COLLEGE WORK-STUDY SUPERVISOR HANDBOOK

This student employer manual has been prepared for the benefit of supervisors that hire students under the College Work Study Program. This manual outlines the procedures to be followed and offers guidelines to be used for hiring, paying, and terminating student employees.

**College Work Study (CWS) at UT Health San Antonio**

The CWS program at UT Health San Antonio offers students the opportunity to earn funds through meaningful work experiences. Students may receive a CWS award as part of their financial aid package. CWS funds are awarded to students who meet the “financial need” criteria on a first-come, first-served basis using the date their FAFSA was submitted to the Department of Education. Students are awarded a specific dollar amount which is the maximum that may be earned in the academic year. If students are close to reaching this maximum amount, additional CWS hours may be requested by the student, and if they are eligible for more funds and the program has not been fully expended, VSFA will honor their request. Students should contact VSFA to be placed on the waitlist for these additional hours. Students should not work beyond their remaining hours until notification of increased hours is received.

A student with a work study award will begin by reviewing the [work study job database](#) under the financial aid page (NOTE: Database opens no later than July 1st). They will then apply directly to the CWS Supervisor listed on the job description. All positions are paid at the same rate, which is currently set at $15.00/hour. Students are paid on the 7th and 22nd of every month for hours worked during the previous pay period via direct deposit or paper check.

The initial award amounts are term-based and, while increases are available upon request and level of available funding, they are subject to maximum caps. Unearned award amounts from the fall cannot be carried over to the spring semester (no rollovers). Caps are set annually depending on funding levels and they are communicated via email.

NOTE: College Work Study employment must not displace employees or impair existing service contracts.
Job Openings

All jobs must have a job description on file with the Veteran Services and Financial Aid Office (VSFA). Departments are responsible for notifying VSFA when a job becomes available. A complete job description must be provided using the appropriate job template provided to you. VSFA will then post the job announcement on the online job database. If more than one student is needed for a position, only one job description is necessary. Please provide specific details regarding the job duties and skills/experience required for the job(s). Departments may use additional means of advertising approved positions (campus bulletin boards, in-class announcements, etc.) at their own discretion.

Eligible Students

Students awarded College Work-Study receive an Eligibility of Employment Notice (EEN) email sent to their LiveMail account which they should share with potential employers. Only students with an EEN should be considered for employment. Students must submit a Free Application for Federal Student Aid (FAFSA) annually to be considered for funding. Awards are distributed on a first-come first-served basis to eligible students. If a student is interested in participating but did not get awarded, he/she can contact VSFA to be placed on the waitlist. Students on the waitlist are not guaranteed funding.

Hiring Procedures

Departments interested in becoming part of the CWS Program, must contact VSFA to express their interest in participating. A job description in the proper template will be required as well as submission of a Statement of Understanding (SOU) using the supervisor’s UTHSCSA email account (unless off-campus employer). Upon review and approval, VSFA will post the position to the job database. Once the Supervisor decides to hire an eligible CWS student, the supervisor will need to submit an Intent to Hire form to VSFA (separate instructions are provided for this step in the SOU process). The student will be notified, by VSFA, to complete the hire paperwork such as the W4 or I9 forms for example. Once the student is cleared to begin employment, the student and supervisor will be notified by email of the student’s start date. Hours worked prior to receiving clearance cannot be paid under the CWS Program.

Time Spreadsheets

Supervisors are required to report and certify time worked for their CWS employees every pay cycle the student works. You may not HOLD hours from one pay-period to the next. Federal regulations state that supervisors must sign students’ timecards verifying they have worked and earned the amount being paid and that the work was performed in a satisfactory manner. Your submission of the time spreadsheet (hereafter referred to as the Time Sheet) via the VSFA SharePoint site constitutes your electronic signature to meet this requirement.
The Time Sheet must be submitted at the end of each pay period by 10:00 am on the payroll deadline to the VSFA SharePoint site. Time Sheets for the current pay period, submitted by the deadline, are guaranteed to be processed for payroll. Several days after the prior payroll processing cycle, updated Time Sheets are provided with hours remaining adjusted to reflect the students' new balance. Each student will receive an email communication the day after payroll with this remaining hour balance for their reference.

Compensated Travel Time to Off-Campus Community Service Jobs

Eligible positions can offer students compensation to travel to and from their work location. The allowed pay is determined by VSFA upon review of average travel time from the main campus to the job. Supervisors eligible to compensate students for travel time will be notified by VSFA and will be provided with a Travel Report. The Travel Report is provided in the same format as the Time Sheet and must be submitted using the same method as the Time Sheet.

Current Jobs Eligible for Travel Pay:

- Witte Museum H-E-B Body Adventure Assistant – up to one hour compensation for travel per day
- Research Assistant at the Dialysis West/Texas Diabetes Institute - up to one hour compensation for travel per day
- South Texas Poison Center Education Outreach Assistant – only when traveling to outreach events and up to one hour compensation for travel per day unless previously authorized by VSFA

General Student Employment Regulations

Federal regulations state students can work a maximum of 20 hours per week and they may not work more than 8 hours per day. To ensure hours per week do not exceed federal regulated amounts, students are not allowed to hold concurrent positions but may have multiple jobs throughout the year. Students may work during evenings and weekends if the department has regular evening and/or weekend hours and students have adequate supervision.

It is crucial to understand that students are not allowed to work during scheduled class time unless the class is cancelled.

As a supervisor at UT Health San Antonio you have the right to:

- Expect quality work from your student worker.
- Inform your student employee of any unsatisfactory work performance.
- Terminate your student worker with proper documentation.
- Be informed by VSFA of the requirements of the College Work-Study program.
- Expect your student worker to follow the work schedule you have agreed upon.
- Require confidentiality from your student worker.
- Expect your student worker to follow requirements of your office or department.
As a supervisor at UT Health San Antonio you have the responsibility to:

- Explain the duties and responsibilities of the job to the student and provide a job description.
- Continually evaluate and monitor the student’s work performance.
- Provide the student with the tools necessary for performing the work assigned (training, materials, etc.).
- Submit the Time Sheet for the student to be paid correctly and on time.
- Monitor the student's hours to ensure that he/she does not exceed their remaining hours.
- Verify the accuracy of your student's time sheet before submitting it.

Tips for Supervising Student Employees

- Establish clear goals: provide training and specify performance expectations and ground rules.
- Remember that student employees are students first. If there is a conflict between a student’s academics and job, academics must come first. However, the student can and should learn how to manage time so that the impact on the position is minimal. Make it clear what is expected regarding the commitment and how to notify you if he/she must be absent.
- Show appreciation for exceptional work. Positive feedback, especially when given in front of one’s peers, costs nothing and provides a quick, effective award.
- Be an accessible supervisor. Tell students they are free to ask you questions and discuss concerns. Periodically ask them if they have any questions.
- Encourage risk-taking and decision-making. Letting students know that you trust as well as believe in them helps to foster a sense of cohesiveness and provides great practical experience. Please remember that this is a learning experience for the students you hire.
- Communicate openly and honestly. A student should always know how he/she is doing.

Guidelines for Resolving Problems + Termination

A student employee is technically considered a "temporary part-time" employee and is thus not entitled to the same benefits as a full-time staff person. However, student employees should be treated fairly and courteously. If a student is unreliable or does not handle the assigned duties responsibly, it may be necessary to terminate the student for unsatisfactory performance. In most cases, the following progressive discipline guidelines are suggested in handling an unsatisfactory performance.

If student employees do not perform in a satisfactory manner, it is recommended that the following procedures be followed:

- A conference between students and supervisors should be conducted to inform the students about the problem, to provide suggestions for improvement, and to agree upon a timeline for improvement.
- Verbal Warning: Speak with the student and express specific reasons (with examples) for dissatisfaction. Suggest solutions. Establish a time frame for improved performance. If by the agreed upon date there is little or no improvement, supervisors may terminate students’ employment.
- Written Warning: If the poor performance continues past the time established in the verbal warning, repeat the verbal warning and follow it with a written statement documenting the situation and a new time frame. Students need to understand what is expected of them and the consequences of
continued poor performance. If students' employment is terminated, supervisors must notify VSFA about the situation.

- **Termination:** If the student's performance still does not improve within the specified time frame, the supervisor should consider terminating the student's employment. Notice of dismissal should be in writing, addressed to the student, and may be accompanied by a verbal discussion. Immediate termination of a student employee is appropriate for gross misconduct, including actions threatening the safety of others, malicious use or theft of College property, actions that are inconsistent with directions received and falsification and/or forgery on time sheets and on other college documents.

- In some cases, departments may terminate students' employment without following the suggested procedures above, depending upon the seriousness of the infraction.

**FERPA**

FERPA Policy REQUIREMENTS OF CONFIDENTIALITY PURSUANT TO THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT 20 U.S.C. § 1232g (“FERPA”) Protecting the privacy of UT Health San Antonio students is a matter that the institution takes very seriously. UT Health San Antonio college work-study employees may, at times, come in contact with personally identifiable information regarding Ursuline’s students. This information may include, but is not limited to, grades, financial information, prior educational history, transcripts, and medical information. Under FERPA, this information must be kept confidential. While such information can be disclosed to school employees who have a legitimate educational interest, as determined by UT Health San Antonio, it cannot be disclosed to individuals who are not employed by UT Health San Antonio. If it is determined that an employee has made an inappropriate disclosure of personally identifiable information regarding a UT Health San Antonio student, such disclosure may be grounds for disciplinary action, including the employee’s immediate dismissal. Any questions regarding this policy or the application of FERPA should be referred to the Office of the University Registrar.