



# Ithaca College Student Employee Handbook

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## **Mission of Student Employment**

The Office of Student Employment's mission is to help those students looking for work while attending Ithaca College find employment and gain work experience. Student Employment is here to offer students work experience to groom them for real world jobs when they graduate college and find careers of their own. We strive to set an example of how students should act while instilling the highest ethical values and work performance.

## **Overview of Student Employment**

The Office of Student Employment is here to provide part-time employment to students to help them offset their educational costs. In order to be eligible for Federal Work Study on campus, students must fill out a FAFSA. **\*\*Note: Money earned by the student does not generally credit to their tuition bill.\*\***

Students that do not receive an employment award as part of their Financial Aid package may still apply for a job on campus.

## **Finding a Job at Ithaca College**

Students looking for a job on campus or through off-campus federal work study program should log on to Ithaca's website and view the current openings on the JobShop. The JobShop is located on the Student Employment web page. Undergraduate and Graduate Students cannot be employed as a staff/faculty member while working as a student. Extramural students are not eligible to work on campus as student employees. Graduate Students can work on campus but they must be enrolled and active for that semester they wish to work.

### **Incoming Students:**

An employment award in a student's financial aid package is determined through the annual application for financial aid known as the Free Application for Federal Student Aid (FAFSA). An employment award is an offer, not a guarantee, of a job. Awards typically provide approximately 10 to 12 hours of work per week. Students are paid every two weeks, usually by direct deposit to a designated bank account anywhere in the United States. The employment award is **NOT** credited to a student's account. Students who did not file a FAFSA must wait until October 1 to obtain campus employment.

In the spring semester, first-year students who qualify for federal work study who wish to be placed in our off-campus community service program, which provides employment with nonprofit agencies in the Ithaca area, can contact us regarding eligibility and placement/openings. The number of placements/openings is limited, and referral by the Student Employment Office is required.

### **Current Students:**

To obtain employment as a student at IC,

#### **1. Search the jobs database to find a job of interest as follows:**

- Select an employment term.

- Select a category or search by keyword.
- Select a particular job to review the description. If interested, you may contact the person whose name and phone number is listed.

**2. Call the contact person listed and request an interview.**

*Note: Please direct inquiries regarding pay rate to the contact person listed on the job description.*

**Requirements for Employment**

**BEFORE YOU START WORKING...**

After securing a job but before beginning to work, first-time employees must visit the Student Employment Office to complete I-9 and tax forms (W-4 and an IT 2104). Specific original documentation is required, as specified by the U.S. Citizenship and Immigration Services (USCIS).

**U.S. Citizenship and Immigration Services Acceptable Documentation**

To provide proof of identity and employment eligibility, a new employee must provide either one document from list A or one each from lists B and C. Documents must be originals or certified copies as specified. (Note: Notarized copies are **NOT** acceptable)

**List A: Documents that establish both identity and employment eligibility (Providing one document from this list fulfills all requirements.)**

- United States Passport (unexpired or expired)
- Unexpired Foreign Passport with a temporary I-551 stamp
- Permanent Resident Card or Alien Registration Receipt Card (form I-551)
- Unexpired Employment Authorization Card that contains a photograph (Form I-766, I-688, I-688A, I-688B)
- An unexpired foreign passport with an unexpired Arrival-Departure Record, Form I-94, bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, if that status authorizes the alien to work for the employer

**List B: Documents that establish identity (To fulfill requirements, one document from this list must accompany one document from list C.)**

- Driver's License or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address
- ID card issued by federal, state, or local government agencies or entities provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address
- School ID card with a photograph
- Voter's Registration Card
- U.S. military card or draft record
- Military dependent's ID card

- U.S. Coast Guard Merchant Mariner Card
- Native American tribal document
- Driver's license issued by a Canadian government authority

For persons under age 18 who are unable to present a document listed above

- School record or report card
- Clinic, doctor. Or hospital record
- Day-care or nursery school record

**List C: Documents that establish employment eligibility (To fulfill requirements, one document from this list must accompany one document from list B.)**

- U.S. social security card issued by the Social Security Administration (other than a card stating it is invalid for employment)
- Certification of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350)
- Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal
- Native American tribal document
- U.S. Citizen ID Card (Form I-197)
- ID card for use of Resident Citizen in the United States (Form I-179)
- Unexpired employment authorization document issued by the Department of Homeland Security (other than those in list A)

### **Hours**

*Please note Ithaca College's policy states that while classes are in session, students are limited to working 20 hours per week, which includes all Ithaca College Student employment.*

*When a student is on break, they may work no more than 40 hours per week. (Full week sessions only i.e. Spring Break, Winter Break, or during summer sessions)*

### **Student Wages**

Students will start out at minimum wage \$7.25. Supervisors have the discretion to give students raises or start them out at a higher wage. Raises are not guaranteed. Students that are full time (taking more than 6 credit hours of classes) will receive wages that are FICA exempt. (This meaning that they will not be taxed for Social Security and Medicare tax) Students who are taking less than 6 credit hours will NOT be FICA exempt.

### **Summer Employment**

Students working during the summer will not be FICA exempt. If a student wants to work during the summer they MUST be enrolled as an active student for the upcoming fall semester.

## Logging Time

To enter your time on-line in Parnassus, you will need to be “hired” by your supervisor in Parnassus. The following directions will assist you in logging in to Parnassus for the first time:

Internet Explorer is the supported browser for **Student Employee Self-Service**. (This may not work correctly in Firefox.)

Student Employee Self-Service User \*

You must know your Parnassus username and your password.

The job title Student Employee refers to:

- Student Employee Self-Service User

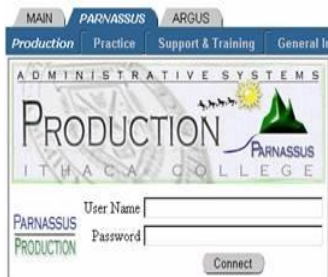
Student Employee

1. Access Parnassus Login.

- Open Internet Explorer.

There are many ways to connect to Parnassus; two are provided below: either enter the web address in the browser directly, or access the page through the Ithaca College website.

- 1 - Navigate to the ACE main page by typing "[vail.ithaca.edu/ace](http://vail.ithaca.edu/ace)" in your browser address bar.
- 2 - Go to [www.ithaca.edu](http://www.ithaca.edu)> Click "Employment Services"> Click on the Parnassus/ACE icon in the upper right hand corner.
- Click on the Parnassus tab.



Parnassus is the Information System that hosts Student Employee Self Service. You have to access this system in order to get to Student Employee Self Service.

- Select Production.

## 2. Enter your Username and Password.

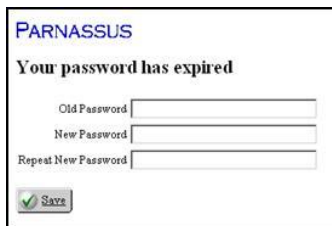
When you have been approved for hire, you are given a Parnassus username and temporary password. **Your Parnassus username is the same as your IC Email username, and your temporary password is the first 2 letters of your user name the + symbol and the last 6 numbers of your student id.** When you logon to Parnassus for the first time, you will be prompted to change your password.

If, for some reason, you are unable to access Parnassus Production, and you have an active Ithaca College e-mail account, you can reset your own password by clicking on the "I forgot my password." hyperlink near the bottom of the Production log in window.

If this is your first time logging in to Parnassus, go to task #3. Otherwise, go to task #4.

## 3. Change your password.

When you logon for the first time, the following dialog box will prompt you to change your password.



- Enter the initial password in the "Old Password" field.
- Enter your new password in the New Password field.

You must create a password. Choose a password that will be easy to remember, yet not easily guessed.

- Parnassus passwords:
  - are used to preserve confidential information.
  - should not be shared with any other person.
  - should be easy to remember, yet not easily guessed.
- **Password Requirements for Parnassus are as follows:**
  - Refer to the ITS Quick Guide on Stronger Passwords for full details available at the following location:  
<http://www.ithaca.edu/its/password/policies.htm>
  - The password must be a **minimum** of 8 characters.
  - Passwords must consist of a combination of letters, numbers and one or more of the following special characters:
    - ! (exclamation point)      % (percent sign)
    - \* (asterisk)                      + (plus sign)
    - - (dash or minus sign)              ? (question mark)
    - \_ (underscore)

- Your username cannot be used as, or included in the password.
  - Passwords will expire every 120 days.
  - Passwords cannot be reused within the last 18 months.
  - Accounts will be locked out after a certain number of failed login attempts within a set period of time (to be determined on a system-by-system basis).
- Repeat the password exactly in the Repeat New Password field.
  - Click the [Save] button.

4. Click the “IC Student Employee Self-Service” hyperlink.



From here you can view your online payslip, manage your direct deposit information, and view your on-line W-2.

5. Click the Logout hyperlink when finished with Student Employee Self-Service to properly disconnect from Parnassus.

Once you have logged in to Parnassus, you will need to navigate your way to log your time. The following instructions will help you with this:

1. Launch Internet Explorer
2. Access Parnassus from the Administrative Computing Environment (ACE).

<http://vail.ithaca.edu/ace>

If you do not have Parnassus as a favorite already, you can also choose the “Working at Ithaca” link from the IC home page and then click on the Parnassus icon from the HR home page.

3. Click on the Parnassus tab
- 4.



5. Enter your Parnassus user name and password. Please call 4-3245 if you have trouble getting into Parnassus
6. Choose your “Self Service Time” responsibility

Worklist

<a href="#">Full List</a>		
From	Subject	Sent
There are no notifications in this view.		
<input checked="" type="checkbox"/> TIP <a href="#">Vacation Rules</a> - Redirect or auto-respond to notifications.		

Navigator

<ul style="list-style-type: none"> <li> <a href="#">IC Employee Self-Service</a></li> <li> <a href="#">IC HR Verifier</a></li> <li> <a href="#">Self Service Time</a></li> </ul>	Please select a responsibility.
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- Choose the Time Entry function

Navigator

<ul style="list-style-type: none"> <li> <a href="#">IC Catalog Manager</a></li> <li> <a href="#">IC Employee Self-Service</a></li> <li> <a href="#">Self Service Time</a></li> </ul>	<p><b>Time</b></p> <ul style="list-style-type: none"> <li> <a href="#">Time Entry</a></li> <li> <a href="#">Timecard Search</a></li> <li> <a href="#">Templates</a></li> <li> <a href="#">Create Timecard</a></li> </ul>
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- Click on the Create Timecard button

<a href="#">Create Timecard</a>						
Status	Period Starting	Period Ending	Recorded Hours	Submission Date	Update	Delete
No results found.						

- Choose the Period from the drop-down list (if the default is not for the current week).

Period: July 06, 2009 - July 12, 2009 ▼ ⓘ Comments:

Template: More Periods...  
September 14, 2009 - September 20, 2009  
September 07, 2009 - September 13, 2009  
August 31, 2009 - September 06, 2009  
August 24, 2009 - August 30, 2009  
August 17, 2009 - August 23, 2009  
August 10, 2009 - August 16, 2009  
August 03, 2009 - August 09, 2009  
July 27, 2009 - August 02, 2009  
July 20, 2009 - July 26, 2009  
July 13, 2009 - July 19, 2009  
July 06, 2009 - July 12, 2009  
June 29, 2009 - July 05, 2009

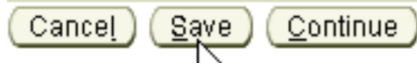
Hours Ty	on, Jul 06	Tue, Jul 07
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

- Choose an Hours Type for the first line of the timecard (i.e., 1 Hours Worked).

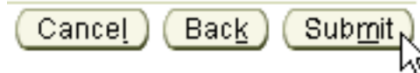
- Enter hours worked for each day of the week.

Mon, Jul 06	Tue, Jul 07	Wed, Jul 08	Thu, Jul 09	Fri, Jul 10
<input type="text" value="7.5"/>	<input type="text" value="7.5"/>	<input type="text" value="7.5"/>	<input type="text" value="7.5"/>	<input type="text"/>

12. You can click on the Save button if you are recording time worked each day or the Continue button if you are recording your time worked (and paid time away) for the entire week.



13. Click the Submit button on the next page if your time has been entered completely. This will generate a workflow notification to your supervisor that there is a timecard waiting for approval.



14. Last, but certainly not least, always log out of Parnassus to properly disconnect your session (logout links are at the top right and bottom middle of the Parnassus “home page”).

**\*\*NOTE: Your time will NOT be submitted unless you click Continue, then Submit. Please make sure you do this at the end of the week to submit your time. You can make sure you’ve done this by looking at the main menu in your “Time Entry” option. If the status for your time card says “Submitted”, you’ve submitted your time card. If the status says “Working”, you have not submitted it. Please make sure that you select the correct week you are currently working as well.**

### **Pay Days**

Pay periods run from Monday – Sunday. Pay days will be on a bi-weekly basis paid on Fridays. Checks will be available no earlier than 11AM on paydays from your supervisors. However, if you have direct deposit, your money may be accessible to you before then. If you are enrolled in direct deposit, you will not receive a paystub; your paystub will be viewable to you in Parnassus. Your pay stub may be viewable to you as early as Wednesday in some cases. When logging on to Parnassus, your username will be the same as your e-mail username and your password will be the first 4 letters of your first name with a “plus” sign, then the last 4 numbers of your student ID number. This password will be valid ONLY for the first time you log into Parnassus. The system will prompt you to change your password immediately.

### **Employer/Employee Conflicts**

When work-related conflicts arise, the employer and employee should attempt to resolve the problem informally. Most times, the discussion between the two parties resolves the issue. However, many problems can be averted through open communication of realistic expectations on both the supervisor and the employee.

Use the following suggestions to resolve employer/employee conflicts:

- Address problems as they arise, not after they build up
- Deal with minor concerns before they become major problems
- Review responsibilities, duties and expectations. Make sure they are clear to both the supervisor and the student.
- Avoid personalizing critical moments. Discussions regarding performance should be held in private.

### **Discipline**

Most departments have come up with their own disciplinary procedures and will discuss this with you upon starting a job in their department. The general policy around campus seems to be “three strikes and you’re out of a job”. You should receive a verbal warning for the first offense, a written warning for the second offense and a suspension for the third offense. After all these warnings, if you commit another offense, you will lose your job. This is not necessarily the same for each department and you should inquire as to how the discipline policy is carried out.

### **Dress Code**

When the student is interviewing for a prospective position, they will inquire about the dress code for that department/site. Each department/site is different and will each have their own dress code. Please be respectful in your appearance. You are representing the college and yourself, show pride in how you appear. Remember, it only takes a few seconds to make a first impression.

### **Evaluations**

Students will be evaluated by their supervisors at the end of each semester or more if requested or warranted. This keeps the open line of communication between the student and their supervisor so that the student can make sure they are making progress with their current position.

### **Injured on the job**

If you are injured on the job, you should tell your supervisor immediately. A copy of the injury report should be sent to Student Employment.

### **Attendance**

If an illness comes up, please let your supervisor know. Call them as soon as you can so they may find someone to cover your shift.

When you come to work, you are doing just that, coming to work. Please do not bring your homework to do with you. If you run out of things to do, see your supervisor so that they may find additional work for you.

Your friends should also not be visiting you at work. Please arrange another time for your friends to meet up with you after or before work.

### **Resignation**

If you would like to resign from your position, you must give a formal 2 week notice to your supervisor. You should take the following steps in giving your resignation:

1. Clearly and simply state when your last day will be.
2. Give the letter of resignation to your supervisor.
3. Turn in any keys or IDs you may have acquired in your position.
4. Work out the full two-week notice unless you are not needed. You should always be prepared to put in the same effort as if you didn't give a notice. Also, offer assistance to train someone else if needed.

### **Work Schedule**

When you first report to your new job, you should be sure to give your supervisor a copy of your schedule including all class times, club meetings, sporting events, etc. so your supervisor can schedule your shifts accordingly. If any changes come up in your schedule, you should notify your supervisor immediately so they can cover your shift or make necessary arrangements. For example, if you know you have a big test coming up and you'll need time to study, make sure you ask for time off in advance so you aren't studying last minute. Remember, your school work is your top priority while you are here.

\*\*\*NOTE: A student may NOT work during their scheduled class time.

### **Phone Etiquette**

Since some of you will be answering phones in your position, here are some phone etiquette tips that you should adhere to:

1. Make sure you speak clearly and are smiling as you answer the phone (the person on the other end can tell).
2. Answer with the proper greeting (Good Morning, Good Afternoon, Good Evening, department name, this is (your name) can I help you? or how may I help you?)
3. Before placing a caller on hold, ask their permission first and thank them.
4. It is better to return a call than to keep someone on hold too long. If the phone rings back to you, you've kept them on hold too long.
5. Do not forget to return the call as you promised.
6. Do not permit the phone to ring into the office more than three times.
7. Always use a pleasant, congenial and friendly tone.
8. Never interrupt the person while he/she is talking to you.
9. Never engage in an argument with a caller.
10. Do not make it a habit of receiving personal calls at work.
11. Do not answer the phone if you are eating or chewing gum.
12. Do not give the impression that you are rushed. It is better to return the call when you can give the person the time they need to handle the reason for their call.
13. Learn how to handle several callers simultaneously with ease and grace.
14. Return calls promptly that have been left on voice mail.

15. Always get the best number (and an alternate) and the best time to have a call returned to the caller, especially if someone else must return the call.
16. Do not ever leave a message with someone else or voice mail regarding details of a delinquent account. Instead, leave a message asking the person to call the "Accounting Department."
17. If possible, provide a telephone for patients/customers/clients to use. An area providing privacy is preferred.
18. When hanging up the phone, make sure the caller or person called hangs up first if the phone is slammed on the receiver. Otherwise, always hang up the phone, gently.

### E-mail Etiquette

As well as answering phones, some of you may be asked to send e-mails while on the job. Please keep in mind these e-mail etiquette tips as well:

1. **Be informal, not sloppy.** Your colleagues may use commonly accepted abbreviations in e-mail, but when communicating with external customers, everyone should follow standard writing protocol. Your e-mail message reflects you and your company, so traditional spelling, grammar, and punctuation rules apply.
2. **Keep messages brief and to the point.** Just because your writing is grammatically correct does not mean that it has to be long. Nothing is more frustrating than wading through an e-mail message that is twice as long as necessary. Concentrate on one subject per message whenever possible.
3. **Use sentence case.** USING ALL CAPITAL LETTERS LOOKS AS IF YOU'RE SHOUTING. Using all lowercase letters looks lazy. For emphasis, use asterisks or bold formatting to emphasize important words. Do not, however, use a lot of colors or graphics embedded in your message, because not everyone uses an e-mail program that can display them.
4. **Use the blind copy and courtesy copy appropriately.** Don't use BCC to keep others from seeing who you copied; it shows confidence when you directly CC anyone receiving a copy. Do use BCC, however, when sending to a large distribution list, so recipients won't have to see a huge list of names. Be cautious with your use of CC; overuse simply clutters inboxes. Copy only people who are directly involved.
5. **Don't use e-mail as an excuse to avoid personal contact.** Don't forget the value of face-to-face or even voice-to-voice communication. E-mail communication isn't appropriate when sending confusing or emotional messages. Think of the times you've heard someone in the office indignantly say, "Well, I *sent* you e-mail." If you have a problem with someone, speak with that person directly. Don't use e-mail to avoid an uncomfortable situation or to cover up a mistake.
6. **Remember that e-mail isn't private.** People can be fired for using e-mail inappropriately. E-mail is considered company property and can be retrieved, examined, and used in a court of law. Unless you are using an encryption device (hardware or software), you should assume that e-mail over the Internet is not secure. Never put in an e-mail message anything that you wouldn't put on

- a postcard. Remember that e-mail can be forwarded, so unintended audiences may see what you've written. You might also inadvertently send something to the wrong party, so always keep the content professional to avoid embarrassment.
7. **Be sparing with group e-mail.** Send group e-mail only when it's useful to every recipient. Use the "reply all" button only when compiling results requiring collective input and only if you have something to add. Recipients get quite annoyed to open an e-mail that says only "Me too!"
  8. **Use the subject field to indicate content and purpose.** Don't just say, "Hi!" or "From Laura." Agree on acronyms to use that quickly identify actions. For example, your team could use <AR> to mean "Action Required" or <MSR> for the Monthly Status Report. It's also a good practice to include the word "Long" in the subject field, if necessary, so that the recipient knows that the message will take time to read.
  9. **Don't send chain letters, virus warnings, or junk mail.** Always check a reputable antivirus Web site or your IT department before sending out an alarm. If a constant stream of jokes from a friend annoys you, be honest and ask to be removed from the list. Direct personal e-mail to your home e-mail account.
  10. **Remember that your tone can't be heard in e-mail.** Have you ever attempted sarcasm in an e-mail, and the recipient took it the wrong way? E-mail communication can't convey the nuances of verbal communication. In an attempt to infer tone of voice, some people use emoticons, but use them sparingly so that you don't appear unprofessional. Also, don't assume that using a smiley will diffuse a difficult message.
  11. **Use a signature that includes contact information.** To ensure that people know who you are, include a signature that has your contact information, including your mailing address, Web site, and phone numbers.
  12. **Summarize long discussions.** Scrolling through pages of replies to understand a discussion is annoying. Instead of continuing to forward a message string, take a minute to summarize it for your reader. You could even highlight or quote the relevant passage, then include your response. Some words of caution:
    - If you are forwarding or reposting a message you've received, do not change the wording.
    - If you want to repost to a group a message that you received individually, ask the author for permission first.
    - Give proper attribution.

### **Leave of Absence/Withdrawal**

A student may not work after date of "separation" which is determined by the Academic Affairs Office when LOA/Medical LOA/WD forms are completed.

### **Supervisors**

A student employee may not be supervised by their parent or legal guardian. They may also not authorize any hours worked by the student.

### **Contact Information**

If you have any questions/concerns regarding your Federal Work Study or Award Amount, please contact the Student Financial Services Office

Student Financial Services  
Second Floor  
Peggy R. Williams Center  
Phone: 607-274-3131

Office Hours:  
Monday – Friday: 8:30AM to 5PM

If you have any questions/concerns about your job, please contact the Student Employment Office:

Student Employment  
Garden Level  
Peggy R. Williams Center  
Phone: 607-274-1171 or 607-274-1272

Office Hours:  
Monday – Friday: 8:00AM to 4:30PM