

OFF-CAMPUS EMPLOYER WORK-STUDY HANDBOOK

TABLE OF CONTENTS

SECTION 1 – INTRODUCTION	2
• Office Location and Hours	
• University of Pennsylvania Nondiscrimination Statement	
SECTION 2 – TYPES OF STUDENT EMPLOYMENT.....	2
• <i>Penn/Federal Work-Study</i>	
• <i>Federal Work-Study Community Service</i>	
SECTION 3 – HOW ARE WORK-STUDY JOBS CREATED?	3
• <i>Guidelines For Penn/Federal Work-Study Employment</i>	
• <i>Student Employment Management System (SEMS)</i>	
• <i>Off-Campus Work-Study Agreement</i>	
• <i>Penn/Federal Work-Study Employment Outside The United States</i>	
SECTION 4 – JOB APPOINTMENT PROCESS	5
• <i>Off-Campus Penn/Federal Work-Study</i>	
• <i>How Many Hours Can A Student Work Per Week?</i>	
• <i>How Many Jobs May A Student Have?</i>	
• <i>Supervision and Training</i>	
• <i>Leave of Absence/Graduation</i>	
SECTION 5 – HOW ARE STUDENTS PAID?	7
• <i>Requesting A Wage Rate Merit Increase</i>	
SECTION 6 – CHANGING OR LEAVING THE JOB	7
SECTION 7 – ATTENDANCE AND ATTIRE	8
SECTION 8 – GRIEVANCE PROCEDURES	8
SECTION 9 – TERMINATION	8

Revised – July 2009

OFF-CAMPUS EMPLOYER WORK-STUDY HANDBOOK

SECTION 1 – INTRODUCTION

This handbook is designed to familiarize off-campus employers with policies and procedures governing the work-study program. If you have any questions regarding the contents of this handbook, please call the Off-Campus Coordinator, Karen McKoy at 215-573-9171 or e-mail mckoy@sfs.upenn.edu.

Office Location and Hours

Location: 140 Franklin Building (lobby)
3451 Walnut Street
Philadelphia, PA 19104-6270

Hours: 9:00am to 4:45pm (Monday, Wednesday, Thursday & Friday)
10:00am to 4:45pm (Tuesday)

Telephone: 215-898-6966

Fax: 215-573-8974

E-mail: seo@sfs.upenn.edu

Website: <http://www.sfs.upenn.edu/seo>

University of Pennsylvania Nondiscrimination Statement

The University of Pennsylvania values diversity and seeks talented students, faculty and staff from diverse backgrounds. The University of Pennsylvania does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, creed, national or ethnic origin, citizenship status, age, disability, veteran status or any other legally protected class status in the administration of its admissions, financial aid, educational or athletic programs, or other University administered programs or in its employment practices. Questions or complaints regarding this policy should be directed to the Executive Director of the Office of Affirmative Action and Equal Opportunity Programs, Sansom Place East, Suite 228, 3600 Chestnut Street, Philadelphia, PA 19104-6106 or 215-898-6993 (Voice) or 215-898-7803 (TDD).

SECTION 2 – TYPES OF STUDENT EMPLOYMENT

Penn/Federal Work-Study

Penn/Federal Work-Study is a federal government and Student Financial Services subsidized work program, which provides on-campus and off-campus employment to eligible undergraduate and graduate students with financial need. While the program offers a variety of job opportunities, a student is encouraged to seek community service work and/or work related to the student's course of study. A work-study award is for the entire academic year (fall/spring). The student is paid for those hours actually worked.

Work-Study employment can benefit a student in several ways:

- Pay for education and personal expenses
- Improve time management skills
- Help build a student's resume
- A reference for future employment

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. Job categories that are considered community service include:

- Health care, child care, literacy training, education (including tutorial service), welfare, social services, transportation, housing and neighborhood improvement, public safety, crime prevention and control, recreation, rural development, and community improvement.
- Support services to enrolled students with disabilities (including students with disabilities who are enrolled at school).
- Activities in which a student serves as a mentor for purposes such as tutoring, supporting educational and recreational activities, and counseling, including career counseling.

The U.S. Department of Education has clarified the issue of the acceptability of indirect community service positions as follows:

- Students may be employed in community service positions that provide either direct or indirect services to the community. For example, it is acceptable for a Federal Work-Study student to be employed in a clerical position for a food bank. It is not required that the student be involved in delivering services directly.

SECTION 3 – HOW ARE WORK-STUDY JOBS CREATED?

Guidelines for Penn/Federal Work-Study Employment

Employment under work-study may involve public interest work, which is considered work performed for the national or community welfare. Work performed to benefit a particular interest, individual, or group is not permitted.

Work is **NOT** eligible for work-study if:

- It impairs existing service contracts.
- It displaces regular employees.

- It fills jobs that are vacant because regular employees are on strike.
- It primarily benefits the members of a limited membership organization such as a credit union, fraternal or religious order, or a cooperative.
- It involves the construction, maintenance, or operation of any part of a facility used or to be used for religious worship or sectarian instruction.
- A student's political support or party affiliation is taken into account in hiring the student.
- It involves any partisan or nonpartisan political activity associated with a faction in an election for public or party office.
- It is work as a political aide for any elected official.
- It involves work for an elected official outside the **regular administration** of federal, state, or local government.
- It involves lobbying on the federal, state, or local level.

Student Employment Management System (SEMS)

The Student Employment Management System (SEMS) is the mode by which nonprofit organizations and government agencies can create work-study jobs online. SEMS is available through our website <https://www.sfs.upenn.edu/seo>.

A work-study student may only work for a supervisor who has an active SEMS account and job listing.

A new off-campus employer who is interested in employing work-study students must first register a SEMS account. Please contact the Off-Campus Coordinator, Karen McKoy at 215-573-9171 or e-mail mckoy@sfs.upenn.edu.

Once an employer has an active SEMS account, any full-time employee of the organization/agency may register a SEMS supervisor account. A supervisor is responsible for creating and maintaining their work-study job listing. The supervisor should be the person responsible for the supervision of the student once hired.

After the job has been successfully created, it is placed in a pending approval state, and an e-mail is automatically sent to the SEMS coordinator for approval. Karen McKoy is the coordinator for all off-campus employers. Once approved, the SEMS job listing and its corresponding job number are active and posted to the Student Employment Office website.

Off-Campus Work-Study Agreement

There are two contractual ways of employing a work-study student:

- **Pennsylvania Higher Education Assistance Agency (PHEAA)**

PHEAA coordinates the placement of students who are **Pennsylvania residents** in conjunction with the Student Employment Office. If the employer wishes to

hire a student, the employer must be approved by PHEAA. This can be accomplished by completing the online employer application available on the PHEAA website www.pheaa.org.

- **University's Off-Campus Work-Study Agreement**

If the employer wishes to hire a student who is **not a Pennsylvania resident**, then the employer must sign an Off-Campus Work-Study Agreement, which will obligate the employer to pay a 25% matching share of the student's gross authorized earnings.

Penn/Federal Work-Study Employment Outside The United States

Normally, employment in a foreign country is not permissible under the law. However, a school with a branch campus in a foreign country may employ students under Federal Work-Study if the branch has its own facilities, administrative staff, and faculty. Students may also be employed by a U.S. government facility such as an embassy or a military base. A student may not be employed for a nonprofit organization in a foreign country.

SECTION 4 – JOB APPOINTMENT PROCESS

Off-Campus Penn/Federal Work-Study

A student must first receive permission from the Off-Campus Coordinator, Karen McKoy to begin working by calling 215-573-9171 or e-mail mckoy@sfs.upenn.edu. A student will not be granted permission to begin working until all required paperwork is completed by the student and off-campus employer.

A student who is a **Pennsylvania resident** may participate in the Pennsylvania Higher Education Assistance Agency (PHEAA) Community Service Off-Campus Work-Study Program. The student must come to the Student Employment Office to complete a PHEAA Student Placement Form, and pick up an Off-Campus Job Appointment Form. The Off-Campus Job Appointment Form must be completed by the student and employer. Once both forms are completed, the student's Time Report Forms will be printed and mailed to the supervisor.

A student who is a **Non-Pennsylvania resident** may participate in the University's Off-Campus Work-Study Program. The student must come to the Student Employment Office to pick up an Off-Campus Job Appointment Form. The student and employer must complete the form. Once the form is complete the student's Time Report Forms will be printed and mailed to the supervisor.

The student is responsible for planning a work schedule with the supervisor taking into account the student's academic schedule, study time, and extra curricular activities.

How Many Hours Can A Student Work Per Week?

A student's primary responsibility is their academic achievement and work cannot be a priority.

When classes are in session a student (full-time and part-time) is **not permitted** to work more than a total of 20 hours per week.

When classes are officially not in session, a student (full-time and part-time) is **not permitted** to work more than a total of 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.

The pay schedule on the Student Employment Office website designates the pay periods when students may work up to a total of 40 hours per week.

A student **cannot** be paid for lunch, sick time, and other time off.

How Many Jobs May A Student Have?

While it is preferred that a student have one work-study job, we recognize the need for a student to work an adequate number of hours per week (within established limits) in order to cover expenses. However, a student's number one priority is academic achievement. Therefore, a student is limited to two jobs at any given time.

If the student's initial job is with an off-campus employer, the student must have permission from the employer before seeking a second work-study job. The employer has the right to deny the student's request to work at a second job. The employer's decision is final.

If an employer gives the student permission to work at a second work-study job, the employer must notify the Off-Campus Coordinator, Karen McKoy for the purpose of coordinating the hours worked at both work-study jobs.

Supervision and Training

It is the supervisor's responsibility to orient the student employee to the organization's standards of behavior expected of all employees, and take the time to review tasks and to make sure the student receives proper training in order to accomplish the tasks assigned.

Leave of Absence/Graduation

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

- Graduates
- Withdraws from the University
- On leave of absence
- Dismissed or suspended for academic or conduct reasons

SECTION 5 – HOW ARE STUDENTS PAID?

Federal and University regulations require that weekly hours must be supported by a listing of clock hours worked for each work-study student. A student must sign in and out with the employer at the beginning and end of each work period.

All employers are required to use the University's Time Report Form (including students employed under the PHEAA program). The weekly form must be signed by the supervisor and student. If a supervisor fails to submit hours for a student before the pay period deadline, the supervisor should submit the hours nevertheless on the correct weekly Time Report Form.

A supervisor is not permitted to *catch up* on hours previously worked but not submitted, nor can a supervisor enter more hours than a student worked in order to affect a higher wage rate for the student.

Time Report Forms are due in the Student Employment Office every Friday by 5:00pm. Fax the forms to 215-573-8974. A student will be paid for these hours on the following Friday.

Requesting A Wage Rate Merit Increase

The supervisor may submit a wage rate merit increase request to the Off-Campus Coordinator, Karen McKoy by e-mailing mckoy@sfs.upenn.edu. Include the student's name, brief reason for the increase, and a suggested wage rate.

Keep in mind the student's work-study award amount or award remaining amount when requesting an increase in wage rate. Once a student exhausts their award amount there is no guarantee that the student will be eligible for additional funding.

SECTION 6 – CHANGING OR LEAVING THE JOB

An employed student who intends to withdraw from the program, or who wishes to change jobs within the semester, must inform the supervisor. A student is expected to give notice of at least one week before leaving a position. This allows the supervisor the necessary time to find a replacement for the student, or to adjust the work schedules of remaining employees in order to offset the staffing shortage.

The student must print a Job Release Form from the Student Employment section on Penn InTouch. The student and supervisor must complete the form, before the student may begin working at the new job. Once completed, the form must be submitted to the Off-Campus Coordinator, Karen McKoy who will complete Section III.

Withdrawal from the program will not jeopardize a student's chances of receiving work-study eligibility in future years.

SECTION 7 – ATTENDANCE AND ATTIRE

It is the student's responsibility to report to work on time for every scheduled shift. If the student cannot work because of an illness or an emergency or will be late for work, the student must notify their supervisor as early as possible, before the shift begins. Potential conflicts should be discussed well in advance with the supervisor. Tardiness and failure to provide adequate prior notice of absence as determined by the supervisor are considered grounds for termination by the employer.

Requirements for attire are determined at the discretion of the employer.

SECTION 8 – GRIEVANCE PROCEDURES

A student and supervisor are encouraged to discuss any work-related problems. Experience has shown that most minor disagreements can be resolved by honest, non-confrontational discussion of the problem. An attempt should be made to informally resolve the disagreement between the student and the immediate supervisor. If the problem cannot be resolved within the organization/agency, the student should make an appointment with the Manager of Student Employment Office to discuss the problem.

SECTION 9 – TERMINATION

If a student is unreliable or does not perform assigned duties responsibly, it may be necessary to terminate the student's employment. A student should be treated fairly and courteously, as would any full-time employee. In most cases, the following disciplinary guidelines are suggested in dealing with unsatisfactory performance. Keep in mind that learning also occurs outside the classroom.

Termination Guidelines

- **Verbal Warning** – Speak with the student and give specific reasons for the dissatisfaction as well as suggest solutions for improving job performance. Give the student a time frame for improvement.
- **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 for improvement. A Performance Review Form is on our website <http://www.sfs.upenn.edu/seo/forms/performance-review.pdf>.
- **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 a copy sent to the Manager of the Student Employment Office.