CSP Supervisor Handbook

Concordia University, St. Paul

Prepared by Concordia University, St. Paul
Owner: Human Resources

Section 1: Introduction

Welcome Message

This handbook exists to provide supervisors with a working guide to understanding the day-to-day administration of student employment policies, pertinent employment law, and student employment procedures.

The purpose of Concordia, St. Paul's student employment program is to provide employment opportunities that offer students both financial assistance and professional development. Employment at CSP provides students the opportunity to build skills for career readiness and prepares them for success in their chosen career.

At Concordia St. Paul, we believe in nurturing an environment of excellence and fostering a culture of professionalism and school pride. Our supervisors play a vital role in shaping the campus community by modeling workplace behavior for our student employees. We embrace the following guiding principles:

- **Excellence:** We are committed to the highest standards of performance, ethics, and integrity in all aspects of our work.
- **Ambassadorship:** We proudly represent our institution both on and off campus, serving as the "face" of the university to our student employees and modeling what CSP stands for.
- **Service:** We are dedicated to providing exceptional service to all individuals we encounter, including fellow staff, faculty, students, and campus visitors.
- **Accountability:** We hold ourselves accountable for our actions, take responsibility for our mistakes, and strive to learn from them.

Important Contacts

Department	CSP Staff/Faculty Contact
Human Resources: -Budget Help -How to Post a Job -How to Hire a Student -Onboarding Paperwork -I-9 Verification -Direct Deposit Help -Timesheet Help -Performance Issue	Kendra Ross (kross1@csp.edu) or humanresources@csp.edu
Career Development -Resume Help for Students	Career Development at careerdevelopment@csp.edu

-Interview Prep for Students -NACE Competencies	

Terms

Title/Role	Definition
CSP Student Supervisor	A CSP staff or faculty member who oversees hiring, training, and supervising of CSP student employees.
CSP Student Employee (Part-Time Temporary)	A CSP undergraduate or graduate student registered for classes and also employed by CSP.
CSP Work-Study	Work-Study is available to CSP undergraduate and graduate students with financial need. The funds you receive from CSP come from the Federal Work-Study Program or MN State Work Study.
CSP Student Intern	Some students are able to use their student employment position to get internship credit. Students seeking to use student employment as internship credit should: 1. Speak to their academic advisor to ensure they have credit available for an internship. 2. Contact their Department Chair in regards to what the internship would cover and total hours completed. Once the department chair approves the internship, the student can complete the internship registration form. Students need to make sure they are registering for the correct number of hours (45 engagement hours per 1 credit). Students using their employment to fulfill internship hours still need to follow and adhere to all student employment policies set by CSP. More information is availble here.
Academic Year	Please find the current academic calendar here.

Links

To find additional supervisor resources, templates, and processes, please visit:
https://www.csp.edu/human-resources/student-employment/.

Requirements and Eligibility

To be eligible to be a CSP student employee, one must:

      1. Be enrolled and registered as a CSP student.
      2. Have a United States social security number.
      3. Have proper identification as determined by Form I-9.
      4. Be in good standing (defined below).
      5. For summer employment, priority will be given to the student employees who are enrolled and registered in summer courses.

International Students who are on a F-1 Visa must obtain an United States social security number: For assistance with obtaining a social security number, please contact International Student Services at iss@csp.edu. More information can be found [here](#) or on https://iss.csp.edu/.

Good Standing

To be eligible for student employment, students must be in good standing with CSP academic requirements and student accounts.

An undergraduate student must maintain a 2.0 cumulative GPA (or higher) and a graduate student must maintain a 3.0 cumulative GPA (or higher).

If, at any point in a student's employment with CSP they are not in good standing, the student will forfeit the ability to be a CSP student employee.

Onboarding

Our University policy requires students to complete all onboarding tasks listed below **prior** to the start of their job. The U.S. Government requires all student employees to complete I-9 Verification with the CSP Human Resources Department **prior** to the start of their first on-campus job. **If a student begins working prior to completing all onboarding tasks and the I-9 Verification, immediate job termination may occur.**

It is the supervisor's responsibility to uphold these policies. The supervisor and student will receive an email from HR once the student is clear to work.

Onboarding for Student Employee		
To-do:	**New Student Employee**	**Returning Student Employee**
Complete onboarding paperwork via Paycor	✔	
Sign updated wage statement		If wage has increased since last worked
I-9 verification with HR*	✔	If haven't worked in 3 years
Background check	(if required)	(if required)
Enter direct deposit information	✔	

I-9 Verification

To complete I-9 Verification, students will need to bring:

1 document from list A

A) Common Submitted docs:
- Passport
- Passport Card

OR

1 document from list B AND 1 document from list C

B) Common Submitted docs:
- Drivers License
- Student ID

C) Common Submitted docs:
- Social Security Card
- Birth Certificate

Full list of accepted documents found here

ALL DOCUMENTS NEED TO BE ORIGINAL AND UNEXPIRED

***International students** are required to bring **I-20, I-94, and passport** for verification.

The Human Resources office will go over the following during the I-9 Verification meeting: timesheet instructions, work limitations, direct deposit setup, payroll calendar and due dates. It is the supervisors responsibility to knowledge check the students and go through the handbook with the student. Be sure to follow up with students on their understanding of timecards, payroll, and direct deposit.

Background Check

Some student positions require a background check. Students will be contacted by the Human Resources Office to complete a background check using AssureHire. Please note, background checks need to be completed **prior to working.** Background checks may take 1-2 weeks to complete.

Direct Deposit

CSP student employees are paid electronically through direct deposit. Instructions for entering direct deposit information can be found on our [Student Employee website](#) and are also given to student employees during their I-9 Verification/onboarding meeting with the Human Resources Office. If student employees want their earnings directly deposited to their student account (tuition payment), they must contact the Human Resources Office.

Work Schedule

Each semester, student employees and their supervisor will establish the student employee's work schedule. Every attempt will be made to schedule work hours at convenient times and in accordance with the student's class schedule. Please understand the department has scheduling needs that must be taken into consideration when assigning work hours. Student employees should discuss any special requests or schedule conflicts 24-48 hours in advance of their scheduled shift with their supervisor. Once a work schedule has been agreed upon, a student's inability to maintain this schedule may impact the coverage needs of the department and could result in termination from employment.

Work Hour Limitations

The workweek for all student employees in all departments is from Saturday at 12:01 a.m. Central Time (CT) until Friday at midnight CT. The workday is from 12:01 a.m. until midnight.

CSP Student Employee (domestic students and international undergraduate students)	
Please reference the [Academic Calendar](#) for specific dates	
Time Period:	**Hours Eligible to Work:**
Beginning the first week of fall semester classes, through the final day of fall semester classes:	Up to **19 hours** per week total between all CSP jobs
Beginning the first week of spring semester classes, through the final day of spring semester classes:	Up to **19 hours** per week total between all CSP jobs
Beginning the first week of summer semester classes, through the final day of summer semester classes:	Up to **29 hours** per week total between all CSP jobs
Winter break/Spring break	Up to **29 hours** per week total between all CSP jobs

Domestic or international undergraduate student employees who work more than one CSP job are not allowed to work 19 or 29 hours per job. They are only eligible to work 19 or 29 hours total between all CSP jobs.

Students may not falsify their timesheet and by law, are not permitted to work during scheduled class time, even if class was canceled. Students cannot work more than 19 hours one week and then work less the next week to balance it out. Students who falsify their timesheet will be terminated from their position.

CSP Student Employee (international graduate students)	
Please reference the [Academic Calendar](#) for specific dates	
Time Period:	**Hours Eligible to Work:**
Beginning the first week of fall semester classes, through the final day of fall semester classes:	Up to **19 hours** per week total between all CSP jobs
Beginning the first week of spring semester classes, through the final day of spring semester classes:	Up to **19 hours** per week total between all CSP jobs
Beginning the first week of summer semester classes, through the final day of summer semester classes:	Up to **19 hours** per week total between all CSP jobs
Winter break/Spring break	Up to **19 hours** per week total between all CSP jobs

International graduate student employees who work more than one job at CSP, are not allowed to work 19 hours per job. They are only eligible to work 19 hours total between all CSP jobs.

Students may not falsify their timesheet and by law, are not permitted to work during scheduled class time, even if class was canceled. Students cannot work more than 19 hours one week and then work less the next week to balance it out. Students who falsify their timesheet will be terminated from their position.

Overtime

CSP student employees are not allowed to work overtime. Violation of this policy may lead to termination.

Multiple Jobs - Student Employees

Student employees who hold multiple jobs at CSP will have a timesheet for each position held. All jobs have their appropriate position number and departmental numbers associated with them. Student employees must log their hours for each position under the

appropriate position timesheet. If students hold multiple jobs and do not have a timesheet for each, they should contact their supervisor or the Human Resources Office immediately.

Section 2: Getting Ready to Hire

Mandatory Supervisor Training

Each year the Human Resources Office will host mandatory supervisor training sessions. These trainings will go over any new policies and updates for student employment. At any given time, new student supervisors may request a formal introduction to supervisor training by reaching out to the Human Resources Office.

Job Specific Expectations

Because each department who employs students may have unique rules, regulations, and expectations, there may be a need for the supervisor to develop a set of guidelines specific to their department needs that go beyond what is outlined in this handbook.
(E.g: a more robust attendance policy, dress code.)

Equal Opportunity Employment

It is the policy of CSP to provide equal opportunity to all employees and applicants for employment in accordance with all applicable equal opportunity, directives and regulations of federal, state, and local governing bodies or agencies thereof, specifically Minnesota Statute 363.

All qualified applicants and employees will be considered for employment and advancement without regard to race, color, national origin, gender, disability, age, genetic information, creed, marital status, status with regard to public assistance, familial status, membership or activity in a local commission or any other status protected by applicable law. This policy applies to all employment practices and terms and conditions of employment, including but not limited to promotions, transfers, compensation, terminations, training, and participation in CSP sponsored benefits or programs.

Job Description

Jobs descriptions provide a detailed overview of the position and job responsibilities. The description should list all qualifications required for the position. This may include physical requirements (e.g: must be able to stand for 3 hours at a time), academic requirements (e.g: must be a DMS student), availability, etc.

All student employee positions are required to have job descriptions on file with the Human Resources Office. Job descriptions on file will be sent out to supervisors on a yearly basis for review. Any updates needed throughout the year should be sent to the Human Resources Office.

Job Posting

To provide equal opportunity for all CSP students, all open positions are posted online through Paycor for a minimum of two weeks. To find detailed instructions on how to request a position be posted, please visit the [CSP Student Supervisor Resources drive](#).

All students will be required to submit a resume, class schedule, and availability to apply for a position. If additional documentation is needed, please specify when requesting to post the position.

Creating a New Student Position

If you haven't had a student employee before, or are planning on creating a new position, please reach out to the Human Resources Office with the following information:
- Job Title & Department
- Org Code
- Position Description
- Supervisor
- Number of hours needed per week

The Human Resources Office will work with you to fill in any details and submit the position for review.

Interviewing & Selection

Supervisors must provide an equal opportunity for all applicants. All applicants must go through the same hiring/screening process, but supervisors may encourage students to apply to their open position. Supervisors should never guarantee employment to students.

Once your job is posted, you will begin to receive email notifications from Paycor of new applications. You may begin reviewing applications as they are submitted. You must review all applications in your pool to ensure fair employment practices. A thorough review will help you provide better feedback—in the event the unselected students reach out to you.

The Human Resources Office encourages all supervisors to conduct phone or in-person interviews with their finalists. This provides the student with valuable interviewing experience, and it gives you the opportunity to choose the student that best fits your department needs.

Steps for Interviewing:
1. Contact the student by phone or email using the information provided on the student's job application. Identify the position you are calling/emailing about and give the student 2-4 possible time slots for the interview. Explain the anticipated length of the interview, as well as any preparation the student should do before then. Make sure to inform the student of the location of the interview and who will be present.
2. Plan to use the interview questions provided by the Human Resources Office - they can be found here ahead of the interview. Be sure to ask all applicants all the same questions - for each position hired. Do not feel constrained to these questions if others arise; however keep in mind that a consistent interview process will produce the best results. The Human Resources Office prohibits asking applicants about personal characteristics that are protected by law, such as race, color, religion, sex, national origin or age. An applicant should be asked questions that are job-related only.
3. Let students know before ending the interview that they will receive further communication by email or phone as the process moves forward. Please note: students who aren't hired (and are marked as 'Passed' in Paycor) will receive an email from the Human Resources Office once you fill the position letting them know they weren't selected.

Upon conclusion of your interview stage, reach out to your finalist to extend a verbal offer and ensure that your selected student accepts the verbal job offer. Additionally, please reach out to the Human Resources Office with those who require a regret notice.

At this stage, remind your new hire of job expectations, as well as next steps pertaining to their onboarding. Instruct students to wait for a next steps email from the Human Resources Office regarding the hiring decision and new hire paperwork.
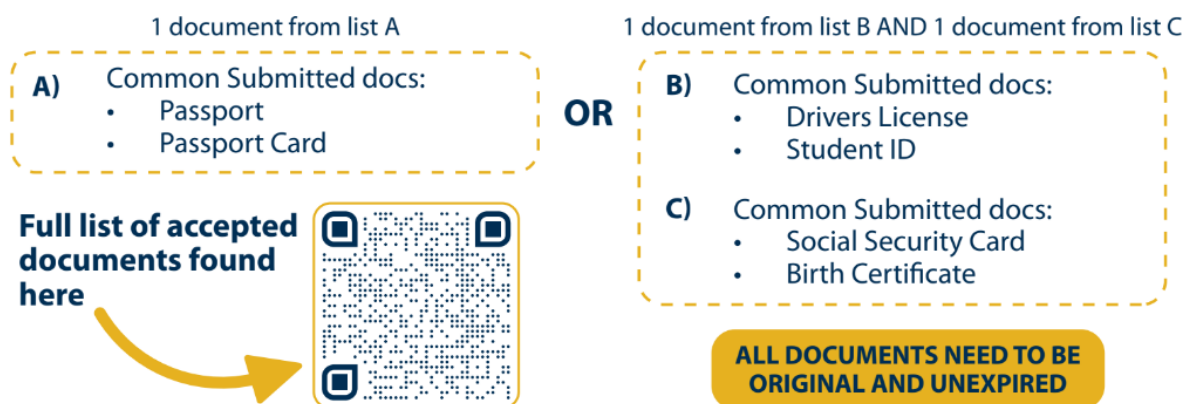
Hiring a New Student Employee

Once students have been offered a position, the student supervisor will request to hire the student through Paycor. Find instructions on how to request to hire in the CSP Student Supervisor Resources drive.

Hire requests are approved by the Human Resources Office. Upon approval, Human Resources will determine if the student has/has not worked on-campus at CSP.

New student employees will then be sent HR Onboarding Paperwork via Paycor (W-4's, Wage Statement, Confidentiality Policy, University Policies, Personal Electronic Usage Policy). Once the student completes their onboarding paperwork, HR will schedule a time with the student to complete their I-9 Verification. Students must provide original and unexpired document(s) to complete the I-9.

Students will need:

1 document from list A

A) Common Submitted docs:
- Passport
- Passport Card

Full list of accepted documents found here

OR

1 document from list B AND 1 document from list C

B) Common Submitted docs:
- Drivers License
- Student ID

C) Common Submitted docs:
- Social Security Card
- Birth Certificate

ALL DOCUMENTS NEED TO BE ORIGINAL AND UNEXPIRED

If the student has any questions regarding the I-9 verification process, please have them contact the Human Resources Office.

The Human Resources office will go over the following during the I-9 Verification meeting: timesheet instructions, work limitations, direct deposit setup, payroll calendar and due dates. It is the supervisors responsibility to knowledge check the students and go through the handbook with the student. Be sure to follow up with students on their understanding of timecards, payroll, and direct deposit.

Once the student completes all necessary requirements, the Human Resources Office will contact both the student and supervisor stating the student is cleared to begin working.

*International Students

The above requirements for hiring a student remain the same with the exception of:
*__Students on a F-1 Visa must obtain a United States Social Security Number prior to beginning their onboarding paperwork.__

For any assistance with obtaining a social security number, please contact International Student Services at iss@csp.edu. More information can be found [here](#) or on https://iss.csp.edu/.

Hiring a Former Student Employee

Student employees will be hired without a termination date and will not need to be re-hired each semester. Hiring managers will receive weekly reports listing their active student employees. Please reach out to the Human Resources office if a student employee listed as active on your report, no longer works for you. The student's employment will automatically be terminated when the student graduates or withdraws from CSP.

Hiring a Student Already Employed by CSP

To hire a student employee who already works at CSP in a different department, the student must apply to the job position and be interviewed the same as other candidates. If the student is offered the position, the Human Resources Office will determine if updated paperwork is needed. The student is not permitted to begin working until the supervisor and student receive notice from the Human Resources Office stating the student is clear to work.

Scheduling Management

Each semester, student employees and their supervisor will establish the student employee's work schedule. While the department has scheduling needs that must be taken into consideration when assigning work hours, every attempt will be made to schedule work hours at convenient times and in accordance with the student's class schedule. Student employees should discuss any special requests or schedule conflicts 24-48 hours in advance of their scheduled shift with their supervisor. Once a work schedule has been agreed upon, a student's inability to maintain this schedule may impact the coverage needs of the department and could result in termination from employment.

Timesheet Approvals

Student Employees are paid biweekly. Students will enter hours in CSP Connect under the Student Employee Card. Supervisors must approve student time worked by 12:00pm, on the Monday following the pay period end date. See CSP's Payroll Calendar here for specific dates. Visit the Student Supervisor Card on CSP Connect for detailed instructions on how to approve timesheets.

If supervisor's are out of office and require a proxy to approve student timesheets, they must set up the proxy in CSP Connect prior to their leave.

Budget Management

Each department that hires student employees has a budget allocated by Human Resources after final approval from executive leadership. Departments have a fiscal year (July 1 - June 30) budget for student earnings. This budget is requested each spring for the coming fiscal year. It is the responsibility of each supervisor to monitor their budget.

A simple equation to figure out how many hours available is:
Fiscal year budget ÷ $15.00 = maximum number of hours available for student employees to work during the fiscal year.
(e.g. $15,000 ÷ $15.00 = 1,000 maximum number of hours available for student employees.)

At the end of each payroll cycle (the Friday following the payroll end date), supervisors will receive the student labor budget report showing the dollar amount that has been used in each organizational code. The report also includes the department budget and current expenditures.

The Human Resources Office will be tracking the budgets on a bi-weekly basis and will confer with supervisors if the budget will be depleted by the end of the fiscal year.

Section 3: Student Employees On the Job

Orientation & Training

Supervisors will go through an Onboarding Checklist provided by the Human Resources Office on the first day of the student's new job as well as any additional training necessary for the position. Ongoing training may be provided as well.

- Onboarding Checklist: This is a general guide for supervisors to use for new student employee orientation and training. It is beneficial to provide clear expectations early, as the training a student receives on the first day of work will set the tone of the employment experience.
- Handbook for Student Employees: The student employee handbook has a wealth of information for new student workers. We encourage supervisors to have student employees review the handbook at the beginning of their employment experience and to refer to it throughout.

Career Competencies - Student Employee Evaluations

As part of onboarding, supervisors will discuss the Career Competencies listed on the student's job description. Supervisors should highlight how each competency applies to the student's job. The student should set goals to achieve on the job based on the competencies. Supervisors should consistently follow up with the student to discuss the progress of their goals and provide feedback.

Breaks

Meal & Rest Break Chart		
Shift Length	**Paid 15-Minute Rest Breaks**	**Unpaid 30-Minute Meal Breaks**
Less than 4 Hours	0	0
4 Hours to 7.75 Hours	1	0
8 Hours+	2	1

Each rest break counts as part of the working hours and must be taken away from the desk or area of work. A rest break can **not** be used at the end of the shift as a way to leave early.

A meal break is **required** to be taken when a student works for eight continuous hours and must be taken away from the desk or area of work. Such breaks must be limited to 30 minutes each. Each meal break does not count towards working hours. The supervisor will notify the student if the break is to be taken on-call which would result in a paid 30 minute meal break.

Vacations/Holidays

No paid vacation or holiday benefits are accrued by any student employee of CSP. When CSP is on official break, some student employment is available. Specific arrangements are to be made with the supervisor for work during such breaks. Please refer to the Work Hour Limitations section on page 8.

Earned Sick And Safe Time (ESST)

Sick Time: Time away from work due to an employee or family member's mental or physical illness, including preventive medical care.

Safe Time: Time away from work due to reasons related to domestic violence, sexual assault, stalking, school closures due to inclement weather or other public safety issues, for an employee or an employee's family member.

Should a student employee be unable to report to work due to reasons noted above, they should notify any and all direct supervisors before the scheduled start of their shifts. ESST in excess of five consecutive shifts may require reasonable documentation consistent with the definitions of sick and/or safe time.

Earned Sick and Safe Time Rates and Usage:
- Employees accrue 1 hour of ESST per 30 hours worked
- Employees can accrue up to 48 hours per year
- Employees begin accruing sick leave on the 1st day of employment
- Employees can start using ESST after 90 days of employment
- Employees must work 80 hours to be eligible
- Time spent traveling to work before the employee's shift has started and traveling home after the employee's shift has ended are not calculated in the accrual of ESST
- Employees who have not worked for 90 days will lose any accrued sick and safe time.

Student employees will not be paid for any unused sick and safe time at the time of separation from their position. You can check how many hours you have accrued by referencing the student employee website here or by following these instructions:

1. Log in to CSP Connect
2. Find the Student Employees card
   a. If you do not see the Student Employees card. Scroll to the bottom, select "Discover More" and type in "Student Employees" in the search box. Add the card to your homepage by selecting the flag on the top right.
3. 3. Select "Employee Profile" link on the Student Employees card
4. 4. The number of ESST is available under the heading "Leave Balances''

If you have any questions regarding ESST, please contact the Human Resources Office.

Compensation

As of July 1, 2023, student employees are paid $15.00 per hour in accordance with St. Paul jurisdiction.

Supervisors do not have the ability to increase or decrease this wage.

Student employees are not eligible to receive any vacation pay, holiday pay, or overtime. They do not participate in employee health plans, unemployment insurance, or retirement programs.

Timesheet Policies and Procedures

- Student employees are required to complete timesheets electronically via CSP Connect showing the exact number of hours worked (excluding any 30 minute break) and any leave taken. Hours should be rounded to the nearest quarter hour (15 minutes).
- The appropriate hours should be entered under the correct earning code: Student Earnings **or** Earned Sick and Safe Time.
- Timesheets are due by 11:59 p.m. CST on the second Friday of the pay period. Time sheets submitted after the pay deadline may result in delayed pay. Students who consistently submit late timesheets will be terminated. Supervisors will review and approve student timesheets and submit them to the Human Resources Office.
- Students employees may not enter hours worked in one pay period on a different pay period's timesheet.
- Student employees are not authorized to work during scheduled class time. If class is canceled, by law, student employees are not allowed to work during that time.

- Student employees are not allowed to complete, make entries on, or sign a timesheet on behalf of someone else.
- A student employee who knowingly falsifies timesheet information or breaks timesheet policies will be terminated.
- Find instructions on how to submit your timesheet on our website.

Pay Schedule

Student employees can find our payroll calendar for specific timesheet due dates here.

On The Job Injury, Illness, and Safety

If a student employee is injured on the job, he/she should notify the supervisor as soon as possible without fear of discipline or retaliation. Supervisors should notify the Human Resources Office to be certain that CSP's workers' compensation carrier is notified as soon as possible.

If an employee is seriously injured, call 911 and describe the emergency and location; also call the security office by dialing (651)-641-8777.

CSP maintains the safety and protection of students and employees. Therefore, every supervisor and employee is responsible for eliminating unsafe conditions that can cause unnecessary injuries and accidents. It is also the responsibility of all employees to follow all federal, state, and local standards, and for supervisors to stay current on these standards, to communicate them to their staff, and to enforce them. Employees are expected to observe all applicable safety requirements, and to report any unsafe or hazardous condition to his/her supervisor as soon as possible. CSP complies with the Federal Occupational Safety and Health Act of 1970 (OSHA) regulations.

Tips for Recognizing Student Employees

Students make up an important and valuable part of the workforce at CSP. Acknowledging the contribution made by your student employees encourages and motivates them to do their best for CSP.

Here are some suggestions for ways to let your student employees know how much their work is appreciated. Use these tips during National Student Employee Appreciation Week (second full week of April) or any time!

- Prepare and distribute certificates of appreciation. Visit the Celebrating Student Employees webpage for a template you can use during National Student Employee Appreciation Week.
- Decorate office doors or bulletin boards with posters expressing appreciation to your student workers and listing their names. You can include pictures and short bios to help staff get to know them better.
- Ask staff members to take turns bringing snacks for student employees each day of National Student Employee Appreciation Week.
- Send handwritten or electronic thank-you notes to student employees, letting them know you value them. Or have staff sign a thank-you card for each student worker.
- Present awards for special categories (Best Computer Skills, Best Customer Service, Best Telephone Skills, etc.). To add some humor, you might use "white elephant" type items as trophies.
- Honor your student employees with a shout out in your staff meeting
- Take a few moments to say thank you!

Section 4: Student Employees Expectations on the Job

Attendance, Punctuality, and Absences

All student employees are expected to arrive on time, ready to work, every day they are scheduled to work. They are expected to be at work at their scheduled start time and not to leave before the end of their scheduled hours. Student employees are also expected to take any agreed-upon breaks. Requests for work schedule changes should be communicated to and agreed upon by your supervisor 24-48 hours in advance of your scheduled shift. Frequent late arrivals and unexcused absences may result in consequences from your supervisor, including corrective action and the possibility of termination of student employment (Please refer to the Corrective Action section on page 24).

Student Employee Dress Code Expectations

- Clothing should be clean and free of stains, holes, tears
- No visible undergarments
- No revealing clothing such as spaghetti straps, tank tops, short skirts, or short dresses
- No pajama pants
- Shoes appropriate for tasks of the day, no slippers or open toed shoes
- If wearing college gear, it is preferred to be CSP gear

Some positions require additional restrictions or guidelines specific to the department, please check with your supervisor to confirm their dress code. When in question, the supervisor has discretion to make decisions on what constitutes appropriate attire.

Personal Electronic Usage

All students will sign the personal electronic usage policy agreement during their onboarding with the Human Resources Office. It is the supervisor's responsibility to provide any additional requirements specific to the position.

This policy outlines the guidelines for the appropriate use of personal electronic devices by student employees during working hours at Concordia University, St. Paul. The purpose of this policy is to maintain a productive and professional work environment while respecting the rights and responsibilities of both the institution and its student employees.

This policy applies to all student employees of CSP, regardless of their role or position. It covers the use of personal electronic devices such as smartphones, tablets, laptops, and other similar devices while on duty.

Guidelines
    a. Personal Responsibility:
        a. Student employees are expected to prioritize their work responsibilities over personal electronic device usage during working hours.
        b. The use of personal electronic devices should not interfere with job performance, productivity, or the provision of excellent service to students, faculty, staff, or visitors of the university.
    b. Restricted Usage:
        a. Student employees should refrain from using personal electronic devices for personal calls, texting, social media, or other non-work-related activities while on duty, unless explicitly permitted by their supervisor or in designated break areas.
        b. Personal electronic devices should be set to silent mode or kept on vibrate to minimize disruption to the workplace.
    c. Confidentiality and Privacy:
        a. Student employees must respect the privacy and confidentiality of sensitive information related to the institution, its students, faculty, staff, and any other relevant parties.
        b. Sharing or disclosing confidential or proprietary information through personal electronic devices is strictly prohibited.

d. Emergency Situations:
    a. In the event of an emergency or urgent personal matter, student employees may use personal electronic devices briefly. However, they should inform their supervisor as soon as possible about the situation.
    b. In cases where personal electronic device usage is necessary during an emergency, student employees should exercise discretion and minimize any disruption to their work responsibilities.
e. Enforcement:
    a. Supervisors will monitor compliance with this policy and address any violations accordingly, in line with the institution's corrective action procedures.
    b. Student employees who repeatedly violate this policy may be subject to disciplinary action, including verbal warnings, written warnings, or, in severe cases, termination of employment.

Confidentiality

As a CSP student employee, students may come in contact with confidential information. Student employees must realize all of this knowledge is regarded as highly classified and is not to be discussed with anyone outside of your department or with unauthorized persons.

All student employees are expected to manage records in their custody in accordance with all Federal Regulations, specifically not releasing confidential information to third parties without the written consent unless specifically allowed according to Federal guidelines. Any student employee failing to provide necessary security of records as stipulated may be denied further access to records. Proper custody of records includes but is not limited to:

- Keeping all records in a secure environment when the student employee is not present.
- Keeping all records inaccessible by not accessing records on the laptops outside the work area.

Use of University Property, Equipment, and Resources

As a student employee at CSP, during employment, students may be issued property owned by the University. Student employees should understand at the end of employment in a department or position, they are obligated to return all property issued to them in good condition.

In the event an item becomes damaged during normal use, student employees should report any damage or loss of equipment to their supervisor immediately. In this situation the student employee will not be held liable for its replacement.

In the event an item becomes damaged during misuse or is lost, student employees must understand they may be held liable for its repair or replacement. This includes materials borrowed from the CSP Library and Technology Center.

As a condition of student employment, students authorize CSP to withhold funds from their paycheck to replace or repair (to be determined at the discretion of the University) the property under the following conditions:

- Student employees do not return the property under the conditions stated above
- Student employees do not report damage of the property to their supervisor in a prompt manner

In the event the value of the student employee(s) paycheck(s) is less than the value of the property, the cost to repair or replace the property may be transferred to the student employee's account balance for collection.

In the event the University withholds funds from the student employee(s) paycheck(s) or posts a debit to the student(s) account, student employees have the right to a receipt showing the value of the property and the costs associated with replacing or repairing it.

Discrimination and Harassment

CSP strives to create and maintain a work environment in which people are treated with dignity, decency, and respect. Employees should be able to work and learn in a safe yet stimulating atmosphere. The accomplishment of this goal is essential to the mission of the University. For that reason, CSP will not tolerate workplace harassment and other inappropriate conduct that is based on, or is directed toward someone because of race, color, religion, national or ethnic origin, sex, disability, age, genetic information, creed, marital status, status with regard to public assistance, familial status, membership or activity in a local commission, sexual orientation, or any other status protected by applicable law. Voicemail and electronic communication (such as email, text, and internet use) are covered by this policy in the same manner as other communications and actions. CSP will take appropriate and immediate action in response to complaints or knowledge of violations of this policy, maintaining confidentiality to the fullest extent possible.

For purposes of this policy, prohibited conduct includes verbal, written, visual or physical conduct that (1) relates to another person's race, color, religion, national origin, sex, disability, age, genetic information, creed, marital status, status with regard to public assistance, familial status, membership or activity in a local commission, sexual orientation or any other status protected by applicable law or (2) is directed toward another person because of that person's race, color, religion, national origin, sex, disability, age, genetic information, creed, marital status, status with regard to public assistance, familial status, membership or activity in a local commission, sexual orientation or any other status protected by applicable law, where such conduct may have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Discrimination and harassment is prohibited whether it is committed by supervisors, co-workers, or non-employees including partner agency representatives, students, vendors, or community partners. Employees must not engage in prohibited conduct against other CSP employees or personnel of CSP's non-employees including partner agency representatives, students, vendors, or community partners.

Corrective Action

The Human Resources Office provides the following steps to supervisors for approaching concerns and corrective action:

1. Supervisors should immediately address the issue with the student employee. As a reminder, always be sure to document any discussions regarding infractions via a follow up email.

2. **Verbal Warning** - If the issue that has been addressed continues, the supervisor should meet with the student employee and inform them they are being placed on verbal warning. The supervisor should verbally communicate what steps or actions are needed to resolve the issue. A timeline for improvement should be established and agreed upon by the supervisor and student employee. **Supervisors must document this verbal warning by completing a Corrective Action Form and submitting the documentation to the Human Resources Office.**

3. **Written Warning** - If the student is unable to make agreed upon improvements or additional issues arise, the supervisor should compose a written warning that indicates what steps or actions are needed to resolve the issue in a set time frame.

The written warning should include a statement that failure to make changes may result in termination of the student employee. **Supervisors must document this written warning by completing a Corrective Action Form and submitting the documentation to the Human Resources Office.**

4. **Termination -** If the student's behavior or performance continues to be unsatisfactory, the supervisor must contact the Human Resource Office to discuss termination of the student's employment.

Termination

Employment with CSP is based on mutual consent and both the student employee and the University have the right to terminate employment at will, with or without cause or advance notice. Corrective action may be used at the University's discretion.

Termination will occur for the following reasons:
- Graduation
- Withdrawing from the University
- Fall below Good Standing
- Students on an F-1 Visa who change Visa status
- Timesheet falsification (wage theft)
- Consistently submiting late timesheets
- Unethical behavior
- Not completing required onboarding tasks before starting employment

Termination may occur for the following reasons:
- Failure to comply with University policies and procedures
- Failure to improve performance or behavior on the job following corrective action steps outlined in the Corrective Action section of this handbook

Closing Statement

Successful working conditions and relationships depend upon successful communication. It is important that CSP student employees and supervisors stay aware of changes in procedures, policies and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at CSP. If you have suggestions for how we can improve this handbook, please reach out to the Human Resources Office at humanresources@csp.edu.