

**STUDENT EMPLOYEE HANDBOOK
TABLE OF CONTENTS**

SECTION 1 – INTRODUCTION	3
• Office Location and Hours	
SECTION 2 –TYPES OF STUDENT EMPLOYMENT	3
• Penn/Federal Work-Study	
• Federal Work-Study Community Service	
• International Student Work-Study	
• Student Worker (Non-Work-Study)	
SECTION 3 – HOW ARE JOBS CREATED?	5
• Student Employment Management System (SEMS)	
SECTION 4 – HOW CAN STUDENTS FIND A JOB?	5
• Work-Study Students	
• Off-Campus Work-Study	
• Student Workers (Non-Work-Study)	
• Penn/Federal Work-Study Employment Outside The United States	
SECTION 5 – INTERVIEWING AND HIRING STUDENTS	6
SECTION 6 – JOB APPOINTMENT	7
• Work-Study Students	
• International Students	
• Student Workers (Non-Work-Study)	
• Student Orientation	
• How Many Jobs May A Student Have?	
• How Many Hours Can A Student Work Per Week?	
• Leave of Absence/Graduation	
• Benefits	
• Laboratory and Clinical Safety and Training	
SECTION 7 – PENN WORKS (FOR BUSINESS ADMINISTRATORS)	11
• Job Class Codes	
• Earnings Types	
• Object Codes	
SECTION 8 – HOW ARE STUDENT EMPLOYEES PAID?	12
• Time Reporting	
• Payroll Taxes	
• Requesting A Wage Rate Increase	

SECTION 9 – CHANGING OR LEAVING A JOB	13
SECTION 10 – ATTENDANCE AND ATTIRE	13
SECTION 11 – GRIEVANCE PROCEDURES	14
SECTION 12 – TERMINATION	14
SECTION 13 – AUDITING OF FEDERAL WORK-STUDY	14
SECTION 14 – VERIFICATION OF EMPLOYMENT	15
SECTION 15 – RETENTION OF RECORDS	15

Revised – July 2011

STUDENT EMPLOYEE HANDBOOK

SECTION 1 - INTRODUCTION

This handbook is designed to familiarize faculty, staff, and students with the policies and procedures governing the work-study program. If you have any questions regarding the contents of this handbook, please send an e-mail to 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>

SECTION 2 – TYPES OF STUDENT EMPLOYMENT

Penn/Federal Work-Study

Penn/Federal Work-Study is a federal government and Student Registration and Financial Services (SRFS) 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 personal expenses
- Improve time management skills
- Help build a student's resume
- Serve as 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 SRFS pays 50% of the student's wages and the department pays 50%. The work-study award is not deducted from the student's University tuition bill. The student is paid for those hours actually worked.

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, community improvement, and emergency preparedness and response.
- 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

International Student Work-Study is a Student Registration and Financial Services (SRFS) 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.

A work-study award represents the maximum earnings potential while employed under the program. During the academic year SRFS pays 50% of the student's wages and the department pays 50%. The work-study award is not deducted from the student's University tuition bill. The student is paid for those hours actually worked.

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 faculty and staff, and off-campus employers (nonprofit organizations and government agencies) can create work-study and/or non-work-study jobs online. SEMS is located on the Student Employment Office website at <http://www.sfs.upenn.edu/seo>.

A **new off-campus employer** who is interested in employing work-study students must first register a SEMS account with the Student Employment Office. Please contact the Off-Campus Coordinator, Karen Holland (formerly McKoy) at 215-573-9171 or send an e-mail to mckoy@sfs.upenn.edu.

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.

SECTION 4 – HOW CAN STUDENTS FIND A JOB?

Work-Study Students

It is the student's responsibility to conduct a job search, apply for jobs, interview, and be hired. A student may only work for a supervisor who has an active SEMS account and a job listed on the Student Employment Office website at <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 extracurricular activities.

Off-Campus Work-Study

The student **must** first contact the Off-Campus Coordinator, Karen Holland (formerly McKoy), by calling 215-573-9171 or send an e-mail to mckoy@sfs.upenn.edu. A student cannot begin working until all required paperwork is completed by the student and off-campus employer.

In order for an off-campus employer 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.

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 the Student Employment Office website at <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 - INTERVIEWING AND HIRING STUDENTS

It is recommended that supervisors take the time to interview students before employing them; an interview will help both supervisor and student determine whether the job and student is a good match for each other.

The following points should be addressed during the student's interview:

- Prior work experience and skills
- Review the job description, so there is a clear understanding of what is expected from the student
- Wage rate
- Hours per week
- Timetable in which the student can expect notification of a hiring decision

SECTION 6 - JOB APPOINTMENT

Work-Study Students

Through the Student Employment Management System (SEMS), a student is appointed online by the supervisor to a job number using the student's Penn ID number.

An e-mail confirming the student's job appointment will be sent to the student, supervisor, and department SEMS coordinator.

- **On-Campus - New student employees** are required to complete a W-4 (Employee's Withholding Allowance Certificate) and online I-9 (Employment Eligibility Verification). Your employing department's business administrator will instruct you accordingly.
- **Off-Campus - New student employees** employed by a nonprofit organization or government agency must come to the Student Employment Office to complete the W-4 (Employee's Withholding Allowance Certificate) and online I-9 (Employment Eligibility Verification). Our office is located at 140 Franklin Building (lobby), 3451 Walnut Street.

International Students

For **new student employees**, you will need a valid Social Security Number in order to work in the United States. Go to the Office International Programs (OIP-ISSS) website at <http://www.upenn.edu/oip/iss/forms/ssn/student> for information about the **F-1 and J-1 Social Security Application Instructions**.

Also, check with OIP-ISSS to make sure your employment will be considered on-campus employment as some entities on Penn's campus are not considered on-campus for immigration purposes depending on their federal employer identification number.

New student employees must also present the following documents to the employing

department's business administrator:

- **FNIF** (Completed Foreign National Information Form) available at the following link <http://www.finance.upenn.edu/forms/fniform.pdf>.
- **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)
- **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 and **written work authorization from OIP-ISSS (valid up to 12 months at a time)**)

Student Workers (non-work-study)

The appointment of a non-work-study job is handled directly by the employing department. **New student employees** are required to complete a W-4 (Employee's Withholding Allowance Certificate) and online I-9 (Employment Eligibility Verification). Your employing department's business administrator will instruct you accordingly.

Student Orientation

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.

We recommend that the supervisor review the following topics with the student:

- Job responsibilities
- Review issues of confidentiality
- Safety and health practices (if applicable)
- In the event of the supervisor's absence, what other staff member can the student direct problems or questions

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. A student's number one priority is academic achievement. Therefore, a student is limited to **two jobs** at any given time.

A student must have permission from their supervisor and business administrator at the home department 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 a **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 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.

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

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 promptly.

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) before work begins in the laboratory. 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 Valerie Perez at 215-746-6652.

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 Student Health, 3535 Market Street, Suite 100 or Occupational Medicine, Penn Tower, 300 S. 33rd Street, 4th floor.

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 7 – PENN WORKS (FOR BUSINESS ADMINISTRATORS)

JOB CLASS CODES

Penn/Federal Work-Study Program (50% federal or SRFS / 50% department)

515370: Used for academic year work-study jobs designated community service.

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

515375: Used for SUMMER work-study jobs (20% federal / 80% department).

International Student Work-Study Program (50% SRFS / 50% department)

599072: Used for International work-study student.

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.

5134: International Student Work-Study

5134: Student Workers (non-work-study).

SECTION 8 - HOW ARE STUDENT EMPLOYEES PAID?

Time Reporting

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

A student's on-campus weekly time sheet must be signed by the student and supervisor. The supervisor is responsible for submitting the student's time sheet to the department's business office for the payment of wages.

An off-campus supervisor will receive pre-dated Time Report Forms from the Student Employment Office. Time Report Forms must be faxed or e-mailed to our office every Friday by 5:00pm, in order for the student to be paid the following Friday.

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 has two ways to receive their weekly pay: Direct Deposit **or** The ADP TotalPay® Card system. More information about both methods is available at <http://www.sfs.upenn.edu/TotalPay/index.htm>.

Payroll Taxes

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 4.20% Social Security (FICA) Tax and 1.45% Medicare Tax deductions. **This exemption 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. If you have any questions regarding taxation, please go to the Payroll Taxes Office, 310 Franklin Building, 3451 Walnut Street. The service window hours are Monday through Friday, from 10:00am to 2:00pm.

Wage Rate Increase

The supervisor may increase the student's wage rate at the time of the appointment to a job number, up to the SEMS maximum wage rate of \$12.80 per hour.

If the wage rate increase occurs after the initial job appointment, or the increase exceeds the SEMS limit of \$12.80 per hour, the supervisor must submit the request to the department's business administrator (usually the SEMS coordinator). When requesting an increase in the wage rate, keep in the mind the student's work-study award amount.

SECTION 9 - CHANGING OR LEAVING A JOB

Work-Study Students

An employed student who intends to withdraw from the program, or who wishes to change jobs within the semester, must inform their supervisor. A student is expected to give at least one week's notice 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. Releasing a student from a job is done online by the supervisor. An e-mail confirming the student's release will be sent to the department's SEMS coordinator.

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 at least one week's notice before leaving a position. The student should consult with the supervisor regarding the department's policy for changing or leaving the job.

SECTION 10 - 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, 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.

Continued tardiness and failure to provide adequate prior notice of absence as determined by the supervisor are considered grounds for termination.

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

SECTION 11 - 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 12 – 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 under the Employers section on the Student Employment Office website at <http://www.sfs.upenn.edu/seo>.
- **Termination** – If the student's performance still does not improve within the specified time frame, the supervisor may terminate the student's employment. Notice of dismissal should be in writing, and a copy sent to the Manager of the Student Employment Office. **DO NOT terminate a student on Penn Works for cause.** This is not the venue for dealing with student conduct in the workplace.

SECTION 13 – 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 students 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.

SECTION 14 – VERIFICATION OF EMPLOYMENT

The Division of Human Resources/Information Management/Records maintains personnel records for all present and past employees, including student employees.

Verification requests received by mail and 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.

If a call is received by a department from an outside employer seeking employment verification, please instruct the employer to call The Work Number for Everyone at 1-800-996-7566, or go to the website at <http://www.theworknumber.com>.

SECTION 15 – 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.