



LEARN • ENGAGE • BELONG

Work-Study Program Supervisor & Student Handbook

Sarah Barber

Work-Study Coordinator

Financial Aid Office

barbers@sandhills.edu

(910) 695-3952

Table of Contents

Introduction.....	3
Mission.....	3
Role of the Federal Work-Study Office and Work-Study Coordinator.....	3
Hiring Procedures	
Posting Available Positions.....	4
Selecting a Student.....	4
Onboarding/Hiring Process.....	4
Once Student Employment Begins.....	5
Work Assignments.....	5
Student Work Schedules.....	6
Hours per Week.....	6
Missed Work Hours and Sickness.....	7
Timesheets.....	7
Pay Periods and Rate of Pay.....	8
Student Employee Evaluations.....	8
Dress Code.....	9
Satisfactory Academic Progress.....	9
Release from Work-Study Contract.....	9
Procedure for Student Disciplinary Action.....	10
Supervisor’s Responsibility.....	10
Work-Study Coordinator’s Involvement.....	10
Disciplinary Actions.....	11
Extreme Situations.....	11

Introduction

Sandhills Community College sponsors a federal work-study program under the Higher Education Act of 1965, Title IV, Part C. The program, subsidized by the college and federal funds, provides on and off campus jobs for admitted students enrolled in at least six credit hours in their curriculum. The college also offers an institutional work-study program for students who do not qualify for the federal funds.

Mission

The work-study program is an integral part of the College and is committed to providing benefits for both the student and Sandhills Community College. The program's mission is:

- To assist financially needy students in meeting the costs of postsecondary education by providing an opportunity for students to earn money with part-time employment
- To stimulate and promote the learning of skills, responsibilities, and attitudes related to the world of work in an educational setting combining learning with work that will transfer into careers and vocations after college
- To provide an environment in which the supervisor acts a mentor and coach and prepares students for transition into the workforce after they graduate from SCC

Sandhills Community College does not discriminate based on race, sex, religion, national origin, disability or any other legally protected status.

Role of the Federal Work-Study Coordinator

The work-study coordinator provides a centralized point of contact for all phases of the work-study program.

- The Work-Study Coordinator directs all aspects of the program, interprets policies, and provides support to students and supervisors.
- The Work-Study Coordinator determines the placement of students into employment positions.
 - **Departments and supervisors are not to promise a student a position.**
 - Supervisors should not send a student to the Work-Study Coordinator without first contacting the Coordinator to discuss the student's eligibility.

To the maximum extent possible, the College will provide FWS positions that will compliment and reinforce each student's educational program or career goals.

Hiring Procedures

Posting Available Positions and Selecting a Student:

1. As work-study jobs become available, the Work-Study Coordinator will post the jobs, along with the job descriptions, on the [Sandhills Community College website Work Study page](#).
2. To be placed in a work-study position, students must:
 - a. Complete a Free Application for Federal Student Aid (FAFSA)
 - b. Be meeting the Financial Aid Office's Satisfactory Academic Progress requirements
 - c. Initially be enrolled in six or more credit hours
3. Students may view and apply to any jobs in which they are interested.
4. The Work-Study Coordinator will review applications to determine eligibility.
5. The supervisors for the open positions on campus will review the applications submitted for their job opening, conduct interviews to select the best candidate, and submit their final student recommendation to the Work-Study Coordinator.

Onboarding/Hiring Process:

Students may not begin work until ALL steps detailed below are completed.

1. Prior to the first day of working, the student must complete all personnel and federal/state tax forms online with our Human Resource Department.
2. The student must read the Work Study Handbook and attend the work-study orientation. The student is not allowed to begin work until all paperwork has been completed.
3. After the entire HR process has been completed with the HR Office, the student will then return to the Work-Study Coordinator to review their work-study contract, which specifies the total award amount, number of hours per week, and the total number of weeks the contract covers
4. **The student, the Work-Study Coordinator, and the supervisor, must sign the contract before the student can begin work.** The signed documents must be returned to the Work-Study Coordinator before the student begins working.

Once Student Employment Begins:

- **Dropping below Six Credit Hours:** If a student drops below six credit hours, they must notify the Work-Study Coordinator immediately. It is at the discretion of the Coordinator if employment continues when a student drops below six credit hours of enrollment.

- **Returning Students:** They may resume their job from the prior school year if their supervisor re-requests the student and the student has completed the annual, required paperwork with the financial aid office. Returning students must complete and sign a new contract before they begin working.
- **Mandatory Work-Study Training Session:** All work-study students must attend a mandatory work-study training session. The Work-Study Coordinator provides the student with the session dates at the start of each new school year. Failure to attend the required session results in immediate suspension from the work-study program.

Work Assignments

- **It is the supervisor's responsibility to review the department's job description with the student and the student's responsibility to familiarize themselves with the job description for which they have been hired.**
- Each day upon arriving for work, the student is to consult the supervisor for work assignments. Work assignments may also be written or given in advance.
- **Supervisors are to ensure that students have enough work to fill their work-study hours.**
- **Students are not allowed to study or leave the work site without the permission of the supervisor.**
- It is illegal to pay work-study funds to a student if they are not working. Each division or department is responsible for closely monitoring the use of student time.
- If a student's primary assignment is not requiring all their time, the student should be assigned temporarily to another area within the same department. Students are assigned to an entire department or division with their work time to be used as efficiently as possible throughout the year.
- If useful work is not available over a period of time, either the student or the supervisor is to contact the Work-Study Coordinator. The student will then be assigned to another department.
- **Work-study assignments are important employment** and are a vital part of the College's operations. They require a commitment of time, energy, and dependability (as confirmed by the contract) on the part of the student and supervisor.

Student Work Schedules

College departments vary in work schedules. Some offices require that all student hours be Monday through Friday from 8:00 a.m. until 5:00 p.m.; other departments may require some night or weekend work.

- Students must take at least a **30-minute break** if they work **over six hours** in a day, as reflected on their timesheets.
- Work-study students do not qualify for overtime hours or pay.
- Students must **not** work **over 15 hours** in a **workweek**. The 15 hours includes combined hours among all Sandhills Community College employment contracts.
- **Students are not allowed to work at any time while their classes are in session – including if a class is canceled. The Registrar’s Office official class schedule must not overlap with time worked by the student during the term. (Federal Regulations are very specific on this point; individual timesheets and student schedules are included in financial aid audits.)**
- To ensure consistency, after setting up an agreeable schedule, the student must adhere to that schedule throughout the term.
- Work-study commitments take precedence over extracurricular activities such as clubs, athletics, etc. If students are involved in extracurricular activities, they should keep this in mind when scheduling their work-study hours.
- **Continuous deviations from the work schedule will result in a disciplinary action, which may include suspension from the job.**
- Exam weeks are scheduled workweeks. If a student’s exam schedule makes the regular work schedule impossible, the student should notify the supervisor well in advance to reschedule work hours for that week only.

Hours per Week

- A student agrees in the work-study contract to work a specific, total number of hours during the academic year. When these hours are fulfilled, the student has earned his or her total award.
- A student may not work over the contracted awarded amount. Work over the amount constitutes an over award in financial aid. In such a case, **some other type of aid, including scholarships or federal/state aid, may have to be reduced. In some cases, the amount of the work-study allotment may be increased provided funds are available. An increase requires a new contract reflecting the increase.**

- The contract states total hours per week the student is to work. This keeps the student “on track” and allows the supervisor to plan and prepare work assignments.
- A student who desires to reduce his or her weekly work hours, thereby reducing their total work-study award, should do so within three weeks from the beginning of the term. Once a work-study award is reduced, the award remains reduced for the remainder of the academic year, and no other funding changes may be made.
- Students who do not work the entire contracted award amount may have their work-study award reduced for the next academic year.

Work-study positions may be suspended at any time due to lack of federal or institutional funds.

Note: Students may check cumulative hours worked and remaining average weekly hour status, at any time with the Work-Study Coordinator.

Missed Work Hours and Sickness

- Days off must be requested well in advance of the absence. In case of emergencies, the student must notify their supervisor during the first day of absence.
- Excessive absences are grounds for a disciplinary notice and possible suspension from the program.
- Missed work hours each week are to be made up the following week, or in cases of excessive absences, as soon as possible. In such cases, the student and the supervisor are to determine agreeable times for the missed hours to be made up.
- **Students may not skip classes to make up missed work-study hours.**
- Students who are absent for more than one day due to sickness must call their supervisor each day to give notice.
- In the case of an extended illness, the student is to submit a doctor’s note. In rare cases, a student may take a leave of absence and be replaced by another student. Once the leave of absence ends, the student may be placed in an available position as funds allow.

TimeClock

- Students are to clock in and out at scheduled times using TimeClock.
- Supervisors must monitor the accuracy of the times reported to prevent students from being paid for hours not worked.

- In accordance with federal regulations, both the student and the supervisor must sign each timesheet, thus certifying the hours as a true statement of hours worked. Therefore, a supervisor may not back certify hours for a student who turns in late timesheets.
- Regulations also require the supervisor to state if the performed work was satisfactory.
- The supervisor must approve monthly hours worked in TimeClock by the **first of the month**.
- Timesheets held for more than 30 days and not submitted to the Work-Study Coordinator are at risk of not being paid.
- Fraudulent or “padded” timesheets are a code of conduct violation and result in the student’s termination from the work-study program.
- Timesheets are retained for five years for auditing purposes.

Pay Periods and Rate of Pay

- Students are paid in arrears and receive paychecks on the last workday of the next month for the prior month’s worked hours.
- **Students are paid \$15.00 an hour for on campus jobs and \$15.50 an hour for community service positions.**

Student Employee Evaluations

- Effective evaluation is important in measuring the student’s development. Periodic student evaluations conducted by the supervisor provide a learning tool for the student to assess areas in which they excel and the areas in which they need improvement.
- The goal of the evaluation process is to provide students with the incentive to improve their performance, reinforce good work habits, and encourage personal development.
- **It is the supervisor’s responsibility to evaluate the student’s performance each month.** This may be done by indicating on the timesheet whether the work was performed in a satisfactory manner. Each supervisor should take time to review the student’s performance each month, give praise if deserved, and provide instruction in areas that need improvement.
- **Supervisors are required to evaluate formally the student at the end of each fall and spring term.**

- The evaluations are placed in the student's permanent work-study record and may be used to determine recommendations Sandhills Community College makes concerning future employment references for the student.

Dress Code

- Individual departments determine the dress code for their work-study students. Students are required to dress appropriately for the specific job as stated by each supervisor.
- No matter the position, the student is expected to dress in a conservative manner as they are representing Sandhills Community College.
- Supervisors or the Work-Study Coordinator address inappropriate dress. If the problem is not corrected, necessary disciplinary action will follow.

Satisfactory Academic Progress

- Work-study students must maintain satisfactory academic progress to remain eligible for work-study funds. Students are to refer to the satisfactory academic progress policy on the Sandhills Community College website www.sandhills.edu/finaid.
- Students with a suspension or maximum timeframe status are not eligible for federal work-study funds.
- Students who have a maximum timeframe status MAY be allowed to transition to an institutional work-study position. This is at the discretion of the Work-Study Coordinator and dependent on institutional funding availability.

Release from Work-Study Contract

- Students who request a release from their work-study contract must submit a two-week **working** notice to their supervisor and the Work-Study Coordinator. This notice is filed in their work-study file.
- Students requesting a change in work-study positions must present a legitimate reason for the need to change positions. Both the supervisor and the Work-Study Coordinator must approve the switch. There is no guarantee that a student will be moved to a different work-study position.

Procedure for Student Disciplinary Action

The work-study contract is the student's pledge to adhere to the policies and procedures outlined in this handbook. All student employees are given handbooks in advance and are encouraged to read it before they begin their campus job.

Student development is an important part of the work-study program. Helping the student to find their deficiencies and providing encouragement and support for improvement will certainly benefit the student's overall development and performance.

Supervisor's Responsibility

When problems arise, disciplinary action initially starts within the department.

1. It is the supervisor's responsibility to **address** (verbally) and **document** (written) disciplinary issues before the Work-Study Coordinator assigns any disciplinary action.
2. Supervisors must address issues or concerns with their student(s) immediately and as it occurs. Supervisors may first give a verbal warning.
3. The supervisor must send a disciplinary form to the Work-Study Coordinator each time a problem is addressed with a student. The form is kept in the student's work-study file.

Three levels of action are on the form are:

1. Official Warning
2. Recommendation for suspension from current work-study position
3. Recommendation for immediate suspension from the program

These levels of action do not have to be administered in order. Infractions range from failure to follow scheduled hours to gross misconduct.

Work-Study Coordinator's Involvement

1. If the student's behavior continues after the supervisor has addressed the situation, the supervisor may request that the Work-Study Coordinator get involved in the disciplinary process.
2. The Coordinator sends the student a request to come by the Coordinator's office to discuss the situation.
3. The Coordinator thoroughly explains the concerns regarding the behavior and the reasons for possible subsequent disciplinary action.
4. The student is encouraged to share their perspective on the problem and is given the opportunity to write an explanation of the circumstances surrounding the action. The

explanation may be written directly on the disciplinary notice or attached later if the student chooses to return with additional comments.

5. If the Work-Study Coordinator deems it appropriate, a meeting is scheduled with the student, supervisor, and Coordinator to discuss the problem and possible solutions.
6. If no solution is agreeable to both the student and the supervisor, the Coordinator may identify another work-study job for the student. If the student chooses not to accept the offer of another job, they are asked to sign the "Decline Form," thus indicating that the student will not work for the remainder of the term.

Note: The Work-Study Coordinator reserves the right to implement disciplinary procedures if necessary – no matter if the action has or has not started with the supervisor.

Disciplinary Actions

1. Suspension from a specific job may result in another job assignment, as determined by the Work-Study Coordinator and base on job and fund availability.

Depending on the severity of the student's misconduct, the Coordinator reserves the right to refuse student reassignment.

2. Suspension from the work-study program means that a student is ineligible for any position for the remainder of the academic year. Gross misconduct may result in permanent suspension from campus employment.
3. Disciplinary action for any infraction, gross misconduct, etc., may affect the student's formal evaluation in the student's permanent work-study record and may be used in determining recommendations Sandhills Community College makes concerning future employment references for the student.

Extreme Situations

In cases of theft, insubordination, a fraudulent timesheet, repeated failure to report to work without notification, or any other serious violation of work-study procedures or the Honor Code, the student may be suspended immediately from the work-study program. Other cases resulting in the suspension from the program would include those involving a student who has had previous suspensions from other positions.

Falsifying timesheets, stealing, or any other code of conduct violation will be referred to the Associate VP of Student Services.