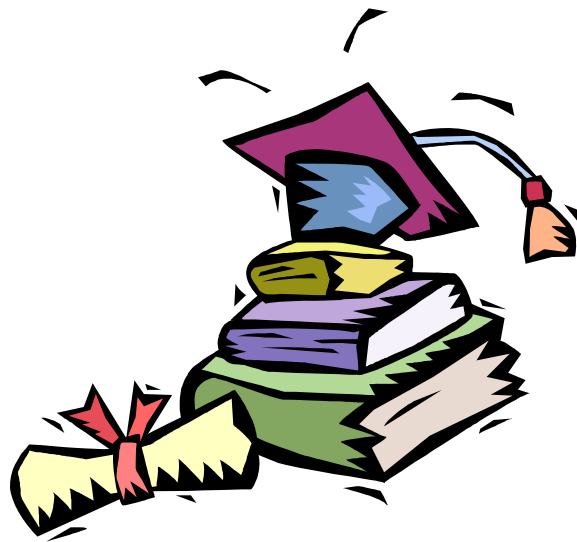


Georgia Southern University

Federal Work Study



**Supervisor's Handbook
2007 – 2008**

**Office of Financial Aid
Rosenwald Building
912-681-5413**

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INTRODUCTION

The Federal Work Study (FWS) Program was established by Congress as part of the Economic Opportunity Act of 1964. The primary mission of the FWS Program is to:

1. Help students who need part-time employment income to help them meet their educational expenses.
2. Assist the student in developing good work habits in preparation for entering the work force.
3. Provide valuable employment opportunities that reflect the educational goals of the student.
4. Improve relations between the University and the community.

The Federal Work Study Program is need-based and is available only to those students who qualify for the award as determined by the Free Application for Federal Student Aid (FAFSA). The Federal Government establishes eligibility criteria and allocates an annual budget which is used to fund the FWS earnings. The amount of funding allocated to the university changes from year to year; therefore, the number of FWS positions allocated to each department is also subject to adjustment.

A Message From the Office of Financial Aid:

We hope that the information outlined in this handbook will increase your understanding of the important role you play as a FWS supervisor. We are grateful for your participation in this program, which allows us to employ many talented students each year. These job opportunities provide our students with “self-help” financial aid and offer opportunities for personal, educational, and career development. We hope that you will take the time to read this handbook, and we welcome any questions, suggestions or comments that you may have regarding this handbook and the Federal Work Study Program.

Eligibility

Students must demonstrate financial need to be eligible to participate in the FWS Program. This process involves completing the Free Application for Federal Student Financial Aid (FAFSA). Because funding for the FWS Program at Georgia Southern University is limited, we cannot guarantee that every eligible student will be awarded; therefore, we cannot emphasize enough the importance of students completing the FAFSA as early as possible. Students who have been awarded FWS will receive an award notification indicating the maximum amount of gross pay to be earned per term. Federal Work Study eligibility is determined annually.

Hiring a Federal Work Study Student Employee

Writing a Job Description

When writing up the description of your department's job opening, it is helpful to follow some general guidelines:

1. The description should be concise.
2. Include sufficient detail to communicate a clear understanding of the job duties, tasks, and qualifications.
3. Conclude with something similar to, "Perform any other duties as required." This brings with it the responsibility to be reasonable in what you require, but it affords a useful flexibility if you happen to be dealing with a student employee who wants to be totally literal about what he/she signed on to do!
4. The final step should be to decide on a descriptive job title that encompasses the full range of job content.

An **important new regulation** requires that the FWS supervisor attach a copy of the FWS **position description** to the completed authorization form, when sending this form back to the FWS coordinator. (Several examples of job descriptions are included in the appendix.)

Posting Job Vacancies

Departments approved to hire FWS students should post their openings with the Student Employment Center located within the Department of Human Resources. Ms. Janna McDonald, manager of the new Student Employment Center, may be reached at extension 5468. The Department of Student Financial Aid also maintains a "Job Openings" list on our website. Contact the FWS coordinator to be added or removed from our list.

It is the student's responsibility to contact the Student Employment Center in order to fill out an employment application.

Pre-employment Interviews

All students should arrive at the pre-employment interview with a copy of their FWS authorization form in hand. This is your assurance that the student has received a FWS award. When setting the interview appointment, request that the student come with a copy of his/her resume, if you had not previously requested that one be sent to you.

The supervisor should conduct the interview in such a way as to determine the student's suitability for the position. It is the supervisor's decision whether to hire the student. The student is given the opportunity to accept or reject the offer. We suggest that you take the time to really determine a student's compatibility with a position before hiring. This will alleviate possible future problems.

It is suggested that the following items be discussed with the student during the interview:

1. Hours of operation and student's academic schedule.
2. Detailed description of job duties.
3. Personal conduct and dress code expected of the student.
4. Previous experience needed to perform the job.
5. Training to be provided to perform the job.
6. Expected hiring-decision timetable.

Hiring the Student

Upon successfully hiring a student applicant, the supervisor will need to complete all of the information requested on the FWS Authorization form and have it signed by the Department Head. Make a copy of the completed form to send to Human Resources with the Hiring PA, and make a copy for your own records. The original should be sent to the FWS coordinator. As mentioned earlier, it is now **required that a copy of the job description be attached to the original Authorization Form**, before it is returned to the financial aid department. All appropriate Human Resource paperwork must be completed before the student begins work. This includes the successful completion of a criminal background check. Human Resources will then furnish you with the first two timesheets for your new employee.

University Policy on Equal Opportunity

It is the policy of Georgia Southern University to maintain and promote equal employment opportunity, without regard to race, sex, color, national origin, religion, age, or disability. The University is committed to providing equal educational opportunities to students. Inquires concerning the equal opportunity policy should be addressed to Human Resources, located in Rosenwald Building, 681-5468.

Filling Out the PA

Award Information:	Position #	B-Code
Federal Work Study – Undergraduate	1497	901X00
Federal Work Study – Graduate	2940	905X01
America Reads – Undergraduate	1498	901X00
America Reads – Graduate	3668	905X01

Department ID - 0800302

FWS Student Earnings

Student Earnings

Most students receive an annual award amount of \$1760.00. This is divided equally between Fall and Spring semesters, allotting \$880.00 to Fall and \$880.00 to Spring. If your student earns an hourly wage of \$5.85, this award amount allows the student to work 10 hours per week. However, there are exceptions, so please read your student employee's award information carefully, and keep a copy of the authorization form for your own records.

Increases and Decreases to FWS Award Amounts

Increases in awards depend on the availability of funds and the student's financial aid budget. If your student deserves a merit increase in hourly wage, please let the FWS coordinator know. If possible, we will try to increase the student's award amount proportionately. Also, if your student is getting close to reaching his/her earnings limit, please contact the FWS coordinator to inquire if the student's award amount can be increased. If funds are available and the increase requested is reasonable, we will try to provide the additional funds.

Decreases to an award are rare, but can occur if the student's financial aid budget changes. Since the Federal Government allocates FWS funds, changes in funding amounts can occur in any given year.

Summer FWS

Summer FWS is offered from funds remaining from the Fall/Spring semesters. Due to the limited funding, FWS may not always be awarded during the summer term. Fortunately, we have not recently encountered that situation.

Payroll Procedures

Timesheets

One of the most important responsibilities of the FWS supervisor is the timekeeping and reporting function. It is important that you implement a process of validating the hours that a student works. Timesheets are provided for all employees as a means of reporting hours worked to the payroll office. Recent changes in the timesheet format require the recording of times in and out to be included for each day of the week. Please make sure that these in/out times are translated into daily totals of hours worked.

When the process of hiring a new FWS student is complete, Human Resources will furnish the first two timesheets for your new employee. They will be on white paper and will be stamped “1st and 2nd timesheets.” Thereafter, the timesheets will be furnished by the payroll office and will be printed on colored paper.

It is extremely important that your FWS student employee(s) receive their paychecks in a timely fashion. In order to assure that this happens, please submit all student time sheets to the payroll office, second floor of Deal Hall, no later than 2:00 PM on the Friday that is the pay end date for that payroll period. The supervisor must check all timesheets for accuracy. The **signature of the FWS supervisor is required** and certifies the number of hours worked and that the work was performed in a satisfactory manner. The student is also required to sign the timesheet.

When validating hours worked, please keep these **very important requirements** in mind:

1. Students must not be allowed to work during their scheduled class hours.
2. FWS students must not be allowed to work more than 8 hours a day or more than 20 hours per week.
3. Keep careful records on the number of hours worked, multiplied by the student's per hour wage. This will avoid a situation where the student earns money in excess of his/her award amount.

4. Students are to be paid for working, not for doing homework. It is recommended that you and your student employee agree on a regular weekly work schedule. This allows the supervisor to more closely monitor the hours worked.

Receiving a Paycheck

Students will be paid on a bi-weekly basis, their first paycheck coming two weeks after the submission of their first timesheet (if submitted on time). Two options are available for check distribution: paychecks can be sent to and distributed by the employing department; or, the student can request that their paychecks be directly deposited into their checking or savings account. When an employee selects direct deposit, an advice (check stub) is sent to the employing department for distribution. A biweekly payroll schedule may be obtained through the payroll department.

Supervisor Responsibilities

A FWS supervisor has been entrusted with federal dollars for the FWS student employee. This is a privilege and a responsibility. A FWS position should mean more than a paycheck for your FWS student employee. It should be an opportunity for the student to gain valuable job experiences and skills. Here are a few suggestions to help your FWS student employee get the most out of his/her job:

Orientation

1. Establish a clearly defined work schedule that is compatible with the time requirement of both the department and the student. Allow the student to make up time lost due to unavoidable circumstances.
Students are not allowed to work, under any circumstances, during class time.
2. Conduct a student job orientation that includes an overview of the office structure and office rules and regulations.
3. Provide training in telephone usage as it applies to your department – what to say when answering the phone, how to transfer calls and put calls on hold, and furnish the student with answers to frequently asked questions.
4. Restate the student's areas of responsibility and provide any additional training as needed.
5. Make it clear as to whom the student should speak, when requesting time off or when calling in sick.

Job Performance Evaluation

1. A written performance evaluation is recommended.
2. When writing the evaluation, keep in mind that this supervisor feedback is providing the student with an important learning tool. (For your convenience, a sample job evaluation form is contained in the appendix.)
3. Schedule a time to discuss the evaluation with your student employee.

4. By evaluating students on a regular basis, you will be collecting information that will be especially helpful if you are called upon to be a reference for the student.

Monitor Earnings

It is the supervisor's responsibility to monitor the earnings of all FWS students to ensure that the student does not work more hours than the work study award will pay. The Fair Labor Standards Act of 1938, as amended, prohibits employers (including schools) from accepting voluntary services from any paid employees. Any student employed under the FWS Program must be paid for all hours worked.

Meeting Federal and Institutional Requirements

Due to the specific nature of the Federal Work Study Program, there are many federal and institutional policies and requirements that must be followed in order to remain in compliance. Failure to comply with these requirements and deadline dates could result in termination from the program.

1. A Supervisor must comply with the University's policy on Equal Opportunity and Sexual Harassment. A supervisor must also comply with Title I of the Americans with Disabilities Act, which prohibits employers from discriminating against a "qualified person with a disability" in all aspects of employment, including application for employment procedures, hiring, compensation, training, discharge and benefits.
2. All employing departments must read and follow the Supervisor's Handbook and all procedures and instructions as stated.
3. Departments should make sure that student's do not work during scheduled class times.
4. Return the student's completed authorization form, together with the job description, to the financial aid office
5. Complete and submit all hiring paperwork to the human resources office before the student begins work. **A student cannot begin work until all forms are submitted and all hiring requirements have been met.**

6. To request students for the upcoming academic year, be sure to complete and return all “request back” forms to the financial aid office by the stated due date.
7. All off-campus community service employers (America Reads Program) must have a contract on file with the financial aid department.

Termination and Transfer Procedures

Terminations

A student may voluntarily terminate their FWS award if they are no longer interested in the program. They are required to give their supervisor notice, at which time the supervisor must inform the financial aid office by submitting the termination form which is available on our web site.

A supervisor has the right to terminate a student for unsatisfactory job performance. This includes, but is not limited to:

- Repeated failure to comply with the agreed upon work schedule
- Unwillingness to accomplish assigned tasks
- Insubordination or lack of cooperation which results in disturbing other workers or work progress

Transfers

If a student wishes to transfer to a job in another position, he/she must ask their current supervisor to terminate them from their current position.

The student then needs to contact the FWS coordinator to request that another copy of his/her award letter and authorization form be provided. The student then takes the new form to be filled out by the new hiring department.

Termination by the Financial Aid Office

The Financial Aid office must immediately terminate a student's FWS employment upon determination that the student no longer meets eligibility requirements. Changes in eligibility may result from:

- Change in enrollment status
- Failure to maintain Satisfactory Academic Progress
- Receipt of additional resources, which were not known at the time of the award (i.e. scholarships, grants, etc.)

10 Closing Thoughts For Supervisors

1. **Be an Example.** Model strong work habits through efficient, dedicated work practices.
2. **Be Flexible.** Understand that student employees are students first, and employees second.
3. **Communicate Expectations.** Communicate the job standards and expectations to your student employees.
4. **Give Feedback Frequently.** Provide consistent and appropriate feedback to your student employees.
5. **Be Fair.** Supervisors who are too lenient are not doing student employees a favor. Campus jobs are “real jobs.”
6. **Train, Train, Train!** Take time to train your students in important work skills, attitudes, and habits such as perseverance, time management, phone skills, quality customer service practices, and handling difficult situations.
7. **Be a Team Player.** As a team leader, develop and nurture the unique contributions of each team member.
8. **Give Recognition.** When you see a student “going the extra mile” or “persevering through difficult situations,” acknowledge this in front of other staff and peers. People need to feel appreciated.
9. **Share the Vision.** Have regular staff meetings with your student employees. Inform them of how their work fits into the larger purpose of the department and institution. Remember, purposeful work is meaningful work.
10. **Be an Educator.** To the degree that we each contribute to the lives of others, we are all educators. How can you contribute to the education of your student workers?

Contact Information

FINANCIAL AID OFFICE

Federal Work Study Coordinator

Ellen Seel, Assistant Director, Financial Aid

eseel@georgiasouthern.edu

681-0061

PAYROLL OFFICE

Business Manager

Beth Kennedy

681-5595

Accounting Assistant

Joy Squires

681-5445

HUMAN RESOURCES

Student Employment Center

Jana McDonald

681- 5468

Student Employment Specialist

Kim Wiggins

681-5940

Appendix A:
Federal Work Study
Authorization Form

Georgia Southern University
Department of Financial Aid
P.O. Box 8065
Statesboro, GA 30460-8065
(912) 681-5413

<http://students.georgiasouthern.edu/finaid/>

FEDERAL WORK STUDY AUTHORIZATION LETTER

Dear Student:

Congratulations! You have been selected to participate in the Federal Work-Study Program (FWS) as part of your financial aid award for the _____ school year. If you do not want the Federal Work-Study award, please contact our office by e-mail at finaid@georgiasouthern.edu and request that your FWS award be cancelled. When contacting our office, be sure to include your full name and Eagle ID.

Please note the following important information as you search for FWS jobs on campus:

- You are eligible to earn up to \$_____ for the year: \$_____ fall, \$_____ spring.
- To find a FWS job, contact the
The Student Employment Center, Janna McDonald, 681-5468, opening on 8/1/2007
Or check the **Job Openings List, available on our website**
- You must present this authorization letter when attending your job interview.
- You may only have one FWS job on campus per term.

If you have any questions or concerns, please contact the Financial aid Office at (912) 681-5413 to speak with your financial aid counselor. Good luck in your search for a FWS position.

Ellen Seel, Assistant Director/Federal Work Study Coordinator

FEDERAL WORK-STUDY AUTHORIZATION FORM:

A student may begin work in a department once the information below is completed and returned to Financial Aid. A copy must be sent with the appropriate codes on the Personnel Action Form to Human Resources.

Please Print

Student's Name: _____

Student's Eagle ID: _____

Work Study Supervisor's Name: _____

Work Study Supervisor's **Department** Name: _____

Department P.O. Box _____ Department Phone No. _____

FWS Hourly Pay Rate: _____ Supervisor's Signature _____

Appendix B:
Termination Form

**Financial Aid Office
Georgia Southern University
P.O. Box 8065
Statesboro, GA 30460**

**GEORGIA SOUTHERN UNIVERSITY
Financial Aid Office
Federal Work Study Job Termination Notice**

Date: _____

Student's Name: _____

Students Eagle ID: _____

Hours approved for work:

Fall _____ Spring _____ Summer _____

Hours worked:

Fall _____ Spring _____ Summer _____

Last day of employment: _____

Reason for
termination: _____

Department Supervisor Signature

Date

Appendix C:
Job Descriptions

Career Services

Job Description: General office work and act as career services assistant. Duties include answering telephone, filing, computer work, photocopying, etc. Professional conduct required.

Skills: Customer service skills required when dealing with students and visiting employers. Computer skills needed, especially knowledge of MS Word and Excel.

Financial Aid

Job Description: General office work and act as financial aid assistant. Duties include general clerical work, data entry, answering telephone, assisting students and parents, greeting students and visitors, and other duties as assigned.

Skills: Customer service skills are required. Computer skills needed, especially knowledge of MS Word and Excel.

Public Safety

Job Description: Clerical position. Duties include filing, running errands, light typing, sorting mail, etc.

Skills: Some computer skills helpful.

Dean's Office

Job Description: Clerical position. Duties include, assisting in the daily operations of the Dean's office by answering telephones, photocopying, running errands, filing, updating databases, etc.

Skills: Basic computer skills.

Appendix D:

Job Performance Evaluation Form

Student Employee Evaluation

Student's Name: _____ ID/SSN: _____

Job Title: _____
 Dept./Employer: _____

QUALITY OF WORK (1=Needs Improvement; 3=Meets Expectations; 5=Excellent)

Understanding of Assigned Duties	1	2	3	4	5	N/A
Quality of Performance	1	2	3	4	5	N/A
Ability to Organize Work	1	2	3	4	5	N/A
Quality of Work Performed	1	2	3	4	5	N/A

COMMENTS:

DEPENDABILITY (1=Needs Improvement; 3=Meets Expectations; 5=Excellent)

Performance with Direct Supervision	1	2	3	4	5	N/A
Adherence to Specific Working Hours	1	2	3	4	5	N/A
Dependability in Meeting Deadlines	1	2	3	4	5	N/A
Initiative in Performance of Duties	1	2	3	4	5	N/A
Introduces New Ideas	1	2	3	4	5	N/A

COMMENTS:

OTHER CHARACTERISTICS (1=Needs Improvement; 3=Meets Expectations; 5=Excellent)

Tact and Diplomacy with Others	1	2	3	4	5	N/A
Composure/Effectiveness						
Under Pressure	1	2	3	4	5	N/A
Efforts toward Self-Improvement	1	2	3	4	5	N/A
Communication with Others	1	2	3	4	5	N/A
Attitude toward Receiving Supervision	1	2	3	4	5	N/A
Grooming and Suitability of Dress	1	2	3	4	5	N/A

COMMENTS:

OVERALL EVALUATION OF EMPLOYEE'S CONTRIBUTION

Shows improvement since last formal appraisal Yes No N/A

EMPLOYEE RESPONSE

The above evaluation is a fair and accurate appraisal of my job performance Yes No

 STUDENT SIGNATURE DATE SUPERVISOR SIGNATURE DATE

