employee and would like to withdraw your contributions. There is a penalty for withdrawing your funds early.



If you decide to transfer to another job on campus, you must fill out another Student Employment Form. Please indicate on the form that you have transferred and indicate the date that this will go into effect. The Office of Human Resources will then know to cancel your other job. If you have already completed the New Hire paperwork, you do not have to fill it out again. If you are intending to work at more than one job at the same time, indicate on the Student Employment Form that you are splitting assignments. If you are a work-study student you must also submit a Split Assignment form with the Student Employment Form.



For those who are on the Student Government Assembly, hours worked on SGA are included in the 30 maximum allowed hours for Student Employees. Therefore, students who are in SGA are allowed to work 15 hours per week at another job on-campus. By law, hours must be recorded and maintained in the SGA office for hours worked.



Evaluations: Supervisors are encouraged to evaluate their employees each semester. They are also encouraged to go over their evaluations with their employees. Most step increases are based on these evaluations.

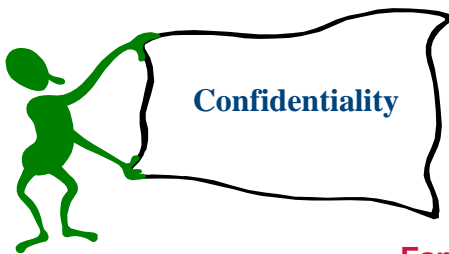
Problems with your supervisor: If problems arise between you and your supervisor, you should first discuss your problems with your supervisor and come to a mutual agreement to solve the problem. However, if problems persist please contact the Student Engagement and Wellness (SEW) to file a grievance.

Terminations: If your supervisor is not satisfied with your performance they should first discuss it with you. It is recommended that they issue a verbal or written warning. If you are unable to meet their expectations, you may be terminated. Your supervisor reserves the right to terminate you immediately if there has been a flagrant violation of the Student Employment Policy or other misconduct that violates MSU Denver policy. Such circumstances would include but are not limited to the following: harassment, fraudulent reporting of hours, and destruction of property, theft, and misuse of MSU Denver computing facilities and/or system. You also hold the right to end your employment at any time. It is recommended that you provide a two week notice.

Final check: If you have been terminated, your supervisor must inform HR within 24 hours of termination in order for payroll to cut your final paycheck in a timely manner. The check will be available the Cashiers Office located in SSB Room 140 after 3pm, you will be notified when it's available.

Working after a termination: You may continue to work at another job on-campus if reasons for termination are other than the violation of MSU Denver policies. Please access the Student Employment job postings via the Human Resources webpage.

Other reasons for termination or reducing hours: Supervisors reserve the right to reduce hours or to eliminate jobs if there is not enough work or departmental funding to justify a student employee. If a supervisor reduces your hours, feel free to access the Student Job Posting site or speak with another department to find a second job to maintain the hours that you want or need.



All student employees hold a position of trust and must preserve the security and confidentiality of the information he/she uses. All student employees must sign a Student Employment Confidentiality Agreement before they start working at MSU Denver.

Family Educational Rights and Privacy Act (FERPA)

Student Rights

Metropolitan State University of Denver maintains educational records for each student who has enrolled at the University. A copy of the University's policy on student educational records may be obtained from the [Office of the Registrar](#), Student Success Building, Area 3, Suite 160. Under the Family Educational Rights and Privacy Act of 1974 (FERPA), 20 USC 1232g, and the implementing regulations published at 34 CFR part 99, each eligible student has the right to:

1. You have the right to access your MSU Denver educational record.
2. You have the right to tell us who can and cannot access specific parts of your educational record.
3. You have the right to seek to amend your educational record if you believe it is incorrect.

FERPA also protects your student educational records. In compliance with FERPA, MSU Denver will not release your educational records to anyone but you, unless you specifically ask us to do so. We will release directory information to credible third parties, but you can ask us to keep this information confidential, as well.

Procedure for Inspecting and Reviewing Educational Records

Students may inspect and review their education records upon a written request submitted to the Registrar, Student Success Building, Area 3, Suite 160, or by mail to Campus Box 84, P.O. Box 173362, Denver, Colorado 80217-3362.

1. The request shall identify as precisely as possible the record or records the student wishes to inspect.

2. The record custodian or an appropriate staff person shall make the arrangements for access as promptly as possible and notify the student of the time and place where the records may be inspected. Access must be given in 45 days or less from the receipt of the request.
3. When a record contains information about more than one student, the student may inspect and review only the records which relate to that student.

Procedure for Amending Educational Records

A student may make a written request to amend a record.

1. In the request, the student should identify the part of the record to be changed and specify why the student believes it is inaccurate, misleading, or in violation of the student's privacy or other rights.
2. Metropolitan State University of Denver shall comply with the request or notify the student that the University will not comply with the request and advise the student of the student's right to a hearing to challenge the information believed to be inaccurate, misleading or in violation of the student's rights.
3. Upon written request, Metropolitan State University of Denver will arrange for a hearing, and notify the student, reasonably in advance, of the date, place and time of the hearing.
4. The hearing will be conducted by a hearing officer who is a disinterested party, but who may be an official of the institution. The student shall be afforded a full and fair opportunity to present evidence relevant to the issues raised in the original request to amend the student's education records. The student may be assisted by one or more individuals, including an attorney.
5. Metropolitan State University of Denver will prepare a written decision based solely on the evidence presented at the hearing. The decision will include a summary of the evidence presented and the reasons for the decision.
6. If Metropolitan State University of Denver decides that the challenged information is not inaccurate, misleading or in violation of the student's right of privacy or other right the student will be notified that the student has a right to place in the record a statement commenting on the challenged information and/or a statement setting forth reasons for disagreeing with the decision.
7. The statement will be maintained as part of the student's educational records as long as the contested portion is maintained. If Metropolitan State University of Denver decides that the information is inaccurate, misleading or in violation of the student's rights, it will amend the record and the student will be notified in writing, that the record has been amended.

Nondisclosure and Exceptions

Pursuant to FERPA, the University will not disclose a student's education records without the written consent of the student except to University officials with legitimate educational interests, to officials at other institutions in which the student seeks to enroll, in connection with providing financial aid to the student, to accrediting agencies in carrying out their functions, to federal, state or local authorities auditing or evaluating the University's compliance with education programs, to consultants conducting studies on behalf of the University, in compliance with a judicial order or subpoena, and in connection with a health or safety emergency involving the student. However, the University may release directory information without the prior written consent of the student unless within ten (10) calendar days after the first scheduled class day of each term, an enrolled student has notified the University's Office of the Registrar in writing that any or all types of directory information shall not be disclosed without the consent of the student. A request for nondisclosure will remain in effect until the student is no longer enrolled or cancels the request for nondisclosure.

A school official is a person employed by the University in an administrative, supervisory, academic, research, or support staff position; a person elected to the Board of Trustees; a person employed by or under contract to the University to perform a special task such as attorney, auditor or consultant; or a student or other person serving on an official University committee or assisting a school official in performing the official's professional duties and responsibilities. A legitimate educational interest is the

need of a school official to review educational records in order to fulfill that official's professional duties and responsibilities.

Directory Information

FERPA allows each school to determine what it considers to be directory information. MSU Denver considers the following items to be directory information, and we will release this information to credible third parties unless you specifically request otherwise:

- Student name, address and telephone number
- Student classification
- Major and minor fields of study
- Telephone number
- Participation in officially recognized activities and sports
- Weight and height of members of athletic teams
- Dates of attendance at MSU Denver
- Degrees and awards received
- Last educational institution attended

All other personal information is considered private and will not be disclosed to third parties unless you specifically ask us to release it.



Where to take complaints

If you and your supervisor were unable to come to a solution or if you feel like you are unable to speak directly with your supervisor here are some places on campus where you may file a complaint:

1. The director of the program in which you are working
2. The Dean's office that oversees the department in which you working
3. Vice President of Academic & Student Services
4. Student Conduct and Conflict Resolution Services (Formerly the Office of Judicial Affairs). It ensures the rights and equitable treatment of every member of the University community and gives members of the MSU Denver community an opportunity for involvement in the judicial process.
5. Equal Opportunity Office - If you have a complaint or concern regarding sexual or racial discrimination or harassment, please contact this office **immediately.**



Take advantage of all that MSU Denver and Auraria Campus has to offer. Click on the links below to access the web pages of some of the services offered on campus.

<p><u>Counseling Center</u> Tivoli, Room 651 303-556-3132 Hours: M-F 8am – 5pm</p>	<p><u>Auraria Library</u> 303-556-2740</p> 	<p><u>Student Engagement and Wellness</u> Tivoli, Room 311 303-556-3559 fax 303-5563896</p>
<p><u>Campus Recreation</u> PE Event Center</p>		
<p><u>Drop- In Program</u></p>	<p>303-556-3210</p>	<p><u>Student Support Services</u></p>
<p><u>Fitness Center</u></p>	<p>303-352-4371</p>	<p>Student Success Building</p>
<p><u>Intramural Sports</u></p>	<p>303-556-5379</p>	<p>Rm 240</p>
<p><u>Outdoor Adventure</u></p>	<p>303-556-2391</p>	<p>303-556-4722</p>
<p><u>Outdoor equipment rental</u></p>	<p>303-556-2391</p>	<p>fax 303-556-4998</p>
<p><u>Adaptive Fitness Program</u></p>	<p>303-556-3647</p>	
<p><u>Health Center at Auraria</u> Plaza Building Room 150 303-556-2525 fax 303-556-3881</p>		<p><u>Tutoring Center</u> Student Success Building 230 303-556-6439 Fax 303-352-7102</p>
<p><u>Career Services</u> 303-556-3664 fax 303-556-4035</p>	<p><u>Phoenix Center at Auraria</u> Tivoli Suite 259 Office Hours: Mon - Fri 8am-5pm For Appointments: 303-556-6011 24/7 Free and Confidential Helpline: 303-556-CALL (2255)</p>	<p><u>King Center Box Office</u> 303-556-2296</p>
		

PAPERWORK



- Please remember that paperwork must be completed and turned into the appropriate office before you commence work. Incomplete paperwork will delay your start date. For work-study students, please make sure that all the appropriate paperwork is turned in to the Office of Financial Aid to finalize your work-study award. Although you turned in your work-study paperwork to the Office of Financial Aid, you must also submit the appropriate paperwork to the Office of Human Resources.

- All NEW student employees or Rehires (gone for over a year) must attend a “Student Employment New Hire Orientation” to complete and submit their paperwork for Human Resources.
- Every continuing student employee must turn in paperwork to HR for fall and spring semesters. Summer paperwork is required if a student wishes to continue to work after the last day of finals in the spring. Some departments may choose to fill out paperwork for the academic year (fall through spring). When that occurs a spring schedule is required before that semester starts. Please ask your supervisor what procedures they follow in their individual office.
- The end dates on employment forms cannot exceed the last day of finals for the semester. Employment forms can be filled out for the entire academic year at the beginning of the fall semester but will end on the last day of finals for spring. Should a student’s job end early at any point a Separation form must be turned into HR. Summer appointments cannot exceed past the last day of finals during the summer. The Office of Human Resources will amend forms that have end dates that exceed the aforementioned restrictions.

DOCUMENT DESCRIPTIONS

1. HUMAN RESOURCES PAPERWORK CHECKLIST

- This document lists all required paperwork for work-study and hourly employees. This form includes the required paperwork for certain changes to the student’s employment; a level change and a step increase. Any questions about what is needed for certain actions are answered on this form.

2. STUDENT EMPLOYMENT FORM (SEF)

- This document must be completed for every change in a student employee’s status. Specifically, this form must be completed for new and continuing students, step adjustments, level adjustments, transferring jobs, FOAP changes, when a student’s work-study award ends and the department wishes to place student on hourly funds and Student Government paid positions.
- In cases where one time special services are performed supervisors should contact the Office of Human Resources for instructions.

3. DATA SHEET

- This form complies with MSU Denver’s requirement by law to identify employees by race, sex, and disability. This form also helps supervisors to identify and document international foreign students (see *Employment Eligibility Form for International Student Employees*). Students also provide emergency contact information on this form.

4. CONFIDENTIALITY AGREEMENT AND STUDENT EMPLOYEE HANDBOOK ACKNOWLEDGMENT

- This form explains the importance of privacy and confidentiality at MSU Denver and must be completed and signed by each new student employee before they begin employment.

- This form also acknowledges student employees have been given access and have read the *Student Employee Handbook*. In signing this form, student employees understand they are ‘at will’ employees and also understand the student employment policies of the University.

5. I-9 FORM

- These documents are mandatory for employment and as of March 2012, must be completed within the MSU Denver’s Office of Human Resources; the departments are no longer allowed to complete this process. Employees must provide acceptable documents for employment when they come to the Office. You may contact the Office of Human Resources if you have any questions.
- If a student employee has not worked at MSU Denver for over a year, they must fill out this form again.

6. W-4 FORM

- This is a federal form used to designate employee’s withholdings for income tax purpose. The W-4 must be completed upon hire and updated every year if a student claims EXEMPT and/or the employee chooses to change deductions.
- International students should contact the IRS or MSU Denver’s payroll department for information regarding exemptions and other tax forms related to international employees.

7. WORKER COMPENSATION PROCEDURES AND SIGNATURE FORM

- Student workers are covered under Workers’ Compensation. Please post these procedures so they are accessible to everyone in the work place in case an injury occurs. Students must sign the *Employee Notification of Worker’s Compensation Procedures*. One-time completion of this form is mandatory and remains in the student employee’s file.

8. POSITION DESCRIPTION

- This form must be completed and attached to a *Student Employment Form* for new employees or new employees to a department, students transferring to new departments on campus, and level changes. Level changes are considered changes in job descriptions; therefore, this form is needed to justify a level raise.
- This document is meant to curtail arbitrary pay rates and informs students what their position entails, thereby eliminating confusion and possible problems in the future.

9. DIRECT DEPOSIT FORM

- A voided check must be attached to the form. If the student has a savings account or does not use checks, he/she needs a letter or form from the bank or credit union with the transit routing number, account number and the student’s social security number.
- Direct deposit is optional but *highly* recommended. If a payday falls during a time when the campus is closed, a student opting to pick up their pay check in the cashier’s office will have to wait until the campus reopens.

10. PRWORA FORM

- This form must be completed by all student hourly employees. The State of Colorado Department of Human Services uses this form to track wage earners for child support purposes.
- A one-time completion is mandatory. The Office of Human Resources can complete this form on behalf of the student and supervisor.

11. SSA-1945 FORM

- This Social Security Administration issued form is also called *Statement Concerning Your Employment in a Job Not Covered by Social Security*. This must be completed when a student

employee falls below 6 credits. This form should only be filled out once for the duration of employment at MSU Denver, unless a student employee has not worked at the University for over a year.

12. EMPLOYMENT ELIGIBILITY FORM FOR INTERNATIONAL STUDENTS

- This form ensures that international foreign students are eligible for on-campus employment according to INS regulations. The form **must be completed every semester** by both the international foreign student and the international student advisor. Once the form is completed, the international foreign student can either return it to his/her supervisor to accompany the rest of their employment paperwork or they can bring it to HR if their paperwork has already been submitted. However, the student is not allowed to begin working until this is form is signed and turned in to the HR office.

13. BACKGROUND CHECK AUTHORIZATION AND DISCLOSURE FORM

- This form is required for all candidates of employment. The purpose of these forms is to gather information necessary for completing the University's background check as stipulated in the approved policy dated October 2008.

14. EXCEPTION REQUEST

- This form must be completed when an exception to the MSU Denver Student Employment Policy is needed. Exceptions may be granted for excessive hours and for students working at night without supervision.

15. SPLIT WORK-STUDY ASSIGNMENT

- This form alerts supervisors if their student employees are working in more than one department. Supervisors are responsible for monitoring the students' earnings and hours according to MSU Denver's Student Employment Policy. If a student over earns their work-study award, all departments sharing the award are equally responsible for paying the overage amount.

16. NAME/ADDRESS CHANGE FORM

- Students are required to notify both the Office of Human Resources and the Office of the Registrar separately if there is a name or address change. If a student is requesting a name change, they must bring their new Social Security Card to the Office of Human Resources along with this form.

17. SEPARATION FORM

- This form must be submitted to HR if a student leaves a department voluntarily or if they are terminated by their supervisor. HR cannot provide accurate information regarding employment verification if they are not notified about correct end dates.
- If a supervisor terminates (fires) a student employee, they must notify HR immediately and fax a copy of the *Separation Form* along with the student's final timesheet. Payroll must, by law, issue a check for the employee within 24 hours of termination. The student can pick up their final paycheck in the Cashiers office, Central Classroom Room 107. If the student did not sign their last timesheet, their check will be held in Payroll at Writer Square Office Tower, 8th Floor and they will be asked to sign it at this time.

18. SAMPLE WARNING LETTER

- This sample form is meant to help supervisors with the disciplinary process. They may manipulate this form as much as they like or they do not have to use it at all. It is intended as a helpful tool.

19. STUDENT EMPLOYEE RETIREMENT PLAN – TIAA-CREF

- Students who are enrolled in less than 6 credit hours will be automatically enrolled in a Student Employee Retirement Plan (SERP) managed by TIAA-CREF. When students resume taking 6 credits or more, they may notify the payroll department in writing and attach a copy of his/her class registration to stop the withholding of SERP contributions; otherwise, deductions will continue.

20. REQUEST DEFAULT FOAP ACCOUNT

- This is again a helpful tool and not mandatory. If a student runs out of their award, their FOAP automatically defaults to a 1000 fund number. If a department wishes to have a different default fund, they may send this information to the HR and Financial Aid offices.

21. EVALUATION FORM

- This form is a required document for a level change (not a step change). Also, supervisors are encouraged to use this form every semester to evaluate their students' performance.

22. MANUAL CHECK REQUEST FORM

- Supervisors must complete this form when requesting a manual check for their students. After two requests within a fiscal year, a supervisor must have their direct supervisor and the appropriate Vice President sign off on the request. Manual Checks via direct deposit are issued on Tuesday's and Thursday's; paper checks are issued on Thursday's.

23. TIMESHEETS

- Student employees are paid on the semi-monthly payroll and should use the hourly timesheets that are located on the HR website. On-campus supervisors enter the recorded hours into PHA HOUR in the BANNER system and off-campus agencies fax timesheets to Payroll Services at 303-556-5010 during time entry periods.
- To obtain access to PHA HOUR for new On-campus supervisors or to request changes for any current supervisors please complete and submit a Security Access for PHA HOUR Form; this is available on the Human Resources website.

24. CURRENT PAYROLL SCHEDULE

- This payroll schedule is updated every semester and can be found online.

Interviewing Tips

Although the interview process at MSU Denver is an informal process, here are some tips that may benefit you in the future. Please visit Career Services on-line at <http://www.msudenver.edu/career/> or on campus in the Tivoli Building Room 215 for more information. Career Services is a wonderful and free resource for all registered MSU Denver students. They sponsor career fairs and workshops for resume writing and interviewing techniques.

1. **Know the department you are interviewing for.** It is important that you gather information for yourself about the company you may work for. It will also allow you to have more to talk about during an interview. It is important that you also ask questions of the interviewer.
2. **Make a set of practice questions and answers.** It is important to prepare for an interview. Make up a set of questions that might be asked of you and then develop answers. This will help relax you during the interview process. Employers often ask you to relate specific examples in regards to difficult situations you have had to deal with in your work history. It is a good idea to have some in mind and even write them down; this will help with memorization.
3. **Dress appropriately.** It is always important to make a good first impression. Wear business attire or whatever is appropriate for the position you are applying for. It is better to overdress than to under dress.
4. **Arrive early.** Try to arrive to your location 10-15 minutes prior to your appointment. This allows you to collect your thoughts and go over questions and answers again. Remember to turn off your cell phone.
5. **Bring extra copies of your resume.** Have extra copies of your resume and references on hand in case your interviewer requests them.
6. **Filling out an application.** Remember to be neat when filling out an application. If you are filling one out by hand, it is a good idea to use an erasable black pen. This allows you to correct any mistakes you make. Have all of the information you need on hand when filling out information. For example, your driver's license, social security card, references, information regarding your education (years and dates), a copy of the job description that you are applying for, and job history information (supervisor name, address, phone number, employment dates, etc.).
7. **Begin with a firm handshake.**
8. **Look the interviewer in the eye.**
9. **Smile.**
10. **Relax.** Try to make the conversation as friendly and comfortable as possible, without forgoing a professional manner.
11. **Highlight your strengths.** Know your strengths and emphasize them in the interview.
12. **Do not ask about salary.** You should know about the salary before you interview for the job. However, it is not out of line to ask about benefits.
13. **Answer questions candidly.** This is where you can bring in specific examples if you have not already been asked them.
14. **Always ask questions of the interviewer.** Have a set of 3-4 questions ready to ask the interviewer.
15. **End the interview by asking for the job** (if you are interested). Again this displays confidence and enthusiasm.
16. **Ask for a business card.** This will allow you to have the correct spelling of the interviewer's name, the correct address and email address.
17. **Follow-up with a thank you letter and phone call.**

Customer Service Tips

I. Phone Etiquette

The first impression many people have of Metropolitan State University of Denver is through telephone contact. Many student employees are the first point of contact in certain departments. The following tips are meant to help with this first impression.

Answering the phone

- Answer the phone in a timely manner
- Let the caller know that they have reached the correct department and find out how you can help them.
Example: "Good afternoon, Human Resources, how may I help you?"
- Listen or ask for the name of the caller so you use it in your conversation and have it written down for messages and follow-up calls. This ensures the caller that the employee is attentive to the caller.
- If the caller needs to be transferred, ask with whom they need to speak to. Before transferring it is a good idea to give the caller the extension you are transferring them to, in case the person they are trying to reach is not in and they want to call back another time.
- Be prepared by keeping message pads by the phone. This eliminates multiple repeats of name in addition to the phone number. This saves time and is a professional courtesy to the caller so they do not have to wait while you look for something to write their message down on.
- When ending a phone call, ask the caller if there is anything else you can help them with before saying goodbye.

When handling irritated callers

There are many departments on a University campus; therefore people are often transferred to many places before they reach you. Here are some hints to handle aggravated callers:

- Listen carefully and try to understand what the caller's needs are.
- Be empathetic, considerate and sincere when helping the caller. Do not interrupt the caller or disagree with them; this will only irritate them more.
- Remain composed and do not engage the caller in an argument.
- Acknowledge their frustration and apologize. (Although you have nothing to do with their frustration, apologizing calms the caller down and lets them know they have reached a helpful person.)
- If you cannot answer the caller's question yourself, let the caller know that you will get the message to the correct person. After constant transferring, the caller wants to know if anyone will help them with their problem.
- Be sure to follow up with the person and make sure that the problem has been solved.

Each employee represents Metropolitan State University of Denver, an institution of learning. It is therefore imperative to convey an image of professionalism and willingness to seek out the correct answer for each caller, because this is what we are all here to do.

(The Auraria Campus Directory explains how the phone system works on the Auraria Campus. It is a good idea to look through this explanation on your first day.)

II. Maintaining a Positive Work Environment

As a student employee, you will have extensive contact with your peers, faculty members, administrators, and the public. A successful way to maintain a balanced environment of various personalities is to have a positive attitude. Although this sounds easy and somewhat commonsensical, here are a few tips to succeed in retaining a positive attitude in a collegiate atmosphere:

- Avoid gossip – Engaging in rumors and gossip usually leads to a negative atmosphere. Try to avoid listening and disseminating hearsay. This will allow you to maintain a positive relationship with everyone in your department.
- Avoid blaming other co-workers in public. If there are problems with another employee or student, try to assess the problem and let them know that you will get to the bottom of it. If you reply, “It was ... fault, and I have nothing to do with this.” it will only create more tension and frustration. It also places your department and the school as a whole in a bad light.
- Correct a mistake or problem quickly. If a student or prospective student has a problem that you are unable to help with, check with your supervisor or a faculty member immediately. If you are alone, take the name and phone number of the individual and tell them you or someone in the department will contact them as soon as possible.
- Avoid disseminating incorrect information - Educate yourself with departmental policy and procedures. If you do not know the answer to a certain question, do not give out false information to appease students or faculty members. Again, check with your supervisor to ensure that you are giving out correct information. Many students who come into departments are looking for information concerning their schedule and want to confirm that they are taking the correct sequence of classes. Students may take your advice and not consult with another employee or faculty member. Therefore, if you give out wrong information, you may be negatively affecting a student’s academic progress. Have them schedule an appointment with an advisor. Remember that you are not a MSU Denver counselor.
- Maintain a professional attitude and manner- Again, you are a representative of MSU Denver and may be the first contact that someone may have with this institution. Try to maintain a professional decorum while you are at work.
- Remember that others are relying on you. Your first priority is your education. If you have a test or paper that you need to complete, let your supervisor know beforehand, so that you can adjust your schedule accordingly. Otherwise, your supervisor is counting on you to work your agreed hours. If you are consistently absent from work, you are affecting not only your supervisor but the department you work for, and may result in a poor reference and/or disciplinary action up to and including termination of employment.
- Communication- Communicate with your supervisor if you have problems with your schedule, workload, a faculty member, or if you have a specific problem with the supervisor themselves. It is better to keep an open dialogue with your supervisor, rather than being uncomfortable. If problems persist after communicating with your peers and supervisor, contact HR.
- And last, but not least, SMILE. A smile can go a long way in diffusing a situation and maintaining a positive environment for everyone you work with.

APPENDIX

- Sample Timesheet

The Metropolitan State University of Denver

Please check the one that applies	
Student hourly/ work study	<input type="checkbox"/>
Classified Hourly/ Temp.	<input type="checkbox"/>
Administrative Hourly	<input type="checkbox"/>

Hourly Timesheet

Payroll #: 16 Dates: August 3 - 15, 20XX Rate of Pay: \$ 8.50

Name: Jane Doe 900# 900-123456
 Banner Account 400152 - SFIN2 - 6191 - 1300 Phone 6-1234
 #
 FOAP Fund ORG Account Program

Supervisor: Bugs Bunny Dept/ Agency: Human Resources

**Hours should be rounded to the nearest quarter hour and in decimal form. Example: One hour and 15 minutes = 1.25 hours, 1 ½ hours = 1.50, and 1 ¾ hours equals 1.75. One hour and 5 minutes should be recorded 1.0 hour and one hour and ten minutes should be recorded 1.25 hours.*

Day	Date	In	Out	In	Out	Hours
Sunday	8/3/XX	x	x	x	x	x
Monday	8/4/XX	12:15	2:00	4:00	4:45	2.50
Tuesday	8/5/XX	8:00	9:15	12:30	3:45	4.50
Wednesday	8/6/XX	8:00	9:30	12:30	3:45	4.75
Thursday	8/7/XX	12:00	2:00	3:00	3:30	2.50
Friday	8/8/XX	12:20	3:05	4:10	4:50	3.50
Saturday	8/9/XX	x	x	x	x	x
Sunday	8/10/XX	x	x	x	x	x
Monday	8/11/XX	12:15	2:00	4:00	4:45	2.50
Tuesday	8/12/XX	8:00	9:15	12:30	3:45	4.50
Wednesday	8/13/XX	8:00	9:30	12:30	3:45	4.75
Thursday	8/14/XX	12:00	2:00	3:00	3:30	2.50
Friday	8/15/XX	12:20	3:05	4:10	4:50	3.50

Time Entry is August 19 & 20, 20XX; Payday is August 29, 20XX

Total Hours for the Pay Period 35.50

I hereby certify that I have worked the hours indicated and that this time sheet is correct.

Employee's Signature: _____ Date: _____

I hereby certify that the above named employee worked the hours reported.

Supervisor's Signature: _____ Date: _____