



**Clatsop  
Community  
College**

**CLATSOP COMMUNITY COLLEGE**

**FINANCIAL AID OFFICE**

**FEDERAL WORK STUDY  
SUPERVISOR'S MANUAL**

**01/01/2023**

**Financial Aid Office**  
**FEDERAL WORK STUDY SUPERVISOR'S MANUAL**

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Clatsop CC is an EEO/AA institution

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**Clatsop  
Community  
College**

Dear Supervisor

One of the missions of the CCC Financial Aid Office is to assist students in finding meaningful work experiences aimed at providing financial support while complimenting their college and career goals. The Federal Work Study Program at CCC is an integral part of the daily operation of the College and in non-profit organizations within our community. Your role as a supervisor is central to the management and development of one of CCC's most valuable resources, our student employees. This manual was written with the student employment supervisor in mind.

The purpose of this manual is to provide employers with an overview of student employment opportunities, programs, policies, and regulations.

I hope that the following information will be informative and useful to you as a student employment supervisor. To use this manual you will find it helpful to refer to the Table of Contents. It has been set up to easily identify the different areas you are interested in. All hiring documents mentioned in this manual are included in the attached Appendix.

Any questions about student employment not covered in this handbook should be referred to Sarah Geleynse, Financial Aid Director, 503-338-2414, [finaid@clatsopcc.edu](mailto:finaid@clatsopcc.edu).

Thank you for your support of our students.

Sincerely,

Sarah Geleynse  
Financial Aid Director

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## **INTRODUCTION**

The Federal Work study program is administered by the Financial Aid Office. We are located in Columbia Hall, room 116 on the Lexington campus. Our office is open Monday through Friday during the academic year, and Monday through Thursday during the summer months.

In addition to providing services for our students, the Financial Aid Office is here to help you, the supervisor, with your student employment needs. Our office will assist you with posting your position(s), the hiring process, processing student payroll, and any other student employment needs that you might require.

A wide range of employment opportunities is offered to students attending CCC. Students who are awarded federal work study funds and in need of work are urged to visit the Financial Aid Office for advice in finding appropriate jobs while they are still enrolled at CCC. For the most part, this manual deals with employment under the Federal Work study Program, but there are other campus resources that can assist students in finding jobs outside the Federal Work study Program too.

It is both beneficial and rewarding to employ a student when staffing your office. Employers benefit from young professionals eager to prove themselves. Students have a wide variety of skills and experience, and they are often a solution for those hard-to-fill hours. This allows the employer to benefit from a flexible work force.

Students, on the other hand, benefit by having the chance to learn and grow while then establish themselves as competent workers. Besides the money earned, they have an opportunity to explore career objectives, gaining experience that will be useful when they enter the workforce after graduation. These students also have a better success rate in their educational pursuits because they establish connections with campus personnel and individuals in the community who can assist them along their chosen career path.

## **SERVICES**

The major components of the CCC Federal Work study Program Services are:

- Job Postings, both on and off-campus

- Administration of federal work study funds

- Hiring documentation and payroll processing

- Employment assistance for supervisors and students

- Addressing concerns, grievances and related matters

## **STUDENT EMPLOYEE STATUS**

All federal work study students are considered employees of the College, whether working on or off campus, for the College directly, or at another agency.

A student employee must be enrolled in at least 6 credits during the term employed and must maintain satisfactory academic progress.

The student employee's job is to be incidental to academic pursuits, and student positions are not intended to replace those performed by a permanent CCC employee. It is recommended that full-time students work no more than an average of 20 hours per week. The intent of this is to ensure that the student remains a *student* employee and maintains academic success. Students are not allowed to work during vacation periods and between terms unless by special permission from the Financial Aid Office. Student employees may never work overtime (more than 40 hours in one week).

## **TYPES OF EMPLOYMENT AVAILABLE AT CCC**

### **Federal work study**

The CCC Federal Work study Program provides job opportunities for financial aid recipients to help meet their educational costs. Students apply and qualify by submitting the Free Application for Federal Student Aid (FAFSA). Work study is awarded first based on need, and then on a first-come, first-serve basis. There is a wide variety of jobs available, including, clerical office assistants, literacy tutors, and computer tech assistants. The list of jobs becomes available the week before Fall Term starts. The federal work study program covers all expenses.

### **College work study**

Jobs are posted by departments interested in recruiting students and the Department pays all expenses.

### **On-campus**

Students are employed on-campus (at the Lexington campus, MERTS, or Seaside's South County Center campus) and supervised by CCC staff or instructors. Jobs are posted by staff and instructors interested in recruiting students who have been awarded federal work study and are enrolled in 6 or more credits at CCC.

## **Off-campus**

Students work in positions outside the College and supervised by an employee of the agency in which they work. All students working in off-campus positions are considered employees of the College. Jobs are posted for area employers by the Financial Aid Office and students apply for jobs according to the instructions for each posting. There is no charge to employers or students.

## **Community Service**

Students are employed in positions at local non-profit governmental and community organizations that qualify as a “community service” positions as defined under the HEA regulations. Such jobs are intended to improve the quality of life for community residents, particularly low income individuals, and to solve problems related to the needs of those residents. Jobs involving child care, health care, elderly care assistance, literacy training and tutoring for disadvantaged people are all potential projects for eligible work study students. The institution must spend a minimum of 7% of its work study allocation in community service.

## **Work-experience**

Students enrolled in work-experience classes can earn college credit for their work. Students may be in the work experience program and earn federal work study funding for the same hours they work to complete their work experience. Students should contact the Work Experience Coordinator.

## **STUDENT ELIGIBILITY**

### **Determination of Student Eligibility**

The neediest financial aid recipients who apply for financial aid early are offered work study on a first-come, first-served basis. Depending on program funding, as well as the number of students who request and/or qualify for jobs, work study is offered until funding limits have been reached.

### **The Basis for Awarding Work Study Eligibility**

Demonstrated financial need (under the federal needs analysis methodology system) and program funding are factors utilized to establish a student’s eligibility for work study.



## **The Work Study Award**

The amount of money a student is eligible to earn is called an “award”. Students do not receive the money designated as the award unless they actually work to earn that money, at which time they receive a paycheck once a month. Students must not be allowed to exceed their award. It is the responsibility of the supervisor to ensure that students do not exceed their award.

### **Award determination**

Students may receive a work study award of up to \$1,500 for the academic year, to be earned in equal amounts over 3 terms. Some students may receive less than this if their eligibility is more limited based on enrollment levels and need analysis.

### **Rate of Pay for Work study Jobs**

On-campus jobs pay at the rate: See Financial Aid rep for current rates.

### **Student Expectations for Repeated Work study Awards**

Students do not automatically qualify for work study. A student’s eligibility to work under the Federal Work study Program invariably changes from year to year, and even term to term. Students have to reapply for aid each year and eligibility or delay in applying may affect whether a student receives a work study award and how much. Program funding limitations result in a fluctuating cutoff level. When a student’s financial need is decreased due to enrollment changes or receipt of other funding, that student’s need may be too low to qualify for work study. Students must also maintain academic progress to continue working. Questions concerning eligibility should be addressed to the Financial Aid Office.

### **Procedure for Obtaining a Work study Job**

The student should:

- Apply for financial aid [www.fafsa.gov](http://www.fafsa.gov).
- Received award letter with offer of potential federal work study.
- Complete online orientation, email [Danielle](mailto:Danielle) to receive password.
- Fill out paperwork listed on [checklist](#).
- Search for a position/ bring your award letter with you to interview.
- Once hired, your supervisor will complete your Payroll Authorization form available with the [Work Study Forms](#) section.
- Return all paperwork to the Financial Aid Office.
- Student and Supervisor will receive an email from Human Resources with a date the student can start working.
- After your day of work start tracking your hours online through ADP

## **EMPLOYING STUDENTS**

### **Employer Requests for Assistance**

Job postings are available online for students one week before classes begin in Fall term. Job postings should be completed online using the job request form available on the Clatsop CC work study webpage. The “Jobs List” is updated during the academic year.

### **How to Hire a Student**

Following are steps for securing student employees:

1. Off-campus supervisors only must ensure that an Off-Campus Federal Work Study Agreement has been completed for their organization.
2. Post a position by completing the online position request form at least two weeks before the start of the term. Posting a job description does not necessarily mean that you will be able to find any interested or qualified students.
3. Students view the jobs list and make appointments with the contact person listed for an interview.
4. When the interview is completed, and if the student is hired, you’ll need to complete the payroll authorization form that is available on the work study web page. The student then needs to bring all of their completed paperwork to Human Resources (HR). You as the supervisor and the student will receive an email from HR with a start date. Do Not allow the student to start working before you receive this email. Then the student starts tracking hours in the ADP online system.
5. It is the responsibility of the supervisor to approve hours submitted in ADP. The payroll office maintains strict adherence to the established payroll deadlines – please be on time, for the sake of your student employee’s financial well-being!.
6. Pay checks are produced on the dates indicated on the time sheet due dates and pay dates form each month, and will be mailed to the student unless they have set up direct deposit.

## The Interviewing Process

Remember that the students that you will interview are in the midst of a learning experience, and the interview that you provide them can set the stage for their future expectations. Please treat these interviews as professionally as you might an interview for a permanent staff member. Conducting a good interview involves planning ahead and organizing your thoughts and questions. The following steps should lead to a productive interview:

- Plan ahead – review any information that you may have on the student before the interview. It is helpful to know the full name, hometown, class year, major, experience, etc.
- Create a friendly environment – whether this is the student’s first interview or tenth, interviewing creates anxiety and stress. Start out with small talk to put the student at ease. Conduct the interview in private so that you can give the student your undivided attention.
- Verify basic information – check the information you have and update where necessary.
- Discover interests and viewpoints – use open-ended questions to elicit more information instead of questions that lead to “yes” or “no” answers. Try to start your questions with “What”, “Why”, “How”, “When” or “Where” to learn how the student will fit within your working environment. Consider the questions following.
- Provide information and perspective – inform the student about the position, the mission/philosophy of the employer, and your expectations for the candidate. Share the job description with the student and answer any questions he/she may have about the job. Many students expect student employment positions to be flexible; verify this when possible, or explain your reasons if the position/hours must be very structured. Clearly expectations can eliminate possible confusion later on.
- Bring to closure – summarize the interview and allow the student to provide or clarify previous information. Thank the candidate for taking the time to come in for the interview. Tell the student when the decision will be made and how notification will occur (phone, mail, etc.) Be sure to contact each student you interview, whether or not they are hired.

## **Interview Questions**

The following questions may be helpful as you consider the information you would like to obtain from your interviewees:

- Tell me about your previous job(s)?
- What were your previous duties in your job(s)?
- What was your strength in your job(s)?
- Why did you leave?
- What is your best subject?
- Why did you apply for this job?
- Can you perform the duties of this job?
- How long do you plan to attend CCC?
- What does “initiative” mean to you?

According to the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990, the following questions are in violation of federal laws (**DO NOT USE THESE QUESTIONS DURING INTERVIEWS**):

- Are you married?
- Do you have children?
- What is your age?
- Where is your spouse employed?
- When did you graduate from high school?
- Have you ever been arrested?
- Were you in the military?
- To what clubs or societies do you belong?
- What is your religion?
- What are your childcare arrangements while you are working?
- What are your plans when your child(ren) get ill?
- Where were you born?
- Of what country are you a citizen?
- Are you in good health?
- Have you ever had an injury or a physical or mental illness?
- Have you ever had a drug/drinking problem?
- Has a member of your family or a friend had a physical or mental illness?

## **Hiring documents**

The following are the hiring documents that need to be turned in to the HR office:

- I-9 form (requires two pieces of identification, a driver’s license and social security card)
- W-4 form
- Signed Drug Free Workplace Statement
- Signed FERPA Statement

Off-Campus Federal Work Study Agreement (for off-campus positions only)  
Signed Payroll Authorization  
Paperwork Checklist  
Copy of Award Letter

Human Resources will then have the student entered for payroll.

The following information is included in the CCC Catalog:

Affirmative Action  
Non-Discrimination  
Sexual Harassment

## **STUDENT EMPLOYMENT POLICIES**

All federal work study employment policies pertaining to hours worked, hiring procedures, and utilization of student federal work study labor at CCC have been established and are to be implemented by the Financial Aid Office.

The policies that follow are to be used as a management tool for CCC and cooperating organizations in hiring of students so as to derive the greatest benefit for both employer and employee. The opportunities for students to develop interpersonal skills and gain valuable transferable experience, therefore, must be recognized and nurtured by those supervising student work.

### **General Policies**

The institution provides many job opportunities that will complement student degree programs and career pursuits. Those work experiences, typically, allow and promote personal growth.

Every job has unique characteristics that cannot be detailed in a general policy statement. Therefore, it is the responsibility of the employer—at the time of hiring—to outline the specific conditions of employment to which the student will be subject. Those conditions should include: Job Description/duties, number of hours/specific hours of work, wage rate, responsibilities, rights, and any additional departmental personnel policies.

### **Basic Conditions of Employment for All Students**

All CCC students are subject to the same basic conditions of employment, regardless of the department/agency for which they work.

- The Fair Labor Standards Act of 1983, as amended, prohibits institutions from accepting voluntary service from any employee without prior agreement between employer and employee. Moreover, voluntary activity may not be the same as the job for which the employee has been paid. A student employee may not volunteer in the same or any other Department at CCC or the off-campus work site. Supervisor of work study students must not permit students to work beyond their award. Further, no student may work before completing all employment paperwork. Hours worked may not be banked and paid at a later date.
- All students will be paid an hourly wage rate in accordance with the wage rate schedule. The weekly average hours of employment for full-time students should not exceed 20. Payrolls are monitored for excessive hours and departments will be billed for excess hours. Student employees may not work overtime or receive holiday pay.
- Student employees are expected to fulfill duties in a responsible, competent manner. Any student failing to perform satisfactorily should be counseled immediately by the hiring supervisor to ensure the student's full understanding of the job before further time elapses.

### **Award Amount**

Student earnings on work study must not exceed the amount awarded by the Financial Aid Office. Departments/agencies allowing students to exceed those limitations are required to pay those excess earnings out of their own funds if adjustments to the student's aid package cannot be made to accommodate the overpayment. Unused portions of a student's award for each term will lapse at the end of each term.

Eligibility to work is affected by many things, including enrollment status, receipt of other funding, availability of funding as the year progresses, academic progress, etc. Students must apply to get permission to the Financial Aid Office for eligibility to work during term breaks, vacation periods, and summer term.

### **Benefits**

Supervisors should inform student employees of benefits. Federal work study students are not eligible for benefits such as overtime, sick leave, holiday pay, vacation, unemployment or retirement, but they are eligible for Worker's Compensation. See "Workplace Safety" for additional information on Worker's Compensation.

### **Complaints/Grievances**

If a student believes treatment during the employment period was unfair, he or she may contact the Human Resources for resolution.

## **Disabilities**

The college is committed to providing equal opportunities for students with disabilities throughout the college and the community. Students with documented disabilities are entitled to reasonable accommodations. To receive services you must submit documentation of your disabling condition(s) to the Disabilities Specialist. It is the student's responsibility to self-identify and make the request for services.

## **Discrimination/Harassment (Including Sexual Harassment)**

CCC is an affirmative action/equal opportunity employer. It is the policy of the College that there will be no discrimination or harassment on the grounds of race, color, sex, marital status, religion, national origin, age, sexual orientation, or disability in any educational programs, activities, or employment. Questions or complaints should be directed to the Affirmative action Officer.

## **Drug and Alcohol Use**

CCC has a policy of non-use of alcohol and illegal drugs. The student's chance of success at college and in the workplace is severely reduced if he/she abuses alcohol or illegal drugs. Federal financial aid can be lost for students found in violation, including the right to work under the Federal Work study Program. All work study students will be required to sign an acknowledgment of the college' Drug Free Workplace statement.

## **Emergency Procedures**

A few general principles:

If an alarm sounds, evacuate the building and contact your supervisor. Familiarize yourself and your employee with evacuation routes. Know where exits are located. Do not return to buildings until notified it is safe to do so.

Dial 911 to report a serious injury on campus, remember that you must dial 911. You and your student employee's personal safety should always be your primary concern in an emergency situation. Student employees should notify their supervisor's and seek their help in all situations.

For students employed on the CCC campus, emergency procedures are posted at various locations around campus and copies of the procedure are available in the Office of Human Resources.

For students employed in off-campus positions, it is the responsibility of the supervisor to inform the student of the emergency procedures for their agency.

## **FERPA**

Students must sign the Statement of Understanding of the Family Educational Rights and Privacy Act agreeing not to disclose information they may have access to other than information that is considered “Director” information.

Student employees are protected by FERPA guidelines due to their student status. Keep issues regarding student employees private, just as you would for a permanent employee. In particular, do not give out information regarding a student employee’s performance, either to another staff member, another student, or to the student’s parent, unless you have written permission from the student to do so. For further clarification of FERPA guidelines, please contact the CCC Registrar.

## **FICA**

Student employees are considered FICA exempt if they are currently enrolled in six credits or more. For periods of non-enrollment longer than five weeks (summer) students are required to have FICA deducted from their gross pay and CCC is required to pay a FICA match if the student is required to pay FICA.

## **I-9 Form**

The I-9 Form is required by the U.S. Immigration Service for every college employee, including federal work study students. Students must present two pieces of identification, typically a social security card and a current driver’s license. These forms are available in the Financial Aid Office and on the CCC web site, and must be completed and submitted to HR prior to the student beginning work.

## **Layoffs/Terminations**

If a student should be laid off for reasons other than unsatisfactory performance or behavior on the job, notice in writing, will be given by the Financial Aid Office (for example, a change in the student’s eligibility to work in the federal work study program or a funding shortfall).

If performance or behavior on the job is unsatisfactory, the supervisor should discuss the action with the student. When improvement is not sufficient, the supervisor should give a written evaluation of the employee’s performance, stating the deficiencies and the time frame for improvement. If performance or behavior continues to be unsatisfactory, the supervisor may consider termination, after notifying the Financial Aid Office.



### **Less than half-time enrollment**

Students registered less than half-time are not eligible to work under the federal work study program. Half-time is interpreted as 6 credits.

### **Listing Student Jobs**

All student positions should be listed with the Financial Aid Office in order to ensure a fair opportunity for all students to obtain available jobs. The Financial Aid Office will keep a current list of openings online.

### **Need**

Students must demonstrate financial need in order to be eligible to work under the federal work study program. To demonstrate financial need, students must complete the Free Application for Federal Student Aid (FAFSA) so that the Financial Aid Office can calculate their need. Financial need is the difference between the costs of attending the institution and the resources available to the student to meet those costs. To calculate a student's need, the Financial Aid Office uses the federal needs analysis methodology system, subtracting the amount that the student and family is expected to contribute (EFC) to meet educational expenses from the total costs for a year of study.

### **On-The-Job Injuries**

Students injured while performing work for the College or an agency that has a contract with the College to hire work study students are covered under the Worker's Compensation Insurance Policy of the College. Such injury must be reported immediately to both the student's supervisor and the CCC Human Resources

### **Overtime**

Student employees are not permitted to work overtime (more than 40 hours in one week).

### **Paychecks**

Paychecks are issued each month by the CCC Payroll Office on the dates indicated on the timesheet due date form for each month. Checks are mailed to the recipient according to the address maintained in the ADP system. Please ensure that students know to change their address in ADP if they relocate. Students are encouraged to enroll in direct deposit. Checks will not be available if students do not submit their hours worked by the listed deadlines and/or the supervisor did not submit the student timesheet on time. For any problems with paychecks, please see Payroll to resolve.

## **Payroll Authorizations**

A Federal Work Study Payroll Authorization Form must be completed and submitted to the Financial Aid Office prior to the student beginning work. The supervisor is responsible for completing the form when they hire a student. No monies will be paid to the student until signed Payroll Authorization is submitted to the Financial Aid Office. Students are automatically authorized to work for all three terms if they have the same amount of work study award for all three terms and their enrollment status will remain the same all three terms. If this is not so, or if there is a change in the award, enrollment status, or work place, then a new payroll authorization must be completed.

Supervisors may also on occasion receive updated payroll authorizations from the Financial Aid Office reflecting changes in authorized award amounts that affect the number of hours a student may work. This happens for a number of reasons: the student received other funding that makes them ineligible for work study, the student was disqualified from receiving financial aid because they did not make satisfactory progress, the student notified us that they have quit the position, the student is changing positions, etc. **It is important to pay close attention to these update authorizations and what they mean for your student employee and you.**

## **Rest Periods**

A student working a consecutive four hour work period is entitled to a 15 minute break with pay. A student working a full eight hour day is entitled to two 15 minute breaks with pay and no less than a 30 minute lunch break without pay. A student working more than five hours is entitled to a 30-minute lunch break without pay. Breaks should not be taken at the beginning or the end of the work period and are not cumulative. The breaks should be taken at times when they will not place an undue burden on the department. **The student is required to take all of these breaks.**

## **Summer Employment Eligibility**

Students may qualify for Summer employment by demonstrating to the Financial Aid Office they will have sufficient support aside from work study earnings to be able to support themselves and save their work study earnings to pay for their school-related expenses during the normal academic year. They must also be enrolled in Spring Term, successfully complete Spring Term and show an intent to attend (by early registering) for Fall Term. Summer work study is contingent upon the availability of funds each year. Students who work during the summer and are not enrolled will pay FICA taxes.

## **Timesheets**

Timesheets are completed by work study students through ADP Time and Attendance. When hired, students will be given instructions on how to register in ADP and how to complete their timesheets. Students should be encouraged to report their hours in ADP on each day they work to ensure their electronic timecard is as up to date as possible with the number of hours they have worked. Supervisors of work study students are responsible for monitoring the students hours and by the timesheet deadline, approving and submitting the hours through ADP for processing. Any questions regarding timesheets should be directed to the Payroll Specialist.

## **Transferring to Other Jobs**

Students may change jobs **between terms**, but not during a term. Student employees who want to change jobs (perhaps to work in a career-related area) should, out of courtesy, notify the supervisor, and then contact the Financial Aid Office to complete a new Payroll Authorization. Student employees who find their job conditions unsatisfactory and feel they cannot continue in the position until the end of a term should contact the Financial Aid Office before leaving their position. These students will lose any unearned award for the term if they choose to follow through.

## **Unemployment Compensation**

Student employee status is temporary and part-time. Student employees are not eligible for unemployment insurance, but they are eligible for Worker's Compensation.

## **Volunteer Workers**

Student work study employees may not be employed as volunteer workers in the same jobs.

## **W-2 Statements**

W-2 Statements are mailed to students from the Payroll Office by January 30. Addresses need to be current to facilitate efficient mailing of the W-2 Statements.

## **W-4 Forms**

The W-4 Form is required by the Internal Revenue Service for withholding state and federal taxes. Federal work study students must complete a W-4 Form and submit it to Human Resources Office prior to beginning work. W-4 forms can be picked up from the Financial Aid Office or from the Payroll Office, or can be printed off of the CCC web site. Employees must use their legal name (no nicknames) on their W-4 forms, and must sign and date the form. New forms must be submitted for students upon initial employment, if there are changes to any information contained on the form, after an extended break in service or on February 15 each year if a student filed exempt.

## **Wage Rates**

Federal work study rates: contact Financial Aid for current rates.

## **Workplace Safety**

It is critical that the job description accurately reflect the duties a student employee will be performing. The College must pay a higher rate of Worker's Compensation insurance premiums for those students working in positions where there is a higher risk of workplace injury. This might include positions where students are working with industrial or carpentry tools, crawling up on ladders, handling toxic materials, etc. The supervisor is responsible for informing the student employee of workplace safety rules specific to their position. Employees who become aware of unsafe or hazardous conditions should notify their supervisors.

## **Work Schedules**

Supervisors and employees should complete an agreed-upon work schedule on the Student Employee Work Schedule form (see Attachment B) that will coordinate with the student's class schedule. Students are expected to work the agreed upon hours, be punctual, and satisfy all reasonable requirements of the employer with regard to performance and behavior standards of the job. The student should notify the supervisor in advance if unable to work at any scheduled work time.

## **Worker's compensation**

Worker's Compensation covers expenses for medical care and certain benefits for loss of pay resulting from injuries or illnesses incurred on the job. Supervisors must be informed as soon as possible about on-the-job injuries. All accidents/injuries/illnesses that cause an employee to miss work must be reported to the Office of Human Resources within 24 hours.

## **GUIDELINES FOR STUDENT EMPLOYEES**

### **Student Responsibilities**

“Student’s Responsibilities” is found on page 19 of this manual. Please give a copy to your student upon hire.

### **Guidelines for Evaluation**

It is recommended, though not required, that Supervisors use the Student Employee Evaluation form when evaluating student employee performance. This can be a valuable tool used to enhance and motivate employee performance. Recommended timelines for evaluation:

- One month after initial date of hire
- At the end of each term

### **Complaint/Grievance Procedures for Student Employees**

The following step-by-step procedures must be followed:

1. Confront the individual with whom you have the grievance, document events in writing and attempt to arrive at a solution of mutual satisfaction. (A log of dates and events is helpful in compiling evidence of unsatisfactory treatment. A Student Log form is provided in this manual.)
2. If the grievance continues, document it in writing and contact your supervisor, or your supervisor’s superior, or the Financial Aid Office within three working days. The person you contact will attempt to resolve the problem within five working days.
3. If the person you contacted has been unable to achieve resolution, contact the Financial Aid Office and set up a meeting with the Work study Coordinator (who will act as a mediator), the Supervisor, and the individual with whom you have a grievance.
4. If there is still no resolution or if the student is unhappy with the outcome of this meeting, the student may complete a Formal Complaint Form and submit it to the Student Services Office. The decision resulting from the formal complaint process is final and cannot be appealed.

## GUIDELINES FOR SUPERVISORS OF STUDENT EMPLOYEES

### Supervisor Responsibilities

- Complete the Federal Work Study Off-Campus Agreement (off-campus positions only)
- Complete a position request form online
- List all available positions with the Financial Aid Office
- Interview and hire student employees
- Complete and sign the Payroll Authorization
- Inform the student employee of his/her rights and responsibilities
- Set ground rules up front regarding scheduling and planning for schedule changes
- Be clear about job responsibilities and expectations of the student
- Provide on-going feedback to the student employee on his/her job performance.
- Notify the Financial aid office when positions become open or altered in any way
- Notify the Financial Aid Office if you are aware that the student is enrolled in less than 6 credits in a term
- Document the student's performance, both positive and negative. Written employee appraisals are recommended, though not required, and should be conducted early in the student's employment (at one month, for example) and at the conclusion of each academic term. A student sample employee evaluation form is available in the appendix.
- Notify the Financial Aid Office if there is an apparent problem with the student that cannot be resolved
- Notify the Financial Aid Office when considering terminating a student employee (and complete the necessary termination forms).
- Ensure that payroll information is reported accurately and in a timely manner. Student employees should not handle timesheets once they have been signed.
- Guarantee that a student **does not work** more than 40 hours per week, or **at any time when he/she has a scheduled class**. Students cannot be paid overtime.
- Monitor student's weekly hours in relation to their work study award.

## **Rewarding the Good Student Employee**

While CCC does not provide for student employee raises, it is important that the employer demonstrate their continuing satisfaction with a well-done job by providing feedback to the student and recognizing the student during National Student Employment Week.

## **Corrective/Disciplinary Procedures to be Used**

Prior to termination of a student employee, and depending on the seriousness of the offense, one or all of the following steps should be taken:

1. Oral warning – discuss the problem with the student.
2. Written warning – discuss the problem(s) explicitly with the student, notifying the student of the possibility of termination if corrective action is not taken immediately.
3. Consult with the Work study Coordinator in the Financial Aid Office – prior to termination to ensure that proper termination procedures are followed.
4. Termination Notice – further evidence of continued misconduct must be documented and discussed with the student. Complete the Termination Notice, provide a copy to the student and forward the original to the Financial Aid Office.