Student Assistant FAQ’s
What This PowerPoint Includes

- Your Duties as a Student Assistant
- New Hire Frequently Asked Questions
- Reporting Hours Online
- Paper Timesheets
- Payroll Cycle
- Policies
What Are Your Duties as a Student Assistant?

- Prior to visiting our office, all student assistants must visit the Dean of Students office, located in the **Student Services Building, Room 403** for I-9 verification.

- New student assistants **must** complete a new hire packet *prior* to their first day of work.

- Continuing student assistants must complete the Student Payroll Action Request “SPAR” form if changes apply to their personal information.

- In order to obtain a new hire packet or the SPAR form, please visit our main office located in the **Administration Building, Room 471**.

- Non-Residents **must** set up an appointment and receive a stamp of approval from **Internal Audit** located in the **Administration Building, Room 258** prior to visiting us for a new hire packet.
New Hire FAQ’s

Question: Do I have to fill every single page out in my hire packet?
Answer: Yes! We ask that you please fill every page out to completion in order to create an appointment for you.

Question: How long does it take for my paperwork to be processed?
Answer: Upon completing and submitting your new hire packet to your HR Specialist, it takes approximately 30 business days to be fully processed.

Question: Why does it take so long?
Answer: After you complete and submit your hire packet, it has to go through 6 levels of approval prior to your appointment being completed.
**Question: Who is my supervisor?**
Answer: This is something you’ll need to know prior to filling out your paperwork.

**Question: What department do I belong to?**
Answer: This is information you should know prior to visiting ORSP.

**Question: What’s my tax information?**
Answer: Unfortunately, we are not legally allowed to tell you what to select, please consult with your parents, legal guardian or your tax preparer.
Question: Who do I talk to about pay issues or appointment changes?
Answer: We ask you to please contact your HR Specialist via email or telephone (our front desk staff does not have access to this information).

Question: I can’t get in touch with my supervisor or PI and hours are due, what should I do about this?
Answer: Please contact your HR Specialist as soon as possible so we can expedite the process. **DO NOT WAIT** for your supervisor or PI to return.
Reporting Hours

Question: Am I responsible for reporting how many hours I’ve worked?
Answer: Yes! We ask that you please keep track of your hours someplace where they won’t get lost (for example: your phone)

Question: So how do I report my hours?
Answer: Depending on the status of your appointment, you should be able to report your hours online through SFSU Gateway.

Question: Can someone show me how to report my hours?
Answer: Absolutely! If ever there’s a time where you are unclear, anyone at our front desk will be more than happy to help. Or, please utilize the tutorial to follow.
How to Report Hours Online

- Begin by going to [http://sfsu.edu/](http://sfsu.edu/)
- Click “Login” in the top right corner
- Then select “SF State Gateway”
- Enter your SFSU ID and Password
- Click “Login” once more
• Upon logging in, there should be a main display page

• In order to report hours, select the link: “Financial / Jobs”

• If this link is unavailable:
  • Contact ORSP right away
  OR
  • If you know you have an active appointment and it isn’t available, contact the Helpdesk at (415) 338-1420 or via email at helpdesk@sfsu.edu
• After selecting the appropriate link, this page will load

• Select “HR Self Service” to load your online timesheet

• If this process is still confusing, HR has also put together a PowerPoint explaining the process
- On this main page, select “My Time” which will drop down to “Timesheet”

- Click “Timesheet” and your online timesheet will load

- We recommend changing “View By” to “Time Period” instead of “Week”

- We also recommend submitting hours **ONCE A MONTH** to avoid any issues

- After everything is loaded, you are ready to input your hours worked
• When you enter your hours worked, be sure it is the total amount (e.g. “8” for Eight Hours Worked)

• In order to navigate towards the end of this timesheet, use “tab” or the scroll bar near the bottom

• Please be sure to ONLY enter time in the first row
After inputting all of your hours worked, under “Time Reporting Code” please be sure to select “REG-Regular Hours Worked”

After entering all of your hours worked in the appropriate dates, and checking your “Time Reporting Code”, scroll all the way to the left and hit SUBMIT

If you do not hit submit, your hours will be completely erased

You have the option of saving your hours for later submission, but we do not recommend this method
• After hitting “Submit” the following screen should appear.

• Upon submitting all of your hours, it is **YOUR** responsibility to ensure that your supervisor or PI approves them on time.

• As seen here under “Status” it reads “Needs Approval”, this is how you gauge whether or not your hours have been approved.

• A pay schedule should have been provided to you with your hire work, but if not it can be found here: [hr.sfsu.edu/calendar_launch](http://hr.sfsu.edu/calendar_launch)

• Please use this pay schedule for reference regarding approval times and payday.
• Once your hours have been approved by the your supervisor or PI, your timesheet status will read “Approved”

• Please keep in mind that your hours need to be approved TWICE every month and you should receive TWO confirmation emails.

• Again, it is YOUR responsibility to remind your supervisor or PI to approve your hours on time in order to get paid on time
So... Now What?

Assuming you have done everything in a timely manner, you should receive payment on time!

DID EVERYTHING ON TIME

GOT PAID ON TIME, NICE
Paper Timesheets

Question: I still can’t report my hours online, can I submit a paper timesheet?

Answer: Yes, but only if the following scenarios pertain to you:

- If you completely missed the previous pay period, your hours have now become “retroactive” meaning they can no longer be entered online

- If there is a system issue, this can mean either the online reporting system is completely inaccessible OR there has been an issue with your appointment

- If your supervisor or PI is completely unavailable and cannot approve hours online, then it is acceptable to submit a paper timesheet
Paper Timesheets

Before Submitting Your Paper Timesheet:

- Please be sure to fill out all fields correctly, including your pay rate, employing department, pay period and employee ID (SFSU ID)
- When filling out your paper timesheet, we ask that you simply fill in the total hours you have worked, for example, if you worked from 8:30 AM – 5:00 PM, please just write “8” in the hours slot.
- Please be sure to acquire the signatures needed before submitting your timesheet; this includes your own and your supervisor’s, otherwise we cannot accept and process your timesheet.

<table>
<thead>
<tr>
<th>Weekly Hours</th>
<th>PAY RATE</th>
<th>PAY PERIOD</th>
<th>PAY RATIO</th>
<th>TOTAL HRS</th>
<th>HRS</th>
<th>HRS</th>
<th>HRS</th>
<th>HRS</th>
<th>HRS</th>
<th>HRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>8</td>
<td>8</td>
<td>80</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
<td>20</td>
</tr>
</tbody>
</table>
Question: When can I expect payment?

Answer: Your payment will issue according to the following scenarios

- If you are submitting a paper timesheet for a pay period that has already passed, you should not expect payment until the next active pay period
  - For example, if you are submitting a paper timesheet to ORSP for the months of April, May and June on August 1st, you should receive payment on September 15th

- If you are submitting a paper timesheet for the current pay period, but it is past the deadline, you should not expect payment until the end of the month
  - For example, if you are submitting a paper timesheet for the month of August, but it isn’t turned in until September 5th, you should not expect payment until the 30th of September, not the 15th

- Pay will be issued the first ½ of the month and the second ½ of the month
Throughout the year, there will be **TWO** appointments available through your SFSU Gateway and they will be the following:

- **Regular Student Assistant:** Job Code 1870
- **Bridge Student Assistant:** Job Code 1874

**Question:** Which record do I report on?

**Answer:**
- **Fall Semester:** September, October, November and December
- **Spring Semester:** February, March, April, May
- Student must report hours on your **Regular S.A. record (Job Code 1870)** in order to get paid

- **Summer Break:** June, July, August
- **Winter Break:** January
- Student must report on your **Bridge S.A. Account (Job Code 1874)** in order to get paid

*SCREEN SHOT*
Tax Information

• Unless you are exempt from taxes (meaning your parents claim you or you, yourself claim exemption, your pay is subject to taxation)

• In terms of working over Winter or Summer Break (meaning you are a Bridge Student Assistant and are working more than 20 hours per week) the tax breakdown of your payment whether you are exempt or not is as follows:
  Federal Tax
  State Tax
  Medicare Tax (1.45%)
  Retirement (7.5% of Gross Salary)
Question: What happens after I submit my hours?

Student submits hours at end of the month

1st Level Approver (PI)/Supervisor
- Student receives email saying, "Reported Time was approved for payment."

2nd Level Approver (ORSP)
- Student receives email saying, "Submitted time was approved."

Human Resources receives hours and loads them for payment
- Human Resources receives hours and loads them for payment

State Controller Office in Sacramento receives notices of payment and prints checks
- State Controller Office in Sacramento receives notices of payment and prints checks

Paychecks/Paystubs received by ORSP to be processed and finalized for pick up
- Paychecks/Paystubs received by ORSP to be processed and finalized for pick up

Paychecks are received by Disbursement (ADM 358) to be processed
- Paychecks are received by Disbursement (ADM 358) to be processed

Paychecks and Paystubs are mailed back to SFSU
- Paychecks and Paystubs are mailed back to SFSU
Policy

• Direct Deposit is **mandatory** for **ALL** student assistants, unless you have a legally binding reason as to why you cannot enroll in direct deposit.

• Pick up time for live paychecks and paystubs is **AFTER 1:00 PM**, no sooner.

• Live paychecks will be held in our office for a maximum of **5 BUSINESS DAYS**, after which time, they will be returned to disbursement office.

• Paystubs will be held in our office for a maximum of **60 BUSINESS DAYS**.

• Our office cannot accept your hire paperwork unless everything is filled out to completion.

• Nonresident Alien, Exchange and International students **must** go through the **Office of International Programs (OIP) AND Internal Audit** prior to coming to ORSP.
Allan Calabio
(415) 338-3007
acalabio@sfsu.edu

Jocelyn Tolentino
(415) 405-3992
jocelynt@sfsu.edu

College of Business
Graduate College of Education
College of Ethnic Studies
College of Extended Learning
College of Health & Social Sciences
College of Liberal & Creative Arts

Cherrell Escort
(415) 405-4259
cescort@sfsu.edu

Kari Wong
(415) 405-4242
kari@sfsu.edu

College of Science & Engineering
Health Equity Institute
Edelman Institute
CREGS
Student Affairs/EOP (SS Trio)
Please feel free to contact our Front Desk at (415) 338-7094

Our office hours are Monday through Friday 8:30 am – 5:00 pm

We are located in Administration 471
1600 Holloway Avenue
San Francisco, CA 94132

Feel free to check us out on the web at http://research.sfsu.edu/
Thank You