

MOUNT MERCY COLLEGE

WORK-STUDY

HANDBOOK

Financial Aid Office
104 McAuley
319-368-6467

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INTRODUCTION

This manual has been created for the benefit of Mount Mercy College students, faculty and staff who work with the Work-Study/Campus Employment Program. The purpose of this manual is to set guidelines to clarify the working relationship between the student and the supervisor. The manual is also intended to give you insight into how the Financial Aid Office administers this program in accordance with federal and institutional regulations and policies.

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

Financial Aid Office
104 McAuley
368-6467

EMPLOYMENT PROGRAMS

Mount Mercy College Financial Aid Office provides student employment on campus through two programs---the Federal Work-Study program and the Campus Employment program. Their purpose is to provide part-time employment to all students that desire employment to help meet the costs of their education.

The Federal Work-Study Program is a federally supported, need-based program designed to provide part-time employment to students who demonstrate financial need. To be considered for this award, the student must complete the Free Application for Federal Student Aid (FAFSA). Under federal guidelines, the combination of all need-based aid may not exceed the financial need of the individual.

Mount Mercy College funds the Campus Work-Study program. This is not a need-based program.

The program that the student is eligible to receive will be listed on their Financial Aid Award Letter and for continuing students, on the Student Authorization Form. The amount offered is the maximum earnings the student may receive during the year. This amount may increase only if the supervisor requests an additional award by completing a Campus Employment Change Request Increase on the Student Award Amount Form.

Both the supervisor and the work-study student should consider work-study positions as regular jobs with normal duties and responsibilities. These jobs vary in several ways: the work-study position should allow flexibility in scheduling work hours and the work-study award is part of a student's financial aid package. Work hours should NEVER be in conflict with class time.

Normally, a student will participate in work-study 8 to 10 hours per week. The hourly wage is \$7.25 per hour.

HIRING PROCESS

Annually each department at Mount Mercy College receives a budget from the Vice President of Finance informing them of the funds allocated in the department budget for work-study. It is up to the individual department to decide how many students they would like to have in their department based on the student's award and the budget. The department will then need to hire accordingly.

A student's award is usually \$2,000 work-study. However, the department is not obligated to use the student's whole award. For continuing students, the Student Authorization Form requires the supervisor to state how much of the student's award the department will use. Students may work for a different department to earn the rest of the award if the department chooses not to use the full awarded amount.

Each fall all students will receive a Campus Employment Contract when they arrive on campus. Students must have a completed financial aid file and completed all the required payroll forms before a contract will be issued. Each department will receive a list of the students that will be working in their department, timesheets, and change forms.

Open work-study positions are advertised on the bulletin board next to the Financial Aid Office, 104 McAuley.

Continuing Student

After the student signs and returns the award letter for the next academic year, the student will receive a Student Authorization Form. The position is not secure until the Financial Aid Office has received the completed authorization form.

It is not required to send a list of the returning students each department wants to hire. The authorization forms will tell the Financial Aid Office who you are hiring.

New Student

Towards the end of the academic year, an email will be sent to all departments requesting the openings they have for new students in their department. Please respond to the email stating how many openings you have available. The Financial Aid Office will then assign students based on openings and the Campus Employment Application that has been completed by the student.

The new students will receive their assignment before they arrive on campus. Included with the assignment will be the state and federal W-4 forms and the I-9 form. Students are not allowed to start working until these forms are completed.

Employment of Relatives

Per the Faculty Staff Handbook - Relatives of employees of the College may be considered for employment provided they are qualified for the position for which they have made application, and they are not employed in or transferred to positions where a direct or indirect supervisory relationship exists. This policy also includes students who are in work-study positions or any other employment relationship with the College.

Relatives are defined as (step) parents, (step) grandparents, (step) children, (step) siblings, spouses, in-laws. Persons so related will not participate either formally or informally in decisions to hire, retain or promote the relative.

If two employees become relatives while employed at the College, the College will determine the appropriate procedure to implement this policy.

STUDENT REGULATIONS

- All students new to work study must have W-4 and I-9 forms on file with the Financial Aid Office before starting a position. **This is a federal employment regulation.** Students are **NOT** to work without their supervisor's signature on their Employment contract.
- Complete a work schedule with the supervisor at the beginning of each semester. Supervisors should receive the student's class schedule so they know when a student can or cannot work.
- Students are always expected to give regular, punctual, efficient, and cooperative performance on the job.
- The student should contact the supervisor if the student will be absent as early in the workday as possible according to the supervisor's instructions. Frequent absences are a justifiable cause for dismissal.
- Act in a professional manner concerning confidentiality of student and college records that the student may have access to as part of your job assignment.
- Follow procedures and meet expectations set by the supervisor.
- Discuss any work-related problems the student experiences with the supervisor (schedules, job expectation, not enough hours, etc.).
- Keep a record of the total earnings to ensure that the student does not exceed the total awarded amount. The supervisor will receive monthly reports regarding your earnings.
- Working during scheduled class times is a violation of Federal Financial Aid Regulations.
- The student and the supervisor must verify the time worked. Both are required to sign the timesheets and return it on time to the Financial Aid Office. Late timesheets could delay paychecks until the following month.
- **Turn in timesheets monthly.**
- If a student decides to quit or transfer to a different department, he/she is required to inform the supervisor. It is up to the supervisor on how much advance notice a student should give.
- Dress appropriately for the position. Always be neat and clean. Jeans and shorts are acceptable but must be in good taste for an office. Shoes should be worn at all times. Student workers are expected to be business like and polite in your dealings with students, faculty, and the public while at work.

- The student must terminate the student employment immediately upon withdrawal or graduation from the College.

SUPERVISOR REGULATIONS

- The role of the supervisor is vital to the success of the work-study program and in order to be effective, the supervisor must perform a wide range of responsibilities.
- Before allowing a student to work, make sure the student is authorized to work by the Financial Aid Office. Each continuing student must present the supervisor with a Student Authorization Form. Supervisors must complete the form before allowing a student to work. Once the authorization form is returned to the Financial Aid Office, an Employment Contract will be sent to the student.
- Students are awarded a maximum amount that can be earned. **This amount cannot be exceeded without submitting an increase change form to the Financial Aid Office and approval has been made.** Supervisors will be emailed a monthly report of what the student has earned so it will be easy to keep track of the award.
- Set up a work schedule that does not interfere with the student's class schedule. Be sure to give a student's academic progress priority by allowing flexibility in scheduling during exam times. At the same time though, require your students to give you adequate notice about planned absences or schedule changes.
- Fully explain all duties associated with the position, as well as being responsible for training the student so he/she is able to complete assigned tasks. Inform students of all special safety considerations pertaining to their job and work environment.
- Verify the accuracy and completeness of your student's timesheets before signing them. The person who signs as supervisor confirms the hours worked as they appear on the timesheet. **Timesheets become official records open to audit by the federal government, and supervisors are accountable for the accuracy of the record.**
- Submit student employees' timesheets to the Financial Aid Office on time. **Each student's timesheet should be turned in monthly.** Late or incorrectly completed timesheets can delay student's paychecks until the next pay period.
- Timesheets may be returned to the Financial Aid Office by the supervisor or through campus mail. **Institutional regulations dictate that work-study students are not allowed to return completed timesheets to the Financial Aid Office. If this occurs the timesheet will be returned to the department for a second supervisor signature.**
- Complete and send Campus Employment Change Request Termination of Student for all students that are terminated or have quit from your department.

CALCULATING WORK HOURS

The student's class schedule will dictate the work schedule to a large degree. The number of hours that the student will work per week during the academic year is calculated using the following formula:

_____ Award amount

_____ Divide by the predetermined hourly wage (\$7.25)

_____ = Total hours of work

_____ Divide by number of weeks the student is to work

_____ = Average hours per week

TIMESHEETS

A timesheet is a legal document recording hours worked by a student. Any person who knowingly makes a false statement or a misrepresentation on the timesheet shall be subject to appropriate action.

Do Not use copies of the timesheets – the Financial Aid office will send the supervisor a packet for each student employed.

Supervisors will receive a packet of timesheets for each student in their department prior to the start of the academic year. Each timesheet specifies the month it is to be used and also has the date it is due in the Financial Aid Office.

Timesheets must be completed in blue or black **INK** on a **DAILY** basis. Timesheets filled out in pencil will be returned, which may result in a student not being paid until the next pay period.

Make sure all handwriting is legible.

Make sure the timesheet is completed correctly, on both sides.

Be sure both the student and supervisor sign the timesheet.

Round hours worked to the nearest quarter hour.

Late timesheets will be held for payment until the following month.

Timesheets must come to the Financial Aid Office via the supervisor or through campus mail. Students are not allowed to bring timesheets to the Financial Aid Office. Any timesheet brought in this way will be sent back to the supervisor and could delay the student being paid for that month.

PAYROLL PROCEDURES

Paychecks may be picked up at the Business Office on the 15th of the month. If the 15th falls on a weekend, it will be available the Friday before. Students have the option of taking their check or signing it back to the College for a balance owed on their student account.

Work-study student employment earnings are taxable. The Business Office issues students a W-2 Wage and Income Statement by January 31st of each year. Whether or not taxes must be paid depends on the student's total income for the year.

CONFIDENTIALITY

Counseling, disciplinary, academic and financial information on student records is personal and private. Supervisors and student employees who work with these records must ensure their confidentiality. Supervisors may require a student to complete a Confidential Statement. The Confidential Statement is available at the Financial Aid Office and included in the back of this manual.

- Only counselors and authorized employees may discuss or give out private information about a student records.
- When helping a student, do not reveal confidential information in front of others.
- When working with students at a desk or counter, cover or put away other student files and keep your voice moderated.
- Do not give confidential information regarding a student to a spouse or parent without written consent.

INJURY/ACCIDENT

If a student is injured or had an accident while performing their duties as a work-study student, the student must immediately notify the supervisor. The supervisor then will need to contact the Business Office Manager. The Business Office Manager will need information from both the supervisor and the student to complete the required paperwork. The supervisor and student must also complete an incident report to be filed with the Director of Safety and Security.

DISCIPLINE PROCEDURE

In order for student employment to be a legitimate resource on campus, certain procedures must be put in place to ensure accountability. One such procedure is the disciplining of student employees that are not productive and cooperative. Student workers must realize that with any job there are certain expectations. If expectations are not achieved, workers run the risk of not only losing their job, but also jeopardizing their opportunities for future employment.

A discipline procedure should be used as a tool for communication. It is important to emphasize to students and supervisors the importance of discussing problems informally before beginning a

formal process. If serious misdemeanors occur, a student can be discharged without advance warning.

VERBAL WARNING

The supervisor explains to the employee what is wrong and establishes what actions need to be changed, and what is expected of the employee; the supervisor must state that this is the verbal warning – supervisor should document and keep on file.

WRITTEN WARNING

The supervisor provides written documentation of performance concerns that have been discussed, but have not improved sufficiently. The student should be made aware that dismissal from a work-study job could mean loss of the award.

DISMISSAL

The supervisor provides written documentation that the student is dismissed from the position. The supervisor will complete a Campus Employment Change Request-Termination of Student Form and send to the Financial Aid Office.

TELEPHONE TECHNIQUES

Proper telephone techniques are very important. The student should master the art of telephone use, because the impression that is given is a reflection upon the College.

Clear speech and a pleasing telephone personality are essential to all who wish to use the instrument effectively. The person on the other end of the telephone cannot see you or your telephone, so start by observing these rules:

1. Answer cheerfully (it helps to sound cheerful if you answer the phone with a smile). Speak clearly and directly into the mouthpiece in your normal voice. Do not shout or murmur.
2. Be helpful and courteous. Say “please” and “thank-you” often.
3. Do not answer the phone while chewing gum or eating.
4. It is neither businesslike nor in good taste to use slang.

<u>Avoid</u>	<u>Say</u>
Yeah	Certainly or yes
Uh-huh	Of course
Bye-bye	Goodbye
Huh?	I did not understand or would you please repeat that?
OK	Yes

Incoming Calls

People are always sensitive to the way their calls are received. They appreciate courtesy and seldom conceal their irritation when it is lacking. Listen politely to what the other person says. Don't interrupt. If the caller is unhappy about some situation, allow the caller to explain why.

Most of a person's anger can be vented in telling the story. Therefore, it becomes easier to handle an unhappy person after you have listened to his or her problem. Use good listening skills. Listen for facts and for feelings. Be patient. Don't evaluate. Try to understand the words that the speaker uses, and act on what the speaker says.

Answer the telephone promptly – at the first ring, if possible.

Identify yourself. “_____ Office, this is _____, May I help you?” is one example of correct procedure.

Take calls for others courteously. If the person leaves a message, be sure to take the information down carefully and note the date and time as well as the name and phone number of the caller. Initial all messages in case there is any questions that may need to be answered. In the interest of accuracy, repeat the information over the telephone and ask the caller to repeat it.

Answer questions pleasantly and cautiously. “I'll look it up” is better than “I don't know.” If the caller asks for some information that you are not sure may be given out, say “Let me find out and call you back,” or “I'll have to speak to Mrs. Jones.”

STUDENT EMPLOYEE OF THE SEMESTER

In an effort to recognize our students, the Financial Aid Office established a Student Employee of the Semester Program. Students receiving this honor will be featured in Tunnel Talk and the Mount Mercy Times. They will receive a certificate and have their picture on display in the work-study bulletin board located in McAuley.

The rules of this program are as follows:

1. Each department supervisor may nominate only 1 student employee per semester using the Student Employee of the Semester Nomination Form.
2. Once a student is named Student Employee of the Semester, they are not eligible to receive that award again for the remainder of the academic year.
3. Nominations for this award must be in a sealed envelope and turned into the Financial Aid Office by October 31 for the fall semester and March 29 for the spring semester. (This is not available during the summer).
4. The nominating supervisor must employ a student for at least 1 semester prior to being nominated.

It is not required that a department nominate a student if it is felt that there is not an outstanding student employee in their department or if the department does not wish to participate in the program.

A small committee of individuals will select the Student Employee of the Semester based on information listed within the nomination form. Both the supervisor and student will be notified of the award.

FREQUENTLY ASKED QUESTIONS AND ANSWERS

How do I find a different work-study position?

Open work-study positions are advertised on the bulletin board by Room 104, McAuley. The student will have to contact the supervisor listed to inquire about the position.

Does my work-study award apply directly to my tuition bill?

No, students are paid monthly – the 15th of every month. Students have the option of keeping their paycheck or signing it back to the Business Office for their balance owed.

How many hours per week will I work to earn my work-study award?

Usually 8-10 hours per week.

I'm a supervisor and need to find out how much work-study a student has left to earn of their award?

Your department receives a monthly email listing of what each student has earned. You can also keep your own records to keep track of this; some departments make copies of the timesheets before sending them to the Financial Aid Office.

What if a work-study student earns more of their award in the spring than in the fall?

That is all right as long as the student does not go over their total award amount for the year.

SUMMER

Students are not required to take a summer class but they are required to be a Mount Mercy College student.

The hourly rate for summer is set annually. Students are not allowed to work more than 40 hours per week.

Students are not required to use a Student Authorization Form during the summer. Supervisors will be sent an email from the Financial Aid Office requesting the names of students that they will hire during the summer. **Please respond promptly to ensure that the students receive their contract and timesheets before they start working.**

During the summer, pay periods are different than the school year. A pay schedule will be sent with the contracts and timesheets to each supervisor.

FORMS

There are many forms mentioned throughout this manual that must be completed or used in the work-study/campus employment program.

1. Employment Eligibility Verification, I-9 Form – Required before a student starts working.
2. Employee Withholding Allowance Certificate, W-4 State and Federal - Required before a student starts working.
3. Student Employment Authorization Form - Required before a student starts working.
4. Campus Employment Contract – Needs to be returned by the due date on contract.
5. Timesheet – Turn in monthly by the due date on the timesheet.

I-9 Form

Before beginning work, every student must complete the I-9 form in the Financial Aid Office. Commonly used documents for completing the I-9 are a valid driver's license and social security card. International students must obtain a United States Social Security Number in order to be placed in campus work.

The I-9 form, distributed by the Immigration and Naturalization Service (INS), is used to determine the eligibility of foreign job applicants for employment in the United States.

W-4 State and Federal Form

This form is required for payroll purposes. It is used to designate the appropriate income tax withholding status for employees. The student employee prior to starting work must complete the W-4 in the Financial Aid Office. **When completing your W-4, it is important to remember that work-study earnings are considered as taxable income.**

Student Employment Authorization

All returning students and students that change or add positions during the school year are required to complete the Student Employment Authorization Form before starting work.

The Financial Aid Office completes the top section, supervisor the center section, and the student the bottom section.

Campus Employment Contract

The employment contract is due in the Financial Aid Office by the date specified at the bottom of the contract. Timesheets will be held and could delay paychecks until the contract is returned.

Timesheets

Please refer to the timesheet section for complete details.

FOR SAMPLE FORMS, PLEASE SEE THE FINANCIAL AID OFFICE