

Student Supervisor Obligations

Supervisors have overall responsibility for student employees, including being the main contact the Office of Student Employment. You will receive email notifications of important Student Employment information and updates. Specific responsibilities are as follows but are not limited to:

- Complete the new supervisor training and use available resources as needed.
- Comply with all state and federal laws and Wittenberg University policies surrounding hiring, employment, FWS, international students and workers' compensation.
- Post all student employment positions on Handshake for at least 10 days.
- Conduct any interviews and extend job offers.
- Once an applicant has accepted an offer for the position, the supervisor must inform the student to schedule an appointment with the Office of Student Employment to complete the federally required paperwork if they have not held a previous student employment position if they have not already done so during their time at Wittenberg.
- NEVER allow a student to begin work until the Office of Student Employment has confirmed the student has met all the legal requirements to become an employee. You will be notified by email when this verification is complete.
- Understand legal employment practices and the content of the Student Employment Policy Manual and educate students on its contents.
- Ensuring that student employees' schedules do not conflict with their class schedules.
- Provide effective training for new student employees in the skills and procedures necessary to perform the position. This includes consistent communication of expectations and department-specific policies. Establish dress code, attendance expectations, preferred communication methods, and call-out procedures.
- Provide accurate job descriptions to both students and the Office of Student Employment.
- Assign tasks that are essential to departmental operations. Encourage them to take initiative and gradually assume greater responsibility.
- Hold students accountable for attendance, timesheet accuracy and punctuality, and all other student employment guidelines.
- Uphold university-established payroll deadlines and approve timecards prior to deadlines. Supervisors have the authority to enforce earlier deadlines to allow for approval. Encourage students to submit their timecards after they work their last shift of the pay period.
- Notify student employees promptly if their performance is substandard and document these conversations. Create a plan to improve performance.
- Submit "Job Termination/Separation Form" if a student voluntarily leaves their position.
- Issue reprimands per the progressive disciplinary procedure as necessary. You can find this progressive disciplinary process on the Supervisor Teams drive, and in the Student Supervisor Manual.

- Ensure NO graduating student works past their last day of eligibility (day of Commencement).
- Establish a proxy in Self Service. In the event a supervisor is out of office on a timecard approval date, a proxy can approve timecards for the supervisees on behalf of the supervisor.
- When in doubt, **document**. This includes a follow up email to students after a verbal conversation. Always submit documentation to the Office of Student Employment.
- Supervisors may complete a reference for a current/former student employee, but should never complete employment verifications. All verification requests should be forwarded to the Office of Student Employment, which can be found in the form of mail, email, phone call, or fax.

Supervisors should also serve as role models to employees. Supervisors should exemplify strong work habits, a commitment to excellence, and the importance of taking responsibility in the workplace. To be an effective role model, try to adopt the following traits in your interactions:

- **Be an example.** Model strong work habits through efficient, dedicated work practices. Let your own approach to daily work be an example from which students can learn.
- **Communicate expectations.** Communicate the job standards and expectations to your student employees. One can't assume that these are self-evident to the student, even though they may seem obvious to you.
- **Be flexible.** Understand that student employees are students first and employees second. Though it is important to have high standards on the job, it is also important to be flexible in accommodating academic obligations.
- **Train effectively.** Take time to train your students in important work skills, attitudes, and habits, such as perseverance, time management, phone skills, quality customer service practices, and handling difficult situations. This is the "common sense" from which success is made.
- **Be fair.** Supervisors who are too lenient are not doing students any favors. Campus jobs are real jobs. Treat student employees as you would like to be treated in each situation.
- Give recognition. When you see a student employee "going the extra mile," acknowledge this in front of other staff and peers. People need to feel appreciated.
- **Be an educator.** An on-campus job should be treated as an extension of the classroom. To the degree that we each contribute to the lives of others, we are all educators. Consider how you can contribute to the education of your student employees.

Supervisors are also in a unique position to demonstrate compassion for students in distress. As a supervisor, you may notice when a student worker seems to be having a difficult time. Sometimes students cannot or will not turn to family or friends in times of distress. Your expression of concern may be a critical factor in supporting a student's academic career and their emotional well-being. If

you have a safety or well-being concern, please submit documentation on Pharos, which can be found on the Wittenberg Experience page.