



SUPERVISOR'S HANDBOOK

FOR

**FEDERAL WORK-STUDY
and
PAYROLL STUDENT
EMPLOYMENT**

2011-2012

*THANK YOU IN ADVANCE FOR YOUR COOPERATION AND
COMMITMENT TO A QUALITY EMPLOYMENT EXPERIENCE
FOR THE STUDENTS OF SAINT JOSEPH'S COLLEGE*

TABLE OF CONTENTS

<u>Topic</u>	<u>Page(s)</u>
Position Management – Authorization, Advertising, Recruitment & Hiring	1 & Appendix A
CyberRecruiter in a Nutshell	4
Interviews	6 & Appendix B
Work Authorization	7
Confirmation/Hiring Letter	7 & Appendix C
Supervisor Responsibilities	7-8
Training	8 & Appendices D & E
Time Sheets	8 & Appendix F
Work-Study 2011-2012 Pay Schedule	9
Budget	10
Termination of Employment	11 & Appendix G
Automatic Dismissals	12
Student Performance Evaluations	12 & Appendix H

Appendices

- A. Sample Job Description Form
- B. Interview Summary
- C. Sample Confirmation/Hiring Letter
- D. Checklist for Orientation/Training
- E. Confidentiality Statement
- F. FWS Timesheet
- G. Warning Notice
- H. Student Employment Performance Review

POSITION MANAGEMENT

AUTHORIZATION

Any department that employs students should review job descriptions each year for accuracy. The positions will be considered authorized and ready for hire when the completed job description has been reviewed and approved by the Human Resources Office. The base pay for the 2011-2012 academic year will be **\$7.50** per hour. A Job Description template is included in Appendix A.

ADVERTISING

You will be contacted by the Human Resources Office to update the availability of open positions. If you expect a student employee to return to a specific job please notify Human Resources so the position is not posted as an available job.

Based on agreement of rehires and opening, positions are posted via our online recruitment application (CyberRecruiter). The listing of available positions can be found on our local website page at <http://sigma.sjcme.edu/careers3/>.

You may contact Human Resources at any time if your department develops additional work-study needs, or if a student employee leaves a job in your department for any reason. Because students are not assigned specific positions, we cannot guarantee that your openings will be filled. However, if you let us know what your needs are, we will do our best to refer potential student employees to you.

RECRUITMENT & HIRING RESPONSIBILITIES

1. Confirm with Human Resources your department's allocation of Federal Work-Study funds for the Academic Year.
2. Formally plan positions and review the job descriptions with Human Resources.
3. Review applications via CyberRecruiter. For Work-study positions it is important to confirm with Human Resources that the student has a Work-study allotment (even before interviewing).
4. Interview candidates and complete all interview notes via CyberRecruiter.
5. Notify Human Resources of those students you wish to hire. Eligibility to start will be based on completed employee paperwork.
6. Do not schedule student employees to work until you receive confirmation from Human Resources.
7. Provide an orientation program for your student worker. Send the completed orientation checklist to Human Resources for inclusion in the student's employment file.

CYBERRECRUITER IN A NUTSHELL – STUDENT HIRING

By following the recruitment process through CyberRecruiter, supervisors have access to a consistent process and record of hiring that effectively follows Equal Employment Opportunity guidelines. This ensures that all candidates are treated equally.

Logging in:

- Begin by logging into CyberRecruiter
 - Open a web browser to the **mySJC** page
 - Quick Links – HR – Forms – Recruitment Section
 - **CyberRecruiter Link**
 - You can also add a link on your desktop to the following:
[HTTP://sigma.sjcme.edu/cyberrecruiter/Default.aspx](http://sigma.sjcme.edu/cyberrecruiter/Default.aspx)
- Enter the User ID and Password provided (initial password is 12345)
- The CyberRecruiter **Home Page** is displayed.

Reviewing Applicants:

- Click the **Req List** link in the upper right corner
- Your Open requisitions/positions are listed (showing the Req #, Position Title, Assigned Applicants, etc.)
- Click the **Number** link in the **Assigned Applicants** column.
- A list of the applicants for this position is displayed.
- To view their formatted resume, click the **F** beside their name.
- To view an unformatted resume, click the **U** beside their name
- Close any extra windows opened by this process.
- Click the **Applicant Name** link to enter the Applicant's file.
- The Application screen will display.
- Click **Print Application** in the left navigation bar.
 - This opens a new window with an Adobe PDF version of the applicant's file. It is an easy way to see everything in the application without having to browse to different screens.
 - Once you have reviewed the applicant's file, you can close this extra window.
 - You are now viewing the Application screen again
- Click the **Back** button on your browser (you are returned to the list of applicants).
- Click the **Status** listed.
- The **Change Applicant Status** screen is displayed.
- Click the **Down Arrow** in the New Status field and select the appropriate new status for this applicant (the former ranking options are available for selection here).
- Click **Save Changes** (no need to check any of the remaining boxes).
- You are returned to the list of applicants with the new status displaying for the applicant.
- Continue reviewing applicants and changing statuses as you progress through the application review process.
- When you determine who you will be inviting to an interview.

- The last status to set should be **Schedule Campus Interview** – when you set this status, click the **Check Box** to **Email the Recruiter** as well before saving changes.
- **FEDERAL WORK-STUDY POSITIONS – please review with Human Resources the names of the students you wish to interview before you schedule the interview to verify that they have Federal Work-Study Funds allotted for the Academic Year.**

Interviews:

- *You will schedule your own interviews with applicants.* We ask that once each interview is completed, you fill out the interview evaluation form within CyberRecruiter.
- An Interview entry for each applicant will be processed within CyberRecruiter and you will receive an email notifying you.
- You may delete this email as it is simply to notify you.
- Log into CyberRecruiter
- Your CyberRecruiter Home Page should show an entry for **Interviews Requiring Your Attention** listing the applicants assigned interviews. (*Note: if this entry is not listed on your home page, please contact Human Resources*).
- Click each Applicant Interview link and accept the interview request (regardless of what time it is scheduled).
- This process then generates 2 more entries on your home page. One listing **Upcoming Interviews** and another for **Incomplete Interview Evaluation Forms**.
- The **Upcoming Interviews** will automatically disappear after the CyberRecruiter scheduled time of each interview.
- The **Incomplete Interview Evaluation Forms** provide you with a standardized evaluation form for each interview you complete.
- After you complete an interview with an applicant, log into CyberRecruiter and click the link on the home page that corresponds to that applicant's **Incomplete Evaluation Form**.
- Enter evaluation comments for each of the 3 questions provided (**PLEASE NOTE: All comments must be legally defensible**).
- Click **Save Changes**.
- This completes the evaluation process for the applicant and saves all relevant information into their application file.

Reference Checking:

- Log into CyberRecruiter
- Click the **Req List** link in the upper right corner
- Your Open requisitions/positions are listed (showing the Req #, Position Title, Assigned Applicants, etc.)
- Click the **Number** link in the **Assigned Applicants** column.
- A list of the applicants for this position is displayed.
- Click the **Applicant Name** link to enter the Applicant's file.
- The Application screen will display.
- Click **References** in the left navigation bar.
- Click the **Ⓔ** beside the reference to bring up the detailed information.

- Using the questions provided, contact the reference and review the applicant with them.
- Fill in the fields related to **Verified, Date Contacted, Verified By** and **Note** (if relevant).
- Questions are provided for reviewing the applicant with the reference.
- Enter comments as appropriate for how the reference answers each question.
- When comment entries are complete, click **Save Changes**.
- You are returned to the **References** list where you can repeat the process for each listed reference.
- When you have completed checking references, click the **Back** button on your browser to return to the list of applicants.

Hiring:

- **For the 2011-2012 Academic Year, you as the hiring manager may contact the students you wish to hire. You must also notify Human Resources via CyberRecruiter so we can process their hiring paperwork appropriately. Students may not start working until you have received confirmation from Human Resources!**
- Log into CyberRecruiter
- Click the **Req List** link in the upper right corner
- Your Open requisitions/positions are listed (showing the Req #, Position Title, Assigned Applicants, etc.)
- Click the **Number** link in the **Assigned Applicants** column.
- A list of the applicants for this position is displayed.
- Click the **Status** listed beside the person you wish to hire.
- The **Change Applicant Status** screen is displayed.
- Click the **Down Arrow** in the New Status field and select **Recommend for Hire** from the list.
- Click the **Check Box to Email the Recruiter**.
- In the **NOTE** field, enter the start date for the student employee.
- Click **Save Changes** (no need to check any of the remaining boxes).
- This notifies Human Resources of your selection so an offer can be presented to the candidate.

INTERVIEWS

Please review with Human Resources any candidates you wish to interview. We can verify that they have been allotted Federal Work-Study money for the academic year before you contact them for an interview.

The interview is the best time to begin successful employment. Please make sure that the candidate fully understands the requirements of the position as well as your expectations. Reviewing the job description is the best way to accomplish this goal.

Please keep a record of all interviews and reason for hiring or not hiring the individual (Appendix B). This hiring information should be entered into CyberRecruiter once you determine the student(s) you wish to hire.

WORK AUTHORIZATION

Please notify Human Resources of the students you wish to hire. Human Resources will provide verification that the selected student(s) have completed all necessary hiring paperwork and are eligible to work.

HIRING LETTER

You will receive a copy of the hiring letter from Human Resources via email which will list the student employee's position, hourly rate of pay, total allocation and a conversion of the allocated dollar amount to hours (Appendix C). **Please do not schedule student employees to work prior to their confirmed hire date.** To do so places the institution at risk of violating state and federal mandates, some of which carry substantial fines.

SUPERVISION RESPONSIBILITIES

1. Review and sign timesheets *biweekly*. Timesheets must be submitted to the Payroll Coordinator prior to noon on Friday according to the Work-Study 2011-2012 Pay Schedule included in this handbook. Holiday weeks will require an earlier submission of the timesheet. If a student has weekend hours to report, the supervisor must submit the timesheet early Monday morning and only with the **prior approval** of the Payroll Coordinator.
2. Monitor biweekly earnings report to ensure that (1) the student does not exceed his/her Federal Work-Study allocation and (2) your department allocation is not exceeded.
3. Support and monitor the student's performance on an ongoing basis. Immediate feedback is the most easily accepted and also the most influential. If the situation progresses to the point that you are considering terminating the student, please review the situation with the Human Resources Department.
4. Complete performance appraisals on all student workers on the forms provided and within the time guidelines provided (Spring semester).
5. **Supervisors Connecting With Students** –
 - a. Be aware of your role in each student employee's College experience. You can be a valuable resource and the key to the student feeling like a part of the SJC community. Make sure to provide them with sufficient information to be successful in not only the job they do for you, but in the rest of their college activities as well. Be open to their questions and uncertainty if they are new and guide them to the best resolution of problems or questions.

- b. Do you know where each of your student employees is from? Take time to ask and get to know them. Making connections can be an important part of their College experience and your interest can make a difference.
- c. Be a Supportive Coach - Tune in to your employees' needs. Delegate projects based on their strengths and weaknesses.
- d. Correct Poor Performance - Learn the psychology of motivating people. Correct negative behavior gently for long-term change.
- e. Bring Out the Best in Your Employees - Help them grow so they'll contribute more and feel better about themselves. You'll all enjoy your workplace more — and find greater satisfaction in working together.

TRAINING

Training or orientation of new student employees is an important task for you as a supervisor. Making the student worker feel a part of the team is important. Introducing them to all coworkers as well as other key people with whom they will be interacting on a consistent basis will help them with the adjustment.

An orientation checklist (Appendix D) will be forwarded to you with the hiring letter for all new employees. These should be completed and returned to Human Resources within the first week of employment.

TIMESHEETS

Student timesheets are used to record the time each student employee works (Example of FWS timesheet in Appendix F). They are available online and in the Payroll Office. Each student should complete a timesheet for each two week pay period in which he/she works. The time the work began and ended should be logged onto the timesheet each work day.

Timesheets should be signed and dated by the student employee at the end of the pay period. The supervisor then needs to initial each entry to verify its accuracy and sign and date the timesheet for each student prior to submission. Timesheets must be submitted to the Payroll Coordinator prior to noon on Friday according to the schedule provided. **If it is not turned in on time, the student will not be paid until the next payroll.** Holiday weeks will require an earlier submission of the timesheet. If a student has weekend hours to report, the supervisor must submit the timesheet early on Monday morning and only with the **prior approval** of the Payroll Coordinator.

When paper timesheets are submitted for processing, they must be mailed or brought to the Payroll Office in sealed envelopes. **Student employees are not to have access to the timesheets once they have been signed.**

A student employee being replaced by another for a specific period of time cannot have his/her timesheet completed by the replacement. If such replacement is necessary, the supervisor should contact Human Resources immediately to determine the proper procedures for recording the work.

WORK-STUDY PAYROLL SCHEDULE 2011-2012

Pay Period Ends	Time Sheet Due Date	Pay Date
8/7/2011	8/5/2011	8/12/2011
8/21/2011	8/19/2011	8/26/2011
9/4/2011	9/2/2011	9/9/2011
9/18/2011	9/16/2011	9/23/2011
10/2/2011	9/30/2011	10/7/2011
10/16/2011	10/14/2011	10/21/2011
10/30/2011	10/27/2011	11/4/2011
11/13/2011	11/10/2011	11/18/2011
11/27/2011	**11/22/2011**	12/2/2011
12/11/2011	12/9/2011	12/16/2011
12/25/2011	**12/22/2011**	12/30/2011
1/8/2012	1/6/2012	1/13/2012
1/22/2012	1/20/2012	1/27/2012
2/5/2012	2/3/2012	2/10/2012
2/19/2012	2/17/2012	2/24/2012
3/4/2012	3/2/2012	3/9/2012
3/18/2012	3/16/2012	3/23/2012
4/1/2012	3/30/2012	4/6/2012
4/15/2012	4/13/2012	4/20/2012
4/29/2012	4/27/2012	5/4/2012
5/13/2012	5/11/2012	5/18/2012
5/27/2012	5/25/2012	6/1/2012
6/10/2012	6/8/2012	6/15/2012
6/24/2012	6/15/2012	6/29/2012

**Indicates early submission of timesheets

BUDGET

Departments which hire federal work-study employees are allocated funds to be used to employ work-study eligible students. Notification of the department funding level is made by Human Resources during the summer months. Each student determined to be eligible to participate in the Federal Work-Study Program also receives notification from the Financial Aid Office of the maximum amount they may earn. **Departments may not exceed their department allocation nor may students exceed their maximum eligibility.**

Supervisors and student employees are required to work together to determine a work schedule which fits the employment needs of the department and which allows earnings to stay within the parameters of the department and student employee funding allocations. Supervisors should be mindful that all allocations are for the entire academic year and that, due to limited resources, it is likely that neither the department nor the student employee will receive an increase in the allocation.

Federal work-study may only be used for payment of hours actually worked. There are no benefits for work-study employees. Therefore they are not eligible for time off with pay, i.e., holidays, vacations.

As supervisor, you are responsible for ensuring that you plan work schedules to remain within budget. A biweekly earnings report will be forwarded to you. This report is offered as an aid for you to monitor the earnings of your work-study student employees against their allocations, as well as the total student earnings against your departmental allocation.

Understanding the A01 - Work Study Summary Report

Below is an explanation of the columns on the report with tips on how to read and understand them.

HOME DEPT = cost center for the department

FILE NO. = record number assigned to the student in the payroll system

EMPLOYEE NAME = student's name

HOME RATE = hourly rate

TOTAL HOURS = total hours worked for ***this pay-period***

SPECIAL ACCU 06 = gross pay for ***this pay-period***

YTD HOURS = Year-To-Date (YTD) hours for this student

YTD GRS = Year-To-Date (YTD) gross for this student

ALLOTMENT AMOUNT = student's Work-Study Allotment for this academic year

VARIANCE AMOUNT = Student Allotment Amount less Student YTD Gross

DEPT. AMOUNT = department's Work-Study Allotment for this academic year

DEPT VARIANCE = Dept Allotment Amount less Student YTD Gross

EE CNT = Employee Count

While the report does some calculations for you, it can be misleading in regards to others, so it is important to understand exactly what to review each pay-period. Many departments hire more employees than their department allotment can support, so keeping track of both student usage as well as department usage is critical.

STUDENT ALLOTMENT TRACKING – YTD GRS, ALLOTMENT AMOUNT and VARIANCE AMOUNT are good values to review for each student to determine how much the student has earned against their academic year allotment.

DEPARTMENT ALLOTMENT TRACKING – The best way to keep track of your department allotment is to do a manual subtraction (the report does not provide this information). Manually subtract the total under the YTD GRS column from a singular entry of the DEPT. AMOUNT to determine how much of your allotment you have left to spend.

EMPLOYMENT BEYOND WORK-STUDY ALLOCATION

If your departmental budget contains an allotment for student payroll, transfer of work-study student employees to departmental student payroll can be coordinated through the Human Resources Office. This requires transferring the student to an entirely different payroll system and appropriate lead time is necessary. Non-compliance will lead to delay in payment to the student.

TERMINATION OF EMPLOYMENT

A supervisor may terminate a student employee's job for unsatisfactory performance. Termination of student employment must be reviewed with the Human Resources Department.

As with any employment situation, every effort should be undertaken to allow the student employee to succeed. Termination of employment should be the last option. In coordination with the Human Resources Department, the following procedures should be followed:

1. The student employee is given a verbal warning by his/her supervisor. The supervisor should discuss the problem with the student employee and suggest ways of improving job performance within a specific time period. *This warning should be documented.*
2. Should performance not improve, a written warning indicating the present problem and reiterating the verbal warning should be given. A copy of the written warning should be given to the Human Resources Department. (Appendix G).
3. If a problem continues after the written warning, the supervisor recommends termination to the Human Resources Department.

****Work-study needs change from time to time due to reorganization of departments or policy changes. In these situations, a supervisor may release a work-study employee without notice.**

AUTOMATIC DISMISSALS

The following violations of employment procedures will constitute an automatic dismissal:

1. Falsification of timesheets.
2. Disclosure of confidential information.
3. Removal of confidential information from job location.

STUDENT PERFORMANCE EVALUATIONS

During the month of January, work-study supervisors will be asked to fill out an evaluation form for each student employee they have supervised. Each supervisor will be asked to sit with each student employee and review their performance. The evaluation form (Appendix H) should be sent to the Human Resources Office where it will be kept on file for the basis of future employment references.

The work-study employment experience is a valuable start for student employees to gain both experience and feedback on their performance in the workplace. Please take this opportunity to provide your student workers with the experience of performance feedback.

APPENDICES

**SAINT JOSEPH'S COLLEGE
FEDERAL WORK-STUDY PROGRAM
Job Description Form**

Job Title:

Department:

Department #:

Supervisor:

Location:

Ext:

Duties Associated with Position:

1.

Required Skills:

Number of hours per week per employee anticipated: ___

Number of employees required in the department for this job: ___

Time requirements, if any (e.g., MWF, 2-4 PM)

Employees will require additional OSHA training? Yes ___ No ___

Special Considerations:

PLEASE RETURN THIS FORM TO THE OFFICE OF HUMAN RESOURCES.

INTERVIEW SUMMARY

All interview summary comments can now be entered directly into CyberRecruiter following the steps outlined in this guide. A free-form comment field is available for each question. The questions are as follows:

What are the candidate's strengths?

What are the candidate's weaknesses?

What is your overall opinion of this candidate?

SAMPLE HIRING LETTER

August 25, 2011

NAME
Saint Joseph's College
Unit #
Standish, ME 04084

Dear:

I am pleased to inform you that the Human Resources Department has received all the necessary employment information for your Federal Work Study position.

With this letter you are appointed to work in the Federal Work Study position of _____ in the _____ department effective _____. Your **hourly rate** will be **\$7.50**. Your annual allocation for 2011-2012 is _____. Please keep track of this throughout the academic year so as not to exceed your allocation.

Your supervisor will be _____. He/She will be the individual whose authorizing signature is required on your biweekly time sheets.

Congratulations,

Sincerely,

Jacqueline Cattabriga
Human Resources

CC: Supervisor

Orientation Checklist for Student Employees
(To be completed by Supervisor)

Employee: _____

Department: _____

The items on this checklist should be accomplished by the immediate supervisor for each new employee on his/her first day at work. Each item is to be discussed with the new employee and the employee should be encouraged to take notes. When all of the items on this checklist have been completed and checked, the immediate supervisor should sign the form and return it to the Human Resources Office.

___ Extend a genuine welcome and introduce the new employee to fellow workers.

___ Explain department function and organization briefly:

- Purpose of department work
- Relations to other departments
- Organization of department

___ Explain and show department layout:

- Location of work area
- Location of coat closet, water fountain, rest rooms and fire exits
- Appropriate security measures

___ Review the new employee's particular job:

- Go over the job description
- Explain briefly the purpose of the job
- Stimulate job enthusiasm and satisfaction in doing work well

___ Explain departmental and College procedure regarding the following:

- Overtime
- Personal Day/Vacation scheduling
- Severe weather/Emergency conditions
- Early departures
- Progress Reports/Performance reviews
- Telephone courtesy
- Personal use of the telephone and computers
- Personal appearance

___ Confidentiality Statement

___ Attendance records and reporting absences:

- Importance of time sheets being accurate
- How and to whom to report absences
- Importance of good attendance and punctuality

___ Safety:

- Report all injuries to supervisor
- Review evacuation plan
- Security, emergency telephone numbers

Supervisor's Signature: _____ Date: _____

Employee Signature: _____ Date: _____

PLEASE RETURN TO HUMAN RESOURCES



CONFIDENTIALITY STATEMENT

As an employee of Saint Joseph's College you are required to maintain confidentiality of any information that you come in contact with in the course of doing your job, or become aware of as a result of your position. Both students and employees of the College have privacy rights that must be protected.

Information that is shared must be limited to people who have a legitimate business to know.

Any breach of confidential information may result in disciplinary action up to and including discharge.

I have read this statement and understand the expectations placed on me.

Name (Printed)

Date

Signature

**FEDERAL WORK-STUDY PROGRAM
SAINT JOSEPH'S COLLEGE of Maine
Student Time Sheet**

Student's Name _____

Department: _____

Week Ending: _____					Week Ending: _____				
Day/Date	Time Started	Time Ended	# of Hours	Supervisor's Initials	Day/Date	Time Started	Time Ended	# of Hours	Supervisor's Initials
Monday Date: _____					Monday Date: _____				
Tuesday Date: _____					Tuesday Date: _____				
Wednesday Date: _____					Wednesday Date: _____				
Thursday Date: _____					Thursday Date: _____				
Friday Date: _____					Friday Date: _____				
Saturday Date: _____					Saturday Date: _____				
Sunday Date: _____					Sunday Date: _____				
Week 1 Subtotal					Week 2 Subtotal				
					Total hours for pay period:				

I affirm that I have worked the hours listed above.

Student's Signature: _____ **Date:** _____

Having signed below, I attest that the student has worked all of the hours listed above.

Supervisor's Signature: _____ **Date:** _____

**FEDERAL WORK STUDY
WARNING NOTICE**

Employee:

Department:

Job Title:

Reason for warning:

Action Taken:

Verbal Counseling Written Warning
 Final Written Warning Termination

Recommendation for improvement:

Employee Comments:

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

Human Resources Signature: _____ **Date:** _____

Ability to get along with others:

1 2 3

Comments:

Punctuality & Dependability:

1 2 3

Comments:

Customer Service:

1 2 3

Comments:

Overall performance:

1 2 3

Comments:

Suggestions for growth:

Supervisor Signature _____ **Date** _____

Student Signature * _____ **Date** _____

Human Resources _____ **Date** _____

* I understand that my signature only indicates that I have reviewed this performance review with my supervisor.

Student Comments:
