



Student Employment Handbook

2021–2022

H NEW MEXICO
HIGHLANDS
UNIVERSITY®

CENTER FOR PROFESSIONAL
DEVELOPMENT & CAREER READINESS





Last revised July 27, 2021



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INTRODUCTION



Dear Student Employee,

Welcome to New Mexico Highlands University! Our student employees are a vital part of the service that we provide to the university and we are happy to have you as a part of our team.

This official student handbook has been compiled to inform our student employees about policies as well as provide support documentation to the training that you receive.

All policies are subject to improvement and revision at any time without prior notice. An up-to-date version will always be available on our Career Services Student Employment web page at:

<https://www.nmhu.edu/career-services/jobs/>

We hope you find these materials to be useful. Should you have any comments, concerns or questions please feel free to contact our Student Employment Coordinator, Human Resources or Financial Aid.

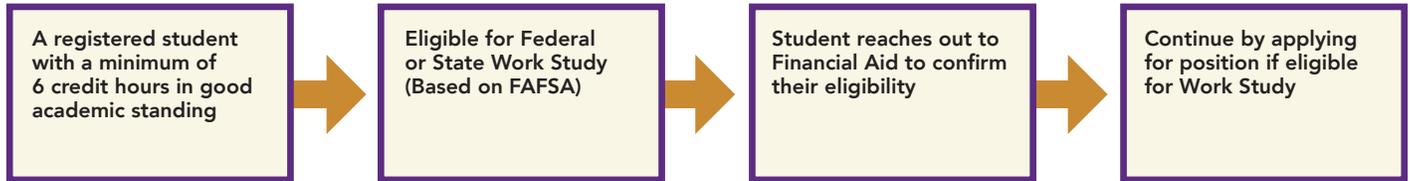
You are a valued member of our staff and we hope your time with us is both productive and enjoyable.

Sincerely,
Dr. Kimberly J. Blea
Dean of Students

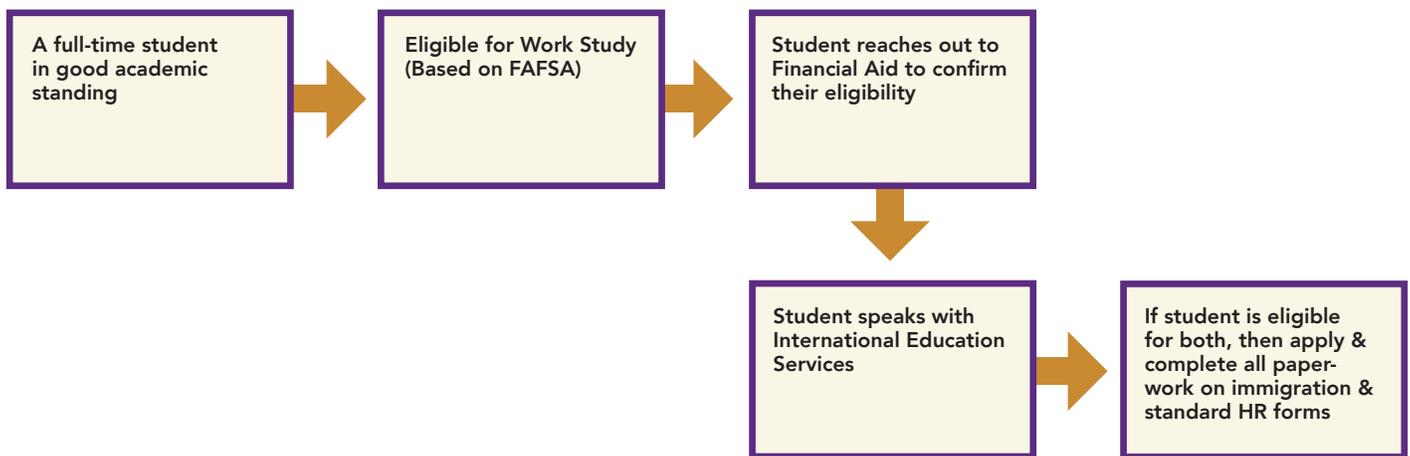


THE APPLICATION PROCESS & OVERVIEW ON TYPES OF STUDENT EMPLOYMENT

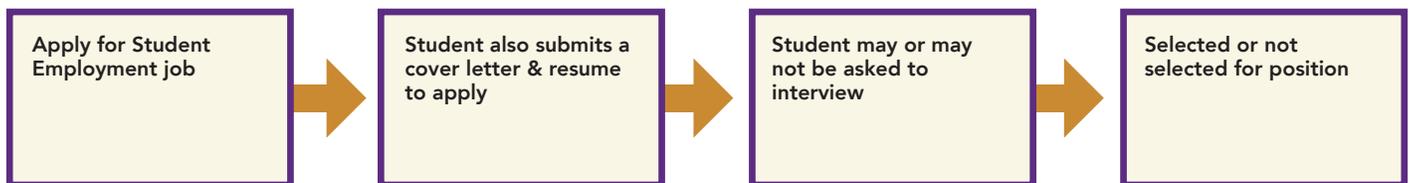
The Requirements for Student Jobs labeled as “Work Study”



International Students Seeking Employment as “Work Study”



Understanding the Hiring Process in General



Student employment job postings are listed on the NMHU Applicant Portal at <https://nmhu.peopleadmin.com>. Students interested in employment opportunities can view and apply to positions listed in the “Students” section. The Center for Professional Development and Career Readiness is available as a resource to assist with cover letters and resume building skills. If selected for hire, you will receive communication from Human Resources via email to begin the employment paperwork required and a follow-up meeting to finalize all new hire documents.

TYPES OF STUDENT EMPLOYMENT

The types of student employment the university offers are federal, state and departmental.

To be considered for federal or state work study, students must have filed the Free Application for Federal Student Aid (FAFSA) by March 1 (priority consideration date), be admitted into a degree seeking program and have a complete application packet (if additional documentation is required), registered for a minimum of 6 credit hours and maintain financial aid eligibility (SAP—student academic progress) for the semester enrolled.

The Office of Financial Aid and Scholarships continuously processes FAFSAs throughout the academic year. If you have missed the “priority” timeline, you may still complete your FAFSA at www.fafsa.gov.

Federal and State Work Study

Undergraduate and graduate students; need-based.

Annual Amount: Wage and grade scales apply.

The maximum allowed hours per week is 20 during regular semesters. Students may not work during scheduled class time.

Note: Federal and State work study will be awarded while funds are available.

Departmental Work Study

Undergraduate and graduate students; both need and non-need based.

Annual Amount: Wage and grade scale apply.

The maximum allowed hours per week is 20 during regular semesters. Students may not work during scheduled class time.

Note: Departmental work study will be awarded while funds are available.



BASICS. "FIRST THINGS FIRST..."

What is Work-Study (Federal and/or State)?

Work-Study (Federal and/or state Work-Study) is a financial aid program that allows students to work on-campus or with approved off-campus employers to earn money to help pay for post-secondary education. Work-Study (state, federal, or departmental) is not a grant (you must work to earn it), and it is not a loan (you DO NOT have to repay it). Students with Work-Study (state or federal) will have it included in their financial aid package. Being awarded Work-Study with financial aid can help a student be eligible for part-time jobs, both on- and off-campus, that they may not have otherwise been eligible for.



Why Work While Attending University?

There are many benefits of student employment, but some automatically assume it is unwise for students to work during the academic year. However, studies show that students who work a modest number of hours per week will, on average:

1. Have higher GPAs
2. Graduate at a faster rate
3. Are less likely to withdraw from the university
4. Increase chances of getting a job after graduation
5. Earn job skills to include on a resume
6. In general, most people who work their way through school have less student loan debt than those who don't.

Why/How Is This the Case? Some Explanations:

1. Working students develop better organization and time management skills.
2. Employment exposes students to skills that are transferable and durable.
3. It promotes financial literacy.
4. It's valuable work experience that will bolster your resume.

CONDUCT AND PROFESSIONALISM

Taking A Job Is A Commitment. As A Member of A Working Unit That Depends On You, You Are Expected To:

- Establish a work schedule that does not interfere with your class schedule. You may not, under any circumstance, work during a scheduled class, lab, workshop, or recitation even if it has been cancelled. This is a federal and University guideline that applies to ALL students.

CONDUCT AND PROFESSIONALISM *(continued)*

- Notify your supervisor in advance of any changes to your class schedule or other commitments that will affect work availability.
- Be on time for all shifts.
- Take the job seriously and always perform at the highest level of your ability.
- Be mindful and respectful of the staff's space—do not go into any one's office without their permission.
- Treat everyone (supervisors, fellow employees, etc.) with respect.
- Dress appropriately for the job (some positions will require a more strict dress code or even a uniform).
- Do not conduct personal business on the job. If you need to attend to a personal matter (phone call/in-person conversation), please check with a supervisor and excuse yourself from the work area.
- Do not text while on the job.
- Laptop use should never create a barrier to serving the customers when they are in need. Remember, your priority is assisting the customer!
- Do not invite your friends to work.
- Please use discretion as you may be exposed to confidential information about students, upcoming events and staff members. If you do not know if the information you receive through your course of employment is confidential, please talk to your supervisor.
- Accurately report the hours you work. Falsifying your timesheet is strictly prohibited and could result in disciplinary action up to and including termination.
- Provide at least two weeks' notice when resigning.

Dress Code

All New Mexico Highlands University staff members are expected to present a professional, businesslike image to clients, visitors, customers and the public. We are frequently among department chairs, board members, administrators, deans and University executives.

Any staff member who does not meet the attire or grooming standards set by their department will be subject to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work time missed because of failure to comply with designated workplace dress code.

Employees should dress appropriately and professionally. Inappropriate items include but are not limited to:

- Sleepwear/pajamas
- Loose, sagging, baggy, see-through or revealing clothing
- Sweatpants/gym shorts
- Open-toed/open-heeled shoes
- Undergarments showing
- Inappropriate text or imagery

Specific Requirements

Certain staff members may be required to meet a special dress code, such as wearing uniforms, protective clothing/shoes, or business attire, depending on the nature of their job.

At the discretion of the supervisor, in special circumstances, such as during unusually hot or cold weather or during special occasions, staff members may be permitted to dress in a different fashion than is normally required. On these occasions, staff members are still expected to present a neat appearance and are not permitted to wear ripped, frayed, disheveled clothing or otherwise deemed as inappropriate by the department (i.e., short shorts, cropped tops, etc.).

CONDUCT AND PROFESSIONALISM *(continued)*

Customer Service

As an employee of New Mexico Highlands University, you will have countless encounters and be a visible member of the campus community. During each shift, you will be in contact with many faculty, staff, students, parents and visitors to the University whose impression of the University will be shaped by your actions. Help make that impression a positive one by treating the customer respectfully. Be sure to introduce yourself and always keep a cheerful and courteous demeanor to all customers. Even when not directly interacting with a client, you should always appear as though you are ready to assist. Depending on the departmental workload, priority is given to the operational needs of the department prior to completing classwork or studying for exams. Help everyone to the best of your ability and if you are unsure, try to direct them to the appropriate place or ask a supervisor for assistance.

How to Handle Uncomfortable Situations

As an employee of New Mexico Highlands University, you may encounter situations where a staff or faculty member or client may ask you to do something you are uncomfortable with or know is not an option. It is usually said that “the customer is always right,” and to some degree, we like to try to please every customer of New Mexico Highlands University, however, there are times where the client is simply not aware of our procedures for how we may do something or may request something that is out of your comfort zone. When assisting a client, please do not hesitate to say no during an event, assist, delivery, etc., that you feel uncomfortable doing. This could be in relation to one’s safety, the rules, and regulations of our equipment, or outside of your job description.

If you encounter an uncomfortable situation, politely explain to the customer that you will need to check in with your manager before moving forward with any action that may be requested of you and excuse yourself from the area. Contact professional staff immediately and discuss any concerns you are having with the situation. No matter what area of the department you are involved in, you may contact any professional staff member available.

Communication

The primary method of communication between professional staff and student employees is via email. You will receive emails from us regularly that will contain information about additional staffing needs, policy updates, training sessions, and other New Mexico Highlands University topics that need to be addressed in a timely fashion. It is required that you check your email regularly and respond accordingly.

Also, please be sure to provide professional staff (i.e., supervisor) with an accurate phone number. It is your responsibility to notify professional staff (i.e., supervisor) if there are any changes to your contact information. If you should have any issues with this, please discuss it with your supervisor.

Shift “No-Show” Procedure

If a student does not show up for their scheduled shift, it is the expectation that you still contact you supervisor immediately.

Trainings

All employees are required to attend all trainings organized by the professional staff and student supervisors for their area unless otherwise specified. In addition, student employees are required to attend all departmental trainings deemed necessary for the operational duties, roles and responsibilities as applicable for the position.

Work Meetings

It is your responsibility to attend all scheduled work meetings. If you cannot make a work meeting, you must notify your supervisor ahead of time and make appropriate arrangements to receive all notes and materials from the meeting.

Scheduling and Shift Assignments

Student employees will be assigned shifts by semester or weekly, depending on the area of the department they work in. You are expected to work throughout the entire semester. You will be scheduled to work starting the first day of the semester, or as soon as your hire is approved by Human Resources, to the last day of finals week. New Mexico Highlands University is still open during breaks, so please check with your supervisor prior to making plans to leave for a break, to ensure that you are not scheduled to work. Student employees seeking to go out of town (during normal scheduled work hours) for any period must request time off.

Classroom Support students will provide their availability prior to the start of a semester and be scheduled accordingly. They will have a set number of hours to work each week.

Self-Service Banner

Students will be given a Self-Service-Banner account towards the beginning of their employment. This is the scheduling program that will be used for all students and staff. Students are expected to follow their schedules as agreed with the hiring staff member and report hours and attendance in Self-Service Banner.

If an issue arises should a student not have access to a computer or the internet off-campus, please notify your supervisor.

Attendance and Accountability

Whether you are assigned a schedule for the semester or are assigned hours weekly, you are responsible for those hours. If you are unable to work a shift, it is your responsibility to notify your supervisor immediately. Please notify your supervisor via email and ensure to conduct yourself in a professional manner when composing your email correspondence. Studying or writing a paper is not an acceptable personal emergency. By accepting your work schedule, you have accepted a responsibility. Please plan your studies accordingly so that schoolwork does not become a personal emergency.

If an emergency arises you must contact your supervisor immediately and get approval before abandoning the shift. Less than 24 hours is not enough time for your supervisor to comfortably find another student to cover a shift.

Please remember that when you are attempting to abandon a shift, if no one takes it, you are still responsible to cover that shift unless clearly told otherwise by your supervisor. If you do not come in for your shift, it will still be documented as a missed shift and you may be subject to disciplinary action (at your supervisor's discretion). Please contact your supervisor on your shift immediately if you are ever running late or missing a shift completely.

Each occurrence will be documented. Frequently missed shifts could result in probation and corrective discipline, and/or termination from the position (all options are at the discretion of the supervisor and/or hiring manager of the department where the student worker is employed).

Lateness

Please arrive to work on time and ready to work (proper dress/having eaten). Be mindful of the other students working during your shift. Your arrival affects the rest of the employees' ability to do their job (including their focusing).

CONDUCT AND PROFESSIONALISM *(continued)*

You must contact a supervisor or professional staff as soon as possible to inform them of the situation if you will be running late. Lateness will be defined as arriving to work more than 5 minutes late without a valid excuse (i.e., class/exam running late, coming from one job to another). Missing a significant portion of the shift may be treated as a missed shift. Each occurrence will be documented.

Breaks/Meal Period

Most work shifts do not constitute enough time for a break. You should come to work prepared for your shift, having eaten prior to arriving to work. You should be eating before or after a shift, or during a designated meal break for a longer shift. You may not leave in the middle of a shift to get food (unless medically necessary).

SELF-SERVICE BANNER (HR INFORMATION SYSTEMS THAT STUDENTS NEED TO KNOW ABOUT)

All on-campus student employment is processed through HR, Financial Aid, International Education Center and the Center for Professional Development and Career Readiness. As an active employee, you will use Self-Service Banner to:

- View paychecks or paystubs
- Report time
- Complete tax forms
- View both current and old W-2s

You will use your Student Email and a password to log in to Self-Service-Banner.

Payroll and Pay Checks

Students receive pay checks on a bi-weekly basis (the Friday following the end of each pay period.). All students are paid on an hourly basis and must report the hours worked. Departments across the University manage time reporting in different ways for New Mexico Highlands University. It is your responsibility to ensure that you have reported your hours and have done so correctly. You may receive an email reminding you to check your hours prior to the close of a pay period; however, it is always the employee's responsibility to ensure accuracy in the recorded hours.

Direct Deposit

All student new hires will be required to complete a Direct Deposit Authorization form as part of the new hire online onboarding packet that they will receive from HR. To change an existing direct deposit, go to the University Homepage (<https://www.nmhu.edu/>), scroll to the bottom of the page and select Human Resources, then scroll down slightly and select the HR Documents tab, scroll down and select the Direct Deposit–Authorization Form Fillable PDF, download this form, fill it in, do not forget the supporting document that is required, then email the form to hr@nmhu.edu.

UNIVERSITY POLICIES THAT APPLY TO STUDENTS

On-Call Pay

- Defined as being readily available to arrive at work upon being summoned.
- If called into work, students will be paid for the time worked in addition to the on-call rate (if applicable to the position). This will be laid out in the job description and or made known to the student worker upon discussing the role (if granted an interview for the position or as a term of accepting the role).
- Some roles such as Resident Assistant may require shift rotations that include being on-call for emergencies and this is expected as a traditional function of the role and may or may not offer on-call pay but has other monetary benefits (at the discretion of the supervisor) and a non-negotiable term.
- Student must provide a telephone number where s/he/they can be reached.

Overtime

- Student workers are not eligible for overtime because New Mexico Highlands University utilizes Work-study. Therefore, a student may not exceed 20 hours of employment in a week.
- The student may work 40 hours a week during non-academic periods (i.e., summer terms, and during student vacation periods such as fall and/or spring breaks). However, this is at the discretion of the supervisor's and HR/Financial Aid approval and not guaranteed.

Workers' Compensation Benefits

Workers compensation is insurance that provides employees injured on the job with wage reimbursement and payment for medical care related to the illness or injury. If you are injured while working, please contact your supervisor immediately.

Injured at Work

If you are injured while on the job, or see an injury of another employee occur, contact your supervisor immediately. Tell them what is wrong, how it happened, and follow their instructions in seeking medical attention. After all injuries, a New Mexico Highlands University Employee Incident Report must be filled out within 24 hours. You can access this report using this link <https://www.nmhu.edu/human-resources/hr-documents> or contact Human Resources at 505-454-3308 for assistance.



VIOLATIONS AND CORRECTIVE DISCIPLINE

When an employee's conduct interferes with the orderly and efficient operation of the University, or an employee's performance does not meet the expectations or requirements of the job, the University may take corrective action.

Reporting

All infractions must be reported to professional staff, preferably via email. It is the responsibility of New Mexico Highlands University employees to alert Human Resources of any violations. Please include all relevant details, such as date, time, location, those involved, a detailed description of the incident, and what, if any, steps were made to correct the issue. These reports will be saved to each employee's personnel file. For minor violations, student employees will receive a verbal warning, noted in a disciplinary report, and added to the student's personnel file.

Verbal Warning

Supervisors are empowered to deliver verbal warnings for minor transgressions in addition to professional staff. Any verbal warning given by a supervisor should be reported to professional staff via email.

Behaviors that may warrant a verbal warning:

- Tardiness
- Failure to follow dress code
- Carelessness, lack of attention, or disregarding safety guidelines
- Conduct inappropriate of a representative of the University
- Discourtesy and/or inability to work harmoniously with fellow employees

In most cases upon two verbal warnings, a formal disciplinary report will be written, reviewed with, and signed by the student, and placed in the student's personnel file (by Human Resources) depending on the severity of the infraction.

Disciplinary Report

More serious issues, or recurring minor issues, will result in a disciplinary report being filed. These will be issued in a meeting with the employee and a member of the professional staff.

The following violations may result in termination from employment:

- Repeated tardiness or failure to show up for scheduled shifts
- Absence without a legitimate excuse
- Failure to meet minimum shift/hour requirements for the position
- Repeatedly dropping scheduled shifts
- Failure to meet job requirements and perform tasks satisfactorily/complete proper training
- Inappropriate or unauthorized use of New Mexico Highlands University access or University equipment/property/data/files
- Inappropriate behavior in the workplace towards clients or other staff
- Failure to follow dress code (that has been agreed upon by the student and their supervisor)

Involuntary Termination

After a disciplinary report has been filed, any additional violations will result in an in-person meeting to discuss the student's future employment. The decision to terminate a student's employment is not made lightly and must involve input from professional staff. There are certain violations that will be cause for immediate dismissal. They include, but are not limited to:

- Theft/aiding someone in theft
- Breach of confidentiality
- Falsifying work times
- Major safety violations
- Insubordination/gross intentional violation of policies and procedures
- Possession of, or being under the influence of drugs and/or alcohol while at work
- Harassment, mistreatment, or inappropriate behavior towards other employees
- Actions or other that result in the student's university status being defined as Academic probation, and/or being put on campus disciplinary probation (of any sort). Students must be always in good academic and disciplinary standing with the University to seek or remain a student worker

The State of New Mexico is an "At-Will" state which means that an employment agreement can be severed at any time, for any reason, by either the employer or employee without notice or reason given for the termination. **Student Employees are not eligible for employee benefits.**

INTERVIEWING STUDENT EMPLOYEES

Interviewing Basics

Student employment should be a win-win situation for both the department employer who gets a versatile worker at a relatively lower cost and the student worker who not only earns a paycheck, but also gains valuable résumé building experience. During the interview, the employer should let the applicant know exactly what the job entails and confirm with the applicant that this position is something in which he/she would be satisfied. **Replacing a student worker who quits because the job was not what was expected will cost the department time, money, and productivity.**

The interview is used to determine if a student applicant's skill, knowledge, and abilities are relevant to the position. Interviewing also provides an opportunity for the supervisor to ask questions and gain information that was not provided on a resume or job application. **Students should be informed of the job responsibilities and supervisor expectations during the interview.**

The following job duties and expectations are some items that could be covered during the interview:

- Overview of the job duties
- Reporting for the position
- Training requirements
- Attendance requirements (including punctuality and reliability)
- Dress code
- Acceptable behaviors
- Pay rate

INTERVIEW QUESTIONS

The supervisor and anyone involved in the interviewing process should understand what questions can and cannot be asked during the interview. All questions or inquiries related to gender, race, color, age, religion, national origin, or disability are prohibited by Title VII of the Civil Rights Act of 1964 as amended, and the American with Disabilities Act of 1990 as amended.

In General:

- **Do not** ask questions designed to learn things about an applicant that will not and cannot be considered in making a hiring decision
- **Avoid** any questions that give the impression that the selection might rely on personal feelings instead of job-related experience and criteria
- **Ask open-ended questions** which allow the student applicant to do most of the talking

Examples of "Job Related" Questions:

- Tell me about your duties in your previous job?
- What do you feel your strengths are related to this position?
- Tell me about your attendance at your previous job.
- Please give examples of MS Office programs/software or other software that you have used?
- Tell me about any courses that you have taken that might relate to this opening?
- Do you feel that you can perform the duties of this position as outlined?

Examples of Questions Not to Ask:

- Are you married, or do you have kids?
- What country were you born in?
- Do you have any physical or mental disabilities I should be aware of?
- Do you have a car so you can get here on time?
- Have you ever been arrested?
- Do you belong to a sorority or any social organizations? (Unless relevant to completing the job)

Training Student Workers

Student employees, like all University employees, require the proper tools or resources and proper training to succeed. The supervisor must take the time to train the student employee in the proper departmental procedures to ensure that they are successful in the performance of their job duties. Student employees:

- Like to keep busy
- Like to be challenged
- Like to use technology
- Like variety in their job tasks
- Like some flexibility in their schedule

Scheduling

Scheduling Student Employees

It is important to remember that student employees are “students” first and “employees” second. There may be times during a semester where the student needs additional time to study for an exam, meet with a professor or work on a group project. Supervisors should not only take into consideration department needs, but the availability and time of students during periods of heavy class demands when arranging work schedules. However, if a pattern is developed by the student for needing to change their schedule to be excused due to poor planning of their studies, appropriate action/conversation may need to happen.

Orientation Post Hiring a Student Employee

Every student employee should be oriented to the department and their job position by being informed of their specific job duties, departmental policies, work schedule and supervisor expectations. The student supervisor should review any departmental policies prior to starting the orientation processes. **Possible orientation topics that should be explained in detail are:**

- University policies on Conflict of Interest, Access and Confidentiality concerning Student Records, The Family Educational Rights and Privacy Act (FERPA), and policies related to Security, Discrimination, Harassment, and any other policies that are appropriate to the specific work situation.
- Department policies on appropriate dress, work schedule, reporting absences, time sheets and pay procedures, appropriate use (or misuse) of office equipment, phones and University facilities.

Other General Topics to be Covered During Orientation Should Be:

- Organizational structure and layout/tour of department
- Location of exits, stairs, elevators and emergency procedures
- Location of mailboxes, supply cabinets, office equipment etc.
- Location of bathroom, break areas and procedures on taking a break
- Security access and use of department and/or building keys (if applicable)

Job Training (Suggestions on How to Train Student Employees)

Specific training topics should be covered in more detail once the student worker begins employment. Some topics to cover would be:

General Office Information

- What is important to know about the department as well as the department’s functions?
- Who are the department’s internal or external customers (i.e., students, parents, faculty, staff, vendors)?
- Some typical questions that the student employee may be asked.
What are some appropriate answers to those questions?
- What upcoming campus events, holidays, projects, etc. might affect office procedures?

Phones

- Preferred greeting for answering the phones
- How to transfer calls to department extensions
- Other phone etiquette procedures
- When to make a transfer and when to take a message

Computers

- Office policies on personal use of checking email, web access, downloading films and/or music, doing homework, etc.
- Log-in and log-off procedures
- Software and other programs used

DIRECTORY OF STAFF TO ASSIST & ANSWER YOUR QUESTIONS

1. Financial Aid Office

Felix Martinez Bldg., Room 240

Phone: 505-454-3318 | Email: financialaid@nmhu.edu

- a. FAFSA application, Federal and State Work-Study eligibility and awards.
- b. Financial web page: <http://www.nmhu.edu/financial-aid/work-study/>

2. Human Resources Office

Communications Building

Phone: 505-454-3308 | Email: hr@nmhu.edu

- a. Work authorization to include employee onboarding, tax documents, timesheets and payroll.
- b. Human Resources web page: <http://www.nmhu.edu/human-resources/>

3. Environmental Health and Safety

Hewett Hall, Room 214

Lee Martinez

Phone: 505-426-2151 | Email: leemartinez@nmhu.edu

- a. Safety issues
- b. Environmental Health and Safety web page: <https://www.nmhu.edu/environmental-health-safety-office/>

4. Purchasing

Purchasing Bldg., Room 120

Jennifer Madrid

Phone: 505-454-3288 | Email: jrmadrid@nmhu.edu

- a. Work related injury

5. International Education Office

Student Union Bldg., Rm. 311

Phone: 505-454-3372 | Email: international_ed@nmhu.edu

- a. Work authorization for international students.
- b. International Education Center web page: <http://www.nmhu.edu/admissions/international-admissions/>

6. Graduate Admissions

Douglas Hall, Rm. 239S

Phone: 505-454-3266 | Email: graduate@nmhu.edu

- a. Graduate assistantship and graduate school admissions.
- b. Graduate Admissions web page: <http://www.nmhu.edu/office-of-graduate-studies/>

7. The Center for Professional Development and Career Readiness

Felix Martinez Bldg., Room 230

Phone: 505-454-3049 | Email: careerservices@nmhu.edu

- a. Job postings, application assistance, cover letters, résumé writing, interviewing skills and job search strategies.
- b. The Center for Professional Development and Career Readiness web page: <https://www.nmhu.edu/careerservices-center/>

Student Employment Handbook

