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 during the 2019-20 academic year.

# Part 1: New Initiatives

This section contains information regarding updates to the program for the 2020-2021 academic year.

## Job Submission Deadlines

* **Federal Work-Study** Jobs for the Fall '20/Spring '21 semesters may be posted starting on or about June 1st.
* **Carolina Works** Jobs for the Fall '20/Spring '21 semesters may also be posted starting on or about June 1st.
* **July 3rd is the priority posting date for Federal Work-Study & Carolina Works Jobs in 2020-21**.  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 Early Rehire Process.
* **November 1st** is the last day to submit a new job posting or modification (e.g. increasing the number of vacancies) for all Fall & Fall/Spring positions.
* **February 28th** is the last day to submit a new job posting or modification for Spring 2021.
* Information regarding Summer work-study postings will be relayed through the WS Supervisor Listserv during the Spring 2021 semester.

## Wage Match

* All work-study positions are conducted under an employer wage-share model.
  + For Federal Work-Study positions, employing departments will be responsible for 30% of students' gross wage earnings.
  + For Carolina Works positions, employing departments will continue to be responsible for 50% of students' gross wage earnings.
* The Office of Scholarships and Student Aid will continue to supply 100% of each student's up-front wage earnings through designated work-study funding sources.  Students should continue to be paid exclusively from the FWS/CWS funding source indicated in their hiring email from JobX.
* The employer portion of each student's earnings will be collected through Customer Billing Management (CBM) following reconciliation and invoicing of payroll data.

## **Virtual Positions**

In recognition of the University's response to the COVID-19 pandemic, the work-study program will be allowing supervisors to create both on-campus and virtual positions for the 2020-2021 academic year.  Please read the following points closely to ensure you are up-to-date on these changes.

* Positions including any amount of on-campus work should be listed as on-campus, not virtual.
* When creating/updating your posting in JobX it is essential that you (a) select the correct Job Type and (b) enter an accurate Location.  These are the two fields students will use to determine whether the position is virtual or on-campus.
* Students should be able to reach a Registered WS Supervisor listed on their position any time they are working (e.g. via phone or IM) and should confirm the times that they begin and end their work during all shifts.
* Supervisors are responsible for developing & utilizing a system to make sure students in virtual positions are actively working during the times they are scheduled to be working.

## 2020-2021 JobX Updates

1. **Content Layout**
   * Sections of the JobX site have been updated automatically as part of a site upgrade.  This change primarily affects content layout and is not substantive in nature.
2. **Job Types**
   * In support of the University's plan to offer both on-campus and virtual work-study positions, additional job types have been created to differentiate between positions requiring work to be performed on campus and those offering virtual work.
3. **Content Migration**
   * In keeping with OSSA's updated communication plan, sections of the JobX website affecting students have been relocated to the OSSA website at <https://studentaid.unc.edu/work-study-program/>.

## Early Rehire Program (ERP)

Students who returning to a previously-held role for 2020-2021 can be hired through the Early Rehire Program prior to JobX opening to the general student population.  To qualify a student for this program, WS Supervisors must:

1. Receive written confirmation from the student that they intend to return to work for the department in the 2020-21 academic year.  The role must be substantially similar to a position the student previously held.
2. Submit a job posting prior to the 7/3 priority deadline.
3. Submit the student's name, PID, and JobX JobID before July 15th to the survey link provided in the hiring email.  (Note: Jobs approved after the priority date will not receive this link)
4. Notify the student that they will need to file an application for the position in JobX on July 17th or 18th.
5. Hire the student and close the position (if all vacancies are filled) before 7/20.

# Part 2: Notable Reminders

This section contains information regarding items that supervisors asked the most questions about during the 2019-20 academic year or missed during the performance of their duties.

## Applicant Notification

Supervisors are required to respond to **all** job applicants, not just those selected for interviews/hiring.  Responses can be delivered via JobX messaging, email, phone, etc., but all applicants should be notified in a timely manner whether they will be advanced in the job search process so that they can decide whether to accept other positions, submit additional applications, solicit help with the job search process, etc.

**We highly recommend providing an estimated time frame of your application review process to each applicant shortly after receiving their application.**  Responding to all applicants helps students know how to spend their time in the application process and saves you time responding to students requesting more information regarding your hiring timeline.

## Hiring Email

* Hiring emails in JobX contain information needed by HR to add a student employment record in Connect Carolina.
* **Hiring emails are a one-time opportunity and can not be repeated or replicated!**If the system times out, the option to generate the email isn't utilized, the back button is used mid-process, or the email generation protocol is not followed, this email can not be generated.
* **Please be sure to follow the email generation protocol outlined in training!**
* Adding your HR Officer/Shared Services Center's email in the "cc" field in JobX during hiring email setup will provide all of the information needed to hire the student in Connect Carolina.

## Interviewing

* All new hires and rehires moving to a substantially different position **must** complete an interview before being hired in JobX.
* Students returning to substantially similar position can be exempted from this process if the hiring supervisor chooses to waive the interview.

## Hiring

* **Students should not be hired without receiving and accepting a job offer.**
* Submitting an application in JobX does not constitute acceptance of a job offer.
* 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.

## Onboarding

* After the hiring process, the WS supervisor for the position must ensure that the student has completed the following processes **before**the student can begin work:
  + Complete the WS Student Training Quiz in Sakai and provide the WS Supervisor with documentation (print or email) that they have received a score of 100%
  + Met with HR to complete the I-9 Verification process.
  + 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](https://unc.studentemployment.ngwebsolutions.com/Cmx_Content.aspx?cpId=7)).
  + Reviewing, writing down, and providing the student with a copy of their goals and expectations from the evaluation form.
  + Ensuring the student completes TIM training (found [here](https://finance.unc.edu/departments/training/#pane-0-4)).
  + Creating a work schedule for the student
  + Reviewing sign-in/sign-out protocols, especially if the student will be working in a virtual role.
  + Providing the student with access to any additional required training required for the specific position (e.g. confidentiality training)
  + Reviewing the duties of the position with the student.

## Approved Working Times & Dates

* Students are required document all hours worked, and supervisors are required to verify this information regardless of whether the student is employed through a virtual or in-person role.
* Students **can**work without constant supervision, but students must be able to reach a registered WS Supervisor at all times while working.
* Supervisors are responsible for ensuring that students are actively working during times for which the student is being paid.  Supervisors must develop and utilize a system to verify this information.
* Students **can**work during holidays within the Fall & Spring Semesters provided a registered WS Supervisor is present and also working.
* Students **can**work any time of the day and day of the week (e.g. 2-3 AM Saturday).
* Students **can not** work more than 20 hours per week during the Fall/Spring terms.
* Students **can not** work during University closures for inclement weather, regardless of whether a WS Supervisor is present, if conditions present a hazard to students.

## 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](https://unc.studentemployment.ngwebsolutions.com/Cmx_Content.aspx?cpId=7) in the Tools section) 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.
* Having multiple supervisors attached to a position will allow a student to work even if one supervisor is unavailable.

## Supervisor Resources Webpage

* The WS Team has developed a number of helpful resources based on feedback from supervisors in previous years; these resources are all accessible at the [Supervisor Resources Page](https://unc.studentemployment.ngwebsolutions.com/Cmx_Content.aspx?cpId=7).
* Resources on this page include a series of video trainings regarding common WS processes, a spreadsheet to assist you in tracking wages to avoid overearnings, copies of the semesterly evaluation form, and much more.
* Please click on the hyperlink above and bookmark this page.