

CAPE FEAR
COMMUNITY
COLLEGE



Work Study Handbook for Students and Supervisors
A Guide to the Federal Work Study Program

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Introduction

Mission

The Federal Work Study (FWS) Program at Cape Fear Community College is a federally funded program that is designed to assist students in meeting the costs of postsecondary education by providing opportunities for the students to earn money through part-time employment. A particular goal of the FWS program is to combine learning with work that will transfer into careers and vocations after college. An FWS award is financial aid, and as with other types of financial aid, the Financial Aid Office determines student eligibility.

The guidelines and procedures outlined in this handbook have been developed to meet the needs of student workers and their supervisors. If students exhibit inappropriate behavior as a participant in the work-study program, they will be held accountable to the guidelines in this handbook – as well as the policies outlined in the CFCC's Code of Conduct. Any questions regarding this hand book should be director to the Assistant Director of Financial Aid.

Family Educational Right and Privacy Act (FERPA)

The Family Educational Right and Privacy Act of 1974 is a federal law which requires that a written institutional policy must be established and a statement of adopted procedures covering privacy rights of students must be made available via annual notice in the Catalog & Student Handbook to currently enrolled students. Cape Fear Community College shall maintain the confidentiality of education records in accordance with the provisions of the Act and all the rights under the Act to eligible students who are or have attended the College. Students in the work-study program may have access to educational and financial records containing personally identifiable information about current and former students. The unauthorized disclosure of which is prohibited by the previously disclosed FERPA Act. If a student has violated the FERPA Act, they will be immediately terminated from their position and will be reported to the Office of Student Affairs for appropriate disciplinary action, up to and including dismissal from the institution.

Annual Work Study Operations Timeline

In addition to determine the amount of college work-study awards, the Financial Aid Office acts as the coordinating agent between the students, supervisors, and administrative offices of CFCC,

April: The College receives final funding form the Department of Education for the next academic year

June/July: An email will be sent out by Career Services to all employees with a link to the Federal Work Study Request Form – available in Softdocs.

August: Career Services will post Federal Work Study positions to Handshake

September: Career Services will contact Financial Aid to determine if applicant is eligible. Supervisors will review applications and conduct interviews. Supervisors will contact the Assistant Director of Financial to inform them of their selection. The Assistant Director of Financial Aid will contact students to complete the necessary HR paperwork for onboarding. HR will contact the supervisors and Financial Aid to let them know when the student has been cleared to begin working.

December: The Financial Aid Office will reassess the awarded hours versus used hours and contact supervisors as appropriate regarding the underutilization and overuse of hours. Unused work-study hours may be redistributed based on area need.

Policies and Procedures for Students

General Guidelines

The Work Study program designed to help students meet educational expenses through meaningful employment. The Financial Aid Office assists students who qualify for work-study to find part-time employment.

Eligibility

Eligibility for Federal Work Study is determined by a student's financial need, based on their financial aid budget and FAFSA information. Financial need is defined as the difference between the total costs of the education and the amount of money the student and family can contribute toward these costs, known as the Student Aid Index (SAI).

The Federal Work Study (FWS) Program at Cape Fear Community College is a federally funded initiative that is designed to assist students in meeting the costs of postsecondary education through part-time employment opportunities. To maintain eligibility for the Federal Work Study (FWS) program, as determined by the Department of Education, work study students must meet the standards of Satisfactory Academic Progress (SAP) standards as outlined in the CFCC College Catalog & Handbook. These standards include both qualitative and quantitative requirements:

- Qualitative Standard: Students must maintain a minimum cumulative GPA of 2.0, including grades from developmental courses.
- Quantitative Standard: Students must successfully complete at least 67% of all attempted credits, including developmental courses.

Additionally, students **MUST** be enrolled in a minimum of six (6) credit hours for the duration of the term or semester of employment. Work study students may work no more than twenty (20) hours per week, and employment is contingent on annual funding. Furthermore, students must be in good standing with the college, including, but not limited to, meeting disciplinary and business office requirements.

Satisfactory Academic Progress (SAP) is assessed after each term or semester. Students on *Financial Aid Suspension* are not eligible for the Federal Work Study (FWS) program.

Placement

Once eligibility has been determined, the student will be able to apply for work study positions on the Handshake website. Supervisors will reach out to students to conduct interviews, and students will be notified if they are selected for a position. A student cannot begin working until onboarding has been completed by HR and the student's background check has been cleared. During that time a Work study contract is signed by student, supervisor, and financial aid.

Required forms for HR onboarding process include:

- W-4 Federal Tax Withholding Form
- NC-4 State Tax Withholding
- I-9 Employment Verification Form

Proper identification is necessary to complete this process. Examples of this documentation include but are not limited to:

- A valid driver's license or state identification card and a U.S. social security card or an original or certified copy of a birth certificate
- A valid U.S. Passport
- A complete list of acceptable documentation can be found at <https://www.uscis.gov/i-9-central/form-i-9-acceptable-documents>

Employee Rights and Responsibilities

Rights:

1. Access to information regarding their award amount, rate of pay, average number of hours per week, and general FWS procedures
2. Instructions regarding procedures to be followed if the student cannot report for a scheduled work period
3. A clearly defined work schedule, which accommodates their course schedule and academic requirements
4. Adequate training to perform assigned tasks
5. A safe, clean, and professional working environment
6. Supervision and direction from CFCC faculty or staff
7. Instructions for recording hours worked, as well as, information regarding the College's payroll procedures and payroll calendar

Responsibilities:

1. Student employees are not allowed to study or do homework while they are working. Students are expected to become familiar with information provided regarding the terms of the FWS program policies and procedures
2. Communicate with supervisors regarding schedule
3. Notify supervisor immediately if unable to attend work
4. Understand the expectations from individual supervisor
5. Notify the Financial Aid Office in the event of an inappropriate work environment.
6. Maintain professionalism and accuracy in all transactions with the public or campus community.

Timesheets

Timesheets are due the 15th of each month, with exceptions being in the month of December. Timesheets will be emailed to students and supervisors each month 5 days prior to the due date. The student is responsible for ensuring that the timesheet is completely filled out, obtaining the required signatures and submitting the timesheet to the Financial Aid Office by the 15th of the month. Timesheets that are held for more than 30 days and not turned into the appropriate financial aid staff person for payment are at risk of not being paid. Fraudulent or "padded" timesheets will result in termination from the work study program, and will be considered a code of conduct violation. **No faxed or emailed timesheets will be accepted.**

Rate of Pay

The rate of pay will be set by Cape Fear Community College and is the same for all work study jobs on campus. A student cannot work more than 20 hours per week.

Absences

- Missed work hours can be made up the following week or as soon as possible, providing that the student does not exceed the limit of 20 hours per week. Classes cannot be skipped in order to make up missed work hours
- Students are NOT allowed to report to work study jobs if their class has been cancelled or let out early
- An absence should be requested at least a week in advance if possible. In case of emergency, the student should notify their supervisor as soon as possible, and give them an anticipated return to work date if they are able to do so. If a student is out of work due to illness for more than three days, the supervisor may request a doctor's note before the student may return to work. Any questions or concerns about student absences should be directed to the Assistant Director of Financial Aid.
- Excessive absences could potentially be grounds for a disciplinary notice and possible suspension from the program.

Breaks and Holidays

Students may work during semester breaks with the approval of their supervisor and with supervision by a CFCC employee. Students must also reach out to the Assistant Director of Financial Aid to confirm that funding is available **before the hours are worked**. Students are not permitted to work on holidays that are observed by CFCC. All work study students must be supervised by a CFCC employee, and are not permitted to work from home.

Termination

Grounds for termination include but are not limited to:

- Not performing duties satisfactorily
- Behaving in a unprofessional manner
- Excessive unexcused absences or tardiness
- Improper use or violation of Cape Fear Community College property
- Falsification of timesheets – this will result in termination of the student without grounds for appeal

Rehire Procedures

Students who are eligible for rehire must have their supervisor notify the Financial Aid Office and sign a new work study contract provided by Financial Aid.

Policies and Procedures for Supervisors

Requesting a Federal Work Study Student

- Complete a Federal Work Study Request Form in Softdocs
- Form will be sent to Career Services for the job to be posted in Handshake
- *If a supervisor already knows of student they want to hire contact the Assistant Director of Financial Aid – completing the Work Study Request Form will not be necessary.*

Interviewing Student Employees

Career Services will set up an account for supervisors to access handshake so that they may review the applicants for their positions. Supervisors will contact the students to arrange interviews. It benefits both the supervisor and the potential student employee to discuss the following during the interview:

- Description of job duties
- Experience and skills needed to perform the job
- Personal conduct and dress expected
- Hours of operation and student's schedule of weekly hours
- Training and mentoring provided
- Expected date by which a hiring decision will be made
- Anticipated start date
- Please note that the employment laws that apply to interviewing regular employees also apply to the interviewing of student employees
- How to prepare for the interview:
 - Write interview questions that are criterion-based, behavior-based, job related, and non-discriminatory
 - Decide whether you will do skills testing
 - Set aside enough time to conduct an interview of substance that covers all requirements for the student employee to successfully perform the job
 - Give each candidate a copy of the job description

Hiring a Federal Work Study Employee

The student would apply for a work study position through Handshake. If a supervisor already knows of student that would make an ideal work study student, they can contact the Assistant Director of Financial Aid to determine if they are eligible (*submitting a Work Study Request to be posted in handshake would not be necessary*). It is suggested that whenever possible the work study position aligns with the student's course of study or career goals.

1. Work study students are prohibited from engaging in any operational functions that include access to confidential files, academic and personnel records, or other related materials and information sources, unless the supervisor obtains prior authorization from Financial Aid.
2. Work study students cannot perform duties that are the responsibility of the supervisor (i.e. grade papers, etc.).
3. Work study students are not permitted to drive state vehicles or personal vehicles as part of their work study duties.
4. Please notify the student of your hiring decision within 2 or 3 days to ensure timeliness. Notify the Financial Aid Office as soon as the student accepts the position in your department. Student employees are paid by the hour. Holidays, snow days, and sick days are not to be counted as hours worked. Work study students are not paid for lunch or break periods. Overtime is not authorized for work study students.
5. If a student becomes ineligible to participate in the program, Financial Aid will notify the supervisor. The guidelines for a student's eligibility to work are as follows:
 - Students must be enrolled at least half time (6 SH) to be eligible to work
 - Federal Work Study funding will be cancelled if the student drops below half time status or withdraws from CFCC
 - Students may work up to 20 hours per week
 - Students must maintain a 2.0 GPA, maintain a 67% completion rate, and stay in good standing with the college.
 - Students on *Financial Aid Suspension* are not eligible for the Federal Work Study (FWS) program.

As part of the Work Study Contract, a student agrees to earn up to a specific amount and specific pay for the duration of the academic year. All contracts are contingent upon funding. If funding for the Work Study program is depleted or below the preferred levels before the end of the academic year, work study contracts will be cancelled, students and supervisors will be notified of their end date.

A student may not work over the contracted awarded amount. Any work over this amount could result in an over award in financial aid. In such a case, some other type of aid may have to be reduced. In some cases, the amount of the award may be increased, provided funds are available. This increase would require a new updated contract be on file reflecting the increase.

Orienting Your Student Employee

Good personnel practices require that every employee be oriented to the work place and trained to perform necessary tasks. It benefits both you and the student to establish a formal training program and keep the lines of communication open, clear, and constructive. Spend enough time discussing the following to prevent future confusion:

- Performance standards
- Variations in work schedules for holidays and examination periods
- Student's responsibility for College facilities and equipment
- Safety and health practices
- Training in skills and procedures necessary to perform the job
- Confidentiality of records and files (FERPA statement, specifically)
- System access and security procedures
- Procedures for recording hours worked and completing timesheets
- Dress code in the workplace
- Telephone etiquette
- No homework policy (student employees are not allowed to study or do homework on the job)
- No smoking/vaping policy

Provide answers to the following questions:

1. Who is the student's supervisor?
2. To whom should the student direct problems or questions?
3. Who should be contacted in case of absence or change in work schedule?

Your Responsibilities as a Supervisor

The Supervisor should provide a reasonable amount of direction and offer constructive criticism to assist the student in performing assignments in a timely manner. The Supervisor should counsel the student if the work is performed in a manner that is not consistent with your department goals. Appropriate personal conduct and positive attitudes are also important aspects of satisfactory job performance. This employment should be a positive learning experience for the student

Employer's supervisory responsibilities include the following:

1. Provide clearly defined supervision.
2. Report student work hours accurately.
3. Monitor student's performance for quality of work
4. Monitor ALL hours reported to ensure they are credible.

Federal Work Study Supervisor Guidelines for Timesheets

When can student employee start working?

A student cannot begin work until they have completed their HR new hire paperwork. The supervisor will receive an email from Human Resources when this process is complete.

Who is responsible for keeping track of hours worked and remaining hours that a student may work within the semester?

The supervisor is solely responsible for ensuring that hours have been calculated accurately prior to submission of the timesheet to the Financial Aid Office. Please remember that student employees can work up to 20 hours per calendar week. The Financial Aid Office will track the student's overall earnings to ensure they do not exceed the awarded contracted amount.

- Missed work hours each week should be made up the following week or as soon as possible, providing that the student does not exceed the limit of 20 hours per week. Classes cannot be skipped in order to make up missed work hours.
- Students are **NOT** allowed to report to work study jobs if their class has been cancelled or let out early.
- An absence should be requested at least a week in advance if possible. In case of emergency, the student should notify their supervisor as soon as possible, and give them an anticipated return to work date if they are able to do so. If a student is out of work due to illness for more than three days, the supervisor may request a doctor's note before the student may return to work. Any questions or concerns about student absences should be directed to the Assistant Director of Financial Aid.
- Excessive absences could potentially be grounds for a disciplinary notice and possible suspension from the program.

Who must sign the student employee's timesheet?

Both the student employee and supervisor are required to sign the timesheet in order for it to be processed. The supervisor's signature must be legible in order to verify the timesheet has been signed by the supervisor. Any timesheets not signed or signed in pencil by the student employee or the supervisor will be returned to the supervisor and not processed for that period.

When should timesheets be submitted?

The student is responsible for ensuring the timesheet is completely filled out and for getting the timesheet to the Financial Aid Office by the 15th of the month. Timesheets that are held for more than 30 days and not turned into the Financial Aid Office for payment are at risk of not getting paid. Fraudulent or "padded" timesheets will result in termination from the work study program, and will be considered a code of conduct violation.

May I fax a timesheet in?

Faxed timesheets will not be accepted. All timesheets should be sent to the Financial Aid Office in advance for us to receive them by the scheduled date and time.

Are work study students required to take lunch break?

All student employees are entitled to have a 30-minute lunch break if they work six to eight consecutive hours. If a student employee works eight or more consecutive hours, they are entitled to take a lunch break of one hour. This should be noted on the timesheet.

Terminations

If a student employee does not perform their duties satisfactorily and needs to be terminated, the supervisor will, notify the student, and notify the Financial Aid Office. The Assistant Director of Financial Aid will complete the Non-Employee Clearance Form and notify HR. Improper use or violation of Cape Fear Community College property and falsification of timesheets will result in termination of the student without grounds for appeal.