



Federal Work-Study and JLD Program Manual

*Policy and Procedure Handbook
for Students and Supervisors*

2010-2011

Office of Career Connections

700 University Avenue

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University Library, Room 302

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Updated July 20, 2010

July 20, 2010

Dear Students,

On behalf of the Office of Career Connections and Experiential Education, it is my pleasure to welcome you to The University of Louisiana at Monroe Student Employment Program.

This handbook will provide you with important information about the policies and procedures for securing employment through one of the financial aid work programs, as well as suggestions for finding off campus work while you are a student at ULM. The Student Employment Handbook explains Federal Work Study (04), Campus Work (03), and the Job Location and Development (JLD) program.

Please read this handbook carefully. If you should have any questions, please feel free to contact me at (318) 342-3444, 342-5327 or pogue@ulm.edu.

I wish you best of luck in the coming year.

Sincerely,

Roslynn Pogue
Student Employment Administrator

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Introduction to Student Employment

Mission Statement

Student Employment is designed to help students pursue their educational goals by providing employment resources and professional development opportunities through the Federal Work-Study, Campus Work, and Job Location and Development Programs.

Compliance

Since the Federal Work-Study Program and the Campus Work Program are federally/state funded, compliance with each program's regulations is essential for continuation at ULM. **Compliance is the responsibility of all members of the campus community, so it is important to become familiar with the policies and procedures in this handbook.** It takes everyone's cooperation and understanding to develop and carry out a successful Federal Work-Study and Campus Work Program. Failure to comply with all federal/state regulations could result in the loss of, or reduction of federal/state financial aid funds provided to the University.

Office Location and Hours

Location: Office of Career Connections and Experiential Education
700 University Avenue
Monroe, LA 71209
University Library, Room 302

Hours: 7:30am to 5:00pm (Monday-Thursday)
7:30am to 11:30am (Friday)
Closed Saturday and Sunday

Telephone: 318-342-5327 or 3444

Fax: 318-342-3445 or 3502

Email: pogue@ulm.edu

Website: www.ulm.edu/careerconnections

Equal Employment Opportunity Policy

The University of Louisiana at Monroe firmly supports the policy of Equal Employment Opportunity as set forth in the University's Equal Employment Opportunity Policy. The University's policy in the area of equal employment opportunity shall be administered without regard to race, color, religion, sex, age, national origin, disability, or status as a disabled veteran or veteran of the Vietnam era. The University's policy prohibits sexual harassment in accordance with state and federal laws and regulations. The University's policy allows for sick-leave use for maternity purposes and treats such requests in a manner similar to leave requests for any other temporary disability. Execution of this policy requires vigorous efforts, which the University's administration supports.

The University of Louisiana at Monroe's policy fully embraces equality of opportunity for all employees by affirming that the University will take affirmative action to assure that applicants receive fair consideration for employment and that employees are treated fairly during employment including recruiting, advertising, upgrading, promotion, demotion, transfer, layoff, termination, rates of pay, forms of compensation, tenure, selection for training, and all other employment practices.

Complaints involving this policy should be made verbally or in writing to any University official, to the employee's immediate supervisor, or to the University's EEO Coordinator. Complaints will be handled in accordance with the University's Anti-Discrimination and Harassment Policy.

The AA/EEO, ADA, Anti-Discrimination and Harassment, and Drug-Free

Workplace policies may be found at: (<http://www.ulm.edu/hr/policies.html>).

The Student Policy Manual can be found at: (<http://www.ulm.edu/studentpolicy/>).

Types of On-Campus Student Employment

Federal Work-Study Program (04)

Federal Work-Study is a federally subsidized work program, which provides on campus employment opportunities to eligible undergraduate and graduate students with financial need. While the program offers a variety of job opportunities, a student is encouraged to seek work that is related to a student's course of study.

To be eligible, a Federal Work-Study award must be included in the student's financial aid package, which is determined by the Financial Aid Office. An award represents the maximum earnings potential while employed under the work-study program. The student cannot be making unsatisfactory academic progress as it pertains to the Satisfactory Academic Progress Policy for Financial Aid. The student must also demonstrate financial need as determined by the FAFSA.

A Federal Work-Study award is for the entire academic year (fall/spring).

Unused award amounts cannot be used for the summer or the upcoming academic year.

Some benefits of participating in the Federal Work-Study Program:

- Assists in paying for education and personal expenses
- Can improve time management skills
- Helps build a student's resume
- Your supervisor can be a reference for future employment
- Any money earned through the Federal Work-Study Program will be excluded from your adjusted gross income when applying for financial aid the following year.

The Federal Work-Study award is NOT:

- Deducted from the student's University tuition bill
- A guaranteed payment. The student is only paid for those hours actually worked

A student must be removed from the work-study payroll for the following reasons:

- The student graduates
- Withdraws from the University
- On leave of absence
- Dismissed or suspended for academic or social reasons
- Termination by Supervisor

Campus Work Program (03)

A student who does not receive a Federal Work-Study award as part of their financial aid package, or is not eligible to receive Federal Work-Study may be employed under the Campus Work Program. The student is paid 100% by the employing department. The student is not required to be making academic progress or demonstrate need to qualify to work as a 03 worker. These funds are very limited, so be sure to apply early.

Federal Work-Study Community Service:

Federal Work-Study students are encouraged to pursue employment that is community service related. Community service positions contribute to the improvement in the quality of life for area residents by helping solve particular problems related to their needs. The Office of Career Connections wishes to encourage its students to seek that provide community services. All off-campus jobs, including community service jobs require a contract, which contains a description of the job and the conditions for employment (not all employers will qualify).

Eligibility for Federal Work-Study

Students must first file the Free Application for Federal Student Aid (FAFSA) with the U.S. Department of Education. To be considered for work-study, you must answer "Work-study (aid earned through work)" or "Both work-study and student loans" to question 31 indicating that you are interested in work-study. The FAFSA calculates the Expected Family Contribution (EFC) number. The Financial Aid Office is electronically sent the FAFSA information. The Financial Aid Office calculates a student's Cost of Attendance (COA), which includes tuition and fees, on-campus room and board (or a housing and food allowance for an off-campus student); and allowances for books, supplies, transportation, and other miscellaneous expenses. Next, the Financial Aid Office will use the following Federal formula to determine a student's financial need:

$$\begin{array}{l} \text{Cost of Attendance (COA)} \\ - \text{Expected Family Contribution (EFC)} \\ = \text{Financial Need} \end{array}$$

Next, based on this financial need assessment, a financial aid package is formulated for individual students. The result of this assessment appears as the awards on your Financial Aid Award Letter. If you are awarded a work-study amount, your budget will appear on your Award Letter. Not all eligible students will be awarded a work-study budget. Because funds are limited, not all eligible students will be awarded a work-study budget.

Students who have been awarded a work-study budget the previous year maybe offered work-study to accept or decline on their award letter on BANNER. Students who have accepted work-study on their award notice will be notified via their Warhawk account to print their Work Authorization Form from their BANNER account. They will be instructed to search the Office of Career Connections web site for job openings and to contact supervisors for an interview. Students not awarded a work-study will have an opportunity to attend a Job Expo at the start of school. The Expo will give these students a chance to meet campus departments in a central location and schedule job interviews or complete job applications.

Summer eligibility

Students who would like to work during the summer may do so if they meet the following criteria:

- ◆ You must have completed a 2010/2011 Free Application for Federal Student Aid (FAFSA).
- ◆ You must satisfy all of the eligibility requirements of the aid programs, including completing verification requirements.
- ◆ You must be admitted for the summer term. Students admitted for the Fall 2011 semester are not generally eligible for summer aid.
- ◆ You must be enrolled in at least 1 hour in the summer session that you would like to work.
- ◆ You must complete a Summer Data Form requesting that you would like to work during the summer (Summer Data Forms typically become available in April and are obtained online on the Office of Financial Services' homepage).

*Students may **not** work more than **20** hours a week while school is officially in session.

*Please note that due to the limited availability of funds, not all eligible applicants will receive an award.

Obtaining a Job On-Campus

A student seeking employment must have been awarded a Federal Work-Study budget for the academic year. Students who have never worked on-campus before must complete a new hire packet that can be obtained from the Controller's Office or from their supervisor. Students must also have their supervisor complete a Work-Study Authorization form. Details about when and where to pick up the authorization forms will be sent to the student's Warhawk account or on the Career Connections web site. Available positions will be posted on the Career Connections website under the Student Section.

A student who does not receive a Federal Work-Study budget, but would still like to work may still work under the Campus Work Program (03). There is no authorization form to sign, but you must still complete a new hire packet if it is your first time to work on campus. Campus offices must be contacted directly to inquire about open positions. The Controller's Office is responsible for the maintenance of the Campus Work Program.

Federal Work-Study and Campus Work earnings are considered taxable income, and you must declare these wages when you file with the IRS each year. The Controller's Office will send a W-2 form to you at the end of each year indicating your earnings, postmarked by January 31. The form will be sent to the permanent address listed on your BANNER account. If your address changes, you will need to contact the Student Payroll in the Controller's Office.

The Immigration Reform and Control Act of 1986 require ULM to verify the identity and employment eligibility for every employee hired after November 6, 1986 by completing an I-9 form. In addition, the law obliges ULM not to discriminate against individuals on the basis of national origin or citizenship, or to require more or different documents from a particular individual.

In order to complete the I-9 form, you must provide acceptable documentation.

Any hours worked before a new hire packet is completed will be considered volunteer time and will not be paid.

Student Wage Rates

Per Federal regulations, all students who are working under the Federal Work-Study Program must be paid at least the federal minimum wage rate. Effective July 24, 2009, the minimum wage for 04 work-study students will be \$7.25/hour. If you firmly believe that a student should be paid more than this rate, you (the supervisor) must complete a **Pay Rate Increase Justification Form**. All students who will be paid more than this minimum wage rate must have the Pay Rate Increase Justification Form attached to their Work-Study Authorization form.

Pay Rate Increases

There are various avenues available to increase a student's pay rate. All increases are subject to adequate funding being available. You (the supervisor) must complete a Pay Rate Increase Justification Form for **any** student that will be paid more than the minimum wage rate. Pay rate increases are neither retroactive nor automatic. A pay rate increase can be granted ONLY by the Student Employment Administrator. Do not promise any student a pay rate increase until you have the approval for the increase from the Student Employment Administrator. You (the supervisor) may request a pay rate under the following guidelines:

1. **Superior job performance:** You (the supervisor) should attach letters to the Pay Rate Increase Justification Form that cite the student's work habits, abilities, character, and other outstanding qualities which merit an increase in pay. You can also include any performance evaluations that were completed. Generally, a student should not be considered for this form of pay rate increase until the student has been working in a department for at least one semester.
2. **Longevity:** Pay rate increases may be requested for students who have worked for the same department at the same pay rate for two consecutive semesters (Note: Consecutive semesters include Fall and Spring. Wintersession, Intersession, and Summer sessions are not included. These are considered optional periods of enrollment).

3. Type of work being performed: If a student employee will be performing work that you (the supervisor) feel is of a nature that should be paid in excess of the federal minimum wage then an increase may be granted with sufficient documentation (detailed job description, pay rates of other non federal-work study persons doing the same job, etc...).

Note:

As a student's pay increases, the number of hours per week that the student can work goes down. Requests for an increase in the total semester budget will be handled on a case by case basis as long as funding is available. Contact the Student Employment Administrator to discuss this option.

To obtain a Pay Rate Increase Justification form go to: <http://www.ulm.edu/forms/>.

Determining How Many Hours to Work Per Week

How does a Federal Work-Study student (04) determine the number of hours they should work during a semester to earn their award?

$$\begin{aligned} &\text{Amount of Semester Work Award} \div \text{Pay Rate} \\ &\quad \div \text{Number of Weeks in Semester} \\ &= \text{Number of Hours to Work per Week} \end{aligned}$$

For example: A student's financial aid award letter indicated a \$1300.00 work award for the Fall semester and a \$1300.00 work award for the Spring semester. **All students will be paid at least \$7.25/hour.** There are 16 weeks in a semester. By applying the above formula, this student would be able to determine that they would need to work about 11.2 hours a week to earn their full work budget.

$$\begin{aligned} &\$1300.00 \text{ (Fall budget)} \div \$7.25 \text{ (pay/hour)} \div 16 \text{ weeks (weeks/semester)} \\ &= \text{approximately 11.2 hours a week} \end{aligned}$$

Please note: If you plan on working during the Intersession or during Wintersession you should adjust the number of weeks to work in the above formula accordingly.

How Many Hours Can A Student Work A Week?

When classes are in session, students (04 or 03) are not permitted to work more than 20 hours per week.

When classes are officially not in session, students are not permitted to work more than 40 hours per week. A student is required to take an unpaid break or lunch of at least one-half hour after five consecutive hours of work.



Work-Study Tracking Sheet

FALL/SPRING 2010-2011

The last day to use your Work-Study award for Fall is December 10, 2010

The last day to use your Work-Study award for Spring is May 13, 2011

Student: _____

CWID: _____

Office of Career Connections
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 Monroe, LA 71209
 University Library Room 302
 Phone: 318-342-3444, 5327
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 Web
 Site: www.ulm.edu/careerconnections

| | |
|---------------------------------|-----------|
| Fall Work-Study Award: | |
| | \$ |
| September 8 paycheck: | - |
| <i>Balance:</i> | = |
| October 8 paycheck: | - |
| <i>Balance:</i> | = |
| November 5 paycheck: | - |
| <i>Balance:</i> | = |
| December 7 paycheck: | - |
| <i>Balance:</i> | = |
| December 17 paycheck: | - |
| <i>Balance:</i> | = |
| Spring Work-Study Award: | |
| | \$ |
| January 7 paycheck: | - |
| <i>Balance:</i> | = |
| February 7 paycheck: | - |
| <i>Balance:</i> | = |
| March 9 paycheck: | - |
| <i>Balance:</i> | = |
| April 7 paycheck: | - |
| <i>Balance:</i> | = |
| May 6 paycheck: | - |
| <i>Balance:</i> | = |
| May 20 paycheck: | - |
| <i>Balance:</i> | = |

Student Work Study Timesheets

Completing your timesheet by appropriate deadlines is essential to getting your paycheck on time. Timesheets are used by both department supervisor and the Payroll Office to log and track the amount of hours you are working, to ensure you do not exceed your allocated budget each semester, and to ensure that you are not working while you are scheduled to be in class. Once you have completed your timesheet, your supervisor will sign it and forward it to the Payroll Office. Students are NOT allowed to bring timesheets to Payroll! Please keep track of your hours and monies earned.

STUDENT WORK STUDY PAYROLL SCHEDULE 2010-2011

| PAYROLL ID | PAYROLL NUMBER | PERIOD START | PERIOD END | TIMESHEET DUE | CHECK ISSUE |
|--------------------------------|----------------|--------------|------------|---------------|-------------|
| Summer II Budget Begins | | | | | |
| 5R | 01 | 07-01-10 | 07-23-10 | 07-26-10 | 07-30-10 |
| 5R | 02 | 07-24-10 | 08-06-10 | 08-09-10 | 08-13-10 |
| Fall Budget Begins | | | | | |
| 5R | 03 | 08-07-10 | 08-31-10 | 09-01-10 | 09-08-10 |
| 5R | 04 | 09-01-10 | 09-30-10 | 10-04-10 | 10-08-10 |
| 5R | 05 | 10-01-10 | 10-31-10 | 11-01-10 | 11-05-10 |
| 5R | 06 | 11-01-10 | 11-30-10 | 12-01-10 | 12-07-10 |
| 5R | 07 | 12-01-10 | 12-10-10 | 12-13-10 | 12-17-10 |
| Spring Budget Begins | | | | | |
| 5R | 08 | 12-11-11 | 12-31-11 | 01-03-11 | 01-07-11 |
| 5R | 09 | 01-01-11 | 01-31-11 | 02-01-11 | 02-07-11 |
| 5R | 10 | 02-01-11 | 02-28-11 | 03-01-11 | 03-09-11 |
| 5R | 11 | 03-01-11 | 03-31-11 | 04-01-11 | 04-07-11 |
| 5R | 12 | 04-01-11 | 04-30-11 | 05-02-11 | 05-06-11 |
| 5R | 13 | 05-01-11 | 05-13-11 | 05-16-11 | 05-20-11 |
| Summer I Budget Begins | | | | | |
| 5R | 14 | 05-14-11 | 05-31-11 | 06-01-11 | 06-07-11 |
| 5R | 15 | 06-01-11 | 06-30-11 | 07-01-11 | 07-08-11 |

*****NOTE*****

TIMESHEETS MUST BE COMPLETED AND SIGNED IN INK. EACH TIMESHEET MUST BE SIGNED BY THE STUDENT AND SUPERVISOR PRIOR TO TURNING IT IN TO PAYROLL!!! ONLY TIMESHEETS GENERATED BY THE PAYROLL OFFICE WILL BE ACCEPTED AND PAID. TIMESHEETS SUBMITTED LATE WILL BE HELD UNTIL THE NEXT SCHEDULED PAYROLL PERIOD.

Student Payroll Reminders

1. Students should only complete a new payroll packet if they have never worked on campus.
2. Employment Eligibility Verification (Form I-9)
 1. The student should complete Section 1 completely.
 2. The department supervisor needs to complete Section 2 completely. The document name, number, and expiration date, if applicable, should be written by the supervisor on the I-9 form under the List B and List C headings. A complete list of acceptable documents is on Page 3 of the I-9 form.
 3. Copies of documents used from List A, B or C must be attached.
 4. Both the student and the supervisor must sign the I-9 form.
3. Students must be enrolled at least half time (6 hours undergraduate and 5 hours for graduate students in the Fall and Spring semesters) to be eligible for work study.
4. Students that exceed \$7.25 per hour must have a justification form from their supervisor on file in the payroll department.
5. Students and supervisors must complete timesheet in INK ONLY, PENCIL IS NOT PERMITTED!!!! White outs should be initialed by the supervisor. Timesheets will be returned to your department if not completed properly!
6. Timesheets should be calculated and totaled by the supervisor.
7. The student and the supervisor are required to sign the timesheet in ink before submitting it to the payroll office. The supervisor must sign in absence of the student.
8. All 03 timesheets MUST include the BANNER Fund/ORG/PROG and the account name.
9. Students must provide either their CWID on the timesheet.
10. For 03 workers that make more than \$7.25, please indicate the correct pay rate on the timesheet.
11. The 03 workers are allowed to work in more than one department during the same semester, but can not work over 20 hours total per week.
12. The 04 workers are not allowed to work in more than one department during the same semester.
13. If the student is an international student, he or she is required to complete a non resident alien data form and attach a copy I-20, Passport, and Visa.
14. Good internal control practices dictate that the supervisors turn in the student timesheets. Once the student has signed their timesheet and turned it over to the supervisor for review and approval, they should no longer have any access to the timesheet. (i.e. the student bringing it to the Controller's Office/ Payroll for processing)
15. All students being paid from a grant must be paid on a payroll voucher. The voucher must be signed by the employee, requesting agent, and approving agent before being submitted to Grants and Contracts for approval.

Receiving a Paycheck

The process, which takes place for a student employee to receive their first paycheck, is as follows:

- A student who has never worked on campus must complete a new hire packet and submit these forms to the Payroll Office. The new hire packet can be found at: (<http://www.ulm.edu/controller/forms/studentforms.htm#0304ws>).
- The Student Employment Administrator will generate a Work Authorization Form for 04 student workers that must be signed and return to the Office of Career Connections once the student is hired.
- The Student or hiring Department must send the signed Work Authorization form back to the Office of Career Connections.
- A 03 and 04 Worker Request forms must be completed by the hiring department for 03 and 04 workers and then must be sent to the Payroll Office.
- Students are paid once a month consistent with the aforementioned Student Pay Schedule.

Students who need to use their work-study check to pay their tuition bill must endorse the back of their paycheck and give the check to LaCapital Federal Bank located next to the SACS Office. Only then will their paycheck be applied to the University bill.

A student may choose to have their paycheck deposited directly into their personal bank account, either savings or checking. A direct deposit authorization form is available online at: <http://www.ulm.edu/forms/>, or at LaCapitol Federal Credit Union located next to the SACS Office on campus. A student must complete the form and submit it to Student Payroll Office along with a voided check (if checking account), or the bank savings account number and routing number (if a savings account). If direct deposit funds are needed to lower your tuition balance, it is your responsibility to make payments to the University.

Reasons You May Not Receive a Paycheck on Time

Every effort is made to ensure prompt payment of earnings. However, there are a number of reasons that could cause a paycheck to be delayed or not issued. Some examples are as follows:

- Work-Study Authorization Form not signed by all authorities **before** employee begins working.
- Completed new hire paper work not received by the Payroll Office **before** processing deadline. New hire paperwork must be submitted by the 20th of the month that the student needs to be paid for.
- Timesheet was submitted after the deadline.
- Timesheet is missing information, necessary signatures, or filled out in pencil instead of ink.
- The number of hours in a given week exceeds the maximum allowed

Students should check with their supervisor if they were not paid in a given pay period.

Student's Rights and Responsibilities

It is the student's responsibility to:

- Choose departments that you are interested in working with, and research the available job openings on the Financial Aid Website under the "Federal Work-Study Positions" link.
- Contact potential supervisors and secure employment.
- Not begin working until your supervisor has completed the Work-Study Authorization Form for 04 workers or the 03 Worker Request form for 03 workers.
- Be sure all hours worked are logged on a timesheet for your supervisor's approval and signature.
- Monitor your work award to be sure you do not work over your allotted hours. Remember, you may not work over 20 hours/week while school is in session, and 40 hours/week when classes are officially not in session.
- Take part in training deemed necessary by the department supervisor.
- Report to your department in a timely manner each workday. Always provide as much notice as possible if you are ill and not able to work. Speak directly to your supervisor. Do not let friends call in for you.
- Speak to your supervisor about appropriate dress for the office environment. Remember that when you are at work you represent not only your department, but also the University.
- When you leave a position always give 2 weeks notice and write a letter of resignation. Submit a copy of the resignation letter to the Office of Career Connections because a new Work-Study Authorization form must be generated so the new hiring department may complete it.
- If you are unsuccessful in resolving any employment issues with your supervisor, contact the Student Employment Administrator for assistance.
- Please do not study on the job. **You are paid to work, not study!**
- You cannot work on campus if you have resigned from the University, stopped going to classes or if you reduce your course load below half time (six hours).
- **Please be sure you understand the supervisor's expectations prior to accepting the position. Be sure to communicate with your supervisor if you are experiencing difficulties in your work environment.**

Student's Rights

- Expect The University of Louisiana at Monroe to provide equal opportunity in employment without regard to sex, race, creed, national origin or disability.
- Work free of the threat or actual incidence of either racism or sexual harassment.
- Work in an atmosphere consistent with the values of The University of Louisiana at Monroe.
- Be provided with adequate instruction and necessary working conditions for the performance of your job duties.

Supervisor's Responsibilities

It is the supervisor's responsibility to:

- Notify the Office of Student Employment when jobs need to be posted.
- Inform the Office of Student Employment when all jobs are filled, or changes need to be made to the job descriptions, in order to maintain accurate information on the website.
- Interview and hire student employees. Discuss expectations, and appropriate dress for the department with the student.
- Sign the Work-Study Authorization Form and return it to the Office of Career Connections for 04 workers or complete the 03 Worker Request form for 03 workers and return it to Payroll **prior** to allowing students to work.
- Collect timesheets and approve hours reported. You are responsible for the accuracy of your student's timesheets. Timesheets must be turned in to the Payroll Office by the scheduled date or students may not be paid timely. **It will be the responsibility of the individual department to pay the student if timesheets are submitted late.**
- Monitor the amount of money that each student has earned to ensure that they do not exceed their work-study budget. **If a supervisor allows a student to work more hours than their budget allows, the department will be responsible for paying the student from their departmental account.**
- Notify the Student Employment Administrator if there is a problem with a student that cannot be resolved.
- Provide the appropriate training for each student employee.
- New hire packets must be in the Payroll Office no later than the 20th of the month in order for a student to be paid for that month.
- Students are not allowed to work during scheduled class times.
- Notify Payroll and the Student Employment Administrator when a student resigns from their job, resigns from the University, reduces their course load below half time (six hours), or stops attending their classes. Students are not allowed to work on campus if any of these situations have occurred.
- Submit a Job Separation/Termination Form to the Student Employment Administrator any time a student will no longer be working for that department during a semester.

- Complete a 04 or 03 Student Timesheet Request Form for each student worker each semester.

Student Employment Administrator's Responsibilities

It is the responsibility of the Student Employment Administrator:

- Maintain contact throughout the year with students in the Federal Work-Study Program to ensure that they understand their responsibilities.
- Maintain contact throughout the year with department supervisors in order to be sure they understand their responsibilities.
- Assist students in the process of gaining employment as a Federal Work-Study student.
- Produce and collect Federal Work-Study Authorization forms from departments and place them in the students Financial Aid file.
- Not only determine the amount of the Federal Work-Study budget for each student, but to act as the coordinating agent between the student, supervisors, and the administrative offices of the University of Louisiana at Monroe.
- Maintain job postings on the Financial Aid Website under the link labeled: "Federal Work Study Positions" and on the job board located outside the Financial Aid Office located in the Administration Building.
- Assist supervisors and students when employment problems arise.
- Set yearly budget award amounts based on yearly Federal Work-Study allocation and Federal minimum wage pay rates.
- Assist supervisors with the completion of the Federal Work-Study Job Posting and Description Form to be placed in the student's file when hired.
- Process Pay Rate Justification Forms to be placed in the student's file when completed.

Job Separation/Termination

Voluntary Separation

The Student Employment Administrator and all supervisors encourage students to remain in their positions the entire academic year, and when this is not possible, it is preferred that students change jobs between semesters. We realize, however, that school work is the student's primary responsibility. Should a conflict arise between classes and work schedule, or the job does not allow sufficient time for studies, the student can terminate his or her position, or transfer to a different department. Students dissatisfied with their positions should attempt to work out the difficulties with their employer before transferring. The Student Employment Administrator can provide counseling for anyone experiencing difficulties. In the event you decide to transfer you must give two weeks advanced notice to your present employer. However, it is acceptable for an employer and employee to agree upon a shorter period of notice. Examples of reasons for voluntary separation are, but are not limited to:

- The current position is being eliminated
- The student has never shown up for work
- Job dissatisfaction
- Found a new job on campus

In most cases, voluntary separation is mutually agreed upon by both the supervisor and student employee, and the student is eligible for rehire in the same semester in which the voluntary separation occurs. Sometimes a student is a good worker but they aren't the right fit in a certain department or work environment.

Procedure for Voluntary Separation:

1. Supervisor and student complete a Job Separation/Termination Form (obtained from the Office of Career Connections or <http://www.ulm.edu/forms/>), and return the completed form to the Office of Career Connections.

2. The student will need to obtain a new Work-Study Authorization Form (obtained from the Office of Career Connections) before beginning a new position.

Termination

Although terminations are infrequent, it is vitally important that all parties follow the University's policies when a termination occurs. There are various reasons that a student may be terminated from their position. The following are examples of reasons for termination, but are not limited to:

- Poor Performance
- Behavioral Misconduct
- Poor Attendance
- Falsification of time worked reported on timesheet
- Violation of University Policies
- Misuse of confidential or privileged information
- Misappropriation or theft of university property

If an employer is not satisfied with a student's performance, the following steps should be taken:

1. **Verbal Warning:** Discuss the problem with the student (make note of the day that the verbal warning was issued)

2. **Written Statement:** If the problem continues, a written statement describing the problem, and consequences if the behavior is not corrected should be signed by both the student and supervisor. (You may wish to give the student a particular time frame in which to correct the problem.) This statement should be kept by the supervisor in the student's personnel file.

3. **Termination:** If there is no correction of the behavior, the student's employment can be terminated. The employer should notify the student and should complete a Job Separation/Termination Form (obtained from the Student Employment Administrator or <http://www.ulm.edu/forms/>.) A copy of this form along with attached documentation must be sent to the Student Employment Administrator to be placed in the student's file.

Poor Performance or Attendance:

Students who are dismissed from their Federal Work-Study Position for poor performance or attendance will be eligible for rehire at another work-study position at the end of the semester in which the termination occurred.

Malfeasance:

The Student Employment Administrator will refer departmental allegations of malfeasance on the part of a Federal Work-Study student to the appropriate university office of investigation. Allegations for falsification of time records will be referred to the Internal Auditor's Office; allegations of a criminal nature will be referred to the ULM Police Department; and allegations of infractions of the University of Louisiana at Monroe's Student Policy Manual will be referred to the Office of Judicial Affairs. These offices will pursue investigation and disciplinary action with the department and the student. Students under investigation for misconduct will be ineligible to work while such an investigation is pending.

Students who are dismissed from their Federal Work-Study employment for malfeasance (falsification of time records; misuse of confidential or privileged information; misuse, misappropriation, or theft of university property; acts of racial discrimination or sexual harassment; or other serious infractions of The University of Louisiana at Monroe's Student Policy Manual) and who have been found upon the completion of the investigation by the responsible body to be guilty of such malfeasance will have the rest of their Federal Work-Study eligibility cancelled for the rest of the academic year and they will not be eligible to receive Federal Work-Study awards at The University of Louisiana at Monroe in subsequent years of enrollment.

Work-study is a privilege, not a right.

Job Location and Development Program

The JLD Program locates and develops off-campus job opportunities for students who are currently enrolled at ULM regardless of financial need or academic progress. JLD jobs may be part time or full time, for either a for-profit or nonprofit employer. Students are paid 100% by the employer. To obtain a job in the Job Location and Development Program, follow these steps:

1. View the jobs posted online on the Office of Career Connections and Experiential website. Click on the “**Find a Job/Internship**” link listed under **Students**.
2. Register your Student Profile information.
3. Select the part-time jobs you are interested in applying.
4. Follow the instructions indicated on the job listing. You may need to apply in person or complete an electronic employment application with the job.
5. Contact the Employer(s) to set up an interview.
6. Notify the Student Employment Administrator when a job has been secured.

Off-Campus Job Posting Disclaimer

The University of Louisiana at Monroe and the Office of Student Employment provide these resources free of charge to employers and to student job seekers. All hiring and compensation for work performed by student employees is handled directly between the student and the employer. The Office of Student Employment does not perform background checks on students applying for jobs, nor on employers posting opportunities. Employers and students are encouraged to request reference information from each other as needed to establish qualifications, credentials and overall fit between the employer and the student applicant.

All job listings are posted at the discretion of the Office of Student Employment. We will not post jobs that appear to discriminate against applicants on the basis of race, color, religion, creed, age, national origin, disabled or Vietnam Era veteran status, sexual orientation, disability, or gender. The Office of Student Employment reserves the right to refuse to post jobs that do not support the interest of the University.

The University of Louisiana at Monroe makes no representation or guarantee about positions listed by the Office of Student Employment. The Office of Student Employment provides a referral service. We are not responsible for safety, wages, working conditions, or other aspects of off-campus employment. It is the responsibility of the student to perform due diligence in researching the integrity of the employers when applying for or accepting private off-campus employment. The student is advised to use caution and common sense when applying to any position with an organization or private party. It is suggested students do not go alone to a residential address to apply for a job and not

put themselves in a vulnerable situation. Even the best job opportunity is not worth jeopardizing personal safety.

STUDENT EMPLOYMENT FORMS

1. The following Student Employment Forms can be found at <http://www.ulm.edu/forms/>.

2010-2011 Federal Work-Study Pay Rate Increase Justification

2010-2011 Federal Work-Study Separation-Termination

2. To post job descriptions on the Career Connections Web site go to www.ulm.edu/careerconnections/. Find the heading "Faculty" and click on "Submit a Work-Study Job Posting".
3. To access the student payroll packet go to www.ulm.edu, Click on Faculty and Staff at the top, Click on Controller under Employee Resources, Click on Payroll/Student Payroll, and Click on 03/04 College Work Study Packet. Here you will also find the 03/04 request form that needs to be completed for each student each semester.

GOOD CUSTOMER SERVICE TIPS

APPEARANCE:

- Dress appropriately for your job. First impressions are very important!
- Greet each customer with a smile and a pleasant voice.
- Pronounce your words correctly and enunciate as you speak. Avoid slang and inappropriate jargon.
- Don't have food, gum in your mouth, books, or other items that will distract you from greeting the customer.
- Don't pull up Facebook or on-line quizzes during work hours. This too is a distraction.
- Your supervisor is watching you.

ANSWERING THE PHONE:

- Use courteous words when speaking to the caller. Examples: "Please" and "Thank you".
- Place the receiver down gently when you hang up or put the caller on hold.
- Refer unhappy customers to your immediate supervisor.
- Speak in a pleasant voice and smile when you answer the phone. People can "hear" your smile when answering the telephone.

PHONE MESSAGES:

- Give your organization's/department's name and your name when answering the phone.
- Pronounce your words correctly and enunciate as you speak. Avoid slang and inappropriate jargon.
- If a person is requested, ask the caller to hold. If the person is not available, have a pen and paper ready to take a message.
- Listen carefully when taking the message. The message should contain the caller's name, contact number and reason for calling.
- Write legibly the message. Sign your name and date the message in case your supervisor has questions.

ATTITUDE:

- Over 65-90% of every conversation is interpreted through body language.
 - We react more to what we think a person meant than to the words that are said.
- Show a positive attitude: bright, friendly and helpful.

- Arrive on time at work.
- Balance your work and class time.
- Remember you are representing the company or organization as an employee.