



HIRING GUIDE FOR STUDENT WORKERS OF CLAYTON STATE UNIVERSITY

Equal Employment Opportunity

Equal opportunity and decisions based on merit are fundamental values of Clayton State University and the University System of Georgia (USG). Clayton State University prohibits discrimination on the basis of an individual's age, color, disability, genetic information, national origin, race, religion, sex, or veteran status ("protected status"). No individual shall be excluded from participation in, denied the benefits of, or otherwise subjected to unlawful discrimination, harassment, or retaliation under, any Clayton State University program or activity because of the individual's protected status; nor shall any individual be given preferential treatment because of the individual's protected status, except that preferential treatment may be given on the basis of veteran status when appropriate under federal or state law.

Clayton State University Student Employment Process

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A. OBJECTIVES

- a) To establish and maintain a system for hiring student workers that is fair, equitable, and uniform.
- b) To develop and maintain pay rates that will attract and retain student workers.
- c) To apply these guidelines to the hiring of all student workers.

B. POSTING A STUDENT POSITION

- a) All student assistant positions (including work study positions) must be posted to Laker Career Zone within the Career and Professional Development Center.
- b) Departments interested in posting a position to the Laker Career Zone must follow employer steps to register and post jobs. You may post any full-time, part-time/seasonal, and internship positions on Laker Career Zone.
- c) The link to register on the Laker Career Zone is: <https://clayton-csm.symplicity.com/employers>
 - a. First Time User: Select Register and Post Local Job under the subtitle Register
 - b. Previous User (at Clayton State : Enter your username and password. After logging into your account or completing the registration information, you will be taken to the Laker Career Zone home page.
 - c. Under the home page, select from the Tabs or Shortcuts the action you want to execute. To post at Clayton State University, click on **Create Job Posting**.
- d) Questions?
 - a. Please email career@clayton.edu or call (678)-466-5400.
- e) Additional information about student work guidelines and expectations can be found at: <https://www.clayton.edu/career/students/student-worker-guidelines>

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C. RECRUITING AND INTERVIEWING FOR A STUDENT POSITION

- a) Department must follow all policies and procedures of the USG and CSU when recruiting and interviewing students for available student assistant positions.
- b) In keeping with the USG policy, student employees are considered temporary and include student assistants and federal student workers. Student assistants are generally allowed to work a maximum of 19.5 hours per week. Please check with financial aid for federal work study guidelines.
- c) Students may not work in multiple positions simultaneously unless previously approved by Human Resources. If a student is approved to work in a second position, the total hours worked in both positions must not exceed 19.5 hours per week.
- d) As with all USG positions, recruitment procedures for students shall be free of ideological tests, affirmations, and oaths. The basis and determining factor for hiring and/or promotion of a student should be that the individual possesses the requisite knowledge, skills, and abilities associated with the role, and is believed to have the ability to successfully perform the essential functions, responsibilities, and duties associated with the position for which they are being considered.
- e) The screening process should not extend beyond the stated mission and values of CSU and functional expectations of the departmental unit. Likewise, departmental units should not develop or institute mission or value statements that are not aligned with and in support of the overall Institutional mission and values.

1. Student Interviews

- a) Supervisors **MUST** use HR approved and legally compliant interview questions when conducting interviews when hiring students. Please see the appendix for examples of CSU approved questions or contact CSU Human Resources for approval of interview questions not listed within the appendix. The Career and Professional Development Center may also be able to assist with providing HR approved questions.

2. Student Candidate Evaluation Requirements

- a) Per USG policy, hiring managers **MUST** use a rubric, resume, and/or interview scorecards to evaluate candidates. Please note, even if there is only one student applicant for a position, the hiring manager must still conduct an interview and evaluate the candidate through one of the above items.
- b) **Hiring manager MUST submit interview review materials (interview notes, resume, rubric, etc.) when completing the onboarding room. Failure to submit these materials may result in a denial of the onboarding room or cause delays in processing the student hire.**
- c) **Reference checks must be completed on student assistant hires.**

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D. SUBMITTING AN ONBOARDING ROOM

Once a student has been selected for a position. The hiring manager must complete an onboarding room request to initiate the hiring process with Human Resources.

- a) Complete an [onboarding room](#) for your successful candidate. The link to the onboarding room is located here: [ONBOARDING ROOM](#)
- b) You may watch a tutorial related to the onboarding room here: [TUTORIAL](#)
- c) Job description/resumes are **REQUIRED** for each onboarding room.

E. TIPS TO COMPLETE AN ONBOARDING ROOM

Please follow the tips below to successfully complete an onboarding room for your student hire.

- a) Please fill out all **REQUIRED** fields. The form cannot be submitted unless all required fields are completed. Below are some common fields that have confused hiring managers in the past. Please use the suggested answers below.
 - a. **Request to Search Approved:** Not Applicable
 - b. **Position Number:** 28000
 - c. **Careers Job #:** N/A or 00000
 - d. **Budgeted Salary / Salary Offered:** Please use student pay scale below. All **NEW** student hires with 0 to 2 years of experience will start as a Student Assistant I with an hourly rate of \$11.00 per hour (unless it is a resident assistant or other position previously approved at a higher rate). Returning students will return to the same rate of pay previously approved or a higher rate of pay may be requested based on their experience. Please utilize the student pay scale below for guidance. Hiring managers are responsible for submitting supporting documentation with their request or it may be denied by Human Resources.
- b) Job description/resume(s) are **REQUIRED** to be submitted with each onboarding room.
- c) Rubrics and search evaluation materials are required to be submitted with each onboarding room.

F. STUDENT PAY GUIDELINES AND PAY SCALES

As a guideline, a student assistant pay scale has been created by Human Resources. The purpose of this pay scale is to guide you, the hiring manager, in making offers to students for available positions. Human Resources will also utilize the pay scales in its review of onboarding room requests for new student hires to ensure alignment with policy and equitable hiring practices.

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Student Assistant Classifications	Pay Range
Student Assistant I	\$7.55* - \$11.00**
Student Assistant II	\$11.01 - \$13.00
Student Assistant III	\$13.01 - \$15.00
Student Assistant IV	\$15.01 - \$19.00

*Resident Assistant with additional compensation structure

**Starting salary for new student hires with 0 – 2 years of experience. Requests for starting salaries higher than \$11.00 per hour for new hires must have a justification attached to the onboarding room and must be approved by Human Resources. Additional information may be requested.

DEFINITIONS:

Student Assistant I - Student employees assigned to Level I positions work under immediate supervision. This means that the methods of performing tasks are well established and outlined or explained in specific terms. Assistance and/or guidelines are readily available if a problem occurs, and work assignments typically involve standardized duties. Jobs that are assigned to this class do not require independent judgment, analysis, or decision-making skills, and no previous experience or education is required. This is an entry level student assistant position in which the student has 0 to 2 years of applicable experience.

Examples of typical duties of a Student Assistant I: Filing, sorting and/or alphabetizing documents; copying; answering telephones, greeting visitors, assist with bulk mailing projects, pickups and deliveries, answering phones, shelving books, copying, washing laboratory glassware, stocking shelves, and other manual tasks involving light physical effort. Basic computer skills, reviewing documents for completeness, data entry, cashiering, posting, simple hardware/software maintenance under supervision, or library research requiring students to summarize materials. Positions requiring manual skills and arduous physical work are included in this classification.

Student Assistant II - Student employees assigned to Level II, work under general supervision. This means that definite work objectives are set for the employee but methods of performing the tasks are frequently left to the judgment of the employee with occasional instruction or advice provided by the supervisor. Jobs assigned to this level usually require some previous experience, education, or specialized skill. Students in this category typically have 2 to 3 years of applicable experience.

Examples of typical duties of a Student Assistant II: All duties listed in a Student Assistant I role. In addition to data entry and other information entry into automated systems, performs routine tasks in support of technical or laboratory processes. Performs other technical support-related duties as assigned.

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Student Assistant III -Students assigned to Level III receive general supervision, as described for Level II; however, the jobs involve a broad variety of skilled tasks which require previous experience, education, or specialized skills. Frequently, jobs at this level will include the responsibility for coordinating the work of lower-level student employees or the application of independent judgment and decision making. Jobs at this level should be those which require a significant amount of previous education or experience or those which work most independently with considerable authority for independent action. Students in this category typically have 3 to 4 years of applicable experience.

Examples of typical duties of a Student Assistant III: All duties listed in a Student Assistant I & II role, including desktop publishing, routine hardware/software maintenance, editorial assistance, laboratory work involving research and testing, research work involving the collection and interpretation of data, higher level administrative tasks, supervision, training, or overseeing a function or service area.

Student Assistant IV - Student employees assigned to Level IV positions receive limited supervision necessary to complete highly complex assignments. This level requires specialized knowledge and previous experience, or the student has successfully demonstrated the ability to perform the skilled assignments and exercise judgment . Student employees at this level may direct the work of other students. The assigned work may require completion of the project/assignment from the initial concept through implementation and evaluation. Students in this category typically have 4 plus years of applicable experience.

Examples of typical duties of a Student Assistant IV: All duties encompassing Student Assistant I - III role. Performs a wide range of experienced clerical support to academic or administrative units requiring knowledge of department functions. Responsibilities can include regular independent supervision and/or coordination of programs and/or projects involving highly complex equipment and analysis of data. Other responsibilities include day to day supervision of other student employees and regular independent decision making. The decisions of students in these positions could affect total operation and success of a project or program. May require limited supervision.

NOTE: Starting salaries for new student hires with 0 – 2 years of experience should be entered at \$11.00 per hour. Requests for starting salaries higher than \$11.00 per hour for new hires must have a justification attached to the onboarding room and must be approved by Human Resources. Additional information may be requested. Returning students will return to the same rate of pay previously approved or a higher rate of pay may be requested based on their experience. Please use the pay scale as a guideline.

G. TIPS TO IMPROVE NEW HIRE PROCESSING TIME

- a) Please check your onboarding room status updates regularly. HR will provide status updates on your candidate.

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- b) Please follow up with your candidates on any outstanding items emailed in the status updates.
- c) Please ensure your new student hire checks their email for status updates and respond promptly.
- d) The items that often cause delays in the hire process are as follows:
 - a. Failure to respond in a timely manner to the ACCURATE background check request. This is time sensitive. If the student does not complete the background check process with Accurate in a timely manner, it will expire and a new one will have to be issued. This will cause a delay.
 - b. Failure to complete the Security Questionnaire and Loyalty Oath (SQLO). This is a State of Georgia requirement and not a CSU requirement. This form must be completed accurately and fully. It must be notarized.
 - c. Student hire has not completed the new hire paperwork. This link will be emailed. Please ensure they watch for and complete this paperwork electronically.
 - d. Student hire has not brought in the proper I-9 documentation. This is required. Information on acceptable Form I-9 documents can be found at: <https://www.uscis.gov/i-9-central/form-i-9-acceptable-documents>
 - e. Copies of I-9 documents cannot be accepted. Students will need the original documents. Please notify your new hire of this in advance so they can procure these documents (Birth Certificate, Social Security Card, Passport, etc.)
 - f. Managers fail to approve the electronic Personnel Action Form (ePAF). The student employee cannot be hired if the ePAF is not approved. Please approve this as soon as possible and please notify your “one-up” supervisors to approve as well.

H. PAY AND PAY PERIODS

- a) A student worker is paid on the biweekly pay cycle – every other Friday.
- b) In order to start work, a student worker must first be active in OneUSG.
- c) Under no circumstances should a student worker begin work without approval of Human Resources and without being entered in OneUSG. Failure to adhere to this policy may result in Clayton State being in violation of Department of Labor laws and will result in disciplinary actions to the hiring manager. Please wait to receive the hiring approval notification by Human Resources prior to allowing a student to work.
- d) Paychecks for all Clayton State employees are handled in one of two ways. The employee may have the funds directly deposited into their checking or saving accounts by completing the appropriate direct deposit forms within OneUSG. If the check is not directly deposited, then it will be mailed to the address of record in the OneUSG System

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- e) Students are advised to review their checks when they receive them. If any errors are discovered, the student should immediately notify the Payroll Office.
- f) The most current payroll calendar can be located on the CSU Human Resources website: [PAYROLL CALENDAR](#)

I. RESIGNATION OR TERMINATION OF A STUDENT WORKER

- a) It is the responsibility of the hiring manager to notify Human Resources **IMMEDIATELY** when a student employee has resigned or is no longer working. **If a student worker is being terminated for performance issues or policy violations, please consult with HR prior to termination.**
- b) **PLEASE DO NOT ASSUME THAT HR IS AWARE OR THAT SOMEONE ELSE HAS SUBMITTED THE NOTIFICATION TO HR. A STUDENT NOT CLOCKING IN OR NOT SUBMITTING TIME FOR APPROVAL DOES NOT CONSTITUTE NOTIFICATION. PLEASE NOTIFY HR.**
- c) This notification should be accomplished by completing an [OFFBOARDING ROOM](#). The link to the Offboarding Room is:
https://service.clayton.edu/hr?id=sc_cat_item&sys_id=85179e791bc62990cda5b9541a4bcbcd
- d) Please complete all the required fields. Human Resources will then complete the remaining steps to offboard the student employee.
- e) **This applies to ALL student employees (student assistants, work study students, interns, and graduate assistants).**

NOTE: FAILURE TO NOTIFY HUMAN RESOURCES OF THE TERMINATION DATE OF A STUDENT EMPLOYMENT MAY RESULT IN OVERPAYMENT OF PAYROLL FUNDS.

J. APPLICABLE POLICIES

- a) [USG 08.02.01 Equal Employment Opportunity](#)
- b) [USG 02.02 Employee Categories](#)
- c) [USG 03.09 Employee Recruitment](#)

K. APPENDIX: APPROVED STUDENT INTERVIEW QUESTIONS

Below are some approved questions that can be used when creating an interview rubric and conducting student interviews for open positions. Please be consistent and ensure all applicants are asked the same set of questions.

- Tell me about some of your work experiences. What skills have you learned?
- What would your last supervisor say about your work performance?
- How would a good friend describe you?

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- What would you consider to be your greatest strength and weakness?
- Give me an example of a time you exhibited one of your strengths.
- Describe a time in which you felt successful.
- What are some areas you are working to improve?
- What motivates you to do a good job?
- How would you describe your work style?
- Do you prefer to work alone or in team?
- How do you work under pressure?
- Describe the worst customer or coworker you ever had and tell me how you dealt with that person.
- What is the best criticism you've ever received?
- Tell me about a time in one of your previous job when you feel you went above and beyond the call of duty.
- Tell me about a time in which you had to juggle multiple assignments/projects at once.
- What do you know about this department/office?
- Why do you want to work for this department/office?
- What do you hope to gain from this position?
- How will working in this role help you in your future career?
- How is/did your education/training prepare you for a job such as this?
- Which classes did you enjoy the most? Why?
- How do you ensure that you are communicating effectively with a customer, with a peer, with a supervisor? What did you say and do?
- What does effective communication mean to you and why?
- Give me an example of a time you had to partner with another person or team to complete a project or task. What was the situation, what did you do in the situation and what was the result?
- Do you have any questions for me?
- Wrap up: Supervisor describes the next steps and timeline in hiring process.