

Federal Work-Study Supervisor Handbook

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General Information

This handbook has been developed in order to maintain integrity within the Federal College Work Study Program, to allow areas using college work study employees, to do so easily and efficiently, and to promote the creative use of the program.

The information contained here is put together with supervisors of college work study employees in mind. If you are responsible for directly supervising a college work study employee, please use this handbook to become familiar with your responsibilities as a college work study supervisor.

The Federal College Work Study Program gives students who lack sufficient financial resources the chance to work part time to help meet their educational expenses. To receive a college work study job, a student must have applied for financial aid within the school's established deadlines, be eligible for the award based on the federal need analysis, meet Western Technical College's Financial Aid Satisfactory Academic Progress Requirements, and be enrolled in at least six credits.

The Federal College Work Study Program is a part of the Title IV Department of Education Student Financial Aid Programs. These Programs are regulated by the guidelines from the Department of Education. These guidelines must be followed consistently.

America Reads College Work Study Program

Western Technical College participates in the America Reads Federal Off-Campus Work Study Program. Funds are allocated to Western Technical College as participants in this community service program. The off-campus agencies will be charged 25% (\$2.00) of the work study employee's earnings each payroll. The remaining 75% (\$6.00) is paid by federal funds. The off-campus agencies will be invoiced by Western Technical College quarterly for their 25%.

This program provides reading tutorial services to elementary school children at various school sites. Western Technical College's Work Study employees must have college proficiency in reading to participate in the program.

College Work Study employees participating in this program must provide their own transportation to off-campus sites.

Supervisor Responsibilities

In order to maintain and improve the Federal College Work Study Program, the cooperation of the supervisors is imperative. The goal of the Federal College Work Study Program is to provide students with valuable work experience, which they can learn from and take with them when they graduate. It is important that supervisors treat work study employees as they would all other employees.

To ensure that we have the most up to date information and job expectations, it is the supervisor's responsibility to keep an accurate job description on file with the Work Study Coordinator. It is imperative that the supervisor give the Work Study Coordinator their job description and also let the Coordinator know when a position becomes available so we can post the position on our website so that the position is filled in a timely fashion.

It is the supervisor's responsibility to:

- 1) Request work study employees through the Work Study Coordinator;
- 2) Report any job openings to the Work Study Coordinator;
- 3) Make sure that all the necessary paper work is filled out with the Work Study Coordinator **before** the work study employee begins their job;
- 4) Inform the work study employee of their job duties and responsibilities, departmental policies and procedures, and any other expectations;
- 5) Arrange a work schedule with the work study employee at the beginning of each semester. The work study employee's hours should be arranged to cover the supervisor's need during the semester except during breaks and holidays. Work study employees may not work during scheduled class times;
- 6) Work study employees need to be supervised at all times. *(That means that a Work Study cannot come in and work in the office if a regular college employee is not there to supervise them);*
- 7) Notify the Work Study Coordinator if the work study employee stops working, fails to report for work over a period of time, quits or gets fired; and
- 8) Resolve any problems or grievances with all Work Study employees. In the event that a problem or grievance cannot be resolved with the Work Study employee, the supervisor should contact the Work Study Coordinator.

It is suggested that each department develop its own handbook, separate from the Work Study employee handbook, for Work Study employees that includes a job description and job expectations. For some departments, a single sheet detailed description might be all that is needed. This provides guidance and answers questions a new student employee might have.

In the manual, the department may want to address telephone etiquette, office procedures and some of the following questions:

- 1) What is proper attire on the job?
- 2) Who is the person to whom the student employee reports?
- 3) How would that department like the phone to be answered? Provide a script, if necessary.
- 4) When a Work Study employee finishes his/her assigned tasks, what is expected?
- 5) Is there a preferred way people in the office are to be addressed?
- 6) How flexible is the work schedule once it has been arranged with a supervisor?
- 7) What are the policies about missing work for emergencies, health reasons or school-related projects?
- 8) Are friends or family allowed to be in the office? If so, under what circumstances?
- 9) Can the phone be used for local personal calls? If so, under what circumstances?
- 10) Will there be times beyond the regular work schedule that will demand Work Study employee involvement?

- 11) What kind of performance evaluation will be used?
- 12) If office policies and procedures are not followed, what are the consequences?

Getting Started

Awarding

Awards are made on the first come basis to students who have requested College Work Study and who meet all current requirements. The amount of assistance available for Federal College Work Study at Western Technical College depends on the amount of money allocated to the College on an annual basis by the United States Department of Education.

Departments are contacted prior to the Fall and Summer semesters in order to ascertain their need for Work Study employees. A department may request a student be awarded Work Study by calling the Work Study Coordinator. This does not mean the student will be awarded Work Study; he/she may not be eligible. Do not promise anyone a job.

Eligible students will be awarded Work Study and will be sent an award letter stating how much they are eligible for.

Interviewing and Hiring the Student

Once a student is awarded AND they have accepted their work study award the Work Study Coordinator will send a questionnaire pertaining to past work experiences along with a list of open positions. Once the Work Study Coordinator receives the questionnaire back they will forward it to the supervisor(s) of the position(s) that the student marked an interest in. The supervisor will then be in charge of contacting that student to come in for an interview.

When you choose which student you are going to hire, the student needs to meet with the Work Study Coordinator to fill out paper work and go over the employee handbook. The student is **NOT** considered hired until the Work Study Coordinator meets with them and all the necessary forms are filled out.

You, as their employer, are encouraged to screen the work study employee in the manner you find most suitable. Consider the number of hours per week the work study employee can work and his/her class schedule; how do their available hours coincide with your needs? Discuss the proposed work schedule openly and in detail.

Timing is important in this decision process since work study employees need to begin work as soon as possible. Keep in mind that there are only a limited number of students eligible for the College Work Study Program so you may need to compromise on the skills needed or the hours available.

Orientation Process (meeting with the Work Study Coordinator)

During the work study employee orientation, the employees are given information regarding eligibility requirements, payroll, etc. Work Study employees are also told what is expected of them as employees as well as how to complete and when to turn in their time cards. Work study employees will be responsible for turning in a signed acknowledgment sheet stating that they have read the Work Study Employee Handbook when they are done.

Work Schedule

The work study employee and the supervisor should develop a mutually agreed upon work schedule. The schedule should not conflict with the scheduled class periods. Any changes in a work study employee's work schedule must be approved by their supervisor in advance. It is the supervisor's responsibility to arrange a schedule that will provide coverage throughout the semester yet does not exceed the awarded amount.

Payroll Process

Payroll Schedule

There is a calendar on the Financial Aid website (<http://www.westernnc.edu/financialaid/workstudy.asp>) showing days that work study employee can and cannot work. Pay dates are around the 10th and 26th of each month. Should the 10th or 26th fall on a Saturday then you should be paid on the Friday before. Should the 10th or 26th fall on a Sunday then you should be paid on the following Monday.

Pay Rate

Currently, every work study employee earns \$8.00 per hour for on or off campus jobs.

Hours

They are allowed to work 30 hours per week during the summer time and 10 hours per week in the Fall and Spring. When reporting hours worked, record hours rounded to the nearest quarter hour, half hour or whole hour. *Example: 2 hours 10 minutes will be reported as 2 ¼ hours; 2 hours and 35 minutes will be recorded as 2 ½ hours; 2 hours and 45 minutes will be recorded as 2 ¾ hours; and 2 hours and 55 minutes will be recorded as 3 hours.*

A work study employee may not work more than 8 hours in any given day. Should they work more than 8 hours in any given day the department that they worked for will need to pay for those extra hour(s).

Timecards

You, the supervisor are certifying that the timecard is correct when you approve it. The timecards are due by the 15th (includes hours from the 1st – 15th) and the last working day of the month (includes hours from the 16th – the last working day). Should the 15th or last working day of the month fall on a Saturday or Sunday, timecards will be due the Friday before.

It is **crucial** that timecards are submitted in a timely manner to the Work Study Coordinator to avoid delays and to assist in keeping track of the work study funding balance.

- 1) As supervisors, you are responsible for the accuracy of the total time shown.
- 2) Timecards without either the supervisor signature will NOT be accepted and CANNOT be processed.
- 3) Make sure you keep a copy of your time card.

The Fair Labor Standards Act of 1938 prohibits employers (including schools) from accepting voluntary services from any paid employee (including work study employees). Any student employed under work study must be paid for all hours worked. If a student overworks his/her award, the financial aid package may be seriously affected. In addition, the department will have to pay the work study employee the amount that they overworked.

Holidays

Work study employees are not allowed to work during Christmas Break or Spring Break unless otherwise told by the Work Study Coordinator. There are no paid holidays, sick pay, vacation pay, overtime pay or benefits for work study employees.

Breaks

Work study employees are **NOT** allowed paid breaks (i.e.: smoking, lunch, etc.). If they chose to take a break (i.e.: smoking, lunch, etc) then it must be reflected on the timesheet as “off the clock” time.

Problems and Solutions

Hours Missed

Sometimes a student will not work the total **10** hours during the week. They are **NOT** allowed to make those hours up on a different week.

Lost Timecard

Should a timecard be lost or misplaced, have the work study employee complete another timecard. Turn the new timecard in as soon as possible to the Work Study Coordinator.

Worked More Than 8 Hours in Any Given Day

Work Study employees who do work more than 8 hours in any given day need to fill out another timecard (not a work study timecard) with the account number for which department will be paying for those extra hours.

Student Did Not Receive Direct Deposit

Contact the Payroll Office at (608) 785-9594.

Student Did Not Sign Timecard

Do not sign a timecard for a work study employee. If a work study employee cannot sign their timecard turn it into the Work Study Coordinator as to why the employee could not sign it.

Student Did Not Work During a Pay Period

Sometimes a work study employee does not work during a pay period for one reason or another. If this happens, you need to notify the Work Study Coordinator by email or phone call.

Worked Too Many Hours

Work study employees are only allowed to work up to **10** hours per week. They **CANNOT** work more than 10 hours in one week (except full-time summer work study employees during a period of non-enrollment).

Worked More Than Awarded

Work study employees are only allowed to work up to their awarded amount or **until the College Work Study money is exhausted**. A work study is not allowed to earn more than his/her awarded total. If a work study employee works more than they are awarded for the school year it is the departments' responsibility to pay the difference.

Worked Less Than Awarded

Work study employees who work fewer hours per week and do not earn his/her total awarded amount are not necessarily entitled to the remaining balance.

Summer Work Study

Application Procedure

To apply for a work study position in the summer the student must have filed their FAFSA and be eligible for College Work Study.

Restrictions

A work study employee must plan to return to Western Technical College in the Fall semester for at least 6 credits. These employees **CANNOT** enroll in any degree classes at any time during the summer.

Reporting Hours

Work study employees may not work over 30 hours in any one week.

Pay Procedure

The pay procedure is the same as for the Fall and Spring semesters. *See page 8.*

Breaks

If a work study employee works more than 8 hours in one day they are required to take a ½ lunch. This is **NOT** a paid break.

Other Important Information

Requesting a College Work Study Employee

Any campus department or office can request work study employee(s). The department or office would need to contact the Work Study Coordinator. When requesting a work study employee, you are the employer and are accepting the responsibilities involved in that role.

It is also important to remember that the work study population is restricted to those students awarded this particular portion of financial assistance and is limited. You may request as many work study employees as necessary; however, you are not guaranteed any work study employees.

Performance Evaluation

Employers are encouraged to give positive feedback to work study employees; however, there may be times during the year when a work study employee is not performing up to your expectations as a work study supervisor. At these times, it may be necessary to inform the work study employee of your dissatisfaction with their performance. The Corrective Discipline Form has been developed to facilitate the procedure of informing the work study employee when their work habits must be improved.

The first step should be to verbally notify the employee of the inappropriate actions. Hopefully, this will be sufficient to correct most problems. If the situation continues, the problem should be defined in writing on the Corrective Discipline Form. Suggestions for improvement should also be detailed in writing, including an expected date of improvement. This form should be signed by both the work study supervisor and the work study employee so that there is a mutual understanding of the situation. Once this form is completed, forward a copy to the Financial Aid Office, keep one copy for your files, and give a copy to the employee. Once these procedures are followed, hopefully there will be an improvement in the situation. If, however, the problem continues to be unresolved, it may be necessary to terminate the employee. *If this is necessary, please see the termination section below.*

Termination

As the college work study supervisor, you are responsible for the student's training and on the job supervision. At some point, you may find it necessary to terminate a student's employment, and work study employees sometimes find it necessary to quit their jobs. In order to communicate this to all parties involved, let the Work Study Coordinator know as soon as possible. If a work study employee working for you fails to come to work and you must assume they have quit, please notify the Work Study Coordinator. Termination of a work study employee's employment should follow normal personnel guidelines, including a warning discussion of the specific issues involved, and an opportunity to improve performance. There should be reasonable cause and good judgment in your decision to terminate that employee.

The work study supervisor must complete a Termination of Employment Form for employees who get terminated from a work study position. Complete the termination form and forward a copy to the Financial Aid Office. Make sure to retain a copy for your files and give the employee a copy.

We encourage you to use your best judgment to maintain integrity in the program. The Financial Aid Office wants college work study awards to go to students who will benefit not only financially, but also through a meaningful and educational job experience. We want departments to hire work study employees for meaningful jobs. College work study does not mean paid study time. By allowing your work study employee to be paid for doing no work, you are violating the Federal regulations.

Exceptions To Termination

If a work study employee drops below six-credits during the regular Fall/Spring semester, they are no longer eligible for college work study funds and must quit their job.

The Summer semester is a separate financial award period and the entire process of awarding and hiring students must be repeated. Your Fall/Spring work study employee(s) may or may not be able to return in the Summer, depending on financial aid eligibility.

Throughout the regular semester, the Financial Aid Office evaluates the total college work study balance and may make new awards or take some away depending on the available funds.

Harassment and Discrimination Policies

See Student Handbook

Equal Employment Opportunity

Western Technical College shall not discriminate on the grounds of race, color, religion, sex, sexual orientation, national origin or citizenship status, age, disability, or veteran's status in employment. Questions and complaints about discrimination in any area of the College should be directed to the Human Resource Director, 608.785.9166 (voice), or 608.785.9551 (TTY). Inquiries or complaints about discrimination in employment may be referred to the U.S. Equal Employment Opportunity Commission. Inquiries about the College's compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, and national origin; Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990, which prohibits discrimination on the basis of disability; Title IX of the Education Amendments of 1972, which prohibits discrimination on the basis of sex; and the Age Discrimination Act of 1975, which prohibits discrimination on the basis of age, may also be referred to the U.S. Department of Education, Office for Civil Rights (OCR), Boston, MA 02109-4557, telephone 617.223.9662 (voice) or 617.223.9695 (TTY). Generally, an individual may also file a complaint with OCR within 180 days of alleged discrimination. If you have any questions regarding the EEO statement please contact the Human Resource Department: 608.785.9166 (voice), or 608.785.9551 (TTY).

Directory

Heather Marx
Payroll & Work Study Coordinator
Email: MarxH@westerntc.edu
Phone: 608-785-9594
Fax: 608-785-9136

Corrective Discipline Form

Employee's Name: _____

Date: _____

Problem/Situation:

Suggestions for Improvement:

Date of Expected Improvement: _____

Outcome:

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____

Termination of Employment Form

Employee's Name: _____

Date: _____

Problem/Situation:

Reason for Termination:

Date of Termination: _____

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____

One Copy – Supervisor

One Copy – Student

Once Copy – Work Study Coordinator

This form needs to be returned to the Work Study Coordinator

As a member of the Western Technical College Work Study Program I understand and agree to the position I now occupy in my role as a work study supervisor. Therefore I am in total agreement with this contract and will fulfill my obligations as a supervisor.

Supervisor Signature

Date

Supervisor Name (Print)