EMPLOYMENT QUESTIONS/FINDING A JOB

Q: How do I find an on-campus job?
A: We are excited to announce a new online application and employment site hosted by SilkRoad Technology. It’s a more efficient way to apply to position on campus.

Please follow these easy steps:

Step 1: Go Online to
https://lasierra-openhire.silkroad.com/postings/index.cfm?version=1&company_id=16723

Step 2: Search for Job
Search all current openings—you may narrow your search by filtering by “student”

Step 3: Apply for Jobs
Apply for any job for which you meet the minimum qualifications. You may be asked several questions and will have the ability to add a resume, cover letter or other supporting materials.

Step 4: Manage Job
Check the status of all jobs for which you have applied, add additional documents, or withdraw your application. Update and edit your profile at any time using your username and password.

Step 5: Create a Job Agent
A job agent allows you, a potential job candidate, the opportunity to register for automatic email updates based on job openings that match your qualifications. Our system’s search tool compares your resume with all available positions and generates an automatic email advisory when it finds a potential match.

Q: What is the clerical test?
A: The clerical test is a battery of short tests that evaluate your strengths as a possible employee. There are four sections for the student clerical test. They are a basic skills test (math & verbal skills), a one minute typing test, a computer literacy and internet knowledge test, and a customer service aptitude profile survey. The first three tests are timed while the customer service test is not. These tests are required for some student employment opportunities and give the hiring department an overall picture of your skills as a possible employee. Additional tests may be required by certain departments at their discretion.

Q: How long does it take to hear back about a position that I have applied to?
A: This can vary from department to department, but typically, once the position is removed from our webpage, students can expect correspondences via telephone or email within 2 weeks of removal of the posting. Make sure to check the email account that you applied through daily, as you do not want to miss correspondence from an interested hiring department.

When is the best time to apply for a job on campus?
Positions are constantly being posted. However, many positions for the upcoming academic year (both work study and non-work study) are posted as early as mid-summer. It is best to apply for them before or during the first couple of weeks of the year. We recommend that you keep checking the website for new job openings throughout the year that meet your qualifications.

I continue to receive error messages when I attempt to apply. What should I do?
One thing you can check is your browser. SilkRoad Technology is committed to supporting the latest version of popular browsers within a timely manner of Firefox, Google Chrome and Safari.

What should I do if I forgot my password?
Go to the login screen and click on "Forgot your Password." You will need to enter your email address that you used the first time you applied. Once submitted, an email message with the subject line "Accessing your resume/CV at La Sierra University" will be sent to the email address associated with your user profile. Your password will be in bold in the body of the email.

How do I apply for a position if I already have a profile with La Sierra University?
You will need to go to the "Employment Opportunities" tab and click the "Search Current Openings" link. Scroll down until you see the position you would like to apply for. Click on the link with the position name and scroll down to the bottom. Click the "Use Existing Resume/CV" button at the bottom of the page. Once you have clicked on that, you will be able to see previous positions you have applied for. Click on the "Submit this Profile" link next to the resume/cv you would like to use. You will be asked to log back into your profile using the username/password you originally set up. Click submit and you should receive a confirmation message on the screen letting you know your submission was successful.
Human Resources & Payroll FAQ

Q: Who do I contact if I am having issues submitting my application on this site?
A: If you encounter difficulties submitting your application or have any other questions regarding our application process, please contact SilkRoad support at 866-927-2472 or by email applicant_support@silkroad.com. Or you may email Desiree Noah in Human Resources at dfnoah@lasierra.edu.

Q: How do I apply for a position if I am a current La Sierra University employee?
A: To ensure timely response to your application, it is required that you apply for an open position through our career site.

Q: Can I submit my application for consideration of a future position?
A: Applications are only accepted for positions we currently have open. We are unable to accept applications for future positions at this time. We recommend that you create a job agent by clicking on the “Create a Job Agent” tab on our career page. This will allow the system to email you when a job becomes available that matches your skill set.

Q: Can I mail or fax my application/resume?
A: No, a profile must be set up and a application submitted online. This allows for better communication with applicants and facilitates an effective recruitment process. However, if you are an applicant with a disability and need an accommodation in order to apply for a position with La Sierra University, please contact Desiree Noah by calling 951-785-2088 or by email at dfnoah@lasierra.edu.

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Q: Am I required to apply for an open position through this site?
A: Yes. Applying through our career site allows us to better communicate with you and respond to your interest in a more efficient manner.

Q: Who do I contact if I want to get an update on my application/resume submission?
A: If your skills prove to be a match for the position you are applying for, you will normally be contacted within 2-6 weeks from the time you apply. However, in some cases, the recruitment process may be longer. All other applicants will be notified at the end of the recruitment process. If you do not hear from anyone, or for any other questions you might have, you may send a direct email to Desiree Noah at dfnoah@lasierra.edu.

Q: Will I be notified if the position is filled?
A: It is important to us that we contact each individual with information on the outcome of their application submission. All applicants can expect an e-mail notification at various stages of the recruitment process identifying the status of your resume and/or interview.

Q: How long before I can expect to hear from you?
A: The expected time frame for processing is 2 to 6 weeks. After this time period, if you have not received any follow-up, you may send a direct e-mail to Desiree Noah at dfnoah@lasierra.edu.

Q: How do I know that you have received my application?
A: Once your application has been submitted, you will receive a response from our office acknowledging receipt of your application.

Q: What kinds of file attachments are accepted?
A: Microsoft Word (.doc, .docx), Adobe PDF (.pdf) and other text formats (.txt, .rtf, .html) are the preferred formats.

Q: Do you have any tips for my resume?
A: Your application package is our first impression of you. The quality of your resume and cover letter is a reflection of the quality of work we can expect from you as an employee. Be sure your resume is provided in a clear format that will be easy to read and ensure that your contact information is current and complete. We recommend that you refer to the job description as you complete your resume in order to show what skills and requirements qualify you for the position in which you are interested.
Q: How can I get more information about a job opening I am interested in?
A: A detailed job description is included in each job posting. If you have additional questions about an open position, you may contact Desiree Noah at dfnoah@lasierra.edu.

Q: How do I find out about job openings?
A: Please check our current openings section for a list of all positions for which we are currently looking to fill. When a position is removed from the site, applications will no longer be accepted for that position.

Q: How can I attach a cover letter or other document to my resume?
A: If you will be submitting a cover letter, please be sure to save the cover letter and resume as one document for using the "upload resume" feature.

Q: When applying for a position, what is the best option for submitting my resume?
A: There may be some formatting changes to your resume when you are reviewing it during the submittal process. It is recommended that you use the "upload resume" feature so that we also have a separate resume with original formatting.

Q: I have a disability that prevents me from applying online. What should I do?
A: If you are an applicant with a disability and need an accommodation in order to apply for a position with La Sierra University, please contact Human Resources by calling 951-785-2088 or by email at dfnoah@lasierra.edu.

Q: I don't have an email account. How can I submit my application for consideration since this is a required field?
A: We maintain the vast majority of communication with our candidates via e-mail and this is also how you can stay informed about new job openings, so it is important to have an e-mail address. If you do not currently have an e-mail address, please create an account with one of the free services like Yahoo!, Gmail, Hotmail, mail.com or AOL. Please select the e-mail provider you would like to host your free e-mail account and follow their instructions for account setup.

Q: Do I have to complete the online application to be considered for employment?
A: Yes, all positions require that the applicant complete the online process. You will be able to attach your resume as you create your applicant profile.

Q: I am having trouble with the online application process. Who can I call for help??
A: Please contact OpenHire Customer Care at 866-927-2472 or Desiree Noah in Human Resources at dfnoah@lasierra.edu.

STUDENT EMPLOYMENT QUESTIONS

Q: Who handles student employment inquiries and concerns?
A: The Office of Human Resources is happy to answer any questions you have about finding and applying for an on-campus student job. If you have any concerns regarding your current on-campus position, please reach out to your supervisor first. The HR Office serves as your next point of contact for concerns regarding your on-campus employment. We will receive and investigate student employee concerns and claims that are within our scope. Our priority is ensuring that our students are working in a safe and fair environment. If you have questions or concerns, please feel free to stop by our office or contact the student employment coordinator by phone at (951)785-2088 or email at dfnoah@lasierra.edu.

Q: What forms are required to be completed before I can start working?
A: The following are needed in order to complete your student employee file.
- Signed contract from your supervisor
- Form I-9
- W-4 Form

Q: What documents do I need to bring from home in order to be able to work on campus?
A: You need to bring original, unexpired ID documents from this list to campus. They can either be:
- One document from List A
- One from List B AND one from List C

Note: We cannot accept copies.
Human Resources & Payroll FAQ

Q: I haven't turned in my Social Security Card but I am scheduled to work soon, can I still work without having my paperwork complete?
A: If you are using your Social Security Card to prove I-9 and you do not have the card with you we can give you a three day clearance to work. You have those three days to complete your I-9 by bringing in your Social Security Card. If you do not bring in your card within those three days you are no longer cleared to work until your I-9 is complete. This is per federal regulation and we cannot extend your three day clearance.

Q: How many hours per week will I work?
A: Students typically work between 10-20 hours per week. One’s workload depends on the student’s availability as well as the department’s need. However, International (F-1) students are limited to 20 hours per week while school is in session.

Please Note: Student employees may not work during scheduled class times and may not be excused from class in order to work on campus. Students may not work more than 25 hours per week in all jobs combined. During the summer, students may be able to work full-time if they have complied with the 25 hour limit.

While the Human Resources Office will monitor student work hours for compliance, supervisors are expected to communicate and enforce the 25 hour limit with their student employees, including those working in more than one campus job.

You are responsible for bringing to the attention of your supervisor any requests for a change to your work schedule once your work schedule has been set.

Q: What are the hour limits for International Students?
A: On-campus employment is limited to no more than 20 hours per week during the academic year i.e. when school is in session. This limit of no more than 20 hours per week includes all types of employment. Students who are maintaining their status are eligible to work full-time during holidays and annual vacation periods, provided they intend to register for the next academic session.

You eligibility for on-campus employment is in effect ONLY as long as you are maintaining lawful non-immigrant F-1 student status (refer to Rules for Maintaining Lawful F-1 status in the United States). If you violate your status, you make yourself ineligible for on-campus employment, because on-campus employment is a benefit granted only to those students who maintain lawful status.

If you were to violate your status and continue working on-campus, you would be engaging in illegal employment, and would potentially risk deportation. You would also jeopardize your eligibility for any further benefits from the U.S. Citizenship and Immigration Services (USCIS), such as “practical training,” “academic training,” and/or adjustment to another non-immigrant status.

Note: A student who has completed all requirements for his/her degree is no longer eligible for on-campus employment. A student may only begin or continue on-campus employment provide s/he intends to enroll for the next regular academic term at the school which issued his/her SEVIS I-20.

Students in F-1 non-immigrant student status are NOT ELIGIBLE for any positions under the federal work-study program.

Helpful Hints: International Students are eligible to work on-campus provided they are enrolled full-time.

• Students may work more than 20 hours per week only during official school breaks.

• International students may have more than one job, but the total number of hours worked per week must not exceed 20 hours (this includes stipend positions).

I’m an International Student, how will I know my Social Security Card has arrived?
Your social security card is mailed to the address you provided on the application for a social security card turned in at the social security office, however, if you received the application from the Human Resources Office, the address on the application should be that of the HR Office. Once your card arrives, HR will contact you to come pick up your card—we will hold your card until you come in to pick it up.

Will I be eligible for employee benefits while working as a student employee?
No, student employees are not eligible for health, dental, medical or vision benefits while employed.
Human Resources & Payroll FAQ

**Q**: Can I switch departments?
**A**: You are under no obligation to continue working for a department that you do not wish to. Due to the scarcity of on-campus jobs however, it may not be easy to find another position. If you come across the opportunity to move to another department and discontinue working in the original department, please let us know so that we can terminate your original contract.

**Q**: Can I be fired or removed from my position?
**A**: Yes. You are required to adhere to the policies and requirements of your department as well as your job description. Failure to do so can result in your termination from the position. To prevent this from happening, it is important that you fully understand your job description and the duties that are required of you.

### Involuntary Resignation

A termination will be deemed involuntary when the department makes the decision that a student employee should be released from his or her position for cause*. Supervisors must make the following steps in order to terminate a student employee:

- Provide the student with feedback (written or verbal) about unsatisfactory behavior, conduct and/or performance.
- Give the student a plan of action for improvement.
- If the student does not improve after guidance, or if the conduct is serious in nature, let the student employee know in writing the reason for releasing him or her and their last day work.
- Contact the Human Resources Office letting them know, so that the student’s contract can be terminated from banner.

*Examples of reasons for involuntary termination include but are not limited to:

- Recurring unauthorized and unexcused absences.
- Refusal to do work assigned, or refusal to work properly assigned time periods.
- Recurring dress code issues.
- Intentionally falsifying entry of hours worked (cause for immediate termination).
- Inability to perform tasks required by the nature of the job after completion of a reasonable training period.
- Violations of policy concerning FERPA and giving out confidential information from student records.

**Q**: How do I resign from my on-campus job?
**A**: Student employees who voluntarily resign are asked to complete the following procedure:

- Send an email to the supervisor (copying the Student Employment Coordinator, dfnoah@lasierra.edu) indicating your reason for leaving the position, as well as your last day.

**Q**: Is there a grievance procedure? We hope that minor disagreements between student employees and their employers can be worked out without resorting to the formal grievance procedures below. However, these procedures should be followed if there is a serious problem associated with student employment.

**Step 1**: Immediate Supervisor—Students with employment problems should bring issues of disagreement to their immediate supervisor in order to seek resolution.

**Step 2**: Department Head—If after discussion with immediate supervisor, the resolution is not satisfactory the matter of discrepancy should be addressed to the Department Head.

**Step 3**: Human Resources—If steps 1 and 2 fail the next step is to bring the grievance to the Student Employment Coordinator in the HR Office. The Student Employment Coordinator will act as a liaison between the employee and their supervisor in an effort to resolve issues of disagreements. Steps towards resolution will be taken as needed.

### What is Student Employment Week?

Each year La Sierra University celebrates National Student Employment Week during the second full week of April. National Student Week enable us to thank La Sierra University students for the contributions they make as employees to the University.

During National Student Employment Week, the Student Employee of the Year Awards Ceremony will honor an outstanding student employee selected from nominated candidates. A committee of approximately five staff members selects the yearly winner from among the nominees. The award is based and evaluated on the following:

- Reliability
- Quality of Work
- Initiative
- Professionalism
- Uniqueness of Contribution
- University & Campus Service

Student must be employed previously for a minimum of 3 months fulltime or 6 months part-time to qualify.
Human Resources & Payroll FAQ

**DEPARTMENTAL DUTIES & RESPONSIBILITIES**

- Student Employment
- Federal Work Study
- Faculty and Staff Employment
- Recruitment and Applicant processing
- Employee Compensation and Benefits
- Employee Relations
- Employee Training
- Employment Policies
- Worker's Compensation

**Q:** How do we get Disneyland, Magic Mountain & Sea World Tickets?

**A:** Disneyland, Magic Mountain and Sea World tickets are available at a discounted rate through the Self Service section of the La Sierra University webpage. To access Self Service you need to login with your student ID number and password. Once you are logged in you should scroll to the bottom of the page where there will be three separate links to purchase each of the different tickets.

**NOTE:** You must use a computer that is connected to the La Sierra University network (Wi-Fi connected computers will not work). You can use any of the computers in Micol, the Library, or any other computer directly connected to the network.

**FEDERAL WORK STUDY QUESTIONS**

**Q:** What is “Federal Work Study,” and how do I know if I’m eligible for it?

**A:** Federal Work Study (FWS) is a federally subsidized program designed to promote part-time employment of students to help them avoid excessive debt while in college. By working, students gain experience, develop new skills, and earn money to meet their educational and living expenses.

- FWS is awarded as part of a student’s financial aid package.
- Awards are based on financial need and available funding.
- Any changes in a student’s financial aid package may result in a decrease in FWS funding.
- FWS Award does not guarantee on-campus employment.
- Students must participate in the recruitment process by applying to current on-campus job opportunities and/or select university community service FWS off-campus tutor positions (America Reads).

**Please Note:** The receipt of a financial aid award does not guarantee a job.

**Does the term “work-study” mean I can study and do homework on the job?**

This is a common misconception and we are happy to provide clarification. Students are not allowed to do homework or study while at work on their on-campus job, regardless of whether they are work study or non-work study employees. The purpose of the Federal Work Study program (FWS), according to the Department of Education, is as follows: “The FWS Program provides funds for part-time employment to help needy students to finance the cost of postsecondary education [...] A student’s FWS compensation is earned when the student performs the work.”

**PAYROLL QUESTIONS**

**Q:** I only used a portion of my work-study award. Can I save the remaining for a work-study job next year?

All financial aid awards are only available for one academic year. You must re-apply every year for financial aid and work-study. Make sure to meet with your Financial Aid Counselor in Student Financial Services if you have questions about your specific work study award or any other financial aid matter.

**Where is the Payroll Office?**

The Payroll Office is located on the first floor of the Administration building next the staircase.

**What is the pay schedule, and when can I expect to receive my paycheck?**

Paychecks are issued bi-weekly on Friday’s. For a detailed Payroll Calendar, please visit the payroll website at [http://lasierra.edu/human-resources/payroll/](http://lasierra.edu/human-resources/payroll/).

Incomplete paperwork and/or missing signatures will result in delays of receiving a paycheck. Any issues that will prevent the student from receiving a paycheck on time will be communicated by email with the student AND the student’s supervisor as soon as the problem is identified, which may or may not be prior to payday. If the problem is resolved quickly, the student may receive a paycheck right away. Students will be paid for all hours worked once all required paperwork has been submitted.
Human Resources & Payroll FAQ

Q: Where do I turn my direct deposit form in at?
A: Direct deposit forms can be turned in to the Payroll office. Direct deposit forms should be filled out completely and have an attached blank voided check attached to it. If you would like to set up direct deposit you can pick up a blank form at the Human Resources Office or online at http://lasierra.edu/human-resources/forms/.

Q: I’ve been working but I haven’t been paid. Why is that?
A: There are a few reasons why you would not receive a paycheck. It is important you make sure you always have a current contract with the Human Resources Office every quarter you are employed. If your contract is not current, we cannot pay you. If you have recently submitted a contract to your supervisor and have not been paid they may not have turned in the contract to the Human Resources Office or have turned it in after payroll has run. Also, if you have incomplete paperwork, we cannot distribute your paycheck and you should not be working. Make sure all your paperwork and contracts are turned in to the Human Resources Office in a timely manner to avoid not getting paid on time.

Q: Where do I turn in my timecard?
A: Timecards can be turned in at the Payroll window located on the first floor of the administration building next to the stairs. Blank timecards are available at both the Human Resources Office and the Payroll Window.

Q: What is an average pay wage for students?
A: Beginning June 29, 2014 student employment wages start at $9.00 an hour on campus and increase depending on the hiring department and position you are hired for.

Q: I have more taxes taken out than I should, why is that?
A: Student employment wages are subject to applicable federal and state income taxes. Student wages are exempt from Social Security, Medicare and State Disability Insurance (FICA) during academic terms. During academic breaks lasting longer than five weeks (summer break), student employees must pay the employee portion of the FICA taxes. (An academic break is defined as a period of time between academic terms when a student is not attending classes). Any student employee registered less than full-time at the University may be subject to Social Security and Medicare tax withholdings.

If you are unsure if your tax deductions are properly set up you can come into the Human Resources Office and ask to see your W-4. Your tax deductions depends on how you set up your W-4 when you filled out your new employee paperwork. If you need to change your W-4 at any time you would just need to fill out a new form and we can update it for you.

Q: I didn’t receive my W-2, how do I get a copy of it?
A: W-2’s are sent out by mail to the address you provided us when you filled out your new employee paperwork. If you did not receive your W-2, you can access a digital copy through Self Service on the La Sierra University website. To access your W-2 click on the employee tab at the top of the Self Service page once you’ve logged on. Click on the Tax Form link under Employees and then follow the W-2 Year End Earnings Statement link to view your W-2.

What is the 1098-T? Where do I get that?
The 1098-T is a tuition payment statement that is returned to students by the school they attend. This statement is used to determine a student’s eligibility for the Hope and Lifetime Learning Education Tax Credit. Your 1098-T statement is mailed to your home address at the beginning of the new calendar year. If you do not receive your statement you can access a digital copy of your 1098-T by logging into Self Service and clicking on the Student Tab. Once in the Student menu you should click the Student Records link followed by the W-2 Year End Earnings Statement link to view your W-2.

Student Financial Services issues the 1098-T. For questions regarding the 1098-T, please contact them directly.

For additional questions, please contact any member of the Human Resources or Payroll Team.