

## A. Finding an On-Campus Job

For academic success, when working part-time on-campus you are limited to working up to 25 hours per week. International students are allowed to work up to 20 hours per week. You will find there are two types of on-campus positions, work-study or regular wage. In order to obtain a work-study position you must have applied and received work-study from **Financial Aid and Scholarships**. For more information about work-study eligibility contact [Financial Aid](#).

### Steps to finding your on-campus job:

- Login to Jobs4Cats.
- Follow the instructions to register (create a student profile) or login as a registered user.
- Complete the Application for Student Employment found in the online resource library of your personalized [Jobs4Cats](#) homepage. Applications are also available in Career Services, LBJ Student Center, Suite 5-7.1. Some offices and departments create their own applications, so check with them first.
- Search for jobs in the Jobs4Cats database. Review any jobs that interest you and follow the application instructions listed in the job posting.
- Save your search and create a search agent. Jobs4Cats will notify you every time a new job matching your criteria is posted.
- Follow up on any applications that you submit to departments to check the status of your application.

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### 1. Applications

Follow the instructions given to apply for each job that interests you. When completing an application be sure to print legibly or use the online version. Return the application to the department that is hiring. Consider every question as being important and answer each fully. There may be some questions on the application form that are optional, and they should be clearly marked as such. Your responses should be complete sentences and given thought. Remember that you are trying to convey a professional image and first impressions count.

**Tip 1:** It may be a good idea to copy the blank application form. In the event that you make some

errors or revisions, you will then be able to submit another application.

**Tip 2:** Show enthusiasm for the job by meeting the application deadline and asking when you can expect to hear about scheduling an interview.

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## 2. The Interview

Interviewing for any job can be a nerve-wracking experience. The better prepared you are, the better your chances will be of converting an interview into a job. Either call, visit in person or send an application/resume. You may consider these tips when interviewing for positions:

- Dress appropriately and be on time.
- Greet the interviewer with a smile and a firm handshake.
- Go to the interview alone.
- Avoid chewing gum or use of tobacco products.
- Maintain direct eye contact and speak slowly.
- Be enthusiastic and positive.
- Know strengths, weaknesses and skills.
- Ask specific questions about the job.
- Promote yourself. Convince the interviewer that you can do the job. It's okay to tell the interviewer that you want the job.
- Ask when a decision will be made.
- Thank the interviewer for the interview.

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## 3. Work Study Guidelines

- The student demonstrates "financial need," as determined by Financial Aid and Scholarships.  
The student must apply for financial aid with the Free Application for Federal Student Aid (FAFSA).
- The student is in good academic standing and is maintaining satisfactory academic progress.
- The student is enrolled on at least a half time basis of at least six semester hours during the Fall/Spring semesters, or at least three semester hours during each of the summer sessions, for a total of six semester hours.
- The student is a citizen of the United States, a U.S. national, or permanent resident.

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## B. Office Policies and Job Procedures

### 1. Benefits of Being a Student Worker

- Each student worker is valued and depended upon. Integrity, honesty and mutual respect are expected from student workers.
- Student employment gives you the chance to earn money to help pay for your expenses.
- Your employer knows you are a college student first. Supervisors try to be as flexible as possible in scheduling work hours around your class schedule.
- Your part-time job can provide many valuable experiences. Future employers are impressed with students who have job experience.
- Student employment can help build your resume. Your job experience adds skills, help in your career decisions and distinguishes your background from other job seekers. Your supervisor may be used as a future reference.
- Part-time employment enhances your education. You will see things from another point of view, which will help to develop your analytical and critical thinking skills. You will also improve your project management skills.

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### 2. Required Paperwork After Hire

Complete all necessary hiring paperwork including W-4, I-9 and "Proof of Selective Service Registration" (if you are a male student between the ages of 18-25). The I-9 will require two proofs of identification.

This will be done in the office or department that hired you. **Enter your hours worked and/or submit your time sheet by the due date in order to be paid on time.**

#### **Immigration Reform and Control Act of 1986 (I-9)**

The form must be completed by the hiring department within **three** days of hire and sent to Human Resources with all the other necessary paperwork.

A completed I-9 "Authorization to Work Form" is required before any individual may begin work.

Federal regulations prohibit payments for hours worked prior to submitting the proper I-9 documents to Human Resources.

A list of acceptable documents are listed on the back of the [I-9](#). Some of the most common forms of documentation are:

- A U.S. passport or unexpired foreign passport
- Unexpired Employment Authorization Card
- A driver's license or student ID card **AND** a U.S. Social Security card
- An original birth certificate or certified copy

There are several other acceptable documents that you may provide. Please check the Department of Homeland Security "Employment Eligibility Verification" Form (I-9) for a complete updated list.

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### **Income Tax**

All work study and non-work study earnings are subject to federal income tax. Students must complete a [W-4 Form](#) when they are hired. A W-2 "Wage and Tax Statement Form" will be provided to the student from the university by January 31st of the following calendar year. W-2 forms are now available electronically via the same system used to enter time worked. If you claim exempt status (no taxes withheld) you must complete a new W-4 Form by February 15th of each year. Otherwise, taxes will be withheld from your paycheck. For information as to how to complete your W-4, contact your parents and/or use IRS resources.

### **International Students**

In addition to the I-9 and the W-4 Forms, international students also need to provide a valid F-1 or J-1 Visa, Form I-20, Form I-94 and a Social Security Card.

For definitions of international student visa status visit the International Office's [Visa Classification Page](#)

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## **3. Office Expectations**

### **Employee Practices—Positive Work Culture**

Work culture represents a set of beliefs, expectations, ideas, values, attitudes, and behaviors shared by the members of a given work environment. Practicing within a positive work culture will provide you, the student employee, with a strong foundation of both positive work ethics

and  
workplace interactions.

There are, of course, many characteristics or factors that may come together to create a positive work culture. Several of the most prominent characteristics that should be recognized and employed by you, the student employee, are mentioned below.

### **Motivation**

Motivated employees contribute to a positive work environment; they effect the morale of those around them, are more likely to be self-starters and innovators, have strong personal goals, and have a healthy work ethic.

### **Perspective**

It is the mindset or perspective of the individual that sets the foundation for interactions to be defined and for future actions to be declared. Asset-Based thinking lends a positive perspective to any situation. Authors Cramer & Wasiak detail this perspective in the book *Change the Way You See everything*. In the book, they suggest that some key factors for generating a positive change in perspective are:

- Forget perfection
- Shift from seeing a threat to seeing a challenge
- Hindsight + Insight = Foresight
- Focus on strengths more than weaknesses

### **Win/Win Philosophy**

This philosophy is from *The 7 Habits of Highly Effective People*, written by Steven R. Covey. He describes this philosophy as

...a frame of mind and heart that constantly seeks mutual benefit in all human interactions. Win/Win means that agreements or solutions are mutually beneficial, mutually satisfying. With a Win/Win solution, all parties feel good about the decision and feel committed to the action plan. Win/Win sees life as a cooperative, not a competitive arena. Most people tend to think in terms of dichotomies: strong or weak, hardball or softball, win or lose. But that kind of thinking is fundamentally flawed. It's based on power and position rather than on principle. Win/Win is based on the paradigm that there is plenty for everybody, that one

person's success is not achieved at the expense or exclusion of the success of others...It's not your way or my way, it's a *better way*.

Not only is our success 'not achieved at the expense...of others', it is fueled by and dependent on others, and it is contingent upon and involves the exercise of self awareness, confidence, desire, and sincerity in and of our relationships with others.

### **Professionalism**

Your behavior in the workplace should exude professionalism. Several factors of good professionalism would include wearing the proper attire, use of proper language, maintain a positive attitude, be honest, and employ ethical behavior. If you want to be a professional, you should act like a professional.

One of the great strategies of success is to act as if you are *already where you want to be*. This means thinking like, talking like, dressing like, acting like, and feeling like the person who has already achieved your goal.

–Jack Canfield, author of *The Success Principles*

### **Dependability**

- Work schedules will be mutually agreed upon.
- If you work less than four hours, check with your supervisor regarding break policy.
- Make arrangements for lunch breaks with your supervisor if you work during lunch.
- If you are ill, call your supervisor as early as possible.

### **Punctuality**

- Check-in or "clock in" when you arrive. Check-out or "clock out" when you leave.
- Arrive on time or call in advance if you are running late.
- Consistent tardiness/absences may be subject to disciplinary action.

### **Confidentiality**

- Information heard or seen in the office or department is confidential.
- Use caution when duplicating information on copy machines or faxing information.

### **Work Assignments**

- Remember your work is your signature. It's a reflection on you, the office and the University.  
Sign it with pride.

- When you finish a task or project ask your supervisor for another task. Taking the “initiative” will be appreciated.
- If you don’t understand work assignments ask for clarification from your supervisor.

### **Communication**

Praise is a two way street, you are encouraged to praise your supervisor. If you value and pay attention to the feedback that you receive from others and equally share your own feedback, you will find your experience as a student employee far more rewarding.

### **Use of Resources and Supplies**

- Your scheduled time is work time. School work comes first: however, it should be done at home or on your own time.
- Office supplies and equipment are state property and are for office use ONLY.
- Internet use is for work related assignments ONLY.
- Students may purchase a copy card for personal use at the Bookstore, Alkek Library or Auxiliary Services.
- The office telephone is for business calls. Most University offices are equipped with telephones which are placed there at Texas State’s expense. These phones are used for University business. Long distance personal and business calls (approved by your supervisor in advance) must be charged to your calling card or made on your cell phone. If you need to receive or make a personal call, check with your supervisor.
- No personal faxes are allowed.
- The personal use of computers, copy machines and other equipment is not allowed.
- Office supplies are for office use ONLY. This includes pens, pencils, legal pad, envelopes, etc.
- Personal visits from friends are discouraged. Visitation time should be limited.

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## **4. Standard Operating Procedures**

Depending upon your position and hours worked, you may be asked to complete a procedure for opening or closing the office. There may be certain safety checks, office routines or customer service procedures to follow. Check with your supervisor regarding what procedures you will need to complete.

### **Campus Wide Policies**

There are various forms and chains of command at Texas State. Be certain to discuss these

policies with your supervisor. Don't be afraid to ask questions regarding policies more than once.

Learning takes time so don't hesitate to ask questions.

### **Telephone Etiquette**

- Answering the telephone.
- Answer calls promptly and with a smile in your voice.
- Speak slowly and clearly.
- Use your best manner; Say "yes sir/ma'am".
- Convey a friendly and helpful attitude to the caller.

### **Answer Professionally**

Use this three-part greeting when answering the telephone:

Good morning/afternoon Career Services, Sally speaking.

### **Give Caller Your Undivided Attention.**

1. Don't do other things while on the phone.
2. Don't speak with gum, food or liquid in your mouth.

### **Be Sincere and Friendly.**

1. You are representing the University as well as your department.
2. When you say something pleasant, sound like you mean it.

### **Be Aware of the People in Your Department and Division.**

1. Learn the names of staff and their locations .
2. Keep a list of names and extensions near the phone for referring calls.

### **Taking a Message**

- Always write the time and date of the call.
- Get a complete number and the name of the caller.
- Record reason for calling.

1. Don't be afraid to ask for the spelling or repetition of a name.
2. Repeat the phone number to the caller for accuracy.
3. Ask the nature of the call and write a brief summary.
4. Some people do not wish to leave messages or give any information. Learn to be diplomatic and persuasive, but do not be demanding in your requests. Never be pushy or impolite toward callers.
5. Sign your name at the bottom of the message.

### **Transferring a Call**

- Place the caller on hold when looking up a phone number.
- Once you have located the number, get the caller back on the line and let them know that you will be transferring them.
- Give the department's name, telephone number and/or person you are transferring them to.
- Once you have contacted the department identify yourself and your department and notify them that you are transferring a call.
- Treat the caller with the same respect and courtesy you like to receive when you are the caller.

**Note:** The above was taken from a packet of information, "Business Telephone Etiquette" distributed by Century Telephone of San Marcos.

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## C. Ending Employment

The time will come when you have to leave your job or change positions. Because your former job

may be used as a reference for another job in the future, keep the following items in mind.

- If you wish to quit your job, please give your supervisor a two-week notice.
- Submit a letter of resignation to your Supervisor.
- Seek other job opportunities in Jobs4Cats.

### 1. Exit Interview

In an effort to understand your reasons for leaving or for improving working conditions, your employer may ask you to participate in an exit interview. This is not like an employee appraisal, but is an opportunity for you to point out how much you enjoyed your position or it can be used as an opportunity to point out valid concerns that you had as an employee.

### 2. Student Employee Termination and Grievance Procedure

<http://www.txstate.edu/effective/upps/upps-07-07-04.html>

#### 04. GRIEVANCE PROCEDURE

04.01 Student employees have the right to appeal matters regarding their employment which they believe are unjust, improper or unwarranted. The procedure for resolving such complaints and differences is as follows:

Students are encouraged to seek advice and assistance from the Dean of Students Office. If a student experiences delays or a lack of employer responsiveness, he/she may proceed to the next step in the procedures.

Step I: The student should meet with his/her supervisor as soon as is reasonably possible after there is an awareness of the concern and an earnest attempt should be made by both parties to resolve the problem. However, if the student has already met with the immediate supervisor to resolve the problem then he/she need not repeat this step.

Step II: If the student does not feel the situation has been satisfactorily resolved, he/she should discuss the problem with the department head or account manager within five (5) class days of completion of Step I, unless that person is the same party the student met with in Step I. In this event, the student should be referred to the department head's/account manager's immediate supervisor for resolution.

Step III: Should the student still feel the problem has not been satisfactorily resolved after following Steps I and II, he/she should file a written grievance with

the Dean of Students within five (5) class days of completion of Step II. (Student Employment Grievance Forms are available from the Dean of Students Office, LBJ Student Center Room 5-9.2.) An investigation will be conducted by the Dean of Students and a written decision rendered within ten (10) working days after the investigation is completed. The decision of the Dean of Students is final and binding on all parties. If a grievance should be filed against the Dean of Students, the investigation should be conducted by the Vice President for Student Affairs or his/her designee.

**Student Employment Grievance Form (Attachment I)**

Instructions: Complete this form providing details of your grievance. Sign the form, make two copies and place the copies in two separate envelopes. One envelope should be given to your immediate supervisor; the other envelope should be given to the head of the department. Keep a copy for your file.

\_\_\_\_\_  
Student Name Student ID Number

\_\_\_\_\_  
Date of Submission

\_\_\_\_\_  
Immediate Supervisor's Name

\_\_\_\_\_  
Department Name

Nature of Grievance (Please prepare a statement explaining your grievance):

List any witnesses to support your grievance:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name

\_\_\_\_\_  
Student Signature

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# Glossary of Frequently Used Terms

**CATS PIN** - A 6-8 digit/letter password for CATSWEB.

**Catsweb** - Portal site providing student services such as NET ID creation, email accounts, class registration, grades, billing, links to financial aid, etc.

**Community Work Study** – Work performed off-campus that must be in the public's interest. Employer must be an approved community work study site. A list of FWS jobs are available on Jobs4Cats.

**Eligibility Notification Form** - Available on My Financial Aid under the Awards page. This form must be submitted to financial aid and signed by you and your employer **after** you have been hired, **but before** you start working your job. It states how much money you have been awarded in work-study funds, and it is the maximum amount that you can work. It also includes the earliest date that you can use your funds.

**Federal Work Study (FWS)** – A form of financial aid that helps students who show financial need to earn a portion of their educational expenses through employment.

**Grievance** – Process of appealing matters regarding employment which are unjust, improper or unwarranted.

**I-9** – Employment Eligibility Verification form required for employment in the U.S.

**Jobs4Cats** – Like other job search sites, Jobs4Cats is Texas State Career Service' site that lists job openings on and off campus. Jobs4Cats is not connected with the university data systems in any way. Changes made with any university records are not automatically updated with Jobs4Cats. It is a password protected system that is only available to alumni and current Texas State students.

**Jobs4Cats password** – Password used exclusively for this system and it can be any letter or number combination. Career Services recommends that you use your Texas State password.

**Jobs4Cats username** - Username used exclusively for this system and it can be any letter or number combination Career Services recommends that you use your Texas State NetID.

**Regular Wage** – Describes positions in which the workers are paid from a departmental budget, not work study.

**SAP** – Online employee management system. Student employees perform functions such as (1) change address, (2) set-up direct deposit, (3) enter time worked, (4) view pay statements and (5) print W2 forms.

**SAP Password** – This password is automatically generated when your employment paperwork is processed. You are able to change the randomly generated password, and you will be prompted to change it regularly.

**SAP Username** – Normally this is your NetID.

**Texas State NetID** – It is usually a letter and number combination taking the first letter of your first and last name followed by numbers. It can be created online, and you must be an enrolled student of Texas State.

**Texas State Password** – A 6-8 digit/letter password used for Bobcat Mail, TRACs and Catsweb applications.

**W-2** – Wage and Tax Statement Form used to file for income taxes

**W-4** – Income tax form used to determine tax withholding or tax exemption