



# UT Health

San Antonio

Veteran Services &  
Financial Aid

## 2018-2019 COLLEGE WORK-STUDY SUPERVISOR HANDBOOK

Important Contacts		
Process	Name	Email
Enroll New Supervisors/Positions	Gloria Salinas	<a href="mailto:salinasgg@uthscsa.edu">salinasgg@uthscsa.edu</a>
Process Intent to Hires	Rebecca Brysch	<a href="mailto:brychr@uthscsa.edu">brychr@uthscsa.edu</a>
Collect and Process Hire Documents	Camille Garcia	<a href="mailto:garciaacc@uthscsa.edu">garciaacc@uthscsa.edu</a>
CWS Job Database	Gloria Salinas	<a href="mailto:salinasgg@uthscsa.edu">salinasgg@uthscsa.edu</a>
Monthly Timesheets Submittal	CWS Time	<a href="mailto:CWS_Time@uthscsa.edu">CWS_Time@uthscsa.edu</a>
Student Remaining Hours/Timesheets	Rebecca Brysch	<a href="mailto:brychr@uthscsa.edu">brychr@uthscsa.edu</a>
Student Changing Jobs	Rebecca Brysch	<a href="mailto:brychr@uthscsa.edu">brychr@uthscsa.edu</a>
VSFA Mainline: (210)567-2635		

This student employer manual has been prepared for the benefit of UT Health San Antonio on and off-campus locations that hire students under the College Work Study Program. This manual outlines procedures and offers guidelines to be used for hiring, paying, and terminating student employees.

### College Work Study at UT Health San Antonio

The student employment program at UT Health San Antonio offers the student an opportunity to earn funds through meaningful work experiences. Students may receive an award of student employment as part of their financial aid package. Student employment awards are called "College Work-Study". College Work-Study (CWS) awards are reserved for students with the highest financial need. Students are awarded a specific dollar amount in College Work-Study. This amount is the maximum that may be earned in the academic year. If students are close to reaching this maximum amount, additional CWS hours must be requested by the student, so that the Veteran Services and Financial Aid Office (VSFA) can review the student's eligibility and current CWS funding levels. If the student has 40 or fewer hours remaining and would like to be considered for an increased award, he/she can contact VSFA to be placed in a waitlist for

these additional hours. The student should not work beyond their remaining hours until notification of increased hours is received. The waitlist does not guarantee of eligibility or availability for additional hours.

Unlike scholarships, grants and loans, which are credited directly to the student's account, student employment is not. A student with a work study award begins looking for a job by checking the [work study job database](#) under the financial aid page (NOTE: Database opens June 1<sup>st</sup>). They will then apply directly to the CWS Supervisor. All positions are paid at the same rate. For 2018-19, hourly rate is set at \$15.00. Students are paid on the 7<sup>th</sup> and 22<sup>nd</sup> of every month for hours worked during the previous pay period.

NOTE: College Work Study employment must not displace employees or impair existing service contracts.

Questions about the College Work Study program may be addressed to Rebecca Brysch or Gloria Salinas at 210 567 2635. Email inquiries may be addressed to: [bryschr@uthscsa.edu](mailto:bryschr@uthscsa.edu) or [salinasgg@uthscsa.edu](mailto:salinasgg@uthscsa.edu)

### **Job Openings**

All jobs must have a job description on file with the Veteran Services and Financial Aid Office (VSFA). Departments are responsible for notifying VSFA when a job becomes available. A complete job description must be provided using the appropriate job template (see Appendix at the end of this document for a sample of a job description). VSFA will then post the job announcement on the online job database. If more than one student is needed for a position, only one job description is necessary. Please provide specific details regarding the job duties and skills/experience required for the job(s). Departments may use additional means of advertising approved positions (campus bulletin boards, in-class announcements, etc.) at their own discretion.

E-mail your job openings to: [salinasgg@uthscsa.edu](mailto:salinasgg@uthscsa.edu) or [bryschr@uthscsa.edu](mailto:bryschr@uthscsa.edu)

### **Eligible Students**

Students awarded College Work-Study receive an Eligibility of Employment Notice (EEN) email sent to their LiveMail account (see Appendix at the end of the document for sample). When the student applies for a position, they must forward this EEN to the supervisor for proof of CWS eligibility. Only students with an EEN should be considered for employment. Students must submit a Free Application for Federal Student Aid (FAFSA) annually to be considered for funding. Awards are distributed on a first-come first-served basis to eligible students. If a student is interested in participating but did not get awarded, he/she can contact [VSFA](#) to be placed on the waitlist and eligibility will be reviewed. Students on the waitlist are not guaranteed funding. Students will be offered two awards: one for fall and one for spring (if attending both terms). Transfer, reallocation, or increase of hours may be unlikely.

### **Hiring Procedures**

Departments interested in becoming part of the CWS Program, must contact Gloria Salinas or Rebecca Brysch ([salinasgg@uthscsa.edu](mailto:salinasgg@uthscsa.edu) or [bryschr@uthscsa.edu](mailto:bryschr@uthscsa.edu)) to briefly explain the need for the position. A job

description in the proper template will be required (see Appendix at the end of the document for sample). VSFA will email the supervisor a Statement of Understanding and E-Signature Consent that must be read and returned with the Supervisor's signature via their UT Health San Antonio Outlook account (or employer email account if off-campus employer). Upon review and approval, VSFA will post the position to the job database. Once the Supervisor decides to hire an eligible CWS student, the supervisor will need to send an Intent to Hire form (this document will be sent to the supervisor during the initial supervisor enrollment process) to VSFA. The student will be notified, by VSFA, to complete the hire paperwork. Once the student is cleared to begin employment, the student will be notified electronically of the student's start date, which the student is instructed to forward to their supervisor. Hours worked prior to receiving clearance cannot be paid under the CWS Program.

### **Timesheets**

Supervisors are required to report and certify time worked for their CWS employees. Federal regulations state that supervisors must sign students' timecards verifying they have worked and earned the amount being paid and that the work was performed in a satisfactory manner. To efficiently manage payroll, VSFA requires supervisors to sign a Statement of Understanding (SOU) & E-Signature consent to use their UT Health San Antonio Outlook Email account (or employer provided email if off-campus employer) as their signature. Only faculty and staff members with an SOU on file can submit timesheets. VSFA provides supervisors with a Time Sheet template in an Excel Workbook that meets the federal requirements of the program. The Excel Workbook contains prefilled time-sheets to report time for each pay period. Messages with names and hours **are not** acceptable per federal guidelines.

The Time Sheet Workbook must be submitted at the end of each pay period by 10:00 am on the payroll deadline to the [CWS\\_Time@uthscsa.edu](mailto:CWS_Time@uthscsa.edu). Only time sheets for the current pay period submitted by the deadline are guaranteed to be processed for payroll. The list of payroll deadlines is provided to both the supervisor and the student. In order to better manage the program expenditures, time must be reported at the end of each pay period unless a previous arrangement has been made. Towards the end of the pay period, supervisors are provided with the updated Excel Workbook with the time sheets and updated hours to return at the end of the pay period. Time Sheets must be submitted electronically by attaching the provided Excel Workbook to an email from the UT Health San Antonio Outlook account which constitutes the supervisor's E-Signature for this purpose. Paper time sheets are not acceptable.

The student is provided with a Time Management Worksheet (see Appendix at the end of the document for sample) to help them monitor their time, but it is the Supervisor's responsibility to submit the Excel Workbook with the student's official time sheet. The student receives a communication the day after payroll with their remaining hours.

### **Compensated Travel Time to Off-Campus Community Service Jobs**

Eligible positions can offer students compensation to travel to work. The allowed pay is determined by VSFA upon review of average travel time from the main campus to the job. Supervisors eligible to compensate students for travel time will be notified by VSFA and will be provided with a Travel Report. The Travel Report is provided in the same format as the Time Sheet and must be submitted using the same method as the Time Sheet.

Current Jobs Eligible for Travel Pay:

- Witte Museum H-E-B Body Adventure Assistant – up to one hour compensation for travel per day
- Research Assistant at the Dialysis West/Texas Diabetes Institute - up to one hour compensation for travel per day
- South Texas Poison Center Education Outreach Assistant – only when traveling to outreach events and up to one hour compensation for travel per day unless previously authorized by VSFA

### **General Student Employment Regulations**

To better manage hours, students are not allowed to hold concurrent dual positions but may have multiple jobs through the year. Students can work a maximum of 20 hours per week. Students may not work more than 8 hours per day. Students may work during evenings and weekends as long as the department has regular evening and/or weekend hours and students have adequate supervision.

With their supervisors' assistance and VSFA communications, it is the responsibility of College Work-Study students to determine individual hours available to work each pay period. The decision regarding the actual number of hours worked will be made by supervisors with consideration for the maximum hours allowed, the requirements of the position, and students' availability. It is crucial to understand that students are not allowed to work during scheduled class time unless the class is cancelled.

The Excel Workbook with the Time sheets reflects the students' remaining hours for the term to help the planning process for departments and students. Students and supervisors are encouraged to manage the student's time to "stretch out" their hours throughout the term.

### **Overtime**

No overtime is allowed at any time using College Work-Study funds. Any hours reported on the Time Sheet that exceed the maximum allowed will not be covered with CWS funds. **These hours would have to be 100 percent charged to the departments' budgets.** College Work-Study funds are governed by federal regulations, award amounts must be strictly observed.

When CWS awards have been fully earned, the student should cease employment.

**As a student supervisor at UT Health San Antonio you have the right to:**

- Expect quality work from your student worker.

- Inform your student employee of any unsatisfactory work performance.
- Terminate your student worker with proper documentation.
- Be informed by VSFA of the requirements of the College Work-Study program.
- Expect your student worker to follow the work schedule you have agreed upon.
- Require confidentiality from your student worker.
- Expect your student worker to follow any particular requirements of your office or department.

**As a student supervisor at UT Health San Antonio you have the responsibility to:**

- Explain the duties and responsibilities of the job to the student and provide a job description.
- Continually evaluate and monitor the student's work performance.
- Provide the student with the tools necessary for performing the work assigned (training, materials, etc.).
- Submit the provided electronic Time Sheet workbook for the student to be paid correctly and on time.
- Monitor the student's hours to ensure that he/she does not earn more than the allocation.
- Verify the accuracy of your student's time sheet before submitting it.

**Tips for Supervising Student Employees**

- Establish clear goals: provide training and specify performance expectations and ground rules.
- Remember that student employees are students first. If there is a conflict between a student's academics and job, academics must come first. However, the student can and should learn how to manage time so that the impact on the position is minimal. Make it clear what is expected regarding the commitment and how to notify you if he/she must be absent.
- Show appreciation for exceptional work. Positive feedback, especially when given in front of one's peers, costs nothing and provides a quick, effective award.
- Be an accessible supervisor. Tell students they are free to ask you questions and discuss concerns. Periodically ask them if they have any questions.
- Encourage risk-taking and decision-making. Letting students know that you trust as well as believe in them helps to foster a sense of cohesiveness and provides great practical experience. Please remember that this is a learning experience for the students you hire.
- Communicate openly and honestly. A student should always know how he/she is doing.

**Guidelines for Resolving Problems + Termination**

A student employee is technically considered a "temporary part-time" employee and is thus not entitled to the same benefits as a full-time staff person. However, student employees should be treated fairly and courteously. If a student is unreliable or does not handle the assigned duties responsibly, it may be necessary to terminate the student for unsatisfactory performance. In most cases, the following progressive discipline guidelines are suggested in handling an unsatisfactory performance.

If student employees do not perform in a satisfactory manner, it is recommended that the following procedures be followed:

- A conference between students and supervisors should be conducted to inform the students about the problem, to provide suggestions for improvement, and to agree upon a timeline for improvement.
- Verbal Warning: Speak with the student and express specific reasons (with examples) for dissatisfaction. Suggest solutions. Establish a time frame for improved performance. If by the agreed upon date there is little or no improvement, supervisors may terminate students' employment.
- 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. Students need to understand what is expected of them and the consequences of continued poor performance. If students' employment is terminated, supervisors must notify VSFA about the situation.
- 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 may be accompanied by a verbal discussion. Immediate termination of a student employee is appropriate for gross misconduct, including actions threatening the safety of others, malicious use or theft of College property, actions that are inconsistent with directions received and falsification and/or forgery on time sheets and on other college documents.
- In some cases, departments may terminate students' employment without following the suggested procedures above, depending upon the seriousness of the infraction.

Please notify VSFA by email [salinasgg@uthscsa.edu](mailto:salinasgg@uthscsa.edu) or [brychr@uthscsa.edu](mailto:brychr@uthscsa.edu)

*If a student works through the end of the term and does not return to the department the following term, the department does not have to terminate the student. Also, as workloads shift over the course of the academic year, it is possible that fewer student staff will be required and the number of student employees will need to be reduced. As soon as this determination is made, any affected students should be referred to the CWS job database where other job options and notify VSFA ([salinasgg@uthscsa.edu](mailto:salinasgg@uthscsa.edu) or [brychr@uthscsa.edu](mailto:brychr@uthscsa.edu)). Students should be counseled that the release is not a reflection of work performance and that they will be given time (six weeks) to obtain another position before the termination date.*


## **FERPA**

FERPA Policy REQUIREMENTS OF CONFIDENTIALITY PURSUANT TO THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT 20 U.S.C. § 1232g ("FERPA") Protecting the privacy of UT Health San Antonio students is a matter that the institution takes very seriously. UT Health San Antonio college work-study employees may, at times, come in contact with personally identifiable information regarding Ursuline's students. This information may include, but is not limited to, grades, financial information, prior educational history, transcripts, and medical information. Under FERPA, this information must be kept confidential. While such information can be disclosed to school employees who have a legitimate

educational interest, as determined by UT Health San Antonio, it cannot be disclosed to individuals who are not employed by UT Health San Antonio. If it is determined that an employee has made an inappropriate disclosure of personally identifiable information regarding a UT Health San Antonio student, such disclosure may be grounds for disciplinary action, including the employee's immediate dismissal. Any questions regarding this policy or the application of [FERPA](#) should be referred to the Office of the [University Registrar](#).

# Appendix A

## Sample Job Description

Work-Study Job Posting	
	
<b>Office Assistant</b>	
Name of the position	Office Assistant
Job Code:	2.5
On Campus	Not Community Service
Name of the student's employer (the school, public agency, nonprofit organization, etc.);	UTHSCSA 7703 Floyd Curl Drive San Antonio, Texas 78229
Department or office in which the student will be employed	Sample Department Name
Location where the student will perform his/her duties	UTHSCSA Main Campus
Name of the student's supervisor	Sample Supervisor Name To apply contact: <a href="mailto:samplename@uthscsa.edu">samplename@uthscsa.edu</a>
Purpose/role of the position within the organization	Under general direction, this position provides assistance to the Sample Department. This individual will represent the Sample Department Name when answering phone calls and with walk-in visitors and will require courtesy and professionalism in all aspects.
Duties and responsibilities associated with the position and how they relate to the purpose/role;	<ul style="list-style-type: none"> <li>• Answer office main phone line and serve as a backup as needed. Forward messages as needed.</li> <li>• Sort and distribute mail.</li> <li>• Using standard office equipment, make copies, fax or scan documents.</li> <li>• Some office assistant work including filing, online research, assisting with preparation materials for presentations and editing of outgoing correspondence.</li> <li>• Other duties as assigned.</li> </ul>
Rate of pay	\$15 per hour
General qualifications for the position	<p>Required:</p> <ul style="list-style-type: none"> <li>• Must be organized</li> <li>• Able to make files</li> <li>• Good phone etiquette</li> </ul> <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Experience with PC software including Microsoft Office</li> <li>• Past office experience is not required but is desirable</li> <li>• Prefer OT, PT, or CLS students</li> </ul>
Length of the student's employment	Period of student's enrollment for an academic year.
Evaluation and Schedule	Up to 19 hours per week Student will be evaluated by VSFA upon request from employing department.

All students are required to complete the University wide trainings, but if done within the first month of employment can be compensated for time to complete the training.  
 Qualified candidates will be contacted for an interview.  
 Number of positions available: 1



## Sample Employment Eligibility Notice



### COLLEGE WORK-STUDY PROGRAM

#### *Eligibility of Employment Notice*

fld\_LETTER\_PRINTED\_DT

Dear fld\_FIRST\_NAME fld\_LAST\_NAME,

You have accepted funds from the College Work-Study Program for the 2018-2019 award year. This is your official Eligibility of Employment Notice that potential employers will need to validate your authorization to seek employment. For their convenience, please include this notice when you submit your resume or contact employers.

As a reminder: The award is term-based and increases are available upon request and availability of funding. Please refer to your Award Notice for amounts. You may work a **MAXIMUM of 20 hours per week**. **There is NO minimum number of hours you have to work**, but a department may set a minimum if they have specific needs.

## Sample Time Management Worksheet –NOT A TIMESHEET FOR PAY

**\*\*THIS IS A WORKSHEET TO HELP YOU MANAGE YOUR TIME - THIS IS NOT A TIME-SHEET FOR PAY\*\***

Your supervisor will submit an electronic time-sheet to the office of Veteran Services and Financial Aid (VSFA)  
Paper time-sheets are no longer accepted

You may begin employment only after receiving a clearance communication from VSFA

Student's Name: \_\_\_\_\_ Begin \_\_\_\_\_ End \_\_\_\_\_  
Pay Period 7/1/2017 7/15/2017

Report minutes in quarter increments as follows: 15 min. = .25 30 min. = .50 45 min. = .75

	MON.	TUES.	WED.	THURS.	FRI.	SAT.	SUN.	
DATE						07/01/17	07/02/17	Weekly Total
HRS. WORKED								
	MON.	TUES.	WED.	THURS.	FRI.	SAT.	SUN.	
DATE	07/03/17	07/04/17	07/05/17	07/06/17	07/07/17	07/08/17	07/09/17	Weekly Total
HRS. WORKED								
	MON.	TUES.	WED.	THURS.	FRI.	SAT.	SUN.	
DATE	07/10/17	07/11/17	07/12/17	07/13/17	07/14/17	07/15/17		Weekly Total
HRS. WORKED								
	MON.	TUES.	WED.	THURS.	FRI.	SAT.	SUN.	
DATE								Weekly Total
HRS. WORKED								

TOTAL \_\_\_\_\_

**HOURS NOT TO EXCEED 20 PER WEEK**

**\*\*THIS IS A WORKSHEET TO HELP YOU MANAGE YOUR TIME. THIS IS NOT A TIME-SHEET FOR PAY\*\***

Your supervisor will submit an electronic time-sheet to the office of Veteran Services and Financial Aid  
Paper time-sheets are no longer accepted