



COLUMBUS
STATE

UNIVERSITY

Federal Work-Study

Supervisor Handbook 2022-2023

Office of Financial

Federal Work-Study Supervisor Handbook

1. Introduction

This handbook is provided by the Columbus State University Office of Student Financial Aid to answer many of the questions that Federal Work-Study (FWS) supervisors may have about the FWS program at CSU.

While the information contained in this handbook is in effect at the time of publication, there is always the potential for revision in policy and procedures, therefore, we reserve the right to change, revise, or eliminate any of the information provided.

The Federal Work Study (FWS) Program is a federally funded Title IV student financial aid program that provides jobs for undergraduate and graduate students who demonstrate financial need. FWS gives the student a chance to earn money to help pay for educational or personal expenses while working on campus or in community service work.

CSU also hosts work-study programs for off-campus placement opportunities in addition to the traditional Federal work-study options.

FWS student employees at CSU are an important part of the university workforce. Many graduates use their student employment experiences as a work reference. Prospective employers may contact supervisors for references; therefore, it is advantageous for the student to be a conscientious, dependable employee.

With over 60 plus FWS students working on campus, student employees play a significant role in the day-to-day functioning at Columbus State University. FWS student employees perform a wide range of duties from general office assistance to those duties requiring highly specialized training in such areas as computer programming and accounting.

If, after consulting this manual, you still have questions pertaining to the Federal Work-Study program, please contact Financial Aid, located in the Financial Aid Office at (706) 569-4494 or financial_aid@columbusstate.edu

2. Equal Opportunity Statement

Columbus State University works to ensure an equitable campus atmosphere for CSU employees, students, guests, and applicants for employment or admission; to create an environment that would be free from unlawful discrimination based on race, sex, religion, color, national origin, age, veteran's status, disability status or sexual orientation.

Columbus State University does not discriminate against any employee or applicant for employment with regard to any opportunity for which the employee is qualified. For additional information or to file a complaint under the provisions of this policy, employees should contact the Office of General Counsel.

Every member of the Columbus State University community is expected to uphold this policy as a matter of mutual respect and fundamental fairness in human relations. All members of the faculty, staff, and student body are expected to ensure that nondiscriminatory practices are followed at the University. All CSU faculty, staff and students are responsible for knowing the information, policies and procedures outlined in the Columbus State University Codes of Conduct.

https://www.usg.edu/organizational_effectiveness/ethics_compliance/ethics_policy

<https://students.columbusstate.edu/docs/student-handbooks/2021-2022-student-handbook.pdf>

3. Federal Work-Study (FWS) Eligibility

The Office of Financial Aid awards Federal Work-Study. Students that are interested must:

- Complete a [Free Application for Federal Student Aid \(FAFSA\)](#) for the current academic year and indicate interest in FWS on the application.
- FWS recipients must have financial need as determined by the financial information provided on the FAFSA as well as financial aid awarded to the student.
- Students must be enrolled in a degree-seeking program at CSU.
- Students must be in good academic standing and making Satisfactory Academic Progress (SAP).
- Students may never work during scheduled class time – no exceptions!
- For every five (5) consecutive hours worked, students must take a half-hour break.

The amount of funding a student is eligible to earn is posted as a financial aid award; but unlike other financial aid awards, the student only receives the award by working. Time is reported through OneUSG and is processed every two weeks.

Federal Work Study students are limited to 25 hours of work per week in order to maintain concentration on their studies. During academic breaks and holidays, students may work a maximum of 40 hours with supervisor approval. However, funding/award amounts do not change.

It is the responsibility of the student and the department to ensure that the student employee does not work more than 25 hours per week.

In addition, both the student and the department must ensure that the amount the student earns does not exceed the amount awarded for FWS. **If the award is exceeded, the department will be responsible to pay the excess earnings out of their departmental budget.**

4. Requesting a Federal Work-Study Student

To apply for a FWS Student and understand the policy and procedure:

- Supervisors *must* attend mandatory work-study training orientation, prior to the beginning of the upcoming school year.

5. Hiring a Federal Work-Study Student

Hiring a Federal Work Study Student is a team effort. While the hiring process starts with HR, hiring managers may also work with the Federal Work Study Coordinator with questions as they relate to the FWS Program.

- The supervisor is responsible for ensuring that all required HR paperwork is completed in a timely manner for hiring.
- Supervisor/OneUSG approver is responsible for ensuring the student does not exceed 25 hours a week and does not exceed semester/annual FWS allotment .
- Supervisors must notify the FWS Coordinator if a student employment is terminated or a funding and/ or pay rate change is requested. **The request must be submitted via OneUSG.**
- A Pay Rate Change request will only be granted at the beginning of an academic year. Supervisors may submit requests between July 1st and July 30th for the subsequent academic year. Mid-year requests will be reviewed on a case-by-case basis if there has been a substantial change to the student/position job description.

The Hiring Process:

1. Supervisors send work study job request for HR to post (first come first served as there are limited amount of work study students allowed)
2. Students apply for a posted work study position via CSU job portal
3. Potential candidates are interviewed (supervisor must see award letter email)
4. Once a student is selected for hire, the student will go to HR to complete the hiring process (hiring paperwork, background check, etc.) and receive their start date
5. Student will need to watch online orientation
6. Complete Work Study Acknowledgement (annually) after viewing online orientation

Supervisors will need to complete an end of term evaluation for each work study student (turn in prior to the summer semester start date).

6. Pay Ranges

Minimum wage is currently \$7.25 per hour. The Federal Work-Study (FWS) recommended rates of pay range from \$8.00 to \$10.00 per hour, based on job description and student experience.

The rates of pay below are simply provided as a guide. Hourly rates should be based on the level of skill required for the particular position. Hourly rates are requested by the hiring department, but ultimately approved by the FWS Program Coordinator.

Skill Level	Description	Pay Range
1	Entry level positions require the performance of routine duties according to standard procedures. Duties require only a limited degree of decision-making, based on common sense judgment, and/or instruction and training.	\$8.00-9.00/hour
2	Positions requiring the performance of moderately complex duties based on some degree of experience, skill, training and/or responsibility. Duties require a moderate degree of decision-making and a general knowledge of the functions of the department.	\$9.00-10.00/hour
3	Skilled positions requiring a moderate level of knowledge, skill, experience, training and/or responsibility. Duties require a high level of dependability and self-sufficiency with minimal supervision.	\$10.00-11.00/hour
Other	Students interested in working off-campus with well-known Non-Profit Community Service Organizations. Some of the duties may involve tutoring and working on an interactive basis with children in before or after-school programs. Selection process done through the office of Financial Aid.	\$10.00/hour

7. Finding a Work-Study Student

All eligible FWS students can apply to jobs posted via HR. If you find students that are interested in work study and you are unsure if they are eligible, please check with the FWS Coordinator to see if they meet the FWS requirements before proceeding to hiring them.

8. Expectations for FWS Supervisors

Although your role is primarily as a supervisor, you should make an effort to mentor your student employees in order to make the most of your relationship with them.

Communicate regularly with your student employees and strive to motivate them in their professional pursuits,

acting as an advisor. Be open to discussion beyond the work situation to encourage students to achieve their full potential. Student employees do not seek employment just for the spending money; this experience is often just as educational as the classes in which they are enrolled. For many students, their college job is the first employment opportunity in their lives. Supervisors should understand that this mutually beneficial relationship with their students will be more worthwhile if they serve as mentors and allow the student employees to achieve their maximum potential.

Student employees are:

- To be treated fairly and equitably.
- To know what is expected of them concerning their work schedule, duties, and other requirements.
- To be informed about their work performance through verbal communication, written communication and performance evaluations.

Listed below are a few suggestions to help the FWS student gain as much as possible from his/her job:

1. Establish a Work Schedule

Upon hiring a FWS student, the FWS Supervisor is responsible for establishing a clearly defined work schedule that is compatible with the time requirement of both the student and department. The FWS Supervisor should provide opportunities for the student to make up time lost from work due to unavoidable circumstances. Students are not allowed to work, under any circumstances, during class time. Make-up time should be reported during the actual period that it is worked.

2. Orientation

The FWS Supervisor is responsible for conducting a student job orientation, which should include but is not limited to:

- A brief overview of the office structure, rules, and regulations
- The student's job and responsibilities, such as:
 - What to say when answering the phone
 - How to transfer calls
 - How to put calls on hold
 - Answers to commonly asked questions
 - Frequently used phone numbers
 - Areas of responsibility in office
 - Procedures for filing forms, etc.
- Grounds for any disciplinary action
- Whom to call if sick or time-off is needed
- What procedures to follow if his/her work schedule needs to be changed

3. Job Performance Evaluation

Evaluations are due by the start of the summer semester of each academic year. A written performance evaluation is required for each FWS student. The FWS Student Evaluation Form must be completed to meet this requirement. Please complete the FWS Student Evaluation Form carefully in order to give the student accurate feedback on his/her performance. After completing the FWS Student Evaluation Form, the FWS Supervisor should schedule a time with the student to review the assessment. The student must sign the form showing that the FWS Supervisor has discussed the evaluation with him/her.

By evaluating students on a regular basis, FWS Supervisors can begin to collect a work history on each student. This information could prove to be helpful should the FWS Supervisor be called upon to provide a reference for the student. You may download the FWS Student Evaluation Form at:

<https://finaid.columbusstate.edu/federal-work-study.php>

Click:

- Important Links
- Federal Work Study (FWS) Supervisor Resources
- Federal Work Study Student Evaluation Form

The FWS Student Evaluation Form should be completed and signed by both student and supervisor. The FWS Student Evaluation Form should be kept in the student's personnel file in the employing department a copy sent to Financial Aid at financial_aid@columbusstate.edu

9. Student Employee Conduct

As supervisors, it is your role to help student employees understand that whatever they are hired to do, that they play an important role in our day-to-day operations, and that they can benefit from learning about our work environments.

Occasionally, you may need to provide guidance to a student employee. Part of the educational experience is providing constructive feedback when a student's job performance does not meet your expectations. It is easier to address problems if you set clear expectations at the beginning of employment. Hours, dress, telephone manner, office decorum, breaks, absences, workload and assignments should be reviewed when a student is first hired. Possible issues to discuss include:

- Personal use of office resources (can they check their email, use the computers to type papers, etc.?)
- Homework (is it ok to work on homework during scheduled work time under any circumstance?)
- How should they interact with co-workers, other students?
- Guidelines for personal use of telephone/cell phone/computers
- Policy for food and/or drinks at work
- How to properly answer the phone for your department
- Rest and lunch breaks
- Sleeping on the job
- Hanging out in the office when not scheduled to work
- Visitors in the office without approval
- Playing games or visiting external websites for personal reasons on the office computer during scheduled work time

Students should be informed that they are making a commitment to their employer and that they should perform their job duties assigned to them to the best of their abilities. FWS student employee positions are real jobs and should be treated as such. They should consider their job as an opportunity for professional development and an excellent resource for them to build skills that they cannot learn in the classroom. In addition, you, as the supervisor, may later serve as an employment reference and can also be an excellent source for letters of recommendation. The following are recommended good employee practices:

Attendance and Work Schedules

FWS Student employees are hired as part-time workers and should be scheduled as such. The Office of Student Financial Aid relies on the skills of supervisors and the good judgment of student employees to take all factors into consideration when establishing work schedules. Supervisors and students should remember that academic success remains the top priority.

- Students should provide their hiring supervisor their class schedule to ensure that the student employee is not scheduled to work during class time.
- No student employee is permitted to work during scheduled class time, including scheduled final exams – **no exceptions!**
- Student employees may not work more than 25 hours per week.
- If students need to miss work for any reason, such as an emergency or illness, they should contact you, the supervisor, as soon as they know they will miss work.

Attitude

- Students are informed that supervisors count on student employees to be at work.
- Students should act in a professional manner concerning all aspects of their work.
- They should follow instructions correctly and completely.
- If they are unsure of something, they should know it is okay to ask for clarification.
- They are told to respond positively to constructive criticism.
- They should try to establish good working relationships with their supervisor and other student co-workers.
- They should always follow CSU policies and procedures.

Confidentiality

- Student employees are told that they are not to release or share confidential information about other students to anyone, including family members of the student, either by phone or in person. Unauthorized release of confidential information is a serious violation of the Family Rights and Privacy Act (FERPA). They are to respect the records as if they contained their own personal information.
- They should not discuss departmental issues with anyone outside the department, unless it is part of their job responsibilities.
- Students are not to remove files or other materials from the workplace.

A breach of such confidentiality or any act of dishonesty may be just cause for their immediate dismissal.

Appearance and Dress

Students should dress appropriately for their job as specified by you, the supervisor.

Submission of time

- Students that work on-campus must submit their time through the OneUSG system.
- The student should enter their hours each day that they work instead of relying on their memory.
- It is the responsibility of the supervisor to verify that all time entered into OneUSG, is accurate and that the student does not work over 25 hours per week in order to maintain concentration on their studies. During academic breaks and holidays, students may work a maximum of 40 hours with supervisor approval.

10. Termination

- Student employees are considered at-will employees and may be terminated at any time. Any student employee who consistently does not meet work expectations may be terminated at the request of the employing department. Below are examples of behaviors which may result in disciplinary action, including the possibility of immediate dismissal:
 - Excessive tardiness or absences without a legitimate excuse
 - Carelessness or lack of attention that results in injury to property, person, or public relations
 - Inappropriate conduct including profanity, physical violence, sexual misconduct or harassment
 - Discourtesy or failure to work harmoniously with fellow employees
 - Failure to serve the public with courtesy
 - Breach of confidentiality
 - Theft
 - Being under the influence of drugs or alcohol while on duty
 - Falsification of time reports

When a Work-Study Student Leaves a Position:

- The FWS Program Coordinator and HR should be notified once a FWS student is no longer employed in your department.

11. Behavioral Issues

If you are having behavioral issues with a student you should take the following action.

If the problem can be corrected:

- Talk with the student immediately and privately about the situation.
- Focus on the behavior of the student, not on him/her as a person.
- Define the appropriate behavior expected of your employees.
- Verify with the student that he/she understands your expectations.
- Follow up with a written documentation of your discussion.
- Provide a copy for the student and a copy for your records.

If the issue continues:

- Talk with the student again about their behavior.
- Indicate that you will be documenting the discussion in writing or via email.
- Include in the documentation your expectations, the date by which behavior change needs to occur, and what possible outcomes may occur if the suggestions are not followed.
- Send an original letter to the student and keep a copy for your records.
- Set a follow-up meeting with the student to review his or her

performance.

If the issue is not resolved:

At this point, you may place a student on probation, impose a suspension (time off from work without pay), or terminate their employment with your department. Again, it is critical to tell the student what actions are occurring and why they are an issue. Follow up your discussion with written documentation. Copies of the letter and/or evaluation should be sent to the student, your office file, and to the FWS Program Coordinator.

A student must be given a written statement concerning his or her conduct before termination takes place. The written statement does not mean the student agrees with the comments listed. If the student does not agree with the termination, the student may file an appeal. The FWS Program Coordinator will meet with the supervisor to discuss the situation and then will meet with the student regarding the student's continued eligibility within the FWS Program.

If the student is dismissed, quits, or does not return to work, the supervisor should complete the termination process through the Manager Self-Service USG Portal.

12. Federal Work-Study Summer Employment Policy

A Federal Work Study student employed during the Spring semester may continue working during the Summer semester, however, they must have *prior* approval from the FWS Program Coordinator:

- They must be planning to return the following Fall semester, unless they are graduating at the end of the Summer semester. If returning in Fall, students must be early registered.
- Students are still restricted to working a maximum of 25 hours per week during the Summer.

Departments who plan to rehire their students who do not work during the summer but are returning for the Fall semester must complete the same steps as if they are requesting a new hire (see section "Requesting a Federal Work-Study Student")

Questions:

Feel free to contact Financial Aid, Associate Director of Financial Aid, at (706) 569-4494 or email financial_aid@columbusstate.edu, for additional assistance in working with FWS student employees. As an educational institution, our role is to help students learn appropriate conduct in the workplace and to assist employers in being educational advocates.