

**HANDBOOK FOR THE FEDERAL WORK-STUDY PROGRAM
UNC PEMBROKE
OFFICE OF FINANCIAL AID**

PURPOSE OF HANDBOOK

This handbook is designed to aid supervisors and employers of work-study students regarding effective procedures and regulations employment.

INTRODUCTION

The work-study program is administered by the Office of Financial Aid. The federal government provides 75% of the funds for the program and the institution provides 25% of the 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 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 Department 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.

Note: Students cannot complete the FAFSA earlier than October 1st and are encouraged to apply no later than March 1st 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.

ONLINE APPLICATION

Students that are interested in Work Study should complete an online application at <https://www.uncp.edu/admissions/costs-and-financial-aid/financial-aid/forms>. Once the application is received, the Work Study Coordinator will review and determine if student meets the qualifications for Work Study. The coordinator will reach out to the student for next steps.

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. Summer enrollment is not mandatory, but a student must agree in writing to enroll in a minimum of 6 credits in the next fall semester.

ACADEMIC PROGRESS

Students must maintain satisfactory academic progress as outlined in the University of North Carolina at Pembroke catalog in order to continue receiving work-study and any other types of aid.

EMPLOYER RESPONSIBILITIES

REHIRES

Remind your student employees early in October 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. Returning work study students are only required to submit the student assignment form to the financial aid office.

JOB POSTINGS

Job postings administered by the Career Center online job search system “Handshake”. You will need to create an account at <https://uncp.joinhandshake.com> and then you can post jobs, interview, and select work-study students for your areas.

Students can apply for a job posting starting at the beginning of fall semester.

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 of \$12.00 per hour. Work-study students employed under Community Service are paid an hourly rate of \$12.50 per hour to cover travel expenses. Students are paid every two weeks according to the payroll schedule. Direct deposit is required for work-study students.

INTERVIEWING

The employer/supervisor must first make sure the student is eligible for financial aid. Students interested in work-study may complete an online form to inform the financial aid office they are interested in receiving work study.

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 students' eligibility for work-study has been confirmed.

HIRING FORMS

Students must complete employment forms before they can begin work. The I-9/E-Verify, direct deposit form, the W-4 form, the NC4 form, Student Agreement, and Student Guidelines. 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 forms must be completed within **3 business days** of the student's start date.

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 Student Agreement, Student Guidelines, and I-9/E-Verify must be submitted to the financial aid office. The direct deposit, W-4, and NC4 must be submitted to the payroll office.

TIMESHEET

It is important that each work-study sign in and sign out each workday. The supervisor must verify these hours to avoid any conflict at the end of the pay period.

1) **Work study students can only be paid for actual time worked in the department.** Students can't be paid for lunches, game travel time, lunches out with supervisors, etc. (Any questions, please contact the Office of Financial Aid).

2) The **supervisor** and the student should make sure that the time reported is accurate.

3) The **supervisor** must make sure that the student submits the timesheet in BraveWeb by the established payroll deadline.

4) The **supervisor** must make sure to approve the student's timesheet in a timely manner by the established dates and times by payroll. Any delay in this process will result in a delay of the student being paid.

5) If the student doesn't submit an electronic timesheet within the time frame. The **supervisor** needs to have a conversation with the student of the

requirement to complete an electronic timesheet. Student will then need to complete a paper timesheet to submit to payroll. This shouldn't be an ongoing problem.

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 regarding 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 of 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 screen with them at the time of the interview.
- 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 to 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 methods of improvement if necessary.
- 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 to worker.
- 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.
- Know student employee rights. In addition to basic non-discrimination and employment rights, a student has the right to file grievances. If a problem with a supervisor cannot be resolved by discussion, the student should follow the grievance procedures. The Student Employment Office can provide information on this procedure or refer to the abbreviated section in this handbook.

- Inform the supervisor of any plans to end employment. The customary notification timeframe 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.

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.