



College of
the Mainland

**College Work-Study
Procedures Handbook
for
Site Supervisors**

Vision

College of the Mainland will be a valued and vital community partner striving to enrich our expanding community and prepare our students to live and work in a diverse and global environment.

Mission

College of the Mainland, a comprehensive community college, is an accessible, affordable learner-centered institution dedicated to student success serving the mainland area of Galveston County and beyond.

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This handbook has been developed in order to maintain integrity in the student employment program, to allow areas using student employees, who shall be referred to as work-study employees, to do so easily and efficiently, and to promote the creative use of the program.

The information contained here is put together with supervisors of college work-study employees in mind. It does not matter whether you are a department head or a department clerk-typist. If you are responsible for directly supervising a college work-study employee, please use this handbook to become familiar with your responsibilities as a college work-study supervisor.

General Information

The College Work-Study Program gives students who lack sufficient financial resources the chance to work part-time to help meet their educational expenses. A student may be awarded under either the Federal Work-Study Program or the Texas Work-Study Program. The requirements for both programs are generally the same except that students under Texas Work-Study Program are required to be Texas residents. To receive a college work-study job, a student must have applied for financial aid within the school's established deadlines, be eligible for the award based on the federal need analysis, meet College of the Mainland's Financial Aid Satisfactory Academic Progress Requirements, and be enrolled in at least six semester hours.

The major part of the funds to pay for the work-study employees' salaries is allocated from the government.

The Work-Study Programs provide equal employment opportunities for students without regard to race, religion, color, national origin, sex or age.

Determination of Available Assistance

The amount of assistance available for Federal Work-study at College of the Mainland depending on the amount of money allocated to the College on an annual basis by the United States Department of Education. The Texas Higher Education Coordinating Board determines the amount of money allocated annually to the college to fund the Texas College Work-Study Program.

Types of Work Allowed Under the Work-Study Programs

Work-study employees may be assigned to assist a professor if they are doing work the school would normally support under its own employment program. Having a work-study employee serve as a research assistant to a professor or do office work is appropriate as long as the work is in line with the professor's official duties and is considered work for the college itself. Work-study employees are not allowed to duplicate, proctor or grade tests.

No employee is to be sent to do personal errands for a supervisor. For example, sending a work-study employee to purchase lunch at the snack bar or to buy personal items at a convenience store. If a work-study employee wishes to do this, it must be on their own time.

America Reads and America Counts Work-Study Programs

College of the Mainland participates in both the America Reads and America Counts Federal Off-Campus Work-Study Programs that were introduced in 1997 and 1999, respectively. Funds were allocated to College of the Mainland as participants in this community service program.

These programs provide reading and math tutorial services to elementary school children at various school sites. College of the Mainland's work-study employees must have college proficiency in reading and writing or mathematics to participate in the program.

Work-study employees participating in these programs must provide their own transportation to off-campus sites.

Supervisor Responsibilities

In order to maintain and improve the work-study program, the cooperation of supervisors is imperative.



It is the supervisor's responsibility to:

1. Request work-study employees through the Financial Aid Office.
2. Ensure that all work-study employees have an interview before they begin work.
3. Inform the work-study employee of their job duties and responsibilities, departmental policies and procedures, and any other expectations.
4. Arrange a work schedule with the work-study employee at the beginning of each semester. The work-study employee's hours should be arranged to cover the supervisor's needs during of the semester except during breaks and holidays. Work-study employees may not work during scheduled class or lab times.
5. Supervise the work-study employee's work to make sure that tasks are completed in a satisfactory manner.
6. Evaluate the work-study employee's work performance, discuss the evaluation with the work-study employee, and assist the work-study employee in improving work performance.
7. Notify the Financial Aid Office if the work-study employee stops working and fails to report for work over a period of time. The completion of a Student Employee Evaluation and a data change form will be required.
8. Resolve any problem or grievance with all work-study employees. In the event that a problem or grievance cannot be resolved with the work-study employee, the supervisor should contact the Financial Aid Office.

It is suggested that each department develop its own handbook, separate from the work-study employee handbook, for work-study employees that includes a job description and job expectations. For some departments, a single sheet detailed description might be all that is needed. This provides guidance and answers questions a new student employee might have.

In the manual, the department may want to address telephone etiquette, office procedures and some of the following questions:

1. What is proper attire on the job?
2. Who is the person to whom the student employee reports?
3. How would that department like the phone to be to be answered? Provide a script, if necessary.
4. When a work-study employee finishes his/her assigned tasks, what is expected?

5. Is there a preferred way people in the office are to be addressed?
6. How flexible is the work schedule once it has been arranged with a supervisor?
7. What are the policies about missing work for emergencies, health reasons or school-related projects?
8. Are friends or family allowed to be in the office? If so, under what conditions?
9. Can the phone be used for local, personal calls? If so, under what conditions?
10. Will there be times beyond the regular work schedule that will demand work-study employee involvement?
11. What kind of performance evaluation will be used?
12. If office policies and procedures are not followed, what are the consequences?

Record Keeping

Supervisors should keep a file for each work-study employee with a copy of the referral forms, work schedule, copies of all timesheets, termination notices, evaluations, FERPA form, etc.

The Financial Aid Office also maintains a file on each work-study employee that includes the work-study employee's timesheet.

Work-study Employee Evaluations

After the student leaves a position, an evaluation form will be sent to the immediate supervisor. The supervisor should discuss the evaluation with the work-study employee and send the completed form to the Student Financial Services Office. This is an excellent opportunity for the work-study employees to ask questions about their performances and to receive feedback from their supervisors.

It is important that everyone receive feedback on his/her performance. Not only is the student employment job an opportunity to explore interests and careers but also to develop skills. This is an opportunity for the work-study employee to grow professionally and personally.

Awarding, Orientation and Placement

Initial Awarding

Awards are made on a first-come basis to students who have requested college work-study and who meet all current requirements. Departments are contacted prior to the Fall and Summer semesters in order to ascertain their need for work-study employees.

A department may request a particular student be awarded work-study by writing a short statement to the Work Study Coordinator. This does not mean the student will be awarded work-study; he/she may not be eligible. Do not promise anyone a job.

Award Letter

Eligible students will be awarded work study and be sent an award letter. The award letter will also contain a schedule with upcoming work-study orientation dates and times.

The Orientation Process

All first time work-study employees must attend an orientation session conducted by the Financial Aid Office.

During this orientation, students are given information regarding eligibility criteria, job referrals, job descriptions and pay periods. W-4 forms, I-9 Employment Eligibility Verification forms, FERPA form and College Work-Study Employment Applications are completed by each student at this time. Work-study employees will be responsible for turning in a signed acknowledgement sheet stating that they have read the work-study employee handbook when they are done.

Requesting a College Work-study Employee

Any campus department or office can request college work-study employees. A referral must be completed by the department prior to the student working in that area. All referrals must be accessed through the Financial Aid office. When requesting a college work-study employee, you are the employer and are accepting the responsibilities involved in that role.

It is also important to remember that the college work-study population is restricted to those students awarded this particular portion of financial assistance and is limited. You may request as many college work-study employees as necessary; however, you are not guaranteed any work-study employees. Please list if certain skills are required for a particular position. We ask that you be as specific as possible with regards to any physical activities, such as lifting, cleaning or maintaining equipment or facilities, etc. The more specific you are the narrower the field of potential work-study employees you will have to choose from.

It is the responsibility of the Financial Aid Office to match the college work-study employees to appropriate positions. The Financial Aid Office will hold college work-study employee orientation meetings before





placement begins. At the meeting, the college work-study rules and regulations are thoroughly reviewed. Work-study employees are told what is expected of them as employees, how and when to complete timesheets. Job duties, work hours, and all specifics relating to their job are to be determined by their supervisor. Once the work-study employee is placed with a department, the Financial Aid Office will act as the administrator of funds and you, as the employer, are responsible for the on-the-job supervision. The college work-study employee will review and then be asked to sign a Student Employment Checklist form.

Interviewing and Hiring the Student

Students are screened at the orientation meetings.

It is at this point that skills and interests are reviewed and referrals to prospective employers are made. Campus preference is also taken into consideration.

Students will be given a referral with your name, department and extension. If you choose to hire the student referred to you, you must fill out the appropriate section of the form and it must be returned to the Financial Aid Office with your signature. A student is not considered hired until the form is returned to the Financial Aid Office. If you decide not to hire this work-study employee, please complete the appropriate section on the form, sign it, and return it to the Financial Aid Office via the work-study employee. The Financial Aid Office will then refer the work-study employee to a different department.

The Financial Aid Office does conduct some preliminary screening of applicants, but as the employer, you make the final decision. You are encouraged to screen the work-study employee in the manner you find most suitable. Consider the number of hours per week the work-study employee can work and his/her class schedule; how do their available hours coincide with your needs? Discuss the proposed work schedule frankly and in detail. Work-study employees often quit their jobs a week before final exams if that is your department's busiest week let the work-study employee know in your initial discussion and how much you will need their assistance.

Timing is important in this decision process since work-study employees need to begin work as soon as possible. Keep in mind that there is a limited number of students eligible for the work-study programs so you may need to compromise on the skills needed or not have a work-study employee at all.

Earnings and Hours

College work-study employees are considered temporary, part-time, hourly employees. The largest college work-study award given is 15 hours per week. Currently, every work-study employee earns \$6.30 for on-campus jobs and \$8.73 for off-campus jobs. There are no paid holidays, sick pay, vacation pay, overtime pay or benefits for work-study employees. Work-study employees should be paid for all hours worked but their total earnings for the semester cannot exceed their total award amount. The approximate hours per week that the Student Financial Aid Office gives you is a guideline, not a mandate. A work-study employee working that number of hours per week for every week of school will earn his/her entire award. A work-study employee is not allowed to earn more than his/her award total. Work-study employees who work fewer hours per week do not earn his/her total award amount and are not entitled to the remaining balance.

Work-study employees may not begin work before the first day of class and they may not continue working past the last class day without approval from the Financial Aid Director.

Timesheets and Payroll Procedures

Work Schedule

The work-study employee and the supervisor should develop a mutually agreeable work schedule. The schedule should not conflict with the scheduled class periods. Any changes in a work-study employee's work schedule must be approved by a supervisor in advance. It is the supervisor's responsibility to arrange a schedule that will provide coverage throughout the semester yet does not exceed the awarded amount.

Maximum Hours Per Week

Fall and Spring

A work-study employee may work up to a maximum of 15 hours per week.

Summer

A work-study employee may work up to 15 hours per week.

Work-study employees cannot work hours in one payroll period and report them in another payroll period. For example, work performed in August may not be reported in September.

There is no paid leave (vacation, holiday, sick leave or overtime pay) for work-study employees.

Breaks

Work-study employees should be allowed a 15 minute break if they are scheduled to work four or more hours at a time.

Breaks longer than 15 minutes or lunch breaks must be reflected on the timesheet as “off the clock” time.

Timesheets

You, the supervisor are certifying that the timesheet is correct when you approve it. The timesheets are due by the deadline specified by payroll (10th of each month).



If timesheets are submitted late, a written explanation must be submitted to the Financial Aid Director to be forwarded to payroll.

Please make a special note to be placed in the location where timesheets are kept.

1. Initial timesheets for a college work study student employed on or off campus are created by a process involving Human Resources, Payroll and the Financial Aid Office.
2. All necessary information (account numbers, personnel action dates, etc.) will be coded on the timesheet and will not require action from the supervisor.
3. College work-study payroll is disbursed in the same manner as all other College paychecks. Direct deposit is not an option for work-study employees.
4. As supervisors, you are responsible for the accuracy of the total time shown.
5. Timesheets with either the student or supervisor signature of approval will not be accepted and cannot be processed.
6. Keep a printed copy of the timesheet and forward a copy to the Financial Aid Office.

The Fair Labor Standards Act of 1938 prohibits employers (including schools) from accepting voluntary services from any paid employee. Any student employed under work-study must be paid for all hours worked. If a student overworks his/her award, the financial aid package may be seriously affected. In addition, the department will have to reimburse the work-study account for the amount over the award.

(Note: Falsification of information on any timesheet is a federal offense subject to criminal prosecution.)

Performance Evaluation

The College Work-Study Evaluation form was developed in order to foster employee development and improve job satisfaction and performance.

The performance evaluation forms are supplied by the Financial Aid Office. An original copy of the evaluation form is forwarded to the Financial Aid Office to be placed in the student's file. A copy should remain in the department's student personnel file.

Performance evaluations should be done each semester or when a student leaves a position. An employment evaluation may be useful to the student, who may use it as a job reference if he or she chooses. Future supervisors may ask for a recommendation from former supervisors and this evaluation may be useful to them. The Financial Aid Office may also consider a student's performance evaluation when awarding future college work-study funds.

Termination

As the college work-study supervisor, you are responsible for the student's training and on-the-job supervision. At some point, you may find it necessary to terminate a student's employment, and work-study employees sometimes find it necessary to quit their jobs. In order to communicate this to all parties involved, use the College Work-Study Data Change Form. You and the work-study employee should sign it. Work-study employees are asked to remain for one full semester once they accept a job but are told to give two weeks notice (if possible) when they must resign or transfer. If a work-study employee working for you fails to come to work and you must assume they have quit, please notify the Financial Aid Office. Termination of a work-study employee's employment should follow normal personnel guidelines, including a warning discussion of the specific issues involved, and an opportunity to improve performance. There should be reasonable cause and good judgment in your decision to terminate the employee. On the rare occasion that your very best judgment dictates that some form of disciplinary action needs to be implemented, refer to the college policy for work-study employee behavior and disciplinary procedures.

We encourage you to use your best judgment to maintain integrity in this program. The Financial Aid Office wants college work-study awards to go to students who will benefit not only financially, but also through a meaningful and educational job experience. We want departments to hire work-study employees for meaningful jobs. College work-study does not mean paid study time. In some cases, it may be appropriate for studying to be allowed on the job but a work-study employee should study on her or his own time. By allowing your work-study employee to be paid for doing no work, you are violating the Federal regulations.

Transfer of Jobs

The student's college work-study award is made for the entire nine-month (fall/spring) school term. Work-study employees are encouraged to keep the same job for each semester but are told they may be able to change at semester break if reasons merit a switch. If you have a reason that you do not want the work-study employee to work in your area the second semester, please communicate this with the work-study employee.

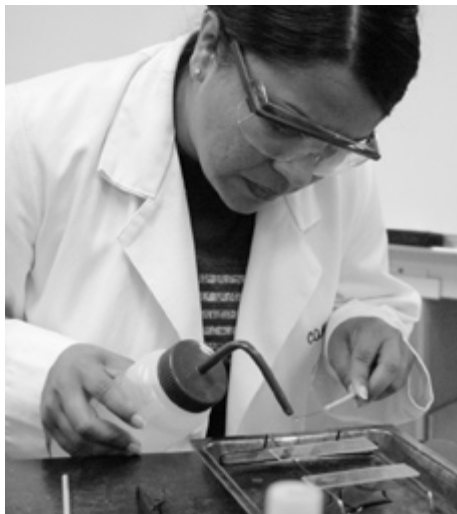
Students participating in the program that have relatives working in a specific department are not allowed to work in that department.

Exceptions

If a work-study employee drops below six-credit hours during the regular fall/spring semester, they are no longer eligible for college work-study funds and must quit their jobs.

The summer semester is a separate financial aid award period and the entire process of awarding, referring, and hiring students must be repeated. Your fall/spring work-study employee may or may not be able to return in the summer, depending on the financial aid award. Indicate your preference on a written request, and if that student is awarded, she or he may return to their job.

Throughout the regular semester, the Financial Aid Office evaluates the total college work-study balance and may make new awards depending on available funds.



Harassment and Discrimination Policies

See Student Handbook

Equal Employment Opportunity

College of the Mainland is an equal opportunity/affirmative action employer. Equal Opportunity Employment is the Law. Discrimination is prohibited by the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, the Rehabilitation Act of 1974, as amended, Executive Orders 11246 and 11758, the Americans with Disabilities Act of 1990, as amended,

Texas Labor Code 21.001 and Texas Government Code 554.001. Any employee who believes he or she has been discriminated against on the basis of race, color, religion, gender, national or ethnic origin, disability, age or veteran status is encouraged to contact the Executive Director of Diversity and Equity who serves as the College's Equal Employment Opportunity/Affirmative Action Officer.

Americans with Disabilities Act

College of the Mainland prohibits discrimination against individuals with disabilities. The Office of Human Resources will accommodate applicants with a disability, upon request, and will also ensure reasonable accommodation for employees with a disability. All inquiries regarding Section 504 or the Rehabilitation Act or the Americans with Disabilities Act should be directed to the Office of Human Resources. The Office of Human Resources has designated individuals who are empowered to respond to reasonable accommodation requests.

Ten Thoughts for Supervisors of Work-Study Employees

How can you help your work-study employees most?

1. Be an Example – Model strong work habits through efficient, dedicated work practices. Let your own approach to daily work be an example from which work-study employees can learn.
2. Be Flexible – Work-study employees are students first and employees second. As a supervisor it is your responsibility to accommodate your work-study employee's academic obligations by being flexible with their schedule.
3. Communicate Expectations – Communicate the job standards and expectations to your work-study employee. Don't assume that these are self-evident to the work-study employee, even though they may seem obvious to you.
4. Give Feedback Frequently – Provide consistent and appropriate feedback to your work-study employee. Work-study employees, like all employees, benefit from feedback on job performance, providing it is communicated with a positive spirit.
5. Be Fair – Supervisors who are too lenient are not doing students any favors. Campus jobs are “real jobs.” Treat work-study employees as you yourself would like to be treated in a given situation.
6. Train, Train, Train – Take time to train your work-study employees in important work skills, attitudes, and habits such as perseverance, time management, phone skills, quality service practices, handling difficult situations. This is the “common sense” from which success is made.
7. Be a Team Player – As a team leader, develop and nurture the unique contributions of each team member. Take a global perspective.



8. Give Recognition – When you see a work-study employee “going the extra mile” or persevering through difficult situations, acknowledge this in front of other staff and peers. People need to feel appreciated.
9. Share the Vision – Have regular staff meetings with your work-study employee and inform him/her how his/her work fits into a larger purpose of the department and institution. Remember, purposeful work is meaningful work.
10. 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 work-study employees?

Confidentiality Statement

As a new member of the College of the Mainland Work-Study Program, I understand the need to maintain the confidential nature of all files and conversations that are a part of the daily operation of the department in which I am hired. I understand that I am never to discuss the information outside of this department or institution.

My signature below indicates that I understand and agree to the position in which I now occupy in my role as a Work-Study Employee. Therefore, I am in total agreement with this contract and will fulfill my obligations as stated until I am released or resign.

Signatures

Employee Name Date

Site Supervisor(s) Name(s) Date

Witness Date

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