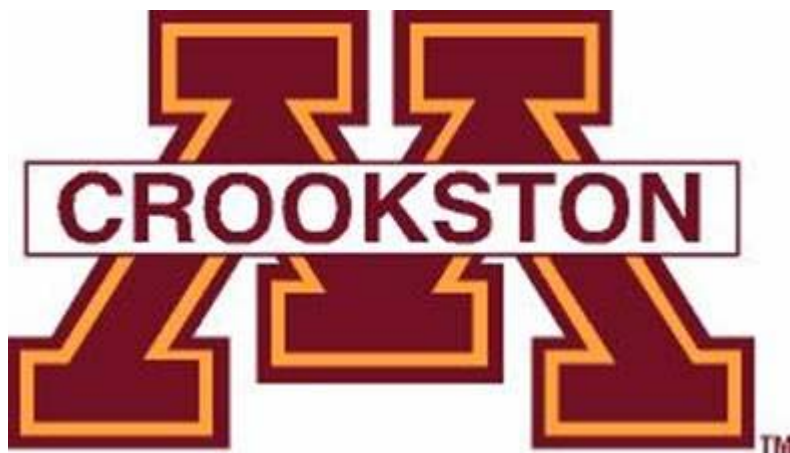


University of Minnesota Crookston



Supervisor's Work-Study Handbook

Table of Contents

Introduction.....	3
Your Role as a Supervisor.....	4
Work-Study Program.....	4
Types of Employment.....	4
Eligibility for a Work-Study Award	4
Work-Study Awards.....	4
Hiring Process.....	5
Work Schedule.....	5
Employee Contract.....	5
Pay.....	6
Orientation.....	6
Supervisor Responsibilities.....	6
Additional Tips.....	7
Time Card Procedures.....	7
Rehires.....	7
Summer.....	8
Grievance Procedures.....	8
Termination.....	8
Termination Procedures.....	8
10 Thoughts for Supervisors.....	9

Introduction

The purpose of the University of Minnesota Crookston's Student Work-Study Program is to provide need-based financial assistance to students through employment opportunities.

The intentions of the UMC Work-Study Program are as follows:

- To provide job opportunities for students which promote leadership, essential life skills and personal growth.
- To enhance student career development now and in the future through a variety of employment experiences.
- To provide students with employment to assist in financing their education costs.

After reading this manual, please keep for future reference. If you have any questions or suggestions concerning work study, please direct them to:

Melissa Dingmann, Director of Financial Aid

Mary Feller, Financial Aid/Scholarships

Emily Knutson, Financial Aid

Financial Aid Office
170 Owen Hall
218-281-8569
800-862-6466
Fax 218-281-8575
umc-fa@umn.edu

Your Role as a Supervisor

A supervisor may act as a mentor, trainer, confidant, and surrogate parent. Supervisors will many times find themselves in a variety of roles when it comes to working with students. Students will often have a closer and more long-term relationship with their supervisor than with any other faculty, staff or advisor on campus. As a result, the supervisor can be a key figure in the student's college experience, which is also directly related to retention of those students at the University.

Work-Study Program

Work-study is a federal and state funded need based financial aid program designed to provide jobs to students to help meet their school related expenses. The financial need is determined by the difference between educational expenses and family resources. Work-study helps students to fill this gap. In order to be considered for a work-study award, the student must complete a Free Application for Federal Student Aid (FAFSA) www.fafsa.ed.gov.

Types of Employment

We have four types of work-study employment at UMC:

- Federal
- State
- Community Service (ECDC)
- America Reads

Eligibility for a Work-Study Award

Students may be eligible for work-study if they:

- Indicated interest in work-study employment on the FAFSA
- Are pursuing their first degree
- Qualify for need based aid as determined by the FAFSA
- Are enrolled at least half time

Work-Study Awards

A work-study award is the maximum amount that a student can earn working in their work-study position. The amount is listed on the student's FAAN and is

divided equally among the semesters. A student may earn more or less in each term as long as the total earned does not exceed the total amount awarded.

It is the student's and their supervisor's responsibility to monitor hours worked and when the student's work-study award is depleted. If the student exceeds the amount of work-study award, the funds earned by the student will come out of the department's budget. The supervisor needs to contact the Financial Aid Office if you want to increase the amount of work-study awarded to the student.

Hiring Process

The departments on campus that hire work-study students will receive an allocation of funds for hiring prior to the start of the school year. The amount of funding is how the departments know how many students they can hire for the year. Students are able to view job postings on our Financial Aid website and will contact the different departments to seek out available positions. They will contact the supervisor if interested in the position. It is the supervisor's responsibility to conduct an interview with the students. When interviewing a student, the supervisor should evaluate the student's class schedule to ensure it will meet the department's needs. It is also important to discuss specific job requirements and skills if needed. If the supervisor chooses to hire the student, the Employee Contract needs to be signed and returned to the Financial Aid Office. The student should not begin working until all the necessary paperwork has been completed with the Financial Aid Office.

Work Schedule

It is the supervisor's responsibility to work with the student to define a work schedule that will fit the student's class schedule as well as the department's needs. At no time should a student be required to work during class time. They are students and school is their first priority. We recommend that no student works in excess of 8 hours per day or in excess of 20 hours per week. Students may not be paid for their lunch or break periods.

The following formula can be used to assist with figuring the amount of hours that a student should work per week:

$(\text{Award Amount} \div \text{Hourly Wage}) \div \text{Number of Weeks} = \text{Average number of hours the student can work per week}$

Employee Contract

The employee contract is to be signed upon hire and returned to the Financial Aid Office to complete the hiring process. The student may begin to work after the required paperwork is has given to the Financial Aid Office.

Pay

The standard rate of pay for work-study students is \$7 per hour. If the student has additional responsibilities, is a great worker, or is a rehired student, a higher rate of pay is encouraged and at the supervisor's discretion.

Orientation

The supervisor should conduct a job orientation with the student and include the following items:

- Introduce student to all faculty/staff
- Department rules and regulations
- Review scheduled hours
- Fully explain job duties and responsibilities that will be required
 - Answering phones, how to greet students walking into office, logging on to the computer, etc.
- Review of who to call if going to be sick or late
- Expected dress attire
- Review of confidentiality policy

Supervisor Responsibilities

- Be innovative in developing job opportunities for students
- Interview, schedule, train, and supervise work-study students employed by the department
- Create a positive work environment for the students
- Maintain a record of cumulative earnings and remaining award amount
- Review timecards for accuracy of hours worked
- Keep a copy of the student's timecards on file
- Monitor earnings and end employment for student when award is depleted
- Discuss with student any job-related problems and if cannot resolve bring it to the attention of Financial Aid Office
- Select students for employment without consideration of age, race, sex, or religion
- Assume full fiscal responsibility for earnings of students during any period of time where the student is or was ineligible to receive work-study funds.
- Work schedules should be agreed upon by supervisor and student. The schedule may not conflict with a student's academic responsibilities.

Additional Tips based on Student and Supervisor feedback:

- State your expectations clearly.
- Give a positive work experience - make it fun and teach responsibility.
- Outline procedures clearly - assume nothing.
- Treat student employees as you want to be treated.
- Be firm, yet flexible.
- Make student employees feel important and needed.
- Treat student employees as individuals.
- Address problems (or potential problems) as they arise - don't let them build up.
- When a student employee's main function is to answer telephones, give them more meaningful work when you have it.
- Treat students as adults rather than kids - it encourages responsible adult behavior.
- Host an office party for your student employees or invite them out to eat - it can be a great way to show your appreciation for the work they do.
- Give feedback and praise to students as it is deserved. The most powerful motivator is praise.
- Remember: a student employee's first job is to be a student; the supervisor's first job is to recognize this.

Time Card Procedures

Timecards are legal documents recording the hours worked by a student. Time cards must be signed in ink by both the student and the supervisor. A chart of pay periods, when time cards are due, and pay days can be found at http://onestop.umcrookston.edu/tuition_billing/payroll.htm. Timecards are due on the first Monday following a pay period. If the timecard is turned in after Monday, we cannot guarantee payment for those hours on the next payday and could be delayed until the following payday. Any person who knowingly makes a false statement or a misrepresentation on the time card shall be subject to appropriate action.

NOTE: Hours on timecard can only include actual hours worked. Hours worked cannot be banked and reported at a later date. For example, hours cannot be worked during one pay period and reported on another.

Rehires

Students can return to their work-study position each school year if it is agreed upon with the supervisor. Students need to have a contract signed by their

supervisor and returned to the financial aid office prior to leaving for summer break. The standard rate of pay is \$7 per hour. For rehired students, we recommend that a \$.25 raise is given per year.

Summer

Work-study jobs are not available during the summer sessions for students. Students are also not able to work during the summer and bank the hours to be reported on a Fall timecard.

Grievance Procedures

Misunderstandings and disagreements between an employer and a work-study employee may arise regarding terms and conditions of employment. These disagreements should be resolved promptly through a discussion between the student employee and the immediate supervisor. If not resolved, please contact the Financial Aid Office.

Termination

Voluntary termination is when the student's employment may be terminated at the student's request. Such a request is usually presented to the employing department in written or verbal form.

Involuntary termination is when the student's employment may be involuntarily terminated for justifiable reasons. However, it is the University's policy to provide the employee with an opportunity to correct job-related deficiencies which have been noted by the supervisor. The employee must be given a reasonable opportunity to make progress toward corrections. Failure to make satisfactory progress may result in disciplinary action and/or involuntary termination.

Immediate termination is for certain instances when the employing department may dismiss or remove any student employee immediately with just cause.

Termination Procedures

When a student worker's performance does not meet the standards of the position, the following procedures should be followed:

1. The student and supervisor should meet in a private setting to discuss the how the job requirements are not being met and specific

- suggestions for improvement should be made. The student should be given the opportunity to improve performance.
2. If the student's performance continues to fall below the standards of the position, the student should be informed of these deficiencies in writing. This letter stands as a final warning of unsatisfactory performance and a copy of the letter should be given to the Financial Aid Office for the student's file.
 3. After 2 warnings, a student can be terminated. Please keep any documentation related to the termination.

10 Thoughts for Supervisors

- Be an Example. Model strong work habits through efficient, dedicated work practices.
- Be Flexible. Understand that student employees are students first, and employees second.
- Communicate Expectations. Communicate the job standards and expectations to your student employees.
- Give Feedback Frequently. Provide consistent and appropriate feedback to your student employees.
- Be Fair. Supervisors who are too lenient are not doing students any favors. Campus jobs are "real jobs."
- Train, Train, Train! Take time to train your students in important work skills, attitudes, and habits such as perseverance, time management, phone skills, quality service practices, and handling difficult situations.
- Be a Team Player. As a team leader, develop and nurture the unique contributions of each team member. Take a global perspective.
- Give Recognition. When you see a student "going the extra mile" or "persevering through difficult situations," acknowledge this in front of other staff and peers. People need to feel appreciated.
- Share the Vision. Have regular staff meetings with your student employees, and inform them how their work fits into the larger purpose of the department and institution. Remember, purposeful work is meaningful work.
- Be an Educator. To the degree that we each contribute to the lives of others, we are all educators. How can you contribute to the education of your student employees?