

STUDENT EMPLOYEE HANDBOOK

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Revised – November 2009

STUDENT EMPLOYEE HANDBOOK

SECTION 1 - INTRODUCTION

This handbook is designed to familiarize students, faculty, and staff with policies and procedures governing the work-study program. If you have any questions regarding the contents of this handbook, please e-mail seo@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)
Closed Saturday and Sunday

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 Program

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 a student's course of study.

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

A work-study award represents the maximum earnings potential while employed under the work-study program. During the academic year the federal government or Student Financial Services pays 60% of the student's wages; and the employing department pays the remaining 40%. A work-study award is for the entire academic year (fall/spring). The work-study award is not deducted from the student's University tuition bill. The student is paid by paycheck for those hours actually worked.

The use of work-study student labor on non-University or personal projects is considered a misuse of federal or University funds and is forbidden. Violators will be subject to University sanctions and penalties.

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.

- Both on-campus and off-campus jobs can qualify as community service work. However, on-campus jobs must involve a program, project, or service that is provided to the general public in the local community. On-campus jobs that serve only the campus community do not qualify as community service employment. All off-campus jobs, including community service jobs require a contract, which contains a description of the job and the conditions for employment.

International Student Work-Study Program

International Student Work-Study is a Student Financial Services subsidized work program, which provides on-campus employment opportunities to eligible international **undergraduate** students only during the academic year. While the program offers a variety of job opportunities, a student is encouraged to seek work related to a student's course of study.

Note: International graduate students are not eligible for this program.

A work-study award represents the maximum earnings potential while employed under the program. Student Financial Services pays 60% of the student's wages; and the employing department pays the remaining 40%. The work-study award is not deducted from the student's University tuition bill. The student is paid by paycheck for those hours actually worked.

The use of work-study student labor on non-University or personal projects is considered a misuse of federal or University funds and is forbidden. Violators will be subject to University sanctions and penalties.

Student Worker (non-work-study)

A student who does not receive a work-study award as part of their financial aid package, or is a non-financially aided student may be employed as a Student Worker. The employing department pays 100% of the student's wages.

SECTION 3 - HOW ARE JOBS CREATED?

Student Employment Management System (SEMS)

A work-study student may only work for a supervisor who has an active SEMS account and job listing. The Student Employment Management System (SEMS) is the mode by which employers' on-campus (faculty and staff) and off-campus (nonprofit organizations and government agencies) create work-study/non-work-study jobs online. SEMS is located on our website <https://www.sfs.upenn.edu/seo>.

A new off-campus employer who is interested in employing Penn 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.

SECTION 4 – HOW CAN STUDENTS OBTAIN A JOB?

On-Campus Work-Study

It is the student's responsibility to secure a position. Since positions are generally filled on a first come, first serve basis, a student should begin their search upon arrival on campus. A work-study student may only work for a supervisor who has an active SEMS account and a job listed on the Student Employment Office website <http://www.sfs.upenn.edu/seo>.

Each job listing contains the supervisor's contact information. It is important for the student to follow the supervisor's instructions. Since a supervisor may have more than one job listed, note the SEMS job number.

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.

Off-Campus Work-Study

The 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 cannot begin working until all required paperwork is completed by the student and off-campus employer.

A work-study student who has a Penn/Federal Work-Study award may work off-campus for a nonprofit organization or government agency. It is the student's responsibility to secure employment. A listing of off-campus jobs can be found on the Student Employment Office website <http://www.sfs.upenn.edu/seo>.

Each job listing contains the supervisor's contact information. It is important for the student to follow the supervisor's instructions. Since a supervisor may have more than one job listed, note the SEMS job number.

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.

Pennsylvania residents 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 the PHEAA Student Placement Form and pick up an Off-Campus Job Appointment Form.

Non-Pennsylvania residents may participate in the University's Off-Campus Penn/Federal Work-Study Program. In order to employ work-study students, the employer must sign an agreement with the University that will obligate the employer to pay a 25% matching share of the student's gross earnings up to the maximum amount of

the student's work-study award. The student must come to the Student Employment Office to pick up an Off-Campus Job Appointment Form.

Employment may involve public interest work, which is considered to be 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 employment 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 Workers (non-work-study)

For a student who does not receive a work-study award as part of their financial aid package, or is a non-financially aided student, there are several ways of finding employment:

- Browse the non-work-study job listings on our website <http://www.sfs.upenn.edu/seo>.
- Review employment classifieds in the student newspaper The Daily Pennsylvanian.
- Contact individual departments directly to inquire about non-work-study positions.
- Visit departments' websites. Departments may advertise the availability of non-work-study jobs.

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.

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 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 5 - JOB APPOINTMENT PROCESS

On-Campus Penn/Federal Work-Study

The student can print the Penn/Federal Work-Study Job Appointment Form from the Student Employment section on **Penn InTouch**.

A student may not begin working until the Job Appointment Form (JAF) is presented to the supervisor and department business administrator.

1. **Section I** - The JAF will preprint the student's information. If address corrections are required, make the corrections neatly on the form. Present the JAF to your supervisor.
2. **Section II** - After the supervisor completes this section, the student then takes the JAF to the department business administrator.
3. **Section III** - The department business administrator completes this section, and is responsible for forwarding the JAF to the Student Employment Office.

Off-Campus Penn/Federal Work-Study

A student must first come to the Student Employment Office to pick up an Off-Campus Job Appointment Form. The student completes Section 1, and the supervisor completes Section 2. The supervisor must then fax the form to the Student Employment Office in order for Time Report Forms to be printed and mailed to the supervisor.

If the student is a permanent resident of Pennsylvania, the student must also complete the PHEAA Student Placement Form available in the Student Employment Office.

International Student Work-Study Program

The student can print the International Student Work-Study Job Appointment Form from the Student Employment Section on **Penn InTouch**.

New student employees will need a valid Social Security Number (SSN) in order to work in the United States. Students may apply for an SSN only after they have been offered a job or upon receipt of work authorization. The Social Security Administration will process your application and a number will be sent to you. For more information, see F-1 Student Social Security Application at the Office of International Programs website <http://www.upenn.edu/oip/iss/forms/ssn-f1.pdf>.

A student may not begin working until the Job Appointment Form (JAF) is presented to the supervisor and department business administrator.

1. **Section I** - The JAF will preprint the student's information. If address corrections are required, make the corrections neatly on the form. Present the JAF to your supervisor.
2. **Section II** - After the supervisor completes this section, the student then takes the JAF to the department business administrator.
3. **Section III** – The department business administrator completes this section, and is responsible for forwarding the JAF to the Student Employment Office.

In addition to the JAF, the student must also present the following forms and documents to the department business administrator:

- **FNIF** (Completed Foreign National Information Form).
- **Social Security Card** (Copy of Social Security Card or copy of the receipt for application for a Social Security Number – Form 5028)
- **I-94** (Copy of INS arrival/departure record)
- **Visa Information** (Copy of visa information with picture from unexpired passport)
- **I-20** (Copy of INS Certificate of Eligibility for Nonimmigrant (F-1) Student)
OR
DS-2019 (Copy of INS Certificate of Eligibility for Exchange Visitor (J-1) Status)

Student Workers (non-work-study)

The supervisor will instruct the student as to the job appointment paperwork that is required by the employing department.

How Many Jobs May A Student Have?

While it is preferred that a student have one 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. The student must print the **Second Job** - Job Appointment Form from the Student Employment section on **Penn InTouch**.

A student must have permission from their home department (initial job) supervisor and department business administrator before seeking a second job. The home

department has the right to deny the student's request to work at a second job. The department's decision is final.

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, students (full-time or part-time) are not permitted to work more than **total of 20 hours per week**.

When classes are officially not in session, students (full-time or part-time) are not permitted to work more than **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.

Supervision and Training

It is the supervisor's responsibility to familiarize the student employee with the departmental standards of behavior 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

Note: Please use separation reason number 49 (Student, Job Ended).

Benefits

Student employees are not eligible for benefits such as sick pay, vacation pay, holiday pay, or unemployment compensation, but are eligible for Workers' Compensation under the provisions of Pennsylvania law. Workers' Compensation covers expenses for medical care from job-related injuries or occupational diseases sustained in the course of employment. A student who suffers a work related injury must report it immediately to their immediate supervisor. The supervisor must report on-the-job injuries to the department's business administrator.

Laboratory and Clinical Safety and Training

Students who work in laboratories or clinical areas and handle hazardous chemicals, bloodborne pathogens, radioactive materials or radiation producing equipment at the University must attend the following safety training program(s) offered by the Office of Environmental Health and Radiation Safety (EHRS) as soon as possible after the date of hire. Students employed in labs are required to take the Penn Profiler, which will assign them the appropriate training courses based on their answers to the questions in Profiler.

- **Introduction to Laboratory and Biological Safety at Penn**

This seminar provides a comprehensive overview of safe work practices in the biomedical laboratory, including chemical safety, biosafety and bloodborne pathogens. This course familiarizes the employee with the University's Chemical Hygiene Plan, Biosafety Manual and Exposure Control Plans. All University personnel who work in laboratories must attend this program.

- **Radiation Safety**

Students working in labs where radioactive materials or radiation producing equipment are used or stored are required to complete radiation safety training before beginning work. Training can be completed on-line on the EHRS website at <http://www.ehrs.upenn.edu/training>.

Training schedules are published in the Almanac and posted on the EHRS website at <http://www.ehrs.upenn.edu/training/dates>. For additional information, contact Lisa Krause at 215-898-4453.

In addition to formal and informal training, the following information is also important for your protection:

- **Research Laboratory Safety Checklist**

Students working in laboratories are required to complete a Research Laboratory Safety Checklist with their supervisor prior to beginning work on a research project. The checklist is included in the orientation packet.

- **Protective Equipment**

All employees are required to wear close-toed shoes, long pants, and lab coat when working in a laboratory. Gloves appropriate for the hazard and degree of risk and safety glasses with side shields (or safety goggles when appropriate) are also to be worn when handling any hazardous materials.

- **Medical Information**

Report all injuries to your supervisor. Report to Student Health for treatment. If assistance is required, call Public Safety at 511 or 215-573-3333. Any required vaccinations (Hepatitis B, etc.) should be obtained as soon as possible through Occupational Medicine, 1st floor Silverstein or Student Health, 3535 Market St., Suite 100.

Additional requirements for working safely in a lab are contained in the University of Pennsylvania's Chemical Hygiene Plan, Radiation Safety Manual and Biological Safety Manual, available from the Environmental Health and Radiation Safety Office or the website at <http://www.ehrs.upenn.edu>.

SECTION 6 - FOR BUSINESS ADMINISTRATORS

In cases where **ONLY** the W-4 Form is required, send the form directly to the Payroll Office, 310 Franklin Building/6284.

In cases where **BOTH** the W-4 Form and I-9 Form are required, send the forms directly to Human Resources/Records, Suite 527A, 3401 Walnut Street/6228.

For **International students**, forward all forms/documents, including W-4 Form and I-9 Form to Human Resources/Records, Suite 527A, 3401 Walnut Street/6228.

All work-study Job Appointment Forms are sent to the Student Employment Office. **DO NOT** send copies of the forms to Human Resources/Records.

JOB CLASS CODES

Penn/Federal Work-Study Program (60% federal or SFS / 40% department)

515370: Used for all work-study jobs designated community service

515374: Used for all other academic year work-study jobs.

515375: Used for SUMMER only (40% federal / 60% department)

International Student Work-Study Program (60% SFS / 40% department)

599072: Only used for International student in work-study program

Student Worker (non-work-study)

599070: Used for Student Worker IN CLASS.

599071: Used for Student Worker NOT IN CLASS.

EARNINGS TYPES

Penn/Federal Work-Study Program

WSR: Used for work-study student IN CLASS.

WS2: Used for work-study student NOT IN CLASS.

International Student Work-Study Program

SW1: Used for International work-study student IN CLASS.

Student Worker (non-work-study)

SW1: Used for Student Worker IN CLASS.

SW2: Used for Student Worker NOT IN CLASS.

OBJECT CODES

5139: Penn/Federal Work-Study Program

5134: International Student Work-Study Program

5134: Student Workers (non-work-study)

SECTION 7 - HOW ARE STUDENTS PAID?

Work-Study Program

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 employing department at the beginning and end of each work period.

It is strongly suggested that the department use the University's Temporary/Hourly Time Reporting Form located at <http://www.finance.upenn.edu/forms/timeReporting.xls>. The weekly time sheet must be signed by the student and supervisor, and submitted by the supervisor to the department business administrator for the payment of wages.

An off-campus work-study supervisor will receive Time Report Forms from the Student Employment Office, and must fax the student's Time Report Form to the Student Employment Office every week by 5:00pm on Fridays, in order for the student to be paid the following Friday..

Work-Study wages are subject to the same federal, state, and local income taxes as any other earned income. However, students enrolled in classes and working for the University are exempt from the 6.20% Social Security (FICA) Tax and 1.45% Medicare Tax deductions. **This does not apply to students employed off-campus by a nonprofit organization or government agency.**

International students have the same taxes withheld that United States students do. Students that are from a country that has a tax treaty with the United States may be able to claim a refund of the taxes withheld when they file their yearly income tax returns.

A student **cannot** be paid for lunch, sick time, and other time off, or for receiving instruction in the classroom, laboratory, or other academic setting.

A student is paid every Friday for hours submitted for the previous workweek.

- A student employed **on-campus** should pick up their paycheck at the home department business office.
- A student employed **off-campus** should pick up their paycheck at the Student Employment Office, 140 Franklin Building, located at 3451 Walnut Street.
- A student who has two jobs will receive payment for both jobs on one paycheck, and should pick up their paycheck from the home department business office.

The student should initial and date the paycheck roster whenever they are issued a paycheck. No one but the student should be allowed to pick up the student's paycheck, unless specific written permission from the student is received authorizing release of the paycheck to another person.

A student can review the amount of the work-study award, cumulative earnings, and award remaining amount from the Student Employment section on Penn InTouch.

Student Worker (non-work-study)

Student Workers are expected to comply with the same procedures that are mentioned above for the Work-Study Program. Consult with your supervisor regarding procedures that maybe specific to your employing department.

Requesting a Wage Rate Merit Increase

The supervisor may submit a wage rate merit increase request to the department's business administrator, which includes the student's name, brief reason for increase, and a suggested wage rate. If approved, the business administrator will enter the new wage rate on the payroll system. If the increase is for a particular work-study student, it is not necessary to change the wage rate on SEMS. Keep in the mind the student's work-study award amount or remaining award amount when requesting an increase in the wage rate.

Once a student exhausts their award amount there is no guarantee that the student will be eligible for additional funding.

SECTION 8 - CHANGING OR LEAVING JOBS

Work-Study Students

An employed student who intends to withdraw from the program, or who wishes to change jobs within the semester, must inform the supervisor and department business administrator. A student is expected to give notice of at least one week before leaving a position. This gives the department 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 Penn InTouch. Before the student may begin working at the new department, the student, supervisor, and business administrator of the department the student is leaving must complete the Job Release Form. The business administrator will then fax the completed form to the Student Employment Office.

If the student is switching to another work-study job, the Job Release Form must first be completed, and then the student can print the ***Changing Jobs*** - Job Appointment Form from the Student Employment section on **Penn InTouch**.

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

Student Workers (non-work-study)

A Student Worker is expected to give notice of at least one week before leaving a position. The student should consult with the supervisor regarding the department's policy for changing or leaving the job.

SECTION 9 - ATTENDANCE AND ATTIRE

It is the student's responsibility to report to work on time for every scheduled shift. If you cannot work because of an illness or an emergency or will be late for work, you must notify your 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 employing department.

Requirements for attire are determined at the discretion of the employing department.

SECTION 10 - 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 department, the student should make an appointment with the Manager of the Student Employment Office to discuss the problem.

SECTION 11 – 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.

- **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 available 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.

SECTION 12 – AUDITING OF FEDERAL WORK-STUDY

Federal Title IV regulations require an annual audit of the Federal Work-Study Program. One segment of this review is to ensure that students are correctly paid and that time reporting is properly monitored by the appropriate supervisor.

Each department has the option of paper or electronic time recording of the hours worked by its student employee. Approved supervisors are also responsible for the necessary signature, which is their confirmation of the student's time worked. Those opting for paper time sheets **must** sign every form for which they are paying the student employee; those using electronic reporting can submit hours to the business administrator by e-mail with attached spreadsheet, then the e-mail must be retained by the business administrator, as this will suffice as the supervisor's electronic signature.

Failure to comply with the above-mentioned policy and procedures will result in the department having to reimburse the federal work-study account for all applicable student wages. If there is continued failure on the part of the department to comply, then the department will have its privilege of employing Federal Work-Study students suspended.

In the fall and spring of the academic year, the Manager of the Student Employment Office will select departments to visit for the purpose of meeting with the SEMS coordinator to review the policies and procedures of the work-study programs, with special emphasis given to Federal Work-Study.

SECTION 13 - EMPLOYMENT VERIFICATION

When requests for verification of employment are received from outside the University, refer such inquiries to the University's Office of Human Resources/Records at 215-898-6176. The Records Department maintains personnel records for all present and past employees, including student employees. Verification requests accompanied by written consent should be forwarded to Human Resources/Records, Suite 527A, 3401 Walnut Street/6228, for inclusion in the student's employment files.

SECTION 14 – RETENTION OF RECORDS

Regulations require that all records supporting federal programs, including the Federal Work-Study Program, must be retained for **three years** after the end of the award year (academic or summer) for which the aid was awarded and disbursed under the program. Therefore, it is necessary for each department to retain all supporting documents and records for that amount of time. Questions concerning the need to retain a specific item should be referred to the Manager of the Student Employment Office.