The start to the 2014-2015 academic year is just around the corner and the Financial Aid Office is gearing up for another year of student employment! In this version of the Financial Aid Office’s Student Employment Newsletter we provide you with details about what to look forward to this fall, including our upcoming Job Fair for incoming students, as well as important facts to help you during the semester as you hire your new student workers.

We hope that you find this newsletter insightful. Feel free to contact our staff with specific questions regarding the newsletter or the student employment program. Enjoy the last few weeks of the summer and we look forward to working with you during the academic year.

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An Introduction

By Amanda B. Carter, Deputy Director

This year’s Student Employment Job Fair, hosted by the Financial Aid Office, will be on Friday, August 29th from 11:00 a.m. until 1:00 p.m. More information about the Job Fair can be found in FAJobLink under the announcements section. If you’d like to request a table to participate in the Job Fair, please email Tom at thomas.lebeau@rochester.edu by August 1.

Along with the new hiring process expectations, the Financial Aid Office is offering training sessions to any and all interested employers. These sessions would be focused on the correct hiring process as well as any other questions or concerns that your department may have. If you would like someone from our office to come and speak about how the process should work, the reasoning behind these changes, or any other student employment related topics please email Tom LeBeau.

The New York State minimum wage rate is increasing over a three-year period. On December 31, 2013, the rate became $8.00, and on December 31, 2014, the rate will become $8.75. The student employment hiring ranges in place for 2013-2014 will remain in effect for 2014-2015, with the caveat that any student paid less than $8.75/hour will automatically see a wage increase to $8.75 effective with the bi-weekly payroll starting 12/28/2014.

The current wage ranges are:

Level I Hiring Range: $8.00*-9.50
Level II Hiring Range: $9.00-$11.00
Level III Hiring Range: $10.25-$13.75

* Please note - wage rates below $8.75 will be increased to $8.75 on 1/1/15

Need to Know News

By Tom LeBeau, Assistant Director

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FAQs for Student Employment

By Yolanda Gatewood, Counselor

Included in this section are a few of the questions we receive most often from our employers regarding student employment. Feel free to contact our office if you still have questions after reviewing this information.

How long does it take for a student to appear in the HRMS system?

Before a student will appear in HRMS, the following items must be completed:
1. The job classification and pay rate provided by the employer in the job posting through FAJobLink are within the limits outlined in the Student Employment Handbook (Sections 3 and 4).
2. The division and department number provided by the employer in the job posting are correct.
3. The student has completed the Wage Theft Prevention Act (WTPA) process and has a valid I-9 on file with the Financial Aid Office.
4. The student has a valid social security number on file with the University. If the student has an invalid SSN with the Registrar, they must update their social security number with the Registrar’s Office.

If all of these items have been completed correctly, the student will appear in HRMS within 2 to 3 business days, if it is not a payroll week. Remember that students cannot begin working until they are in the HRMS system.

How does a student complete the WTPA Process?
Resource Library in FAJobLink. There is also a handy work flow sheet that you can print out and have available to help students complete the process.

Who notifies the student about the WTPA paperwork?

It is the responsibility of the hiring employer to notify the student to complete the WTPA process. These instructions can also be found in the Resource Library in FAJobLink. There is a similar work flow sheet, specific to the employer process in the Resource Library as well.
Employer Profile: Help Desk, IT Center

By Emily Hessney, Counselor

In each edition of the Student Employment Newsletter, we’ll provide an employer profile. I had the opportunity to sit down with Berthenia Coltrane, Help Desk Manager at the IT Center, to discuss her experiences with student employment over the years.

Emily: How long have you been at the University?

Berthenia: I’ve been at the University since 1991, working in IT the whole time. I’ve also worked with students the whole time, though originally in a support capacity.

Emily: How many students are employed by IT and what types of jobs do they hold?

Berthenia: We have about 50 student workers. Our student workers need a number of skills—technical background, troubleshooting different operating systems, good customer service, identifying hardware issues, and more! We hire students ranging from college freshman to graduate students. We’ve even hired a doctor from the Med Center!

Emily: What do you find most difficult about hiring students? How do you address those challenges?

Berthenia: One aspect that is difficult is that you can’t hire everyone, so selection is tough. My biggest challenge, though, is that students often don’t have the credentials they need on campus with them to complete their I-9s. Their parents will need to mail them those documents and that causes delays.

Another difficult piece is in reviewing students’ applications in FAJobLink—sometimes they only fill out 4 lines, and that’s not enough information! I do love getting emails when students have looked at and applied to my job postings, though. Less paper is a beautiful thing!

Emily: What kinds of training do your student workers receive?

Berthenia: We hold an annual personnel training in the fall for all our student workers. It lasts three days, from Friday evening through Sunday. We go over policies and procedures, getting to know full-time staff, student leads, and department expectations. We also instruct them on desk procedures, phones, the service request system, printing system, multimedia, ResNet, repairs, how to remove viruses, and classroom support. New students are paired 1:1 when they begin working with student leads as their mentors. We also offer monthly trainings during the school year, or even biweekly ones if the student is not doing well. We have many sessions with “expert” full-time staff, and students can initiate and conduct their own trainings on new technologies they’re excited about!

Emily: What qualities do you look for in a student worker?

Berthenia: Excellent customer service skills are crucial. You can teach someone the technical skills, but they have to like interacting with people, and you can’t teach that component. We deal more with people than computers.

Emily: What do you enjoy most about working with student employees?

Berthenia: I love their passion for the job. They get so fired up and excited about helping a customer. Our student workers are absolutely treated like University employees—we give them a job with responsibility, and they take it very seriously.
Regulatory Reminders

By Tom LeBeau, Assistant Director

Please remember that beginning with the fall semester the new hiring process expectations will be in full effect. The foundation of these new expectations is that a student cannot work unless they are in HRMS. If they are not in HRMS and you feel they should be, please contact the Financial Aid Office. While this may potentially cause some delays in the hiring process, so long as all students and employers complete the documentation in a timely manner there should only be a 2-3 day window before a student worker will appear in HRMS.

Failure to comply with these expectations can result in federal and/or state fines, along with the loss of federal work study eligibility and/or loss of eligibility to participate in the student employment program.

New York State requires all employees to receive a written notice of their pay rate between January 1st and February 1st of each year. This is identical to the standard Wage Theft Prevention Act (WTPA) that a student signs off on when they are hired. Keep in mind that you’ll need to ensure that each of your employees logs into FAJobLink and updates their WTPA agreement date between January 1st and February 1st of 2015.

Any student worker who has not updated this by February 1st may have their positions placed on hold until this process has been complete. Reminders will be sent out regarding this requirement as we get closer to January 1st.