



# 2015-2016 Student Employment Manual

## **Policy and Procedure Handbook for Students and Supervisors**

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University of Louisiana at Monroe  
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## **MISSION STATEMENT**

The mission of the Student Employment and Job Location and Development programs is to assist students in obtaining on-campus employment experience during their education at the University of Louisiana at Monroe.

## **INTRODUCTION**

Work experience enables students to explore career options, discover work strengths and weaknesses, likes and dislikes, and experience how academic learning applies in the workplace. Some benefits of student employment are that it provides a flexible schedule, hassle-free commuting, and lower tax liability. It also provides opportunities for eligible students to help finance their ULM education.

Student Employment is intended to be a learning experience. We desire that you will learn interview skills, be fully-trained by a supervisor, have your work performance evaluated by your supervisor, and learn to develop good work habits. We encourage supervisors and student employees to be active agents in making the employment experience a positive one for everyone involved.

## **GENERAL EMPLOYMENT POLICIES**

### **EQUAL OPPORTUNITY EMPLOYMENT**

The University of Louisiana at Monroe is an equal opportunity employer, and hiring is administered without regard to race, color, religion, sex, age, national origin, disability, or status as a disabled veteran of the Vietnam-era.

The University of Louisiana at Monroe's policy fully embraces equality of opportunity for all employees by affirming that the university will take affirmative action to ensure that applicants receive fair consideration for employment and that employees are treated fairly during employment, including recruiting, advertising, promotion, demotion, transfer, layoff, termination, pay rates, forms of compensation, tenure, selection for training, and all other employment practices.

Complaints involving this policy should be made verbally or in writing to the employee's immediate supervisor, Human Resources, or a university official. Complaints will be handled in accordance with the university's Anti-Discrimination and Harassment Policy.

The AA/EEO, ADA, Anti-Discrimination and Harassment, and Drug-Free Workplace policies may be found at [www.ulm.edu/hr](http://www.ulm.edu/hr).

The Student Policy Manual can be found at [www.ulm.edu/studentpolicy](http://www.ulm.edu/studentpolicy).

## **AT WILL EMPLOYMENT**

All employment, including Student Employment, at the University of Louisiana at Monroe is considered “at will” and can be terminated at any time and for any reason by either the institution or the employee.

## **INTERNATIONAL STUDENTS**

Placement of international students will be decided on an individual basis in accordance with the student’s visa status. The student must submit a copy of their valid U.S.-issued social security card to the Human Resources office before they are eligible to begin employment and receive pay.

# **STUDENT SECTION**

## **TYPES OF CAMPUS EMPLOYMENT**

### **FEDERAL WORK-STUDY (04)**

Federal Work-Study (FWS) is a federally-subsidized work program which provides on-campus employment opportunities to eligible undergraduate and graduate students with financial need. While the program offers a variety of job opportunities both on- and off-campus, a student is encouraged to seek employment related to their course of study.

To be eligible, a federal work-study award must be included in the student’s award package, which is determined by Financial Aid Services. An award represents the maximum earnings potential employed through the federal work-study program. The student must be meeting satisfactory academic progress (SAP) as specified by Financial Aid Services, and must demonstrate financial need as determined by the FAFSA. Any funding sources received after federal work-study has been awarded may reduce or eliminate work-study eligibility.

Federal work-study funds are awarded for the fall and spring terms of the academic year. Summer federal work-study is awarded separately based on available funding and student eligibility. While these funds are awarded based on need according to the FAFSA, these funds are paid out to students according to the regular pay schedule of University student employees based on hours worked and salary earned. It is not deducted in a lump sum each term, or deducted from the student’s tuition bill.

### **CAMPUS WORK PROGRAM (03)**

A student who is not eligible for federal work-study and/or did not receive it as part of their financial aid package may be employed under the Campus Work Program. The student is paid through funds budgeted by the employing department. Since these positions are not paid through need-based

financial aid funds, the student is not required to meet SAP standards or demonstrate financial need. Students interested in employment through the Campus Work Program should attend a Job Fair, or contact Financial Aid Services for more information.

*Note: This category includes 2012-2013 and 2013-2014 students who were awarded Scholarship Student Work. If you were awarded as a Scholarship Student Worker by Financial Aid Services, please notify your supervisor.*

#### **04 MAYMESTER/SUMMER ELIGIBILITY**

04 Federal Work-Study students who would like to work during the summer may do so if they meet the following criteria:

- A 2015-2016 FAFSA must be on file for Summer I, and a 2016-2017 FAFSA must be on file for Summer II. The student must also complete any other necessary paperwork to qualify for federal aid, including verification documents, if applicable.
- Student must be admitted for summer term. (Note: Students admitted for the previous fall term may not be eligible for summer aid because they may have used up their annual aid eligibility by the end of spring term.)
- The student must be enrolled in at least one hour of any part of the summer term.
- The supervisor must complete a FWS Summer Authorization Form for the student to work during summer term(s). (Note: Funds for summer are limited. Supervisors are approved for 04 funds on a first-come first-serve basis.)

### **STUDENT EMPLOYMENT PROCESS**

#### **FINDING A JOB**

Students seeking employment may find out about current vacant positions by attending a Job Fair, or by visiting [www.ulm.edu/financialaid/campus\\_employment.html](http://www.ulm.edu/financialaid/campus_employment.html). Be aware that the student must have been awarded Federal Work-Study (04) funds in order to qualify for any 04 position. Students attending the Job Fair should dress in attire appropriate for a job interview as there will be many on-campus supervisors doing interviews on-site. We also recommend that students bring copies of their resume to hand out to supervisors at the Job Fair.

#### **COMPLETE DOCUMENTATION FOR HIRE**

Several documents are required before a student may begin working on campus:

- New Hire Packet – Students who have never worked on-campus before must obtain this packet from <http://ulm.edu/controller> or from their supervisor. This packet must be in the Human Resources Office no later than the 15<sup>th</sup> of the month in order to be paid for that month.

- Work-Study Authorization Form – 04 student employees must have their supervisor complete and submit this form to Financial Aid Services before beginning work.

### **STUDENT WORKER TRAINING SESSION**

At the beginning of fall term, the Student Employment Coordinator will offer training sessions for student workers to go over basics for customer service, general employment expectations, and payroll processes. An email will be sent to all supervisors, and they may require their employees to attend in order to continue employment in their department.

### **PAY RATE AND WORK HOURS**

Per federal regulations, all student employees must be paid at least the federal minimum wage. Effective July 24, 2009, the minimum wage for student employees is \$7.25/hour.

To qualify for federal work-study (04), students must be enrolled at least half-time during the term they will be utilizing federal work-study, and may not work more than 20 hours per week. Extended work hours must be approved by the supervisor, and the Budget Head (for 03 workers) or the Student Employment Coordinator (for 04 workers), by submitting a Student Worker Hour Increase Justification form. Hours may not exceed 25 hours per week, and are subject to fund availability.

### **LUNCH AND BREAK PERIODS**

While the state of Louisiana does not mandate lunch or break periods, Student Employment encourages employees and supervisors to work out lunch and rest period arrangements that fit the needs of both the employee and the department. It is common for employees to receive a paid 10-minute rest period for every segment of four hours worked in one work period, and an unpaid 30-minute lunch break for shifts of 5 hours or more.

### **DETERMINING MAXIMUM HOURS WORKED PER WEEK FOR FEDERAL WORK-STUDY (04)**

Students awarded Federal Work-Study (04) funds receive a cap on wages that can be paid through these funds. To determine the number of hours a student is allowed to work to stay within their allotment, use the following formula:

$$\text{FWS Award Amount} \div \text{Pay Rate} \div \text{Number of Weeks in Semester} = \text{Maximum Hours per Week}$$

Example: A student's FWS award is \$1300 for fall term and \$1300 for spring term. At the standard rate of \$7.25/hour and 16 weeks in a semester, the formula would be:

$$\$1300 \text{ (fall award)} \div \$7.25 \text{ (Pay Rate)} \div 16 \text{ (Weeks in Term)} = 11.20 \text{ hours per week}$$

Note: If a student is planning to work during the intersession, Wintersession or Maymester, adjust the number of weeks accordingly to ensure the student does not exceed their budgeted funds.

### **TIMESHEETS AND PAY DAY**

Timesheets are a legal document from which student employees are paid. Timesheets must be completed and turned into the student's supervisor each month on the 1<sup>st</sup> day of the following month. Student employees must sign their timesheets before submitting them to their supervisor for an authorizing signature. Failure to submit a complete and accurate timesheet will result in a delay in receiving your paycheck.

All student workers who have submitted a supervisor-approved timesheet by the deadline will receive a paycheck on the 5<sup>th</sup> business day of the month. Students have the option to have their paycheck direct-deposited into the bank account of their choice. If a student opts out of direct deposit, they may pick up their paycheck at the on-campus La Capitol branch using their Warhawk ID card for identification.

If a student did not receive a paycheck on the date they were expected to, the student should check with their supervisor. Some reasons a student may not receive a paycheck on time:

- A New Hire Packet was not received in Human Resources before the processing deadline. New hire paperwork must be submitted by the 15<sup>th</sup> of the month that the student needs to be paid for.
- The Work-Study Authorization Form was not completed or had missing signatures.
- Timesheet was submitted after the 1<sup>st</sup> of the following month, or had missing signatures.
- The number of hours in a given week exceeded the maximum hours allowed.

### **LOST OR STOLEN PAYCHECKS**

Student employees submit the Affidavit of Lost, Destroyed, or Stolen Checks form immediately if a paycheck is lost or stolen. It can be found at <http://ulm.edu/controller> under "Controller Forms."

### **NAME AND ADDRESS CHANGE**

Students are responsible to provide name and address changes to Registrar's Office and HR Office as often as necessary during the course of employment at ULM. This address must be kept current to ensure pertinent tax documents can be sent to student employees in a timely manner.

General student employment information, including timesheets and pay schedules, can be found at [www.ulm.edu/controller](http://www.ulm.edu/controller).



## **OTHER PERTINENT INFORMATION**

### **TERMINATION**

Louisiana is an “employment-at-will” state, which provides all employees and employers the right to terminate an employment agreement at any time. If a student terminates their employment, such termination releases ULM from any obligation to provide another job. Student employees are requested to give a two-week written notice to their supervisor when terminating their employment.

### **GROUNDINGS FOR DISMISSAL**

Documented sub-standard work performance, tardiness and absences without notifying the supervisor, failure to perform duties as requested after adequate instruction, reporting hours not actually worked, and breach of responsibility and/or confidentiality are a few examples of behavior providing grounds for dismissal. Except in extreme cases, students should receive a verbal and/or written warning before being terminated.

### **ANTI-DISCRIMINATION AND HARASSMENT POLICY**

ULM is committed to offering all employees and students a campus environment free from all forms of sexual and workplace harassment. No employee or student, male or female, should be subjected to unsolicited and unwelcome overtures or conduct, either verbal or physical. All members of the University community should be treated with dignity and fairness without harassing conduct, which stifles productivity and hampers academic and professional motivation.

All students, faculty, staff, and administrators will be held accountable for compliance with this policy and any violation of this policy may lead to disciplinary action to include suspension or removal. Every member of the University community is hereby apprised that sexual or workplace harassment may submit an individual not only to institutional discipline but also to personal liability.

The full policy and complaint process can be viewed at [www.ulm.edu/hr](http://www.ulm.edu/hr) under “Human Resources Policies.”

## **TIPS FOR A SUCCESSFUL STUDENT EMPLOYMENT EXPERIENCE**

The following are some guidelines to help student workers have a successful employment experience:

- Choose a department that you are interested in working with, and research available positions by attending a Job Fair or by visiting [www.ulm.edu/financialaid/campus\\_employment.html](http://www.ulm.edu/financialaid/campus_employment.html)

- Be sure you understand the supervisor's expectations prior to accepting the position. Be sure to communicate with your supervisor if you are experiencing difficulties in your work environment.
- Do not begin work until you and your supervisor have completed the Work Study Authorization form (for 04 workers) or the Worker Request form (for 03 workers). New student employees must also complete the New Hire Packet and submit it to the HR Office.
- Be sure all hours worked are logged on your monthly timesheet, and receive your supervisor's approval and signature at the end of each pay period.
- Monitor your work award to be sure you do not work over your allotted hours based on your Federal Work-Study award (04 workers) or the department's funding level for student employees (03 workers). Remember: students are limited to 20 hours per week.
- Report to work in a timely manner each work day, and provide as much notice as possible if you will be late or absent. If you call in, speak directly to your supervisor – do not have a friend or family member relay the message on your behalf.
- Speak to your supervisor about the appropriate dress code for the environment you will be working in. Remember that you not only represent your department, but the university as a whole.
- Take part in any training deemed necessary by your supervisor.
- Stay on task, and do not conduct personal business (e.g. studying, phone/text conversations, etc.) while on the job.
- If you are having any issues in your position, address them with your supervisor. If you are still unable to resolve the issue, contact the Student Employment Coordinator in Financial Aid Services.
- Provide a two-week written notice when you leave a position, and provide a copy of the resignation letter to Financial Aid Services. A new Work-Study Authorization form must be generated and completed by the hiring department upon your departure.
- You are ineligible to work on campus if you have resigned from the University, stopped going to classes, or if you reduce your course load below half-time.

# **SUPERVISOR SECTION**

## **TYPES OF CAMPUS EMPLOYMENT**

### **FEDERAL WORK-STUDY (04)**

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Federal work-study funds are awarded for the fall and spring terms of the academic year. Summer federal work-study is awarded separately based on available funding and student eligibility

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*Note: This category includes 2012-2013 and 2013-2014 students who were awarded Scholarship Student Work. If a student was awarded as a Scholarship Student Worker, please notify the Student Employment Coordinator in Financial Aid Services.*

### **04 MAYMESTER/SUMMER ELIGIBILITY**

04 Federal Work-Study students who would like to work during the summer may do so if they meet the following criteria:

- A 2015-2016 FAFSA must be on file for Summer I, and a 2016-2017 FAFSA must be on file for Summer II. The student must also complete any other necessary paperwork to qualify for federal aid, including verification documents, if applicable.
- Student must be admitted for summer term. (Note: Students admitted for the previous fall term may not be eligible for summer aid because they may have used up their annual aid eligibility by the end of spring term.)
- The student must be enrolled in at least one hour in any part of summer term.

- The supervisor must complete a FWS Summer Authorization Form for the student to work during summer term(s). (Note: Funds for summer are limited. Supervisors are approved for 04 funds on a first-come first-serve basis.)

## **STUDENT ELIGIBILITY FOR ON-CAMPUS EMPLOYMENT**

In general, a student is eligible for employment on campus if they are currently enrolled at least half-time during the term they will be utilizing federal work-study or campus employment funds. A student is not eligible for employment if any of the following applies to them:

- The student has graduated
- The student drops below half-time enrollment, or withdraws from the University
- The student is on a Leave of Absence
- The student has been suspended or dismissed for academic or social reasons
- The student's employment has been terminated by their supervisor

If you have any questions about a student's eligibility for employment, contact the Student Employment Coordinator in Financial Aid Services.

## **ADVERTISING AND HIRING FOR EMPLOYMENT VACANCIES**

### **ADVERTISING FOR VACANCIES**

To advertise your vacancy, visit [http://www.ulm.edu/financialaid/campus\\_employment.html](http://www.ulm.edu/financialaid/campus_employment.html) and click "Submit a Work-Study Job Posting" in the bottom-right corner of the webpage. Financial Aid Services will post the position to the job list as soon as possible.

### **JOB FAIR**

The Student Employment Coordinator will organize a Job Fair the first week of the fall and spring terms, and all departments hiring student employees are encouraged to attend. Students attending the Job Fair are notified that they should dress in attire appropriate for a job interview as there will be many on-campus supervisors doing interviews on-site. We also recommend that students bring copies of their resume to hand out to supervisors at the Job Fair.

## **COMPLETING DOCUMENTATION FOR HIRE**

Several documents are required before a student may begin working on campus:

- Once you have hired a student worker, please notify the Student Employment Coordinator in Financial Aid Services so we can remove the job posting.
- New Hire Packet – This packet must be completed by students who have never worked on campus before. Packets may be obtained from <http://ulm.edu/controller> and supervisors should keep packets on-hand. Students and supervisors should complete and return it to the HR Office no later than the 15<sup>th</sup> of the month in order to be paid for that month.
- Work-Study Authorization Form – 04 student employees must have their supervisor complete and submit this form to Financial Aid Services before beginning work. **04 Students without a Work-Study Authorization Form will be paid through your department's 03 funds.**
- Pay Rate Increase Justification Form – Most students will be paid the minimum wage amount of \$7.25/hour. If you firmly believe that a student should be paid more than this rate, complete the Pay Rate Increase Justification Form and submit it to the HR Office (for 03 workers) or the Student Employment Coordinator (for 04 workers). Some items to keep in mind:
  - While it is acceptable to pay a student higher than the minimum wage, it may decrease the number of hours a student is eligible to work since Work-Study funds and/or department funds are limited. Please speak with the Student Employment Coordinator to discuss this option. Pay rate increases may be considered for superior job performance, longevity, specialized work being performed, and other reasons.
  - Pay rate increases are neither retroactive nor automatic. The pay rate increase must be approved by the Budget Head (for 03 workers) or the Student Employment Coordinator (for 04 funds) prior to effectiveness of the rate change. Do not promise any student a pay rate increase until you have received confirmation it has been processed.

Student Employment documents can be downloaded at: [http://www.ulm.edu/financialaid/campus\\_employment.html](http://www.ulm.edu/financialaid/campus_employment.html)

## **OTHER PERTINENT INFORMATION**

### **REQUIRED TRAINING SESSION**

At the beginning of fall term, the Student Employment Coordinator will offer training sessions for student workers to go over basics for customer service, general employment expectations, and payroll processes. An email will be sent to all supervisors, and they may require their employees to attend in order to continue employment in their department.

All supervisors must attend the Supervisor Training. Following this training, the PowerPoint will be available online at: [http://www.ulm.edu/financialaid/campus\\_employment.html](http://www.ulm.edu/financialaid/campus_employment.html)

### **PAY RATE AND WORK HOURS**

Per federal regulations, all student employees must be paid at least the federal minimum wage. Effective July 24, 2009, the minimum wage for student employees is \$7.25/hour.

To qualify for federal work-study (04), students must be enrolled at least half-time during the term they will be utilizing federal work-study, and may not work more than 20 hours per week. Extended work hours must be approved by the supervisor, and the Budget Head (for 03 workers) or the Student Employment Coordinator (for 04 workers), by submitting a Student Worker Hour Increase Justification form. Hours may not exceed 25 hours per week, and are subject to fund availability.

### **DETERMINING MAXIMUM HOURS WORKED PER WEEK FOR FEDERAL WORK-STUDY (04)**

Students awarded Federal Work-Study (04) funds receive a cap on wages that can be paid through these funds. To determine the number of hours a student is allowed to work to stay within their allotment, use the following formula:

$$\text{FWS Award Amount} \div \text{Pay Rate} \div \text{Number of Weeks in Semester} = \text{Maximum Hours per Week}$$

Example: A student's FWS award is \$1300 for fall term and \$1300 for spring term. At the standard rate of \$7.25/hour and 16 weeks in a semester, the formula would be:

$$\$1300 \text{ (fall award)} \div \$7.25 \text{ (Pay Rate)} \div 16 \text{ (Weeks in Term)} = 11.20 \text{ hours per week}$$

Note: If a student is planning to work during the intersession, Wintersession, or Maymester, adjust the number of weeks accordingly to ensure the student does not exceed their budgeted funds.

### **LUNCH AND BREAK PERIODS**

While the state of Louisiana does not mandate lunch or break periods, Student Employment encourages employees and supervisors to work out lunch and rest period arrangements that fit the needs of both the employee and the department. It is common for employees to receive a paid 10-minute rest period for every segment of four hours worked in one work period, and an unpaid 30-minute lunch break for shifts of 5 hours or more.

## TIMESHEETS AND PAY DAY

Timesheets are a legal document from which student employees are paid. Timesheets must be completed and turned into the student's supervisor each pay period based on the schedule below.

PAYROLL ID	PAYROLL NUMBER	PERIOD START	PERIOD END	REQUEST FORM & COMPLETED PACKET DUE	TIMESHEET DUE	CHECK ISSUE DT
<b>Summer II 2015 Budget</b>						
ST	9	7/1/2015	7/31/2015	7/27/2015	8/3/2015	8/7/2015
ST	10	8/1/2015	8/16/2015	8/10/2015	8/17/2015	8/21/2015
<b>Fall 2015 Budget</b>						
ST	11	8/17/2015	8/31/2015	8/26/2015	9/2/2015	9/8/2015
ST	12	9/1/2015	9/30/2015	9/24/2015	10/1/2015	10/7/2015
ST	13	10/1/2015	10/31/2015	10/26/2015	11/1/2015	11/6/2015
ST	14	11/1/2015	11/30/2015	11/23/2015	12/1/2015	12/7/2015
ST	15	12/1/2015	12/11/2015	12/7/2015	12/14/2015	12/18/2015
<b>Spring 2016 Budget</b>						
ST	1	12/14/2015	12/31/2015	12/18/2015	1/4/2016	1/8/2016
ST	2	1/4/2016	1/31/2016	1/25/2016	2/1/2016	2/5/2016
ST	3	2/1/2016	2/29/2016	2/23/2016	3/1/2016	3/7/2016
ST	4	3/1/2016	3/31/2016	3/24/2016	4/1/2016	4/7/2016
ST	5	4/1/2016	4/30/2016	4/25/2016	5/2/2016	5/6/2016
ST	6	5/1/2016	5/13/2016	5/9/2016	5/16/2016	5/20/2016
<b>Summer I 2016 Budget</b>						
ST	7	5/14/2016	5/31/2016	5/23/2016	6/1/2016	6/7/2016
ST	8	6/1/2016	6/30/2016	6/23/2016	7/1/2016	7/7/2016

Student employees must sign their timesheets before submitting them to their supervisor for an authorizing signature. Failure to submit a complete and accurate timesheet will result in a delay in receiving your paycheck.

All student workers who have submitted a supervisor-approved timesheet by the deadline will receive a paycheck based on the schedule above. Students have the option to have their paycheck direct-deposited into the bank account of their choice. If a student opts out of direct deposit, they may pick up their paycheck at the on-campus La Capitol branch using their Warhawk ID card for identification.

General student employment information, including timesheets and pay schedules, can be found at [www.ulm.edu/controller](http://www.ulm.edu/controller).

## **TERMINATION**

Louisiana is an “employment-at-will” state, which provides all employees and employers the right to terminate an employment agreement at any time. If a student terminates their employment, such termination releases ULM from any obligation to provide another job. Student employees are requested to give a two-week written notice to their supervisor when terminating their employment.

## **GROUNDINGS FOR DISMISSAL**

Documented sub-standard work performance, tardiness and absences without notifying the supervisor, failure to perform duties as requested after adequate instruction, reporting hours not actually worked, and breach of responsibility and/or confidentiality are a few examples of behavior providing grounds for dismissal. Except in extreme cases, students should receive a verbal and/or written warning before being terminated.

## **ANTI-DISCRIMINATION AND HARASSMENT POLICY**

ULM is committed to offering all employees and students a campus environment free from all forms of sexual and workplace harassment. No employee or student, male or female, should be subjected to unsolicited and unwelcome overtures or conduct, either verbal or physical. All members of the University community should be treated with dignity and fairness without harassing conduct, which stifles productivity and hampers academic and professional motivation.

All students, faculty, staff, and administrators will be held accountable for compliance with this policy and any violation of this policy may lead to disciplinary action to include suspension or removal. Every member of the University community is hereby apprised that sexual or workplace harassment may submit an individual not only to institutional discipline but also to personal liability.

The full policy and complaint process can be viewed at [www.ulm.edu/hr](http://www.ulm.edu/hr) under “Human Resources Policies.”



## **APPENDIX**

### **QUICK REFERENCE SECTION**

#### **Student Employment Coordinator:**

Kymyatta Gardner

Phone: 318.342.5330 or 318.342.5320 (Financial Aid main line)

Email: [campusjobs@ulm.edu](mailto:campusjobs@ulm.edu) or [gardner@ulm.edu](mailto:gardner@ulm.edu)

#### **Financial Aid Services - Campus Employment Website:**

[http://www.ulm.edu/financialaid/campus\\_employment.html](http://www.ulm.edu/financialaid/campus_employment.html)

#### **Controller's Office – Student Payroll Website:**

[http://www.ulm.edu/controller/student\\_payroll.html](http://www.ulm.edu/controller/student_payroll.html)

### **GOOD CUSTOMER SERVICE TIPS**

#### **General:**

- Arrive on time (or early, if you have any personal business to tend to).
- Balance your work and class time, so you can give 100% of your energy to each.
- Dress appropriately. You represent yourself, your department, and the University.
- Greet every person with a smile and a pleasant tone of voice.
- Pronounce your words correctly and enunciate as you speak. Avoid slang and inappropriate jargon.
- Don't have food or gum in your mouth when answering phones or greeting guests.
- Create a workspace free of distractions (e.g. homework, cell phone, Facebook, etc.).

#### **Answering the Phone:**

- Smile and speak in a pleasant tone. The person calling can "hear" your smile.
- Use courteous words when speaking to the caller (e.g. please/thank you, yes ma'am, no sir).
- Place the receiver down gently when you hang up, or put the caller on hold.
- Refer unhappy callers to your immediate supervisor.

#### **Phone Messages:**

- When leaving a message, give your name, your department's name at ULM, and a good phone number to reach your department.
- When taking a message, listen carefully to ensure you have the person's correct name, phone number (or email), and reason for calling. Write the message legibly, and include the date, time, and your name.

## **Timesheet Schedule**

STUDENTS: Completing your timesheet by appropriate deadlines is essential to getting your paycheck on time. They are used by your supervisor and the Payroll Office to log and track the amount of hours you are working, to ensure you do not exceed your allocated budget each semester, and to ensure that you are not working while you are scheduled to be in class.

Once you have completed your timesheet, your supervisor will sign it and forward it to the Payroll Office. (Students are NOT allowed to bring timesheets to Payroll.) Please keep track of your hours and monies earned.

### **2015-2016 STUDENT PAYROLL SCHEDULE**

<b>PAYROLL ID</b>	<b>PAYROLL NUMBER</b>	<b>PERIOD START</b>	<b>PERIOD END</b>	<b>REQUEST FORM &amp; COMPLETED PACKET DUE</b>	<b>TIMESHEET DUE</b>	<b>CHECK ISSUE DT</b>
<b>Summer II 2015 Budget</b>						
ST	9	7/1/2015	7/31/2015	7/27/2015	8/3/2015	8/7/2015
ST	10	8/1/2015	8/16/2015	8/10/2015	8/17/2015	8/21/2015
<b>Fall 2015 Budget</b>						
ST	11	8/17/2015	8/31/2015	8/26/2015	9/2/2015	9/8/2015
ST	12	9/1/2015	9/30/2015	9/24/2015	10/1/2015	10/7/2015
ST	13	10/1/2015	10/31/2015	10/26/2015	11/1/2015	11/6/2015
ST	14	11/1/2015	11/30/2015	11/23/2015	12/1/2015	12/7/2015
ST	15	12/1/2015	12/11/2015	12/7/2015	12/14/2015	12/18/2015
<b>Spring 2016 Budget</b>						
ST	1	12/14/2015	12/31/2015	12/18/2015	1/4/2016	1/8/2016
ST	2	1/4/2016	1/31/2016	1/25/2016	2/1/2016	2/5/2016
ST	3	2/1/2016	2/29/2016	2/23/2016	3/1/2016	3/7/2016
ST	4	3/1/2016	3/31/2016	3/24/2016	4/1/2016	4/7/2016
ST	5	4/1/2016	4/30/2016	4/25/2016	5/2/2016	5/6/2016
ST	6	5/1/2016	5/13/2016	5/9/2016	5/16/2016	5/20/2016
<b>Summer I 2016 Budget</b>						
ST	7	5/14/2016	5/31/2016	5/23/2016	6/1/2016	6/7/2016
ST	8	6/1/2016	6/30/2016	6/23/2016	7/1/2016	7/7/2016

### **IMPORTANT NOTES:**

- Timesheets must be completed and signed in ink.
- Each timesheet must be signed by the student and supervisor prior to turning them in to the Payroll Office.
- Only timesheets generated by the Payroll Office will be accepted and paid.
- Timesheets submitted late will be held until the next scheduled pay period.



## Work-Study Tracking Sheet

### FALL/SPRING 2015-2016

The last day to use your Work-Study award for Fall is December 11, 2015

The last day to use your Work-Study award for Spring is May 13, 2016

Student: \_\_\_\_\_

CWID: \_\_\_\_\_

### FINANCIAL AID SERVICES

University Library, Room 228  
 700 University Avenue | Monroe, LA 71209  
 Phone: (318) 342-5320 | Fax: (318) 342-3539  
 Email: [finaid@ulm.edu](mailto:finaid@ulm.edu)  
 URL: <http://finaid.ulm.edu/>

<b>Fall Work-Study Award:</b>	
	<b>\$</b>
<b>September 8 paycheck:</b>	-
<i>Balance:</i>	=
<b>October 7 paycheck:</b>	-
<i>Balance:</i>	=
<b>November 6 paycheck:</b>	-
<i>Balance:</i>	=
<b>December 7 paycheck:</b>	-
<i>Balance:</i>	=
<b>December 18 paycheck:</b>	-
<i>Balance:</i>	=
<b>Spring Work-Study Award:</b>	
	<b>\$</b>
<b>January 8 paycheck:</b>	-
<i>Balance:</i>	=
<b>February 5 paycheck:</b>	-
<i>Balance:</i>	=
<b>March 7 paycheck:</b>	-
<i>Balance:</i>	=
<b>April 7 paycheck:</b>	-
<i>Balance:</i>	=
<b>May 6 paycheck:</b>	-
<i>Balance:</i>	=
<b>May 20 paycheck:</b>	-
<i>Balance:</i>	=