



## **Federal Work-Study (FWS) Supervisor Handbook For Supervisors**

The employment of student workers in your department is greatly appreciated. You are providing students with the opportunity to earn money for their educational expenses and to develop effective work habits and essential skills. You are making a difference in their lives.

### **Introduction**

The purpose of the FWS Program is to provide eligible college students with an opportunity to gain work experience while they pursue a college program of study. The intent of the program is to enable a college student to develop career/major related employment skills, by working part-time in an employment site, where they will gain a greater understanding of the expectations and responsibilities they will encounter when they become part of the workforce. It is an opportunity for students with limited employment skills to develop real life and career related work skills, so they can become marketable when they complete their educational goals. Any benefit the college might derive from student employment is secondary. Departments should be able to function efficiently without FWS student employees.

When hiring students, supervisors should keep in mind that work study is primarily to benefit the needs of the department and students; therefore, supervisors should be as flexible as possible with the student's schedule. It is not unreasonable, however, to expect the student to adhere to the appropriate guidelines for performing the duties of the position, as well as to agree to pre-determined hours, depending upon the needs of the department. These guidelines should be specified in the job posting.

### **FWS Supervisor Handbook**

This handbook is intended to act as a comprehensive resource guide for all FWS supervisors/managers who is interested in employing student employees. The handbook reflects the current practices, policies and procedures governing the FWS program and designed to assist supervisors/managers in meeting the responsibilities involved with hiring a FWS student employee.

Should questions arise regarding employment of FWS students; this manual can provide the information to answer most questions. However, the Financial Aid Office staff is always available to discuss any questions with individual supervisors/managers.

## FWS Program Specialist/Administrators

<p>Julie Salgado Financial Aid Specialist <a href="mailto:Julie_salgado@cuesta.edu">Julie_salgado@cuesta.edu</a></p>	<p>Will Wooster Interim Associate Director, Financial Aid <a href="mailto:William_wooster@cuesta.edu">William_wooster@cuesta.edu</a></p>
--	--

### Cuesta College FWS Program

The FWS program is a 4-step process to complete before a FWS student can be officially cleared to begin working in your department.

Step 1: Students who may be eligible to receive a FWS Award for the year will receive a Federal Work-Study Eligibility Notification Letter (this is not an award). At this point, students can begin working with the Career Services Office or directly with a department on campus to search for available positions.

Step 2: Once the student has received their FWS Eligibility Notification Letter, they can search for a job and apply. This can be done directly through a department they are interested in working or through the Career Services job site. The hiring supervisor may want to interview the student to decide if they want to hire the student worker. Supervisors may also request a copy of the student's class schedule to confirm if their availability matches the department's needs.

Step 3: When a student secures a job offer with a hiring supervisor, the supervisor will complete all of the New Hire Documents:

- New Hire Confirmation; AND
- Referral; AND
- Job Description

Once the Financial Aid Office receives the completed documents from the hiring supervisor, financial aid will confirm the student's eligibility and move the documents on to the Human Resources Department for further processing and clearance.

Step 4: Human Resources Department will then email the student worker and have them complete the onboarding process through the NEOED platform, which include fingerprinting, TB Test, New Hire Documents, copies of the student's Photo ID, social security card and then arrange an appointment for the student to visit Human Resources to verify Photo ID and Social Security Card in person.

### FWS Student Eligibility Criteria

A student may be selected for employment under the FWS program only if they meet all of the following requirements:

- Enrolled in a minimum of 6 units AND
- Maintaining Satisfactory Academic Progress AND minimum unmet need requirements

### **FWS Student Summer Eligibility**

Students will be allowed to continue working after spring semester, using any remaining funds until June 30th. Students who would like to work beginning July 1st, must have a completed financial aid file and award for the next academic year; enroll in at least 6 financial aid eligible units for the following Fall semester and meet the financial aid eligibility criteria. They may not work unless they have approval from the Financial Aid Office and Human Resources.

### **Request for Work Study Student**

If a department has the need for a FWS student worker they can post their job on the jobspeaker site on the Career Services website, found [here](#). Career Services staff can assist with the hiring process.

### **Hiring Process**

The Hiring department supervisor must receive a final confirmation email from the Human Resources Department and the Financial Aid Office before the student can begin working. The email will have the student's award amount, so the supervisors can keep track and not exceed the student's award. If the award is exceeded, the hiring department will be responsible to pay the student wages.

### **Allocation Hours**

A student's FWS allocation is for one year beginning July 1<sup>st</sup> and ending June 30<sup>th</sup> for all students. Returning or continuing students **MUST** be rehired each year and may not continue working after June 30<sup>th</sup> until they have been awarded and rehired for the next academic year. **Students who are allowed to work by their hiring supervisor without being awarded or rehired through the Financial Aid Office will be paid through the hiring department district budget NOT FWS funds.**

Part of the hiring process should include a review of:

- The student's allocation
- The department's need for regular hours throughout the semester, or during periods of increase workload
- The student's need for steady income throughout the semester, or to earn all of the award in short periods of time

A discussion of these issues between the supervisor and FWS student worker may prevent problems with the award amount and rate of earnings. The FWS award a student receives is expected to last the entire academic year. However, the award is subject to change if the student's unmet need changes due to monetary resources, a change in remaining financial aid need as well as a decrease in budget occurs. You and the student will be responsible for monitoring the balance of the allocation to ensure the student does not work more than the hours specified. Under no circumstances is a work study student permitted to earn more than the amount allocated. **The hiring department shall be responsible for payment of 100% of the salary of any student who works in excess of their financial aid allocation.**

### **Work Hours**

Students may not work more than eight (8) hours per day or twenty (20) hours a week. Students **cannot** be allowed to work during scheduled classroom hours. It is recommended you request a copy of the student's class schedule for your records. There is no authorized overtime pay under the FWS Program; therefore, students **cannot** work more than the hours specified above.

Students are entitled to a paid 15-minute break for every 4 hours worked. Student workers are entitled to an unpaid ½ hour – 1 hour lunch break, duration can be arranged between the supervisor and the student worker, if they worked a period of 5 hours or more.

Students must stop working immediately when they drop to less than 6 units of financial aid eligible courses; they are not longer eligible.

### **Entering Student's Time Worked**

Once the student has been cleared to work, they will be able to access their Employee Dashboard where they will enter their time worked, monthly. They should enter their time worked by the 25<sup>th</sup> of each month, and submit it for approval, for the student to be paid on time. If a student submits their time too late, they might have to wait until the next pay period to be paid. Some months, students will have to submit their time earlier than others, due to holiday closures.

Students are paid on the 10<sup>th</sup> of the following month. Please record and save their hours worked as you will be emailed for approval of the student's entered hours. Instructions for reviewing an Employee Dashboard and entering time worked can be found here [https://www.cuesta.edu/about/documents/payroll-docs/Webtime\\_Entry.pdf](https://www.cuesta.edu/about/documents/payroll-docs/Webtime_Entry.pdf).

### **Employment Parameters**

The supervisor is expected to provide student employees supervision, appropriate guidance and training, and a learning experience where they will be given an opportunity to develop the skills necessary to succeed in a professional environment.

### **Supervisors**

All FWS student employees are to be assigned a direct supervisor/manager who is responsible for the direct oversight, schedule assignment, payroll approval, training, and accountability. Supervisors are defined as administrators classified as the following: supervisors, associate directors, directors, executive director, associate dean, dean and vice president. FWS student employees cannot be supervised by a classified staff, faculty or department chairs. To become a FWS supervisor, you must attend a FWS Supervisor Orientation. The orientation is to assist supervisors understand how the FWS program works and program responsibilities. Several orientation sessions are available both prior to the semester starting and after it is in progress. In addition, one-on-one sessions will be available if you are unable to attend the scheduled sessions. FWS Supervisors must attend at least one orientation to be eligible to hire FWS students.

## **Supervisor Responsibilities**

The supervisor is expected to provide student employees supervision, appropriate guidance and training, and a learning experience where they will be given an opportunity to develop the skills necessary to succeed in a professional environment.

One misconception with the Work Study program is that students who complete their job tasks be allowed to study. This is not the purpose of the program and students are paid for doing their job. One suggestion is to keep a list of several tasks with low priority that always need to be done. Important reminders:

- The supervisor has the responsibility for providing adequate training.
- This may be the first job the student has ever held. Provide clear, concise directions and don't assume they understand the required tasks/duties/responsibilities.
- Develop a work schedule for each student including hours and days.
- Explain the methods for communicating when the student worker will be out of the office.
- FWS students must be supervised at all times and must be aware of who to report to in the absence of the supervisor.
- The job duties assigned to a FWS student cannot replace those of a regular employee.
- Verify that student employee hours are reported on time and accurate.
- 

## **Reporting Changes**

Report any changes to the Financial Aid Office such as:

- Terminations: If the work-study student employee resigns or if the work-study student employee cannot meet the requirements of the job (i.e., unable to do the work, not following directions), the FWS Supervisor must terminate the student and email Financial Aid FWS Specialist

## **Training**

In order to ensure that student employees develop work related skills, they should receive on-going training. Many student employees arrive to Cuesta College with limited work experiences; it is recommended that supervisors put into place training approaches and opportunities.

It is expected that student employees will demonstrate, within a reasonable time, the capacity to learn, retain and perform employment tasks appropriately and demonstrate the ability to perform such activities correctly without constant reminders or corrections.

## **Time Accountability**

Student employees should be reminded that as Cuesta employees they must be accountable for their whereabouts at all times. Each department must develop a consistent and accountable process to document when a student employee arrives and leaves work, daily. Student workers are not allowed to:

- Alter or document false arrival or leave times

- Alter or document false arrival or leave times for another student employee
- Enter false in/out time on timesheets
- Enter false in/out on payroll timesheets for another student employee
- Sign the name of, or use a signature stamp of supervisor for payroll timesheets authorization purposes

\*\*\*All of the above are grounds for employment termination

### **Confidentiality**

The supervisor should ensure that student employees understand the meaning and importance of confidentiality as it relates to information, they may have access to in the workplace. They must be informed on who has access to files and related documents as well as what type of information they can provide to others. Students working in student services areas will need to be aware of FERPA policies.

### **Due Process**

Student employees should be treated with the same level of respect, courtesy and sensitivity that is extended to all other employees.

- Student employees should be made aware of, in a confidential setting, any inappropriate verbal/physical activity, behavior or attitude that they demonstrate that is unacceptable
- Student employee error should be brought to their immediate attention and be provided with the correct procedure
- When a student performs his/her job in an unsatisfactory manner, it is the responsibility of the supervisor to meet with the student individually and set goals for future performance
- Student employee should be provided with advance notice if the supervisor is considering terminating employment. The reason for such action should be explained to them and if warranted, and opportunity to correct the situation and demonstrate their ability to become productive should be offered
- Termination should be initiated following an opportunity for corrective measures.
- Student workers must stop working immediately per termination status and reported to both Financial Aid and Human Resources Department.

An employer may dismiss and/or give a written warning to a student employee for several reasons including, but not limited to, unsatisfactory work, attendance, improper conduct (theft, physical/abuse, misuse of equipment, falsification of records, and disclosure of confidential information). An employer has the right to immediately dismiss a student employee according to that department's internal policies and procedures.

FWS students will lose their FWS eligibility and will be terminated by Financial Aid for the following"

- Earn their entire FWS award and have no remaining eligibility
- Violation of FWS regulations
- Enrollment drops below six (6) units at any time during the semester
- Suspended from aid programs due to not meeting Satisfactory Academic Progress (SAP)
- Budget reductions