COLLEGE OF
LIBERAL ARTS

Student Employment Supervisor Manual

History | English | Communication | Political Science | Sociology/Criminal Justice

Department Student Worker Guide

For the Administrative Assistant II and future supervisors

Hire early Start 1-2 weeks before classes.	**Check eligibility** Use HR work-study list before interviews.
Wait for clearance No student starts until HR confirms.	**Keep hours clear** Each student works up to 8 hours/week.

How to use this manual

Use this as a local workflow guide for hiring, training, supervising, and offboarding student workers. Confirm current HR and Workday instructions before each hiring cycle, since systems and policies can change.

Prepared as a practical handoff resource for the Administrative Assistant II role supporting the College of Liberal Arts departments at Mount St. Mary's University.

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Quick Start: The Whole Process on One Page

Student hiring works best when the steps are clear and started early. This page gives the future Administrative Assistant II the big picture before the details begin.

	Action	What to do
	Plan headcount	Confirm the approved student worker count: History, 2 students; Po English, 1; Sociology/Criminal Justice, 1. Each student may work up week.
	Open posting	HR places the student job ad. Ask HR when the posting is live and wl applicants in Workday.
	Review applicants	In Workday, search open requisitions/acquisitions, open the role, ar students who applied.
	Check eligibility	Before moving a candidate forward, check the HR-provided list of wo students. Do not hire a student who is not on the list.
	Interview	Use a phone screen first when helpful. Then hold a Zoom or in-perso the strongest candidates.
	Select and submit	Complete the student new hire form from the HR folder on the share to HR for each student you want to hire.
	Wait for clearance	HR contacts the student for onboarding, ID review, and Workday tim instructions. The student cannot begin until HR emails that they are
	Train and supervise	Give a tour, review duties, schedule, dress code, timekeeping, confi ACRequests, phone/email expectations, and faculty task procedure

Timing tip

Begin one to two weeks before the first day of fall classes. Student workers are often hired quickly across campus. Waiting until the first week of classes can leave the departments without enough applicants.

Purpose and Scope

This manual is written for the person supporting History, English, Communication, Political Science, and Sociology/Criminal Justice as Administrative Assistant II. It explains the local workflow for student workers: how to prepare, hire, onboard, train, supervise, document concerns, and end employment when needed.

It is not an official HR policy document. Use it with current Mount St. Mary's University HR guidance, current Workday instructions, and the most recent forms in the shared drive. When a situation involves eligibility, payroll, discipline, termination, confidentiality, or student conduct, contact HR before acting.

Design note

The guide uses short sections, clear task labels, checklists, and repeated reminders to reduce cognitive load. The goal is to help a new supervisor know what to do next without searching through long paragraphs.

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Roles and Responsibilities

What the Administrative Assistant II Does

- Coordinates with HR about postings, applicant access, eligibility lists, new hire forms, and clearance to work.
- Reviews applicants in Workday and selects candidates to interview.
- Confirms each candidate is work-study eligible before interviewing or hiring.
- Creates a fair interview process and keeps notes focused on job-related qualifications.
- Trains student workers on office routines, confidentiality, timekeeping, customer service, and department expectations.
- Builds weekly schedules around class schedules and department needs.
- Approves or monitors Workday time entries according to HR deadlines.
- Documents attendance issues, performance concerns, and feedback conversations.
- Coordinates with HR before ending a student worker's employment.

What Students Are Responsible For

- Complete all HR onboarding steps before beginning work.
- Bring required identification documents to HR on the second floor of Bradley Hall when instructed.
- Enter time accurately in Workday and meet payroll deadlines.
- Arrive on time, dress in business casual clothing, and communicate absences early.
- Protect confidential information and avoid discussing student, faculty, or department matters outside work.
- Complete assigned tasks from the Administrative Assistant II and from faculty in the supported departments.
- Ask questions when instructions are unclear.

Student Worker Positions and Limits

The College of Liberal Arts office support model uses student workers across several departments. Confirm the approved number of positions each year, but the current working model is:

Department	Typical number of students	Maximum hours
History	2	8 hours per week per student
Political Science	1	8 hours per week per student
English	1	8 hours per week per student
Sociology/Criminal Justice	1	8 hours per week per student

Do not assume eligibility

For these roles, students must be work-study eligible. HR provides the eligibility list. Check the list before moving a candidate forward.

Hiring Workflow

1. Prepare before the posting opens

- Confirm how many students each department needs and what weekly coverage is most important.
- Ask department chairs or faculty whether there are special projects, event needs, or preferred coverage times.
- Update the job description if duties have changed.

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- Ask HR when the job ad will be posted and how applicants will appear in Workday.
- Request the current work-study eligibility list from HR.

2. Review applicants in Workday

The Administrative Assistant II can view applicants by searching for open requisitions/acquisitions in Workday. Open the role, review applicant materials, and note candidates who appear reliable, professional, and able to communicate clearly.

What to look for

Prior office experience helps, but it should not be the only measure. Many students are applying for an early job. Look for communication, follow-through, schedule fit, willingness to learn, and respect for confidentiality.

3. Check work-study eligibility before interviewing

Before you contact a student for an interview, verify that the student appears on the HR-provided work-study eligible student list. If the student is not on the list, do not move forward unless HR confirms eligibility in writing.

4. Interview fairly

Use the same core questions for all candidates. Keep notes tied to the job. Do not ask personal questions that are unrelated to the role, such as questions about age, family status, religion, disability, pregnancy, or other protected information.

Interview Guide

Phone screen, optional first round

Use a short phone screen when the applicant pool is large or when you need to confirm basic communication, schedule fit, and interest before offering a second interview.

- Tell the student the call will take about 10 to 15 minutes.
- Confirm that they are still interested in the role.
- Ask about general availability, without asking for protected personal details.
- Explain that students may work up to 8 hours per week.
- Invite strong candidates to a Zoom or in-person second interview.

Second interview questions

- Why are you interested in working in the College of Liberal Arts office?
- This office supports several departments. How do you keep track of tasks when priorities shift?
- A faculty member asks for copies, the phone rings, and a student walks in with a question. What would you do first?
- Tell me about a time you had to ask for clarification or learn something new quickly.
- How would you handle confidential information you might see while working in an academic office?
- Are you comfortable making copies, checking a shared email inbox, answering phones, creating simple flyers or signs, and running campus errands?
- What days and times are you generally available outside of class?

Selection email templates

Invitation to interview

Subject: Student Worker Interview

Hi [Student Name],

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Thank you for applying for the College of Liberal Arts student worker position. I would like to invite you to interview for the role. The interview will take about [time] minutes and can be held [by Zoom/in person].

Please send a few times that work for you this week.

Best,
[Name]

Not selected after interview

Subject: Student Worker Position

Hi [Student Name],

Thank you for taking the time to interview for the College of Liberal Arts student worker position. At this time, we will not be moving forward with your candidacy. I appreciate your interest and wish you the best with your semester.

Best,
[Name]

New Hire and HR Clearance

Once you know who you want to hire, complete the new hire form found online in the shared drive under HR. Submit the form to HR for each student. HR will then contact the student with onboarding instructions.

Action	What to do
Complete form	Use the current student new hire form from the HR folder in the shar use an old saved copy if a newer form exists.
Submit to HR	Send the completed form to HR using the current HR process.
Student completes onboarding	HR contacts the student and explains Workday onboarding, timekee required paperwork.
Student brings IDs	The student must present the required identification documents to I floor of Bradley Hall.
Wait	Do not schedule the student to work until HR emails that the studen begin.
Start training	After clearance, send the student a welcome email, schedule the fir prepare the orientation checklist.

Most important rule

A student cannot begin work, shadow, answer phones, make copies, run errands, or complete any task for the office until HR confirms in writing that the student is cleared to work.

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Welcome and Orientation

The first day sets the tone. Keep it calm, concrete, and practical. Give the student one task at a time, show them where things are, and explain why the work matters.

First-day orientation checklist

- Welcome the student and introduce them to faculty and staff who are present.
- Tour the office, mailboxes, copier, supplies, classrooms nearby, restrooms, and emergency exits.
- Review the weekly schedule and how to report lateness or absence.
- Review Workday timekeeping and payroll deadlines, using HR instructions.
- Explain the ACRequests email inbox and how to check, print, and complete faculty requests.
- Show where paper, toner, staplers, envelopes, folders, and office supplies are kept.
- Practice phone greeting and email tone.
- Review business casual dress expectations.
- Review confidentiality and FERPA-minded office behavior.
- Explain what to do when there are no active tasks.
- Give the student the name of the backup contact if you are not available.

Suggested first shift

Action	What to do
Tour	Walk through the office and nearby spaces.
Tools	Show copier, shared inbox, phone, supplies, and task list.
Practice	Have the student complete a simple supervised copy or print request.
Scenario	Practice how to respond when a faculty member or student asks a question.
Wrap up	Review schedule, Workday time entry, and next shift tasks.

Student Worker Duties

Student workers support the daily operations of several academic departments. Their work should be helpful, professional, and appropriate for a student employee.

- Make copies and prepare printed materials for faculty.
- Check the ACRequests email for items faculty need printed or copied.
- Run campus errands, such as delivering items or picking up materials.
- Answer office phones using the approved greeting.
- Respond politely to students, faculty, and visitors who come into the office.
- Create event flyers, simple signs, and faculty office-hour door signs when assigned.
- Keep the office tidy, including shared work areas and visible student spaces.
- Complete tasks assigned by faculty members in the supported departments, as long as the task is appropriate for the role and time allows.
- Let the supervisor know when a task is complete or when instructions are unclear.

Task rule for faculty requests

Faculty may assign tasks to student workers, but the Administrative Assistant II should remain the central point for scheduling, workload balance, and questions. Students should

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not be placed in the middle of conflicting priorities.

Office Standards and Expectations

Business casual dress code

Student workers should dress in a way that is comfortable, neat, and appropriate for a front-facing academic office. The goal is not formality. The goal is respect for the workplace.

Usually appropriate	Avoid during shifts
Slacks, khakis, neat jeans if allowed by supervisor, skirts or dresses, polos, blouses, sweaters, cardigans, clean shoes or sandals that are not flip-flops.	Clothing that is torn, dirty, very revealing, or contains offensive wording or images; pajamas; slippers; beachwear; clothing that interferes with safe movement around the office.

Attendance and communication

- Students should arrive on time for scheduled shifts.
- If they will be late or absent, they should contact the supervisor as early as possible, preferably before the shift begins.
- A pattern of late arrivals, missed shifts, or no-call/no-show absences should be documented and discussed with HR if it continues.
- Planned absences should be requested in advance when possible.

Confidentiality

Student workers may see names, schedules, emails, grades, student concerns, personnel details, or department information. They should not discuss office information with friends, classmates, roommates, or others outside the work setting. When unsure, they should ask the supervisor.

Scheduling and Timekeeping

Build the schedule around the student's class schedule, the department's coverage needs, and the 8-hour weekly limit. Keep schedules in writing so everyone knows when each student is expected.

- Ask each student for their class schedule and general availability at the start of the semester.
- Do not schedule students during class time.
- Keep the total at or below 8 hours per week unless HR and the department approve a different limit in writing.
- Remind students to enter time in Workday exactly as worked.
- Review time entries before approval and question anything that looks incorrect.
- Keep an eye on payroll deadlines so students are paid on time.

Suggested supervisor habit

Set a recurring reminder to review student time in Workday before the approval deadline. Payroll problems usually begin when time is entered late, approved late, or entered without clear notes.

Training Plan for the First Month

Timeframe	Training focus	Signs of readiness

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First shift	Tour, schedule, Workday basics, confidentiality, copier, ACRequests, phones.	Student can find supplies, ask questions, and complete a simple supervised task.
First week	Copy/print requests, errands, signs, door postings, basic office questions.	Student follows written instructions and reports when a task is done.
Weeks 2-3	More independent tasks, simple flyers, faculty request triage, event prep.	Student can prioritize routine tasks and ask before acting on unclear requests.
Week 4	Feedback meeting and skill-building conversation.	Student understands expectations and has one or two goals for the semester.

Managing Day-to-Day Work

Use a visible task system

Student workers do better when they can see what needs to be done. Use a shared notebook, whiteboard, printed task sheet, Teams/Google document, or email folder. Keep task directions short.

Task writing formula

Start with the action. Add the location. Add the deadline. Add the finished-product standard. Example: Print 25 copies of Dr. Smith's handout from ACRequests. Staple upper-left corner. Place in Dr. Smith's mailbox by 2:00 p.m.

When students have downtime

- Ask them to check ACRequests and the task list first.
- Have them tidy the main office, refill printer paper, check mailboxes, or organize shared materials.
- Allow quiet homework only if all assigned work is complete and the office is covered, if that is acceptable to the supervisor.
- Do not allow extended personal visits, games, disruptive videos, or personal use of office equipment.

Feedback, Documentation, and Performance Concerns

Most issues can be corrected with early, kind, direct feedback. Do not wait until a small concern becomes a semester-long pattern.

	Action	What to do
	Name the issue	Be specific: missed shift, late time entry, incomplete copies, inappropriate phor tone, confidentiality concern.
	Explain impact	Connect the behavior to the office: faculty do not get materials, payroll is delaye visitors feel unwelcome, information is not protected.
	Reset expectation	State what needs to happen next time.
	Document	Keep a brief dated note of the conversation and any agreed next step.
	Contact HR	If the issue involves repeated attendance problems, dishonesty, harassment, sa confidentiality, or possible termination, contact HR before taking action.

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Simple feedback script

Conversation template

"I want to check in about [specific issue]. In this office, we need [expectation] because [reason]. Going forward, please [specific action]. What questions do you have, and is there anything making this difficult that we should talk through?"

When employment may need to end

Student employment may end because the student resigns, graduates, loses eligibility, exceeds availability limits, stops communicating, or does not meet expectations. Before ending employment for performance or conduct, consult HR and follow current Mount procedures. Keep documentation factual and job-related.

Offboarding Checklist

- Ask for the student's final work date in writing if they resign.
- Notify HR according to the current process.
- Confirm all time has been entered in Workday and approved.
- Collect any keys, borrowed materials, folders, or department items.
- Remove any access that HR, IT, or the supervisor controls.
- Save final notes in the student worker file.
- Thank the student for their work when appropriate.
- Invite feedback about what could make training or scheduling better for future student workers.

Faculty and Adjunct Hire Support Addendum

The Administrative Assistant II may also help with logistics for new full-time faculty and adjuncts. Hiring decisions and employment paperwork belong with the department, dean, and HR. This section covers common office setup tasks only.

Keys for new faculty or adjuncts

	Action	What to do
	Confirm need	Ask which office key and main office key are needed. Common request: individu office key and main office key to AC 200-C.
	Submit FMX work order	Request the key through the FMX portal. Include the faculty member's name, off location, key needed, and department.
	Ask for testing	Add a note asking that the key be tested before delivery. Local tip: new keys sometimes do not work.
	Test or follow up	When the key arrives by mail, test it if possible. If it does not work, submit a follo FMX work order.

IT setup for full-time new faculty

- Submit an IT ticket for phone setup and laptop/computer setup.
- Include the faculty member's full name, department, office location, expected start date, and any known technology needs.
- Follow up before the faculty member's first day to make sure equipment is ready.

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Business cards and name badge

Business cards and name badges can be requested through the Print Shop by emailing Maria Topper. Confirm current title, department, office, phone, and email before sending.

Business card request template

Subject: Business Card Request for [Faculty Name]

Hi Maria,

Could you please create business cards for the faculty member below?

Name: [Full Name]
Title: [Assistant Professor of History]
Department: [Department of History]
Office: [Building/Room]
Phone: [Office phone]
Email: [email@msmary.edu]
University: Mount St. Mary's University
Campus address: [if used on current cards]

Please let me know if you need anything else.

Thank you,
[Name]

Appendix A: Student Worker Welcome Email

Welcome email

Subject: Welcome to the College of Liberal Arts Office

Hi [Student Name],

Welcome to the College of Liberal Arts office. HR has confirmed that you are cleared to begin work, so we can now schedule your first shift.

For your first day, please come to [office location] at [time]. We will review your schedule, office duties, Workday timekeeping reminders, the ACRequests email, and the basic office routines. Please dress business casual and bring any questions you have.

I am glad to have you joining us.

Best,
[Name]

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Appendix B: Student Worker Job Description Starter Text

Student workers support the academic departments of History, English, Communication, Political Science, and Sociology/Criminal Justice. Duties include copying and printing materials, checking the ACRequests email, answering phones, greeting visitors, running campus errands, creating simple signs and flyers, helping with event preparation, keeping the office tidy, and completing appropriate tasks assigned by faculty or the Administrative Assistant II. Students must be work-study eligible, reliable, professional, and able to protect confidential information.

Appendix C: Records to Keep

- Application or resume, if available through Workday.
- Interview notes tied to job qualifications.
- Confirmation that the student appeared on the HR work-study eligibility list.
- New hire form submission date.
- HR clearance email.
- Student schedule and updates.
- Signed or acknowledged expectations checklist, if used.
- Performance notes, feedback records, or disciplinary documentation, if any.
- Resignation, end date, or offboarding notes.

Appendix D: Source Notes

This guide adapts general student employment supervisor practices from the attached supervisor manual and student employee checklist, including the importance of clear supervisor and student responsibilities, structured interviews, onboarding expectations, timekeeping, dress expectations, confidentiality, and feedback. The Mount-specific workflow, department names, Workday process, HR clearance rule, headcounts, 8-hour limit, and office duties come from the local role information provided for this project.

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