

FAQ for Students

LOGGING IN

Q: How do I access the Student Employment Site?

A: You must log in through your myNEU portal, click on the Self Service tab, and continue to the Student Employment link.

Q: Why don't I have the Student Employment link on myNEU?

A: If you have a hold on your account for any reason, are in a withdrawn status from the University or your verification of financial aid is not complete with the Office of Student Financial Services, then you will not have access to the Student Employment Site. Once your hold, verification or withdrawn status is resolved then you will regain access to the site.

APPLYING FOR JOBS

Q: I already know which department I am going to work for but the job is not on the system, how can I apply for the position?

A: If the position you are looking for is not on the system then you need to contact your employer and make sure that they wish to list the position on the site. Once they have listed the position then you can log onto the website and apply for the position.

Q: If I have applied for a position and have not heard any response from the employer or Student Employment in three days who should I contact?

A: If you have not received any correspondence from an employer in a reasonable amount of time, you should contact the employer. The Student Employment Office does not keep records of where you have applied, therefore before you apply for any position you should make note of the contact information for the position and the department you are applying for.

Q: I have applied for a position and the employer has contacted me and informed me that I do not have an I-9 on file. What do I need to do?

A: All I-9s must be completed in person at the Student Employment Office (unless you are an international student, please refer to the information regarding international students also located on this site). In order for the Student Employment Office to accept the I-9 form you must present proper documentation, all acceptable documents are listed on the back of the I-9 form.

We will accept one document from List A or a document from list B along with a document from List C. Commonly students have an unexpired U.S. Passport or a photo ID along with a social security card, or a photo ID along with a birth certificate. You can go to the Information for Students page on the website and then go to the "Student Forms" link to download an I-9 form.

Q: Can I begin working before I receive the confirmation email from the Student Employment Office?

A: No. You must wait until you have received an email from the Student Employment Office congratulating you on your new hire before you begin working.

Q: Can I have more than one Work-Study job?

A: Yes, you can have more than one Work-Study position on campus. Just be aware that you have a set allocation for Work-Study and once you have earned your allocation you must stop working immediately. Also you cannot work more than twenty hours a week combining your multiple positions.

Q: Can I work both a Work-Study job and a part-time job?

A: Yes, you may work a Work-Study position and a part-time job. However, you are not allowed to work more than twenty hours a week combining your multiple positions.

Q: Can I work more than twenty hours a week?

A: No, unless you are participating in a current cooperative education program, you may not work more than twenty hours a week. Even if you have more than one job you can only work twenty hours combining all your positions on campus.

☒☒ There is one exception, you can work thirty five hours finals week and break week, and this is only true for students with part time jobs who get permission from their supervisors and students with remaining Work-Study allocation.

Q: Once I am hired for a position can I set my own work schedule?

A: For most positions scheduling is flexible, nevertheless, there are some positions that ask for specific hours and scheduling. Before you accept any position please contact the supervisor and primary contact person for the position and discuss the scheduling requirements for your intended job.

Q: If I have been awarded Work-Study do I have to apply every semester?

A: Yes, you need to apply every semester for your Work-Study position. If you are applying for the same position you worked the previous term you should check with your employer to find out if they have already rehired you. However, if you do not receive such notice then you must apply again.

Q: Can I change my Work-Study job?

A: You can change your Work-Study job. To change your position you will need to contact the Student Employment office through email, studentemployment@neu.edu or phone at 617-373-3200 and notify us of your change. You can then go through the application process and get hired for a new position.

GETTING PAID

Q: Why didn't I get paid last week?

A: In order for you to receive payment in a timely manner you must submit your timesheet by Monday at noon following the week of work, and your supervisor must have your timesheet approved by Tuesday at noon to receive timely payment of hours worked. If you submit your timesheet by the Monday noon deadline and your supervisor does not approve your timesheet, this will delay your pay. Once your supervisor approves your timesheet then you will be paid on Friday of the following week.

Q: Why is money being taken out of my paycheck, even though I chose exempt?

A: All student employees are required to pay Social Security regardless of tax exemption.

Q: I set up Direct Deposit last week and my timesheet says it has been finalized but I did not get any deposit into my account, what happened to my check?

A: Direct Deposit takes two to three weeks to take effect. For the weeks that you do not receive a deposit into your account you will need to pick up checks in the payroll office. Payroll is located in 716 Columbus Ave. 250 Columbus Place.

Miscellaneous Questions

Q: What is a W-2?

A: A W-2 is a wage and tax statement of earnings and taxes withheld for the year.

Q: Will I receive a W-2?

A: Yes, all student employees will receive a W-2 for employment from the Northeastern University HR/Payroll Office. W-2's will be available via your myNEU portal, under the self service tab through the hrconnect link.

Q: I have Work-Study and my job was closed, how do I submit my timesheet?

A: If you have Work-Study and your position was closed then your award has expired for the semester and you need to stop working immediately. You will not be paid, through Work-Study, for any hours after the closure of your position.

Q: Why is my remaining Work-Study balance in parentheses?

A: Work-Study funds are limited to the maximum allocation received per semester. Once your funds have depleted the remaining balance will show in parentheses. If your balance is in parentheses, stop working immediately and notify your supervisor.