

Student Employees

HOW TO HELP THEM BE SUCCESSFUL

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The logo for New Mexico State University, featuring the letters 'NM' in a large, bold, serif font above the words 'STATE' and 'UNIVERSITY' in a smaller, sans-serif font. The logo is set against a white square background with a maroon border.

NM
STATE
UNIVERSITY

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Undergraduate Student Employees

- Employment opportunities to enhance their educational development and experience;
- Income opportunities as a part of their total financial assistance package; and to create co-curricular experiences where they gain valuable work skills.
- Consider student employees as students first. Their employment is secondary to their academic pursuits.
- Give consideration to the student's academic activities and requirements when scheduling work shifts.



Undergraduate Student Employees

- All student employees are at-will, temporary employees. Student employment opportunities are determined by the workload requirements and availability of funds.
- Non-exempt under the Fair Labor Standards Act (FLSA) and, therefore, hours worked in excess of 40 hours in one week must be paid as overtime.



Graduate Assistants

- Graduate assistantships are prestigious and valuable experiences. There are fewer grants and scholarships for graduate students than undergraduates.
- Budgeted as half-time employees, not working more than 40 hours in a workweek, and thus not be eligible for overtime pay.
- Teaching, research and non-teaching



Types of Student Hires

- Student Hourly Employment – Tips for Success
 - <http://hr.nmsu.edu/toolkits/student-hiring/>
- All student employment categories are restricted to 20 hours average per week (.50FTE) during the academic year
- An undergraduate student must be enrolled for at least 6 credits throughout the semester; graduate student specialists must be enrolled for at least nine (9) graduate credits throughout the semester.
- Undergraduate students must maintain a 2.0 CUMULATIVE GPA; graduate student specialists must maintain a 3.0 CUMULATIVE GPA



Types of Student Hires

- Student Graduate Assistant– Tips for Success
 - <https://hr.nmsu.edu/toolkits/grad-assistant/>
- Employment during the academic year is limited to 20 (.50 FTE) hours a week. Students may seek other graduate assistantships as long as the combined employment does not exceed more than the 20 hours or .50 FTE.
- Departments wanting to hire students for more than the 20 hours a week (.50 FTE) must seek approval by the Graduate School. Graduate Assistants may not hold a regular hourly student position at the same time as their salaried Assistantship appointment.



The Role of the Supervisor

- Supervisors train, motivate, guide, and evaluate student employees.
- Supervisors serve as models for the development of solid work habits such as punctuality, dependability, cooperation, honesty, and efficiency.
- For many students, supervisors bridge the gap between home, the classroom, and the "real world."
- A good supervisor has good communication and patience.



Supervisor Responsibilities

- Orient the student to their role in the department and the expected standards of behavior (same for all employees).
- Train in skills and procedures. Share the “why.”
- Provide a safe workplace free from hazards.
- Keep the lines of communication open, clear, and constructive.
- Set a good example as a professional in the workplace.



Supervisor Responsibilities

- Treat student employees in accordance with their employee rights, as defined by applicable state, federal, and NMSU regulations.
- Give clear directions; assume nothing; follow up and clarify.
- Be firm, yet flexible.
- Make student employees feel valued. Show appreciation.
- Address concerns as they arise. Give timely feedback.



Supervisor Responsibilities

Simple rules that we all know, might not be clear to someone with a first time job.

Don't assume they know what to do as employees.

- Can't use a work computer to look up "cute guys"
- You must call in **each day** you are absent
- Texting and Facebook are not acceptable during work time



Tips for Supervisors

- Establish clear goals
- Delegate
- Set a positive example
- Student employees are students first
- Show appreciation



Tips for Supervisors

- Allow for input
- Be accessible
- Learn and grow
- Encourage risk taking
- Communicate openly and honestly
- Hold them accountable



Coaching and Mentoring

Positive Feedback

- Recognize a specific action or behavior
- Give praise right away
- Be sincere
- Direct it towards specific individuals
- Tailor praise to the student's preference
- Make the recognition fit the work being recognized



Managing Poor Performance

When a student employee's performance is not meeting expectations, the first step is to try to work with them.

Provide resources, coaching and mentoring to help them be successful.



Reasons for Poor Performance

- Lack of knowledge
- Lack of skills
- Personal problems
- Interpersonal conflict
- Lack of motivation



The Coaching Process

Coaching is appropriate when poor attendance, performance or behavior is not yet at such a serious level as might warrant discipline or termination.

Student employment handbook:

https://hr.nmsu.edu/wp-content/uploads/2019/02/Student-Handbook-Revised-2020_Final.pdf



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Prepare for the Discussion

- What am I observing that indicates a problem?
- How is this negatively impacting our team?
- How can the student convince me that the problem is resolved?
- Does the student understand my expectations?
- Does the student know how to perform the job duties?



Discuss the Concerns

- Objectively describe the concerns.
 - Be specific.
 - Focus on the behavior and not the person.
 - Describe the impact.
- Provide an opportunity for the student to respond.
- Seek an agreement and ask for commitment.
- Explore solutions and allow input.
- Summarize the discussion.
 - Review next steps.
 - Offer encouragement.
- Document the discussion
 - Follow-up email



It's Important to:

- Hold the meeting in private
- Allow as much time as it takes
- Keep your emotions under control
- Provide constructive feedback
- Decide on the minimum action ahead of time



Follow Up

- Has the student taken the steps agreed upon?
- Go back to discussion or take disciplinary action
- Verbally recognize improvements
- Document follow-up discussions
- Schedule a time for the next follow-up meeting



Discussion

Who has supervised or is currently supervising student employees?

What are some issues you have experienced while supervising student employees and how have you handled them?

Let's talk about one of those challenges and brainstorm a better way to handle it.





Questions?



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Contact Information

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