

Work-Study Program Student Employee Training

For Federal Work-Study & Carolina Works Programs

Academic Year 2019-2020

Office of Scholarships & Student Aid
University of North Carolina at Chapel Hill



Training Summary

- Process Overview
- Work-Study Programs Overview
- Administration Guidelines
- WS Student/Supervisor Responsibilities
- Job Search and Application
- Payroll, Time, & Wages
- Best Practices & Common Issues
- Next Steps

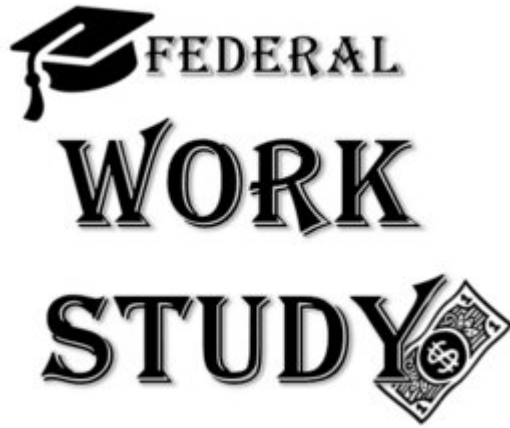


Process Overview

A general timeline of important events for students & supervisors

Student Overview

- December-July
 - Financial aid packages received and accepted
- July 24
 - Students receive email detailing WS process
 - Students gains access to JobX system and begin to apply/interview for positions
- August 06
 - All students can begin work after completing necessary documentation with HR Representative and Supervisor
- Mid-December
 - Inter-semester break starts; Fall-only students & Fall-only positions must stop work
- January
 - Spring-only students & and students starting Spring-only positions can begin work
- May
 - Classes end for the spring & all Federal Work-Study students stop work for the academic year.
- Summer
 - If additional Carolina Works funding is available, students registered for summer classes will automatically be awarded summer work-study funding.



Work-Study Program Overview

A brief look at the purpose, policies, and practices of the WS programs

Federal Work-Study Program (FWS):

- Founded in 1965, the FWS program is a Title IV Federal financial aid program that provides part-time employment opportunities to students who demonstrate financial need
- Students must apply for FWS by submitting a Free Application for Federal Student Aid (FAFSA), and are notified of their FWS eligibility as part of their year-specific financial aid package
- FWS is awarded on an annual basis, therefore, students must reapply and requalify every year
- Only those students who have been awarded FWS may participate in FWS employment opportunities

Federal Work-Study Program (FWS):

As per Department of Education regulations:

“A school must make Federal Work-Study jobs reasonably available to all eligible students at the school. To the maximum extent practicable, a school must provide FWS jobs that complement and reinforce each recipient’s educational program or career goals.”

Carolina Works (CW)

- The Carolina Works Work-Study program provides part-time employment opportunities to economically-disadvantaged students, through an institutional program similar to FWS.
- These positions are intended for students who want to reduce the net cost of their education by working while in college but do not meet the needs test required by the FWS program.
- Only students who have submitted a FAFSA can be considered for the CW program.
- CW is intended to provide year-round employment opportunities without some of the restrictions of the FWS program.
- CW positions are also intended to support students' academic, professional, and personal goals.
- Students can not receive both FWS & CW awards during the Fall/Spring terms. However, both FWS & CW recipients may participate in summer work-study through the CW program during the summer terms if funding is available.

FWS & CW: The WS Programs

- Employment through the WS programs can be on-campus (with offices, departments, professional schools, auxiliary services) or off-campus with approved non-profit community service agencies
- WS helps defray the cost of higher education by enabling students to earn a steady paycheck and reduce/minimize loan debt
- WS is issued for the academic year, allowing students the flexibility to work a less-rigid schedule than those typically found through outside employment.

FWS & CW: The WS Programs

- Students are provided a maximum WS award amount at the beginning of the year.
- WS award amounts may be revised/reduced (due to a student receiving additional undeclared funding); students and hiring supervisors will be notified of any update via weekly reports
- Students are assigned an hourly wage rate set by the employer at the time of hire and are paid on a regular basis for all hours worked.
 - Students working on campus will receive biweekly paychecks via direct deposit.
 - Students employed with community partners will be paid no less often than monthly and may be pay as often as weekly.
- Notifications will be sent to the student & supervisor once the student nears their award limit



Administration Guidelines

The important information needed to successfully operate the WS programs

Eligible Work Periods

Fall Semester	Work may begin on/after the first day of Fall classes and must stop on/before the last day of fall exams for Fall-only positions and students who are not enrolled in the Spring term.
Winter Break	Work between semesters is ONLY ALLOWED for students enrolled in both Fall & Spring classes who are employed in a WS position that spans the Fall & Spring terms
Spring Semester	Work may start on the first day of spring classes for Spring-only students and must stop on/before the last day of spring exams for all Fall & Spring and Spring-only positions
Summer Terms	Funding is NOT available for Summer FWS Students awarded Summer Carolina Works funding who are enrolled for the Summer may work over the Summer term. These awards are provided in summer financial aid packages starting in mid-April.
Student Breaks	Students may work during Fall Break and/or Spring Break provided a registered supervisor is present when student is working.
University Holidays	Work IS NOT permitted during university holidays when departments are closed. If the department is open and a registered WS Supervisor is present, students can work during university holidays on a voluntary basis.

Eligible Jobs

- Students may hold only one WS position at a time, but are not restricted from being simultaneously employed in another non-WS position
- Students are part-time employees and are not permitted to work more than 20 hours per week through WS positions in order to ensure their job does not interfere with their academic pursuits
- Students actual hours per week depend on their individual position; the number of hours per week for a job can vary from 4-20 with a university average of 10-12 hours per week
- Students are at-will employees. While uncommon, WS employees can be choose to leave, be removed from (with cause), or change positions during the academic year.

Eligible Work Duties

- Students are permitted to perform most job duties asked of non-WS employees, provided those duties are conducted on site and under supervision
- FWS Students **are not** permitted to work remotely or drive as part of their job duties. A designated work space/schedule is required.
- CW Students **are** permitted to work remotely and drive as part of their job duties with prior approval.
- All WS Students are required to document their attendance at work, usually through a sign-in/sign-out protocol
- **Studying is strictly prohibited while on the job – Work-Study is not a form of paid study time.**
- **Working during scheduled classes is strictly prohibited – work must be performed during non-class hours.**

Job Classification

- OSSA has established a Job Classification System (JCS) to determine equitable compensation based on job requirements
- The JCS differentiates among skill level, ability, and prior work experience, and also recognizes the wide array of job responsibilities
- The JCS permits supervisors to equitably classify students based on the level of complexity of the job and qualifications of the individual student

Pay Rates and Levels

- The table below contains the 2019-20 wage data. The following slides contain descriptions of the levels to assist you in understanding job classification

Pay Level	Wage Range	Midpoint Wage
Level 1	\$7.25 - \$8.30	\$7.77
Level 2	\$8.30 - \$10.05	\$9.17
Level 3	\$10.05 – \$11.80	\$10.92
Level 4	\$11.80 - \$13.55	\$12.67

Supervisors designate the appropriate pay level when creating the position, but decide the appropriate Hourly Wage Rate upon hiring the WS employee.

Job Classification

- **Level 1 (\$7.25-\$8.30):**
 - No experience or previous training required
 - Positions that perform routine tasks with minimal responsibility
 - Where applicable, positions may require demonstrated ability to successfully interact with the public
 - Student employee works in a well-supervised setting and takes little-to-no independent action
- **Level 2 (\$8.30-\$10.05):**
 - Little or moderate experience, technical knowledge, or previous training is necessary
 - Special instruction may be necessary for some aspects of these positions.
 - Student employee must demonstrate the ability to learn new tasks and work independently with moderate or limited supervision

Job Classification

- **Level 3 (\$10.05-\$11.80):**
 - Moderate to substantial experience, technical knowledge, or previous training or certification is necessary
 - Student employee must possess a high level of competency with a specialized skill and readily demonstrate the use of independent judgment, decision-making ability, and/or the ability to work responsibly with little-to-no direct supervision
 - Previous work experience at a lower level within the same department may be required
- **Level 4 (\$11.80-\$13.55):**
 - In addition to the qualifications and scope associated with Level 3, these positions require an individual who possesses substantial experience, advanced technical knowledge, and previous training/certification
 - The student may be expected to manage technologies/equipment, research, analyses, publications, instruction, or other special projects or activities of significant scope
 - The student may work with extremely limited supervision on a regular basis

Documentation for Hired Students

- Hired WS students must complete all required payroll forms with the hiring employer's HR Representative/Shared Services Center & submit their employment verification form to their supervisor before they can begin working
- HR will enter the student's payroll information & set up the employee record
- Required payroll forms include: NC-4, W-4, and Electronic I-9 Employment Eligibility Verification. You will need to bring documentation from home to complete these forms.
 - For a list of acceptable documents, please visit <https://www.uscis.gov/i-9-central/acceptable-documents/list-documents/form-i-9-acceptable-documents>
- On-campus employees will also need to complete Direct Deposit Enrollment
- Additionally, students must submit proof that they successfully completed WS Training to their supervisors prior to beginning employment

Documentation of Time Worked

- All WS employees are required to track and monitor their time.
- Most on-campus employees will use the Kronos Time Information Management (TIM) System to track work hours
 - The associated TIM training can be found at <https://apps.fo.unc.edu/finance/training/tim-students-temps/>
- WS students employed on-campus must complete Computer-Based Training for “Time Stamp Student and Temp Employees” on the first day of work to gain a working familiarity with the TIM system
- On-campus WS students (‘employee’ in TIM) & supervisors (‘manager’ in TIM) are required to approve work hours on a biweekly basis before the department TIM Administrator performs the final sign-off
- Off-campus employees must follow their work site’s protocol regarding timesheets and approval.



WS Student/Supervisor Responsibilities

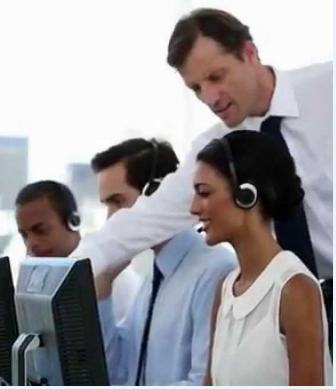
Documented duties for program participants

Student Responsibilities



WS students are professional employees, and are therefore responsible for conducting themselves in a professional manner, including:

1. Completing WS training and providing proof prior to beginning work
2. Providing all requested documentation to HR prior to beginning work
3. Establishing a work schedule
4. Reporting to work on time
5. Completing tasks as assigned
6. Notifying the supervisor of any absence or derivation from the established schedule due to illness, emergencies, or valid academic conflicts (e.g. class, lab, office hours, advising appointments)
7. Working with a supervisor on mutually acceptable schedule revisions, if needed
8. Refraining from prohibited activities: studying on the job, misreporting hours worked, working over limits, failing to perform job duties, etc.
9. Refraining from discouraged activities: personal calls, texts, e-mails, & social media updates unless part of the job duties
10. Notifying the supervisor of any changes to their WS award
11. Ensuring compliance with all program rules and regulations



Supervisor Responsibilities

- Not discriminating on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran status, sexual orientation, gender identity, and gender expression
- Verifying that any new WS job does not replace an existing position and that the employee is not paid with departmental funds
- Ensuring the student is properly hired and has their onboarding properly completed
- Collecting & retaining certification that the student-employee completed mandatory WS training
- Ensuring that WS students do not engage in work before the hiring/payroll process is complete with HR
- Ensuring that required university training (FERPA, HIPAA, confidentiality clauses, etc.) is completed as required

Supervisor Responsibilities

- Treating the student as a professional staff member
- Encouraging open and honest communication with the WS student
- Providing ample work to ensure students are busy and not studying during their shift
- Providing regular feedback regarding job performance (we suggest informal evaluations at the mid-point and formal evaluations at the end of each semester)

Supervisor Responsibilities

- Keeping accurate records of all hours worked by the WS student to ensure overages do not occur
- Being available to students for supervision and instruction during every student shift.
- Having an eligible staff member on site to supervise employees if you are not available (e.g. ill, in a meeting)
- Providing training & materials sufficient to accomplish all assigned job requirements
- Presenting and clarifying job expectations and departmental requirements

Joint Responsibilities

- Maintaining accurate records of all hours worked
- Communicating regarding the failure of either party to meet established responsibilities and working to find a solution if such failures occur
- Ensuring the position helps the student progress towards their academic, professional, and/or personal development goals
- Preventing the student from exceeding weekly/annual work limits
- Maintaining compliance with program rules & regulations





Job Search & Application

How to locate and apply for a great job

Job Search

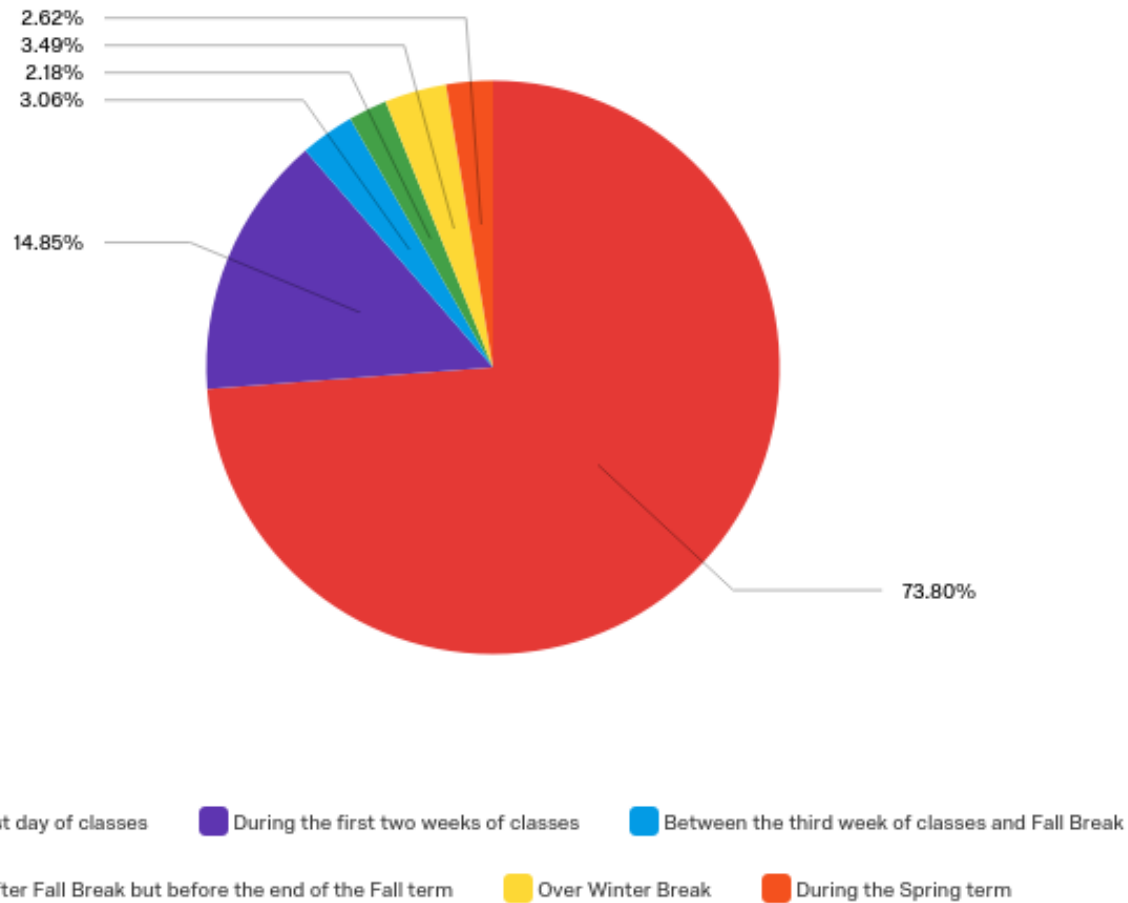
- On July 24th, students will be sent an email containing logon instructions for UNC's Work-Study job application website, known as JobX.
- Students can view available positions by logging on to <https://unc.studentemployment.ngwebsolutions.com/>
- Students can then apply to positions immediately on the web and potential supervisors will be automatically notified
- Students can apply to an unlimited number of jobs, but the system restricts users to 3 simultaneous applications at one time. To apply to more than 3 jobs, students need to complete multiple rounds of applications.
- Most positions require a resume and some require a cover letter, be sure to prepare these ahead of time.
 - If you don't have prior work experience, that's okay! Just focus on making a resume highlighting the skills and experiences you've developed through your volunteer work, academic clubs, school activities, & community service work.
 - You can also find help on resume/cover letter construction at the University Career Services website at <https://careers.unc.edu/students/resumes-and-letters>.

Job Search

- Students may search for jobs by a variety of criteria
 - On- vs. Off-campus
 - Traditional vs. Community Service
 - By Department
 - By maximum number of hours per week
 - By wage range
 - By keyword
- Please keep in mind when looking for a position that a good job will:
 - Enhance your academic, personal, and/or professional skills
 - Operate in an area of interest to you
 - Give you opportunities to expand your personal & professional networks
 - Allow work during times that do not conflict with your academic schedule
 - Require a number of hours per week that is reasonable for you
 - Provide a sufficient number of work hours to allow you to earn your full award
 - Offer opportunities for you to grow & take on new responsibilities as you learn

Every year we have more WS jobs than WS participants, so
keep looking until you find a job that's right for you!

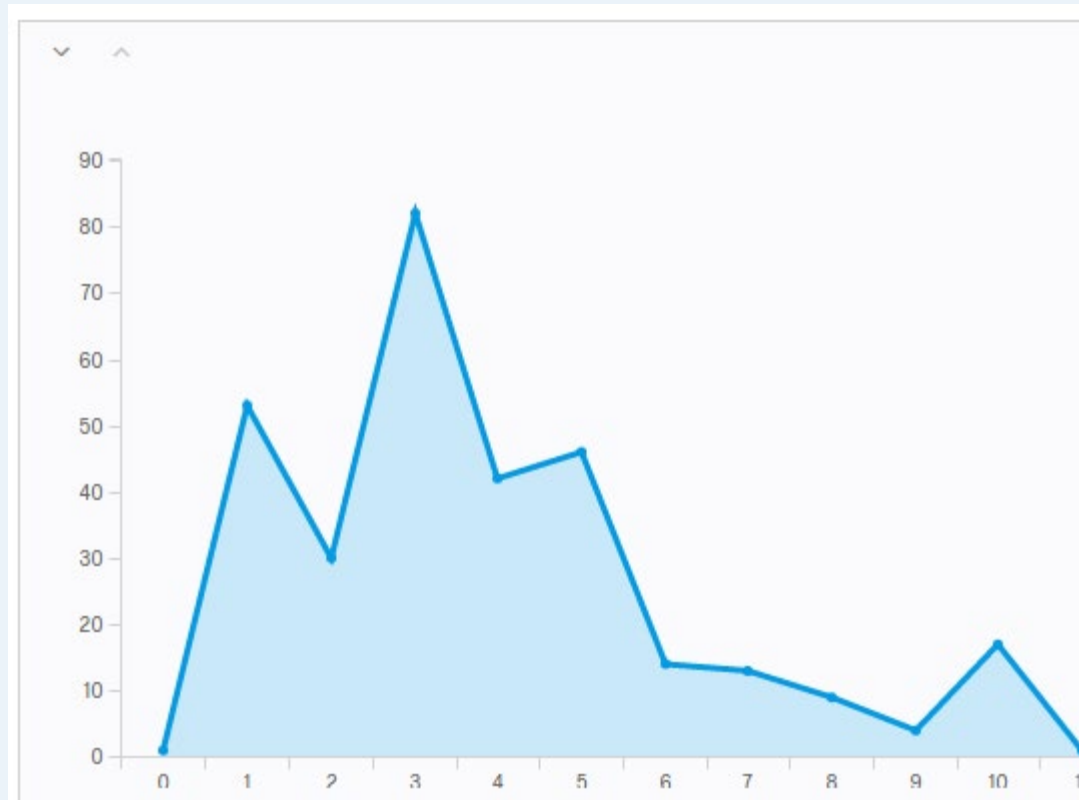
When do students begin searching for positions?



In 2018-19:

- Approximately 3 out of 4 students begin looking for a job before school ever starts
- 9 out of 10 students did their looking before the third week of classes
- 2 out of every 3 WS students were working by the second week of classes

To how many positions do students apply?



In 2018-19

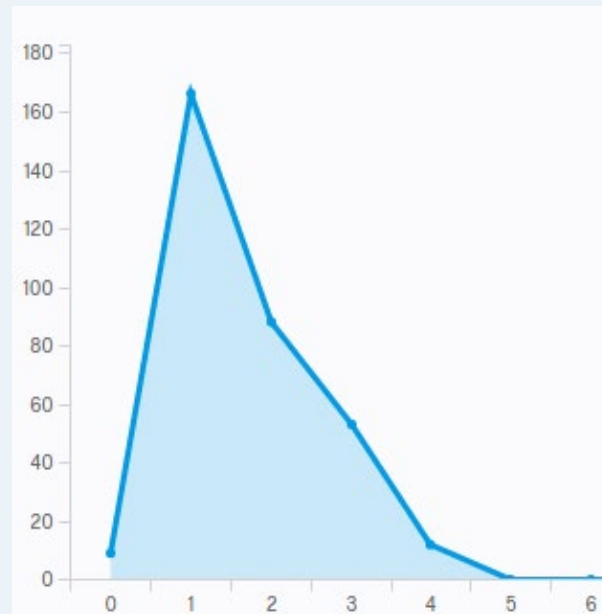
- The average student applied to between 3 and 5 positions before being hired
- 53 students (16%) only applied to 1, and an industrious 12 people applied to more than 15 positions.

Hiring Overview

- On July 25th, supervisors can reach out to applicants to begin the selection process. This includes
 - reviewing applicant information in JobX
 - interviewing new WS students
 - answering a student's questions regarding the hours, duties, and other individual characteristics of the position
 - hiring new WS students, after an interview
 - hiring WS employees returning to the same position (no interview required)
 - setting up a payroll/I-9 meeting with the HR representative
 - collecting certification that the student completed WS training
 - developing a work schedule with the student

Interviews

- Interviews are conducted by supervisors based on the JobX application to ensure the position is a good fit for everyone involved.
- They can be conducted via phone, over the web, or in person.
- Most students participate in 1-4 interviews before finding the right position.



Continuing students returning to the same position can bypass the interview, if their supervisor chooses to do so.



Payroll, Time, & Wages

Setting up pay, marking down time, and getting wages to students

Payroll Overview

Before you can begin work, you will have to complete a set of tasks to received authorization for employment

- With Human Resources
 - Employment verification through the I-9 system
 - Payroll set-up using the W-4, NC-4, & (for on-campus employers) Direct Deposit Authorization Form
- With Work-Study Program
 - WS Training (available through Sakai at sakai.unc.edu/portal/site/d678e51c-b164-4055-ab28-e6a78f6ca53e/tool/0bd64de3-cb82-4fc4-a24d-dae0d3ea5c15)
- With Supervisor
 - WS Training Authorization (provide proof that you've completed WS Training on Sakai and obtained a 100% score on the quiz)
 - TIM/Kronos training (online module at <https://apps.fo.unc.edu/finance/training/tim-students-temps/>)

If you have any questions about how to complete these processes, please ask your WS supervisor for assistance.

Payroll Set Up

- All WS students **MUST** be set up in payroll, submit proof they completed WS Training with a 100% quiz score, and finish I-9 verification **on or before their first day of work**. Failure to do so will violate WS program regulations and may violate US employment law.
- If you do not have a meeting with HR on or before your first day of work, please ask your supervisors to set one up, otherwise you may not be paid on time.
- **Students may begin work on August 6th 2019 only if all set-up steps are complete. Please do not begin work before this time!**

Time

- Students are allowed to work up to 20 hours per week under the WS program during periods of “active enrollment”

Fall Semester	Work may begin on/after the first day of Fall classes and must stop on/before the last day of fall exams for Fall-only positions and students who are not enrolled in the Spring term.
Winter Break	Work between semesters is ONLY ALLOWED for students enrolled in both Fall & Spring classes who are employed in a WS position for Fall & Spring
Spring Semester	Work may start on the first day of spring classes for Spring-only students and must stop on/before the last day of spring exams for all Fall & Spring and Spring-only positions
Summer Terms	Funding is NOT available for Summer FWS Students awarded Summer Carolina Works funding who are enrolled for the Summer may work over the Summer term. These awards are provided in summer financial aid packages starting in mid-April.
Student Breaks	Students may work during Fall Break and/or Spring Break provided a registered supervisor is present when student is working.
University Holidays	Work IS NOT permitted during university holidays when departments are closed. If the department is open and a registered WS Supervisor is present, students can work during university holidays on a voluntary basis.



Time

- On-campus students will submit hours for supervisor review and approval in TIM (aka Kronos). Off-campus students will submit hours via the protocol at their job site, which may also be TIM.
- Supervisors approve or revise submitted time sheets before sending them on to HR for approval and payout
- Payroll will be provided based on the number of hours worked in that pay period

Please keep in mind that your pay will vary with the number of hours worked. This is important to remember when selecting a position as jobs have different maximum work expectations.

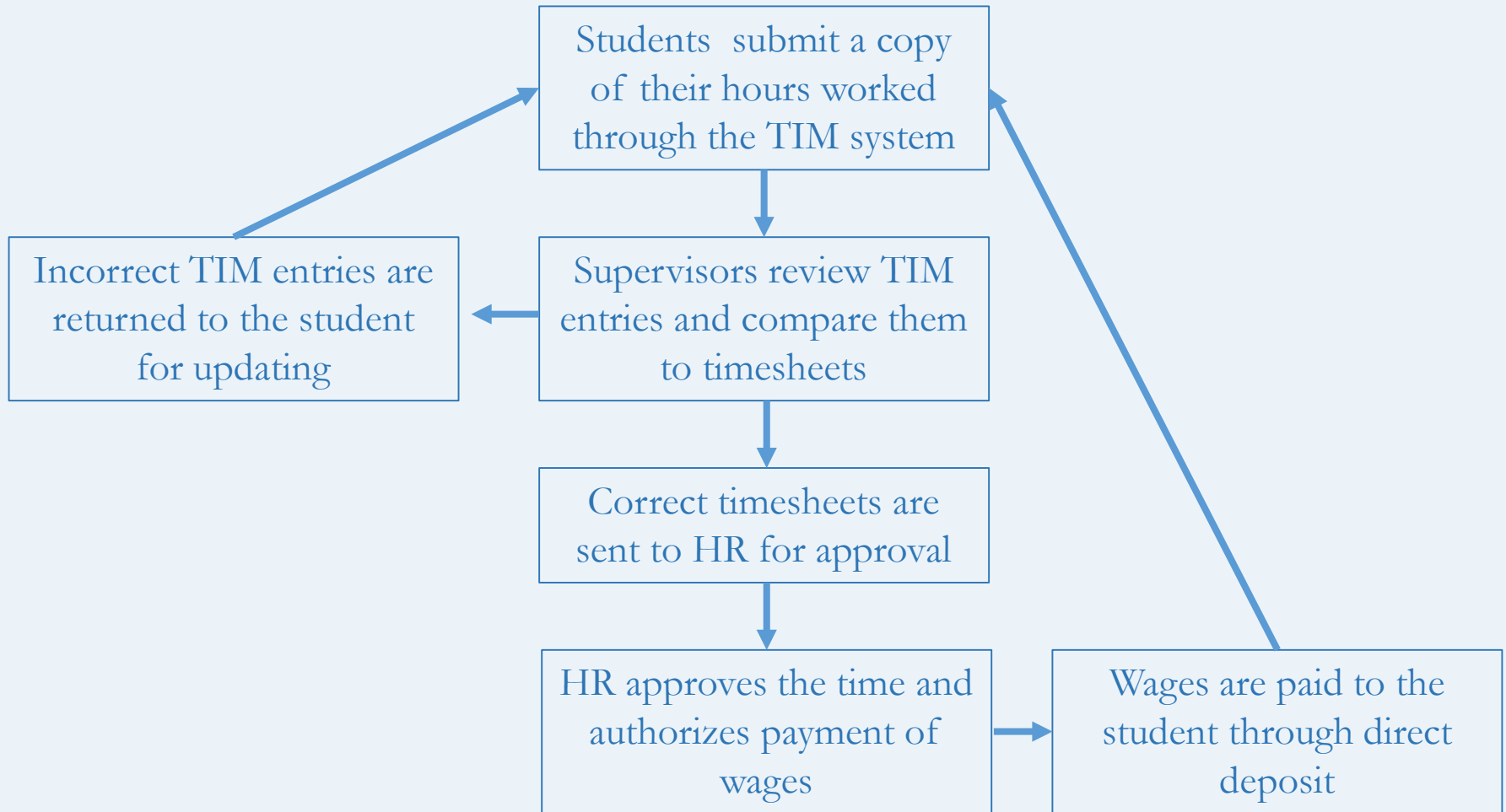
Time

*****Be advised that it is unlawful to falsify work hours. Any student found to have carried out such actions will be terminated immediately and reported to the appropriate authorities as well as to the Honor Court for violating the UNC Honor Code*****

Wages-On Campus

- Students will receive biweekly paychecks for hours worked approximately 12 days after the end of the pay period.
- Pay is provided to students exclusively and automatically through direct deposit
- Information for pay periods as well as expected timesheet submission deadlines and pay dates can be found online at <https://finance.unc.edu/files/2018/10/2019-SHRA-Pay-Period-Schedule.pdf>

On-Campus Payroll Process Overview



Wages-Off Campus

- Students will receive paychecks according to their local employer's schedule. Student will be paid at least monthly, but may be paid biweekly, bimonthly, or weekly.
- Pay is provided through direct deposit at most locations, but may be delivered via paper check at some employers.
- Information for pay periods, timesheet submission deadlines, and pay dates can be found by speaking to your employer's HR department.



Best Practices & Common Issues

Lessons from those who have gone before

Best Practices

Why do students pick WS jobs?	%
<u>They are interested in the work</u>	<u>77.42%</u>
The job location is convenient	54.38%
<u>It relates to their academic goals</u>	<u>49.77%</u>
<u>It relates to their career goals</u>	<u>48.85%</u>
<u>They provide a service that they feel is important</u>	<u>40.09%</u>
They know other employees in the position/department	13.82%
They know the supervisor	9.68%
Other	6.45%

When looking for a job, we strongly recommend looking at jobs related to your academic, career, and personal goals.

According to UNC WS survey data, students who choose positions based on their goals & interests experienced higher levels of earnings and job satisfaction. Students who chose jobs solely based on location and/or familiarity with coworkers demonstrated lower levels of job satisfaction and average earnings.

Common Issues

A 2018 survey of 675 WS student-respondents revealed the top 3 complaints of FWS student participants are:

1. Students wanted opportunities to grow, develop new skills, and take on higher-level duties.
2. Students wanted additional training, instruction, and feedback
3. Students did not plan their hours properly and either didn't earn their full award or ran out of funding too early in the year

To help prevent these issues, we strongly recommend the following:

1. Create a personal training program with your supervisor at the beginning of the year. Include ways for you to continue advancing your skills over the entire academic year.
2. Work with your supervisor to develop a list of additional tasks on hand that you can complete as time allows
3. Plan out larger, semester- or year-long projects that you can be in charge of and work on as time allows
4. Work with your supervisor to plan out your hours for the year when you are hired (e.g. calculate number of hours/week you'll need to work during each week of the academic year in order to earn your full award)

Common Issues

Most disciplinary issues result from three factors

1. Attendance issues
2. Unclear communication and expectations
3. Lack of supervision & guidance

To combat these issues, we recommend the following solutions:

1. Create a mutually-agreed upon work schedule and operating policy/procedure with your supervisor
2. Have a procedure in place to amend your schedule, should the need arise.
3. Create and use a sign-in/sign-out sheet to document your time at work
4. Discuss and document your assigned duties with your supervisor. If those duties vary over time, make sure to document the changes.
5. Communicate with your supervisor if you have questions about your duties & responsibilities or if issues arise.

Hiring Checklist Example

The following is an example of a list of tasks an WS participant might follow before starting work. It is by no means an exhaustive list for all positions, but you should be prepared to complete at least these items before beginning regular duties

1. Create/update a resume and cover letter
2. Complete WS Training on Sakai; print out your score page& training certificate
3. Apply to WS positions through JobX
4. Complete all offered interviews
5. Formally accept a position and exchange contact information with the supervisor
6. Meet with the HR Representative prior to/on the first day of employment to complete all required verification and hiring processes
7. Submit proof that you've completed WS training to your supervisor
8. Complete any departmental-specific training (FERPA, HIPAA, confidentiality, etc.)
9. Complete TIM training
10. Create a weekly work schedule with your supervisor & review the annual work calendar
11. Review operating norms (Job duties, sign in/out protocols, who to go to for help, no studying on job, additional duties to complete as time allows, job attire, etc.)
12. Discuss any other job-specific items (e.g. performance review periods, mentoring opportunities, additional training opportunities, areas of concern)



Next Steps

Getting access and planning for the future

Confirm Training

To certify that you have completed this training session you will need to pass the associated quiz in Sakai on the “Federal Work Study Student Training” page.

Once you’ve passed, you’ll need to provide a copy of the test results showing that you achieved a score of 100%. Either emailed or printed forms will suffice.

By submitting taking the quiz, you attest that you have read this document in its entirety, fully understand the information presented, and agree to the terms outlined in the preceding slides.

JobX Access

On July 24th you will receive an email information you that the JobX site is live for the 2019-20 academic year. At that point, you can begin your job application process.

Thank you for completing Work-Study Training!

Remember, this is your opportunity to gain valuable work experience, to expand your skill set, and to grow as an employee....you'll get out of it what you put into it. So work hard, have fun, be professional, and feel free to contact us if you need any assistance!

We appreciate your interest in the FWS & CW Programs, and we look forward to working with you!