

Supervisor Responsibilities

1. **Explaining to students their role in the school, college, department and/or agency.** Have regular staff meetings with your student employees, and inform them how their work fits into the larger purpose of the department and institution for that purposeful work is meaningful work. Remember: a student employee's first job is to be a student; the supervisor's first job is to recognize this.
2. **Explaining the standards of behavior expected of employees.** State your expectations and outline procedures clearly. Deliver the concept of professionalism and address matters such as, absences, tardiness, social media/device usage, and dress code.
3. **Providing training in skills and procedures necessary to perform tasks.** Take time to train your students in important work skills, attitudes, and habits such as perseverance, time management, phone skills, quality service practices, and handling difficult situations. Other training options include but not limited to office protocol, phone usage, and submitting time sheets.
4. **Ensuring adequate supervision of student work.** Monitor to be sure that the job is underway and performed correctly. Do not wait until the deadline to check with your students to see how things are going. Be friendly and helpful as you monitor.
5. **Keeping lines of communication open, clear, and constructive.** Meet weekly or biweekly with your students. This would allow you to explain assignments and students to ask questions or express concerns.
6. **Ensuring that students are not scheduled to work during established class times, labs, tests, etc.** Also, be sensitive to student appointments with faculty members. If it becomes a habit for them to make appointments during working hours, discuss alternatives with them.
7. **Treating all students in accord with their rights, which are the same as all employees' rights as defined by applicable state, federal, and University regulations.** Likewise, be fair! Supervisors who are too lenient are not doing students any favors. Campus jobs are "real jobs."
8. **Ensuring the accuracy of student time sheets.** Make sure students understand procedures and rubrics submitting time sheets. Send out reminding emails when necessary.
9. **Informing students of their work performance through verbal communication and performance evaluations.** Feedback is an important tool so that students can assess their performance and grow as an employee. It is also critical to communicate with students if their work is unsatisfactory so changes can be made and appropriate steps taken.

