

As part of a campus department that hires a lot of student employees, we are concerned about the rollout of new guidelines for student employee compensation. It was not clear how existing student positions would be graded according to the new step progression and what language we should have been using to ensure that our student employees are compensated fairly. Some of our managers do not receive communication from HR at all (despite their role as student employee managers in Workday) and must be forwarded the email from someone else. The Time Approver role maintains some issues concerning previous student employees and who is meant to approve times; particularly with automated messages concerning approvals awaiting action. We acknowledge that HR has a heavy workload and we would like to see a more functional and sustainable organizational structure that would benefit the wider community of managers. We are also interested in a cross-departmental communication network of student managers to address these issues and hopefully achieve some clarity as to best practices.

Response:

Human Resources is committed to supporting the 1,600+ student employees and their 250+ managers on our campus. Student employment at UR uses a structured student pay grade system to help ensure fairness and consistency across departments. This system includes five pay grades aligned with position complexity and experience, as well as a step progression model that rewards students for their time in position. The rate of pay for each job is determined by the specific responsibilities of the job, as stipulated in the job description. Additional information regarding pay rates can be found at <https://studentjobs.richmond.edu>.

For each communication sent from our office, we pull a distribution list of all managers with active student employees. This list is ever-changing as students start and end their jobs on campus. If a manager feels they have been left off a distribution list in error, please reach out to Human Resources.

Additionally, Human Resources has been working diligently over the summer to improve the student employment experience for both students and their managers. Most notably, we have enhanced our website with clearer information about hiring and managing student employees in Workday, as well as new manager resources and FAQs. Please visit us at <https://studentjobs.richmond.edu>. We have also implemented a Student Pre-Employment Form which utilizes Dynamic Forms to help students complete their employment paperwork while keeping their managers informed of when they are eligible to begin working.

For areas with a large concentration of student employees, we are happy to offer a refresher on student employment policies and procedures. Please contact Theran Fisher (tfisher@richmond.edu) if you would like to discuss.

Additionally, a portion of the Web Sub pertained to timekeeping, which is overseen by **Payroll**. Below is their response to that portion of the Web Sub.

Thank you for raising this concern. We are aware that there have been some concerns with time approvals for former student employees, including automated notifications being sent to outdated approvers. Currently, Payroll is continuing to address inquiries as they come into our office by email, phone, or in person.

We are also working with the appropriate teams to identify a long-term resolution that will prevent these approval issues from recurring and improve communication around any system-generated messages. In the meantime, please continue directing any time approval questions or concerns to the Payroll office so we can assist as quickly as possible.