# Federal Work Study Supervisor Manual

## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>3</td>
</tr>
<tr>
<td>Request Work Study Students</td>
<td>3</td>
</tr>
<tr>
<td>Hiring Process</td>
<td>4-5</td>
</tr>
<tr>
<td>Pay Rate</td>
<td>5</td>
</tr>
<tr>
<td>Responsibilities of the Supervisor</td>
<td>5-6</td>
</tr>
<tr>
<td>Time Sheets</td>
<td>6</td>
</tr>
<tr>
<td>Time Sheets are Approved by Supervisor</td>
<td>7</td>
</tr>
<tr>
<td>Work Study Audits</td>
<td>7</td>
</tr>
<tr>
<td>Eligibility</td>
<td>7</td>
</tr>
<tr>
<td>Changes in Eligibility to Work</td>
<td>8</td>
</tr>
<tr>
<td>Changing Jobs</td>
<td>8</td>
</tr>
<tr>
<td>Termination of a FWS Employee</td>
<td>8-9</td>
</tr>
<tr>
<td>Responsibilities of the Student</td>
<td>9</td>
</tr>
<tr>
<td>Who to Contact</td>
<td>10</td>
</tr>
</tbody>
</table>

**Appendix:**

- A) Federal Work Study Job Description
- B) Request to Hire A Student
- C) FWS Contract
- D) Reporting Time

**Federal Work Study Package/Forms**

- A) Personal Data Form
- B) Disclosure of Family Members
- C) W-4 Tax Withholding Form
- D) M-4 Tax Withholding Form
- E) I-9 Employment Eligibility
- F) Direct Deposit Form
- G) Health Insurance Responsibility Disclosure (HIRD) form
- H) Confidentiality Statement
- I) Things I Should Know
OVERVIEW

Federal Work-Study (FWS) is a need-based, federal financial aid program. It provides jobs for eligible students with financial need, allowing them to earn money to help pay for educational expenses. Students are encouraged to work in community service positions. These community service positions are designed to improve the quality of life for community residents and other students at the college.

Work-study jobs are offered on-campus and off-campus. If on-campus, they work for North Shore Community College. Some on-campus positions fit the federal definition of community service. Examples of on-campus, community service include departments that service students with disabilities (e.g., Computer Adaptive Lab, Peer Tutors).

Off-campus employers are all community service agencies (non-profit or public agency).

Eligible students select the work-study position they want to apply for, and work-study employers (on- and off-campus) hire the student they wish to hire. It is not the responsibility of the work-study office to match students with a job in terms of interest and qualifications.

All work-study jobs are posted on the college web site and students are encouraged to contact the on-site job supervisor for an interview. It is the responsibility of the work-study office to verify a student’s eligibility for FWS before he/she is hired. Students can only work at one work-study position at a time. Work-study students cannot be employees of the college.

Students can work any number of hours per week within the state payroll guidelines. North Shore Community College’s maximum hours are below in the “Responsibilities of Supervisor” section.

Students may work during vacation periods, including summer sessions. For summer sessions, students are not required to attend summer classes; however, they must be pre-registered for the fall term and meet all other eligibility requirements for federal aid.

REQUESTING WORK STUDY STUDENTS

- To request a work-study student the department must first complete a FWS Job Description Form (Appendix A).
  - On-campus staff/faculty complete an on-line job description form through Pipeline.
  - Off-campus work-study supervisors complete a paper FWS job description form and return it to the Federal Work Study Coordinator in Student Financial Services.

- FWS coordinator reviews each job and sets a pay range corresponding to the job description. Positions will be posted on the North Shore Community College website (http://northshore.edu/fws/index.html). It is the supervisor’s responsibility to notify the Financial Aid Office when all positions are filled, so that the positions will be removed from the website.
HIRING PROCESS

1. Students are responsible for initiating contact with Department supervisors to secure a FWS position.

2. The department supervisor is responsible for interviewing the student(s). Once the hiring decision is made, the supervisor is responsible for completing a request to hire form.
   a. On-campus supervisor completes the online “Request to Hire a Specific Student” form through Pipeline and transmits electronically to the work study coordinator (Appendix B). Off-campus supervisor completes the “Request to Hire a Specific Student” form and returns it to the Federal Work Study Coordinator in Student Financial Services.

3. The supervisor must complete the Federal Work Study forms with the student and forward these forms to Student Financial Services.
   a. All students who are starting work-study for the first time during the academic year are required to complete and submit ALL of the following forms, which are available on the college website (http://www.northshore.edu/work_study/jobs).

   Personal Data Form
   Disclosure of Family Members
   W-4 Tax Withholding Form
   M-4 Tax Withholding Form
   I-9 Employment Eligibility
   Direct Deposit Form
   Confidentiality Statement
   Things I Should Know
   Registration/Class Schedule

   b. Once all the forms are completed, please submit to:

      North Shore Community College
      Student Financial Services
      ATTN: Thea Soohoo
      One Ferncroft Road
      Danvers, MA 01923-0843

The student may not begin employment until all of the necessary forms are completed. The student cannot work until the employer receives a contract (Appendix C) at the beginning of each semester, even if the student is continuing employment in the same position or has worked previously in a job.

4. Federal guidelines prohibit students from working during scheduled class periods.
   a. The department should request a copy of each student’s class schedule so that work schedules can be arranged. If a student’s is released from class early or class has been cancelled the student cannot report for work.
5. The financial aid award year begins in July and ends in June of each year.
   a. FWS coordinator will notify supervisor/department the specific dates for each semester.
   b. All students are automatically terminated from their FWS jobs effective the last day of the contract of each semester.
   c. Student must be re-hired to begin working again for the following semester, even if they are returning to the job they worked in the preceding semester.

**PAY RATE**

Effective January 1, 2017, pay rate for all three levels to $11 an hour.

**RESPONSIBILITIES OF THE SUPERVISOR**

Each student should be assigned to a permanent supervisor. This is the person named on the Job Description as supervisor. If the Job Description specifies that the supervisor is “Faculty” or “Assigned by the Department” then the department should assign a specific person to oversee the student’s work. The assigned person will ordinarily be supervised by full time, permanent university/organization employees.

When students’ regular supervisors are not available, alternates should be designated, and the students should know at all times to whom they are reporting and who is supervising their work.

Supervising and scheduling may be very different for each department, but regardless of each department’s individual needs, there are some constraints. Students should be scheduled for working hours that are convenient for both the department and the student.

- Students may work up to 20 hours per week when classes are in session; and up to 30 hours per week when classes are not in session (i.e. school vacations, winter break, summer break, etc). Any student working more than six hours per day must take at least one half-hour of unpaid break.

Other responsibilities of the supervisor:

- Provide sufficient work and job time for the student to fully utilize his/her FWS award.
- Ensure adequate supervision and training commensurate with job duties; be responsible for providing training necessary for successful job performance. FWS students must be working within their job descriptions at all times. Do not assign work in a different area or tasks other than are described in the original job description submitted to the FWS office.
- Verify the accuracy and completion of the student’s time sheets each week.
- To monitor student earnings and ensure that the student does not earn more than they are awarded/eligible.
- To ensure that hours submitted are accurate and that students are not paid for any periods they do not work, such as vacations, holidays, lunch breaks, etc.
• Departments should not over hire. If supervisors have indicated the need for a certain number of students but now cannot provide those students with sufficient and appropriate work, please contact the FWS coordinator. It is likely that you will be advised to reduce the number of openings on your job descriptions or to cancel the job altogether.

• Terminate the student from work-study employment if he/she fails to meet expectations/duties of the job. Warnings and terminations should always be documented in writing as well as by verbal communication.

• Contact the work-study office if/when student stops working for any reason.

TIME SHEETS

• A written record of actual time worked must be kept on a time sheet and/or print out time sheet reported on SSTA. Students must submit online timesheets (Appendix D) through SSTA (https://hrcms-prod.state.ma.us/psp/H90TXN/). If applicable students must take a 30 minutes break per 6 hour shifts. Students must submit on a weekly basis for hours worked by noontime Thursday. Student can submit for hours worked on Friday afternoon or Saturday.

• Times noted on time sheets must be for the exact time worked with a.m. and p.m. hours noted.

• Supervisors must approve a student’s time worked on SSTA. The supervisor verifies by approving the time sheet that the student worked the hours indicated, that the work was satisfactory, and that all the information on the time sheet is correct. Supervisors are responsible for maintaining these records for four years following the end of the academic year.

• If students must work outside the employer’s normal business hours, an explicit plan must be in place for supervising and monitoring the hours and levels of performance of these students.
  • Off-campus supervisor must notify work study coordinator in writing.

• Students should not be allowed to work at times when their classes are scheduled. Such arrangements are prohibited by federal guidelines.

TIME SHEETS ARE APPROVED BY SUPERVISOR

On-campus supervisors must approve the time card, through SSTA (https://hrcms-prod.state.ma.us/psp/H90TXN).

Off-campus supervisors must sign student time sheet and fax to FWS coordinator and/or email FWS coordinator.

Supervisors must approve time by 5:00 pm on Thursday and Friday. Final approval must be completed by 10:00 am on Monday.
WORK STUDY AUDITS

In order to maintain compliance with federal regulations governing Federal Work Study, the FWS coordinator may periodically conduct audits of payroll procedures and FWS job duties at the department level. These audits will be unannounced or at short notice, and will include an examination of time sheets and timekeeping procedures to ensure that students are not working during scheduled class hours and that time sheets are properly filled out and approved. The job audit portion will attempt to ensure that students are working within their assigned job descriptions, in the assigned area, and for the supervisor specified on the Federal Work Student Job Description.

ELIGIBILITY

A student must complete the Free Application for Federal Student Aid (FAFSA) in order to be considered for funding in the Federal Work Study Program.

In addition, all FWS employees must:

1. Be enrolled at least half-time (6 credits) at North Shore Community College in a degree-granting program. Students do not need to be enrolled during the summer in order to work during the summer, as long as they intend to enroll during the upcoming fall term and do not officially withdrawn from the college.

2. Demonstrate financial need.

3. Maintain satisfactory academic progress.

4. Be a citizen or permanent resident of the United States.

5. Have a valid social security number.

6. Not be in default on Federal Loans and not owe refunds on any federal funds previously received at any institution.

CHANGES IN ELIGIBILITY TO WORK

Students may become ineligible to receive federal work study funds and may have to stop work immediately if any of the following occur:

1. The student has withdrawn from the college.

2. The student has dropped classes and is now enrolled less than half time (less than 6 credits).

3. The student has received an additional financial aid award which meets his financial need.

4. The student has been academically dismissed.

5. The student is not meeting the NSCC Satisfactory Academic Progress standards for financial aid eligibility (SAP).

6. The student owes a balance, owes a refund to federal grant program, or is in default on a federal loan.
7. The student’s budget has decreased, resulting in decreased financial need which is met or exceeded by other awards and FWS earnings to date.

8. The student’s Expected Family Contribution (EFC) has increased, resulting in decreased financial need which is met or exceeded by other awards and FWS earnings to date.

9. The student has graduated.

10. The student has earned the entire awarded amount.

**CHANGING JOBS**

A student who wishes to transfer to a different FWS position must first receive their final check from their initial employer. The student should contact and work with their new supervisor to submit a hiring request form. The student may not begin working at a new job until they receive a new contract.

**TERMINATION OF A FWS EMPLOYEE**

Supervisors have the authority to terminate a FWS student from their department. Any time you terminate a student from FWS employment, please follow these guidelines to document the termination for our office:

1. Students may be released under the following circumstances:
   a. The student requests to be released. The department does not have the authority to refuse to release a FWS student worker upon request.
   b. The department does not have sufficient work for the student to do.
   c. The student’s work or attendance is unsatisfactory. The department has the authority to terminate any student for unsatisfactory job performance.

2. Before a student is terminated, we recommend a written warning be given providing specific reason/s for the termination. The supervisor must notify the FWS Coordinator.

3. All FWS students are automatically terminated from their FWS jobs at the end of each contract. No documentation from the department employer is necessary.

**RESPONSIBILITIES OF THE STUDENT**

- Students must comply with established conduct for the employing department.
- Students report to work as scheduled, or if unable to work due to illness, call the supervisor before they are scheduled to work.
- Students need to monitor their earnings and ensure that they do not work over their pay ceiling.
- Students must meet all eligibility requirements for Federal Student Aid during the term of this contract.
- Students must inform work study supervisor in advance if they intend to stop working.
- **Students cannot work during scheduled class times.**
- Students cannot be paid for break periods exceeding 15 minutes.
- Students working 6 hours or more are required to take a 30 minute unpaid lunch break.
- Students not performing to the expectations of the work-study employer do not have special protection under federal work-study. A work-study employer may terminate students who fail to meet expectations/responsibilities.
- Students must contact the FWS coordinator promptly when there are changes to address and phone number. Students are required to complete a new personal date form.
## Who to Contact

<table>
<thead>
<tr>
<th>Category</th>
<th>Contact Person(s)</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>FWS Coordinator</td>
<td>Thea Soohoo</td>
<td>X 4347 Office DH 260 <a href="mailto:tsoohoo@northshore.edu">tsoohoo@northshore.edu</a></td>
</tr>
<tr>
<td>Director of Student Financial</td>
<td>Susan Sullivan</td>
<td>X 4050 Office DH 275 <a href="mailto:susulliv@northshore.edu">susulliv@northshore.edu</a></td>
</tr>
<tr>
<td>Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paycheck, Time &amp; Attendance</td>
<td>Start with Self-Service Time and Attendance</td>
<td><a href="mailto:ssta@northshore.edu">ssta@northshore.edu</a></td>
</tr>
<tr>
<td></td>
<td>Tammy Nguyen</td>
<td>X 5562 Office DB 341 <a href="mailto:tnguyen@northshore.edu">tnguyen@northshore.edu</a></td>
</tr>
<tr>
<td>Hiring Work Study</td>
<td>Start with department supervisor, then call</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Thea Soohoo</td>
<td>X 4347 Office DH 260 <a href="mailto:tsoohoo@northshore.edu">tsoohoo@northshore.edu</a></td>
</tr>
</tbody>
</table>
Appendix A: WORK-STUDY JOB POSTING FORM

Step 1: Identify your agency/organization

Organization Name: _____________________________________________________

Full Mailing Address (job Location- Street, city/state, zip):

Step 2: Describe the Work-Study Position

Name of Position/Job Title:__________________________________________________________________________

Statement of Duties: (Note: be as specific as possible. Example: office filing; answering phone calls, light computer work, tutor students, and so on).

____________________________________________________________________________________________________

____________________________________________________________________________________________________

____________________________________________________________________________________________________

____________________________________________________________________________________________________

Qualifications: (Note: Be as specific as possible since you want to match the right student with the job. Example: Attention to detail; can work under pressure; good typing skills; job requires minimal supervision; fluency in Spanish or Russian desirable but not required.)

____________________________________________________________________________________________________

____________________________________________________________________________________________________

____________________________________________________________________________________________________

____________________________________________________________________________________________________

Step 3: Hours & Start Date

Pay Rate (Select One): All community service positions pay $11.00 per hour.

Approximate Hours Per Week Needed: _________

Start Date: ____________ (Summer work-study starts July 20 or any time later)

Step 4: Identify Who Will Hire/Supervise the Work-Study Student

(Note: Interested students will contact this person identified to arrange an interview for the position)

Supervisor Name: _______________________________________________________

Supervisor’s Email: _______________________________________________________

Phone Contact: _________________________________________________________

THIS JOB WILL BE POSTED ON NORTH SHORE COMMUNITY COLLEGE’S FINANCIAL AID WEB SITE FOR ALL STUDENTS TO PREVIEW.
Appendix B: [sample request to hire a specific student form]

North Shore Community College, Student Financial Services
One Ferncroft Road, Danvers, MA 01923-0840
Tel: 978-762-4189 Fax: 978-762-4021

Please complete this form for each Work-Study student you wish to hire. Please sign and date on the bottom.

Fill in all information below

I wish to hire....

Student Name: _________________________ Social Security Number: ___________________

Term(s) of hire: ☐ Fall Semester (September 19, 2016 – January 6, 2017)

Student’s Position/Title: ________________ Hourly rate: XXX/hour Start date: _____________

Average number of hours needed per week: ________________

My Organization’s Information is...

Organization Name: ____________________________

Mailing Address: ___________________ Phone: ______________ Fax: ______________

Email (required): ___________________________ FWS Supervisor’s name: ____________________

I fully understand that only those students who meet all eligibility requirements for Federal Financial Aid for 2015-2016 academic year can participate in the Federal Work-Study program.

______________________________  ________________
Signature of Department Supervisor       Date

[Signature not required if sending this form via email]

AFTER THE WORK-STUDY OFFICE RECEIVES THIS REQUEST, YOU WILL BE NOTIFIED REGARDING THE STUDENT’S ELIGIBILITY.
Appendix C: sample work-study contract

Work-Study Contract
Fall 2016

I. STUDENT INFORMATION:

<table>
<thead>
<tr>
<th>Name</th>
<th>SSN/ID</th>
<th>Mailing Address</th>
</tr>
</thead>
</table>

II. JOB POSITION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Work-Study Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/Agency</td>
<td></td>
</tr>
</tbody>
</table>

III. CONTRACT EFFECTIVE DATES

<table>
<thead>
<tr>
<th>CONTRACT EFFECTIVE DATE</th>
<th>[Student's work-study employment to begin on or after this date]</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTRACT EXPIRATION DATE</td>
<td>[Student's LAST date of work-study employment]</td>
</tr>
</tbody>
</table>

IV. AWARD & EARNINGS

<table>
<thead>
<tr>
<th>MAXIMUM AWARD</th>
<th>PAY PER HOUR</th>
<th>Total Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Student's total work-study earnings cannot exceed this amount]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

IMPORTANT: Student cannot earn more than the maximum award noted above. Also, if student does NOT earn the full amount during the contract effective dates, the “unspent” balance will be returned to the work-study general fund. The student is NOT guaranteed the maximum amount in the event of leaving his/her work-study position for any reason.

V. IMPORTANT REGULATIONS & GENERAL INFORMATION

STUDENT RESPONSIBILITIES
- Student must meet all eligibility requirements for Federal Student Aid during the term of this contract.
- Student must inform work-study supervisor in advance if he/she intends to stop working.
- A student cannot work during scheduled class times.
- Students cannot be paid for break periods exceeding 15 minutes.
- Students working 6 hrs or more are required to take a 30 min. unpaid lunch break.
- Students not performing to the expectations of the work-study employer do not have special protection under federal work-study. A work-study employer may terminate students who fail to meet expectations/responsibilities of the job.

WORK-STUDY SUPERVISOR’S RESPONSIBILITIES
- Verify the accuracy and completion of the student’s time sheets each week.
- Inform the work-study office if student either stops working or is terminated from job.
- Ensure adequate supervision and training commensurate with job duties; and, be responsible for providing training necessary for successful job performance.
- Terminate the student from work-study employment if he/she fails to meet expectations/duties of the job.
- Contact the work-study office if/when student stops working for any reason.

Thea Soohoo, Work Study Coordinator, 01/01/2016
Appendix D: SSTA reporting time for Work Study Employees

Self-Service Time and Attendance
Reporting Time for Work Study Employees

- Regular time is defined as hours worked.
- The deadline for time reporting is each Thursday at 12:00PM. Managers must approve reported time by 5:00pm on Thursday.
- If you are working on Friday or Saturday, you must report your hours for those days by 10:00am on Monday. Managers must approve the hours by 12:00pm on Monday.
- You can adjust time up to 15 days in the past by clicking the PREVIOUS WEEK link located above your timesheet and reporting leave in the appropriate row. Use this feature to complete a PRIOR PAY PERIOD ADJUSTMENT.
- If you need assistance with reporting regular time, please contact the human resources/payroll office.

1. Login to SSTA.
2. Click the Self Service link.
3. Click the Timesheet link.
4. Your timesheet will appear.
5. Work study employees report positive time and you will need to manually enter in your time for each day.
   a. If you are only working one shift, less than 6 hours, you must report your in time (in the “In” field) and your out time (in the “Out” field).
   b. If you are working two shifts, less than 6 hours, you should report both shifts on the same day using the Meal Out and Meal In fields.
   c. If you are working a shift more than 6 hours, you are required to take a 30 minute meal break; you should report your shift including your meal period in the Meal Out and Meal In fields.