SUPERVISOR WORK STUDY HANDBOOK

JULY 2019
WEST VIRGINIA UNIVERSITY AT PARKERSBURG

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How do I hire a work study student for my office?

Step 1: Divisional budget approval
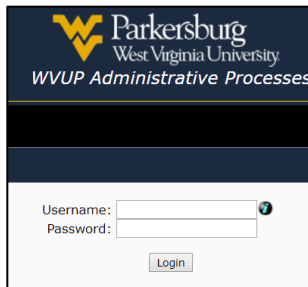
Any requests for work study employees must first be approved by the supervisor/administrator that is responsible for the budget DA. The request for a Student Position may begin one month prior to the start of each semester. If the requisition process has not opened up yet, the term cannot be selected.

Work Study wages are paid to students as follows:
- 75% of wages earned are paid by financial aid funds
- 25% of wages earned are paid by institutional matching funds (divisional budgets)
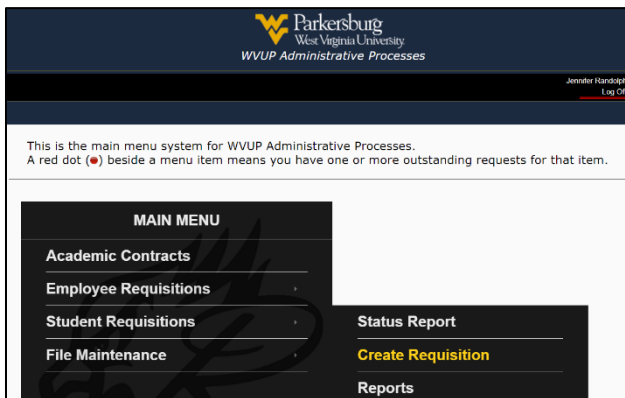
The financial approval process is tracked by the **Student Position Requisition** process. This form can be found at https://hr.wvup.edu/ap. Detailed instructions can be found in the Student Position Requisition Guide at https://hr.wvup.edu/preq2/documentation/Student Employment Requisitions.pdf.

- Enter user name and password:

- Hover over **Student Requisitions** and choose **Create Requisition**

- The requisition process for approving the *position* (not the student) includes TABS 1 - 4. Proceed again with this process once the following steps have been completed and an individual student has been identified.

Step 2: Submit a job description to the Career Services Office

Once the **Student Position Requisition** form has been approved through TAB 4 of the online process, submit a job description to Career Services by completing the online form available at http://bit.ly/workstudyjobposting. A Job Description Example can be found on pg. 11 of this handbook. Career Services will then post the job on the college's job database for students, www.collegecentral.com/wvup.

Step 3: Review applicants and schedule interviews

Students are instructed to submit their application to Career Services. Career Services will work with Financial Aid to determine eligibility. This will also allow Career Services to assist students who need help with their cover letters and resumes. Once the applications are ready they will be sent on to the supervisor. They are required to submit a cover letter, a resume, their financial aid award letter and a copy of their concise student schedule for the semester. The supervisor is then responsible for scheduling and completing interviews.

Step 4: Interview applicants and choose one!

Once applicants are interviewed, choose the best one for the job! Then:

1. Complete the Student Position Requisition process for that student by going to https://hr.wvup.edu/ap and completing TABS 6 – 10.
2. Let Career Services know which student has been selected and approved by emailing careerservices@wvup.edu. Career Services will then remove the job description from the available positions online and notify all other applicants that the position has been filled.
3. Once the requisition process is complete, offer the position to the student. A Hiring Notification Example can be found on pg. 12 of this handbook. HR will guide the student in completing the hiring process. Students may not work until the "onboarding" email from HR has been received with the student's MyTime details. This email will indicate the date which the student may begin working.
4. Once the student begins their work assignment:
   a. All work-studies should complete FERPA training found at www.wvup.edu/faculty-staff/links/ferpa-training/. See pgs. 5-8.
   b. It is good practice to have the work study student sign the "Work Study Responsibilities & Expectations Agreement" on pg 9. Supervisors may edit this document to reflect the specific responsibilities and expectations of their particular department or area. Keep the signed document on file.
   c. Review all departmental procedures/guidelines with the student such as: reporting structure, hours of work, special clothing requirements/dress code, lunch/breaks, attendance expectations/absence reporting, and other department specific information.
   d. All supervisors will receive an email each payroll period from the WVU payroll system. It will provide the following information regarding the employment of the assigned work study student:

Student Name:	Pay Check Date:
Req. No.:	Time Card Periods Worked:
Job Type:	Pay Rate:
Assignment Number:	Total Paid to Student to Date:
Term:	

Please Note!

- It is the supervisor's responsibility to monitor the hours worked by their work study. Take precautions that all work-studies do not exceed 20 hours per week under any circumstances. Ensure that the work study student doesn't overspend their Financial Aid award amount during the semester.

- A work study cannot work before the first week of school or after finals week at the end of the semester without permission from the Financial Aid Office.
- Work study hours worked between semesters will be subtracted from the current semester award.
- The hours per week awarded by Financial Aid are based on a 16-week semester. There are actually 17 weeks in a semester but students normally do not work during Spring Break Week or Thanksgiving Week. They can work those weeks but the hours worked must be reduced during the other weeks.
- Not all work study students will be awarded the full 20 hours per week. The number of hours per week will be determined by their Financial Aid award during the requisition process.
- Inform HR if the position is assigned to a different supervisor.

Contact Melody Mercer at melody.mercer@wvup.edu, or ext. 331 with questions or concerns about the payroll process.

How do I continue a work study position with the same student?

The **Student Position Requisition** process must be completed each semester a work study is employed. This form can be found at https://hr.wvup.edu/ap. The request for a Student Position may begin one month prior to the start of each semester. If the requisition process has not opened up yet that term will not be able to be selected. Since it is the same student, proceed with completing TABS 1 – 10. Let Career Services know that the same student will be continuing. Feel free to use the Work Study Continuation to email careerservices@wvup.edu.

Federal Educational Rights & Privacy Act (FERPA) Training for Work Study

What is FERPA?

FERPA is a federal law that protects the privacy rights of students. FERPA grants several rights to students, among them are the right to:
o inspect and review education records
o seek amendment of education records
o consent to the disclosure of education records
o obtain a copy of the school's FERPA policy
o file a complaint with the FERPA office in Washington, D.C.

Definitions
o A **student** is any person age 18 or attending an institution of postsecondary education
o **Education records** are any records that are **related** to the student and **maintained** by the institution

Disclosure of Education Records
Generally, the college must have written permission from the student before releasing information from a student's record such as social security number, student identification number, GPA or specific class grades.

Exceptions include, but are not limited to:
o Directory information* (public information which includes name, address, phone number, email address, dates of attendance, class, previous institutions attended, major field of study, awards, honors including Dean's list, degrees conferred including date, past and present participation in officially recognized activities, date and place of birth)
  The student record will include a "Confidential" warning if they want to be excluded from disclosure of directory information. Contact the Center for Student Services (Ext. 310) with questions.
o information released to a school official with legitimate educational interest

School Officials – that's you!
To be a school official with legitimate educational interest, you must be:
o performing a task that is specified in his/her position description or contract
o performing a task related to a student's education or a student's discipline
o providing a service or benefit to the student
o maintaining safety and security on campus

Your Responsibilities
Security and Confidentiality
o You may not release or disclose any information to which you are privy to any 3rd party (including parent or spouse) and/or another college official who does not "need to know".
o CURIOUSITY is not "need to know"
o You are not permitted to seek personal benefit or to allow others to benefit personally by knowledge of any confidential information which has come to you as a result of your work.
o You should report any violations of FERPA to your supervisor IMMEDIATELY.

Best Practices
o Do not discuss information contained in an educational record in an open area where others might overhear you.
o Encourage students to keep their OLSIS IDs, passwords, and any other materials that contain their educational records in a secure location.

What is a violation?

- o Making a copy of your friend's transcript so that she can send it to her insurance company.
- o Telling a friend about the grades of another friend you saw while you were filing transcripts.
- o Leaving reports or computer screens containing confidential information in view of other students who are checking in to see their advisor.
- o Using your access to look up your friend's class schedule.
- o Allowing another person to use your access.
- o Throwing away a box of old transcripts (student information must be shred!).
- o Openly discussing the reason for an academic dismissal in the hallway.

REMEMBER…
…your job is to protect the student…so when in doubt…don't give it out!

WHO TO ASK:
Your immediate supervisor
Records Office (310)

Other Resources:

Helpful Videos and Training Courses can be found on the Department of Education website:
http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html

Records Resources, click on FERPA (Student Privacy):
https://www.wvup.edu/current-students/registrar-records/records-resources/

WV Parkersburg
West Virginia University

Office of the Registrar
FERPA Waiver Form

Instructions: This form is to be used by the student to grant access to their education records to other entities besides themselves, such as a parent, spouse, etc. When completing this form, please print all items clearly to allow for correct processing.

The College maintains two types of student education records: directory information and other student records. Directory information is considered public information and may be released by the College upon request, in accordance with existing law. Any student who does not wish directory information released must submit the appropriate documentation indicating such with the Office of the Registrar.

In signing this waiver, I,_____, give access of all academic records at West Virginia University at Parkersburg to the individual(s) listed below. I hold the authority to revoke this waiver at any time.

1. _____
        Name   Relationship

2. _____
        Name   Relationship

3. _____
        Name   Relationship

4. _____
        Name   Relationship

I understand that this request is **permanent** and will remain in effect until I request in writing that the name(s) be removed.

_____   _____
Student name   Student signature*

_____   _____
Student ID or SSN   Date

Witnessed by:_____   **Date:**_____
           WVUP Employee signature

*This form should be completed in person with the Registrar's Office. Students will need picture identification and should not sign the form until in the presence of a WVUP employee. **If this form is not filed in person, the signature and stamp of a Notary Public is REQUIRED** *(see below)*.

STATE of_____, COUNTY OF _____

Taken, Subscribed and Sworn before me this_____day of_____ _____ _____,

My commission expires_____.

_____
Signature of Notary Public

For the Registrar's Office Use Only
Processed by: _____ Date: _____
Please return this form to the Registrar's Office.

Affirmation of FERPA Training

I _____ hereby affirm that I have completed training for the Family Educational Rights and Privacy Act (FERPA) as part of my employment requirements for the _____ Office at West Virginia University at Parkersburg. I understand the regulations and policies as presented to me and should I have questions in the future will ask my direct supervisor before giving out any information to third parties.

_____   _____
Student   Date

_____   _____
Supervisor   Date

Work Study Responsibilities & Expectations Agreement

MyTime- Log into **My Access/Web Clock** on computer with your assigned username and password; this is how payroll is recorded and processed. If timecard revisions are needed, email your supervisor with the subject line "Time Card Revision." Wages will be direct deposited into your bank account every other Friday.

Photo ID- Attach photo WVUP ID to clothing or to a lanyard around neck; this informs the public that you are a work study.

- **ALWAYS BE LOOKING FOR WORK...STAY BUSY!** (Check with office staff for additional work)

- **ATTENDANCE**
  - If for ANY reason you will be late or must call off, please notify your supervisor at your earliest convenience.
  - One no call, no show can result in the termination of your job.

- **VISITORS**
  - Like any other job, we ask that you limit personal visitors. Confidential information is often discussed and we want those we serve here at WVU Parkersburg to feel comfortable and safe in our office.

- **CELL PHONE/INTERNET**
  - Please do not use your cell phone and/or the internet excessively (to the point that it gets in the way of your responsibilities) for personal use during your work schedule.

I, _____, understand that these are my responsibilities and expectations as a work study in the _____ Office at WVU Parkersburg.

I also understand that any information viewed and/or heard while in the _____ Office must remain private and confidential.

I understand that failure to maintain confidentiality may result in the termination of my employment.

_____
      Student Signature   **Date**

Career Readiness Competencies

WVU Parkersburg aims to offer valuable employment opportunities that will allow students to gain career readiness skills that will serve them for many years after they graduate.

The National Association of Colleges and Employers (NACE) defines career readiness as the attainment and demonstration of competencies that broadly prepare college graduates for a successful transition into the workplace. They have identified eight of the top competencies. Our goal is to develop a common language and expectation that each student job at WVU Parkersburg will incorporate these competencies allowing students to identify these skills they are obtaining during their times of employment on campus. Work study job descriptions should indicate which of these competencies they will gain. See the Job Description Example on the next page.

1. **Critical Thinking & Problem Solving**
   Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process, and may demonstrate originality and inventiveness.

2. **Oral & Written Communication**
   Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. Has public speaking skills; is able to express ideas to others; and can write/edit memos, letters, and technical reports clearly and effectively.

3. **Teamwork & Collaboration**
   Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. The individual is able to work within a team structure, and can negotiate and manage conflict.

4. **Digital Technology**
   Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals. Demonstrates adaptability to new and emerging technologies.

5. **Professionalism and Strong Work Ethic**
   Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes.

6. **Career Management**
   Identify and articulate one's skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identify areas necessary for professional growth. Is able to navigate and explore job options, can take the steps necessary to pursue opportunities, and understands how to self-advocate for opportunities in the workplace.

7. **Global & Intercultural Fluency**
   Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates, openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences.

8. **Leadership**
   Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. The individual is manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.

Document/Correspondence Examples

Job Description Example

Once the budget administrator expresses approval for hiring a work study student, submit a job description to Career Services online at http://bit.ly/workstudyjobposting.

Listed here are the questions and example responses.

WVU Parkersburg Work Study Job Posting - On-Campus Work Study

Name/Classification of the Position: *Office of Academic and Student Affairs Assistant*

Office/Division: *Academic and Student Affairs*

Supervisor: *Ricky Riverhawk*

Supervisor's email: *ricky.riverhawk@wvup.edu*

Preferred Hours of Availability: *During normal work hours (8:00 AM – 4:00 PM)*

Purpose of Student's Job: *Assist the Office of Academic and Student Affairs*

Description of Duties & Responsibilities: *Responsible for basic office functions such as answering phones, picking up and delivering mail, data entry, copying, filing, responding to emails, typing memos and basic written correspondence, and completing other duties as assigned. In addition, he/she will also be asked to complete projects and support the Vice President for Academic and Student Affairs.*

The Career Readiness Competencies the student can expect to develop:
- ▉ Critical Thinking & Problem Solving
- ▉ Oral & Written Communication
- ☐ Teamwork & Collaboration
- ▉ Digital Technology
- ▉ Professionalism & Strong Work Ethic
- ☐ Career Management
- ☐ Global & Intercultural Fluency
- ☐ Leadership

Qualifications:
- *Work with confidential information with utmost integrity*
- *Strong customer service skills*
- *Experience with Microsoft Office Word, Excel, and PowerPoint*
- *Good organizational skills*
- *Self-motivated*
- *Ability to produce well written documents*
- *Professional in appearance and demeanor*

Hiring Notification Example

Subject: (*Work Study Position Title*)

Recipient: Student

CC: careerservices@wvup.edu

Good morning/afternoon (*student*),

After evaluating all applicants for this position, (*I/we*) have decided that you are the best suited applicant for the job. Human Resources will contact you with all of your onboarding information to complete the hiring process. Please be responsive to any requests for information.

If you have any questions, or need any information, please don't hesitate to contact me. (*I/we*) are looking forward to having you in our office/division!

Sincerely,

Notification that Position has Been Filled
(this email will come from Career Services)

Subject: (*Work Study Position Title*)

Recipient: *(All other students that applied)*

BCC: (*supervisor listed in job posting*)

Good morning/afternoon (*student*),

The position of (*xxx*) that you applied for has been filled. There are other work study jobs available. You can view those jobs at www.collegecentral.com/wvup.

Please contact the Career Services office if you have any questions about the application process. Contact the Financial Aid office if you have questions about eligibility or the Work Study program in general. Let us know if we can help you in your job search. We are happy to review your resume and discuss interview skills with you.

Sincerely,

Career Services
WVU Parkersburg
careerservices@wvup.edu
304-424-8246

Work Study Continuation Example

Subject: Continuation of Current Work Study Student

Recipient: careerservices@wvup.edu

CC: (possibly the student)

I would like to maintain my current work study student in my office for the upcoming semester.

Student's Full Name

Student's WVUP ID number

(Supervisor's signature block)

Work Study Termination Example

Supervisors: There is no formal termination process for work study students. If a work study fails to meet his/her obligations, or performs poorly, s/he can be released from the position. This is one reason it is a good practice to have a "Work Study Responsibilities & Expectations Agreement" signed.

Best practice for notification of termination is in person and/or in writing (on letterhead), but email is acceptable as well, and sometimes preferable depending on the situation, the supervisor, and the student.

A copy of this letter/email should be maintained by the supervisor. It is not necessary to automatically provide a copy of this letter to Human Resources, but keep in mind that HR could ask for a copy of the letter if a situation arises and they need it.

Be sure to notify Career Services.

Below are two examples of actual letters that have been used previously:

Example 1: An email – in this situation it was undesirable that the student came back in to the office. This letter is detailed, because the poor work performance had already been addressed and then the student failed to correct the behavior.

Dear (student),

After the filing issue the other day, I decided to spot-check the cabinets while I was doing some other filing. Almost all of the files that you were asked to file the other day were misfiled. Some were in groups in the middle of their drawer, some were just stuck in the back. This is unacceptable, as I expressed on Tuesday. We do not have the extra time or staff available to check all files to make sure that everything is in alphabetical order; that is supposed to happen as files are put away.

Also, you were supposed to be here from 8-4 today, and you have not called in or come in and it's almost 10. You have missed a significant number of expected work days in the short time you've been in our office. We schedule certain jobs around when we will have work study coverage, so this is unacceptable as well.

You have failed to fulfill your responsibilities as a work study in our office. Due to these reasons, we are going to end your work study assignment in our office effective today, January 1, 2014.

Example 2: A letter – this was used in a situation where the student's performance was not lacking, other than attendance. The student was unreliable (attendance/punctuality).

Dear (student),

You have failed to fulfill your responsibilities as a work study in our office. You have repeatedly not shown up when you were scheduled to work, and when (staff member) made an effort to contact you, you never gave a reason why you failed to show up for work.

Due to these reasons, we are going to end your work study assignment in our office effective today, March, 24, 2011.