

Federal Work-Study Program Student Employee Training

Academic Year 2017-18

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



UNC
Scholarships
& Student Aid

Training Summary

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- Administration Guidelines
- FWS Student/Supervisor Responsibilities
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Process Overview

A general timeline of important events for students & supervisors

Student Overview

- December-July
 - Financial aid packages received and accepted
- August 1
 - Student receives email detailing FWS process
 - Students gains access to system and begin to apply/interview for positions
- August 22
 - Students can begin work after completing necessary documentation with HR Representative and Supervisor
- Mid-December
 - Inter-semester break starts; students cease work over holiday
- January
 - Classes resume & students begin working again
- May
 - Classes end for the spring & students stop work for the academic year

Supervisor Overview: May-August

August 1st

- Supervisors begin interview and hiring processes

Augusts 22nd

- Supervisors confirm that students have completed all requirements (listed below) & allow students to begin employment after developing a work schedule
 - Completion of work eligibility process (I-9)
 - Completion of payroll process (W-4, NC-4, Direct Deposit)
 - Completion of FWS Training (FWS Student Training Certification Form)

Fall

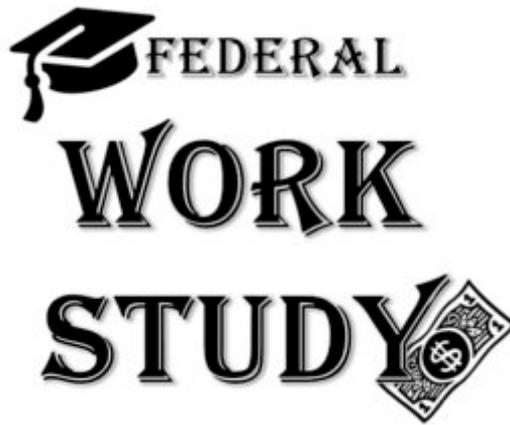
- Students cease work on last day of Fall classes for semester break

Spring

- Students resume work on 1st day of Spring classes
- Students cease work on last day of Spring classes for semester break

Fall & Spring

- Monitor student work hours & performance
- Provide training, guidance, & communication to students
- Correspond with the FWS Team regarding any issues
- Recommended employee reviews conducted mid- and end-of-semester



Federal Work-Study Program Overview

A brief look at the purpose, policies, and practices of the FWS program

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):

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

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.”

Federal Work-Study Program (FWS):

During the 2016-17 academic year, FWS students attested that their positions helped them to develop a variety of different personal, professional, & academics skills



Federal Work-Study Program (FWS):

- Students are provided a maximum FWS award amount at the beginning of the year.
- FWS 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 biweekly basis for all hours worked during a given pay period via direct deposit
- 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 FWS program

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 |
| Winter Break | Work is NOT permitted between semesters |
| Spring Semester | Work may resume on/after the first day of spring classes and must stop on/before the last day of spring exams |
| Summer Terms | Funding is NOT currently available for Summer FWS |
| Student Breaks | Students may work during Fall Break and/or Spring Break |
| University Holidays | Work is NOT permitted during university holidays (Thanksgiving, New Year's, Labor Day, etc.) |

Eligible Jobs

- Students may hold only one FWS position at a time, but are not restricted from being simultaneously employed in another non-FWS position
- Students are part-time employees and are not permitted to work more than 20 hours per week through FWS 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, FWS employees can be choose to leave, be removed from, or change positions during the academic year.

Eligible Jobs

During the 2016-17 academic year, FWS students worked in a variety of different positions including:

Choral Librarian

IT Computer Technician

Research Assistant

Box Office Manager

Somatosensory Research Assistant

America Reads Tutor

Peer Mentor Program Assistant

Communications Intern

Planetarium Fulldome Navigator

Horticulturist

Concierge and Guide

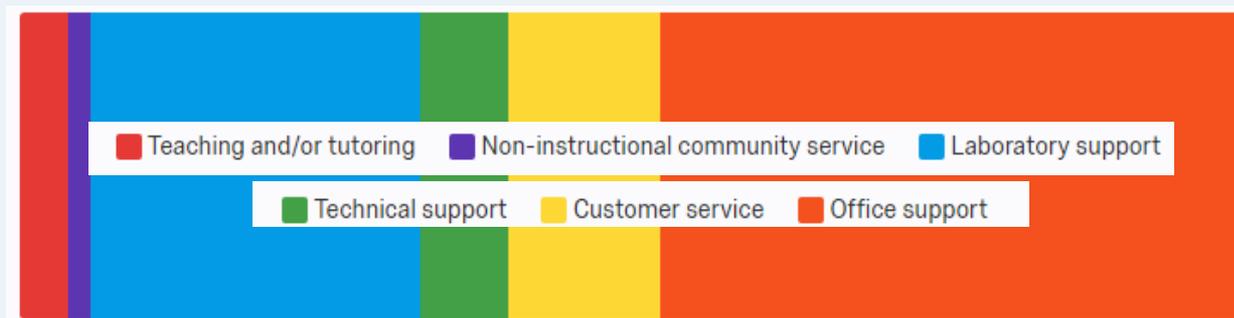
Assistant to the Vice Chancellor

Zumba Instructor

DNA Technician

Clinical Psychology Lab Coordinator

Web Design & Marketing Assistant



Eligible Work Duties

- Students are permitted to perform most job duties asked of non-FWS employees, provided those duties are conducted on site and under supervision
- Students are not permitted to work remotely – a designated work space/schedule is required
- Driving is not permissible as part of the job – this includes state vehicles and personal vehicles
- **Studying is strictly prohibited while on the job – FWS is not a form of paid study time.**
- Students are required to document their attendance, usually through a sign-in/sign-out protocol

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 2017-18 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 FWS 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 FWS students must complete all required payroll forms with the hiring department's HR Representative & submit their employment verification form to their supervisor before they can begin working
- Departmental HR will enter the student's payroll information & set up the employee record
- Required payroll forms include: NC-4, W-4, Direct Payroll Deposit Authorization, and Electronic I-9 Employment Eligibility Verification. You may need to bring documentation (e.g. license, passport, social security card) from home to complete these forms.
- Additionally, students must submit proof that they successfully completed FWS Training to their supervisors prior to beginning employment

Documentation of Time Worked

- All FWS employees and supervisors are required to use the Kronos Time Information Management (TIM) System to track work hours
- FWS students 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
- FWS 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



FWS Student/Supervisor Responsibilities

Documented duties for program participants

Student Responsibilities



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

1. Completing FWS 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
10. Notifying the supervisor of any changes to their FWS award



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 FWS job does not replace an existing position and that the employee is not paid with departmental funds
- Ensuring the student is properly hired through JobX and processed with departmental HR
- Collecting & retaining certification that the student-employee completed mandatory FWS training
- Ensuring that FWS 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 FWS 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 end of each semester)

Supervisor Responsibilities

- Keeping accurate records of all hours worked by the FWS 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





Job Search & Application

How to locate and apply for a great job

Job Search

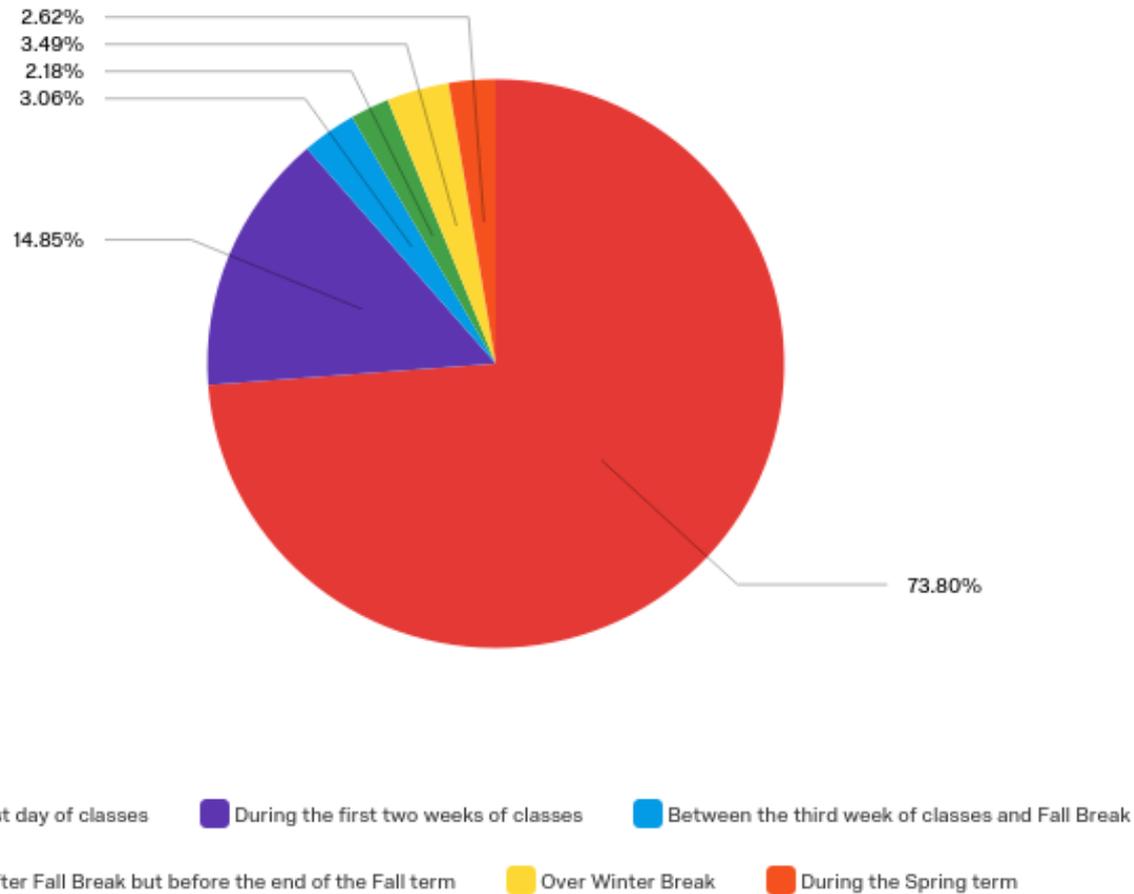
- On August 1st, students will be sent an email containing logon instructions for UNC's Federal Work-Study job application website, known as JobX.
- Students can view available positions by logging on to <https://unc.studentemployment.ngwebsolutions.com/>
- Students can then apply to positions immediately 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.
- 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 FWS jobs than FWS participants, so keep looking until you find a job that's right for you!

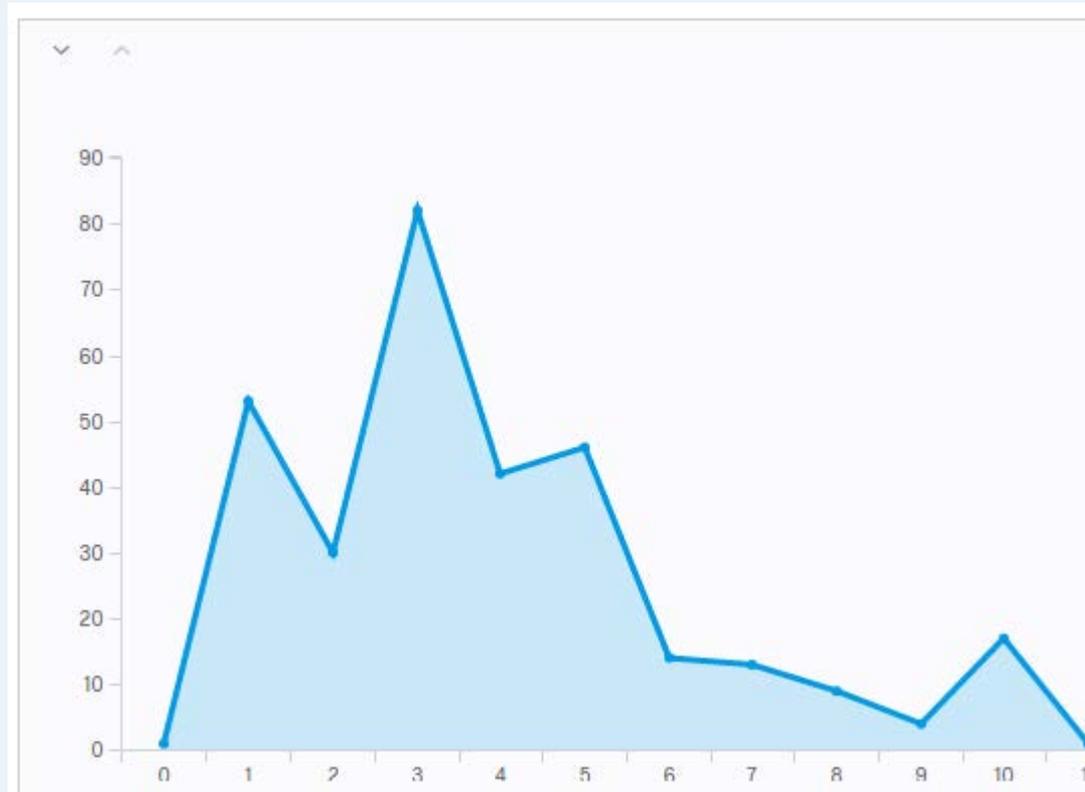
When do students begin searching for positions?



In 2016-17

- 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 FWS students were working by the second week of classes

To how many positions do students apply?



In 2016-17

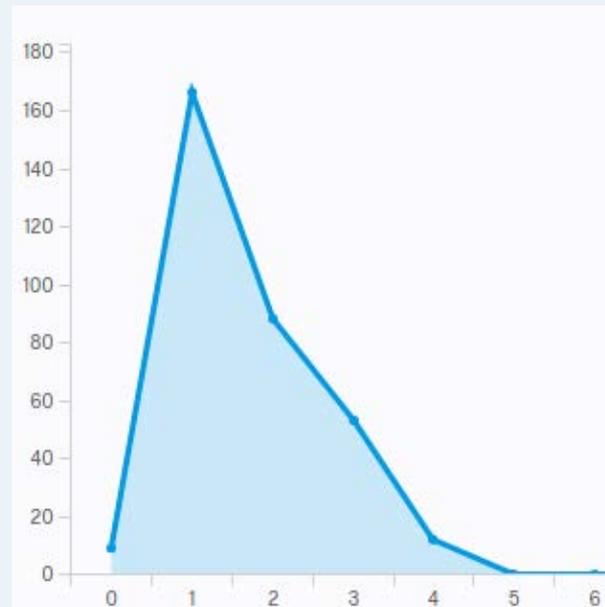
- The average student applied to between 3 and 5 positions before being hired
- 53 students (16%) only applied to 1, and an industrious 12 people applied to more than 15 positions.

Hiring Overview

- Once students begin applying on August 1st, supervisors can immediately begin to review applications and commence the interview and hiring process. This includes
 - reviewing applicant information in JobX
 - interviewing new FWS students
 - answering a student's questions regarding the hours, duties, and other individual characteristics of the position
 - hiring new FWS students, after an interview
 - hiring FWS employees returning to the same position at the same or higher pay levels (no interview required)
 - setting up a payroll/I-9 meeting with your HR rep for the student
 - collecting certification that the student completed FWS 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, & Direct Deposit Authorization Form
- With Federal Work-Study Program
 - FWS Training (available through Sakai)
- With Supervisor
 - FWS Training Authorization (provide certificate that you've completed FWS Training on Sakai)
 - TIM/Kronos training (online module)

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



Payroll Set Up

- All FWS students **MUST** be set up in payroll, submit their FWS Training completion certificate, and complete I-9 verification **on or before their first day of work**. Failure to do so will violate FWS 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 the first day of class 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 FWS 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 |
| Winter Break | Work is NOT permitted between semesters |
| Spring Semester | Work may resume on/after the first day of spring classes and must stop on/before the last day of spring exams |
| Summer Terms | Funding is NOT available for Summer FWS |
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| University Holidays | Work is NOT permitted during university holidays (Thanksgiving, New Year’s, Labor Day, etc.) |

Reminder: an eligible supervisor must be present any time a student is at work

Time

- Students will submit hours for supervisor review and approval in TIM (aka Kronos)
- 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.

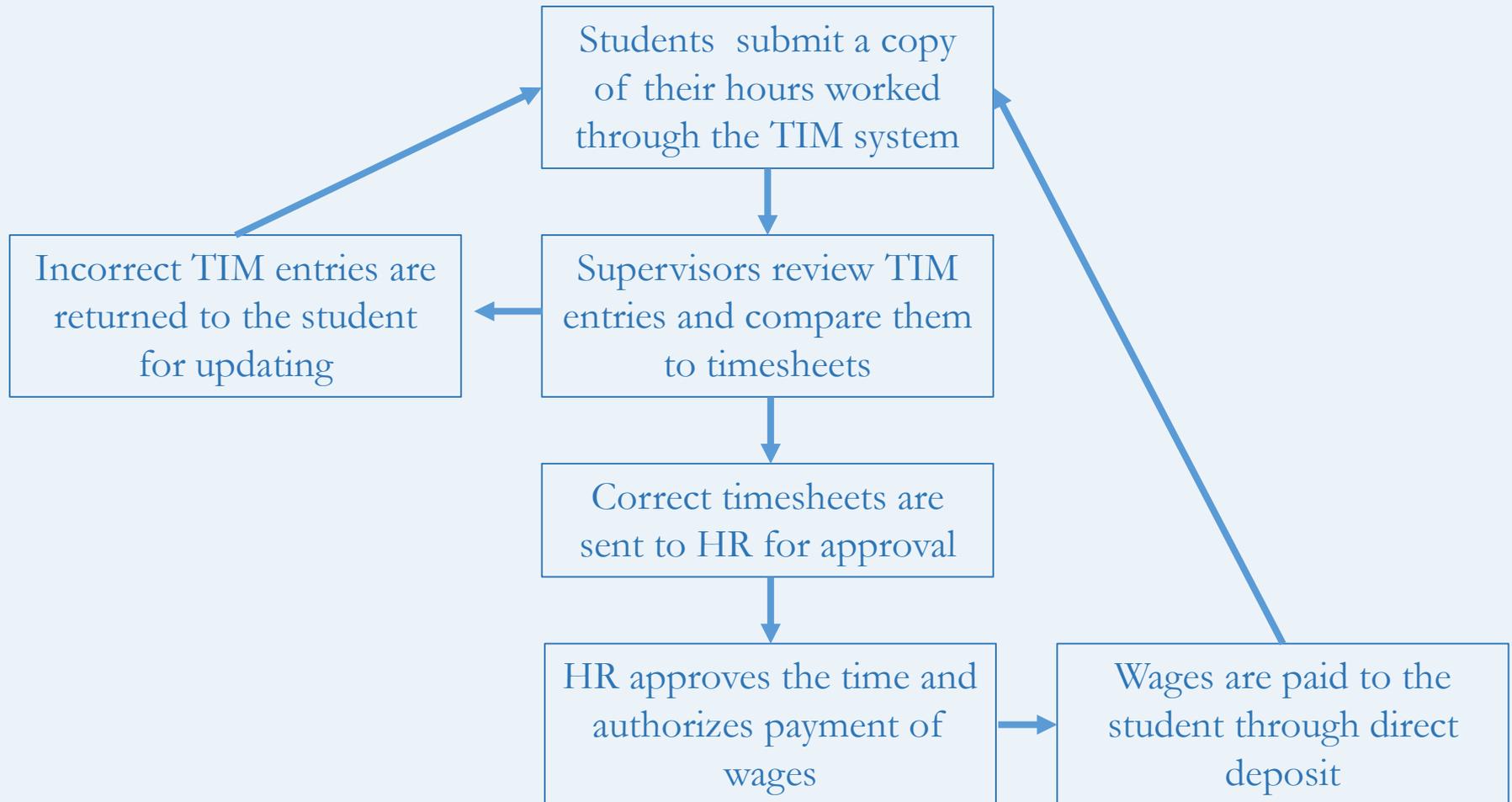
Time

*****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

- 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 <http://finance.unc.edu/departments/strategic-sourcing-payment/payroll/schedules/>

Payroll Process Overview





Best Practices & Common Issues

Lessons from those who have gone before

Best Practices

| Why do students pick FWS 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.

In the 2016-17 FWS survey, 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 2017 survey of over 250 FWS student-respondents revealed the top 3 complaints of FWS student participants are:

1. Students did not have enough work to do
2. Students wanted more responsibility and more difficult projects
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. Planning 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
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 FWS 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 FWS Training on Sakai; print out your score page& training certificate
3. Apply to FWS 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 FWS 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 and a signed FWS Training Certification Form to your FWS supervisor. Either emailed or printed forms will suffice.

By submitting the aforementioned certification of completion, 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.

Thank you for reviewing Work-Study Training!

Remember, this is your opportunity to gain valuable work experience, to expand your skill set, and to grow as an professional....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 Program, and we look forward to working with you!