



FINANCIAL AID OFFICE

Federal Work-Study Supervisor Handbook

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Federal Work-Study Overview

About the Federal Work-Study Program

Federal Work-Study (FWS) is a program which provides part-time employment opportunities to eligible students to assist with the non-billable costs of post secondary education. Based on the results of the Free Application for Federal Student Aid (FAFSA), eligible students are awarded an allotment which may be earned through part-time employment in FWS approved positions either on or off-campus. The program is designed to provide students with an opportunity for employment arranged around class schedules.

Jobs may be on-campus or off-campus at non-profit organizations. All jobs must be in the public interest. John Tyler is required to utilize at least 7% of its FWS funding for community service positions with at least one FWS student employed as a reading tutor for children of preschool and/or elementary age or with a family literacy program. Off-campus positions must first be approved by the Financial Aid Office.

Eligibility

Students must demonstrate financial need to be eligible for the Federal Work-Study program. They must also meet Satisfactory Academic Progress standards. Most students will be awarded Federal Work-Study funds upon completion of the Free Application for Federal Student Aid (FAFSA) provided they have expressed an interest on their form and there are funds still available. John Tyler Community College has limited funding for this program; therefore, students should complete this form as early as possible for each academic year. Priority will be given to those students who demonstrate the most need and complete their FAFSA form for the new academic year prior to May 15th.

Once the student is awarded, a Financial Aid Award Notification will be mailed to the student stating the total gross pay ceiling per term. If the student does not wish to hold a position as a FWS student, they are instructed to notify the Financial Aid Office. Subsequently, the funds can be deleted from their awards and provided to other eligible students.

The award on the student's account simply means that they are eligible to hold a position as a Federal Work-Study student. The award is not applied to their charges for tuition, fees, and bookstore charges. In order to receive the Federal Work-Study funds, a student must work at an hourly wage position in which the student is employed in one of JTCC's

departments or at a community service job off-campus. The student will work the hours that are mutually agreed upon between the student and the supervisor and will receive a bi-weekly paycheck. These awards are not guaranteed; the student must work in order to receive their funding.

Supervision

Supervisor Responsibility

The goal of the Federal 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 student workers as they would all other employees. The only exception would be allowing them to do their homework when they do not have any tasks to perform.

As A Supervisor You Have The Responsibility To:

Set Expectations

- ◆ Convey the need to work and behave according to John Tyler Community College's core values
- ◆ Demonstrate respect for these core values in your work and supervisory style
- ◆ Develop a mutual understanding with all those you supervise of job requirements and measures of performance
- ◆ Work with employees to adjust expectations as new challenges arise

Empower the Employee

- ◆ Provide tools to succeed
- ◆ Work together to remove obstacles
- ◆ Foster and encourage growth
- ◆ Acknowledge contributions

Get Results

- ◆ Discuss progress in meeting expectations
- ◆ Give ongoing feedback on performance
- ◆ Promptly identify problems and jointly implement solutions
- ◆ Make a point of clearly acknowledging success

By Being A Leader Who:

- ◆ Respects employees
- ◆ Exhibits trust, honesty, and ethical behavior
- ◆ Is approachable and available
- ◆ Listens to employee concerns and suggestions
- ◆ Communicates effectively

Information Needed

To ensure that we have the most up to date information and job expectations, we ask that the supervisor of each department keep an accurate job description along with the total number of student workers that the department will require on file with the Financial Aid Office. This can be accomplished by contacting the Federal Work-Study Coordinator in the Financial Aid Office at x5240. The Federal Work-Study Coordinator will also need the name of the main contact person and their contact information. It is imperative that the supervisor inform the Financial Aid Office when a Federal Work-Study position becomes available so that we can advertise and assist in filling that position in a timely fashion.

Hiring Process

Upon completion of a Federal Work-Study application, the student will be provided with a JTCC Federal Work-Study Position Listing. They will contact the department supervisor if they are interested in a position. It is the supervisor's responsibility to conduct an interview with the student. If the supervisor chooses to hire the student, the supervisor needs to inform the Federal Work-Study Coordinator and send the student to the Financial Aid Office to complete the required paperwork. Students should not begin working until all necessary paperwork has been completed with the Financial Aid Office. Upon completion of the paperwork, a contract will be sent to the supervisor, which will indicate that the student can begin working.

It is important to keep in mind that it is the individual department's responsibility to interview and hire the student. However, the Financial Aid Office can assist with the search for Federal Work-Study students by screening and sending the department interested students who make inquiries at the Financial Aid Office about available positions through the Federal Work-Study program.

When interviewing a student, it is recommended that the supervisor evaluate the student's class schedule to ensure that it will meet the department's needs. It is also important to let them know if specific skills will be required to perform the job successfully.

Work Schedule

Upon completion of all of the necessary paperwork, it is the supervisor's responsibility to define a work schedule that fits with the student's class schedule, as well as with the department's needs. Under no circumstance should a student be scheduled to work during class time as this is against federal regulations. A student is permitted to make up any missed time during the pay period in which it was missed. The time should be recorded on the day in which the missed time is actually made up.

Orientation

The supervisor should conduct a job orientation with the student to include items such as:

- ◆ A review of department rules and regulations
- ◆ A review of scheduled hours
- ◆ A review of responsibilities and tasks (such as):
 - How to answer phones
 - How to place calls on hold
 - How to transfer a call
 - How to greet students that walk into the office
 - How to log onto the computer
 - What phones to use and how to check voicemail if applicable
 - Other procedures or tasks which they will have to perform
- ◆ A review of who to call if they are going to be out sick
- ◆ A review of how to request time off
- ◆ A review of what to do if their schedule changes
- ◆ A review of expected dress attire
- ◆ A review of confidentiality expectations (FERPA)

When performing the orientation with the student you should also use the HR-006 New Employee Checklist for Lab_Tutors_Work Study.doc , which can be obtained by navigating to:

P:\Human Resource Forms\New Employee Forms_Check In.

Payroll Procedures

Payroll

It is the supervisor's responsibility to validate and account for the hours that a student works within their department. It is very important that a process be developed for validating hours worked on the Federal Work-Study timesheet.

Validation Requirements

- ◆ Ensure that the student did not work during scheduled class hours
- ◆ Ensure that the hours indicated on the timesheet reflect the actual hours worked (this may not always reflect their actual scheduled hours)
- ◆ Ensure that the student did not work more than 8 hours a day
- ◆ Ensure that the student did not work overtime
- ◆ Work with the student to monitor the student's earnings to ensure that they have not exceeded the amount of their total Federal Work-Study award

Timesheets

Students will obtain timesheets from the Financial Aid Office. The Work-Study Timesheet can also be found by the supervisor on the P drive in the Human Resource Forms folder. Students are responsible for completing their timesheets. Supervisors will sign-off on timesheets for all student workers in their department. The supervisor's signature certifies that all information on the timesheet is correct.

It is the student's responsibility to submit an original signed copy of their timesheet to the Chester Campus Financial Aid Office every other Friday by **NOON**. Failure to submit their timesheet without the supervisor's signature or in a timely manner will result in the student not receiving a paycheck on time. If necessary, timesheets can be faxed to the Chester Campus at 706-5083. The Part-Time Pay Schedule can be obtained from the JTCC web site at <http://www.jtcc.edu/FacultyStaff/HumanResources/>. This schedule should also be included with the paperwork a student is provided with by the Financial Aid Office when initially hired.

Paychecks

Students are paid on a bi-weekly basis. They can pick up their paycheck on the specified dates at the **Business Office** with valid photo

identification. If the student works at the Midlothian Campus and wishes to pick up their check at the Business Office there, they will have to complete the necessary paperwork with the Business Office and allow additional time for the check to reach that campus.

Monitoring Earnings

The Financial Aid Office will assist with monitoring the student's earnings to ensure that they do not exceed the amount of their total Federal Work-Study award. If the student is in danger of reaching their limit, the Federal Work-Study Coordinator will notify the student's supervisor and the student. She will let them know how many hours that they have remaining to work and any other information deemed necessary.

Supervisors should keep in mind that the more hours the student works during the week the faster they will deplete their allowable amount. It is recommended that the student's hours are such that they can continue to work for the entire semester.

Separation

Not Interested in Federal Work-Study

If a student is not interested in the Federal Work-Study program and have been awarded funds, they should contact the Financial Aid Office for the cancellation of their award. It is important that students do so since it allows for the awarding of other interested students.

No Longer Interested

Students may voluntarily resign from their position at any time. However, it is asked of them to provide the department they are working for at least a two week notice. If a student resigns from their position, it does not prevent them from obtaining the same or another position at a later date. Once the supervisor is made aware of their resignation, they are required to submit a separation form to the Financial Aid Office.

Termination by Supervisor

Supervisors may terminate the Federal Work-Study student at any time for unsatisfactory job performance and/or insubordination. Reasons can include but are not limited to:

- ◆ Repeated failure to arrive at work on time
- ◆ Failure to complete assigned tasks
- ◆ Disruption of the department

Upon termination, the supervisor must contact the Federal Work-Study Coordinator immediately. Once notified of the separation, she will determine if the student is eligible to work in another department. If the student is eligible she will meet with the student to see whether or not they plan to apply for a position with a different department. Again, the supervisor must also submit a separation form to the Financial Aid Office.

Termination by Financial Aid Office

The Financial Aid Office may terminate a student at any time if they no longer meet the Federal Work-Study requirements. We will attempt to give the student's supervisor as much advance notice as possible but this may not always be feasible. Examples of changes in eligibility are:

- ◆ Failure to meet Satisfactory Academic Progress standards
- ◆ Changes in enrollment status/cost of attendance
- ◆ Additional aid was awarded making the student ineligible for the Federal Work-Study program
- ◆ All necessary paperwork has not been completed

During the separation process the supervisor should utilize the HR-003 Separation Checklist For Lab_Tutor_WS Employees.doc, which can be obtained by navigating to:

P:\Human Resource Forms\Departing Employee Forms

Summer Work-Study

Federal Work-Study is available until the beginning of June for those students that are attending during the summer and meet all other requirements. Students that wish to continue to work after mid-June must have the next academic year's FAFSA form on file with the Financial Aid Office along with any other items that may have been requested by the beginning of June. If not, they will not be permitted to continue working. This is important since a crossover to the new aid year occurs with the pay period that is payable on or after July 1st. This means that the student will be using funds from the upcoming aid year. There must also be an assumption that the student plans to return to JTCC for the fall semester in order for them to continue working past the middle of June.

Additional Information

Additional questions regarding the Federal Work-Study program can be directed to the Financial Aid Office. We thank you for your interest in this program and hope that it is a rewarding experience for both you and the student.

Important Information

Chester Financial Aid Office	706-5236
Midlothian Financial Aid Office	594-1550
Federal Work-Study Coordinator/ Vivian Dyke	706 -5240
Website for Filing the FAFSA	www.fafsa.ed.gov
Fall Financial Aid Important Dates	Priority 5/15 Guarantee 7/15
Spring Financial Aid Important Dates	Priority 9/15 Guarantee 11/15
Summer Financial Aid Important Dates	Priority 3/1 Guarantee 3/15