



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

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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 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 or submit a job description by email.
- The 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 at (http://www.northshore.edu/work_study/jobs). 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 (http://www.northshore.edu/work_study/jobs).
 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: Katherine Valera
300 Broad Street, LS117
Lynn, MA 01901

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 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, 2019, pay rate for all on-campus based job is \$12 an hour. All off-campus based job will be paid \$13 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.

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.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. A good rule of thumb would be to ask for an updated class schedule after the Freeze Date, 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.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.**

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.

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

FWS Coordinator, Hiring & Eligibility	Katherine Valera	X 2194 Office LS 117 kvalera@northshore.edu
Director of Student Financial Services	Susan Sullivan	X 4050 Office DH 275 susulliv@northshore.edu
Paycheck, Time & Attendance	<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

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 Pipeline 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: _____ Date of Birth: _____

Term(s) of hire: Fall Semester (September 17, 2018 – January 5, 2018)

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 2016-2017 academic year can participate in the Federal Work-Study program.

Signature of Department Supervisor Date

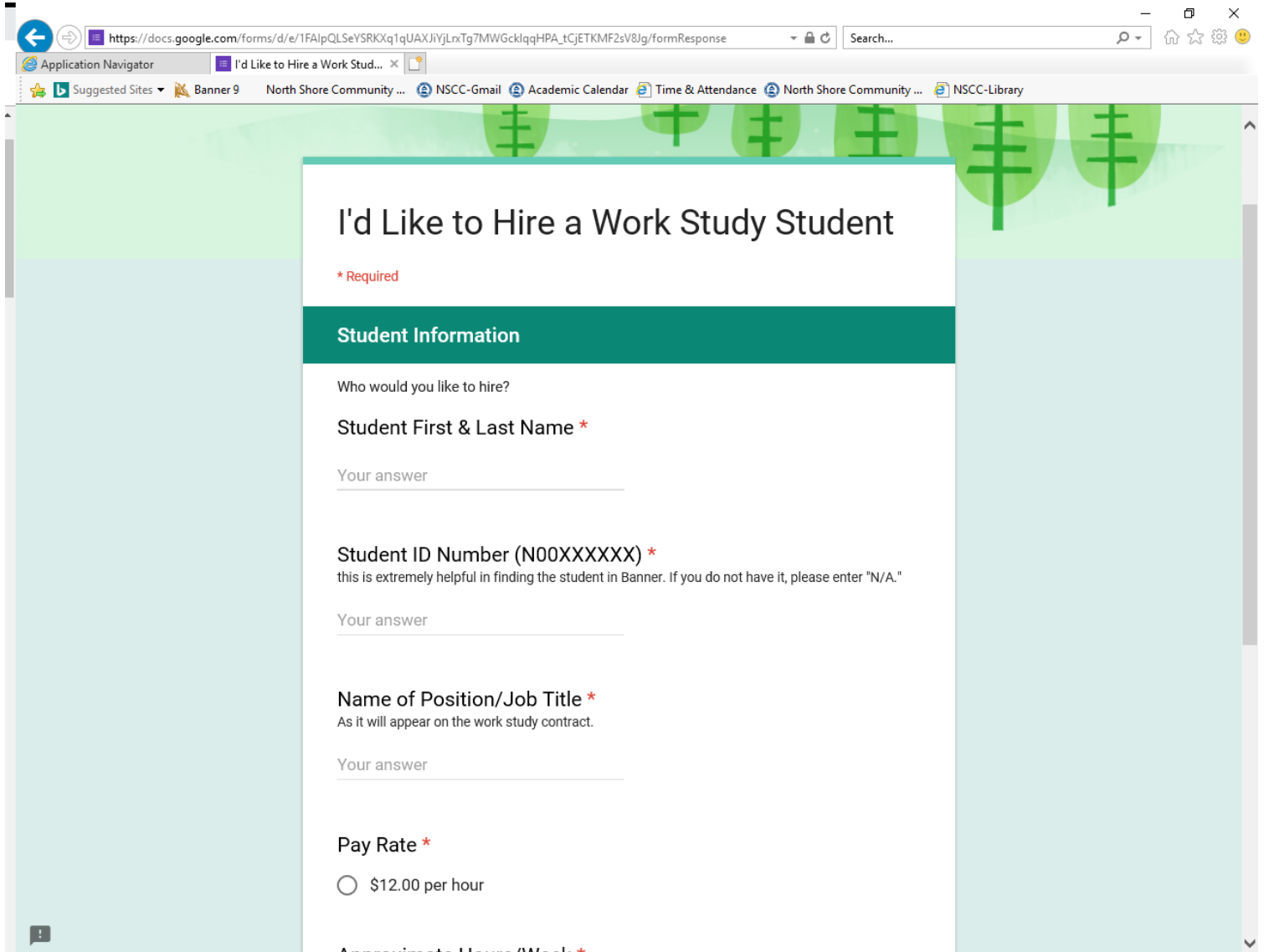
[Signature not required if sending this form via email]

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

Appendix B-2: [FWS Hire Request via Google Form]

Link:

https://docs.google.com/forms/d/e/1FAIpQLSeYSRKXq1qUAXJiYjLrxTg7MWGcklqqHPA_tCjETKMF2sV8Jg/formResponse



The image shows a screenshot of a Google Form titled "I'd Like to Hire a Work Study Student". The form is displayed in a web browser window. The browser's address bar shows the URL: https://docs.google.com/forms/d/e/1FAIpQLSeYSRKXq1qUAXJiYjLrxTg7MWGcklqqHPA_tCjETKMF2sV8Jg/formResponse. The browser's application navigator shows several open tabs, including "I'd Like to Hire a Work Stud...", "Suggested Sites", "Banner 9", "North Shore Community...", "NSCC-Gmail", "Academic Calendar", "Time & Attendance", "North Shore Community...", and "NSCC-Library". The form itself has a green header with the title "I'd Like to Hire a Work Study Student" and a red asterisk indicating a required field. Below the title is a green bar with the text "Student Information". The form contains several questions, each with a red asterisk indicating it is required. The questions are: "Who would you like to hire?", "Student First & Last Name *", "Student ID Number (N00XXXXXX) *" (with a note: "this is extremely helpful in finding the student in Banner. If you do not have it, please enter 'N/A.'"), "Name of Position/Job Title *" (with a note: "As it will appear on the work study contract."), "Pay Rate *" (with a radio button option for "\$12.00 per hour"), and "Approximate Hours/Week *". The form is set against a light green background with a pattern of stylized green trees.

I'd Like to Hire a Work Study Student

* Required

Student Information

Who would you like to hire?

Student First & Last Name *

Your answer

Student ID Number (N00XXXXXX) *
this is extremely helpful in finding the student in Banner. If you do not have it, please enter "N/A."

Your answer

Name of Position/Job Title *
As it will appear on the work study contract.

Your answer

Pay Rate *

\$12.00 per hour

Approximate Hours/Week *

Appendix C: sample work-study contract

Work-Study Contract Fall 2018

I. STUDENT INFORMATION:

Name		SSN/ 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]	
--	--	---	--

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.

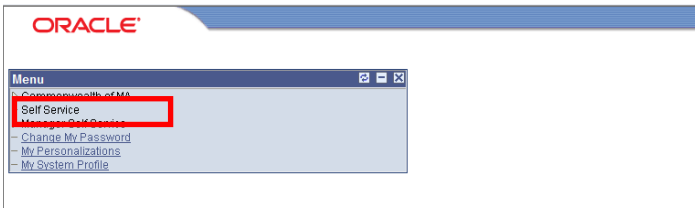
Katherine Valera, Work Study Coordinator

Appendix D: SSTA reporting time for Work Study Employees

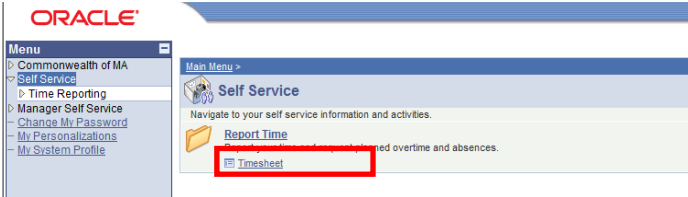
Self-Service Time and Attendance Reporting Time for Work Study Employees

- 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.

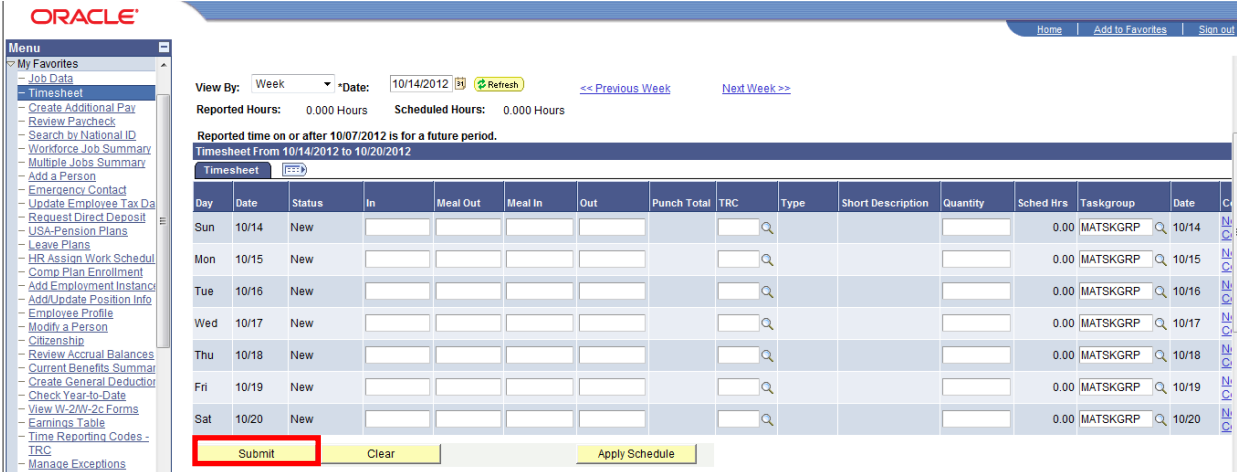
1. Login to SSTA.
2. Click the Self Service link.



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.