



University of North Carolina Wilmington Federal Work-Study Program

Reference Manual for Students & Supervisors

2017-2018 Academic Year

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INTRODUCTION

Federal Work-Study (FWS) is a need-based, federal financial aid program that provides part-time employment for students enrolled as undergraduate or graduate students. The FWS Program serves a variety of purposes for the students, the institution and the community. In addition to providing opportunities for students to earn a portion of their educational costs, the program provides experience in developing skills, creativity, and responsibility. Student development and preparation for the job market are fundamental goals of the program.

Section I: ELIGIBILITY

Students must demonstrate financial need to be eligible to participate in the FWS Program. Financial need is determined by the completion of the Free Application for Federal Student Aid (FAFSA). Funding for the Federal Work-Study Program is limited; students may not receive an award each year. Students who have been awarded FWS will receive an award notification indicating the maximum amount of gross pay to be earned per term.

If there is a change in the student's financial aid eligibility, the OSFA will contact the supervisor and may instruct you to terminate or suspend the employment of a student. Our policy is to allow all earnings for time worked through the day that we notify you to be paid with FWS funds. Subsequent earnings must be paid with your organization's funds.

Some reasons OSFA may terminate students in the following circumstances:

- The student has withdrawn from school for the semester.
- The student has dropped classes and now is enrolled less than half-time.
- The student has received an additional financial aid award which meets his financial need.
- The student has been academically dismissed.
- The student is not meeting the university's Satisfactory Academic Progress standards for financial aid eligibility (SAP).
- The student owes a refund to a federal grant program or is in default on a federal loan.
- The student's budget has decreased, resulting in decreased financial need.
- The student's Expected Family Contribution (EFC) has increased, resulting in decreased financial need.
- The student has graduated.
- The student has earned the entire awarded amount.
- For a variety of reasons, FWS student employees may have their awards decreased. When this occurs, the OSFA will notify the student and the supervisor.

Section II: EMPLOYING FWS STUDENTS

The departments and agencies must have an approved FWS allotment of positions from the OSFA before FWS students can be hired and paid under FWS funds. As an employer within the FWS program, we urge departments to pay above the federal minimum wage of \$7.25. An hourly rate of \$8/hour is the recommendation. Refer to the Student Employment Position Classification to determine an appropriate rate of pay. OSFA has final approval of the rate of pay.

Hiring Process - Administration

The hiring process involves multiple offices on campus. Contact the applicable area directly with questions. The department for each area of interest is below:

Job Announcement - The UNCW Career Center maintains SeaWork, the database system used by departments to advertise jobs and by students to search for positions. Departments should enter job announcements at www.hireaseahawk.com.

FWS Authorization – The OSFA (Office of Scholarships & Financial Aid) authorizes the number of positions in each department. To hire a work-study student, a department must have an approved Federal Work-Study (FWS) job description on file with the OSFA. Additionally, departments must remain in good standing by submitting requested documentation.

Hiring System - The UNCW Human Resources Department confirms eligibility for U.S. employment and maintains the employment software used to initiate the hiring process (HR 160). Use W15550 as the position# for FWS employees.

Payroll – The UNCW Payroll Office collects the banking documentation for the direct deposit authorization and processes timesheets for pay to students.

Hiring Process – Student/Department

1. Student identifies a position(s) of interest by searching for a job in Seawork on the Career Center's web site: <http://uncw.edu/career/SeaWork.html>
2. The student follows the instructions in the job announcement. He/she should present the Award Confirmation Form during the interview as verification of having FWS.
3. The department interviewer makes sure the student has the necessary qualifications for the specific job (including the Award Confirmation Form) and will be available to work on a desired schedule.

Once the department selects a student for hire, the student should complete the associated hiring documentation with the offices as indicated below:

- Employment Eligibility Verification Form I-9 (Human Resources)
- State tax withholding form NC W-4 or federal tax withholding form W-4 (Payroll Office)
- Direct Deposit Authorization Form (Payroll Office).

Employment Period

The financial aid award year begins with the first day of the fall term and ends on May 31st. FWS employees may work during the fall, spring and summer academic terms. Summer wages count towards earnings for the following academic year. Eligible students will receive an Award Confirmation Form to present to potential employers.

For summer employment, a student must have:

- a completed FAFSA for the upcoming academic year
- been enrolled during the previous academic year
- and must be enrolled for the upcoming fall semester and
- completed the FERPA online training, *if not done previously*

Section III: SUPERVISING FWS EMPLOYEES

Supervisors for students must be full-time, permanent university employees who will be in the area during the students' work hours and who can assure that each student reports as scheduled and works on appropriate departmental projects while in the workplace. When students' regular supervisors are not available, alternates should be designated, and the students should know at all times to whom they are reporting and who is supervising their work. Supervisors are responsible for making sure that students are doing the work indicated on their job descriptions.

Supervisory Responsibilities

FWS Confirmation – Must receive the Award Confirmation Form from the potential student to verify the student's eligibility for FWS employment.

Base Pay – To help students to earn their potential entire FWS award, we recommend supervisors to employ students at the rate of \$8:00/hour, unless the department's current pay is higher.

Establish a Work Schedule - Establish a clearly defined work schedule that is compatible with the time requirements of both the student and the department. Federal guidelines prohibit students from working during their scheduled class periods. The department should request a copy of each student's class schedule in order to develop a work schedule. Do not allow students to work without a schedule; set specific hours for work.

The supervisor may provide opportunities for the student to make up time lost from work due to unavoidable circumstances. Students should not exceed 20 hours per week. If students must work outside the employer's normal business hours, a plan must be in place for supervising and monitoring the hours of these students.

Provide an Orientation - The supervisor is responsible for conducting a student job orientation, including a brief one-on-one overview of the office structure and office rules and regulations and the student's job and responsibilities.

Monitor Earnings - It is the supervisor's responsibility to monitor a student's earnings 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 employee. Any student employed under the FWS Program must be paid for all hours worked.

Students are awarded an amount, which will allow them to usually work an average of 10 to 20 hours per week. If a student is allowed to work more than this average, he or she will deplete the allocation before the semester is completed. Departments who consistently submit work-study time sheets for more hours than FWS awards should understand that their student worker may not be able to work the entire semester due to earning their work-study allotment ahead of schedule. The Office of Scholarships & Financial Aid (OSFA) will send notifications, as necessary, indicating the amount of potential earnings a student has remaining.

UNCW Payroll Time Sheets - Students will need to submit their time worked on the electronic time sheet in SeaNet. The approval of the supervisor on the time sheet certifies the number of hours worked. Please complete electronic time sheets completely and accurately.

Off-Campus Position Time Sheets – Off-campus students must complete an additional electronic time sheet. A Blank version of the [timesheet](#) is located on our [website](#). The finalized copy of the time sheet is due to the OSFA on the last day of each month. This will enable the OSFA staff to compare this submission with the UNCW Payroll Department's electronic timesheet that students must also complete for approval. **Instructions for completing the Off-campus position Time Sheet:**

Step 1 – Students

- Enter hours (*by last day worked for the month*)
- Sign with a digital signature
- Save the document
- Email the timesheet to supervisor as an attachment

Step 2 – Supervisors

- Review the timesheet for accuracy
- Ensure the student has digitally signed the timesheet
- Click “Submit” to send the form to the Office of Scholarships & Financial Aid by the close of business on the last day of each month.

Evaluate Job Performance – Supervisors must provide a written performance evaluation for each student using the Work-Study Job Evaluation Form. Please take the time and effort to complete the evaluation carefully and discuss the feedback with the student. The evaluation form is available for downloading from the OSFA website under forms. Job Evaluations should be completed each semester- by December 15th for fall employment and by May 31st for spring employment.

Comply with University Policies - Supervisors must comply with the University’s policy on Equal Opportunity and Sexual Harassment. Supervisors must also comply with Title I of the Americans with Disabilities Act, which prohibits employers from discriminating against a “qualified individual with a disability” in all aspects of employment, including application for employment procedures, hiring, compensation, training, discharge, and benefits. Additionally, it is the policy of the UNCW System to maintain and promote equal employment opportunity, without regard to race, sex, color, national origin, religion, age, or handicap. The university is committed to providing equal educational opportunities to students. Inquiries concerning the equal opportunity policy should be addressed to Human Resources.

In order to maintain compliance with federal regulations governing Federal Work-Study, the FWS Office may periodically conduct on-site visits to see how departments/off campus agencies are employing FWS students.

Student Responsibilities

As a FWS awardee, the student assumes the following responsibilities:

1. read and complete all paperwork required from the OSFA and the supervisor in the department where employed,
2. submit the Award Confirmation Form to their employer,
3. maintain and keep records of regular work schedule,
4. notify the supervisor as soon as possible of any change necessary in work schedule,
5. complete a monthly time sheet and submit it to her/his supervisor by the due date,
6. refrain from conducting personal affairs on the job (telephone calls, visitors, school work, internet searches, etc.),
7. notify the OSFA if changes occur in name or enrollment status, and
8. keep track of earnings and **NOT** exceed FWS semester award. *When getting close to award maximum, the student should discuss with supervisor.*

Section IV: TERMINATION PROCEDURES

Students may voluntarily terminate their FWS award if they are no longer interested in the program. They are encouraged to give their supervisor a two-week notice. A supervisor has the right to dismiss a student for unsatisfactory job performance. This includes, but is not limited to:

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

When a student's position is ending, the supervisor is required to contact the Office of Scholarships & Financial Aid Office immediately. OSFA will provide the supervisor the Termination form to complete and return.

Section V: ADDITIONAL INFORMATION

Federal Regulations

1. Students may not earn more than the amount of their FWS award.
2. Students may not earn their spring semester award during the fall semester.
3. Work assignments must be in the public interest. They may not:
 - a. result in the displacement of employed workers;
 - b. be related to sectarian instruction or religious worship;
 - c. involve any partisan or non-partisan political activity or lobbying;
 - d. Be primarily for the benefit of a limited membership organization (e.g., Cooperatives, Unions, Faculty Association, fraternities/sororities, etc...), an elected official, or for which the political affiliation of the student is a prerequisite.
4. Students may not receive compensation for receiving instruction in a classroom, lab, or other academic setting.
5. FWS students can only participate in non-profit organizations.

Institutional Guidelines

1. There is to be no differential pay for students working on FWS in contrast to students working as regular student assistants where the experience, skills, and job requirements are comparable.
2. Students must remain enrolled at least part-time in UNCW campus courses during the term of employment. *The summer term is the exception.*
3. If a student becomes ineligible for the work-study program, the employer assumes responsibility for the student's earnings. Please be aware that the department will be responsible to pay, from departmental funds, any unauthorized charges submitted for

payment from Federal Work-Study (FWS) Program funds. This includes charges for students who do not have FWS awards; students who are out of FWS funds for the year; and students that worked outside of the authorized periods of employment.

4. If funding is available, it may be possible for a student to earn more than the allocated award allocated. However, this must be determined on a case-by-case basis. Contact workstudy@uncw.edu to make requests.



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University of North Carolina Wilmington
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workstudy@uncw.edu

Position Title:	Number of Positions:
Department:	Pay rate:
Supervisor:	Telephone:

PURPOSE:

POSITION DUTIES AND RESPONSIBILITIES:

QUALIFICATIONS:

HOURS OF EMPLOYMENT/LOCATION:



SAMPLE

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Position Title: Customer Service Associate	Number of Positions: 2
Department: Scholarships & Financial Aid	Pay rate: \$8.00/hr
Supervisor: Mr. Fred Holding	Telephone #: 2-3177

PURPOSE:

The Customer Service Associate is an integral member of the Office of Scholarships & Financial Aid, responsible for facilitating a welcoming environment to customers in the office or on the telephone. As a first contact to students, visitors and persons in and outside of the UNCW community, the position must demonstrate professionalism and quality customer service at all times. The Customer Service Associate is a student employee and reports directly to the Administrative Officer and the Associate Director in his/her absence.

POSITION DUTIES AND RESPONSIBILITIES:

- Maintain a positive attitude that is welcoming to guests and supportive of the department
- Answer the telephone, provide accurate information and/or direct callers to appropriate staff member for assistance
- Provide clerical support by assist with data entry and creating documents and web research
- Arrive on time for scheduled shifts
- Be alert to any situation in the waiting area which may require immediate attention, contacting the OSFA staff or Campus Security as appropriate
- Participate in OSFA trainings and staff meetings, as requested

QUALIFICATIONS:

- Enrolled student at UNCW with a federal work study award
- Have basic knowledge of office procedures including phone and typing and skills. Experience using Microsoft Excel is preferred.
- Possess the following qualities: personal maturity, dependability, motivation, initiative, integrity, responsibility, discretion and interpersonal skills
- Have a friendly, customer service attitude

HOURS OF EMPLOYMENT/LOCATION:

The Office of Scholarships & Financial Aid is open for service Monday - Friday, 8:30 am – 5:00 pm and located in the Warwick Center, Room 140. There are some instances during peak periods when the office is open for extended hours, and some campus/community outreach activities occur on the weekend.

STUDENT LEARNING OUTCOMES: (OPTIONAL)

Student employees will:

- use ethics and values in decision-making by working as a member of team and exercising judgment when problem-solving,
- show initiative by demonstrating understanding of expectations and using them to manage within a professional work environment,
- show flexibility by using time management skills to prioritize work tasks and meet deadlines within their scheduled employment hours, and
- communicate orally and in writing to deliver customer service to others

Personal Appearance:

While the OSFA value diversity of opinion and freedom of expression, discretion in a student employee's personal appearance and his or her style of dress helps the office present an appropriate professional image to our University community, visitors and the general public.

Expectation of Student employees:

- Short shorts, exercise or workout clothing, including sweatpants, spandex, or leggings with cutoff tops, are not considered appropriate attire.
- Tank-tops, halter tops, or tops that leave the midriff or back exposed and skirts or other clothing that expose undergarments or could be perceived as sexually provocative to a reasonable person are inappropriate attire.

QUANTIFIABLE WORK EXPERIENCES: (OPTIONAL)

- Deliver information regarding office procedures and required student information in response to telephone inquiries as part of a customer service team, receiving an average of 300 calls per day during peak periods
- Create marketing material to promote office monthly financial literacy programming content to campus community
- Manage occupancy of waiting area by assigning guests to available counseling team staff
- Communicate programmatic, safety-related, and other information to senior staff, counseling team and peers
- Assist with workflow by processing electronic documents with Imaging system

Student Employment Position Classifications

Level	Examples of Skills	Eligibility Description	Position Examples
Level 1 Administrative \$8.00 - \$9.00/hour <i>(incremental increases are encouraged based on experience)</i>	Customer Service Word Processing Filing/Making copies Answering phones Data entry Distributing mail	Provides a variety of basic office coverage tasks that are routine. Operates with specific instructions or with limited independence within established frameworks.	Front Desk Clerk Office Assistant Mail Room Clerk Study Hall Monitor Work usually occurs in a UNCW campus office.
Level 2 Administrative (Advanced) \$8.50 - \$9.50/hour <i>(incremental increases are encouraged based on experience)</i>	Computer literacy Customer Service Inventory Preparing communication Social media mgmt. Inventory	Moderate independence that would require specific knowledge acquired prior to employment or specific on-the-job training and, as a result, would have limited discretion within specific work assignments. Assignments remain at the task level and are reviewed periodically throughout the task completion.	Library Assistant Social Media Manager <i>Work usually occurs in a UNCW campus office.</i>
Level 3 Administrative (Technical) \$9.00 - \$10.00/hour <i>(incremental increases are encouraged based on experience)</i>	Analyzing data Equipment setup Event planning Knowledge of cloud storage concepts Knowledge of learning strategies Supervision Video production Web development	Significant independence performing specialized tasks; coordinating a series of tasks or individuals in the performance of tasks. The job duties assigned to such positions involve several steps in a process with specific procedural and operational guidelines. Tasks specific to an academic discipline or sport.	Athletic Team Assistant Institutional Tutor Marketing Assistant Mentor Research Assistant Videographer <i>Work may occur in a lab or athletic area.</i>
Level 4 Technician \$10.00/hour	Supervision Web development	Substantial independence performing specialized tasks requiring independent knowledge, a definable skill, or management of functions or people. Such positions require previous experience directly related to the work unit where the student is assigned. Limited interpretation of information within specific parameters. Assignments are programmatic rather than task level, with little supervision required or given.	Exhibits Assistant Legislative Assistant Mentor <i>Work may occur off campus in a public school, community agency or government office.</i>

Note: This information is a guide for employers and is not all-inclusive.

Levels 5 through 7

Considerable independence performing very specialized tasks requiring independent knowledge, a definable skill, or management of functions or people. Such positions require previous experience directly related to the responsibilities that the student is assigned. Moderate interpretation of information within specific parameters is required. Assignments are programmatic rather than task level with little supervision required or given. Students in this classification are typically pursuing a graduate degree. Graduate students may be paid by the hour or may be paid a salary.



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workstudy@uncw.edu

Federal Work Study Program 2017-2018 Award Confirmation Form

This form is used to document a student's eligibility for employment in the Federal Work Study Program (FWS) during the academic year. Students should present this form to potential employers during the application process. You may make copies of the form to submit to multiple employers.

STUDENT NAME	
BANNER ID#	
EMAIL ADDRESS	
MAJOR	
AWARD AMOUNT	

The FWS program will allow students to gain employment at a job site that works around their class schedule. Students receive a paycheck monthly for the hours worked; the earnings are not applied to a student's bill. Acceptance of this award does not guarantee placement in a work assignment.

Notes:

- You must obtain a job by September 30th. Contact workstudy@uncw.edu if additional time is needed. Available positions are advertised in SeaWork. Failure to obtain a job in a timely manner may result in the cancellation of the FWS award.
- You may not earn more than your FWS awarded amount.



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**Federal Work Study Program
2017-2018 Earnings Report**

The earnings below reflect the payments to date from the Federal Work Study program to you for the 2016-2017 academic year. Hours worked since the last pay period are not reflected below. Please monitor your work hours so that you do not exceed the awarded amount.

STUDENT NAME	
BANNER ID#	
EMAIL ADDRESS	
AWARD AMOUNT	
AMOUNT PAID	

NOTE: It is the responsibility of the department and the student to ensure that the student's earnings do not exceed the federal work-study award amount.



Federal Work-Study Program Termination Assessment			
Student:	ID:		
Department:	Supervisor:		
Please assess the following Work Place Conduct in relation to the service performed by this student in your organization.			
Please select all that apply.			
Performance Area	Rating		
Unsatisfactory job performance	Y	N	N/A
Promptness	Y	N	N/A
Excessive absences without notice	Y	N	N/A
Job abandonment which consisted of three consecutive work days where student has not called or reported to work	Y	N	N/A
Falsification of time keeping records	Y	N	N/A
Negligence or improper conduct leading to damage of UNCW property or unauthorized disclosure of confidential information	Y	N	
Insubordination or other disrespectful conduct	Y	N	N/A
Violation of department's rules and regulations	Y	N	N/A
Unsatisfactory completion of the tasks	Y	N	N/A
Other/Comments:			

Supervisor's Name

Email address

Telephone Number

Supervisor's Signature

Title

Date



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**Federal Work Study Program
 Student Assessment**

Student: _____ ID# _____ Department: _____
 Supervisor's Name: _____ Phone Number: _____
 Please select the appropriate response that represents your assessment of the student's performance within your organization. Supervisors are encouraged, but not required, to review the assessment with the student employee.

1. Please assess the following skills and knowledge in relation to the service performed by this student in your organization.

Skills and Knowledge	Importance to the Position				Level of Student's Ability			
	Low	Med	High	N/A	Low	Med	High	N/A
Writing clearly and effectively	1	2	3		1	2	3	
Speaking clearly and effectively	1	2	3		1	2	3	
Working as part of a team	1	2	3		1	2	3	
Working effectively with diverse groups	1	2	3		1	2	3	
Trying different approaches for problem-solving	1	2	3		1	2	3	
Multi-tasking	1	2	3		1	2	3	
Making appropriate work –related decisions	1	2	3		1	2	3	
Originating new ideas	1	2	3		1	2	3	
Using appropriate computer applications	1	2	3		1	2	3	
Learning independently	1	2	3		1	2	3	
Thinking analytically	1	2	3		1	2	3	

2. How long have you supervised this student? _____ years _____ months
3. To what extent does this student possess characteristics you would expect from a college student?
 ___ Exceeds expectations ___ Meets expectations ___ Does not meet expectations
4. Please rate the student's attendance record and punctuality?
 ___ Exceeds expectations ___ Meets expectations ___ Does not meet expectations
5. Overall, how would you rate this student's performance?
 ___ Exceeds expectations ___ Meets expectations ___ Does not meet expectations
6. In the foreseeable future, do you plan to hire him/her as a member of your organization? Yes ___ No ___

Comments?

 Supervisor's Signature

 Title Date

 Student's Signature (optional)

 Date