



2011-2012
FAQ's for Work-Study Supervisors

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FAQ's for Work-Study Supervisors

What is the Work Study Program?

Work-Study is a program where students work for the college to earn a paycheck. It is designed to offer students financial assistance while providing valuable work experience which can be used on a resume. Work-Study benefits our students by providing them with a source of “self-help” financial aid. Money they earn does not have to be paid back and can be used to subsidize their educational expenses or other personal expenses. Work-Study jobs are also extremely valuable sources of experience to the students; it offers students an opportunity to grow professionally before leaving college.

For our departments, Work-Study students can become valuable assets. Since eligible Work-Study students are not paid out of the departments' wage accounts, it is essentially free help for the department. Students who are trained and retain eligibility year after year become true team members within the departments and are often necessary to keep the office running smoothly. This leaves other staff free to devote their time to larger tasks.

Work-Study is NOT:

1. A substitute for necessary full or part-time staff (by Federal Regulations, Work-Study student may NOT take the place of full-time or part-time staff)
2. A guaranteed source of funding for departmental operations
3. A method for departments to fill positions which are crucial to department operations

Work-Study is SUPPORT funding – not staff funding.

How is Work-Study funded?

Current funding for the Work-Study program comes from the:

1. The Federal Government (Federal Work-Study Program)

Funding amounts can change from year to year. Generally, small increases can be expected from year to year, provided we use all of our funding the previous year.

How to Begin Participation in the Work-Study Program

Becoming a part of the Work-Study program starts with requesting a Work-Study student. The following should guide you through the major steps in the program:



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Step 1: Request a Federal Work-Study:

Fill out the “Work-Study Request Form”. The Work-Study Request Form must be signed by both the Work-Study Supervisor and their Division Dean. After the form is completed, forward it to the Office of Student Financial Aid, Attn: Work-Study Coordinator. You may obtain this form from the Work-Study Coordinator or it will be made available during the normal time frame for making requests. We are asking that all requests for Fall/Spring Work-Study be turned in to the Office of Student Financial Aid quickly. Requests will typically be filled on a first come, first serve basis. Please make sure the form contains the following:

1. Name of the supervisor
2. Name of the department and/or division
3. The supervisor’s contact phone number and e-mail address
4. A job description listing the essential duties and responsibilities for the job
5. A list of qualifications and skills required to perform the job

Step 2: Review Work-Study Applications:

Once the Financial Aid Office receives a supervisor’s request, the Work-Study Coordinator will go through all the current Work-Study applications and make copies of 8 to 10 applications that meet the supervisor’s requirements and send them to the supervisor, either by campus mail or email.

In order to be considered for employment, students must complete a FWS Applications, which is available in the rack outside of the Financial Aid Office and online at www.wpcc.edu. If a student meets all eligibility requirements, their application will be sent to a supervisor with a referral form for an interview.

A referral for interview form indicating that the student is eligible to interview for the Work-Study position will accompany the applications. After receiving a stack of applications, the supervisor is responsible for reviewing the applications, interviewing applicants and selecting a student to hire. If the supervisor is not satisfied with the applications received or is unable to hire from the stack provided, than the supervisor would need to return all referral forms indicating that they do not wish to employ the students and let the Work-Study Coordinator know that they would like a second set of applicants.

Step 3: Hire the Student:

If the student and supervisor decide they are a good match for the position, the supervisor will complete the referral form and let the student know that they wish to employ the student as a Work-Study student in their department.

Return the referral form indicating that you wish to hire the student. Notify the student that you wish to hire them for your Work-Study position and that they need to complete the necessary paperwork with the Financial Aid Office. Please let the student know that they will need to bring two forms of identification



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with them when they come to the financial aid office to complete the Work-Study paperwork. Usually, driver's license and social security card are the best forms to bring. If student indicates that they do not have access to their social security card or a driver's license please refer the student to the Work-Study Coordinator for information on acceptable forms of identification. The student will need to return to the Financial Aid Office to complete the following documents:

- FWS Contract
- Confidentiality Agreement
- US Dept of Justice I-9 form
- Employee Withholding Allowance Certificate (NC-4 and W-4)
- Student will need to provide the Financial Aid Office with two forms of identification

Step 4: Wait for Confirmation from the Work Study Coordinator that the Appointment Has Been Approved

Even if we have previously confirmed eligibility for a student, there are many situations that can occur between the confirmation of eligibility and the appointment being approved. If you have started a student working who is no longer eligible, and hours that have been worked will be charged to your department.

After the student has completed all necessary paperwork with the Financial Aid Office, the Work-Study Coordinator will send the supervisor a copy of the student's completed Work-Study contract. The Work-Study contract will indicate how many hours the student can work each week and total amount a Work-Study student can earn during the course of the contract.

Step 5: Start the Student Working!

When can the student start working?

The student **may not** begin working until you have received official notification of approval from the Work Study Coordinator. Official notification of approval is a copy of the student's Work-Study contract. This is because student's eligibility can change during appointment process.

(Change in unmet need, number of hours enrolled, no longer meeting academic progress, etc).

If the student has started working and the appointment is not approved, the student will need to be paid from the department's funds!



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Time Sheet Information

The correct time sheet for Work-Study students can be obtained from the Work Study Coordinator and the Business Office. It is also be available on the intranet.

The time sheet **MUST** include: times in, times out, total time worked, and the students Datatel ID. It is important that students fill out their time sheets properly. Nothing should be left blank, especially the student ID.

Certain situations cause what we call a deviation—a class is cancelled allowing the student to work during a normally scheduled class time, etc. A Work-Study student may work during their class time if a class has been cancelled. However, students should not work during their classes if the class is in session. If the class is in session the student is expected to attend class. Holidays, ice days, and sick days are not to be counted as hours worked. Student employees are not paid for lunch or break periods. Overtime is not authorized for Work-Study student employees and any overtime worked will be at the individual department's expense.

The Work-Study student is responsible for correctly completing the time sheet. Time sheets should be completed legibly in pen or typed in to the excel spreadsheet. Time sheets should remain in the student's work area and be reviewed periodically by the student's supervisor. Every pay period, review and sign the student time sheet and turn in to the Business Office.

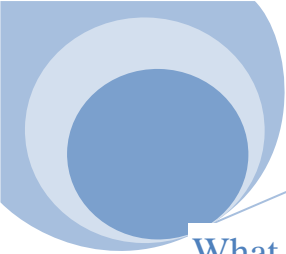
Students should only be paid for time worked. All time should be reported to the nearest ¼ hour, for example for 8:10 (report 8:15) or 8:05 (report 8:00). Any corrections to the timesheet should be initialed.

Supervisors are responsible for turning time sheets into the Business Office. Only Work-Study Supervisors or their Division Assistants may turn in Work-Study time sheets. The Business Office **will not** accept a time sheet directly from a Work-Study student.

If a time sheet is submitted after the deadline, it will be processed with the next month's pay period time reports. Both the student and supervisor should keep a copy of the time sheet for their records. Time sheets are due into the Business Office by noon on the date listed on the payroll calendar.

America Reads supervisors will need to mail original time sheets to Carla Branch in the Business Office at Western Piedmont Community College 1001 Burkemont Ave, Morganton NC 28655.

Payday is the last day of the month, unless otherwise stated in the college calendar. Students may pick up their checks in the Business Office from 8am until 4pm. All checks not picked up will be mailed the same day.



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What happens if our students run out of money?

The student's contract will be terminated when they reach their contracted Work-Study award amount. If the department wishes to continue paying the student after they have reached the contracted Work-Study amount the department would be responsible for paying the student's wages. The student would need to be hired as a part-time employee of the college.

How can I keep track of each student's remaining hours and earnings?

The Work Study Coordinator can provide you with a basic spreadsheet at any time. It is essential that you keep track of this along with the student to prevent them from going over their award.

How many hours a week can students work?

Students should not work more than their contracted weekly hours. The standard contracted weekly hour for students at WPCCC is 12 hours. If a student works more hours than their contract stipulates the student may risk earning their full FWS award early. If a student earns the full contracted amount the student will have to stop working in the Work-Study position before the contract end date.

There is currently no policy regarding a minimum number of hours per week. Departments may set a minimum, if desired, but it is not required.

What is Unmet Need?

Work-Study is need-based aid and in order for students to be eligible, they must have enough unmet need to be awarded.

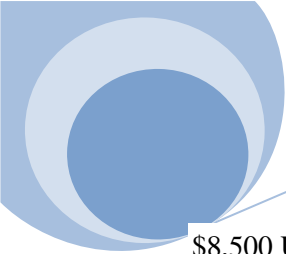
Cost of Attendance minus their Expected Family Contribution = Unmet Need.

Grants, Scholarships, and certain loans take away from unmet need. Here is an example of two students. One student has unmet need, the other doesn't:

Student Example #1:

\$10,500 Cost of Attendance

-\$2,000 Expected Family Contribution



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\$8,500 Unmet Need

This student was awarded \$2,000 in grants and \$2,000 in scholarships.

\$8,500 Unmet Need

-\$2,000 Grants

-\$2,000 Scholarships

\$4,500 Unmet Need

This student has unmet need and shows the financial eligibility for Work-Study funds.

Student Example #2:

\$10,000 Cost of Attendance

- \$6,000 Expected Family Contribution

\$4,000 Unmet Need

This student was awarded \$2,000 in grants and \$2,000 in scholarships.

\$4,000 Unmet need

-\$2,000 Grants

-\$2,000 Scholarships

\$ 0 Unmet Need

This student does not have any unmet need for Work-Study eligibility.

Where can students work?

Most Work-Study positions are found on campus, within individual departments. On-campus includes any WPCC campus. Students who qualify for the Work-Study program may also seek employment off campus with the America Reads program. We do not currently offer any other type of off-campus Work-Study employment.



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Can students work for more than one work study department at a time?

Students may **not** work for more than one Work-Study department at a time. If the student is working as a Work-Study and will also be hired non-Work-Study job, the combination of the two jobs must not exceed 29 hours per week.

What are responsibilities of the Work-Study Supervisor?

- Before allowing a student to work, make sure the student is authorized to work by having a current contract.
 - Set up a schedule that does not interfere with the student's class schedule, and make reasonable allowances for unforeseen scheduling problems due to class work.
 - Since work study students could be granted access to personally identifiable information in the educational records of other students, work study students must receive instruction that they cannot discuss confidential information with anyone except the supervisor.
 - Fully explain all duties associated with the position and provide training if necessary. Make sure all duties assigned fall within the job description.
 - Inform FWS students of all special safety considerations pertaining to their work environment.
 - Monitor the number of hours your student works to ensure that they are working within the terms of their contract.
 - Assist students with completing time reports. You will be responsible for turning the timesheet in to the Business Office by the deadline each month.
 - Provide a 15 minute break for every three hours worked.
 - If a student fails to complete assigned duties in a satisfactory manner, to show up at assigned times, or to conduct themselves in a responsible manner, it is your responsibility to counsel the student.
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What are responsibilities of the Work-Study Student?

- Complete a work schedule with your supervisor at the beginning of each semester.
- Students are not allowed to work over the maximum allowed hours per week as listed on their contract.
- Students should report for work as scheduled and on time. Supervisor will be depending on their Work-Study students to work the hours that they are scheduled to work.
- Personally contact supervisor if they will be absent due to illness or for any other reason.
- Act in a professional manner concerning confidentiality of student and college records that you may have access to as part of your job assignments.
- Follow procedures and meet expectations set by your supervisor.



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- Students are expected to dress and act appropriately. Remember, you represent WPCC in a professional setting.
 - TIME SPENT AT WORK SHOULD BE PRODUCTIVE TO THE DEPARTMENT, NOT USED FOR PERSONAL STUDY TIME.
 - Discuss any work-related problems you experience (schedule, job expectations, conflicts, etc.) with your supervisor.
 - Keep records of your total earnings, and make sure that you do not exceed your total award per semester as listed on your contract.
 - If you decide to quit your FWS job, you are required to give a notice to your supervisor and the Financial Aid Office. The Financial Aid Office is under no obligation to locate another position for you if you quit your job.
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What is Satisfactory Academic Progress?

Students must be making Satisfactory Academic Progress—in other words, they must maintain a 2.0 GPA and at least 67% course completion rate. Students who do not meet these requirements will receive notices that they are on financial aid probation/warning. If the student fails to meet SAP requirements after the warning period, they will be notified that their financial aid (including Work-Study) has been terminated until they submit an appeal and it is approved.

What is Maximum Time Frame?

A student's maximum time frame to complete a program of study is 150% of the credit hours required for their program of study. For example, if 64 credit hours are required to complete a degree, the student may attempt a maximum of 96 hours before exceeding their eligibility for financial aid ($64 \times 1.5 = 96$).

The student's entire academic history, including transfer hours accepted from other institutions are considered when evaluating academic progress within the established time frame. Developmental courses are excluded from this calculation. Once a student reaches the maximum time frame attempted limit for their program of study, they are no longer eligible to receive financial aid at WPCC.

What is the pay rate for work study students?

There are two categories of FWS positions at WPCC. The first category, on-campus positions, involves such services as clerical support, faculty assistants, and maintenance workers. The second category, community service positions at mostly off-campus locations, include reading tutors at local elementary



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schools through the America Reads Program, tax preparation assistance through the WPCCC VITA program, and assistance at other community service centers in the area as needed. Reading Tutors are required to have a criminal background check completed by the Burke County Public School System before they begin work at a local elementary school.

- On-campus positions pay \$7.35 per hour.
- Community service jobs pay \$8.35 per hour.

What is the last work day for a graduating student?

Work-Study students who are graduating at the end of a semester cannot work past commencement. For example: If their previous appointment was approved for September 1st through May 31st but their commencement is May 15th, they cannot work past May 15th.

Resignations/Terminations

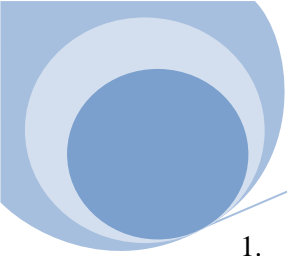
Students are automatically terminated from the FWS Program on the expiration date shown on their contract. A new contract must be submitted for the student to work after the expiration of their Work-Study contract. Students are **not** automatically terminated at the end of Fall, unless the contract is already set to terminate at the end of the Fall term. They may continue into Spring unless the supervisor wishes to terminate them or the student asks to be terminated from the position.

Student employees are encouraged to remain in their positions for the full academic year. However, they may resign their position at any time, for any reason.

Additionally, the Office of Student Financial Aid must immediately terminate a student's employment upon determination that the student no longer meets eligibility requirements. Changes in eligibility may result from:

- Change in enrollment status
- Failure to maintain Satisfactory Academic Progress (2.0 GPA, 67% course completion, maximum time frame)
- Receipt of additional resources, which were not known at the time of award (i.e. scholarships, grants, etc.)

Should there be a problem with a Work-Study student's performance or attendance, the following is the procedure for supervisors to follow:



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1. Student will receive verbal warning to inform the student they have demonstrated a standard of behavior that is unacceptable.
2. If after a second warning the student's behavior does not change, the supervisor has the right to terminate the student's employment.

Under certain conditions, the student may be immediately terminated by the department. The following situations are considered grounds for dismissal:

- Student is not fulfilling requirements of the position
- There is no longer a demand for the Work-Study position
- Excessive absences without prior notice exceeding 2 warnings
- Theft of supplies/equipment
- Destruction of college property
- Falsification of timesheets

If a supervisor terminates a Work-Study student the supervisor must notify the Work-Study Coordinator.

What do I have to do to re-hire a Work-Study student?

A Work-Study student's continued employment at a work site depends on several factors:

- The student must continue to be a recipient of Work-Study funds, and
- Indicate his/her desire to continue working in the same site, and
- Must continue to hold a cumulative GPA of 2.0 or higher and 67% course completion (as required by the regulations regarding meeting Satisfactory Academic Progress, which govern all Financial Aid funds).

Student appointments are automatically terminated at the end of the student's contract. New contracts will also need to be created for the following Fall/Spring term, even if continuing the same student.

Failure to Follow Policies and Regulations

Work-Study is a program that benefits both our students and our departments. Due to the strict regulations provided by the Federal Government, we must make every attempt to enforce all guidelines. Continuous failure to adhere to policies and guidelines endangers the College as a whole. We risk losing our funding privileges, and thus lose a much-needed source of Financial Aid for our students. **Consistently failing to follow regulations may result in a supervisor and/or department becoming ineligible to participate in the Work-Study program.**