



**FEDERAL WORK-STUDY MANUAL
2015-2016**

**Allen University
Office of Student Financial Aid
Federal Work Study Program**

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Introduction

Federal Work Study (FWS) is a need-based, federal financial aid program. Federal Work Study is a vital part of our assistance to students and our mission to train and equip them for future employment opportunities. Under this program, funds are given to participating colleges and universities to administer in accordance with the regulations and guidelines provided by the Congress of the United States and the United States Department of Education.

Each institution develops awarding criteria to award FWS funds to its students in a way that will best support those students who have documented financial need. These funds are limited; therefore many students will not be awarded FWS funds although they may have a significant financial need.

Once FWS is awarded, the Student Financial Aid Office must monitor all funds paid out and reconcile each pay period.

How does Federal Work Study Work?

- The FWS Office secures the positions on campus and with community partners
- Eligible students are referred to offices on campus to fill available FWS positions
- Students are interviewed by prospective employers
- Employers sign the students' authorizations agreeing that they have been selected to work in their area
- Students and employers receive an "Authorized to Work" email from the FWS Office (***students may not begin working prior to receipt of this email***)
- Students are paid monthly
- Financial Aid will monitor FWS award balance; however it is the student's and employer's responsibility to keep track of FWS Award balance and hours worked
- Students cannot exceed 20 hours per week unless approved by the Office of Financial Aid

The Hiring Process

1. Students are referred to an office with available FWS positions. Students are given a FWS packet which includes an I-9 Employment Verification, Form W-4, Authorization Form, Confirmation Form, FWS Student Employment Application, FWS Contract, Student Confidentiality Agreement and a Direct Deposit Authorization Form. (***Direct Deposit is optional***)
2. The department interviewer makes sure the student has the necessary qualifications for the specific job and will be available to work on the required days and times. If the student is accepted for employment, the employer will sign the student's Authorization form.

3. Once the student has secured a position, they must complete and return all completed documents to the Office of Financial Aid with a state-issued picture identification, and social security card or birth certificate.
4. Once the paperwork has been received, processed, and approved, the Office of Financial Aid will notify the student/employer that they are AUTHORIZED TO WORK via email. The notification will give the date of when the student may begin working. Both the student and the employer are notified. **Students ARE NOT permitted to work until an email notification is received.**

NOTE: If the supervisor allows the student to work without receipt of the email, the students will not be able to be paid.

5. ***Federal Guidelines prohibit students from working during scheduled class periods:*** The employer should request a copy of each student's class schedule so that work schedules can be arranged. Students are not allowed to work "whenever they want." Students should have a work schedule. Students may not work because class has been canceled. If the student is scheduled to be in class, they may not work. No exceptions. Please keep in mind that students are limited to working 6 consecutive hours at a time and a total of 20 hours per week (these are the maximums). **This excludes students who are enrolled and are working before classes begin.**
6. The financial aid award year begins with the summer semester and ends with the spring semester of each year. All students are automatically terminated from their FWS jobs effective at the end of the spring semester each year.
7. Employers should keep copies of the student's class schedule and timesheets for four years from the student's last dates of employment. The Office of Financial Aid may request these documents for internal or external auditing of the FWS Fund.

Supervising Student Employees

Each student should be assigned to a supervisor. Normally, this is the person named on the Job Description as supervisor. Both the supervisor and the student should have a clear understanding about how records of time worked will be kept. ***It is primarily the supervisor's responsibility to make sure that time-keeping records are accurate and are submitted for payment each pay period.***

PLEASE NOTE: The Office of Financial Aid expects that students will ordinarily be supervised by full-time, permanent university employees who will be in the area during the student's work hours and who can assure that each student reports as scheduled and works on appropriate departmental projects while in the work-place. Supervisors are responsible for making sure that students are doing the work indicated on their job descriptions and that the verification of time worked is properly documented. Each

department is responsible for making sure its FWS student workers are adequately supervised by appropriate staff. In addition, FWS **MAY NOT** replace regular employees.

Documentation of work: All work-study students have received monthly time sheets to track their time. The student federal work study timesheet should be submitted monthly by the supervisor. Under no circumstance will the Office of Financial Aid accept FWS time sheets from students. An electronic time-sheet will be forwarded to all Supervisors. Time sheets will be signed by student and supervisor then scanned and emailed to the Office of Financial Aid and placed on the secure site.

1. A written record of time worked must be kept on a time sheet. This is the only documentation acceptable to the federal government. You are responsible for maintaining these records for four years following the end of the academic year.
2. All information must be completed in detail.
3. Times on these time sheets must be for the exact time worked with a.m. and p.m. hours noted.
4. Supervisors must sign the time sheets. The supervisor verifies by signing the time sheet that the student worked the hours indicated, that the work was satisfactory, and that all information on the time sheet is correct.
5. Students may not work hours in one pay period with the understanding that they will be submitted for payment in a succeeding pay period, regardless of how willing students are to accept such arrangements.
6. If students must work outside the employer's normal business hours, an explicit plan must be in place for supervising and monitoring the hours and levels of performance of these students. This plan must be submitted to the Office of Financial Aid.
7. Students **ARE NOT** allowed to work at times when their classes are scheduled. Such arrangements are prohibited by federal guidelines.
8. Time sheets must be properly completed. Time calculations should be checked. Each department is responsible for making sure that time sheets are accurately and completely filled out.
9. All time sheets must be signed in ink by the appropriate supervisor or that supervisor's designee. Any alteration or correction of the time sheet should be initialed in ink by the appropriate supervisor.
10. Prevent time sheet fraud! Students **ARE NOT** permitted to handle their Allen University timesheets that are submitted to the Office of Financial Aid. **NO EXCEPTIONS.**

A work atmosphere should exist for students. Students on Federal Work Study are not receiving grants or gift aid by participating in the program. They are expected to work to earn their FWS award. Allowing students to “just be there” and signing their time sheets will only hurt the students and undermine the integrity of the FWS program.

Departments should not over-hire. If supervisors have indicated the need for a certain number of students but now cannot provide those students with sufficient appropriate work, please contact the Office of Financial Aid.

When students’ regular supervisors are not available, alternatives should be designated, and the students should know at all times to whom they are reporting and who is supervising their work.

Supervisory personnel have the final say about retaining or terminating students. If you have questions, please contact the Office of Financial Aid. Warnings and terminations should always be documented in writing as well as spoken.

Federal Work-Study students must be working within their assigned area at all times. Students should not be assigned to work in an area and be assigned to work in a different area or do tasks other than are described in the original job description submitted to the Office of Financial Aid.

Work-Study Audits

In order to maintain compliance with federal regulations governing FWS, the Office of Financial Aid may periodically conduct audits of payroll procedures and FWS job duties at the department level. These audits will be unannounced or at short notice, and will include an examination of time sheets and timekeeping procedures to ensure that students are not working during scheduled class hours and that time sheets are properly filled out, signed, and handled after signature. The job audit portion will attempt to ensure that students are working within their assigned job descriptions, in the area and supervisor specified on the FWS Authorization.

Changes in Eligibility to Work

The Office of Financial Aid may sometimes instruct you to terminate or suspend the employment of a student. Often, this is the result of some change in the student’s financial aid eligibility which you could not know about until we notify you. **Our policy is to allow all earnings for time worked through the day that we notify you to be paid with FWS funds.** We will terminate students in the following circumstances:

- The student has withdrawn from school for the semester
- The student has dropped classes and now is enrolled less than half-time (6 credit-hours)
- The student has been academically dismissed

- The student owes a refund to a federal grant program or is in default on a federal loan
- The student has graduated
- The student has earned the entire award amount
- Student has not submitted the required verification documents

FWS Payroll

FWS Students are paid monthly according to the FWS payroll schedule. A payroll schedule is distributed at the beginning of the academic year.

Each department is responsible for receiving the timesheets for the FWS students working in that department. Supervisors should keep a copy of the student's Federal Work Study Student Employment Monthly Timesheet 2015-2016 submitted to them by the student worker.

Supervisors are required to submit the Student Federal Work Study Timesheet to the Office of Financial Aid. Hand-written timesheets will not be accepted. Timesheets must have the original signature of both the student employee and the supervisor.

INCOMPLETE OR LATE TIME SHEETS WILL NOT BE PROCESSED

Federal Work Study Program Policies

Authorization to Pay Students:

The FWS Office is responsible for maintaining compliance with federal regulations in the disbursement of all Federal Work-Study Program funds awarded to Allen University. **Therefore, only the Director of Financial Aid can authorize any individual to exceed their FWS award and is the sole authority to decide who is eligible to receive FWS funds rests with the Office of Financial Aid.**

Supervisors are responsible for monitoring the following:

- Students who do not have FWS awards are not working
- Students who are out of FWS funds for the year are not working unless there is an agreement that they are **volunteering**.
- Students are not working during targeted periods that there is no work-study activity (after Thanksgiving, during Spring break, etc.)
- Students are not working after they have been terminated
- Students are attending classes as required and maintaining satisfactory academic progress (SAP)

Pay Ranges

Students working on campus are paid \$7.25 per hour.

Time Sheet Retention

Supervisors must retain their FWS student time sheets for **four** (4) years following the end of the academic year (i.e., the time sheets for students who worked in the 2015-2016 academic year should be retained until June 2020). You may be requested to provide specific time sheets during our annual audit or in the event of a program review by the Department of Education.

Job Transfers

Students are only allowed to make one job transfer request per semester. If the student is transferred at the supervisor's request, the student may request one additional job transfer. All job transfer requests must be submitted in writing.

Terminations

FWS students may be released for a number of reasons. Anytime a student is terminated from FWS employment, these guidelines to terminate must be followed.

1. Students may be released under the following circumstances:
 - a. The student requests to be released.
 - b. The department does not have sufficient work for the student to do.
 - c. The student's job performance or attendance is unsatisfactory.
2. When releasing students, the department should do the following:
 - a. Provide written notification to the Office of Financial Aid giving the specific reason for the termination
 - b. The Office of Financial Aid will notify the student of the termination
 - c. ALL FWS students are automatically terminated from their FWS jobs at the end of the spring semester each year. No documentation is required from the department for students who work up to the end of Spring Semester.

Poor Performance or Attendance

At the start of performance or attendance concerns, the supervisor should give a verbal warning to the student employee. If the problem persists, the employer should give a written warning to the student. If a written warning is required after a verbal warning, the student is considered to be on probation during the rest of the academic year and no further problems will be tolerated. If no corrective measures have been taken, the department may request that the student be released. Should a student be terminated after all actions have been taken, that student may have the rest of his or her FWS eligibility canceled for the academic year.

Malfeasance

The Office of Financial Aid will refer departmental allegations of misconduct on the part of students working on Federal Work-Study to the appropriate university office for investigation. Allegations of a criminal nature will be referred to Campus Police; and allegations of infractions of the Allen University Code of Student Conduct will be referred to the Office of Student Affairs. These offices will pursue investigation and disciplinary action with the student, if required. Students under investigation for misconduct will be ineligible for referral to another FWS job while such an investigation is pending.

Students who are dismissed from their FWS employment for malfeasance (falsification of time records; misuse of confidential or privileged information; misuse; misappropriation, or theft of university property; acts of discrimination or sexual harassment; or other serious infractions of the Allen University Code of Student Conduct) and who have been found upon investigation of such malfeasance will have the rest of their FWS eligibility canceled for the academic year and will not be eligible to receive FWS awards at the University in subsequent years of enrollment.

Do's and Don'ts

Do's

- Contact the Office of Financial Aid **promptly** when there are changes to addresses, phone numbers, and email addresses
- Read and familiarize yourself with the Federal Work-Study Manual
- Complete all paperwork and submit within the required time period
- Adhere to all timesheet deadlines
- Students, communicate with your employer when an absence or tardiness is required. Employers, communicate with your student workers when a change to the schedule is required.
- Remember that students may work no more than the maximum number of hours permitted each pay period by the Office of Financial Aid.
- Compare the student's work schedule with class schedule so that there is **NEVER** a conflict of hours. (*this may require schedule changes for the spring semester*)
- Be sure time sheets only reflect the time the student has actually worked during the pay period.
- **REMEMBER: IT IS THE RESPONSIBILITY OF THE STUDENT TO MAKE SURE THAT ALL NECESSARY PAPERWORK IS DONE BEFORE STUDENTS ARE ALLOWED TO WORK. IF THERE IS ANY DOUBT ABOUT WHETHER A STUDENT MAY LEGITIMATELY WORK ON FWS, THE OFFICE OF FINANCIAL AID SHOULD BE CONTACTED.**
- The student and the department must keep track of all students' earnings so that they do not exceed their maximum awards.

Don'ts

- Students may not verbally inform their supervisor that they are authorized to work. An email must be received from the Office of Financial Aid before a student may begin working.
- **DO NOT** assume that since a student had FWS last year that they are cleared to begin working. (Students who worked during Summer School are authorized to continue working in their same department, unless they request a job transfer. **HOWEVER**, you must still receive an Authorization email to ensure that they have participated in the FWS Orientation).

- Student should not come to the Office of Financial Aid “to apply for Federal Work Study.” If openings are available at the beginning of the semester, there is a systematic procedure for students to apply for any available FWS.
- Students may not work more than the maximum number of hours per pay period as posted by the Office of Financial Aid

STUDENT REMINDERS

Work Place Expectations

Work Study is a “real” job and should be treated as such. Communication between student employee and supervisor is paramount. No-call or no-shows are not acceptable. Student employees must be responsible and reliable.

Work Place Attire

- Conservative is safe
- Look nice and presentable
- Practice good hygiene
- Attire Don'ts
 - Do not wear clothes that are too tight or too short
 - Do not show midriff or cleavage
 - Do not wear clothing with holes

Professionalism in the Work Place

- Professionalism is a set of internalized character strengths and values directed toward high quality service to others through one's work.
- Be task-oriented and service-oriented

Telephone Etiquette

- Courtesy is as important in speaking over the phone as is talking to people face to face.
- Telephone Guidelines
 - Answer telephone promptly
 - Speak pleasantly, be welcoming (let callers hear your smile)
 - Acknowledgement that you are willing to help
 - Use terms, sir, ma'am, please, and thank you”

Time Management

Time management refers to the development of processes and tools that increase efficiency and productivity.

- Show up on time (be punctual)
- Notify your supervisor when you will be late or unable to work
- Make efficient use of resources and time
- If you need to adjust your work schedule, please inform your supervisor as soon as possible

Work Study Affirmation

Work Study students are responsible for maintaining the security, confidentiality and integrity of student records, such as:

- Storing all student education records in secured locations at all times
- Not sharing passwords with others
- Not sharing student information with anyone
- Referring calls or other requests for student information to designated individuals in the department
- Reporting any suspicious attempt to obtain student information to your supervisor immediately