



Welcome!

HR FORUM

*January 9, 2018*

# Welcome to 2018!





# Maximizing Student Talent

Ralph Leal

*Associate Director, Career Services*



# Congratulations!

You are now an Employer + Educator

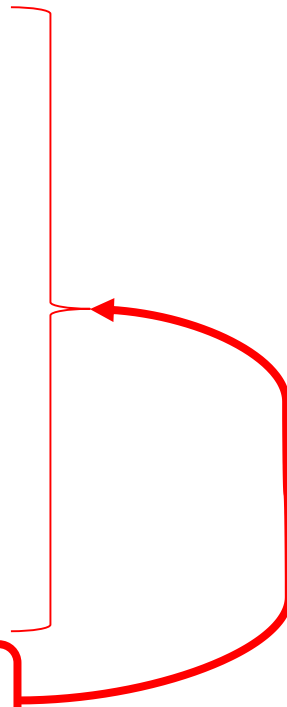
And also:

- Supervisor
- Mentor
- Advisor
- Counselor
- Motivator
- Disciplinarian



# Student Employment Topics

- Recruitment & Hiring
- Orientation & Training
- Positive Work Environment
- Motivation
- Supervisor Best Practices
- Outline Student Responsibilities
- Performance Management
- Discipline & Incident Reporting



Discipline & Incident Reporting



# Discipline & Incident Reporting

## What does the UPPS say?

- **UPPS 07.07.04 – Student Employee Termination**

- 02.01. You should document, warn in written, and allow time for correction; but also states you can dismiss immediately.
- 02.02. Provides non-exhaustive list of reasons for discipline/dismissal.  
*Ex: breaking state/fed laws, disorderly conduct, insubordination.*
- 05 Complete a Separation PCR; provide 1-week notice (or less due to flagrant reasons).

*Note: Separation PCRs have same approval process as Hiring PCRs. (So, tell YOUR boss ahead of time).*

- **UPPS 04.04.50 – Separation of Employment**

- 02.01. Addresses check out procedures for Student Workers (HR provides form [Hourly Employee Separation Checklist](#))



# Discipline & Incident Reporting

What are best practices? – Be a Problem Solver!

- Responding to Performance Issues
  - Define the problem
  - Before talking with the student, consider some acceptable solutions
  - Formally meet with the student
  - Present the problem as clear as possible
  - Get the student's input
  - Pick a mutually agreeable solution
  - Get a commitment from the student
  - Oral warning, written warning, probation, termination (OWPT)



# Discipline & Incident Reporting

## What are student grievance procedures?

- **UPPS 0707.04**
  - 04.01 Outlines three steps for the student to appeal termination.
    1. Student should discuss with immediate supervisor.
    2. Student can discuss with department chair or account manager (within 5 days of step 1).
    3. File a written grievance with Dean of Students Office (form online) within 5 days of step 2.





# Best Practices

- **Create a positive work environment**

- Show interest in your student workers
- Be sure resources and time are available to do the job.
- Mentoring or buddy programs
- Use students as ambassadors (presentations, social media, email, etc.)

- **Formalize training**

- Create internal handbook
- Peer to peer training
- Hold regular Student Worker meetings (review/retraining)

- **Encourage internal advancement**

- Promote through job title and duties
- Provide raise in salary



# Establish Student Responsibilities

All Student Staff are expected to follow campus/office policies

**Hired students are now a part of your department's professional image.**

- Set expectations for:
  - Professionalism
  - Timesheet and Schedules
    - Formalize “clock-in/clock-out” procedures
    - Student can NEVER work during class time!
  - Use of equipment and technology
  - Confidentiality



# Performance Management

Provide consistent feedback and guide self-reflection

## **Formal Performance Evaluation**

- Complete formal evaluation each semester
- Focus on position, not person
- Be fair, consistent, and objective
- Builds rationale for advancement and/or discipline



# Need vs. Proficiency of Career Readiness Competencies

<b>Competencies</b>	<b>Considered Essential*</b>	<b>Rated Proficient**</b>
Teamwork/Collaboration	97.5%	77.0%
Digital Technology	64.2%	65.8%
Critical Thinking/ Problem Solving	99.2%	55.8%
Professionalism/ Work Ethic	100%	42.5%
Oral/Written Communications	95.9%	41.6%
Leadership	68.6%	33.0%
Global/Multi-Cultural Fluency	31.1%	20.7%
Career Management	47.1%	17.3%



# Contact

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Monday - Thursday: 8 a.m. - 6 p.m. & Friday: 8 a.m. - 5 p.m.

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# Graduate Assistantships

Rebecca Torres, J.D.

*Graduate Funding Specialist, Graduate College*

# Overview

1. What are the types of graduate assistantships?
2. What are the qualifications for graduate assistants?
3. What is the hiring process for graduate assistants?
4. Whom should I contact with questions?



# Types of Graduate Assistantships

- Graduate Assistants (GA / DA)
- Research Assistants (GRA / DRA)
- Instructional Assistants (GIA / DIA)
- Teaching Assistants (GTA / DTA)







# Requirements for graduate students to hold an assistantship ([UPPS 07.07.06](#))

- Good academic standing – no probation or suspension
- Regularly admitted to a graduate degree program – no conditional, non-degree, or graduating senior status
- Minimum graduate GPA of 3.0 or higher
- Enrolled in 9 graduate-level hours in Fall/Spring
- Enrolled in 3 graduate-level hours in Summer (if not fully enrolled in the previous Fall and Spring terms)
- **Work a maximum of 50% FTE (20 hours per week)**
  - Exceptions **ONLY** granted during the summer **IF** all funding comes from an external grant



# How to Hire Graduate Students for Assistantship Positions

- Check academic eligibility **before** offering the position – if in doubt, email The Graduate College for guidance
- Submit PCR paperwork well in advance of the student’s planned first day of employment
- One-time exceptions allow students to under-enroll for a **single** semester – these requests must come from the student’s Graduate Advisor or Program Director



# What if I Have Questions?

- Graduate Assistant Eligibility – The Graduate College - Rebecca Torres - [r\\_w124@txstate.edu](mailto:r_w124@txstate.edu)
- Graduate Assistant Hiring Documents – Office of Human Resources - <http://www.hr.txstate.edu/Forms/newhireforms.html>
- Graduate Assistant PCR Information – Office of Human Resources - <http://www.hr.txstate.edu/HRPCR.html>
- International Students – International Office - [international@txstate.edu](mailto:international@txstate.edu)
- Faculty and Academic Resources - Candice Satchell - [cs49@txstate.edu](mailto:cs49@txstate.edu)
- Out-of-State Tuition Waiver for Graduate Assistants – Student Business Services – Jodie Mangold - [jm84@txstate.edu](mailto:jm84@txstate.edu)



# Contact

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# Best Interview Practices: For Hiring Managers

Amy Moore  
*Keystaff*



# Best Interview Practices: For Hiring Managers **Before** the Interview

- **Review**

- Interviewers should do their homework before the interview. Read the job description and understand the specific demands of the job. Make sure the candidate is qualified and go over any areas that you may want further clarification for.



- **Develop Interview Questions**

- It's good to start with your qualifying questions, if you have any, and then move on to open-minded questions you will develop. That way, you can easily ask follow-up questions to get more information. As much as possible, keep the questions professional or job related.



# Best Interview Practices: For Hiring Managers **Before** the Interview

- **Prepare/Practice**

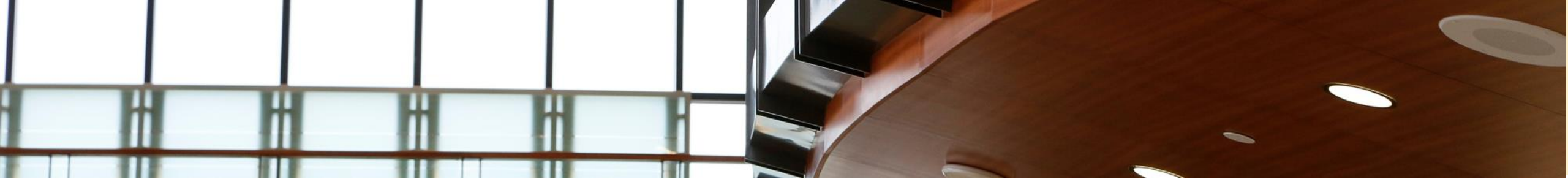
- Unprepared interviewers give a bad impression of the company or organization, and the interviewee may feel disappointed that the former did not make an effort to prepare. It is a reality that some interviewers only go over the resume of the applicant for the first time during the interview itself. This ends up taking too much of the interview time.
- A job interview is also a way for the company or organization to create goodwill, regardless of whether the applicant is hired or not. You are also representing the company during the interview, so you should also take note of how you carry yourself.



# Best Interview Practices: For Hiring Managers **During** the Interview

- **Start with small talk.**
  - Job applicants are bound to be nervous and any effort towards making them feel comfortable is always appreciated.
  - If you make the interviewee comfortable first, you are more likely to get honest and candid answers to your questions.
  - Be careful not to become too friendly with the candidate. It might give the candidate the wrong impression and could also cloud your judgement if you like their personality enough to hire them, even if they are not the best fit for the job.





# Best Interview Practices: For Hiring Managers **During** the Interview

- **Be Mindful of the Red Flags**

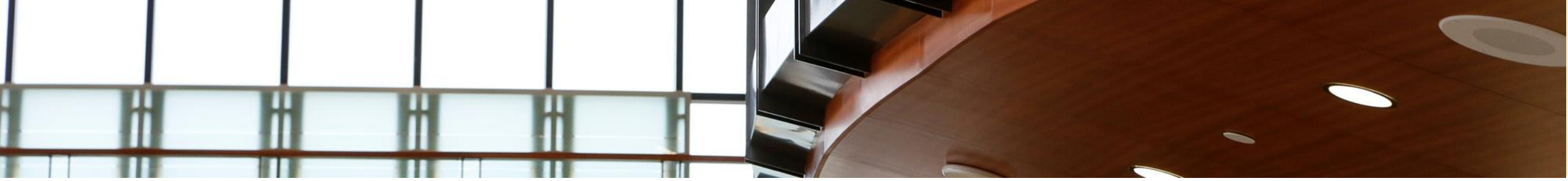
- There are things a candidate may say or do during the interview that should be an immediate red flag. Some of them are fairly obvious like if an interviewee shows up to the office late or looks entirely disheveled.
- However, some red flags are not as obvious, and part of the employer interviewing best practices include watching out for the little details that show a potential candidate may not be the best fit.
- For example, if you ask the interviewee to talk about his or her biggest weakness and he or she says there is none, then you should take that as a sign that the candidate is unwilling to discuss what areas need to be improved upon.



# Best Interview Practices: For Hiring Managers **During** the Interview

- **Let the candidate do most of the talking.**
  - The interview is about the candidate, so be sure to listen more than you talk. Let the applicant fully respond to the questions. Do not cut them off in the middle of answering, because this will break their stride, and you may end up not getting the answers that will help you evaluate more objectively.
  - The rule of thumb is that the candidate should spend 90% of the interview time talking. The remaining 10% is for the interviewer.





# Best Interview Practices: For Hiring Managers **During** the Interview

- **Listen.**

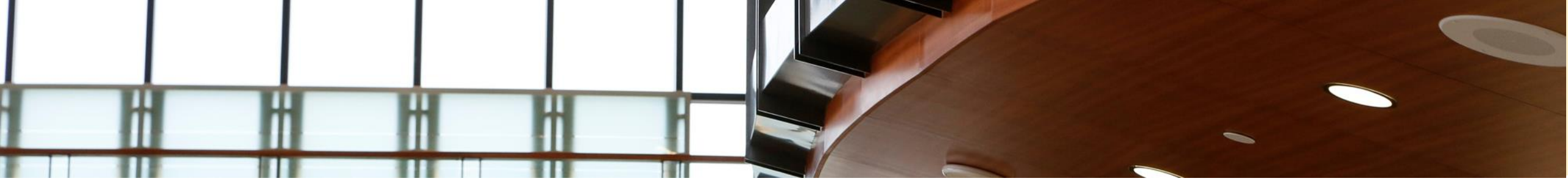
- In the 90% of the interview time that the candidate is talking, you should be listening.
- If you listen and not just hear, you will be able to take note of answers that you can ask follow up questions on. This makes the interview process more flexible and dynamic, instead of you just sticking to a script.





# Best Interview Practices: For Hiring Managers **During** the Interview

- **Allow the candidate to ask his or her questions.**
  - Set aside a time where you encourage the candidates to ask any questions that they may have. This is effective in putting the candidates further at ease, because you are implying that you look at them as an equal and that your main objective is finding a perfect match for your requirements.
  - Keep in mind that an interview is a conversation. It is not an interrogation or an inquisition. You should not force the answers from the interviewee. You should encourage the flow of thoughts and let them volunteer the information without you forcing them into it.



# Best Interview Practices: For Hiring Managers **During** the Interview

- **Questions to Avoid: Prohibited by Law**

- State and federal laws protect job applicants from discrimination in hiring and also safeguard their privacy. Employers are generally prohibited from asking questions about a candidate's:
  - Religion
  - National origin or Citizenship
  - Marital or Family Status (i.e. if the candidate has children)
  - Sexual orientation or Gender
  - Race or Ethnicity
  - Age
  - Disability
  - Weight
- The exception to this rule is where the attribute is central to the job. For example, you may ask a candidate about his or her religion if you're a religious organization.
- While the above topics are prohibited from being broached by the employer, no law prohibits the candidate from volunteering such information.
- Keep the discussion limited to the job description and the company and you'll be fine.



# Best Interview Practices: For Hiring Managers **After** the Interview

- **Never make promises to the applicant.**
  - Unless you are the final hiring decision maker and all subsequent checks and reviews of their documents show that they are completely qualified, do not tell the applicant they have the job during the interview.
  - This may cause very high expectations on the part of the applicant, and if final checks do not work out this will only cause unnecessary grief for the applicant. It will also put you and the entire company in a bad light.



# Best Interview Practices: For Hiring Managers **After** the Interview

- **Talk about your company.**
  - At the end of the interview, you also owe it to the applicant to talk about your company, particularly its brand and culture. This includes the benefits and opportunities that will be available to the candidate if he or she is hired. You will want to leave a good and lasting impression of your company to the applicant, so they will still think kindly about it even if they are not hired.
- **Thank the applicant.**
  - Thank the candidate for expressing their interest and desire to work with your company, and for coming out to attend the interview.



# Contact

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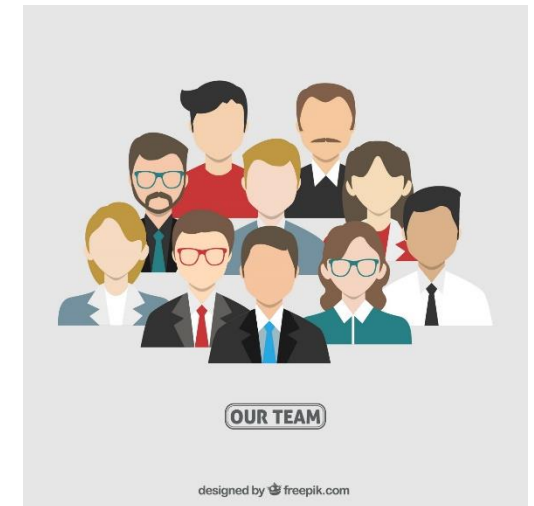
# Performance Management

Tammy Coyle

*Manager, Employee Relations*

# Performance Management **Plan** New Features

- New features Include:
  - Goals and Job duties have been combined into one section
  - Assessment values and descriptions have changed – Rating
  - The number of Competencies have decreased from 14 to 7
  - The number of behaviors have decreased from 7 to 4
  - Return to manager feature



# Performance Management **Review** New Features

- New features include:
  - Employee self-Assessment
  - Manager Assessment
  - Employee Acknowledgment
  - Manager Acknowledgment





# Contact

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# Announcements

*Save the Dates*

*April 10, 2018*

# Contact Us

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Thank you!  
HR FORUM

