



Concordia  
UNIVERSITY • SAINT PAUL

# Everything You Need to Know About Being a Student Employee

Presented by  
Concordia University Human Resources Department

# Welcome!

*Bethany Chan*

Human Resources:

AD111 | [bchan@csp.edu](mailto:bchan@csp.edu) | 651.641.8224

## Promise Statement

Concordia University, St. Paul empowers you to discover and engage your purpose for life, career and service in a dynamic, multicultural, urban environment where Christ is honored, all are welcome, and Lutheran convictions inform intellectual inquiry and academic pursuits.

# Employee Handbook

- Located at: <https://concordia.csp.edu/humanresources/employment-policy/>
- Under “Employment Policy” tab
- Student Acknowledgement Agreement Form

# Employment Webpage

[HOME](#)[EMPLOYEE BENEFITS & PROGRAMS](#)[EMPLOYMENT OPPORTUNITIES](#)[EMPLOYMENT POLICY](#)[FORMS LIBRARY](#)[PAYROLL](#)[RECRUITING AND HIRING FACULTY, STAFF AND STUDENTS](#)

## Employment Policy

### Handbooks

- [Employee Handbook](#)
- [Faculty Handbook](#)

### Whistleblower Hotline Policy and Procedure

Concordia University, St. Paul has a responsibility to conduct its affairs ethically and in compliance with the law. If you suspect that the University or a particular CSP employee is engaged in improper governmental activities, you

### Contact Human

### Resources

Phone: (651)-641-8846

Fax: (651)-641-8782

Email:

[humanresources@csp.edu](mailto:humanresources@csp.edu)

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# Student Confidentiality Statement



- You may be exposed to classified information. Any discussion is prohibited unless it is done with personnel that is involved with the work you are completing
- Any information disclosed with an unauthorized individual on a student enrolled with the university could result in a FERPA Violation
- By signing this form you are saying that you understand the importance of confidentiality and that if shared it could result in criminal or civil penalties

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- Federal Educational Rights and Privacy Act
- Designed to protect the privacy of students' education records and personally identifiable information
- Education Records: Any record that is directly related to a student and maintained by the university
- Personally Identifiable Information

**This information is not to be given out and is considered a FERPA violation**

# FERPA Continued...

- What happens if non-compliance occurs:
- Student has a right to file complaint with the U.S. Department of Education in Washington D.C.
- Complaint may result in loss of Federal funding for financial aid and educational grant for Concordia University, St Paul and the filing of civil litigation

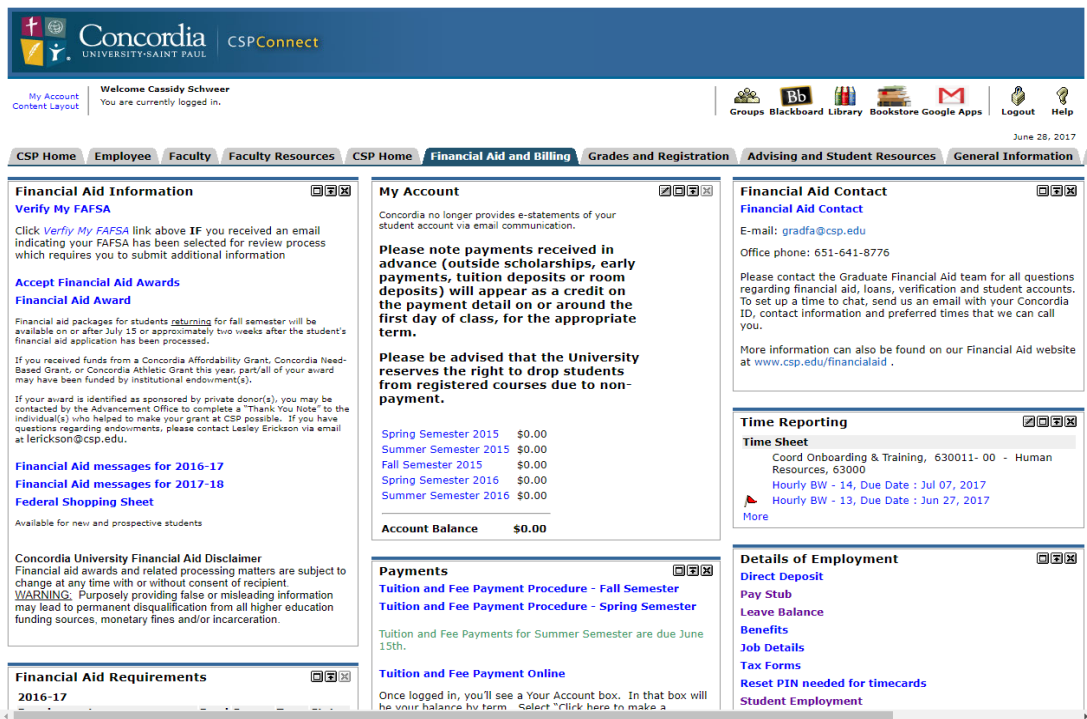
**WHEN IN DOUBT CONSULT WITH YOUR SUPERVISOR**



# University Payroll

- University Payroll Manager: Brian Marek
- Student Employees are paid every two weeks
- The Friday of payday week all timecards need to be submitted by 11:59pm
- Direct Deposit only- deposits can be distributed to Student Accounts
- Sick and Safe Time

# Time Card



The screenshot shows the CSPConnect portal interface. At the top, the Concordia University Saint Paul logo and 'CSPConnect' are displayed. Below the header, a navigation bar includes tabs for CSP Home, Employee, Faculty, Faculty Resources, CSP Home, **Financial Aid and Billing**, Grades and Registration, Advising and Student Resources, and General Information. The main content area is divided into several sections:

- Financial Aid Information**: Includes links for 'Verify My FAFSA', 'Accept Financial Aid Awards', and 'Financial Aid Award'. It also contains a disclaimer about financial aid awards.
- My Account**: Displays account balance information for Spring and Summer semesters of 2015 and 2016.
- Financial Aid Contact**: Provides contact information for the Graduate Financial Aid team, including an email address (gradfa@csp.edu) and office phone number (651-641-8776).
- Time Reporting**: Features a 'Time Sheet' section with details for 'Coord Onboarding & Training' and 'Hourly BW' for July 2017.
- Details of Employment**: Lists various employment options such as Direct Deposit, Pay Stub, Leave Balance, Benefits, Job Details, Tax Forms, Reset PIN needed for timecards, and Student Employment.

Found on the portal  
under **Financial Aid  
& Billing Tab**

Under  
**Time Card  
Reporting**



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# Time Card Continued...

You will enter your time under the day you worked. If you are working **REGULAR** hours, they will be enter in on that line. If you are taking **SICK & SAFE TIME**, you will enter it under that line.

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Back to Financial Aid and Billing Tab

Groups Blackboard Library Bookstore Google Apps Logout Help

Personal Information Student Financial Aid **Employee** Proxy Access

Search  Go [SITE MAP](#) [HELP](#)

Time and Leave Reporting

Select the link under a date to enter hours or days. Select Next or Previous to navigate through the dates within the period.

\*\* Account Distribution adjusted on this day.

**Time Sheet**

Title and Number: Coord Onboarding & Training -- 630011-00

Department and Number: Human Resources -- 63000

Time Sheet Period: Jun 24, 2017 to Jul 07, 2017

Submit By Date: Jul 07, 2017 by 11:59 PM

Earning	Shift	Default Hours or Units	Total Hours	Total Units	Saturday Jun 24, 2017	Sunday Jun 25, 2017	Monday Jun 26, 2017	Tuesday Jun 27, 2017	Wednesday Jun 28, 2017	Thursday Jun 29, 2017	Friday Jun 30, 2017
Regular Pay	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Paid Leave Time	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Holiday Pay	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Sick Pay	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Bereavement	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Jury Duty	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
<b>Total Hours:</b>		0	0		0	0	0	0	0	0	0
<b>Total Units:</b>			0	0	0	0	0	0	0	0	0

Position Selection Comments Preview **Submit for Approval** Restart Next

Submitted for Approval By: \_\_\_\_\_

Approved By: \_\_\_\_\_

Waiting for Approval From: \_\_\_\_\_

RELEASE: 8.12.1.5

Be sure to click **NEXT** to enter hours in for the next week.

Once you have completed your hours hit **Submit for Approval**

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# Time Card Continued...

Concordia CSPConnect

[Back to Financial Aid and Billing Tab](#)

[Groups](#) [Blackboard](#) [Library](#) [Bookstore](#) [Google Apps](#) [Logout](#) [Help](#)

[Personal Information](#) [Student](#) [Financial Aid](#) [Employee](#) [Proxy Access](#)

Search  [Go](#) [SITE MAP](#) [HELP](#)

Certification

☐ I certify that the time entered represents a true and accurate record of my time. I am responsible for any changes made using my ID and PIN.

Enter your PIN and select Submit if you agree with the previous statement. Otherwise, select Exit and your time transaction will not be submitted for approval. You will be redirected to the User Logout web page.

PIN:

[Submit](#)

RELEASE: 8.12.1.5

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You will receive an email from Human Resources stating you have been placed in the position and you will receive a Pin #. You will place this pin number in the box to submit your timecard.



# Time Card Continued...

Once you have successfully submitted your time card it will indicate that in the frame

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Back to Financial Aid and Billing Tab

Groups Blackboard Library Bookstore Google Apps Logout Help

Personal Information Student Financial Aid **Employee** Proxy Access

Search  Go SITE MAP HELP

Time and Leave Reporting

Select the link under a date to enter hours or days. Select Next or Previous to navigate through the dates within the period.

**Your time sheet was submitted successfully.**  
\*\* Account Distribution adjusted on this day.

**Time Sheet**  
Title and Number: Coord Onboarding & Training -- 630011-00  
Department and Number: Human Resources -- 63000  
Time Sheet Period: Jun 24, 2017 to Jul 07, 2017  
Submit By Date: Jul 07, 2017 by 11:59 PM

Earning	Shift	Default Hours or Units	Total Hours	Total Units	Saturday Jun 24, 2017	Sunday Jun 25, 2017	Monday Jun 26, 2017	Tuesday Jun 27, 2017	Wednesday Jun 28, 2017	Thursday Jun 29, 2017	Friday Jun 30, 2017
Regular Pay	1	0	64		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Paid Leave Time	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Holiday Pay	1	0	8		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Sick Pay	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Bereavement	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Jury Duty	1	0	0		Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Total Hours:			72		0	0	0	0	0	0	0
Total Units:				0	0	0	0	0	0	0	0

Position Selection Comments Preview Next Return Time

Submitted for Approval By: You on Jun 28, 2017  
Approved By: Milissa Becker  
Waiting for Approval From:

# Hours Worked

- All student employees have the ability to work 19 hours a week during the school year and 29 hours a week during breaks and summer.
- However, student employee will need approval through Human Resources first.
- Student employees are not eligible for benefits like Health, Dental, Vision, Retirement, Paid Time Off, and Tuition Reimbursement.

# Earned Sick & Safe Time (ESST)

- All student employees are eligible for ESST if they work at least 80 hours annually.
- Sick time is defined as time taken to care for one's own mental or physical illness or preventative medical care or that of a family member. Documentation from a health care provider will need to follow.
- Safe time relates to reasons related to domestic violence, sexual assault, stalking, school closures due to critical safety concerns or other public safety issues for an employee or an employee's family member.

# ESST Continued...

- Purpose of ESST is to provide time off from work with pay due to illness, medical appointments, or critical safety issues including: domestic violence, sexual assault or stalking. Documentation will need to be provided to HR.
- Every 30 hours worked=1 hour of ESST. Employees can accrue 48 hours in a year and can roll up to 80 hours of unused ESST.
- Student employees are only eligible to use ESST if they are scheduled to work a regular shift. Student employees are not to use it for Paid Time Off.



# ESST Continued...

Earning	Shift Default	Total	Total Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
	Hours or Units	Hours	Units Jul 01, 2017	Jul 02, 2017	Jul 03, 2017	Jul 04, 2017	Jul 05, 2017	Jul 06, 2017	Jul 07, 2017
Student Earnings	1	0	0	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
Earned Sick and Safe Time	1	0	0	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours	Enter Hours
<b>Total Hours:</b>		0	0	0	0	0	0	0	0
<b>Total Units:</b>			0	0	0	0	0	0	0

Previous Menu

Preview

Comments

Submit for Approval

Restart

Next

Submitted for Approval By:

Approved By:

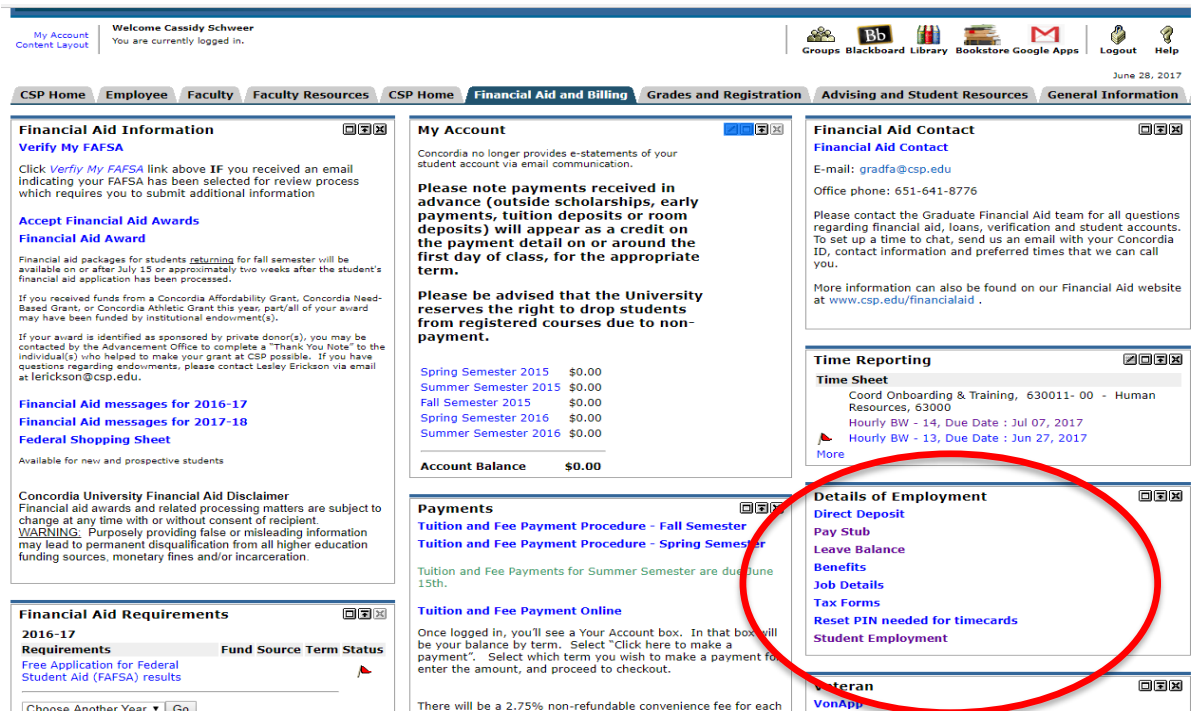
**NOTE: ALL ESST hours will need to have approval from the Supervisor. The timecard will be returned if the hours are not approved. Be sure to check the timecard for approval.**

In order to use Sick and Safe Time, it will need to be entered in on the second line.

All regularly scheduled hours are to be entered on the first line.

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# Accessing Payroll Information



My Account  
Content Layout

Welcome Cassidy Schweer  
You are currently logged in.

Groups Blackboard Library Bookstore Google Apps Logout Help

June 28, 2017

CSP Home Employee Faculty Faculty Resources CSP Home **Financial Aid and Billing** Grades and Registration Advising and Student Resources General Information

**Financial Aid Information**  
**Verify My FAFSA**  
Click [Verify My FAFSA](#) link above IF you received an email indicating your FAFSA has been selected for review process which requires you to submit additional information

**Accept Financial Aid Awards**  
**Financial Aid Award**  
Financial aid packages for students returning for fall semester will be available on or after July 15 or approximately two weeks after the student's financial aid application has been processed.  
If you received funds from a Concordia Affordability Grant, Concordia Need-Based Grant, or Concordia Athletic Grant this year, part/all of your award may have been funded by institutional endowment(s).  
If your award is identified as sponsored by private donor(s), you may be contacted by the Advancement Office to complete a "Thank You Note" to the individual(s) who helped to make your grant at CSP possible. If you have questions regarding endowments, please contact Lesley Erickson via email at [lerickson@csp.edu](mailto:lerickson@csp.edu).

**Financial Aid messages for 2016-17**  
**Financial Aid messages for 2017-18**  
**Federal Shopping Sheet**  
Available for new and prospective students

Concordia University Financial Aid Disclaimer  
Financial aid awards and related processing matters are subject to change at any time with or without consent of recipient.  
**WARNING:** Purposely providing false or misleading information may lead to permanent disqualification from all higher education funding sources, monetary fines and/or incarceration.

**Financial Aid Requirements**  
**2016-17**  
**Requirements** **Fund Source Term Status**  
[Free Application for Federal Student Aid \(FAFSA\) results](#)  
Choose Another Year ▼ Go

**My Account**  
Concordia no longer provides e-statements of your student account via email communication.  
**Please note payments received in advance (outside scholarships, early payments, tuition deposits or room deposits) will appear as a credit on the payment detail on or around the first day of class, for the appropriate term.**  
**Please be advised that the University reserves the right to drop students from registered courses due to non-payment.**

Spring Semester 2015	\$0.00
Summer Semester 2015	\$0.00
Fall Semester 2015	\$0.00
Spring Semester 2016	\$0.00
Summer Semester 2016	\$0.00

**Account Balance** \$0.00

**Financial Aid Contact**  
**Financial Aid Contact**  
E-mail: [gradfa@csp.edu](mailto:gradfa@csp.edu)  
Office phone: 651-641-8776  
Please contact the Graduate Financial Aid team for all questions regarding financial aid, loans, verification and student accounts. To set up a time to chat, send us an email with your Concordia ID, contact information and preferred times that we can call you.  
More information can also be found on our Financial Aid website at [www.csp.edu/financialaid](http://www.csp.edu/financialaid).

**Time Reporting**  
**Time Sheet**  
Coord Onboarding & Training, 630011- 00 - Human Resources, 63000  
Hourly BW - 14, Due Date : Jul 07, 2017  
Hourly BW - 13, Due Date : Jun 27, 2017  
[More](#)

**Payments**  
**Tuition and Fee Payment Procedure - Fall Semester**  
**Tuition and Fee Payment Procedure - Spring Semester**  
Tuition and Fee Payments for Summer Semester are due June 15th.  
**Tuition and Fee Payment Online**  
Once logged in, you'll see a Your Account box. In that box will be your balance by term. Select "Click here to make a payment". Select which term you wish to make a payment for enter the amount, and proceed to checkout.  
There will be a 2.75% non-refundable convenience fee for each

**Details of Employment**  
**Direct Deposit**  
**Pay Stub**  
**Leave Balance**  
**Benefits**  
**Job Details**  
**Tax Forms**  
**Reset PIN needed for timecards**  
**Student Employment**

**Veteran**  
**VonApp**

- Direct Deposit Information
- Pay Stubs throughout the year
- Sick & Safe Time Balance
- Position Details
- W-2 Information
- Pin resetting if you want to have one that is more memorable

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# Safety in the Workplace

- Be sure to wear proper attire that pertains to your position ex: closed toe shoes, long pants, etc.
- If you are to get injured while working it is imperative that you let your immediate supervisor know right away. A first report of injury needs to be conducted by your supervisor and turned into Human Resources.
- If medical attention needs to occur then you will need to let your doctor know that it is a work related injury as well as notify Human Resources immediately.

# Professionalism

- Dress Code: Employees of CSP represent the LCMS. Christian values dictate modest and appropriate business attire. Employees should dress appropriately for their role at CSP. Clothing should be clean and in good repair.
- Social Media
  - Reputation
  - Privacy Considerations
- Professionalism on and off the job

# Customer Service

## ●Phone

- Tone is everything – Smile! They can hear it
- Consider the greeting (first impression)
- Answer questions/give assistance
- Anything else we can help you with today?

## ●Email: The Trifecta

1. Professional
2. Helpful/Productive
3. Welcoming & Friendly

# Customer Service: Solving Problems



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- Check yourself (check up from the neck up)
- Listen (really listen)
- Offer resolution
- Don't lie, make promises, or assumptions
- Do get back to them – on time

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# Thank you!

Questions?

Contact Bethany in Human Resources:

[bchan@csp.edu](mailto:bchan@csp.edu) | 651.641.8224

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