

# Student Employment Fact Sheet for Hiring Managers

## Q: Which students need a background check?

- If your position(s) involve working with minors or on an individual unsupervised basis, students are **required** to complete a background check **prior** to starting employment.
- Please inform students to check their inbox and spam folders (email address used to apply for the position) for an email sent from Sterling Solutions
- It is recommended that students use a computer rather than a cellular device to access the background check.

## Q: What is section 1 and why is it important for students to complete?

- Section 1 is the online portion of the I-9 form, required of all newly hired employees.
- Section 1 is where the students provide their personal information as required by the USCIS.

## Q: When and where is Section 1 sent?

- Section 1 is sent to students after they accept their offer. Failure to accept the position will result in a delay in the background check and/or I-9 being initiated.
- Section 1 is to be done online. An email will be sent from Sterling Solutions.

## Q: When should my students submit their documents for the I-9 (Section 2)?

- Once they have accepted their offer, please encourage students to **submit official identification documents in person to the HR office prior to their first shift/day of work** in order to avoid delayed start dates. The offer letter includes detailed instructions on how the student should complete their onboarding paperwork.

\*Section 1 & 2 need to be completed in order to close out the I-9 form.

## Q: “When can my students start working?”

A: After Section 2 is completed (HR verifies and uploads documents), **students can not start working until they receive a confirmation email stating they have been hired.** This email will be sent to the student and the hiring manager. It will include information regarding direct deposit and logging their hours.

## Q: “What if my student worked prior to being hired?”

A: This is not permissible. Human resources communicated employment eligibility through the new hire confirmation notice. If there is a concern about a student not having access to timesheets, a thorough review of the hiring process will be conducted by the HR team to determine which step of the hiring process was delayed.

**Q. What happens when students forget to log their hours for a specific pay period?**

A: It is the responsibility of the hiring manager to notify their students of the timecard deadline. If an employee fails to submit their time and needs to log their hours, they should specify the days/hours worked in the comment section of the current time sheet.

**Q: When will students have access to Cloud?**

A: After receiving the confirmation email from HR, students will have access to their Cloud profile **after 48 hours**.

**Q: If my student worker is a rehire, will they need to complete the onboarding paperwork again?**

A: If a student has completed an I-9 form in the past, they will not need to complete it again unless their documents have expired. Our office will reach out to the student if the I-9 form needs to be completed again. If the position requires a background check, HR will initiate this process. It is TCNJ's policy to conduct a background check for required positions every two years.

**Q: “Why is the student offer letter template not populating in Taleo?”**

A: The student employment template will not populate unless the student's step status is in “Offer-Offer to be made”. You can change the students step status by clicking on “More Actions” and selecting “change step status”.

**Q: “What happens if a student hired to be paid under a stipend starts work after the requisition start date?”**

A: If a student is hired after the requisition start date, human resources will adjust the start date to the first day of the pay period in which they are hired.

**The hiring manager must submit a schedule of payment terms for any employees who are hired after the requisition start date.**

**Q: Where should my student go for a payment/ direct deposit question?**

A: Any questions related to payment, timesheets, or direct deposit should go directly to payroll. You can email them at [payroll@tcnj.edu](mailto:payroll@tcnj.edu) or visit [payroll.TCNJ.edu](http://payroll.TCNJ.edu) for a list of contact information.