



# Annual Update Guide

## Purpose:

This document is intended to provide an overview of the new initiatives, changes to program and policy, software changes, new features offered as part of the WS program at UNC. The document also offers an overview of those items supervisors most submitted inquiries about or overlooked during the completion of their duties.

---

## Part 1: New Initiatives

This section contains information regarding updates to the program for the 2018-19 academic year.

### **Early Rehire Protocol**

Students who will be returning to their FWS positions for 2018-19 can be hired starting July 30th, ahead of the official August 1 system opening. To do so, FWS Supervisors must:

1. Receive written confirmation from the student that they intend to return to work for the department in a substantially similar role for the 2018-19 academic year.
2. Submit a job posting prior to the June 30th priority deadline and ensure that any updates are approved before July 23rd.
3. Reply to the July 9th rehire email with the student's name, PID, and JobX JobID before July 23rd
4. Notify the student that they will need to file an application for the position in JobX between July 30th & 31st.
5. Hire the student and close the position (if applicable) before August 1st.

### **IRIS**

In the FWS Annual Surveys over the last two years, approximately 65% of students have indicated an interest in obtaining a FWS position in research. Currently, the program only offers these opportunities to approximately 22% of participants. In partnership with the Office for Undergraduate Research (OUR) the university has created a new program to address this shortfall.

The Institutional Research Initiative for Students (IRIS) aims to increase the number of meaningful, research-related FWS jobs available starting in Fall 2018. Supervisors who wish learn more about the program can watch a video informational presentation [here](#). Benefits include:

- The ability to send students to OUR workshops as part of their paid job duties
- Access to competitive summer research funding for students
- The ability for student to present their work at the Celebration of Undergraduate Research Week
- Travel funding for students to attend professional conferences



- Featured job postings in JobX
- Early access to JobX & Priority job posting review
- The opportunity to have a positive impact on underserved UNC students

Supervisors wanting to participate in IRIS should choose the Job Category of "IRIS" when creating a position in JobX. These positions will be required to include details about the elements of the position classified as "meaningful research opportunities" in the Job Description section of the posting.

### **Carolina Works!!!**

The Office of Scholarships and Student Aid (OSSA) is expanding employment programs through **Carolina Works!!!**

Thanks to a generous gift by Erskine Bowles & the Triad Foundation, Inc., OSSA is able to provide Carolina Works (CW) jobs to approximately 200 students previously ineligible for Federal Work-Study. Carolina Works will provide opportunities for students to participate in the same jobs as FWS students, and allow students to reduce their student loan debt by working their way through college. Carolina Works will be operated by FWS program staff and through the JobX system.

Supervisors wanting to participate will need to create job openings specifically for Carolina Works participants by creating positions with the Job Type of "Carolina Works" in JobX. These positions can be copied from existing work-study positions or new jobs. The JobX system will automatically limit applicants to CW participants.

### **Major Benefits of Carolina Works Include:**

- Provides a 50% wage subsidy to students previously unable to participate in a work-study program, allowing employers who previously paid 100% of wages for non-FWS students to now pay only half!
- Allowing students who do not earn their full Fall/Spring award to continue work during the Summer, provided they are enrolled at UNC for the summer term.
- Allowing employers to create positions that allow virtual work, driving, and other tasks prohibited by federal program regulations
- Allowing employers to nominate students to receive a Carolina Works award by emailing the WS Team at work-study@unc.edu (students must still meet a needs-qualification test to receive an award)

### **New JobX Features for Fall 2018**

JobX has several new updates since that you will want to utilize in order to attract and develop the best possible candidate(s) for your position.

#### **1. #Search**

- In previous years, students have reported difficulty searching for positions in JobX as the system did not offer a targeted search field. This year, JobX introduced a solution to make searching better.



- The #SEARCH field in JobX allows supervisors to define and list key terms regarding the position using a hashtag (#). For example, positions involving web design may choose to use #webdesign as a searchable key term.
  - This feature will decrease the amount of time students spend in unproductive searches, increase the number of applications from qualified students, and increase the overall efficiency of the job search process for everyone involved.
  - There is no limit to the number of key terms a supervisor can use, but each must start with a hashtag (#).
2. **Skills & Learning Outcomes\***
- As part of the University's efforts to assist students with connecting their work-study job with post-college job searches, JobX postings now allow supervisors to highlight the skills and knowledge learned in each position.
  - Supervisors are required to select at least three job skills when creating a position, but can list as many as they feel applicable. A list of the skills can be found on the [FWS Supervisor Resources page](#).
  - Students will be evaluated on the development of these skills as part of a semesterly process.
3. **Evaluations\***
- Student evaluations must be completed for every work-study student at the end of every semester of employment and will include both general and job-specific skills development.
  - Evaluation forms should be reviewed with each new hire as part of initial onboarding.
  - Evaluation forms can be found at the [Supervisor Resources Page](#).
  - FWS Annual Survey data from 2017 & 2018 found a positive correlation between students receiving evaluations, their work performance, and job satisfaction. The survey also found that the vast majority of those students who did not receive evaluations would like to have been evaluated.
4. **Hiring Emails**
- Hiring emails generated through JobX now include hourly wage and award amounts. Pasting your HR Officer/Shared Services Center's email in the "cc" field of the hiring email setup will provide all of the information needed to hire the student in Connect Carolina.
  - Please Note: the hiring email is a part of the hiring process and will time out if not completed immediately after the hiring process. Please ensure you have all needed information available at the time of hire as JobX does not allow a second chance to generate this email.

\*The inclusion of skill-development information in both JobX and on evaluation is part of a partnership between OSSA & University Career Services to connect the work students do through the work-study program with their post-college job search and employment. These updates allow UCS counselors to better serve our students with respect to developing resumes, defining career paths, and much more.

## **Policy Updates and Revisions**

### **1. Termination**

- While termination of students is very rare with the program, supervisors who have participated in the process have requested a more streamlined procedure.
- You will be able to find training on the topic and a mandatory online form on the [Supervisor Resources Page](#) later in Summer 2018.



- Please ensure you have met your departmental standards for termination and notified the student of their termination in writing before completing the form.
- 2. **80% Cap Rule**
  - The program regulation capping new hires to 80% of a tier's maximum wages has been removed. Students are still subject to the minimum and maximum wages of their tier, but new students may be hired at any salary level within the approved range.
- 3. **Working over the Holiday Break**
  - Students who have been hired into a position for the full academic year (Fall & Spring) and are enrolled for both Fall 2018 & Spring 2019 at UNC are allowed to work over the break between the Fall & Spring terms.
  - To qualify, the employing department must be open, a registered WS Supervisor must be present for check-in/check-out of WS employees, a registered WS Supervisor must be available while a student is working, and the work must occur on site for FWS students.

### Underutilized Program Features

During the previous academic year, the WS program instituted several improvements which supervisors may not have utilized during 2017-18 but will likely want to employ in the upcoming year.

1. **On-Demand Award & Earnings Information**
  - JobX now offers employers the ability to see a student's award and earnings information. This data is linked to the student's individual record and accessible through their application. Training on the subject is available on the [Supervisor Resources Page](#).
  - **Please Note:** Moving a position to Storage in JobX severs the link to applicant information, preventing supervisors from accessing earnings on demand. Jobs should be moved to Review instead.
  - **Please Note:** Because UNC's payroll is not a real-time system, earnings information is for the last reconciled period. The date of the most recent reconciliation can be found [here](#).
2. **Day-Specific Employment Fields**
  - JobX now includes optional fields allowing supervisors to display employable hours for each day of the week. For example, if you need students for afternoon shifts on Tuesday & Thursday, you can list the job as being for 12-5 Tuesday/Thursday.
3. **Supervisor Resources Webpage**
  - The FWS Team has developed a number of helpful trainings, resources, and tools for your use. Among these are copies of all training presentations, the indispensable Earnings Tracker Tool, and guides on virtually every subject within the program.
  - These resources are all accessible at the [Supervisor Resources Page](#).

### Wage-Sharing

Beginning with the 2018-19 academic year, the Federal Work-Study Program at UNC will be moving to wage-sharing model for some positions. This decision follows years of declining state and federal funds for work-study, even as demand for positions and student participation continues to grow. UNC will be joining the majority of universities across the country who have found that an employer



THE UNIVERSITY  
of NORTH CAROLINA  
at CHAPEL HILL

OFFICE OF SCHOLARSHIPS AND STUDENT AID

111 PETTIGREW HALL  
CAMPUS BOX 2300  
P.O. BOX 1080  
CHAPEL HILL, NC 27514-1080

T 919.962.8396  
F 919.962.2716  
aidinfo@unc.edu  
studentaid.unc.edu

contribution is the most effective way to meet rising demand for work-study while allowing individual employers to decide the right level of hiring.

During the 18-19 academic year, the following groups will be contributing 15% of their students' salaries. On average, the contribution per employer will be less than \$300.

- The Office of Undergraduate Admissions
- The Office of Scholarships and Student Aid
- Off-Campus Community Service Partners

Starting with the 2019-20 academic year, virtually all program participants will be asked to contribute to employee wages through the wage-match process. Participation in the 2018-19 year does not obligate participation during 2019-20, but we hope that all employers will consider staying with the Work-Study Program during this time of transition.



## Part 2: Notable Reminders

This section contains information regarding items that supervisors asked the most questions about during the 2017-18 academic year.

### Job Submission Deadlines

- June 30th is the priority posting date for 2018-19. Jobs submitted after this date may not be visible to students in JobX when the system opens to applicants and are not eligible for the July 30th rehire process.
- August 20th is the last day to submit a new job posting or modification (e.g. increasing the number of vacancies) for Fall 2018/Academic Year 2018-19 positions.
- February 28th is the last day to submit a new job posting or modification for Spring 2019.
- A calendar containing these and other important dates will be available on the [Supervisor Resources Page](#) later in Summer 2018.

### Wage Tiers

- In accordance with federal program regulations, students' wages are based solely on the information contained in the job posting.
- An assessment of each job posting is completed during the position review, and the position is assigned to one of four wage tiers by a member of the FWS Team.
- Supervisors are allowed to assign hired students any wage rate within this tier.
- Supervisors wanting to pay students outside of this tier will need to modify the job posting (and related duties of the employee) to qualify for the desired tier or hire the student outside of the WS program.
- A guide containing more information about the wage tier structure as well as how to select an appropriate wage rate is available on the [Supervisor Resources Page](#).

### Interviewing & Hiring

- All applicants must complete an interview before being hired in JobX.
  - Students returning to substantially the same position can be exempted from this process at the hiring supervisor's judgement.
  - All new hires and rehires moving to positions with substantially new duties **must** complete an interview before being hired.
- Supervisors must provide job offers and receive confirmation of acceptance before hiring students in JobX. The offer and confirmation can be written, electronic or verbal.
  - Students can not be hired without accepting the job, and submitting an application does not constitute job acceptance.

### Onboarding



- Once a student is hired, a WS Supervisor must ensure that the student has completed the following processes before they are eligible to begin work:
  - Complete the WS Student Training Quiz in Sakai and provide the WS Supervisor with documentation that they have received a score of 100%
  - Met with HR to complete federal/state withholding forms and direct deposit enrollment
- During the first day of work the supervisor must meet with the student to complete onboarding. This includes, but is not limited to:
  - The WS Supervisor reviewing the semesterly evaluation form with the student (found on the [Supervisor Resources Page](#)).
  - Ensuring the student completes TIM training (found [here](#)).
  - Reviewing, writing down, and providing the student with a copy of their goals and expectations.
  - Creating a work schedule for the student
  - Reviewing sign-in/sign-out protocols
  - Providing the student with access to any additional required training
  - Reviewing the duties of the position with the student.

### Approved Working Times

- Students at UNC for Fall & Spring terms **are allowed** to begin work through work-study on the first day of the classes in the Fall and are allowed to work through the last day of finals in the Spring. Students attending only one term can only work from the first day of classes to the last day of finals in that term.
- Students **are required** to meet with a registered WS Supervisor at the beginning and end of each shift to sign in and out of work.
- FWS Students **are not** allowed to work virtually/remotely.
- Students **can** work without constant, in-person supervision after signing in for work.
- Students **can** work during holidays within the Fall & Spring Semesters provided a registered WS Supervisor is also present.
- Students **can** work any time of the day and day of the week (e.g. 2-3 AM Saturday) during the Fall and Spring terms.
- Students **can not** work more than 20 hours per week.

### Wage Monitoring and Overearnings

- Students **are not allowed** to earn more than their work-study award (an overearn)
- Students and Supervisors **are jointly responsible** for ensuring the student does not overearn their award.
- Supervisors **are responsible for paying all wages** in excess of the student's work-study award.
- Students and Supervisors **can** use the Time Record Log (found [here](#)) to monitor student earnings.
- Students and Supervisors **can** access the student's award and earning information on JobX.



- Supervisors who do not pay back overearnings **are not eligible to participate in the work-study program** in the following year.

### Supervision

- Each position can have only **one** primary supervisor
- Each position may have an **unlimited number** of secondary supervisors
- Secondary supervisors **are** able to fulfill all of the same duties as a primary supervisor but do not receive all position-specific communications.
- It is a best practice to have **at least two supervisors** (one primary and one secondary) assigned to each position