



FINANCIAL AID OFFICE

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Federal Work-Study (FWS) Supervisor Handbook For Department Supervisors

Introduction

The purpose of the FWS Program is to provide eligible college students with an opportunity to gain work experience while they pursue a college program of study. The intent of the program is to enable a college student to develop career/major related employment skills, by working part-time in an employment site, where they will gain a greater understanding of the expectations and responsibilities they will encounter when they become part of the workforce. It is an opportunity for students with limited employment skills to develop real life and career related work skills, so they can become more marketable when they complete their educational goals. Any benefit the college might derive from student employment is secondary. Departments should be able to function efficiently without FWS students.

When hiring students, supervisors should keep in mind that work study is primarily to benefit the student; therefore, supervisors should be as flexible as possible with the student's schedule. It is not unreasonable, however, to expect the student to adhere to the appropriate guidelines for performing the duties of the position, as well as to agree to pre-determined hours, depending upon the needs of the department. These guidelines should be specified in the job posting.

CCSF FWS Program

The FWS program is a 3 step process to complete before a FWS student can be officially offered employment through your department.

- Step 1: Students who may be eligible to receive a Federal Work-Study Award for the 2017-2018 year will receive a Federal Work-Study Eligibility Notification Letter (this is not an award). At this point, students can begin working with the Office of Student Employment and search for available positions through Web4 and may be contacting Departments and Supervisors at this point.
- Step 2: Student must receive a step 1 notification before step 2 can be submitted to the Financial Aid Office. Once a student secures a job offer with a hiring supervisor, the Financial Aid Office will require the student to submit a Federal Work-Study Referral Form completed by the hiring department supervisor. Once the Financial Aid Office receives the completed section from the hiring supervisor, eligibility and awarding will be completed.
- Step 3: Hiring supervisor and student will receive an email from the Financial Aid Office confirming eligibility and award amount. This will confirm the FWS eligibility process has been completed. The student is responsible for finalizing all remaining SHEP steps before being allowed to begin employment.

Federal Work-Study Student Eligibility Criteria

A student may be selected for employment under the FWS program only if they meet all of the following requirements:

- Enrolled in a minimum of 6 units AND
- Maintaining Satisfactory Academic Progress AND

- Minimum unmet financial need of \$1,500 AND
- Secure on-campus employment with a job offer

Request for Work Study Student

If a department has the need for a FWS employee the request must be submitted to The Office of Student Employment. Follow the steps on how to Set-up a Student Employment Position through SHEP. [The SHEP Brochure for Employers](#) is available on the Office of student Employment website as a reference and guide.

Hiring Process

Hiring department supervisor must receive a final confirmation email from the Financial Aid Office. This communication will confirm student employee FWS eligibility and award amount. Eligible FWS students must complete the Student Hiring Eligibility Process (SHEP) before the first day of employment. If the student is allowed to work by the hiring Supervisor/Department before receiving a confirmation of eligibility from the Financial Aid Office, the hiring Department will be responsible for compensating the student student payroll hours.

Allocation Hours

A student's FWS allocation is for one year beginning July 1st for returning students, the first day of the semester for new students, and ending June 30th for all students. Returning or continuing students **MUST** be rehired each year and may not continue working after June 30th until they have been awarded and rehired. **Students who are allowed to work by their hiring supervisor without being awarded or rehired through the Financial Aid Office will be paid through the hiring department district budget NOT FWS funds.**

Part of the hiring process should include a review of:

- The student's allocation
- The department's need for regular hours throughout the semester, or during periods of heavy workload
- The student's need for steady income throughout the semester, or to earn all of the award in short periods of time

A discussion of these issues between the supervisor and FWS employee may prevent problems with the award amount and rate of earnings. The FWS award a student receives is expected to last the entire academic year. However, the award is subject to change if the students unmet need changes due to monetary resources, a change in remaining financial aid need as well as a decrease in budget occurs. You and the student will be responsible for monitoring the balance of the allocation to ensure the student does not work more than the hours specified. Under no circumstances is a work study student permitted to earn more than the amount allocated.

The hiring department shall be responsible for payment of 100% of the salary of any student who works in excess of their allocation.

Work Hours

Students may not work more than eight (8) hours per day or fifteen (15) hours a week. Students should not be allowed to work during scheduled classroom hours. It is recommended you request a copy of the student's class schedule for your records. There is no authorized overtime pay under the FWS Program; therefore, students **cannot** work more than the hours specified above.

Students are entitled to a paid 15 minute break for every 4 hours worked. Students workers are entitle to an unpaid ½ hour – 1 hour lunch break, duration can be arranged between the supervisor and the student employee, if they worked a period of 5 hours or more.

Timesheets

Completed and signed student time cards must be approved and submitted to Payroll Office in a timely manner. Timesheets that are submitted after the deadline will not be processed until the next pay period. FWS students'

payroll expenditures may not exceed initial award amount and may not exceed working in excess of 30 hours in a pay period. It is the responsibility of the hiring supervisor to monitor expenditures to not exceed award amount in order to avoid loss of FWS students in your department.

Employment Parameters

CCSF assigns student employees who will provide service at the direction of the department supervisor. In return, the supervisor will provide student employees supervision, appropriate guidance and training, and a learning experience where they will be given an opportunity to develop the skills necessary to succeed in a professional environment.

Time Accountability

Student employees should be reminded that as employees they must be accountable for their whereabouts at all times. Each department must develop a consistent and accountable process to document when a student employee arrives and leaves work, daily. Student workers are not allowed to:

- Alter or document false arrival or leave times
- Alter or document false arrival or leave times for another student employee
- Enter false in/out time on timesheets
- Enter false in/out on payroll timesheets for another student employee
- Sign the name of, or use a signature stamp of supervisor for payroll timesheets authorization purposes

***All of the above are grounds for employment termination

Training

In order to insure that student employees develop work related skills, they should receive on-going training. Many student employees arrive to CCSF with limited work experiences; it is recommended that supervision put into place training approaches and opportunities.

It is expected that student employees will demonstrate, within a reasonable time, the capacity to learn, retain and perform employment tasks appropriately and demonstrate the ability to perform such activities correctly without constant reminders or corrections.

Other Employment Factors

The supervisor should provide every student employee with an outline of information that will enhance the student's ability to succeed in the workplace. Such an outline may encompass, but need not be limited to the following:

- Specific employment duties the student is expected to perform.
- Work related activities the student should not/cannot perform.
- Equipment the student can and cannot use or have access to.
- Identify campus areas the student employee does not have access to.
- Acceptable and unacceptable behavior.
- Acceptable and unacceptable attire.
- Use of workplace telephones and equipment for personal use.
- Access to, use of workplace computers, e-mail, internet, etc.
- Notification expectations when student employee will be absent or late.
- Policy for student employment visitors at the workplace.
- Other information deemed important by individual worksite supervisors.

Confidentiality

The supervisor should ensure that student employees understand the meaning and importance of confidentiality as it relates to information they may have access to in the workplace. They must be informed on who has access to files and related documents as well as what type of information they can

provide to others. Students working in student services areas will need to be aware of FERPA policies. FERPA training can be scheduled with the Admissions & Records Office.

Due Process

Student employees should be treated with the same level of respect, courtesy and sensitivity that is extended to all other employees.

- Student employees should be made aware of, in a confidential setting, any inappropriate verbal/physical activity, behavior or attitude that they demonstrate that is unacceptable
- Student employee error should be brought to their immediate attention and be provided with the correct procedure
- When a student performs his/her job in an unsatisfactory manner, it is the responsibility of the supervisor to meet with the student individually and set goals for future performance
- Student employee should be provided with advance notice if the supervisor is considering terminating employment. The reason for such action should be explained to them and if warranted, and opportunity to correct the situation and demonstrate their ability to become productive should be offered
- Termination should be initiated following an opportunity for corrective measures.
- Student workers must stop working immediately per termination date in SHEP, unless approved for an extension by the Office of Student Employment.
- Terminate a student's position in SHEP if the student quits, etc.

An employer may dismiss and/or give a written warning to a student employee for several reasons including, but not limited to, unsatisfactory work, attendance, improper conduct (theft, physical/abuse, misuse of equipment, falsification of records, and disclosure of confidential information). An employer has the right to immediately dismiss a student employee according to that department's internal policies and procedures.

The Financial Aid Office may terminate FWS students for any of the following reasons:

- No remaining FWS eligibility
- Violation of FWS regulations
- Enrollment drops below six (6) units
- Suspended from aid programs due to unsatisfactory academic progress
- Budget reductions