



**FEDERAL WORK STUDY  
SUPERVISOR MANUAL  
NORTH SHORE COMMUNITY COLLEGE**

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## Table of Contents

OVERVIEW .....	3
REQUESTING WORK STUDY STUDENTS.....	3
Hiring Process.....	4
Pay Rate.....	6
Responsibilities of the Supervisor .....	6
Other Responsibilities of the Supervisor:.....	6
Responsibilities of the Student .....	7
TIME SHEETS .....	8
Approving Timesheets.....	8
Timesheet Audits .....	8
ELIGIBILITY .....	9
Changes in Eligibility to Work.....	9
Changing Jobs.....	9
TERMINATION OF FWS EMPLOYEE .....	10
WHO TO CONTACT .....	11
Appendix A: WORK-STUDY JOB POSTING FORM .....	12
Appendix B: [sample Pipeline request to hire a specific student form].....	13
Appendix B-2: [FWS Hire Request via Google Form] .....	13
Appendix C: sample work-study contract .....	14
Appendix D: SSTA reporting time for Work Study Employees.....	15

## 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., Educational Opportunity Center, Upward Bound, etc.).

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 post a work study job, hire a work study student, and/or locate the payroll work study documents (new work study students only), the FWS supervisor must first complete a **FWS Job Description Form** found on the Faculty & Staff Landing Page on the North Shore website - <https://www.northshore.edu/faculty-staff/index.html>.

**Blackboard Learn**

Configuring Your Browser  
Setting up Your System  
Frequently Asked Questions

**Campus Safety**

Safety Quick Guide  
Fire Safety  
Emergencies and Evacuations  
Campus Police  
Crime Reporting  
Parking Information

**Federal Work-Study**

Post a Work-Study Job  
Hire a Work-Study Student  
Work-Study Documents



- All supervisors can complete an online **Job Submission Form** here - <https://www.northshore.edu/work-study/job-submission.html>.
- Positions will be posted on the **Jobs Posting Page** at <https://www.northshore.edu/work-study/students/jobs.html>.
- New work study students (working for the 1<sup>st</sup> time) can find the **HR paperwork** at <https://www.northshore.edu/work-study/documents.html>.
- The FWS coordinator reviews each job and sets a pay range corresponding to the job description. **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 **"Student Hire Request Form"** through Pipeline and transmits electronically to the work study coordinator (Appendix B). Off-campus supervisor completes the "Student Hire Request" form on paper 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 (<https://www.northshore.edu/work-study/documents.html>).
    1. Personal Data Form
    2. Disclosure of Family Members
    3. W-4 Tax Withholding Form
    4. M-4 Tax Withholding Form
    5. I-9 Employment Eligibility
    6. Direct Deposit Form
    7. Confidentiality Statement

## 8. Things I Should Know

- b. Once all the forms are completed, please submit to:  
North Shore Community College  
Student Financial Services  
ATTN: Katelyn Ma, DH-260  
One Ferncroft Rd  
Danvers, MA 01923

**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 after the semester freeze date so that work schedules can be arranged. *If a student's is release from class early or class has been cancelled the student cannot report for work.*
5. The financial aid award year begins in July 1 and ends in June 30 of each fiscal year.
- a. FWS coordinator will notify supervisors/departments of 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, 2022, pay rate for all on-campus based job is \$16 an hour. All off-campus based job will be paid \$16.50 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 **six hours or more** per day must take at least a 30 min unpaid break and must report it in their hours worked in the SSTA time and attendance system.

## 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.

## 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 intends 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 data form.

## 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.mass.gov/psp/H92PRD/?cmd=login>). If applicable, students must take a 30 minute 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. A good rule of thumb would be to ask for an updated class schedule after the semester freeze date (add/drop), and scheduling them at least 30 mins after/before their class.**

### Approving Timesheets

- On-campus supervisors must approve the time card, through SSTA <https://hrcms-prod.mass.gov/psp/H92PRD/?cmd=login>.
- 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.**

### Timesheet 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 withdraw 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.
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.
11. The student intended to enroll in the upcoming fall term, but did not, the supervisors department agrees to cover summer wages from their own departmental budget.

### 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 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.

## WHO TO CONTACT

<b>FWS Coordinator, Hiring &amp; Eligibility</b>	Katelyn Ma	X 4362 Office DH-261 kma@northshore.edu
<b>Director of Student Financial Services</b>	Susan Sullivan	X 4050 Office DH-275 susulliv@northshore.edu
<b>Paycheck, Time &amp; Attendance</b>	<i>Start with Self-Service Time and Attendance, then:</i>	ssta@northshore.edu
	Pamela Amico	X 5568 Office DB-341 pamico@northshore.edu
	Tammy Nguyen	X 5562 Office DB-341 tnguyen@northshore.edu

# Appendix A: WORK-STUDY JOB POSTING FORM

<http://www.northshore.edu/work-study/job-submission.html>

The screenshot shows the 'Work-Study Job Submission' form on the North Shore Community College website. The page has a red header with the college's name and a blue navigation bar. The form is titled 'Job Description Form' and includes instructions: 'All Work-Study job openings are posted on the Web for students. Please complete this form for a new Work-Study position being offered in your department/organization. Upon submission, your posting will be reviewed by the Federal Work-Study Coordinator and posted on the Web for students within one to two days after submission.' The form fields are: 'Name of Department or Organization\*' (text input), 'Campus Location\*' (dropdown menu with 'Please Select'), 'Off-Campus Location' (text area with a note: 'If you are off-campus, please provide full mailing address'), 'Name of Position/Job Title' (text input), and 'Statement of Duties\*' (text area). A yellow plus icon is visible on the right side of the page.

**THIS JOB WILL BE POSTED ON NORTH SHORE COMMUNITY COLLEGE'S FINANCIAL AID WEB SITE FOR ALL STUDENTS TO PREVIEW.**

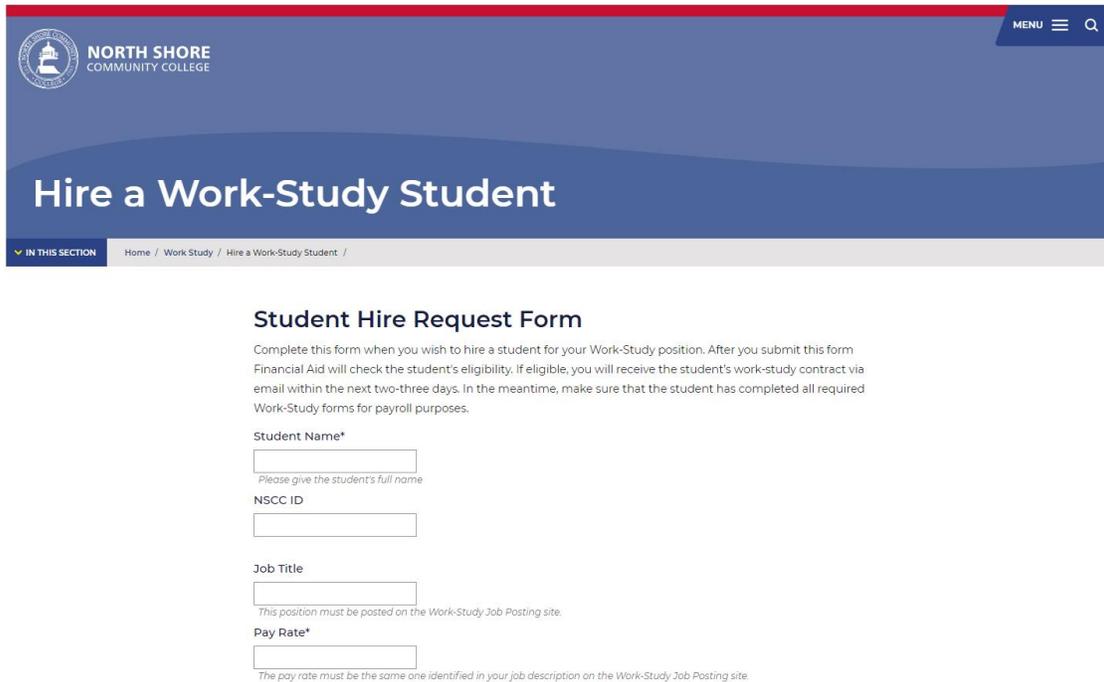
## Appendix B: FWS HIRE REQUEST FORM

### 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. <http://www.northshore.edu/work-study/hire.html>



The screenshot shows the top portion of a web page for North Shore Community College. The header includes the college's logo and name, a 'MENU' button, and a search icon. The main heading is 'Hire a Work-Study Student'. Below this is a breadcrumb trail: 'Home / Work Study / Hire a Work-Study Student'. The form title is 'Student Hire Request Form'. The instructions state: 'Complete this form when you wish to hire a student for your Work-Study position. After you submit this form Financial Aid will check the student's eligibility. If eligible, you will receive the student's work-study contract via email within the next two-three days. In the meantime, make sure that the student has completed all required Work-Study forms for payroll purposes.' The form fields are: 'Student Name\*' with a text input box and a note 'Please give the student's full name'; 'NSCC ID' with a text input box; 'Job Title' with a text input box and a note 'This position must be posted on the Work-Study Job Posting site.'; and 'Pay Rate\*' with a text input box and a note 'The pay rate must be the same one identified in your job description on the Work-Study Job Posting site.'

**AFTER THE WORK-STUDY OFFICE RECEIVES THIS REQUEST, YOU WILL BE NOTIFIED REGARDING THE STUDENT'S ELIGIBILITY.**

## Appendix C: Sample Work-Study Contract

### SPRING 2022 WORK STUDY CONTRACT

#### I. STUDENT INFORMATION:

Name		NSSC ID		Mailing Address	
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#### II. JOB POSITION

Job Title		Work-Study Supervisor	
Department/Agency			

#### III. CONTRACT EFFECTIVE DATES

CONTRACT EFFECTIVE DATE [Student 's work-study employment to begin on or after this date]		CONTRACT EXPIRATION DATE [Student 's LAST date of work-study employment]	
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#### IV. AWARD & EARNINGS

MAXIMUM AWARD [Student's total work-study earnings cannot exceed this amount]		PAY PER HOUR	
--	--	--------------	--

**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.

*Katelyn Ma, Work Study Coordinator*

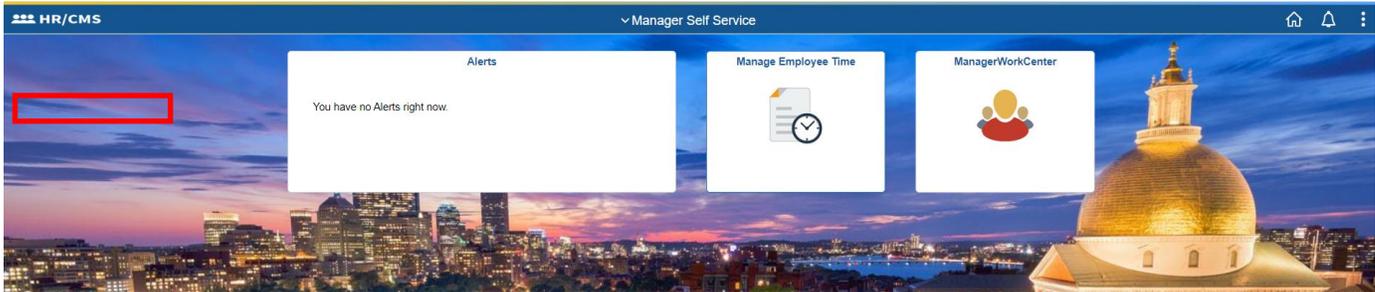
## Appendix D: SSTA reporting time for Work Study Employees



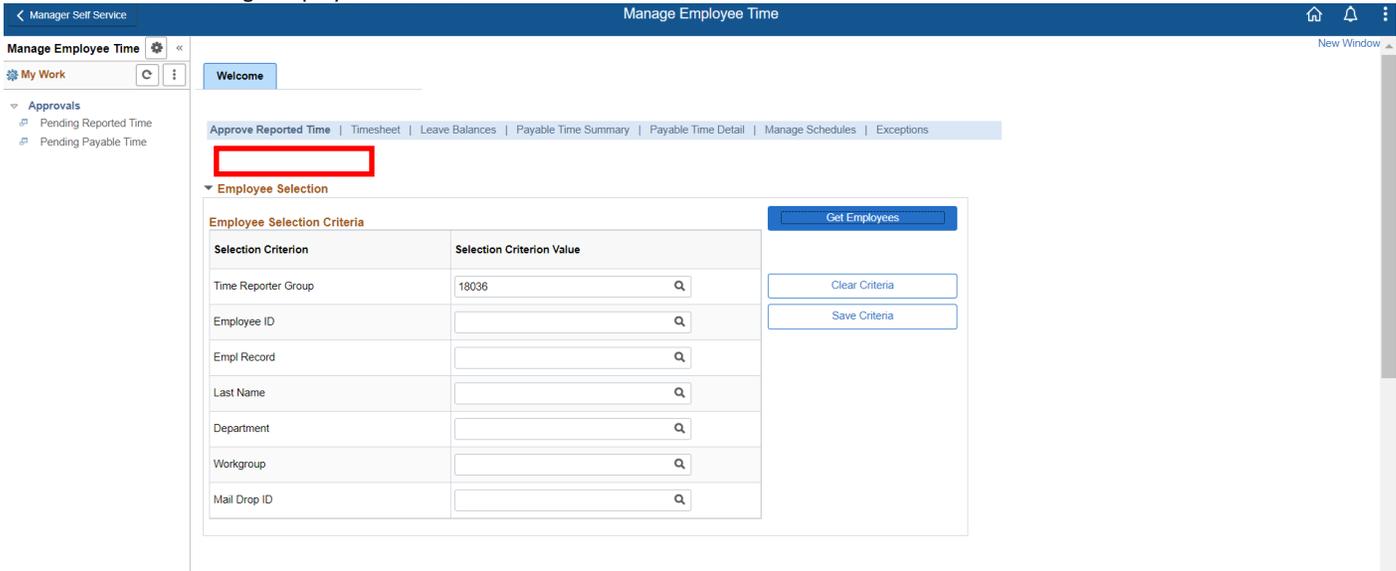
### Self-Service Time and Attendance Reporting Time for Work Study Employees

- 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 HR/CMS.
2. Click the Manager Self Service tab.



3. Click the Manage Employee Timesheet.



4. Click Timesheet, then Get Employees, the list will appear.

The screenshot shows the 'Manage Employee Time' interface. On the left, there is a sidebar with 'My Work' and 'Approvals' (Pending Reported Time, Pending Payable Time). The main area has search filters for Last Name, Department, Workgroup, and Mail Drop ID. Below the filters is a 'Change View' section with a 'View By' dropdown set to 'Week', a date selector for '09/11/2022', and a 'Show Schedule Information' checkbox. The main content area displays 'Employees For Katelyn Ma, Totals From 09/11/2022 - 09/17/2022' with a table of employee data.

Last Name	First Name	Employee ID	Empl Record	Job Title	Reported Hours	Hours to be Approved	Scheduled Hours	Exception	Hours Approved	Denied Hours
Doukas	Kristiama	535105	0	Work Study	0.000	0.000	0.000		0.000	0.000
Laroche	Danaika	534604	0	Work Study	0.000	0.000	0.000		0.000	0.000
Merida Garcia	Michael	534063	0	Work Study	0.000	0.000	0.000		0.000	0.000

5. Work study employees report positive time and you will need to manually enter in your time for each day.

The screenshot shows the 'Manage Employee Time' interface for Danaika Laroche (Employee ID: 534604, Empl Record: 0, Earliest Change Date: 08/28/2022). The interface includes a 'Select Another Timesheet' section with a 'View By' dropdown set to 'Week', a date selector for '09/11/2022', and buttons for 'Previous Week', 'Next Week', 'Previous Employee', and 'Next Employee'. Below this is a table showing the timesheet for the week of 09/11/2022 to 09/17/2022. The table has columns for Comments, Day, Date, Reported Status, In, Meal Out, Meal In, Out, Punch Total, TRC, Type, Short Description, and Out. The 'In' and 'Out' fields are empty for all days. At the bottom, there are buttons for 'Save for Later', 'Submit', 'Clear', and 'Apply Schedule'.

Comments	Day	Date	Reported Status	In	Meal Out	Meal In	Out	Punch Total	TRC	Type	Short Description	Out
+ - Add Comments	Sun	9/11	New									
+ - Add Comments	Mon	9/12	New									
+ - Add Comments	Tue	9/13	New									
+ - Add Comments	Wed	9/14	New									
+ - Add Comments	Thu	9/15	New									
+ - Add Comments	Fri	9/16	New									
+ - Add Comments	Sat	9/17	New									

- 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).
- 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.
- 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.