



# **FEDERALWORK-STUDY**

SUPERVISOR HANDBOOK

**February 2024**

# TABLE OF CONTENTS

## Table of Contents

- INTRODUCTION..... 3
- ABOUT THE FWS PROGRAM..... 3
- SUPERVISING RESPONSIBILITIES..... 4
- STUDENT ELIGIBILITY GUIDELINES..... 5
- APPROVAL & POSTING A FWS JOB DESCRIPTION/ROLE..... 5
  - NEW FWS Job Description/Role: ..... 6
  - UPDATING EXISTING FWS Job Description/Role: ..... 6
- HIRE PROCESS..... 6
- TRAINING & ORIENTATION ..... 7
- SCHEDULES AND TIME MANAGEMENT ..... 7
  - VALIDATION of ACTUAL HOURS WORKED ..... 8
- CONFLICT RESOLUTION/DISCIPLINARY TECHNIQUES ..... 8
- TERMINATION AND TRANSFER PROCEDURES..... 9
  - STUDENT RESIGNATION..... 9
  - SUPERVISOR TERMINATION ..... 9
  - STUDENT TRANSFER ..... 9
- HOURLY RATES AND POSITION NUMBERS..... 10
- RESOURCES..... 10

# FEDERAL WORK-STUDY OVERVIEW

## INTRODUCTION

This handbook is designed to provide Federal Work-Study (FWS) supervisors with the policies and procedures of the Federal Work-Study program at Parker University. This handbook will give you the information needed to successfully manage the FWS process. It is your responsibility to read and acknowledge that you understand the information in this handbook. All FWS supervisors will be required to electronically sign this handbook and a copy will be available in your Employee Self-Service online system. Please keep this handbook easily accessible and refer to it if you have any questions.

## ABOUT THE FWS PROGRAM

The Federal Work-Study program at Parker University is designed to provide employment for students with demonstrated financial need. The program allows students to work part-time to earn money that can be used for education-related expenses such as books, housing and food, transportation, and personal expenses. Federal Work-Study students are offered the opportunity to work up to 20 hours per week and during break students may work up to 30 hours per week. To be considered for FWS funding, students must complete a Free Application for Federal Student Aid (FAFSA) each year.

# SUPERVISING WORK-STUDY STUDENTS

## SUPERVISING RESPONSIBILITIES

A FWS supervisor has been entrusted with federal dollars for the student upon hiring the student employee. The student should be treated like any other personnel. In order to be given this privilege of participating in the FWS Program, the responsibilities of the supervisor and the student should be clearly understood and enforced. Student employment should mean more than a paycheck for your student workers. It can be used as an opportunity to gain valuable job experiences and skills.

Upon hiring a FWS student, the supervisor is responsible for:

- Ensuring students do not start work before all hiring approvals are completed.
- Provide students with clear expectations of their responsibilities so they are able to effectively meet the requirements of their positions.
- Provide effective and fair training to all student employees.
- Establish and communicate department policies, such as dress code, expectations of conduct, and attendance guidelines.
- Establish a working schedule and ensure students are not scheduled to work during class time. This includes asynchronous courses.

It is important that there is a clearly defined work schedule that is compatible with the time requirements of both the student and the department. The supervisor should provide opportunities for the student to make-up time lost from work due to unavoidable circumstances. Students are not allowed to work, under any circumstances, during class time. Make-up time should be reported during the actual period that it is worked. Make-up hours should not exceed 20 hours per week.

Example: A student who normally works 15 hours per week misses 5 hours of work, only working 10 hours that week. A supervisor can allow that student to make up the missing 5 hours in the following week as long as the student does not work over 20 hours in one week.

## STUDENT ELIGIBILITY GUIDELINES

The Federal Work-Study program is a Title IV Federal Aid program. It is governed by federal regulations and University policies, providing the opportunity for students to earn money while enrolled at Parker as well as gain valuable work experience. The Office of Financial Aid will review student's eligibility at the time the student completes the Federal Work Study Application form.

To be considered for employment, a student must:

- Meet eligibility requirements for employment in the United States.
- Demonstrate financial need.
- Be enrolled at least half time each term (6 credits for undergraduate students, 3 credits for graduate students, and 8 credits for DC students).
- Maintain Satisfactory Academic Progress (SAP) as required by Parker University and the U.S. Department of Education.
- Students cannot be employed in more than one Federal Work-Study position at the same time.

Students who meet the criteria will be offered an initial eligibility amount of work-study funding for a specified time frame via their updated financial aid offer. Students are notified via the Federal Work Study program application of their eligibility amount and start and end dates.

Monthly reconciliations are completed by the Office of Financial Aid. If a student has earned the initial eligibility amount, a review will be completed to determine if a student has additional eligibility or if termination is necessary. Student questions regarding eligibility should be referred to the Office of Financial Aid at [AskFinancialAid@parker.edu](mailto:AskFinancialAid@parker.edu).

## APPROVAL & POSTING A FWS JOB DESCRIPTION/ROLE

All FWS positions must be budgeted and approved each fiscal year by your department Vice President. If a new FWS job description/role is needing to be added during the already approved fiscal year or any updates made to an existing posting, please reach out to [Talent@Parker.edu](mailto:Talent@Parker.edu) to determine the next steps.

FWS positions are required to be posted on Parker University FWS Career Center page. All positions must be current, so please submit a request to [Talent@Parker.edu](mailto:Talent@Parker.edu) to have your position hidden once it has been filled or viewable if you have hidden a position that needs to be filled. The Office of Human Resources maintains all position postings on campus.

The following information is needed:

### NEW FWS Job Description/Role:

- Complete a FWS job description template outlining the job duties and experience needed so the role and hourly pay rate can be reviewed, finalized, and approved.
- Complete work study budget calculations spreadsheet and request approval from your department Vice President.
- Once the budget has been approved for your department to participate in Parker's FWS program, the finalized job description will be posted on the FWS Career Center page.

### UPDATING EXISTING FWS Job Description/Role:

- Update the existing FWS job description outlining the job duties and experience needed so the role and hourly pay rate can be reviewed, finalized, and approved.
- Finalized job description will be posted on the FWS Career Center page.
- You will receive an email regarding the status of your post after review by the Office of Human Resources.

## HIRE PROCESS

Once a position has been posted on the FWS Career Center page, the hiring process can begin.

**Note that students cannot start working until the hiring process is complete.**

A workflow outlining the FWS process is provided in the resources section of this handbook.

Students who are eligible to participate in the FWS program will receive an email from the Office of Financial Aid with a link to the FWS Career Center page that lists all job opportunities. Here students will apply for all FWS jobs that they are interested in.

To review candidates that have applied for your FWS open position(s), follow the steps below. A supervisor's guide to hiring a FWS student via Paycom is available on MyParker and in the resources section in this handbook. The hiring supervisor will review their candidates in Paycom by accessing their Recruiter Dashboard by navigating to Talent Acquisition > Applicant Tracking > Recruiter Dashboard.

1. Select Active Applications
2. Click the name of the candidate you wish to view. This is the first step in the Workflow Tasks: **Manager Review Application.**
  - a. Once you have reviewed the candidate's application, select the Availability & Tasks tab, leave feedback, and select the COMPLETE button, selecting the appropriate option from the Complete drop-down menu.
3. Workflow Tasks: 1st Interview. You may schedule the interview with the student outside of the system or using Paycom.

- a. Once you have interviewed the candidate, select the Availability & Tasks tab, leave feedback, and select the COMPLETE button, selecting the appropriate option from the Complete drop-down menu.
4. The Recruiter will alert the candidate they were not selected to move forward, or they will send the candidate an offer.
  - i. Once the offer letter is accepted by the student candidate, HR verifies their I9, provides a mini FWS orientation, and sends the student, Financial Aid, and the Supervisor an approved to work email.
5. The FWS Supervisor can monitor the hiring status in Paycom.

## TRAINING & ORIENTATION

It is the responsibility of the hiring supervisor to train work-study students to perform their jobs properly. The supervisor is responsible for conducting a student job orientation, including but not limited to:

- A brief one-on-one overview of the office structure and office rules.
- Explaining the student's job and responsibilities.
- How to operate the phone system and what to say when answering the phone.
- Signing onto the computer.
- Answers to commonly asked questions.
- Frequently used phone numbers and emails.
- Areas of responsibility in office.
- Procedures for filing forms, etc.
- Grounds for any disciplinary action.
- Whom to contact if sick or time-off is needed.
- What procedures to follow if their work schedule needs to be changed.
- Report any injuries to the Office of Human Resources reported by students.

## SCHEDULES AND TIME MANAGEMENT

The maximum number of hours an FWS employee is allowed to work is 20 hours per week. Supervisors should ask for and receive a copy of the student's class schedule. Supervisors are expected to establish weekly work schedules with the student each trimester/term. Timesheets will reflect actual hours worked. Students cannot be authorized to work during their class hours (includes asynchronous) or Clinic. It is the supervisor's responsibility to ensure that students are

not scheduled to work during class time or Clinic. Students are allowed to work up to 30 hours a week during break in which they are not attending classes.

Students are only allowed to earn up to the amount of their FWS award. Supervisors must monitor their student employee's hours to ensure they are terminated once they have earned their total award. If a student is not terminated before earning their entire FWS award, the department will be required to pay any earnings the student earned over the FWS award. The Office of Financial Aid will provide support monitoring FWS earnings.

### VALIDATION of ACTUAL HOURS WORKED

FWS timesheets must be certified by the student's supervisor. Keep in mind that:

- Students may not work over 20 hours per week while classes are in session.
- Students cannot work during scheduled class periods (even if it is asynchronous) or during Clinics.
- Students must ONLY work up to the approved weekly hours.

### CONFLICT RESOLUTION/DISCIPLINARY TECHNIQUES

The University urges student employees and college employers to discuss any work-related problems as soon as possible in an effort to resolve the difficulty. In many cases, it is simply a matter of clarifying so that the student clearly understands the expectations, departmental policies, and work schedule associated with the position. To assist you in resolving serious work-related problems, the following suggestions are recommended:

- Make an honest effort to resolve concerns as promptly as possible by immediately informing students of your dissatisfaction with their performance.
- Clearly define the specifics of the problem for students.
- If applicable, immediately notify students that their job may be in jeopardy.
- Explicitly state the job description and expectations associated with the position to students.
- Offer students suggestions on how they may improve performance and establish a fair and equitable time period for correcting the problem.
- Document all discussions, terms or agreements, outcomes, etc.

Should a problem arise, that cannot be resolved by the student employee and the employing department and/or does not permit a traditional resolution, the situation may be referred to the Office of Human Resources.



## TERMINATION AND TRANSFER PROCEDURES

Student employees may resign if they need to focus on class work or for any other reason, they feel they are unable to continue employment (initiated by student). Student employees may be terminated because of performance (initiated by the supervisor), or because of their eligibility or graduation (initiated by the Office of Financial Aid).

### STUDENT RESIGNATION

A student may submit their resignation because they need to focus on their class work or for any other reason the student feels they are unable to continue employment. We ask that the students provide a 2-week' notice if possible. If a student does resign from their FWS position, it is the responsibility of the supervisor to inform the Office of Financial Aid and Human Resources.

### SUPERVISOR TERMINATION

Supervisors are allowed to initiate termination procedures if the student's work performance has been deemed unsatisfactory, they have excessive absences, and/or the student falsifies their timesheet or listing time worked when they should be in class or in Clinic. The supervisor must notify the Office of Financial Aid and Human Resources.

The Office of Financial Aid may initiate termination proceedings if students' earnings exceed their FWS annual award, they fail to meet SAP requirements, their registration drops below half time status, or they graduate. If the Office of Financial Aid initiates termination proceedings, the supervisor and the Office of Human Resources will be notified.

### STUDENT TRANSFER

If a student wishes to change jobs within the FWS program, the student must:

- Reapply via MyParker so the Office of Financial Aid may confirm their continued eligibility, award amount, and dates.
- Apply for the position via the FWS Career Center page.
- Interview and accept the job offer.
- Provide a two-week notice to their current supervisor.
- The Office of Human Resources will provide an Approved to Work email to the student, new supervisor, and the Office of Financial Aid once the job offer is accepted by the student.

# ADMINISTRATION

## HOURLY RATES AND POSITION NUMBERS

Federal Work-Study positions and hourly pay rates are as follows:

<b>Position #</b>	<b>Hourly Pay Rate</b>
FWS 001 Office Assistant	\$10.00 to \$12.00/hour
FWS 002 Student Research Assistant I	\$15.37/hour
FWS 003 Peer Tutor Certified	\$17.00/hour (promotion only)
FWS 004 Peer Tutor	\$15.00/hour
FWS 006 Online Education Student Technician	\$15.00/hour
FWS 007 ParkerFIT LEAD Coach	\$15.00/hour
FWS 009 Willed Body Program Lab Assistant	\$15.00/hour
FWS 010 Emergency Care Lab Prep Tech	\$10.00/hour
FWS 012 Virtual Anatomy Lab Technician	\$14.00/hour

## RESOURCES

- Email questions regarding student's financial aid offer or eligibility to [AskFinancialAid@parker.edu](mailto:AskFinancialAid@parker.edu)
- Email questions regarding FWS job applications, hiring or terminations to [Talent@Parker.edu](mailto:Talent@Parker.edu).
- Email questions regarding timecards or payroll to [Payroll@Parker.edu](mailto:Payroll@Parker.edu).
- Student application process:  
[MyParker>StudentServices>FinancialAid>FederalWorkStudyProgram](#) (must be logged into MyParker to access)
- A supervisor's guide to hiring a FWS student via Paycom is available on MyParker:  
[MyParker>Employees>Human Resources>FWS Supervisors Page](#) (must be logged into MyParker to access)

# FEDERAL WORK STUDY PROCESS



**Financial Need**

- Students must demonstrate financial need to participate in the Federal Work Study program.
- Need is determined by an evaluation of the student's Expected Family Contribution (EFC) via completion of the Free Application for Federal Student Aid (FAFSA) that is completed online at <https://studentaid.gov/>

**Eligible**

- Students who are eligible for the Federal Work Study program can apply for on-campus work study jobs and earn their FWS award as hourly wages.

**Application**

- Students will submit their request to participate in Parker's Federal Work Study Program via a Federal Work Study Application Form link located on the Office of Financial Aid MyParker page.

**Award**

- The Office of Financial Aid will confirm eligibility and award.
- If you are eligible to participate in the work-study program, you will receive an email with a link to the Federal Work Study Careers Page.
- If you are NOT eligible to participate, and you have specific questions regarding the reasons, please reach out to [AskFinancialAid@Parker.Edu](mailto:AskFinancialAid@Parker.Edu).

**Apply**

- Students who are eligible to participate in the Federal Work Study program will receive an email with a link to the Federal Work Study Careers Center page that lists all job opportunities available and resources to apply.

**Interview**

- The hiring manager will reach out and schedule an interview. After the interview process, the student will receive an email notifying if they are to move forward in the hiring process.

**Accept**

- Human Resources will send an offer letter.
- Student's must complete all required onboarding tasks.
- Supervisor will help students set up a schedule based on shifts available and the student's class schedule.

**Go To Work!**

- Federal Work Study Student Workers should *never* be clocked in at work during a registered class time, and all student positions are *part-time* positions.
- Students, please schedule work hours and class hours carefully - all aspects of University life should be balanced!



NAME: \_\_\_\_\_ DATE: \_\_\_\_\_