

# Reed College

## Student Supervisor

### Handbook

November 2021 Accessible PDF Version

This handbook provides guidance, policy, and resources for supervisors of student workers at Reed College. Contact the Student Work Coordinator using the contact information on the right with any questions regarding handbook contents.

This is the 11/2021 version of the Student Supervisor Handbook. This Handbook may be updated at any time. To ensure that you are viewing the newest version of this Handbook, please visit [reed.edu/student-work/supervisor-handbook](https://reed.edu/student-work/supervisor-handbook), where the most updated version of this handbook will be available for PDF download.

This Handbook is also available as HTML web pages at the following link: [reed.edu/student-work/supervisor-handbook](https://reed.edu/student-work/supervisor-handbook).

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# Student Supervisor Handbook: Definition & Eligibility

## What is student work?

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Student work encompasses both:

- Paid on-campus student positions
  - In which the work benefits the college and does not necessarily relate to the student's education
- Off-Campus Federal Work Study positions through SEEDS

The following are not considered student work positions because the project, experience, or work benefits the student and contributes to the student's education. A non-student could not be hired for this role:

- Positions elected by the Student Body
- Positions hired by the Student Senate Appointments Committee
- Signators of student organizations
- Fellowships/Summer Awards

## Supervisor and approver designation

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[HireEm](#) lists both a supervisor and a timesheet approver for each student worker. It is very important that the supervisor and approver in HireEm accurately reflect who supervises the student worker. Please see the guidance below for determining who should be listed.

**Supervisor:** *The supervisor listed in HireEm must be the person who is responsible for directing the student's job tasks and overseeing the student's work.*

The supervisor of record is the contact for the student work office regarding the position and will receive email notifications of important student work information. The supervisor of record is also an obligated reporter of sexual misconduct, per [college policy](#).

**Approver:** *The approver listed in HireEm must be the someone who is aware of or will obtain confirmation of the exact hours worked by the student.*

The approver should be either the supervisor (directly overseeing the students work) or someone who is otherwise aware of the exact hours the student works.

## Eligibility for student work

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Students who are currently enrolled and attending classes are eligible to work on campus as student workers. Students who are on a Leave of Absence, failed to re-enroll, graduated, or have otherwise not enrolled are not eligible for student work. Students entering the college in the fall are eligible to begin work after July 1. Continuing students who wish to work over the summer must be enrolled in one or more units for the upcoming fall semester. Work for the college must be performed within the state of Oregon; students are not eligible for student work while out of state.

Only students who are awarded *Federal Work Study* (not *Reed Work Study*) are eligible to work in Off-Campus Federal Work Study positions through SEEDS.

## Leaves

Students who are on a leave of absence are not permitted to work in student jobs during their leave. A student returning from leave in fall semester is eligible to begin working after July 1st. A student returning from leave in spring semester is eligible to begin working at the start of Paideia week in January.

## Graduating student workers

After completing their last semester at Reed, a student is eligible to work on campus through the Thursday of final exam week. Graduating students may not work any hours in their student jobs after this date.

## Work-study

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Students with Financial Aid may have one of two types of work study as a part of their financial aid package. It is typically awarded in the amount of \$2,000, which students are expected to earn through hourly work on campus. This amounts to about 5 hours of work per week at \$13.25 per hour.

- *Federal Work Study* is a federal aid program administered by Reed. Higher need students who qualify are awarded this option.
- *Reed Work Study* is awarded by Reed to students not eligible for federal work study but who have financial need.

While students without work awards are eligible to work on campus, it is important to provide students with work study the opportunity to earn their awarded amount. **Supervisors are encouraged to prioritize hiring qualified applicants who have either type of work study award.** It is permissible to ask students as a part of the application process if they have work-study, however, it is suggested that you also use HireEm to look this up (below).

### **Check a Student's Work Study Status**

Supervisors can look up the work study status of student applicants in [HireEm](#). In HireEm, click on the "Work award search" tab on the left - this will take you to a page where you can look up a student's work study status using their name, ID numbers, or a .csv file downloaded from Handshake. If there is a "yes" under "Work award?", the student has an accepted *Reed Work Study* or *Federal Work Study* award as a part of their financial aid package.

# Student Supervisor Handbook: Recruiting and Hiring Student Workers

Establishing a process for recruiting and hiring student workers is crucial for accessibility and equity in on-campus work. Advertising open positions (via Handshake) and narrowing down applicants based on specific criteria provide consistency and clarity in the hiring process. Mirroring a 'real world' hiring process allows students to build job application and interview skills that they can use well beyond their years at Reed.

The Student Work Office offers regular group training on Handshake and hiring for student work supervisors. If you would like to schedule a 1:1 training, please contact the Student Work Coordinator at [studentwork@reed.edu](mailto:studentwork@reed.edu).

This [google folder](#) contains all supervisor resources related to hiring student workers, including a [checklist for hiring student workers](#) for quick guidance on the process of hiring student workers at Reed. Details on aspects of this process can be found below.

## Posting student work positions on [Handshake](#)

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Posting positions in Handshake is essential to making student work positions accessible to all students. On-campus student work positions are posted under the “Reed College Student Work” employer on Handshake. To set up an account with Handshake in which you can post positions to Reed College Student Work, please follow [this link](#) and request to join the "Reed College Student Work" employer.

For guidance on creating a position description for a posting, and how to post positions to Handshake, please see the [Job Description Guide](#) and the [Guide to Posting Positions on Handshake](#). The Student Work Office and the Center for Life Beyond Reed hold regular Handshake trainings. If you would like to schedule a 1:1 training, please contact the Student Work Coordinator at [studentwork@reed.edu](mailto:studentwork@reed.edu).

## Interviewing for student work positions

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It is important to post student work jobs and conduct interviews as a part of your hiring process. Interviewing is the best method to evaluate candidates in a fair manner, and it provides important professional development experience to students. The length, type, and formality of interviews will vary depending on the student work position, but it is highly recommended to meet your candidates in-person.

### **Inclusive Interview Practices**

It is important to create inclusive and welcoming interviews for on-campus jobs, and to evaluate candidates equitably. For guidance on creating inclusive interviews and reducing biases in the interview process, see [Effective Interviews: Reducing Bias in the Interview Process](#) (accessible via google drive).

## Notifying students who are not selected

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Please notify all applicants who were not selected for a position as soon as possible once this is determined. If a student was not selected to interview, a

simple email notification is all that is required. If a student interviewed with you, offer to provide them with constructive feedback on their application or interview. Handshake allows you to download a spreadsheet of all applicants, where you can easily see the email addresses of all students who applied for the position.

See [sample decline emails](#) for examples.

## Hiring in HireEm

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Once you have made a hiring decision, you will need to hire the student in [HireEm](#). If you do not have access to HireEm, contact Dawn Derry at [derryd@reed.edu](mailto:derryd@reed.edu) and reference the account (ORGN) number that you are using to pay student workers.

You can use HireEm to:

- Request a new hire
- Change the supervisor, approver, or pay rate for a current hire
- Terminate a current hire from payroll
- Create a new position

[HireEm User Guide](#)  
[Student Payroll Website](#)

## Student hiring paperwork

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Before beginning work, a student worker **must** fill out hiring paperwork in the Business Office. If you hire a student who has not worked on campus before, direct them to fill out this paperwork as soon as possible. Once the student has filled out their paperwork, they will be hired through Payroll. Please do not allow students to work any hours before filling out this paperwork.

### **International student hiring**

International students are defined as students that are attending Reed on F-1 or J-1 student visa. International students are eligible for on-campus employment and are not authorized to work off-campus. International students may also have *Reed Work Study* as a part of their financial aid.

In order to be paid, international students must apply for a social security number once they have received an offer of on-campus employment. When an international student is hired for the first time on campus, **the following process must be completed. They may begin working as soon as they have filled out their hiring paperwork in the business office, while waiting for their SSN to arrive.**

## Non-discrimination and equal opportunity

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When hiring student workers, supervisors are expected to uphold Reed College's Non-Discrimination and Equal Opportunity Employment Statement:

*Reed College does not discriminate on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, marital status, military status, veteran status, genetic information, physical or mental disability, pregnancy, status as a parent, family relationship, or on the basis of any other category protected by law. Reed does not consider any of the above attributes in administration of its employment policies, educational policies, admissions policies, scholarship and loan program, housing policies, and athletic and other school-administered programs. In its policies and actions, Reed will comply with its obligations under state and federal law including Title VI and Title VII of the 1964 Civil Rights Act, Title IX of the 1972 Education Amendments Act, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), the Uniformed Services Employment and Reemployment Rights Act (USERRA), Oregon Revised Statutes, and any other applicable law.*

# Student Supervisor Handbook: Supervising Student Workers

## Responsibilities of supervisors and student workers

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### Supervisor responsibilities

- Ensuring that students do not begin working until they have completed hiring paperwork in the Payroll office and are officially hired in HireEm
- Ensuring that student workers' schedules do not conflict with their academic classes
- Ensuring that required Meal and Rest Periods are given to student workers
- Ensuring that student workers are aware of their Oregon Paid Sick Leave, and communicating to student workers how they should notify you when they are taking sick time
- Communicating expectations for student workers, including those regarding department/office policies and procedures, schedules/shifts, and communication
- Providing student workers with the necessary training for their role, including safety training and FERPA confidentiality training if they will have access to confidential information
- Meeting with students on a regular basis to discuss performance and goals
- Providing immediate feedback about performance or behavior that is not acceptable, and setting clear expectations for improvement
- Approving student workers' timesheets are approved by the approval deadline

## **Student worker responsibilities**

- Completing all hiring paperwork in the Payroll office upon hire and before working
- Informing supervisor of class schedule each semester so that work hours do not conflict with academic classes
- Accurately filling out timesheet, electronic or paper, and submitting prior to the deadline
- Ensuring that work does not total over 20 hours/week during academic semesters and 40 hours/week during breaks, in all on-campus positions combined
- Notifying supervisors in the event that paid sick time will be used for a qualifying reason as soon as possible before the shift to be missed begins
- Communicating with supervisor, per their instructions, regarding both planned and unplanned absences from work
- Following all college and department/office policies while performing work duties
- Abiding by the Honor Code while working as a student worker

- Adhering to FERPA confidentiality policies if job requires accessing confidential information
- Communicating with supervisor if leaving student work position

## Student worker reviews

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One-on-one reviews are a great opportunity for students to get feedback and develop workplace skills and habits. These reviews should include student self-reflection, specific feedback, reiteration of expectations, and the mutual development of learning goals. They should also include an opportunity for students to self-evaluate and to provide feedback to their supervisor.

Student worker reviews are not one-sided, but rather a conversation between a student worker and supervisor about what is going well and how the student can be supported to thrive in the work environment. These conversations should happen at least once a semester (or once per the student's period of work, if it is shorter than one semester).

These meetings are not the only time that feedback should be provided to a student worker. Feedback on performance, both positive and constructive, should be given consistently throughout the student's employment. Do not wait for a review to address a performance or behavior issue.

## Supporting student workers

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Supervisors of students are 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.

### **Reed Care Team**

The **Reed Care Team** is an interdisciplinary team that proactively coordinates support for students experiencing personal or academic issues that interfere with their ability to be successful in the college setting. Anyone can refer a student to the Care Team via the **online care referral form**.

For emergency or urgent situations involving risk of harm to self or others, please call Reed Community Safety at 503-788-6666 or 911.

## **If you are concerned for a student worker:**

Members of the Reed community who are concerned for a student are welcome to consult with Assistant Dean for Student Support Britt Q. Hoover in the Student Life Office (Eliot 218, 503/777-7521, [careteam@reed.edu](mailto:careteam@reed.edu)).

You can read about common signs of distress here and tips for how to talk to a student about your concerns here: [Recognizing and Helping a Student in Distress](#). As their supervisor, recognize that a student might not want to disclose personal issues with you. If you choose to have a conversation with the student, be prepared to provide other resources for support. The website linked above provides some helpful suggestions.

## **Disability-related accommodations for student workers**

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Student workers seeking an accommodation for student work related to a disability can begin the process by setting up a meeting with the Student Work Coordinator by emailing [studentwork@reed.edu](mailto:studentwork@reed.edu) or calling 503.517.4847. The student is not required to disclose disability related information to their supervisor before this meeting. If a student worker that you supervise has requested accommodations, you will be contacted by the Student Work Office.

## **Student Supervisor Handbook: Student Work Policies**

### **Wages & hours**

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The Reed student work pay rate is \$14/hour (through June 30, 2022). Some student positions may pay a higher rate based upon job duties. For consultation on pay rates for student work positions, contact the Student Work Coordinator.

### **Hourly pay**

Student workers must be paid an hourly wage with rare exceptions. To seek approval to pay a student worker via a stipend, contact [studentwork@reed.edu](mailto:studentwork@reed.edu). Hourly student workers must be paid for all hours of work that they complete

regardless of when the work occurs, including outside of typical scheduled hours.

## **Maximum hours**

When classes are in session and during reading and finals weeks, student workers at Reed may work up to 20 hours/week in all on-campus positions combined. During school breaks (Fall, Winter, Spring, and Summer breaks), student workers at Reed may work up to 40 hours/week in all on-campus positions combined.

## **Overtime**

Reed College has a policy of “no overtime” for student employees. Students may work up to 40 hours per week during school breaks. Students must not exceed 40 hours of work during the standard work week (Sunday through Saturday). Any overages will be noted in payroll, and the student and supervisors will be advised to remedy the situation in the future.

## **Holidays/time off**

Student workers are not eligible for holiday pay, pay for administrative leave days, or pay for inclement weather days that they do not work. Student workers should not be scheduled to work on Federal Holidays, unless it is considered an emergency and prior arrangements have been made.

## **Rest and meal breaks**

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Per [Oregon State law](#), student workers must receive meal and rest breaks, as outlined below. Student workers cannot legally waive their rights to rest or meal breaks. Supervisors must ensure that these breaks are being taken by student workers.

Student workers must receive a 30 minute **unpaid** meal break during any shift that lasts 6 hours or longer. If the work period is at least six hours but less than seven hours, the meal period is to be taken after the second hour worked and prior to the commencement of the fifth hour worked. If the work period is more than seven hours, the meal period is to be taken after the third hour worked and prior to the commencement sixth hour worked.

Student workers must receive one **paid** rest period, not shorter than 10 minutes, for any shift longer than 2 hours, at a rate of one rest break for every 4 hours

worked. Rest breaks and meal breaks are not the same, and both must be given separately.

### Required Meal and Rest Breaks:

Length of Work Period	Rest Breaks Required	Meal Periods Required
2 hrs or less	0	0
2 hrs - 5 hrs 59 min	1	0
6 hrs	1	1
6 hrs - 10 hrs	2	1

## Oregon paid sick leave

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Students working in hourly on-campus positions (and SEEDS Off-Campus Federal Work Study Positions) earn Oregon Paid Sick Leave. Student workers earn 1 hour of paid sick time for every 30 hours worked. To use paid sick leave, student workers enter sick leave on their timesheet instead of regular work hours for any scheduled hours that they missed due to the reasons below. Supervisors can check a student's leave balance by selecting "Leave Balances" while viewing the student's timesheet in GPS.

It is the student's responsibility to notify their supervisor before their shift begins if they will be taking sick time for one of the reasons below.

Sick leave may be used:

- Due to experiencing physical or mental illness
- To seek medical care for physical or mental health
- To attend the funeral of or grieve the death of a family member\*
- To care for a sick family member\* or seek medical care for a family member\*
- To seek resources related to domestic violence, harassment, sexual assault, or stalking
- If you cannot work because you test positive for COVID-19 or are instructed to quarantine due to possible exposure to or symptoms of COVID-19
- If your workplace closes and your hours are cancelled due to a public health emergency

For more specific information about Oregon Paid Sick Leave, including definition of a family member, please see [this page](#).

## Students calling out sick

If the reason for using sick time is foreseeable (for example, a doctor's appointment), students should notify their supervisor as far in advance as possible of their absence. If the reason for using sick time is unforeseeable (for example, they wake up sick the day of their shift), it is the student's responsibility to notify their supervisor that they are sick and will not be attending work before their shift begins.

Important notes for supervisors:

- If a student calls in sick, you may not require the student to find coverage for their shift.
- When onboarding a new student worker, make sure to clarify how you would like them to notify you if they are sick.
- Students accrue sick time for all hourly on-campus positions in one "pool" that may be used in any hourly on-campus position.
- Supervisors can check a student's leave balance by selecting "Leave Balances" while viewing the student's timesheet in GPS.

Questions about sick time? Contact the Student Work Coordinator at [studentwork@reed.edu](mailto:studentwork@reed.edu).

## Students calling out for academic reasons

Due to the varying nature of student positions, policies regarding missing work for academic reasons vary by student position. Supervisors should set clear expectations for missing work for academic reasons. Students are responsible for communicating their absence, per supervisor instructions, **before** their scheduled shift begins.

## Safety

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Environmental Health and Safety provides the Reed community with the information and training necessary to handle the various hazards that can be found in the classroom, the labs, or on campus in general. Supervisors and student workers are required to follow EHS policies and procedures, including:

[Emergency Procedures](#)  
[Heat Illness Prevention & Response](#)  
[Protection from Wildfire Smoke](#)

All Environmental Health and Safety instructions and guidance can be found [here](#).

## Workers compensation

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Student workers injured on the job should report injuries to their supervisor and to Human Resources ([hr@reed.edu](mailto:hr@reed.edu)) immediately, and in all cases, no later than 24 hours after the injury occurs. Further instructions for reporting on the job injuries can be found on the [HR website](#).

## Remote work

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Student work at Reed is intended to be performed and supervised on campus. Therefore, student workers are generally not permitted to perform work remotely. Due to the COVID-19 pandemic, Reed permitted supervisors to allow student work to be performed off-site to reduce density in spaces on campus. Beginning fall 2021, student work should be primarily conducted in-person. While student work may include some tasks being completed off-site, student work roles should not be fully remote.

Work for the college must be performed within the state of Oregon. Students who are living out of state are not eligible for student work.

## Confidentiality of student work records

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Student's educational records are protected under [FERPA](#). This also applies to all information pertaining to a student's on-campus employment. This means that student workers' on-campus employment information should not be shared outside of Reed without the student's permission. This includes providing an employment reference for a student. If you are contacted to provide a reference for a student worker by someone outside of the college, ask the student to put in writing via email that you have permission to disclose their employment information to the outside party.

If as a supervisor you are aware of a student's work-study status, this should not be shared with anyone within the college unless there is an educational need to know this information.

## **Student access to confidential information**

Students working in certain on-campus positions may have access to information which is covered under FERPA or otherwise confidential. Supervisors are responsible for educating student workers about FERPA and the specific confidentiality requirements of the information that they have access to on the job.

## **Mandatory reporting of child abuse**

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All employees of institutions of higher education in Oregon, including student workers, are mandatory reporters of child abuse. Please see [Mandatory Reporting of Child Abuse](#) for more information.

## **COVID-19 and student work**

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During the COVID-19 pandemic, student work at Reed will follow public health guidance as outlined for the campus and for staff and faculty. [This page](#) contains current guidance for supervisors regarding student work.

# **Student Supervisor Handbook: Workplace Issues and Reporting**

## **Guidance on workplace issues**

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A supervisor or student worker who would like guidance on any sort of workplace issue may contact the Student Work Coordinator, who can provide support and options for seeking resolution.

Contact the Student Work Coordinator:

## Performance issues

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### **Work as an educational process**

It is important to remember that student workers are learners, and potentially navigating workplace expectations for the first time. Conversations about performance issues can serve as an educational process where both parties can reflect upon and clarify expectations and the supervisor can help the student worker identify and navigate any barriers they are facing to meeting these. Supervisors are encouraged to consult with the Student Work Coordinator regarding any performance issues.

### **Documentation**

If problematic behavior continues or significant incidents occur, it is important to document all of the behavior or incidents in a confidential place. It is also important to document any conversations, written or oral, that are had with the student worker about their performance. A good way to do this is to send a follow-up email to the student worker summarizing any oral conversations you have - see more below.

### **Initial conversation**

The first step when a student is not meeting expectations is a conversation. It is important for supervisors to provide this feedback immediately to the student worker. Do not wait until the end of the semester or for an annual evaluation to discuss problematic behavior in the workplace.

An initial conversation with the student worker should include:

- What expectations are not being met and the impact of this
- What changes the student can make to meet these expectations
- Come from a place of inquiry; ask the student why they are not meeting these expectations and what barriers they may be facing to meeting them

Document this conversation with a follow-up email so that there is clarity about what you and the student worker discussed. Ideally, follow-up emails are sent on the same day as the conversation takes place. These are not disciplinary in nature, but simply a way for both parties to memorialize the conversation.

## Formal warnings

If performance problems persist and a supervisor believes that a formal warning or improvement plan is necessary, they should contact the Student Work Coordinator immediately for guidance.

## Termination

Supervisors should contact the Student Work Coordinator regarding termination of a student worker for performance-related issues. The Student Work Coordinator can provide guidance to supervisors regarding making this decision, discussing the decision with a student, and providing the student support. When a student worker's employment has been terminated, the supervisor should record this in HireEm as soon as possible.

## Obligated reporting of sexual misconduct

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Reed has two policies governing discrimination on the basis of sex: the [Title IX Policy](#), and the [Discriminatory Harassment and Sexual Misconduct Policy](#) (DHSM). These policies detail and explicitly prohibit specific forms of harassment and encourage the reporting of these prohibited behaviors (including sexual harassment, sexual assault, domestic violence, dating violence, and stalking). Supervisors of student workers are designated by Reed as [obligated reporters](#) of sexual misconduct, which means that all supervisors are obligated to report any possible violations of the Title IX and/or DHSM policies.

Student workers are **not** obligated reporters of potential violations of sexual misconduct, with the exception of student members of the Sexual Misconduct Board.\*

More information about [responding to a disclosure](#) and [options for survivors](#).

\*please note that all employees, including student workers, are mandatory reporters of [child abuse](#).

## Bias incidents and discriminatory harassment

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Information about responding to a report of a bias incident or discriminatory harassment can be found on the [Office for Institutional Diversity website](#).

If a student reports a biased related or discriminatory harassment incident to you or if you believe that they may be about to disclose an incident of bias or harassment, please follow the procedures outlined in the [Resource guide for faculty and staff responding to a report by a student](#). A full list of staff members who are trained to take reports and meet with the student(s) are listed on [this website](#).