Virginia Tech

Office of University Scholarships and Financial Aid

Federal Work-Study (FWS) Supervisor/Employer

Handbook 2023-24

It is the responsibility of the FWS Supervisor to be familiar with the material in this guide. All questions pertaining to the Federal Work-Study program should be directed to the Senior Assistant Director of Federal Work-Study via email at finaid@vt.edu or by phone at 540-231-5179.

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# FEDERAL WORK-STUDY SUPERVISOR AND EMPLOYER HANDBOOK

## WHAT IS FEDERAL WORK-STUDY?

Federal Work-Study (FWS) is a federally subsidized program that promotes part-time employment opportunities to eligible students who demonstrate financial need as determined by the Free Application for Federal Study Aid (FAFSA). Eligible students are awarded an allotment, which may be earned through part-time employment in FWS-approved positions either on or off-campus.

FWS is awarded as part of the federal financial aid programs administered by the Office of University Scholarships and Financial Aid (USFA).

## WHAT ARE THE BENEFITS OF HIRING AN FWS-FUNDED STUDENT WORKER?

- Departments pay only 25% of a student's hourly wage*
  - The FWS program pays the remaining 75%
- FWS jobs help students with financial need to pay for their education
- These jobs provide valuable learning experiences for students
- FWS students can add value to the department in which they're employed

*One semester cost comparison:*
*Non-FWS Employee works 10 hours/week for 13 weeks at $12/hour = **$1560.00** (Department pays)*
*FWS Employee works 10 hours/week for 13 weeks at $12/hour = **$390.00** (Department pays)*

## WHAT ARE THE RESPONSIBILITIES OF A FWS SUPERVISOR?

The Supervisor plays a vital role in the employment process. A supervisor is responsible for making the assignment not merely a job but also an opportunity for students to learn and test new skills. At the same time, they earn the necessary funds to support their educational expenses.

**The Supervisor**

- Verifies the student has been awarded FWS before setting up interviews by checking the Banner screen RJASEAR.
- All payroll enterers have automatic access to RJASEAR.
  - If supervisors do not have access, they may request it here:
    - https://apps.es.vt.edu/sis-banner/vtirm.irm_forms_main.entry
    - Following the instructions here: RJASEAR
- Creates a job description for each student position in the department. *See section "How can I recruit a FWS Funded Worker for a Job?"

- Reviews the position description with the student employee, provides a copy for the employee, and places a copy in the employee's personnel file.
- Determines the number of hours a student can work*
- Enters the department FWS position number when creating the new hire's position in Banner
- Does not allow students to exceed the FWS award. Human Resources Information System (HRIS) Web Reports are available to monitor balances for all students by department or review by the student on RJASEAR, Banner form.
  - https://apps.es.vt.edu/webreport/submit
  - Select Verification under Human Resources
  - Select Financial Aid Balance under "Folder's Report Definitions"
  - Enter your Organization Code and select Submit Interactive to retrieve results.
- Does not permit students to begin working until all completed hiring paperwork is submitted to Human Resources/Payroll, including background check clearance (if required by the department).
- Removes or makes inactive job postings at https://vt.joinhandshake.com when positions are filled.
- Ends position(s) when it becomes vacant on Banner.
  - To process the JOBEND in Banner:
    a. Navigate to PWIEMPV and type the student's ID number and Go.
    b. Click NOAEPAF.
    c. Enter a Query Date.
    d. Enter JOBEND for Approval Category.
    e. Enter Suffix and Position.
    f. Click Save (F10).
    g. Click Tools and Routing.
    h. Save manager's ID.
    i. Click Tools and Submit Transaction.
- Notifies students of paydays and deadlines for submitting timesheets
- Maintains departmental time records for accuracy, signatures, and submission on a timely basis.
  - All TCP issues should be emailed to timeclock@vt.edu.
  - After each pay period, all TCP administrators will receive an email notification that the Final Export is complete
  - The emails will contain reports set up to reconcile hours with time cards and payroll summary.
- Ensures that student(s) are working on assigned tasks in positions.
- Provides the student(s) with feedback on performance promptly.

*Example:
$2000(FWS award)/$12 (hourly pay rate) = 166 hours total for academic year (Fall + Spring)
166 hours/25 weeks (25 weeks includes Fall + Spring semesters) = 7 hours per week

## HOW CAN I RECRUIT AN FWS-FUNDED STUDENT WORKER FOR A JOB?
- Students will go to www.career.vt.edu to look for positions
- Supervisors click on https://vt.joinhandshake.com to post job descriptions
- Supervisors should always request that a position be a FWS – Federal Work-Study position

- State "Must have Federal Work Study (FWS)" in the Job Qualifications section
- Off-line advertising: Flyers, brochures, departmental websites, announcements on bulletin boards and in classes/labs, etc.

## Job Description Template

A current and accurate job description is REQUIRED for each student job. The job description should be maintained in the hiring office files and include the following:

- Job Title
- Name and address of student's employer
- Department or Office in which the student will be employed
- Location where the student will perform his/her duties
- Name of the student's Supervisor (s)
- Purpose/role of the position within the organization
- Duties and responsibilities associated with the job and how they relate to the purpose/role
- Qualifications for the position
- Rate of pay for the position*
- Work Schedule
- Employment Start Date/Employment End Date

*Student wage rate depends upon several factors, including specific skills needed to perform the job. FWS students may not be paid more or less than other student employees because they are FWS students *(Federal Minimum Wage is $12/hour).*

# WHAT IS INVOLVED IN THE INTERVIEW PROCESS?

## Review Applications

Log into Handshake and thoroughly review applications and other requested documents, such as resumes, cover letters, etc., for each applicant. Compare their skills, talents, and experience to the job description created for the position. Select the best applicants that meet your needs to interview.

## Interviewing and Reference Checks

Employers will interview applicants and perform reference checks. When planning for interviews, all applicants should be asked the same questions to ensure fairness and accuracy in the selection process. References should be checked, and interview comments should be recorded. Human Resources has a webpage dedicated to offering interview suggestions.

## Offer Position(s)

Contact the student(s) you selected to work in your office first and get confirmation that they accept the position you offer. We recommend contacting the other candidate(s) you interviewed to inform them of the decision.

Work-study employment must not displace employees (including those on strike) or impair existing service contracts. Replacement is interpreted as displacement. Also, if the school has an employment

agreement with an organization in the private sector, the organization's employees must not be replaced with FWS students. Replacing a full-time employee whose position was eliminated (for any reason) with a student employee paid with FWS funds is prohibited. Moreover, this prohibition extends to instances where a school first replaces the full-time employee with a student position paid with college funds.

# WHAT PAPERWORK IS NEEDED FOR A NEW HIRE?

FWS Employees have the exact paperwork requirement as any student hired by the University. Please visit **www.controller.vt.edu/forms.html** to find both payroll and human resources forms.

# Work Schedule Guidelines

## Permittable Work Hours

Federal Work-Study students are eligible to work up to 20 hours per week during the fall and spring semesters only. Students are not permitted to work during winter break or summer semester. Students employed through Federal Work-Study cannot begin work until the first day of each semester and cannot work past the last day (final exam day) of each semester.

## Semester Start/End Dates

Students employed through Federal Work-Study cannot begin work until the first day of each semester and cannot work past the last day (final exam day) of each semester.

**If there are changes to this policy, the financial aid office will email the new allowable start date.

## Breaks

Students cannot work more than six hours without taking an unpaid 30-minute break. They must clock in and out for their 30-minute break. If they take a break, they must clock in and out via Timeclock.

## Class Time

Federal Work-Study students cannot work during class time. Should they work during class, they will not be paid during that time.

## University Closings

### Holidays

Students cannot work on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day

## Inclement Weather

Unless a student has a remote position, Federal Work-Study students should not work if the university closes due to inclement weather. Furthermore, students should not be working during delayed or early closings. Announcements are made on the University Status page.

## Reporting and Approving Time Worked

Students will report time worked in Timeclock Plus and should enter time as they work. In other words, they should enter time In immediately when arriving to work or coming off any breaks and Time Out when entering breaks or before leaving work. Employers will approve time worked at the end of each day. Unapproved time will require a Retroactive Pay Form if the pay period has ended. The Controller's Office has a webpage dedicated to Training Tutorials. Employers may also email finaid@vt.edu for guidance.

## Pay Schedules

The Controller's Office will post Pay Schedules to a dedicated Payroll webpage. Students can reference Pay Schedules to determine when they will be paid, and employers can reference Pay Schedules to determine when time worked is due to be approved or if a Retroactive Pay Form must be submitted. If assistance is needed, employers may email finaid@vt.edu.

*Also, please note students are paid via direct deposit, which is set up through their HokieSpa under the Hokie Team tab.

## Timeclock Reporting

Required reports come from the Controller's Office once the final export for each pay period is completed. Below are two reports that are sent via email by payroll to the listserv 'tcpadmin-g@vt.edu'.

### Timecard Entry Verification:

1. Once the pay period hours have been interfaced to Banner, the department leads, and admins will receive an email notification that the Timecard Entry Verification Report is ready.
2. To access the report, go to www.controller.vt.edu, click on Web Reporting and enter your PID and password.
3. Under Human Resources, click on the Verification folder.
4. Click on the Timecard Entry Verification report.
   - · Enter your department organization code(s)
   - · For Option for Report, select "Hours Verification."
   - · Enter Year and Pay Period and select the Sort Ordering option.
5. Click the Submit Interactive button to display the report on screen.
6. In TimeClock Plus, generate and print the Payroll Summary Report (instructions are below).
7. Compare the Payroll Summary Report to the Timecard Entry Verification Report and correct any discrepancies.

## TimeClock Plus Payroll Summary Report:

1. Login to TimeClock Plus at timeclock.vt.edu/manager
2. From the Period menu, choose Reports.
3. Click on Payroll Summary
4. Enter the Start and End of the date range for the pay period (*1st-15th or 16th-end of month*).
5. Select the Settings button and make sure the following fields are checked:
   · Print employee number
   · Split by job code, print job code description
   · Include Summary of each week of data
6. Click the Options button to format your report. Some options can include:
   · Under Formatting Options, you can format the Name by Last, First which is how it appears on the Verification Report
   · In the Miscellaneous tab, you can do a first sort on Last Name (you can also sort your Verification Report by Name)
7. To print the report, click the Print button and choose the desired print method.

For questions regarding these reports, contact timeclock@vt.edu.

# WHAT DO FWS-FUNDED STUDENT WORKERS NEED TO BE SUCCESSFUL IN THE WORKPLACE?

- **CLEARLY DEFINED EXPECTATIONS.** Review student employee's responsibilities with students.
- **MISSION AND PURPOSE OF THE DEPARTMENT.** Relate student's employee's responsibilities with the mission, purpose, and/or goals of the department/office.
- **SUPERVISION.** Who should the student employee report to for daily tasks/assignments or priority projects?
- **COMMUNICATION.** If the student employee has a question, problem, or concern, who is the best person to assist and offer clarification?
- **ATTENDANCE AND PUNCTUALITY.** How many times can a student be absent or tardy without jeopardizing his/her position?
- **TRAINING.** Does the student employee receive formalized training? How important is the training to the student employee's job performance/evaluation?
- **PHYSICAL APPEARANCE.** What is the workplace dress code? Is there a "dress down" day during the week?
- **POSITIVE ATTITUDE.** Discuss attitude and how to handle stressful situations.
- **CONFIDENTIALITY.** Will the student have access to confidential information? What is the confidentiality policy about how the information should be handled? Is the student comfortable with handling confidential information?

## TOP 10 SUGGESTIONS ON WORKING WITH FWS STUDENT EMPLOYEES:

- **BE AN EDUCATOR.** How can you and your department contribute to educating your student employees?
- **SHARE GOALS AND VISION.** Invite student employees to regular staff meetings and allow input.
- **ALWAYS PROVIDE RECOGNITION.** Acknowledge student employees' accomplishments, whether privately or in front of peers or staff.
- **TEAM PLAYER.** Encourage students to become part of the team.
- **Train, train, train.** Take time to train students in skills other than what is specifically listed in their job description such as time management, phone skills, quality customer service skills, general work habits, and dealing with difficult situations.
- **BE FAIR AND CONSISTENT.** Do not be too lenient. Campus jobs are substantive work experiences. Treat student employees as you would any other employees in a given situation.
- **FEEDBACK, FEEDBACK, AND MORE FEEDBACK.** Provide consistent and appropriate feedback to student employees regularly and provide it with a positive spirit when possible.
- **COMMUNICATE CLEAR AND PRECISE EXPECTATIONS.** Communicate the job standards and expectations to your student employees clearly, precisely, and on day one of their job.
- **Maintain confidentiality.** Specify if the student has access to confidential information. Explain the confidentiality policy pertaining to how the information should be handled.
- **Reinforce a positive attitude.** Discuss attitude expectations and how to handle stressful situations.
- **Address physical appearance.** Review the workplace dress code.
- **Educate.** Determine how you and your organization can contribute to your student's education.
- **BE FLEXIBLE.** It is important to be flexible to accommodate their academic obligations.
- **BE THE EXAMPLE.** Remember they will watch and listen, so your daily approach to work will be a perfect example from which student employees can learn and model.

## IMPORTANT REMINDERS ABOUT FEDERAL WORK-STUDY-FUNDED EMPLOYEES:

- FWS students CANNOT work during scheduled class time.
- FWS students MUST be paid every 30 days.
- FWS students MUST be entered in RJASEAR on Banner as FWS employees.
- FWS students MUST have a job description on file.
- FWS students MUST NOT displace employees or impair existing service contracts.
- FWS students MUST NOT be involved in political campaigns.
- FWS students MUST NOT be involved in the construction, operating, or maintenance of any part of a building that is used for religious worship.
- FWS students MAY NOT volunteer their services.
- FWS students MUST be paid for ALL hours worked.

## FAQS:

1. How can I find out if the student has been awarded FWS?
   a. Check on Banner screen RJASEAR or contact Nicci Ratcliff at niccir35@vt.edu or Mindy Taliaferro at tmindy@vt.edu.
2. Can FWS students continue to work after their FWS funds have run out?

a. Not as a work-study student employee. The student can be switched on Banner to a wage student if approved by the hiring department. This means your departmental budget would pay 100% of the student's wages.

3. Can an FWS student be dismissed or fired?
   a. Yes, they can be dismissed or fired from a FWS job just like any other employee. A verbal warning is first recommended if the student is not meeting their responsibilities, behaving inappropriately, or having attendance issues or other issues. The next step is a written warning to the student, then termination. Questions regarding dismissal can be directed to Human Resources.

4. When should an FWS job be posted on https://vt.joinhandshake.com by departments?
   a. Supervisors can begin posting jobs over the summer for the fall semester or any time throughout the year as necessary.

5. Can FWS students work during times of non-enrollment?
   a. Students may be employed during periods of non-enrollment. Eligible periods of non-enrollment would be equivalent vacation periods such as spring and winter breaks. To be eligible during a period of non-enrollment, a student must plan to enroll or re-enroll full-time for the institution's next regular session following the period of non-enrollment. In such cases, the institution must keep a written record in the student's file showing that the student has been accepted for enrollment in the subsequent session and intends to enroll.
      i. Summer is not an allowable term to earn FWS funds. Positions should be job ended by May 31st of each year.

6. **Who should I contact if I have any questions or concerns?**
   a. **Contact Nicci Ratcliff, Senior Assistant Director of Federal Work-Study and Compliance Email: niccir35@vt.edu**
   **Telephone: (540) 231-5179**