

# HANDBOOK FOR THE FEDERAL WORK-STUDY PROGRAM

UNC PEMBROKE

OFFICE OF FINANCIAL AID

## **PURPOSE OF HANDBOOK**

To offer assistance to supervisors and employers of work-study students regarding effective procedures and regulations of employment.

## **INTRODUCTION**

The work-study program is administered by the Office of Financial Aid . The federal government provides for money for the work-study program. The government provides 70%of the funds for the program and the state provides 30% matching funds.

Federal work-study students cannot be employed in an institution's profit-making activities. For example: An institution that rents an athletic field to a private agency such as a private sports club, cannot employ a federal work-study student to sell tickets for the event. Also, federal work-study employment in an institutional Office coordinating rental of the athletic field would not be acceptable, since it involves administrative functions connected with the profit-making activities of the institution.

## **COMMUNITY SERVICE**

Institutions are required to allocate a percentage of work-study funds for community service employment. Community service positions must be designed to improve the quality of life for community residents. Health care, child care, literacy training, education (tutorial), welfare, social services, transportation,

housing and neighborhood improvement, public safety, crime prevention and control, recreation, rural development, and community improvement are examples of community service areas. Services must be available to the general public.

Community service programs may be located on or off campus.

Institutions are required to allocate a percentage of federal work-study funds to the America Reads/Family Literacy tutoring program. There is no employer match of funding. Students interested in this type of community service employment must qualify for work-study as well as meet criteria established by the College of Education.

## **QUALIFYING CRITERIA AND APPLICATION PROCEDURES**

Students interested in any type of work-study award must apply each year by completing a Free Application for Federal Student Aid (FAFSA). The resulting federal need analysis Aids in determining eligibility for work-study. **Students cannot complete the FAFSA earlier than January 1st and are encouraged to apply no later than March 15th of each year for the upcoming award year. The award year begins the first day of the fall term and usually ends the last day of the spring term.**

Students are awarded on an individual basis. An award is the maximum amount that may be earned by the student during the specified award period. Awards are subject to revision, increase or decrease because of changes to a student's situation, and/or availability of funding.

Federal regulations require that students maintain a minimum enrollment of six credits (undergraduates) each semester.

## **ACADEMIC PROGRESS**

Students must maintain satisfactory academic progress as outlined in the University catalog in order to continue receiving work-study and other types of Aid.

## **EMPLOYER RESPONSIBILITIES**

### **REHIRES**

Remind your student employees early in January to reapply for Financial Aid for the upcoming academic year. Keep in mind that work-study is not automatically renewed and that students must file the FAFSA form each year.

### **JOB POSTINGS**

Job postings are located at the website [www.uncp.edu/fa](http://www.uncp.edu/fa). To create a job posting contact Mrs. Ellen Revels for a job posting form at [ellen.revels@uncp.edu](mailto:ellen.revels@uncp.edu). After a position has been filled, contact Mrs. Revels by e-mail and request the position be deleted from the list of postings.

Job announcements are posted at the beginning of each session and throughout the current session.

### **HOURS**

A work-study student may work a maximum of 20 hours per week. NO overtime pay will be allowed for work-study students. Students may not work during times that they are scheduled to be in class. Students may work during exam week or during breaks, provided the University is open for business.

## **WAGES**

Work-study students are paid an hourly rate at the federal minimum wage. Students are paid once a month according to the payroll schedule.

## **INTERVIEWING**

The employer/supervisor must first make sure the student has a current work-study award. Work-study students should present prospective employers with confirmation that they have been awarded work-study. This can be a current copy of an award letter or a work-study confirmation card that the Financial Aid Office will provide to the student.

The employer/supervisor should inform the student of job responsibilities and discuss specific skills required. The employer should discuss working hours and the student's class schedule. The employer/supervisor should try to establish a rapport with the student and be aware the student may not have the necessary interviewing skills required to impress a potential employer. A student may not begin work until the hiring process has been completed and the student's eligibility for work-study has been confirmed.

## **HIRING FORMS**

Students must complete three forms before they can begin work: The I-9, the W-4 form and the work-study contract. The Financial Aid Office will provide the students with these forms. The student must present two forms of identification when filling out the I-9 form.

The supervisor and the student must both sign the work-study contract. The supervisor should keep a copy of the contract for their records. The original is mailed to Mrs. Ellen Revels in the Financial Aid Office.

## **TIMESHEET**

Hours worked must be documented by a time sheet. It is important that each work-study sign in and sign out each work day. The supervisor must verify these hours to avoid any conflict at the end of the pay period.

- 1) The supervisor and the student should make sure that the time reported is accurate.
- 2) Supervisors and students must both sign the timesheet.
- 3) The original copy of the timesheet is sent to the Financial Aid Office. Employers should retain a copy of the time sheet for their records. Students should also keep a copy. The student's total hours should not exceed the maximum work hours that have been set for each month.
- 4) Supervisors must get timesheets to the Financial Aid Office by the established deadlines. The student's paycheck will be delayed to the following month if timesheets are late.

## **TRAINING GUIDELINES**

The immediate supervisor should conduct a training session with each new work-study hired. This should occur on the first day of work and preferably on an informal basis. It is the duty of the supervisor to furnish the new employee with clear responsibilities. Simple training is usually the most effective.

The supervisor should explain the work procedures. It is also suggested that each department have some written explanation of the duties for each job within the department.

During a training session the supervisor should inform the new employee of Office policy in regard to where and when to report for work, Office dress recommendations, how and who to notify in case of absence, how to report hours

worked, where paychecks can be picked up, and any other necessary information.

## **GENERAL GUIDELINES FOR SUPERVISOR/EMPLOYER**

- Develop accurate and useful job descriptions for all positions.
- Submit those job descriptions in writing to the Financial Aid Office.
- Interview each applicant in a similar fashion. It is recommended that the supervisor ask each candidate for a particular position similar questions and to put the interviewee at ease during the interviewing process. All questions asked should be job related. Students should have a current copy of the award with them at the time of the interview or some other official notification.
- Agree upon scheduled work hours which are compatible with the employer and the student's class schedule.
- Inform work-study students of all duties and responsibilities and supply any other information they may require such as pay per hour, line of authority, etc.
- Train student employees to successfully carry out all necessary duties of the job.
- Inform student employees of any changes in procedures, scheduling, or working conditions.
- See that all employee work hours are reported accurately and that work performed during that time was satisfactory.
- Develop good working relations with all employees.
- Correct inappropriate behavior as soon as possible. Immediate action should be taken when explaining to the student why the behavior was incorrect and exactly what is expected of the employee.
- Resolve any problems pertaining to performance or working relations with an employee. If no resolution can be reached, the supervisor should bring the problem to the attention of the department head.
- Provide a reasonable explanation for terminating employment of a student to both the worker and the department head. If the termination is involuntary, a reason needs to be stated for the termination.
- It is recommended that evaluations of student employees be conducted at least once a semester. An evaluation system should be established for each department. The immediate supervisor performs the evaluation. It should be made available to the students to let them know how they have been performing assigned duties and responsibilities and should suggest methods of improvement if necessary.
- Pay increases are recommended for continuing work-study students upon request of the immediate supervisor. This can be done at the beginning of each semester to students who merit this increase to motivate continued good work and increased responsibility.
- Maintain accurate accounting of employee's hours worked and meet payroll deadline dates.
- Employers should have work study students sign in and sign out each day worked to avoid any conflict at the end of the pay period. Hours worked must be documented.

- Keep track of all students' work-study awards and their remaining balances available to earn for each semester. It is very important that the student does not exceed the award. The department must pay 100% of the overage.

## **GENERAL GUIDELINES FOR STUDENT EMPLOYEE**

- Know and satisfactorily perform specific duties assigned.
- Cooperate in scheduling work periods. Once a schedule is established the student is responsible for working those hours. A student may be required to work during holidays or during finals week. This should be verified with the supervisor well in advance of the holiday or finals.
- Record time worked accurately and consistently at the end of each work period.
- Report to work on time and inform the supervisor whenever it is not possible to do so. Notification should be given as soon as possible so the employer can make arrangements to cover for the absence. The same procedure should be taken when the student is unable to work a scheduled shift. The student should be prepared to give a reason for absence as this may be needed information to be kept in an employment record.
- Try to establish good working relationships with your supervisor and other department members.
- Inform the supervisor of any plans to end employment. The customary notification time period is two weeks.
- Work study employees are required to notify the employer of any changes in their work study awards.
- Remember that work-study is a regular job and will establish work behaviors that will carry over into future jobs.

## **PROBATION**

All new work-study employees are employed in a probationary status for the first two months, during which time the student determines if the position is acceptable, and the supervisor determines whether the student is able to perform satisfactorily in the position. A student employee who does not meet the required standard of performance during the probationary period may be terminated without prior notice. The student employee may also resign without notice.

Upon completion of the initial probationary period, the student may be given a performance evaluation by the employing department. This is true particularly if the student employee has performed sufficiently to be retained, but shows deficiencies which must be corrected. The student may be continued in a probationary status, based on performance. In such a case, deficiencies must be

spelled out clearly in writing and the employee given ample time to correct them. Should termination become a consideration, procedures outlined in Involuntary termination should be followed. It is recommended that periodic performance evaluations be given on all students throughout the period of employment.

## **TERMINATIONS**

**Voluntary Termination** - The student's employment may be terminated at the student's request. Such a request is usually presented to the employing department in written or verbal form.

**Involuntary termination** - The student's employment may be involuntarily terminated for justifiable reasons. The employee should have an opportunity to make progress toward corrections. Failure to make satisfactory progress may result in disciplinary action and/or involuntary termination of the student.

The method to use before the termination of a student's employment is as follows:

1. A verbal warning is given to the student employee with ample opportunity for improvement.
2. A written warning is given to the student employee with a copy of the warning sent to the Financial Aid Office, again with ample opportunity for improvement.
3. The student is terminated with a written summary of the case sent to the Financial Aid Office.

**Immediate termination** - In certain instances, the employing department may dismiss or remove any student employee immediately. Contact the Financial Aid Office for guidance before any immediate termination.

## **GRIEVANCE PROCEDURES**



Misunderstandings and disagreements between employer and a work study employee may arise regarding terms and conditions of employment. These disagreements should be resolved promptly through a discussion between the student employee and the immediate supervisor. Questions involving interpretation of work-study policies should be referred to the Financial Aid Office.