



Federal Work-Study Program Handbook

Thrive.

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INTRODUCTION

The Federal Work-Study Program provides jobs for undergraduate students with financial need to allow them to earn money to help pay their educational expenses. The program is jointly funded by the federal government and Queens University of Charlotte and receives an annual allocation.

Each academic year, students who qualify for the work-study program are identified as having eligibility as a result of completing the Free Application for Federal Student Aid (FAFSA). Students are awarded work-study funds based on their financial need and funding available to the program. Students being offered work-study must complete a Work-Study Placement Form and submit it to the Office of Student Financial Services at Queens University of Charlotte prior to being assigned a work-study position.

After accepting employment and working the assigned hours, the student receives a semi-monthly paycheck issued by the University Payroll Department. The student has the opportunity to work and earn up to their total work-study eligibility as determined by the Office of Student Financial Services. Work-study is available only during the fall and spring semesters of each academic year.

The Federal Work-Study Program seeks to encourage community service work and work related to each student's course of study. The ultimate goal of this program is for this to be a rewarding and engaging experience for students; preparing students for the workforce and allowing them to make meaningful contributions to both the community and university.

ASSIGNMENTS

Student work-study assignments are made by the Office of Student Financial Services. The first step in the process is the completion of the Supervisor Work-Study Request Form. The Office of Student Financial Services will email all previous work-study supervisors the request form and will also submit this information to QNews for all new faculty and staff that may wish to participate in the work-study program. This will be the time where supervisors can request the positions, skills, and number of students needed.

Once the Office of Student Financial Services has received all supervisor work-study request forms, the office will email all eligible work-study participants the Work-Study Placement Form via their Queens email. Eligible work-study students must complete the placement form and submit it to the Office of Student Financial Services by the required date each year to assure placement in a position. Upon receipt of the placement form, the Office of Student Financial Services matches the student to a work-study assignment based upon their skills and/or requests.

Students who are assigned to positions on campus work in a variety of areas including administrative and faculty offices, such as athletics, Everett Library and the Levine Center. Working on campus allows the student to interact with administration, staff, faculty, and other students in an environment outside the classroom and offers the student opportunities to develop mentor relationships and personal friendships.

If a student is interested in community service, assignments can be made in a variety of public service offices in Charlotte. One of the programs available off-campus is America Reads. America Reads is a program developed by the federal government for work-study students where the students are assigned to tutor elementary school students to improve reading skills. Training is provided for this experience; therefore, it is not restricted to education majors. Off-campus transportation may be required.

Assignments are distributed to students at the beginning of the academic year after they have been cleared to work by the Office of Student Financial Services and have signed an employment contract. The Work-Study Coordinator will connect the student employee and the supervisor via email once the student has been cleared to work and signed their contract. All assignments are final. There are, however, circumstances where a student's and supervisor's schedule may conflict. Student employees who are unable to work out a schedule that suits both the employee and the supervisor's needs, should contact the Work-Study Coordinator in the Office of Student Financial Services (Jernigan 111) by the deadline provided each year.

Students have the opportunity to accept or decline an assigned work-study position. Failure to report to a supervisor by the requested date will result in a student's work-study award being cancelled. Please notify the Work-Study Coordinator in the Office of Student Financial Services as soon as possible of a decision to decline a work-study award in order to allow another student the opportunity to be awarded funding.

BASIC GUIDELINES

Supervisors will provide each work-study student with an overview outlining duties and expectations. Job performance may rest on the understanding of tasks, rules, and expectations. When in doubt, students should ask their supervisors for clarification, information and procedures. Remember that effective communication is the key to success and establishing a positive working relationship.

The following guidelines are intended to provide answers to many of the questions raised regarding student employment. Supervisors and the staff in the Office of Student Financial Services are ready to give any assistance not covered in this section.

Responsibilities

- Student employees are expected to maintain high standards of behavior that reflect well on both the student and Queens University of Charlotte.
- Student employees are expected to perform assigned duties properly.
- Student employees are expected to exercise good judgment and show courtesy to fellow employees and the general public.
- Student employees are expected to learn all the duties that are assigned thoroughly and perform them to the best of their ability.
- Student employees are expected to maintain the confidentiality of all information available to them through their duties and responsibilities.

Personal Appearance

- Student employees are expected to maintain an appropriate appearance and to conduct themselves in a business-like manner while on the job. Supervisors should discuss attire with student employees prior to the first day of work. If there are any questions on attire and grooming student employees should follow up with their supervisors.
- Inappropriate dress or lack of personal hygiene that adversely affects performance duties or constitutes a health or safety hazard is prohibited.

Attendance and Punctuality

- Students are expected to consistently work their scheduled time. Student employees are expected to report promptly and work their scheduled time.
- Student employees should always notify their supervisor if scheduled hours cannot be worked. Give sufficient advance notice when possible. Please try to give at least a 24-hour notice when possible.
- Not showing up for work without prior notification and excessive tardiness could result in disciplinary action including termination from the Federal Work-Study program.

Confidentiality

While working as a Work-Study at Queens University of Charlotte, student employees may have access to confidential student and university information. Student employees are required to commit to keeping any information to which he or she may be exposed to confidential both during and following employment. Student employees will not discuss this information with anyone other than the individual(s) from whom work is assigned. Failure to comply with confidentiality will result in immediate termination of a work-study

assignment and will disqualify a student from future work-study opportunities at the University. The disclosure of confidential information is an Honor Code violation and the student may be sanctioned through the Judicial Board.

WORK PERFORMANCE & EXPERIENCE

Goals & Evaluation

Each work-study student will have the opportunity to discuss with their supervisors the goals for their position, and supervisors will provide their student employees with feedback on performance. These ongoing discussions will help foster ongoing two-way communication, assure mutual understanding of responsibilities and work assignments, support the development of clear, consistent, and measurable goals, and help to articulate and support training needs.

Termination of Employment

Student employees have the option of terminating their work-study employment at any time. Two weeks' notice to your supervisor and the Work-Study Coordinator in the Office of Student Financial Services is required to terminate work-study student employment.

Supervisors may also terminate employment with just cause. When disciplinary action is necessary, supervisors will follow this policy:

- First Offense – Issue a verbal warning to the student
- Second Offense – Issue a written warning to the student with a copy being submitted to the Office of Student Financial Services
- Third Offense – Issue a termination notice with copies being submitted to the Office of Student Financial Services.

Student employees terminated from their position will not be assigned to another position for the current academic year. Termination may also jeopardize employment at Queens University of Charlotte in future years. These steps are intended to specifically outline areas needing improvement for the student employee to meet performance/behavioral and/or attendance expectations. Lack of immediate, adequate and sustained improvement may lead to termination.

If a student employee's performance, attendance or behavior is unsatisfactory, they will be informed what is deemed unsatisfactory and given the opportunity to discuss it with their supervisor and make the necessary improvements. Sometimes, however, there are also certain problems (e.g., dishonesty, violation of university policy, employee actions causing a complete and irreparable loss of confidence, etc.) that can be cause for immediate dismissal.

Exit Interviews & Feedback Surveys

We are committed to providing a positive work environment and experience for our student employees. When a student employee leaves an assignment, they will be offered an exit interview. The exit interview is a valuable source of information that will assist in assessing the overall quality of work-study assignments. We appreciate it if you would take a few minutes to complete this questionnaire. Individual responses will not become a part of a student's work-study file.

At the end of each academic year, the Office of Student Financial Services will email a feedback survey to both student employees and supervisors. We greatly appreciate your thoughts on improving the employment experience at Queens and assure you that your feedback will be used to improve the Queens Federal Work-Study year after year.

CLEARANCE TO WORK & PAYROLL

Students must complete or update the appropriate federal and state withholding forms, federal I-9 form, and direct deposit form. These forms will be emailed to eligible work-study students after the Work-Study Placement Request form has been submitted. Students must provide this required documentation to the Office of Student Financial Services prior to starting their employment in the work-study program.

Important Note

Queens employees are not able to assist student employees with tax or employment forms: if you need assistance completing these forms please seek out the advice of a family member, friend, or tax professional. Be sure to bring documentation with you to campus that verifies your identity and right to work in the U.S., without these documents you cannot be cleared to work.

Rate of Pay

Students' rate of pay is itemized on their annual work-study employment contract. Student employees are paid for the number of hours actually worked, not by your eligibility award. You will be informed on your work-study contract the maximum number of hours you may work each semester. You are not required to work all the hours for which you are eligible, but you should notify your supervisor if you do not plan on working your maximum allocation.

You may only work during the time period specified on your contract and you are not eligible to work beyond 20 hours in a given week/113 hours per semester. The Queens University of Charlotte payroll week runs from Sunday to Saturday. Questions about your hours worked may be addressed by your supervisor.

Time Sheets

Time worked will be recorded via an online time-keeping system. Student will be paid semi-monthly on the 10th and 25th.

PLEASE NOTE:

Falsification of hours on your time sheet is grounds for immediate dismissal from the work-study program and will disqualify the student employee from future work-study opportunities at the University. The incident will also be reported to the Campus Judicial Board as an Honor Code violation.

Direct Deposit

Pay for work study is only issued by direct deposit. If you do not have a bank account, free checking accounts are available to all Queens students with various university banking partners.