



FEDERAL WORK STUDY PROGRAM STUDENT HANDBOOK



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Financial Aid Office**

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FEDERAL WORK STUDY PROGRAM STUDENT HANDBOOK

Document Revision History

Release ID	Brief Description of Changes	Approval
Initial Release 12/5/2008	New version replaces the 2007 handbook	CA & SU Financial Aid
9/30/2009	Updated Section 2 to reflect unmet financial need requirement.	CA & SU Financial Aid
9/30/2009	Updated Section 3 to note processing required by HR.	CA & SU Financial Aid
6/30/2010	Update Terms of Agreement: Form 103	SK and SU Financial Aid
04/2011	Update/revise Sections 2, 4, 5, 7 and 9	SK, SU & JH



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1. INTRODUCTION

Florida Keys Community College (FKCC) participates in the Federal Work-Study (FWS) Program under the Higher Education Act of 1965, Title IV, Part C. The program, subsidized by the college and federal funds, provides jobs for admitted students who demonstrate financial need. These part-time jobs are either on campus, in federal, state or local agencies or certain private non-profit or for-profit organizations. Off campus positions must be in the public interest and must be academically relevant to the maximum extent possible. Hourly wage is no less than the federal minimum. The program offers a student:

- A chance to earn money to help pay for educational or personal expenses while working on campus or in community service work.
- An environment that stimulates and promotes the learning of new skills, responsibilities and attitudes that will transfer into careers after college.

2. ELIGIBILITY

To be eligible for the FWS Program a student must meet the following criteria:

- Be enrolled in at least six (6) credit hours in a program of study.
- Complete the Free Application for Federal Student Aid (FAFSA) and demonstrate an unmet financial need. The student's award must not exceed the unmet financial need.
- Maintain at least a 2.0 GPA.
- Complete **FWS Form 101: Program Application** that lists the student's skills, experience and interests.
- Be compliant with the rules of the FKCC Student Handbook.

A student may not hold an FWS position and a non-FWS position at FKCC simultaneously without prior permission of the Director of Financial Aid. No student should be promised employment by any department other than Financial Aid. FKCC is an equal opportunity employer and does not discriminate on the basis of race, religion, gender, sexual orientation, age, marital status, national origin, color or disability.

3. AWARDING AND HIRING

Institutional financial aid administrators at participating institutions have substantial flexibility in determining the amount of FWS awards to provide to students who are enrolled or accepted for enrollment. The Financial Aid Office must first determine if FWS Program funds are available. If funds are not available, the Financial Aid Office adds the student's name to a waiting list to ensure that students are offered FWS Program opportunities in the order that requests are received.

In assigning an FWS job, a school must consider the student's financial need, the number of hours per week the student can work, the period of employment, the



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anticipated wage rate, and the amount of other assistance available to the student. While there is no minimum or maximum award, the amount for each student should be determined based on these factors. To the maximum extent practicable, a school must provide FWS jobs that complement and reinforce each recipient's educational program or career goals. Once a position is offered to the student, the student must complete the following FWS Program forms:

- **FWS Form 102: Student Employment Authorization** that states the hourly wage, number of hours per week, maximum amount that can be earned during contract period, supervisor's name and the job title of the student.
- **FWS Form 103: Terms of Agreement** that outlines the student's conditions of employment as an FWS participant.
- **FWS Form 104: Confidentiality Agreement** that describes the importance of maintaining the confidentiality of student records and states that any violation of the policy is grounds for termination.

The FKCC Human Resource Department requires legal student identification to complete the process. Identification includes a valid driver's license, a US Social Security Card or an original or certified copy of a birth certificate. A valid US Passport may be used in the place of the previous documents. For income tax purposes, the student must complete the following payroll forms:

- W-4 (Tax Withholding Form).
- I-9 (Employment Verification Form).

4. RETURNING FWS PROGRAM STUDENTS

A FWS student returning from the prior school year may resume the same position provided that the hiring supervisor consents, that the student continues to be eligible for the FWS Program, and completes all necessary updated paperwork with the Financial Aid Office and Human Resources. A returning student must reapply for the FWS program once per academic year. Contracts are issued on either a term-by-term or academic year basis. Students who are full-time students in both the fall and spring semesters may continue their employment through the summer regardless of whether or not they choose to enroll in summer classes. Students are no longer eligible to participate in the FWS program after they graduate or reach maximum timeframe.

5. DECLINING AN OFFER OR TERMINATING EMPLOYMENT

A student may decline an FWS position that is offered; however, the Financial Aid Office may not have another position available for that semester. Students are encouraged to explore business opportunities outside of their program of study if the opportunity is offered. If an opportunity is not acceptable, the student must complete **FWS Form 105: Decline or Request to Terminate Employment** form.



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A student may voluntarily terminate their employment before the expiration of their employment contract. They are required to provide a letter of resignation to both their immediate supervisor and the Financial Aid Office.

6. HOURS PER WEEK

The maximum number of work hours per week permitted is twenty (20). Employment will be terminated once the contract amount has been earned or the employment period has been completed, whichever comes first.

The Student Employment Authorization also states an average number of hours a week the student should try to work. This agreement permits both student and supervisor to plan and prepare work assignments. Important work schedule rules:

- Students are not allowed to work at any time in which their classes are in session.
- Students may not work when the college is officially closed (e.g., Thanksgiving, Spring Break & federal holidays).
- FWS commitments must take precedence over all extracurricular activities unless approved by the supervisor.
- Continuous deviations from the work schedule will result in disciplinary action that could include suspension from the job.

The supervisor and student work together to complete a work schedule using the standard FKCC time sheet. (See **FWS Form 106: Sample Timesheet.**) After setting up an agreeable schedule, the student must adhere to that schedule throughout the term. The supervisor and the Financial Aid Office retain that work schedule on file. The student is responsible for delivering a copy of the agreed-to work schedule to the Financial Aid Office.

7. FREQUENTLY ASKED QUESTIONS ABOUT HOURS PER WEEK

7.1. **May a student work more than 20 hours per week?**

No. A student may not work over the contracted, awarded amount. Any work over this amount constitutes an over-award in financial aid. In such a case, some other type of aid may have to be reduced. In some cases the amount of



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the award may be increased, provided funds are available. This increase would require that a new updated contract be on file reflecting the increase.

7.2. May a permanent work schedule be fewer than 20 hours per week?

Yes, provided that the supervisor agrees and that the Financial Aid Office is

notified. A student desiring to reduce his or her weekly work hours, thereby reducing the total FWS Program award, should make arrangements three weeks from the beginning of the term. Once an FWS Program award is reduced, the award remains reduced for the remainder of the term, and no other financial aid changes will be made. Students who do not work the entire contracted award amount may have the FWS Program award reduced for the next academic year.

7.3. May a temporary work schedule be fewer than 20 hours in the week?

Yes, provided that the supervisor agrees. All FWS Programs students at FKCC are limited to a maximum of twenty (20) hours of work per week. These hours cannot be carried over to another week. For example, if a student puts in fifteen hours worked in one week, he/she cannot work twenty-five (25) hours the following week.

8. TIMESHEETS

Timesheets are a necessary part of employment for FKCC employees. Pay periods are biweekly (two times per month). To ensure that everyone is paid in a timely manner and according to government regulations, timesheets must be completed. Students are responsible for completing the time sheet in its entirety and delivering a copy of the time sheet to the Financial Aid Office by noon of the date provided on the payroll schedule. Government regulations guide the completion of time sheets by FWS Program students as follows:

- Students must keep an accurate daily account of time worked on a timesheet.
- Timesheets must be completed for each day; not at the beginning or end of the pay period.
- Students who work more than 6 hours consecutively **MUST** take a 30 minute unpaid break and that break must be reflected on the timesheet.
- Supervisors monitor the accuracy of the times reported to prevent students from being paid for hours not worked.
- In accordance with Federal Regulations, both the student and the supervisor must sign each timesheet certifying in the hours as a true statement of hours worked.



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- A supervisor cannot certify back hours for a student who turns in late timesheets.
- Regulations also require the supervisor to state if the work was performed satisfactorily.
- Timesheets must be retained for five (5) years for auditing purposes.

Timesheets that are held for more than thirty (30) days and not turned into the Office of Financial Aid for payment are at risk of not being paid. Fraudulent timesheets will result in immediate termination from the FWS Program and will be considered a code of conduct violation. FWS students must pick up checks in the Human Resources Office.

9. CLASS CANCELLATIONS AND EXAMS

If a class is cancelled and the student is needed to work during that time, the student must write a notation beside those hours on the timesheet "class cancelled." Regulations stipulate that a student cannot work during class time. This notation explains why the student was at work during class time. Exam weeks are scheduled work weeks. If a student's exam schedule makes the regular work schedule impossible, the student must notify the supervisor well in advance to reschedule work hours for that week only.

NOTE: The Registrar's official class schedule must not overlap with any time worked by the student during the term unless annotation is made on the timesheet. (Federal Regulations are very specific on this point; individual timesheet and student schedules are included in financial aid audits.)

10. ON-THE-JOB PERFORMANCE AND TASK ASSIGNMENTS

FWS Program positions are a vital and necessary part of the FKCC's operations. Each position requires a commitment of time, energy and dependability on the part of the student. In return, supervisors offer a wealth of job-related knowledge for the student. In addition to work task guidance, supervisors can help a student develop good work habits. Students are encouraged to seek assistance from a supervisor for prioritizing task assignment deadlines, identifying action items and managing time efficiently.

An FWS student is expected to comprehend the responsibilities required by the position assigned, develop good work habits that demonstrate quality (accuracy, neatness and thoroughness), quantity (completion of tasks within a specified time following specified procedures) and reliability (pattern of completing of tasks assigned). Displaying enthusiasm toward assigned tasks, exercising good judgment when a supervisor is not available for consult and developing a professional business manner are all desirable attributes against which the FWS student will be evaluated.

Each day upon arriving for work, the student must consult the supervisor for task assignments. The supervisor may also provide assignments in advance. Students are



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not permitted to study or leave the work site without the permission of the supervisor.

If there is no useful work to be accomplished over a period of time, the Financial Aid Office must be advised by the supervisor or the student. The student will then be assigned to another department.

It is illegal to pay a student FWS funds if the student is not working. Each division or department is responsible for closely monitoring the use of student time. If a student's primary assignment is not requiring all of the scheduled work time, the student must temporarily be assigned to another department or division.

11. CODES OF CONDUCT

A college campus is a place of business as well as a place of learning. FKCC employs many students, faculty and administrators who adhere to business and educational regulations and protocols that the FWS Program expects students to learn. The following codes of conduct are presented to ensure that FWS students know what is expected of them.

11.1. Confidentiality of Student Records

A critical responsibility of an employee at FKCC is maintaining confidentiality of student records. They may be discussed only with individuals authorized to have access to educational records. A violation of student record confidentiality constitutes grounds for termination.

11.2. Punctuality and Absences

The student must request permission for a planned absence in advance of the absence. In case of illness or emergencies, the student must notify the supervisor the morning of each day of the absence. Excessive absences are grounds for a disciplinary notice and possible suspension from the program. If a student fails to report to work twice, as assigned, and without advance notice of absence or late arrival, termination of employment may result.

Missed work hours cannot be made up the following week. In case of an extended illness, the student must provide the supervisor with a physician's note. In rare cases a student may be permitted to take a leave of absence and be replaced by another student. Once this leave of absence is over the student will be placed in an available job, permitting funds are still available.

11.3. Visitors and Media Communication

The work area is a place of business. Telephone calls and visitors are expected to be conducting business while in conversation with an FWS student. Brief



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social conversations are acceptable. Extended social conversations are not acceptable as they are a distraction to the student and to other employees. The work area is not a place for friends and family unless there is an emergency or unusual event.

Use of a college computer for personal business is prohibited. Email and Internet surfing are activities for the home.

11.4. Dress Code

FKCC acknowledges the casual work and living style that is enjoyed in the Florida Keys. While the College does not have specific requirements for dress code, it is clearly expected that all employees dress in a casual, yet professional manner consistent with the college's public agency environment.

It may be appropriate for certain College departments to develop their own dress codes consistent with that department's functions. Supervisors must establish the type of dress code that is appropriate for the work area. Any dress code established by a college department must be enforced consistently within that working environment. Direct any questions to the Director of Human Resources.

11.5. Working with the Public

FKCC is a public institution. Each employee imparts the spirit and professionalism of FKCC to the public. Employees are encouraged to influence visitors in a positive way by listening to their questions and responding in a clear, accurate and concise manner. It is expected that FWS students verify information with a supervisor prior to advising a visitor on college matters.

11.6. Business Ethics

Business ethics are a critical component of employment. Employees are routinely faced with business behavioral choices that could compromise integrity, create additional work for someone else, or cause an unnecessary expense to time or materials. The FWS student is strongly encouraged to think before acting and if doubtful about the ethics of an action, avoid it entirely. Any violation of FKCC policies and/or regulations will result in immediate FWS student employee termination.

11.7. Relationship Management

The FWS student is encouraged to not only seek guidance regarding task assignments but to also seek guidance regarding office behavior and relationship management. Creating and maintaining good office relationships is



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critical to the morale of a department and to each employee's desire to come to work. Supervisors can help a student resolve issues with a co-worker, another supervisor or the public. The FWS student is encouraged to ask for help before a small problem turns into something more difficult to resolve.

12. FWS STUDENT PERFORMANCE EVALUATIONS

All FKCC employees are subject to required performance evaluations including FWS students. Helping the student to identify deficiencies and providing encouragement and support for improvement benefits the student's overall development. Supervisors are responsible for describing any corrective action that the student must implement to resolve a performance problem. Supervisors perform evaluations at the end of each semester. For new work-study students, supervisors perform two evaluations: the first after one month into the semester to permit the student early feedback regarding performance and the second at the end of the semester.

The first evaluation provides the feedback the student needs to implement corrective action early in the semester.

Both the student and the supervisor sign the evaluation after it has been discussed. Evaluations are then given to the Financial Aid Office where they are placed in the student's permanent file. Evaluations may be used in determining any recommendations FKCC may make concerning future employment references for the student. For the conscientious student, the evaluations can be a valuable tool for the first career position after graduation. **(See FWS Form 107: FWS Student Performance Evaluation.)**

If a student has a problem with a supervisor's evaluation, the student must respect the lines of authority by first discussing the problem with the supervisor. If the problem cannot be resolved, the student must then report the problem to the FWS Program Director. The student must not circumvent the lines of authority by going to the management level above the supervisor.

13. DISCIPLINARY PROCEDURE

If a student who has received a warning takes no corrective action or if a serious violation of FKCC or FWS rules arises, the supervisor must take disciplinary action. Three choices of action are available to the supervisor:

- Official verbal warning.
- Recommendation for suspension from the current FWS position.
- Recommendation for immediate termination from the FWS position.

These actions do not have to be administered in order depending on the severity of the



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violation. The Financial Aid Office also reserves the right to impose these actions if the infraction violates FKCC, FWS or other laws and regulations. (See **FWS Form 108: Disciplinary Notice.**)

Suspension from a specific job may result in another job assignment, to be determined by the Financial Aid Office. Students who are suspended from the FWS Program are ineligible for any FWS Program position for the remainder of the academic year. Gross misconduct suspensions will result in termination from campus employment.

Disciplinary action for any infraction or gross misconduct will affect the student's formal evaluation that is placed in the student's permanent Financial Aid records. If the student commits an act of gross misconduct such as stealing or falsifying timesheets, the student will be referred to the Dean of Students.

To ensure that both students and supervisors understand the disciplinary process, the Financial Aid Office created the following table for reference.



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DISCIPLINARY PROCESS REFERENCE TABLE

STEP #	ACTION	ROLE
	GROSS MISCONDUCT	
1	In cases of gross misconduct such as theft, insubordination, fraudulent timesheet, repeated failure to report to work without notification or any other FWS or FKCC regulation violation, the supervisor immediately contacts the Financial Aid Office and sends student there.	Supervisor
2	The FWS Program Manager discusses the gravity of the situation and notifies student of employment termination.	FWS Program Manager
	CHRONIC BEHAVIORAL PROBLEMS	
1	Supervisor issues Disciplinary Notice to student with instructions to meet and discuss the matter thoroughly before signing the notice.	Supervisor issues & signs. Student signs.
2	Supervisor encourages student to share his or her perspective of the problem and document a response, if so desired.	Supervisor initiates. Student documents.
3	Supervisor refers student to Financial Aid for follow-up discussion.	Supervisor
4	Student may be suspended for a first-time offense. Student may be terminated immediately for a second offense.	FWS Program Manager
5	If Financial Aid deems it necessary, the student, supervisor and FWS Program Director meet to discuss all sides of the problem along with possible solutions.	FWS Program Manager, supervisor & student
6	If no solution is agreeable to both student and supervisor, the FWS Program Director may try to reassign the student to another department.	FWS Program Manager
7	If student declines another job offer, he or she must sign the Decline or Request to Terminate Employment Form indicating that the student will not work for the remainder of the semester.	Student signs



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APPENDIX A. FORMS



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APPENDIX B. CHECKLIST FOR SUPERVISORS

This checklist is a supplement to the FWS Student Handbook and is designed for supervisors as a quick reference for managing FWS students. It is not designed to take the place of the handbook.

FWS SECTION	REQUIREMENT OR REMINDER
2. Eligibility	<ul style="list-style-type: none"> • Six (6) credit hours in a program of study. • Complete the Free Application for Federal Student Aid (FAFSA) and demonstrate an unmet financial need. Student's award must not exceed that unmet financial need. • Maintain at least a 2.0 GPA. • Complete FWS Form 101: Program Application that lists the student's skills, experience and interests. • No student should be promised employment by any department other than Financial Aid. • Be compliant with the rules of the FKCC Student Handbook.
10. Timesheets	<ul style="list-style-type: none"> • Students must keep an accurate daily account of time worked on a timesheet. • Timesheets must be completed for each day, not at the beginning or end of the pay period. • The supervisor and student work together to complete a work schedule using the standard FKCC time sheet. (See FWS Form 106: Sample Timesheet.) After setting up an agreeable schedule, the student must adhere to that schedule throughout the term. The supervisor and the Financial Aid Office retain that work schedule on file. The student is responsible for delivering a copy of the agreed-to work schedule to the Financial Aid Office. • Supervisors monitor the accuracy of the times reported to prevent students from being paid for hours not worked. • In accordance with Federal Regulations, both the student and the supervisor must sign each timesheet certifying in the hours as a true statement of hours worked. • A supervisor cannot certify back hours for a student who turns in late timesheets. • Regulations also require the supervisor to state if the work was performed satisfactorily. • Students cannot work when the college is closed or when their classes are in session. • It is illegal to pay a student FWS funds if the student is not working.
12.4 Dress Code	<ul style="list-style-type: none"> • Set the dress code for your department so that you can rate student during the evaluation. If you have a work uniform required, state that info.
13. FWS Student Performance Evaluations	<p>Perform student evaluations at the end of the semester. For new work-study students, perform one evaluation after 30 days and one at the end of the semester.</p>
14. Disciplinary Procedure	<p>Three choices of action are available to the supervisor:</p> <ul style="list-style-type: none"> • Official verbal warning. • Recommendation for suspension from the current FWS position. • Recommendation for immediate termination from the FWS position
Pg 6-28	<ul style="list-style-type: none"> • FWS employment must not displace employees (including those on strike) or impair existing service contracts. • If the school has an agreement with an organization in the private sector, the organization's employees must not be replaced with FWS students. Replacement is interpreted as displacement.
Pg 6-37	<ul style="list-style-type: none"> • Jobs in the admissions or recruitment area of a school are not acceptable student services because such jobs are considered to involve soliciting potential students to enroll at the school.



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