



# CSU San Marcos Student Assistant Handbook

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## WELCOME TO THE TEAM!

Congratulations on your new job as a student assistant! you now have a great opportunity to develop your skills as a young professional and gain valuable hands-on work experience not taught in the classroom. This handbook provides information about CSUSM Student Employment and is designed for student assistants. Specifically, this handbook includes information including eligibility, conditions of employment, duties, work hours, compensation, working conditions and student employee responsibilities and rights.

NOTE: *There is a separate category of Academic Student Employees which includes [Instructional Student Assistants](#), [Teaching Associates](#) and [Graduate Assistants](#). Academic Student Employees (Instructional Student Assistants, Teaching Associates, and Graduate Assistants) are covered by the UAW Unit 11 collective bargaining agreement and the material in this guide does not apply to them. Please contact [Faculty Affairs](#) at extension 4052 for any questions related to hiring and employing Unit 11 Academic Student Employees. In addition, this handbook does not apply to students employed by the CSUSM Corporation.*

## General Student Employment Information

### Purpose of Student Employment

- Provide useful, supportive services to the various academic and administrative programs and/or departments
- Provide students with valuable experience related to their educational goals
- Assist with financial support to help meet the cost of attending college

### Employment Eligibility Requirements

- First-time students who have been admitted to the CSUSM may NOT work as a student assistant/FWS student assistant prior to their actual enrollment.
- Students must be enrolled in at least 6 undergraduate units, or 4 graduate units to be eligible to work as a student assistant.

### Nature of Student Employment

Student employment with the University is “at will”. This means that a student employee may terminate his/her employment at any time, with or without notice or cause. It also means that the University can terminate a student’s employment at any time, with or without cause or notice, so long as there is not violation of applicable federal or state law. In addition, the University may alter a student employee’s employment status, employment hours, and schedule, at its own discretion with or without notice or cause. As an at-will employee there is no guarantee, in any manner, that student employment is for any set period of time. No one has the authority to make verbal statements that change the at-will nature of the employment relationship. Student employees with concerns about work conditions may bring these concerns to their immediate supervisor.

### Non-Discrimination, Harassment and Retaliation in Employment

The California State University (CSU) is committed to maintaining an inclusive community that values diversity and fosters tolerance and mutual respect. It is CSU policy to provide equal opportunity for all persons regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status,

# STUDENT ASSISTANT WORK INFORMATION

## **Non-Discrimination, Harassment and Retaliation in Employment Continued**

sex, gender, gender identity, gender expression, age, sexual orientation, and military and veteran status. With respect to employees, this policy extends to all employment practices, including recruitment, selection, hiring, promotion, training, compensation, benefits, transfer, separation, and other terms, conditions, or privileges of employment. The CSU provides reasonable accommodation to qualified persons with disabilities unless doing so would impose an undue hardship. Reasonable accommodation determined by the campus following an interactive process with the employee to identify the nature and extent of the employee's restrictions and the appropriate reasonable accommodation

## **Equal Opportunity Employment**

The CSU is an Equal Opportunity Employer and supports diversity and inclusion. Protection against unlawful discrimination or harassment in the workplace is guaranteed by several federal and state civil rights laws, rules, and regulations, by executive orders, and by university policies grouped under the general title of Equal Employment Opportunity. Student employees are protected from discrimination based on race, color, religion, national origin, gender, sexual preference, marital status, pregnancy, age, medical condition, disability, or status as a veteran. CSUSM's Equal Employment Opportunity policy covers all areas of employment including but not limited to hiring, dismissal, promotions, training, evaluations, and benefits.

## **Confidentiality & Ethics**

Some student assistants and FWS student assistants may have access to sensitive and proprietary information. The protection of confidential business information is vital to the interests and the success of CSUSM.

Confidential information should not be removed from CSUSM or used for any other purpose other than CSUSM business. Each individual must be aware of the potential disclosure of confidential data, either through unlawful use of a password, unattended active terminal/PC or through inadvertent disclosure. Student employees who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

# STUDENT ASSISTANT WORK INFORMATION

## What's expected of me?

We expect you to learn as much about your job and your office as possible and contribute your unique experiences, perspective, and skills to help us achieve our campus mission, vision and values.

We realize this may be one of the first “real” job experiences that many student assistants have had. Here are a few workplace tips to help you be successful:

- **Dress appropriately for your work environment.** Remember that when you're at work you represent not only your office, but also the University. A student employee should dress in clothing that is appropriate for the student employee's particular position of employment. The student employee should check with his/her direct supervisor to find out what the appropriate attire is for his/her employment.
- **Keep your supervisor(s) informed of your schedule.** Let them know if you're unable to work or will be late. Give advance notice if your schedule changes or other commitments affect your work availability.
- **Ask Questions.** If you need help, or if you are unsure about something, do not hesitate to ask your supervisor or lead. We are here to help you!
- **Practice respect.** Be kind and courteous to your supervisor(s), coworkers, and customers (anyone to whom your area provides service).
- **Be mindful of your time.** Keep track of your hours worked and report them accurately. Also, be sure to take the appropriate break times determined by your supervisor.
- **Take initiative.** Be willing to help wherever you are needed and ask if there are additional projects you can work on.
- **Remember that your supervisor and office mates can be a great resource to you.** They can serve as character references and perhaps provide letters of recommendation for your future job searches.

## What else do I need to know?

Your supervisor will fill you in on the specific responsibilities of your job and give you some important resources, but we have also collected some information that may be helpful to you in the following pages.

We're excited to be working with you!

# STUDENT ASSISTANT WORK INFORMATION

## Student Responsibilities:

- Report to work at the agreed-upon time ready to work
- Attend to assigned duties on the job, and do not conduct personal or school business while at work
- Maintain at least half-time enrollment during the academic year (minimum of 6 undergraduate units or 4 graduate units)
- Work up to, but not in excess of 20 hours per week when classes are in session; and no more than 40 hours per week when classes are not in session
- Keep an accurate record of hours worked
- Notify your supervisor as soon as possible of work schedule changes. Projects and exams may occasionally interfere with a work schedule, and student employees should notify their when such changes are predicted
- Submit Payroll information to your supervisor on the last working day of each pay period
- Notify your supervisor promptly in the event of a revision in Federal Work Study award
- Work with a cooperative and positive attitude

## Allowable Work Hours

1. When classes are in session, a student employee may work up to, but not in excess of 20 hours per week.
2. When classes are not in session (i.e. finals week, spring break, or winter recess) a student employee may work up to a maximum of 40 hours per week. As each department varies, please contact your supervisor for more information.
3. Federal Work Study students can start work on the first day of classes for the academic year in which they receive their award.

## Overtime

A student may work up to a maximum of 40 hours per week when classes are not in session. Overtime is defined as work in excess of 40 hours per week. A student employee shall not be scheduled to work overtime, nor should be paid for overtime hours.

## Concurrent Employment

Any student may work at two or more jobs concurrently (Federal Work Study and/or Student Assistant). The combined total hours may not exceed the ALLOWABLE WORK HOURS outlined above (Payroll Information Management System, 2.62). A student appointed as a Graduate Assistant or Graduate Teaching Assistant, whom is also employed as a Student Assistant or Federal Work study employee is limited to 20 hours per week for the combined positions.

The student assistant classifications are designed for individuals who are primarily students and also work on campus part-time. Student assistants **MAY NOT** be appointed to a student assistant classification and to a CSU Staff classification on a concurrent basis.

## Rest Periods

A student working a consecutive four-hour work period is entitled to one 15-minute rest period with pay. A student working a full eight-hour day (i.e. summer break, semester breaks) is entitled to two 15-minute rest period with pay and one 30-minute meal period without pay. Paid rest periods may not be taken at the beginning or end of a work period and are not cumulative. The supervisor determines when rest periods are to be taken. A student employee working more than 6 consecutive hours must take a 30-minute meal period without pay.

# STUDENT ASSISTANT WORK INFORMATION

## Absences

A student employee must notify the supervisor no later than the beginning of the scheduled work period when she/he is unable to work. In the event of an extended absence, the anticipated duration should be reported to the supervisor as soon as possible. The supervisor will approve or disapprove the absences.

## Employment Benefits

Every student employee is covered during her/his working hours by Workers' Compensation insurance. The coverage provides medical care to a student employee who experiences a job-related injury or illness. It is essential that an employee immediately report any job-related accident or illness to their supervisor. Additional Information regarding Workers' Compensation is available from the Office of Human Resources.

A student employee is NOT ELIGIBLE to receive other employment benefits such as overtime pay, shift differential, paid holidays, vacation leave, sick leave, retirement benefits\*, unemployment insurance, or permanent status.

\*Note: Summer Bridge Student Assistants are automatically enrolled in the part-time retirement plan during their Summer Bridge employment status. For more information on this, please refer to the [PST Fact Sheet](#).

## Motor Vehicle Usage

A student employee who operates a State vehicle, or personal vehicle for university business must follow the same procedures as other CSUSM employees, specifically:

1. A valid California driver's license and Defensive Driving certificate are required. Defensive driving classes for employees are schedule by the Risk Management Department and the certificate is valid for four years.
2. An authorization to Use Privately Owned Vehicles on State Business (STD 261) form must also be completed before a student can use a personal vehicle for University business.

## Payroll

It is the student assistant's responsibility to ensure that your payroll information is accurate, complete, and submitted online in a timely manner for your supervisor to approve. It is important to become thoroughly familiar with Payroll procedures and deadlines.

Actual hours worked are recorded in PeopleSoft Time and Labor on your online timesheet ([MyCSUSM](#)). On the last working day of each payroll period, the student should review their entries to ensure all hours are accurately reported on their online timesheet. The supervisor must verify accuracy of the hours submitted for payment, ensuring that all hours were actually worked, including the following information:

1. Only hours for a specific pay period are being reported
2. Partial hours are reported in tenths
3. The 20/40 hours per week limitation
4. No weekend or holiday hours are reported when the University is closed, unless the student actually worked.
5. No paid lunch breaks

In the event a student was hired near the end of the month and an online timesheet is inaccessible, a hardcopy timesheet must be prepared, listing all hours worked for the pay period, signed by the student and the appropriate



# STUDENT ASSISTANT WORK INFORMATION

## Payroll Continued

manager. The original timesheet should be submitted to Payroll Services (Craven Hall 4600), no later than the designated due date for processing. **FWS hardcopy timesheets need to be submitted to the Financial Aid and Scholarship Office on the last working day of the payroll period.**

Payroll information must be reported by a specified deadline. Payday schedules can be accessed on the Payroll Services website, <https://www.csusm.edu/payroll/calendars.html>. If a deadline is missed, submit the payroll information as soon as possible. Please be advised that late timesheets or online submissions may create a delay in processing a student's paycheck of approximately 2 weeks.

Students are paid monthly, with payday falling on or around the 15<sup>th</sup> of each month. Students should discuss check distribution and pick up procedures with their supervisor or department representative, as many checks are picked up for students by their department. If a student is notified to pick up their own paycheck, they must present a valid CSUSM Student ID card and their department ID # at the University Cashier's Office during the designated pick-up times.

All wages paid to a student employee by the University, including those earned through the Federal Work Study Program, are subject to federal and state income taxes. Questions on exemptions or withholding of taxes should be directed to Payroll Services. Although Payroll Services does not provide tax advice, they can assist with general form completion and withholding questions.

A Wage and Tax Statement Form W-2 will be issued at the end of the year for all earnings paid. If the form has not been received by February 7<sup>th</sup>, the student should contact Payroll Services.

## Graduating Students

Student employees graduating at the end of the spring semester are eligible to continue working through the end of the May pay period. Student employees graduating at the end of the fall semester are eligible to continue working through the end of the December pay period.

## Termination

Student employment (including Federal Work-Study) are temporary appointments and may be terminated at any time by the supervisor or the student employee. A written termination notice to the student is not required; however, it is recommended that reasonable notice be given, if possible.

The student's name will only be deleted from the student payroll roster if the supervisor notifies Payroll Services that the student is no longer employed.

## Department Responsibilities

1. Ensure students are enrolled in at least 6 undergraduate or 4 graduate units and maintain enrollment throughout employment with the University.
2. Make sure students do not work overtime and adhere to the 20/40 hours per week limitation.
3. Ensure student employee payroll information is accurate, complete and submitted to the appropriate office in a timely manner.

# PHONES & VOICEMAIL

## MAKING PHONE CALLS

All campus phone numbers begin with (760) 750-XXXX. When making an on-campus call, you can just dial the last 4 digits (extension) of the phone number. To make an off-campus call, dial 9, 1, then the rest of the phone number.

## ANSWERING PHONE CALLS

When answering phone calls or taking messages, be sure to get the following information from the caller:

- Name (first and last)
- Matter of the Call
  - Remember to get as much information as possible and ask follow-up questions if you are unsure.
- Take a Message (if no one is available to take the call) or transfer the call to voicemail
  - Don't forget to write down a call back number if you take a message!

## CHECKING/USING VOICEMAIL

**To check voicemail:** Press the "Voice Mail" option on the phone and enter your password (if applicable)

### **To transfer a call:**

- Press Transfer
- The system will prompt you for an extension
- Enter the extension you want the call transferred to
- Hang up

### **To send a call to voicemail:**

- Press Transfer
- Dial 3400
- Press 1 #
- The system will prompt you for an extension
- Enter the extension you want the call transferred to
- Hang up

### **To forward your phone calls to voicemail or another extension:**

- Press CALL FWD
- Wait for beep/confirmation tone
- Dial 3400 (Voicemail) or the extension you are forwarding to
- Wait for two beeps
- Hang up

# CSUSM CONTACT INFORMATION

## CSUSM ADDRESSES

### Physical Campus Address

333 S. Twin Oaks Valley Road  
San Marcos, CA 92096

### Mailing/Shipping Address (use when ordering items for delivery):

441 La Moree Road San  
Marcos, CA 92078

## IMPORTANT CAMPUS CONTACTS

Department	Extension	Email Address(es)	When to Contact
Enrollment Management Services	4810/4814	registrar@csusm.edu	Transfer students and parents to this line if they have a student-related question
Campus Operator	3000 (automated) 4000 (live)		Transfer calls to departments when you don't know the extension; call to reach any person/department on campus
Facility Services	4601	facilitieservices@csusm.edu	Contact to submit requests for routine maintenance (note: for urgent requests only; submit a Work Request Form for non-urgent requests)
IITS Help Desk	4790	helpdesk@csusm.edu	Contact when you need help with computer/printer/network/software issues
Office of Human Resources	4418	hr@csusm.edu	Contact with any employee-related issues, questions about employee programs and trainings and job opportunities.
Parking and Commuter Services	7500	parking@csusm.edu	Contact with questions about parking issues (permits, citations, etc.)
Payroll Services	4421	payroll@csusm.edu	Contact with questions about paychecks, deductions, timesheets
Safety, Health & Sustainability	4502	shs@csusm.edu	Contact with questions about the ergonomic safety of your workstation or an ergonomic evaluation
Student Financial Services	4490	sfs@csusm.edu	Transfer calls regarding student account payments/charges, tuition and fees, and paycheck distribution
University Police	4567	dispatch@csusm.edu	Call for general information and non-emergent assistance (unlocks, escorts, etc.)
University Police - Emergency	911		Call for emergency assistance; 911 from a campus phone connects you to Dispatch

# HOW STUDENTS GET PAID

## GENERAL INFORMATION

- Payday is typically the 15th of each month (for specific dates, check out the Payday Calendar for Student Employees below).
- If you want to get paid on time, submit your time worked online (instructions below) and on time. **You must enter your hours worked by 5pm on the last day of the month/pay period.**
- Checks are available after 1pm in the Cashier's Office (3rd Floor, Craven Hall, Cougar Central).
- You will need a photo ID to pick up your check.
- Have questions about your tax withholding? Contact Payroll Services at [payroll@csusm.edu](mailto:payroll@csusm.edu).

## PAYDAY CALENDAR 2021

Pay Period (Month)	Payday	Pay Period (Month)	Payday
January	February 15	July	August 16
February	March 15	August	September 15
March	April 15	September	October 15
April	May 14	October	November 15
May	June 15	November	December 15
June	July 15	December	January 14, 2022

## REPORTING YOUR TIME WORKED (ONLINE)

You are responsible for keeping track of the hours you work and reporting your time honestly and accurately in order to receive a paycheck.

Please refer to the [How to Report Time Online Guide](#) for more detailed instructions.

If you miss the deadline to submit your time for the month, you must print, complete, and submit an Adjusted Time Sheet. Please refer to the [How to Print an Adjustment Timesheet Guide](#) for more information. As a reminder, your Adjusted Timesheet will need a signature from your supervisor and delivered to Payroll Services (if you're a regular student employee). If you are a Federal Work Study (FWS) student employee, you will need to take your completed form to the Financial Aid and Scholarship Work Office.

**Note:** If you are late in submitting your hours worked, there will likely be a delay in payment.

# HOW STUDENTS GET PAID

## REPORTING TIME WORKED (ONLINE), con't.

**Steps to enter time:** Once you complete your new hire paperwork with Human Resources, Payroll will grant you access to your timesheet online. You will access your online timesheet through MyCSUSM.

- Sign into MyCSUSM campus portal: <https://my.csusm.edu>
- Under "Student Assistant," select the "My HR Resources for Students" link.
- Under the Student Assistant Menu, select the link for Timesheet.
- If you have only one active job (e.g., you do not work for more than 1 department on campus), you will be taken to the Time Entry page. If you have multiple active jobs, select the job for which you want to enter time by clicking on the row with that job's information. (Contact your supervisor if you have questions.)
- Enter the total number of hours you worked on each calendar day.
- Enter time in tenths (and round up to the nearest tenth) as shown in the conversion table below:

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Minutes	Tenths
1-6	1
7-12	2
13-18	3
19-24	4
25-30	5
31-36	6
37-42	7
43-48	8
49-54	9
55-60	1 hour

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- When you're finished entering your time, choose "Save" to save the entry without submitting to your supervisor (use this if you use Time Entry to keep track of your time daily/regularly) or choose "Submit" to send your time to your supervisor.
- Click "OK" on the "Submit Confirmation" page to go back to the Time Entry page.

**Remember:** If you need to make any changes to your time, you must do so by the end of the month! On the 1st of each calendar month, the campus begins a new pay period and you will be locked out of your timesheet for the previous month; therefore, you will not be able to make any changes online. If you are locked out of your timesheet and need to adjust, please contact your supervisor.

# OTHER HELPFUL RESOURCES

## CSUSM ACRONYMS

- AA - Academic Affairs
- AAFSA - African American Faculty & Staff Association
- AALC - Academic Affairs Leadership Council AANAPISI
- - Asian American, Native American, Pacific Islander Serving Institution
- ACD - Academic Hall
- APC - Academic Policy Committee
- ARF - Application Rating Form
- ASI - Associated Students, Inc. AVP
- - Associate Vice President
- BFS - Business and Financial Services BFSA -
- Black Faculty and Staff Association
- BLP - Budget and Long-Range Planning Committee
- BOT - Board of Trustees
- CABO - Chief Administrators and Business Officers
- CAMP - College Academic Master Plan
- CCF - Center for Children & Families
- CE - Community Engagement
- CFA - California Faculty Association
- CFS - Common Financial System
- CHABSS - College of Humanities, Arts, Behavioral & Social Sciences
- CMS - Common Management System CO
- - Chancellor's Office
- CoBA - College of Business Administration CoEHHS -
- College of Education, Health and Human Services
- CoP - Council of Presidents
- CoSM - College of Science & Math
- CSUEU - California State University Employees Union
- DSS - Disabled Student Services EAP -
- Employee Assistance Program EC -
- Executive Council
- ECS - Events and Conference Services EMS
- - Enrollment Management Services EO -
- Executive Order
- EOC - Emergency Operations Center
- ESP - Employee Status Pages
- FAS - Finance and Administrative Services
- FASLC - Finance and Administrative Services Leadership Council
- FDM - Facilities Development and Management
- FTE - Full Time Equivalent
- HIS - Hispanic Serving Institution
- HRPS - Human Resources and Payroll Services
- IITS - Instructional and Informational Technology Services
- IPC - Institute for Palliative Care
- LAFS - Latino Association of Faculty & Staff
- LATAC - Library & Academic Technology Committee
- LGBTQA - Lesbian, Gay, Bisexual, Transgender, Queer and Ally
- MOU - Memorandum of Understanding
- MPP - Management Personnel Plan/Manager
- NACUBO - National Association of College & University Business Officers PAN
- - Personnel Action Notice
- PCBO - Partners in Campus Business Operations
- POAP - Procurement Operations and Accounts Payable
- QI - Quality Improvement
- RTP - Retention, Tenure & Promotion
- SA - Student Affairs
- SALT - Student Affairs Leadership Team
- SAND - Staff Appreciation and Development Committee
- SCO - State Controller's Office
- SETC - Service Employee Trades Council United
- SLL - Student Life and Leadership
- SOAR - Student Outreach and Referral
- SR&S - Safety, Risk & Sustainability
- SUPA - Statewide University Police Association
- UA - University Advancement
- UBC - University Budget Committee
- USU - University Student Union UVA -
- University Village Apartments
- VPFAS - Vice President (Office), Finance and Administrative Services
- WASC - Western Association of Schools and Colleges
- WACUBO - Western Association of College & University Business Officers

# OTHER HELPFUL RESOURCES

## Helpful Links:

[Admissions](#)  
[Athletics](#)  
[Colleges & Departments](#)  
[Distribution Services](#)

[Facility Services](#)  
[Faculty Affairs](#)  
[IITS](#)  
[Office of Human Resources](#)  
[Office of the Registrar](#)  
[Parking & Commuter Services](#)

[Payroll Services](#)  
[Safety, Health & Sustainability](#)  
[Student Employment](#)  
[Student Financial Services](#)

## Get the CSUSM Mobile App and Stay Connected!

- **MYCSUSM** - Access your MyCSUSM account to add/drop classes, view your class schedule and use Degree Planner.
- **Virtual ID Card** - Check in to centers and print faster.
- **Cougar Courses** - Keep up with your classes.
- **Study/Library** - See which computer labs are currently open and how many stations are available for use. View public printer locations on campus and their status or chat with a librarian, search the library, and verify library hours.
- **Email** - Never miss a message!
- **Dining Hours and Locations** - Know where to grab a bite to eat by viewing the hours, line cameras, and learn about seasonal items.
- **Parking** - Find a parking space & purchase a day pass and make changes to your parking account.
- **Campus Map** - Find mobile-friendly walking and driving directions to buildings and spaces across campus.
- **Directory** - Look up campus members through the directory feature.
- **Athletics** - View upcoming games, events, and athletics-based news.
- **Discounts** - Save money on limited time discounts for campus affiliates.
- **Wellness** - Your one stop shop for mental and physical wellness.

