

# Memorandum

**Date:** October 16, 2015

**To:** Student Employees

**From:** Martin S. Dorph, Executive Vice President Finance and Information Technology

**Re:** Student Employee Pay Issues

NYU understands its obligation and takes it as a point of honor that student employees are paid what they are owed on time. The vast majority of the time, they are. Unfortunately, we know that we have not been flawless in fulfilling this obligation. If you are a student worker who has had suffered a delay in being paid, I want to offer an apology.

However, more important than an apology is a solution and a path forward. After hearing concerns from students who experienced delays in receiving their paychecks, the university wants to make certain that student employees know what to do when problems arise.

The most common reason for someone being paid late or less than the hours he or she worked is incomplete paperwork to put them on the payroll (which typically is required at the start of a semester) or lack of or inconsistent documentation on hours worked.

If you are a student employed by NYU and did not get paid on your regularly scheduled pay date (missed a payment), please contact [askpayroll@nyu.edu](mailto:askpayroll@nyu.edu) or contact PeopleLink directly at [212-992-5465](tel:212-992-5465). Please provide the missed pay date, the corresponding dates in which you worked, and the name of your immediate supervisor. NYU staff will begin trying to track down what the problem is right away. Most cases get resolved in a few days.

For regular questions on student pay, such as how to complete your time sheet, questions on their paycheck, etc., that are not "back pay" related, please continue to use the normal service process, which is to contact the PeopleLink center via phone or email ([212-992-5465](tel:212-992-5465) or [askpeoplelink@nyu.edu](mailto:askpeoplelink@nyu.edu)).

We know that students often have significant financial needs and really depend on their student pay. If you are continuing to experience a delay in receiving your paycheck and need the money urgently, the University has a system in place to help. Student employees can inform the Office of the Bursar or the Office of Student Affairs of his/her status, and the University will then make an accommodation to provide the student with an emergency loan within 48 hours.

Student employees can find additional information on our [website](#)

.Let me close by stating how much we value the many important contributions to the university by our student employees.