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INTRODUCTION

This guide has been developed for use by all Student Employment supervisors. It outlines policies, procedures, and responsibilities for the student and supervisor.

All students who work for the Delaware State University in the Federal Work-Study Program or other Delaware State University Employment programs must be authorized to work by Student Employment Office prior to starting work. It is important for supervisors to follow the procedures in the guide carefully so that the student employee will be paid in a timely manner. We hope that the information outlined in this handbook will increase your understanding of the important role you play as a student supervisor. If you have an issue which is not addressed in this handbook, please contact the Student Employment Office at studentemployment@desu.edu or 302.857.6138.

STUDENT EMPLOYMENT OFFICE (SEO)

The Student Employment Office (SEO), an integral part of the Office of Career Services, is based on a philosophy of providing valuable work experience for degree-seeking students through the performance of jobs on or off campus and providing employment venues that assist with financial support to the student’s academic studies. Student employment on or off campus gives students the opportunity for practical experience in the world of work comparable to emerging occupations. Practical work offers knowledge, skills, and abilities attractive to future employers and complements their academic credentials. Financial assistance in the form of on and off campus work should be responsive to the student’s class hours and schedule. However, a student’s financial need should not override relative merit and qualifications when departments make hiring decisions.

In the implementation of the Delaware State University’s student employment program, no student shall be discriminated against on the basis of race, color, religion, gender, age, disability, national origin, marital or veteran status, sexual orientation, or any other extraneous considerations not directly and substantially related to effective performance (needs an HR policy number to substantiate this statement).
TYPES OF STUDENT EMPLOYMENT

Federal Work-Study (FWS)
The Federal Work-Study (FWS) Program provides employment for students who need financial help. Delaware State University receives an allocation from the federal government each fiscal year which is used in combination with University funds to provide part-time employment for students. The Office of Financial Aid is responsible for the allocation of funds from the federal government to department’s on-campus.

Students must apply for financial aid and receive a FWS award from the Office of Financial Aid in order to work under this program. Students who demonstrate financial need are awarded FWS funds on a first-come, first-served basis until funds are exhausted. Therefore, it is very important for students to be aware of and adhere to the application priority dates. Students who file for financial aid too late in the year may not receive a FWS award due to a lack of funding, regardless of whether they had FWS in the past, have a financial need, or have a specific FWS job arranged. To receive maximum time consideration for a FWS award, students should file the Free Application for Federal Student Aid (FAFSA) as soon as possible, after January 1.

FWS funds are restricted to students who are either citizens or permanent residents of the United States. Foreign students with an F-1 Visa are not eligible for FWS funds.

Student employees who receive FWS awards may not earn more than the dollar amount of their award. The Office of Financial Aid and department supervisor must monitor all FWS student earnings to ensure that students do not earn more than their award amount. If the FWS amount is exceeded, the student must be terminated, and the department will be charged out of his or her operating account.

It is possible for a student’s award amount to change before and during the academic year. This could be the result of changes in financial circumstances or receipt of additional financial aid, etc. The Office of Financial Aid will notify supervisors and students of any changes in award and program amounts.

Departments are responsible for monitoring FWS awards. Supervisors are notified of students’ original awards via the Student Employment Confirmation Form.

Departmental (Non-FWS)
These positions, including graduate assistantships, are funded through departmental budgets, so it is up to individual departments to determine the number of positions available.
RECOMMENDED STUDENT EMPLOYMENT CLASSIFICATION AND WAGE GUIDELINES

Overview
With the objective of recommending an equitable framework for classifying student jobs and paying student employees at Delaware State University, this document was created by the Student Employment Committee, a cross functional team of representatives from the Career Services Center, Student Employment Office, Financial Aid Office, Finance and Administration, and Human Resources.

These guidelines are designed as a recommended best practice for setting similar wages for similar positions. Careful consideration of this model is strongly recommended in an effort to ensure wage equity for student employees. The Student Employment Office (SEO) is available to consult on issues concerning these recommended guidelines at a department’s request and will be responsible for approving wages for each student employment position.

These guidelines will be applied to all hourly FWS and departmental positions on campus. The guidelines are not intended for determining the wages of positions paid on a grant funded or stipend position.

Job Classifications
Each student employment position should be assigned to one of four classification levels/categories. The appropriate classification level for each position is dependent on an analysis of the job.

It is possible to have slightly different combinations of factors for jobs within the same category. Keep in mind that the goal is to determine the category which most closely matches the job description. A general definition of the levels is as follows:

<table>
<thead>
<tr>
<th>Student Assistant I</th>
<th>Min</th>
<th>Mid</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Knowledge, skills, and abilities (KSA’s); 0-1 year experience</td>
<td>$7.25</td>
<td>$8.00</td>
<td>$8.75</td>
</tr>
<tr>
<td>Undergraduate Student Office Assistant I</td>
<td></td>
<td></td>
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<tr>
<td>Resident Assistant I</td>
<td></td>
<td></td>
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<tr>
<td>Student Computer Assistant I</td>
<td></td>
<td></td>
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<tr>
<td>Student Cadet (Public Safety)</td>
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<td></td>
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<tr>
<td>Student Support/Game Operations</td>
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<td></td>
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<tr>
<td>Student Lab Assistant I</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Student Assistant II</td>
<td>Min</td>
<td>Mid</td>
<td>Max</td>
</tr>
<tr>
<td>----------------------</td>
<td>------</td>
<td>------</td>
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<tr>
<td>Intermediate KSA's; at least 2 years current experience; required basic certifications/training in a certain job</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undergraduate Student Office Assistant II*</td>
<td>$9.00</td>
<td>$10.00</td>
<td>$11.00</td>
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<tr>
<td>Resident Assistant II</td>
<td></td>
<td></td>
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<tr>
<td>Student Manager</td>
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<tr>
<td>Student Life Guard I</td>
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<td></td>
<td></td>
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<tr>
<td>Student Computer Assistant II</td>
<td></td>
<td></td>
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<tr>
<td>Financial Assistant</td>
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<table>
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<tr>
<th>Student Assistant III</th>
<th>Min</th>
<th>Mid</th>
<th>Max</th>
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</thead>
<tbody>
<tr>
<td>Consistent Proficiency in KSA's; at least 3 years current experience; required certifications/training in certain job</td>
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<tr>
<td>Senior Residential Assistant</td>
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<tr>
<td>Student Life Guard II</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Student Computer Assistant III</td>
<td>$10.00</td>
<td>$11.25</td>
<td>$12.50</td>
</tr>
<tr>
<td>Student Computer Office Assistant (help desk)</td>
<td></td>
<td></td>
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<tr>
<td>Student Research Assistant</td>
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<tr>
<td>Undergraduate Student Peer Counselor</td>
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</tbody>
</table>

<table>
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<tr>
<th>Student Assistant IV</th>
<th>Min</th>
<th>Mid</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialized student positions; professional level work; undergraduate degree completion, and terminal degree at DSU</td>
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<tr>
<td>Teacher’s Assistant</td>
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<tr>
<td>Graduate Residential Assistant</td>
<td>$10.00</td>
<td>$13.00</td>
<td>$18.00</td>
</tr>
<tr>
<td>Graduate Office Assistant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduate Research Assistant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduate Student Peer Counselor</td>
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</tbody>
</table>

*Required basic skills: filing, data entry, answering phone, sorting mail running errands

**Required basic skills: including skills listed in undergraduate Student Office Assistant I with additional duties such as basic reconciliation and spreadsheets
Student Wages
The chart above indicates the minimum wage rate for each of the categories. The actual beginning wage determined for each position is at the discretion of the hiring department. Factors that may influence this decision include relevant education, training, or experience. The rate that is set must be consistent for same/similar student positions within the department.

According to federal regulations for the Federal Work-Study Program, work-study positions must be paid at the same starting wage rates as departmental positions with the same responsibilities.

Rate Increases
Rate increases for any student should be based on exemplary performance, increased responsibility or longevity in the position.

POSTING STUDENT JOBS

JobX is the student employer software chosen by Delaware State University’s Student Employment Office (SEO) to automate the job posting, hiring, and reporting process for students, employers, and administrators. The SEO requires that each department uses JobX for all job postings and hiring of student employees.

Signing into JobX – First Time Users:

   - On Campus Employers, Click ‘On-Campus Employers’
   - Off Campus Employers, Click ‘Off-Campus Employers’

2. Click ‘Request a Login’.

3. Choose your employer type (On-Campus or Off-Campus) and click “Go to Next Step”.

4. Complete the application.
   - For the employer information choose the department/organization you work for from the drop down list.
   - If you don’t see your department/organization name listed, please type it in the ‘Notes’ section.
   - If you need to be able to manage jobs for additional departments/organizations, indicate which one(s) in the ‘Notes’ section.

5. Click ‘Submit’ to send your request to the Student Employment Office. The supervisor will receive a confirmation email when your access has been approved.

6. Upon approval, sign on using the returning user procedure below.
Signing into JobX – Returning Users:

   - On Campus Employers, Click ‘On-Campus Employers’
   - Off Campus Employers, Click ‘Off-Campus Employers’

2. Click “Job Management Login”

   **Note:** Should you forget your password, there is a “Forgot Your Password” option. Simply enter your email address and it will be sent to you.

3. Enter your email address and password.

Posting and Creating a Job Application

Posting a student job on JobX is a matter of completing a simple default job form. The form is customizable allowing departments to add specific requirements. Once a job is created, it is stored and can be used repeatedly.

On the Job Control Panel the supervisor will see “Welcome” and his/her name. If the supervisor only has posting permissions for one department/organization, that name will appear. If the supervisor has posting permission for more than one department/organization, he/she will see a ‘Filter Employers’ box. Select the department/organization for which he/she wants to post a job.

1. Click ‘Add a new job for (department/organization name)”

2. Choose a Job Type for the job listing you wish to post. Job type options are:
   - FWS Jobs – On Campus
   - Non-FWS Jobs – On Campus
   - FWS Jobs – Off Campus
   - Non FWS Jobs – Off Campus

3. Complete the Job Profile form.
   - Not all information is a required field. If the field is required and it is not completed red symbols will appear.
   - The primary contact person will be the person who will receive the e-mail when a student applies for the job

4. Click ‘Submit’ to continue.
5. The supervisor may add questions to the default application to ensure the department get the best candidate for the job.
   ▶ To do so, select a type of question from the drop down menu (i.e. Single Line question, Multiple Line Question, Single Choice, Multiple Choice, or Section Heading) and click “Insert”.
   ▶ For single or multiple choice questions, please ensure the options (i.e. yes or no for a single choice question) are comma-separated.

6. When the supervisor has completed the form, click the “Click here when finished” button.

7. The supervisor will arrive at the approval options page where he/she will see several questions.
   ▶ Select ‘As soon as possible’ from the list on question #1 if the department wants the job to be reviewed for approval immediately.
   ▶ If the department wants to save the job for later, select ‘Later, I need to review it myself later’. The job will go to Storage for later review.
   ▶ Select “Yes, immediately, from the list on question #2 if the department wants the job to be listed immediately upon approval.
   ▶ For the question, “For how many days do you want the job to be listed on the site? If the department wants to designate a specified period of time the job should be posted, select the applicable duration from the drop down list.
   ▶ If the department wants the job to be posted until the department decides close the job, select ‘Until I close the job.’

8. Click on the “Click here to Finish” button. The job will be submitted to the Student Employment Office for approval.

9. The supervisor will receive a congratulations message when job has been approved by SEO. The supervisor may either print the job details or click ‘Return to your control panel’ to view the job.

10. If the supervisor wants to edit the job or view the job details, click on the click the ‘Job Control Panel’ link on the left Navigation Bar.
    ▶ Locate the job the department wishes to edit.
    ▶ Click ‘Manage Job’ link next to the job posting.
    ▶ The supervisor may edit the job posting, view the application, or request that the job status be changed.
    ▶ To edit the job, click ‘Edit this Job’ link on the ‘Manage Job’ page.
    ▶ To edit the application tied to the job, click ‘Edit or View Online Application’.
HIRING STUDENT EMPLOYEES

The process of hiring a student employee has been designed as a “global workforce” application experience: Departments advertise job openings, students review job announcements, departments are contacted by student applicants, department conducts interviews with selected student applicants, and a job is offered.

Rehire
If department decides rehire their current student employee, the supervisor can go ahead and hire them through the system.

1. Click ‘Manage Job’
2. Click ‘Hire a Student’ on the Manage Job’ page

Online Applicants
If a student applies online and decide to hire them, the supervisor will complete the hiring process through the system.

1. Click the ‘View Applicants’ link
2. Click ‘View’ next to the student’s name to review the application
   ▶ If the student has provided a resume, click on the “Resume” link next to their name
   ▶ If the student has not provided a resume, “Not Applicable” or N/A will be present in this field

After selecting view all applicants, the supervisor can choose to reject the applicant, set up and interview, or hire an applicant(s). Below are the instructions for each selection:

Rejecting an Applicant
This feature is utilized to inform the specific student(s) that they did not get this job. If more than one student has been selected, individualized e-mails will be sent to each student selected.

Note: Do NOT use this function for informing applicants that the job has been filled. For that purpose, first fill the job, then the supervisor will be automatically prompted to inform the other applicants.

1. Click ‘Rejection’ next to the E-mail Applicants section
2. Use the current text or edit the text in the body of the e-mail
3. Click the “Send” button to send the email to the student
Setting up an Interview
If you desire to schedule a student to come in for an interview, you can do so by email. This feature is utilized to set up interview schedules.

Note: Do NOT use this function for informing applicants that the job has been filled. For that purpose, first fill the job, then the supervisor will be automatically prompted to inform the other applicants.

1. Click ‘Greetings’ next to the E-mail Applicants section
2. Use the current text or edit the text in the body of the e-mail
3. Click the “Send” button to send the email to the student

Hiring a Student
If the department wishes to hire the student,

1. Click ‘Hire’ next to their name.
   ▶️ For students that apply on-line, the student’s name is automatically selected for the supervisor.
2. Click ‘Go to step 2’ to continue.
   ▶️ The student’s ID provided by the student in their job application will be defaulted into the Student ID field.
3. Click ‘Check Student ID’ to verify the correct student is selected.
4. If the student is applying for a Work Study position, the system will validate the student’s account against a Work Study list to ensure the student has been awarded.
5. Data from the original job listing will be pre-filled in the Hire request form to streamline hiring process. The supervisor may edit the information prior to establishing the hire.
6. Click on the “Submit Request” button.
7. The departmental hire request will be submitted to SEO for approval upon completion of this step.
8. Once the job is filled and the department does not want to offer positions to any remaining applicants the supervisor will automatically be prompted to inform the other applicants.
   ▶️ If there are no remaining positions, the job will no longer be visible to job seekers.
   ▶️ If there are remaining positions the job will continue to visible until all positions are filled.
STUDENT EMPLOYMENT PAPERWORK AND PAYROLL INFORMATION

Required Student Employment paperwork
Before a student may begin work the appropriate hiring form (Student Employment form or Student Employment Confirmation Form), I-9 Form, and W-4 Form must be completed and on file with SEO.

Direct Deposit
Direct Deposit is optional for students; it is strongly encouraged and recommended by the Payroll Office and SEO. Whenever possible encourage your students to enroll in direct deposit at the time of hire. Direct Deposit Form may be picked up from SEO and returned to Payroll Office with a voided check.

Timesheets
Students are responsible to keep accurate records of their time and to complete and submit a bi-weekly timesheet to their supervisor for approval. Once timesheet approved and signed supervisor will submit timesheet to payroll to be processed. Payroll will not process timesheets if hiring paperwork as not been completed and processed or if student employee has not signed timesheet.

Pay Periods and Paychecks
Pay schedule and timesheet due dates for student employees are published for student employees and supervisors by the Payroll Office; it is the responsibility of the student and supervisor to submit timesheets on time. Student employees may pick up their paycheck or pay advice (if enrolled in direct deposit) from the Cashier’s Office on pay dates only.

Payroll Office Responsibilities
1. Payroll publishes pay schedules and time sheet due dates as handouts to students and supervisors.
2. Process bi-weekly time sheets. All time sheets received will be verified and calculated for hours worked and accuracy of dates.
3. Payroll is not responsible for distribution of paychecks. Paychecks and pay advices will be issued by the Cashier’s Office on pay dates only. There are no advance exceptions.
4. Time sheets received late will be processed with the next scheduled pay cycle. NO EXCEPTIONS.

*Students or supervisors are responsible for handing in time sheets on time, per the published schedule which can be obtained at the Payroll Office.
SUPERVISING STUDENT EMPLOYEES

Supervisory Role
The role of the supervisor is vital to the success of any student employee. While your responsibility is to supervise, you also may serve as an advisor or mentor to the student.

Supervisor Responsibilities
1. Post each student employee position with SEO via JobX.
2. DO NOT allow student employees to work until hire has been approved by SEO and all student employment paperwork is completed and on file with SEO.
3. Provide the appropriate training and workspace for each student employee.
4. Notify SEO when a student employee has been terminated prior to the end date on the student’s hire form.
5. Must fill out time sheets on-line, and be certain that the time sheets are accurate before signing and submitting them to the Payroll Office in a timely manner. The supervisor’s signature certifies that the student has actually worked all hours reported. All supervisors should be mindful of holiday and school breaks when students generally do not work. The time sheets must be received in the Payroll Office by the dates printed on the pay schedule. Time sheets should be submitted to the Payroll Office in one sealed envelope with the supervisor’s signature on the back at the seal.
6. Time sheets received with inaccuracies must be corrected before they will be processed. Inaccuracies would include no signatures and exceeding more than allowed hours per week. This could result in a delay of payment.

Student Responsibilities
Each student employee should make a serious commitment to his or her job. When hired for a position, the student becomes a member of a work unit that depends on him or her. Therefore, the supervisor may reasonably expect the student to:

- Report to work at the agreed-upon time.
- Attend to assigned duties on the job, and not conduct personal business while at work.
- Work with a cooperative and positive attitude.
- Dress appropriately for the work setting.
- Notify the supervisor as soon as possible if work schedule changes. Projects and exams may occasionally interfere with a work schedule; students should notify the supervisor when changes can be predicted.
- Keep an accurate record of hours worked.
- Notify supervisor of any job-related accident.
Student Employee Guidelines

1. Student employees are expected to be punctual. If a student employee is delayed, he or she is expected to call before or within fifteen minutes of expected time of arrival. If he or she is ill, he or she should notify his or her supervisor when he or she expects to return to work.

2. Student Employee should arrange personal business before or after work hours. They should consult with their immediate supervisor if time off is necessary.

3. Study during work hours is not permitted. It is required that the worker asks for time off for special study time, if needed.

4. Visiting with friends in the office or on the phone during work hours is prohibited. Visiting should be done during breaks away from the office.

5. When tasks haven’t been completed at the conclusion of a work period, the student employee should inform his or her immediate supervisor of the progress.

6. Inform the supervisor before leaving the floor at the close of your period.

7. The fax machine is for office use only. Personal use is not permitted.

8. The copy machine is for office use only. Personal use is not permitted.

9. Completion of the time sheet is the responsibility of the student employee. The immediate supervisor must sign the time sheet before submitting to the payroll office.

10. When taking telephone messages, the worker should get the caller’s complete name and telephone number with area code if long distance. Repeat the digits to the caller to ensure accuracy. Also, note the time and date and initial in the appropriate place. Answer the telephone on the 1st or 2nd ring. See the directory to make appropriate transfer calls. Place messages in the appropriate office box.

11. Cell phone usage is prohibited during work hours.

12. Everyone is responsible for keeping the noise level to a minimum.

13. All files and work related information are of confidential nature. Student employees are required to maintain this confidentiality at all times. Written or verbal information cannot be removed from the office or discussed with students or other individuals not employed within the office. Data and material, to which you may have access to, must be treated in a confidential manner. Any breach of confidence or abuse may result in dismissal and/or disciplinary action.

14. Finally, the student represents the image others have of our offices and services. Incorporate professional telephone etiquette and an attitude of helpfulness in greeting all who call and/or come to our offices.
Strategies for Helping Supervisors Succeed with Student Employees

To assist supervisors of student employees, the National Association of Student Employment Administrators has developed the following guidelines:

1. **Set an Example:**
   - Model strong work habits through efficient and dedicated work practices. Let your own approach to daily work be an example from which students can learn.

2. **Be Flexible:**
   - Understand that student employees are students first and employees second; although it is important to have high standards on the job, it is also important to be flexible to accommodate academic obligations.

3. **Communicate Expectations:**
   - Communicate the job standards and expectations to your student employees. One cannot assume that these are self-evident to the students, even though they may seem obvious to you.

4. **Give Feedback:**
   - Frequently provide consistent and appropriate feedback to your student employees. Like all employees, students benefit from feedback in job performance, providing it is communicated with a positive spirit.

5. **Be Fair:**
   - Supervisors who are too lenient are not doing students any favors. Student jobs are “real jobs.” Treat student employees as you would like to be treated in a given situation.

6. **Train, Train, Train:**
   - Take time to train your students in areas such as, time management, telephone etiquette, quality service practices, or handling difficult situations.

7. **Be a Team Player:**
   - As a team leader, develop and nurture the unique contributions of each team member. Take a global perspective.

8. **Give Recognition:**
   - When you see a student “going the extra mile” or “persevering through difficult situations;” acknowledge this in front of other staff and peers. People need to feel appreciated.

9. **Share the Vision:**
   - Have regular staff meetings with your student employees and inform them how their work fits into a larger purpose of the department and institution. Remember, purposeful work is meaningful work.

10. **Be an Educator:**
    - To the degree that we each contribute to the lives of others, we are all educators. How can you contribute to the education of your student employees?
PERFORMANCE EVALUATIONS

Each academic year a performance evaluation form should be complete for each student employee. The evaluation form should be completed by the supervisor and the student employee after both sides should discuss the evaluation and identify future goals.

Providing Feedback
When providing feedback to student employees please remember to always:

- Be constructive and specific - Give examples of good/poor performance and what should be done in the future to improve quality.
- Maintain privacy
- Be positive
- Do not feel guilty
- Be sensitive
- The long range goal for student employment evaluation is not simply a system for grading work. It is designed as a tool to assist the student in her/his development and to enlarge the dimensions of the work/educational experience.

DISCIPLINE

Employers are encouraged to give positive feedback to students when warranted; however, there may be times during that academic year when a student employee is not performing up to your expectations as a supervisor. This may relate to attendance, punctuality, job performance, or attitude. At these times, it may be necessary to inform the student of your dissatisfaction with his or her performance.

The first step in this process should be a verbal warning, informing the student of any inappropriate conduct. Hopefully, this will be sufficient to correct most problems. If the situation continues, a written warning should be given. Suggestions for improvement should also be detailed in writing. The supervisor should go over the written warning with the student. Each party should then sign the warning and a copy should be given to the student and the original should be placed in students file. This is a departmental process; therefore, the statement does not need to be sent to the Student Employment Office.

Once these procedures are followed there will hopefully be an improvement in the situation. If however, the problem continues to be unresolved, it may be necessary to terminate the student employee. Another statement should be completed summarizing the cause of termination. Please notify the Student Employment Office of all termination actions.
IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT:

Desiree Barnes  
Student Employment Coordinator  
Student Employment Office  
Martin Luther King Student Center, 3rd Floor Suite 333  
Studentemployment@desu.edu (302) 857-6120