

Pikes Peak Community College
Financial Aid Office



Work-Study Supervisor Handbook
Navigating the Process

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Points of Contact



✚ Financial Aid – financialaid@pikespeak.edu

✚ Handshake – Career Services/Andrea Bier
Andrea.Bier@pikespeak.edu

✚ Human Resources Services – Jordan Burks
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✚ Payroll – Tamika Hill
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Introduction

These guidelines and procedures were developed to meet the needs of student staff supervisors. Students taking part in the work-study program are required to follow all policies and procedures outlined. Any questions about the work-study process should be addressed to financialaid@pikespeak.edu.

**You may notice that we use work-study and student staff member interchangeably to describe the student worker. Technically, work-study is the program and student staff is the person.

What is work-study

Work-Study provides part-time jobs for undergraduate and graduate students with financial need, allowing them to earn money to help pay education expenses. The program encourages community service work and work related to the student's course of study.

- It supplies part-time employment while students are enrolled in school.
- It is available to undergraduate, graduate, and professional students with financial need.
- It is available to full-time or part-time students. Part time is at least 6 credits per semester.
- It is administered by schools participating in the Federal Work-Study Program.

Eligibility

To become an eligible work-study supervisor, the supervisor must meet the following:

- Be a full-time Classified/APT Faculty/Staff of PPSC employee or an approved off campus supervisor.
 - Temporary employees are not eligible to be supervisors.
- All supervisors must complete mandatory work-study supervisor training, via D2L or in-person, when offered.
- Positions and job descriptions must be approved by Financial Aid prior to advertising, interviewing, and hiring a student staff member.
- Off campus positions must be approved by PPSC Staff and a contract in place prior to hiring.
- All positions must be posted in Handshake before conducting interviews, ensuring a fair opportunity for all students interested in the program.

For a student to be eligible for work-study, the student must:

- Complete the FAFSA, [Home | Federal Student Aid](#),
- Meet both Qualitative and Quantitative Measures,
- Have a completed financial aid file,
- Be seeking a degree with PPSC or in an eligible degree/certificate program, and
- Be enrolled in at least 6 credit hours.

Handshake

[Handshake](#) is the platform that PPSC has partnered with to connect students with career opportunities. Student eligibility is uploaded in Handshake. You will see if a student is eligible for work study right in Handshake.

Note: Eligibility is a bulk upload completed after census. It can be manually updated for an individual student, if needed.

- A Handshake account is automatically created for students after census each term. Students will be able to login using SSO with their S# and portal password. If their login information is not recognized, please have them reach out to Career Services. Their account will need to be manually created.
- *Students MUST be notified of the status of their application even if they are not selected for an interview.* (please do so within 2-3 business days) Handshake has a neat automatic feature that will let the candidate know they have not been selected.
 - Applicant Status Messaging Preferences – Handshake Help Center (joinhandshake.com)
- Students do not need to reapply in Handshake each semester if they are returning to the exact same position. Students changing departments or jobs WILL need to reapply in Handshake.
- Do not forget to close your position in Handshake once the position is filled. As the supervisor you can close the position by selecting the “Expire Now” icon on the overview page or notify [Andrea](#), and she can do it as well.
- Supervisors DO NOT login using SSO. Only students have that capability. You will login using your PPSC email address under the “Employers & Career Services” section.

Interviewing

It is good practice to have and use the same interview questions for all candidates.

- Interview questions should be job related, and non-discriminatory.
- Set aside ample time to conduct the interview
- Choose a quiet and uninterrupted space to conduct the interview to ensure you are giving your attention to the student staff member

It is beneficial to both the supervisor and student staff member to discuss the following topics in an interview:

- Job description and duties
- Experience and skills needed to perform the job
- Personal conducts and dress code expectations
- Hours of operation for your department
- Training and professional development that will be supplied
- If hired, an estimated timeline on the remaining process and how student staff member will be notified to begin work

Hiring the student staff member

Supervisors should notify the student staff member of the hiring decision within two to three business days and provide the student with a brief explanation of the hiring process timeline.

- Supervisors must request the employee packet by filling out the form titled [Hiring packet Request for Student Employees](#). (via forms tab on the portal)
- Once your request has been received, the employee packet will be routed, first to the student's school issued email, and then to the supervisor.
 - HRS will receive the packet automatically. You do not need to send the packet to HRS.
 - There is space for the student to upload their direct deposit information and social security card, a requirement for Central Payroll.
 - There is also space for you, the supervisor, to upload the I-9 documents. You will get these from the student and must see the originals of the documents.
- Supervisors will need to email financialaid@pikespeak.edu to request a work-study contract be routed for the student staff member; please be sure

to include the student staff members name, student number, and position/location they are being hired for.

- Financial Aid will route the contract to the supervisor first, you will complete the contract with
 - the student staff member's name,
 - student number,
 - your department name,
 - department ORG number,
 - the campus job title and pay rate, see pay rate policy.
 - Supervisors must also attach to the contract the student staff members resume and a copy of the job description.
- Once you have completed this process, the contract will be routed to the student to read and sign the following acknowledgements:
 - They must complete the FAFSA
 - Be enrolled in at least 6 credit hours for each semester
 - Maintain eligibility for financial aid, as outlined in the Financial Aid Handbook
 - To send timesheets on time, failure to do so will result in not getting paid, and
 - To act in a manner according to PPSC ethical standards. Misbehavior or lack of accountability may result in a decrease of work-study funds and/or dismissal from their position
- HRS will then receive the contract and check to ensure the employee packet has been completed, and that the student is eligible to move forward with being hired.
- The Financial Aid Office will then receive the contract, check the student staff member's eligibility, and process the final piece of the contract.
 - Once approved, the Financial Aid Office will email you, the supervisor, an authorization email which will include the signed contract with starting and ending dates, and a calculator to keep track of the student staff member's funds as outlined on the contract.

!! Do not allow the student staff member to begin working until you have received this authorization email. If the student begins work prior to the authorization the student will be paid from your departmental funds.

- It is your responsibility to keep track of the monies given and hours of your student staff member. Any overages of the allocated amount will come from your departmental funds.

Authorization to work

- Student staff members are not authorized to work during their scheduled class time
- Student staff member must be enrolled in at least 6 credit hours to maintain eligibility to the program. Check-in with your student staff members frequently to ensure they are meeting this requirement
- Financial Aid will receive notifications if a student drops/withdrawals below the required 6 credit hours, and will notify you that the student must stop working immediately
- Student staff members can work 20 hours per week when classes are in session
- Student staff members can work up to 28 hours per week when classes are not in session; spring break, Thanksgiving, etc.
- Student staff members cannot work more than 8 hours per day
- Student staff members can receive a 15-minute break if working at least 4 hours and a 30-minute lunch if working more than 5 consecutive hours.
- Student staff members should not be working on homework during work hours, unless they are also fulfilling a role for the department at the same time, such as answering the phones, covering a reception desk, etc.
- Student staff members must adhere to the same call-out procedures for your department
- Student staff members earn 1 hour of sick leave for every 30 hours worked. They do not need to enter a leave request to use their sick leave. Student employees will enter the sick leave hours on their timesheet in the Student Sick Leave row.
- Student staff members are paid bi-weekly, and funds are subject to payroll taxes, and PERA
- Off Campus Timesheets are due the Thursday before the pay period end date

Onboarding student staff

Good personnel practices require that every employee be familiar with the organization or the workplace and trained to perform the necessary tasks they were hired to complete. It helps both the department/organization and the student to establish a formal training program and keep the lines of communication open, clear, and constructive. Spend enough time discussing the following to prevent future confusion:

- Office introductions
- Office expectation/performance standards
- Work schedule, holiday impacts
- Direct and indirect supervisor point of contact
- Office dress code
- Timesheet submittal process/policy
- Goals for the semester
- Professional development that will be conducted
- Choose a “sign-in/sign-out” process
- Call out procedures
- Check computer access, if needed
- Tour the college. This is helpful to be able to direct others to a location.

Provide your student staff member with the following:

- Drug Free Workplace Statement
- Review the PPSC Emergency Response Guide
- Payroll Schedule
- Department Handbook/Student Services Handbook
- A copy of their work schedule
- Complete all HRS Required online training

Professional Development

This is an opportunity for the student staff member to gain new skills and knowledge and career training for entering the workforce.

- Set semester goals for your student staff member
- Provide them training and allow them to attend on campus professional development activities or use the training modules in Handshake

Evaluations

Student staff members should be evaluated mid-semester and at the end of every semester that they are employed with you, like the Classified and APT evaluation process.

If there are performance issues with your student staff member, please speak to the student staff member about the issue, document the issue and allow sufficient time for the student staff member to correct the issue, prior to reassigning the student back to financial aid. Please contact the Financial Aid Office, if there is any issue, so that they can provide you with the correct forms.

Re-Assigning

If you have given the student staff member sufficient time to correct the documented issues and they are not making improvements, or the student fails to come to work, or does not communicate with you about their absences you may re-assign them back to financial aid, so they can find another opportunity.

Notifications

Notify the Financial Aid Office when your student staff member has:

- Let you know that they will not be accepting the position, only after a contract has been routed.
- When they will not be returning for the next semester
- When they are graduating
- When they have resigned

This will allow us to end the student staff member's contract and update our records as needed.

Timesheets

Student staff members are paid bi-weekly and must submit a timesheet by noon every other Friday.

- Timesheets submitted/approved on time = paid on time
- Timesheets submitted/approved late = paid late
- No timesheets submitted = no pay

It is the supervisor's responsibility to make sure your student staff members timesheets are:

- Completed correctly – hours are accurate/actual time worked = time recorded.
- Submitted on time – timesheets lock on Friday night. No employee access when late.
- Approved on time – please note, you do not receive a message that the timesheet is there.
- Set up a Proxy – this should be someone in your area familiar with your staff and must be permanent staff.
- Implement a system for hours verification that works for you and your staff.

Timesheet Approval

Go to [myPPSC Portal](#) → Employee Tab → Time Approval Channel

- Click on the pay period to be approved. You will be taken to any time sheet that is awaiting approval for that pay period.
- You can also access through “Time Report” to see timesheets in any status.
 - You will see a link here ONLY when at least one of your employee’s has a timesheet in “Pending” status.
 - You will see a summary list of all the timesheets within your department.
 - Click on the blue underlined name to open the timesheet.
 - If all hours are correct click Approve
 - If hours are not correct, add a professional comment and “Return for Correction” (you must let the employee know that it has been returned). Once corrected they must re-submit the timesheet.
 - When all timesheets are approved you are done.

Summer work-study

Summer semester at PPSC does not work the same as fall and spring semesters. For fall and spring semesters the students get a work-study offer. For summer, students do not get a work-study offer. Instead, they notify you, their supervisor, of their intent to work for summer. The supervisor will request a summer contract via financialaid@pikespeak.edu including the student staff member's name and S#. The Financial Aid Office will send notifications when they begin processing summer contracts.

The summer semester will have two time-periods. This is because PPSC's Fiscal Year is July 1st – June 30th.

- Summer 1 (Example) 2024 will be May 18th – June 30th
 - Requires students to complete and have on file a completed 2023-2024 FAFSA
 - Summer 1 funds will be awarded from the 2023-2024 aid year, or the current years FAFSA form.
- Summer 2 (Example) 2024 will be July 1st – Aug. 9th
 - Requires students to complete and have on file a completed 2024-2025 FAFSA
 - Summer 2 funds will be awarded from 2024-2025 aid year, or the next years FAFSA form.

This is important, because the summer 2 monies will be awarded under the next year's award, and we all need to be careful not to think these monies are for fall or that the student has a bigger fall award; always rely on the contracts for the students correct award for the semester.

Most common summer awards are \$2,000 Summer 1 and \$2,000 Summer 2; the Financial Aid Office accounts for the hours a student staff member can work in both summer 1 and 2, the pay rate, and the current remaining allocations we must spend.

Work Study Certification – FINANCIAL AID

Summer 1 (posted under 2021-2022 awards)

5/21/2022 – 6/30/2022

Award: \$ _____ Position #: _____ Suffix Code: _____ Org. ID#: _____ Account Code: _____

Summer 2 (posted under 2022-2023 awards)

7/1/2022 – 8/12/2022

Award: \$ _____ Position #: _____ Suffix Code: _____ Org. ID#: _____ Account Code: _____

Start Date: _____ End Date: _____ Financial Aid Signature: _____

Supervisor Resources

[Additional Work-Study Position Request](#)

[Assessment for FWS Community Service Program Request](#)

[Example of Interview questions](#)

[Handshake Guide for Supervisors](#)

[Handshake Guide for Students](#)

[Student Staff Member Evaluation Form](#)

[Work-study Performance Improvement Plan](#)

[Work-Study Remaining Eligibility Calculator](#)

[Work-Study Pay Range Policy](#)

[Hiring Packet for Student Employees](#)

[Pay Period Schedule 2023-2024](#)

[Pay Period Schedule 2024- 2025](#)

[Change of Supervisor Form](#)

Commonly asked questions and answers about student staff employment

There are several questions that are frequently raised regarding student employment regulations and practices. The following questions and answers attempt to anticipate some of your information needs. Additional questions that you may have are welcome and should be directed to the Financial Aid Office at financialaid@pikespeak.edu

Q: What kind of work can I give a student?

A: You cannot ask a student to do personal tasks for you such as type private correspondence, serve hors d'oeuvres at your next party, etc. You can assign any tasks that relate to the operation of your academic programs, the maintenance of your facilities or the support of the institution in general.

Q: Can a supervisor fire a student?

A: Yes, you are not obliged to provide the student with a job if the performance is not satisfactory, however, it is highly suggested you document the unsatisfactory performance and complete the performance plan with the student staff member and allow sufficient time to re-learn. Remember you are their coach and mentor. Supervisors must be able to defend the basis for termination when such actions are challenged. You should realize that if you fire a student, you might not always be able to hire a replacement at work-study rates, depending upon the availability of funds and eligible students. Remember that work-study funds have been obligated to a particular student; if you fire that student, the earning potential stays with the student and the Financial Aid Office merely helps the student find a new job.

Q: If I need additional student help, how can I request it?

A: You can submit The Additional Work-Study Request form or email a request to financialaid@pikespeak.edu .

Q: Can someone other than the supervisor supervise the work-study employee?

A: Any permanent employee of the college can be a supervisor. This must be the person who interviews and makes hiring/firing decisions. The person who has the most direct, day-to-day contact with the student is the logical choice for supervisor.

Q: How many hours per week may a student work?

A. Students can work up to 20 hours a week while classes are in session and up to 28 hours a week when classes are not in session (spring break, Thanksgiving etc.) if they have enough funding.

To determine the number of hours per week a student may work, use the following formula:

$$\frac{\text{Dollar amount of student eligibility}}{\text{Rate of Pay}} = \text{Total Hours of Eligibility}$$

$$\frac{\text{Total of hours of eligibility}}{\text{Number of weeks student will work during a semester}} = \text{Number of hours per week}$$

Example: $\frac{\$5,500}{\$14.50/\text{Hour}} = 379.31 \text{ hours eligible to work}$ $\frac{379.31 \text{ hours eligible to work}}{18 \text{ weeks}} = *21 \text{ hours/week}$
* note students can only work 20 hours/week

Q: Can I hire two students to do the same job, with each having half of the workday (time-sharing)?

A: Yes, two students could be assigned to one job. For example, student A could work from 8 a.m. to 12 p.m., and student B could work from 1 p.m. to 5 p.m.

Q: Can student staff members work remotely?

A: Possibly. PPSC does not issue laptops to student staff members, so the student would need to have access to a shared O365, and the supervisor must be able to track the time and tasked worked on at home.

Q: Why does the student have a work-study award of \$2,000?

A: Most work-study award range between \$3,500 and \$4,500 if you see an award for \$2,000 this is an indication that this could be part of the students' summer award and not fall/spring award or their work-study was reduced for another reason. When in doubt, please contact the Financial Aid Office.