



Student Employment Handbook For Supervisors

Supervisors – please note: This handbook includes all information contained in the student handbook and is followed by information specific to you.

Thank you for your interest in opportunities for student employment at AIC. A student's first responsibility, is to the academic work leading to a degree. However, we find that students who participate in campus employment often get involved in campus life in a way that supports their studies and degree completion. Campus employment can benefit a student in a variety of other ways:

- Paying for personal expenses
- Improving time management skills
- Building a student's resume
- Serving as a reference for future employment
- Providing real world work applications for what is learned in the classroom
- Helping to prepare students for that first job after graduation as a professional

There is yet another way that student employment can potentially be of benefit to the student. At some institutions, work study is *assigned* to students. At AIC we employ a competitive model. Any student who is eligible for Federal Work Study is awarded Federal Work Study through the Financial Aid Department. This results in a surplus of students in comparison to the number of available student employment opportunities. The competitive model allows students an opportunity to practice the very skills that will be needed to conduct a job search:

- completing an application
- preparing a resume and cover letter
- following up with the hiring manager
- interviewing
- dressing appropriately for an interview
- sending a thank you card for being extended the courtesy of an interview

The immediate benefit is that students who approach the student employment job acquisition process in this manner tend to distinguish their candidacies toward recognizing favorable outcomes up to and including a job offer.

As this is a competitive process, the outcome is not a given. Students are strongly encouraged to actively seek out the hiring supervisor listed on the job posting after submitting an application, in person, and dressed to impress. Even the best of candidacies may prove unsuccessful. There may not always be an obvious reason for the outcome. Departments make their own hiring decisions. Some may be willing to provide you with feedback on why you were not selected. Others may not. The reasons for these decisions can vary. Sometimes a department may feel another student is better qualified or did a better job advocating for the job. These can be subjective assessments. Sometimes decisions simply come down to who the supervisor may feel seems to be the best fit.

Students are urged to avoid getting discouraged. While not unlimited, there are many opportunities in the student employment system. Continuing to search for student employment

postings and utilizing the recommended steps may lead to a situation that may prove to be a better fit for all parties.

It is also worth noting that 80% of all jobs are secured by networking. Even an interview that does not result in an offer of hire can be of value. The process can help students to improve by gaining experience interviewing.

An unsuccessful interview is still a chance to network with a department and to form a connection that could prove beneficial in the future. As students grow with each year, interviews, even with the department that declined to hire the student in the previous year, may result in a different outcome as the hiring manager has occasion to get a better understanding of the student. Sometimes an unfavorable result may not mean simply “no,” but merely, “not now,” or even, “not yet.” At the Saremi Center, staff can assist students with mastering the rejection follow-up letter, a useful tool for continuing the relationship with the prospective employer that can have considerable value even beyond work study.

We hope you have a great experience with student employment, be it as a student, a work study department supervisor, faculty, or any member of the campus or extended community who has occasion to somehow be impacted by this endeavor. Student employment is really a full community undertaking with the college and extended constituencies playing key roles in providing meaningful lessons on the nature of work.

This handbook is designed to familiarize faculty, staff, and students with the policies and procedures governing the AIC Student Employment Program. The Saremi Center for Career Development is here to assist you in navigating the complexities that can arise in moving forward. Thank you again for being a valued part of our student employment system.

Students who have difficulty accessing the work study system are encouraged to contact the Saremi Center for Career Development for assistance. Career Development is the first point of contact for work study. Many problems, concerns, and questions can be resolved through the center.

Contact Information:

General program questions:

Saremi Center for Career Development
Schwartz Campus Center
413.654.1411

saremicenter@aic.edu

**The Saremi Center Page is located under
Campus Life in the portal.**

Additional Resources:

Financial Aid questions

Office of Financial Aid
Lee Hall Second Floor
413-205-3259 (tel)
413-205-3912 (fax)
financialaid@aic.edu

Timesheet X questions:

Tricia Love-Walsh
413-205-3237
tricia.love-walsh@aic.edu

Payroll questions:

AIC Payroll Coordinator
413-205-3344 or 413-205-3008 (tel)
413-205-3311 (fax)

Human Resources questions:

Debbie Rico
Human Resources Director
413.654.1479
debra.rico@aic.edu

International Students:

Kimberly Beebe
Associate Dean of Students
413.205.3573
kimberly.beebe@aic.edu

Access to job postings:

SWARM Jobs
www.aic.edu/swarmjobs

Forms can be found on the Timesheet X “forms” page:

aic.studentemployment.ngwebsolutions.com log in using your AIC email address and password.

For Students:

This handbook outlines your responsibilities and the expectations for you as a work study student. It also defines these for the department through which you are working. Work study can be a meaningful part of your college experience. We wish you much success.

What is Student Employment?

Student employment at AIC is one of the tools given to AIC students to transform themselves and to thrive, becoming the best they can be in preparation for the workforce. It is in keeping with AIC's longstanding tradition of holding in high regard work, integrity, and being productive. Student employment provides all of this by manifesting the college's emphasis on experiential learning by taking on and mastering real-world responsibility in perhaps its purest form—a job.

A variety of options are available for Student Employment. AIC participates in Federal Work Study (on and off campus), Community Service, and Institutional Work Study. Definitions of each follow below:

Types of Student Employment:

Federal Work Study: Federal Work-Study is a federally subsidized work program that provides on-campus and off-campus employment to eligible undergraduate students with demonstrated financial need. On campus work opportunities are available in a number of AIC departments including Athletics, Library, Student Accounts and many more. Off campus jobs are in small businesses throughout the Greater Springfield Area. If you already have a job with a small business in the area, please contact the Saremi Center to see if this might be eligible for FWS employment. Eligibility is determined by the information provided on the FAFSA. Students must submit their FAFSA and provide a copy to the Financial Aid Department in a timely manner. A work-study award is placed in the financial aid award letter and represents the maximum earnings potential while employed under the work-study program in the academic year. If a student wishes to have their FWS award increased, please submit a request to the financial aid office so the award can be reviewed for eligibility. They are conveniently located on second floor of historic Lee Hall.

Community Service: A portion of all Federal Work Study dollars are required by the federal regulations to be committed to tutoring reading, math, and family literacy projects to promote family literacy activities in the community. AIC partners with off campus nonprofit organizations in providing community service work opportunities. Federal Work-Study students may obtain employment that is community service related. Job categories that are considered community service include:

- Health care, child care, literacy training, math instruction, education (including tutorial service for reading and math), welfare, social services, transportation, housing and neighborhood improvement, public safety, crime prevention and control, recreation, rural development, community improvement, and emergency preparedness and response.
- Supportive services to enrolled students with disabilities

- Activities in which a student serves as a mentor for purposes such as tutoring, supporting educational and recreational activities

Off Campus work study: AIC partners with small businesses in the area to provide off campus work study employment to students who qualify for Federal Work Study. These opportunities are listed on SWARM Jobs. If you know of or already work for a small business in the area, please get in touch with Tricia Love-Walsh in the Saremi Center to see if arrangements can be made to partner with the business.

AIC funded campus employment (Institutional Work Study): Students who are not eligible for federal work study may apply for on campus jobs that are fully funded by AIC. The application process is the same. The funds are provided for by American International College directly.

International students: To be considered for student employment or even an internship, International Students **must first seek** approval from the Primary Designated School Official (PDSO). At AIC that is Kimberly Beebe, the Associate Dean of Students, whose office is located in the basement of the Shea Library. International Students are generally eligible only for AIC Funded Campus employment or what is commonly referred to as “Institutional Work Study.” There are a small number of these positions available on campus. Once hired, students will need to apply for a US Social Security Card. Students must give a copy of the receipt given by the Social Security Administration to the Saremi Center before they begin working. Students must bring in the Social Security Card to the Saremi Center, when it arrives, to satisfy w-4 and I-9 Form requirements. The Saremi Center for Career Development has a handy packet detailing how to approach this and can assist you with the process.

All work study positions must pay at least the current MA minimum wage (unless the federal minimum wage is higher).

Who is eligible?

To be eligible for Federal Work Study a student has to have completed a FAFSA (Free Application for Federal Student Aid) and provide Financial Aid with all the necessary requested documents. The student also has to have registered for classes. All students receive an award letter, and if it includes a dollar amount for Federal Work Study, then the student is eligible. The amount is the full amount the student will be able to earn at a work study job for that fiscal year unless adjustments can be made with the financial aid office. This amount is the maximum compensation that can be earned by the student. The funds are not automatically applied to the student’s account. Once again, students are reminded that each year it is imperative to submit the new FAFSA in order to be processed for evaluation for Federal Work Study eligibility.

Being awarded work study does not guarantee a job on campus for the student.

Additionally, it cannot guarantee a student will be hired for a job should the student apply for one. It simply means that if a hiring department wishes to hire the student that the student can be selected and paid with federal work study funds.

If the student declines Federal Work Study or cancels Federal Work Study the student will not be eligible. If the student fails to maintain Satisfactory Academic Progress (SAP) for more than one semester the student will lose eligibility. If there is an error on the FAFSA it could change eligibility. Federal Work Study allocations do not carry over year to year.

Students who are unsure about eligibility can stop by the Saremi Center for Career Development. Staff will review it. If the student does not appear to be eligible, staff will direct the student to the resources available to see if there is any mistake, adjustment or recourse, and review other options available to the student.

What is the process?

Process Overview:

1. Department supervisors meet with the Coordinator of Career Development to identify staffing needs.
2. Financial Aid and the Budget team provide the amount of the college's total work study budget for the upcoming fiscal year to the Saremi Center.
3. Hiring Department is awarded work study budget based on a combination of factors including total FWS budget, department's prior year spending, department changes, requests and special circumstances.
4. Hiring Department submits online Position Recruit Form to the Saremi Center.
5. Saremi Center confirms existence of budget allocation and posts job on AIC SWARM Jobs (powered by Purple Briefcase).
6. Interested students peruse work study job postings and complete online application. Included in the work study application are mandatory signoffs. When applying to a new position the student has not previously held, the student will be required to upload a cover letter and a resume (the application includes helpful links to templates for both).
7. Saremi Center reviews application for work study eligibility.
8. Saremi Center forwards application to hiring department with the type of work study the student is eligible for identified.
9. Students and Hiring Department are encouraged to outreach each other regarding interest in exploring the position and its staffing.
10. Hiring Department hires student(s) it has chosen and submits Online Hiring Form(s) within the Supervisor Action Form to the Saremi Center.
11. Student provides supervisor with copy of his/her schedule as both supervisor and student have signed forms that neither will allow the student to work when scheduled to be in a class and that both will be accountable for that.
12. Student completes the Onboarding Form which includes sign offs, FERPA, W-4, M-4, I-9, and Direct Deposit paperwork (unless the student has previously completed these).
13. Saremi Center sends paperwork to Financial Aid. Financial Aid codes it and reviews it.
14. Financial Aid sends paperwork to Payroll.
15. Payroll processes paperwork and enters student into the payroll system.

16. Payroll sends an email to student and Hiring Department Supervisor with instructions on how to login to the system for the student and that the student is now eligible to begin work.
17. Student may begin work. Student cannot begin work until the email from Payroll or the Saremi Center has been received. **No exceptions.**
18. Student's first pay will be in a check form that can be picked up at the Mail Room. Students are encouraged to specifically ask for it as the "first work study pay check" so it is not confused with another sort of mail.
19. Future payments will be received via direct deposit.

How do students apply?

Students apply for work study jobs by visiting the Saremi Center's SWARM Jobs accessible on the portal. It can also easily be located by going to www.aic.edu/swarmjobs. All work study jobs that are open are posted on this site. To search, sort by job type and look for "work study." The site also provides information on internships and Part-Time and Full-Time employment opportunities. SWARM Jobs can be accessed on a computer, smart phone, or tablet device.

The Saremi Center uses an all on-line student application. It can be found on each Federal Work Study or Institutional Work Study job posting. Computers are available in the Saremi Center that can be used and staff are here to help.

Once we receive the application, we will review it to confirm eligibility. We will then forward it to the department or departments applied to. Students should then visit the departments they have applied to and share their interest. Students are encouraged to bring a hard copy of their resume and a cover letter to drop off (we can help with those at the Saremi Center for Career Development). We also recommend strongly that students dress to impress in at least a business casual style.

To be hired for a position that the student has not previously held, the student will be interviewed. This is actually a great opportunity for students to practice interview skills for when their after-graduation job search for a Full-time career-starting job will proceed. We can schedule mock interviews and teach interview skills here at the center for students (and for work study supervisors) as needed. Students who do get an interview should make sure to send a thank you letter or card.

When students are hired for student employment, paperwork must be completed before they can begin working. The Department that hired the student has to complete an online Hire Form and submit it to the Saremi Center.

Students are not allowed to work when they are scheduled to be in class even if the class has been canceled. There are no exceptions allowed for this policy. Students and supervisors must sign off an acknowledgement of this during the process. The responsibility is on both the student and the supervisor to ensure that there are no occurrences of the student working during scheduled class time. Both will be held accountable for lapses. Students must provide their class schedule to the supervisor.

The supervisor must have on-file the post-Add/Drop Week schedule. This may require students to print out and submit the schedule twice! Schedules can be printed out via the Jenzabar access in the portal.

Students new to the student employment system will need to complete a FERPA an I-9 form, an M-4 and W-4, and a Direct Deposit form via the Onboarding Form. The Saremi Center emails a link to this form to the student after a hire form is received from a department. After students complete the Onboarding Form, they must come to the Saremi Center to sign the forms. Generally, the Saremi Center is open between the hours of 8:30 AM-4:30 PM Monday-Friday. A student coming to the Saremi Center to complete paperwork should arrive no later than 4:00 PM. These are explained below:

The I-9 form:

The I-9 form is a federal form required by the Department of Homeland Security. To complete it students will need to bring documentation that proves they are legally able to work in the United States. Saremi staff have to inspect the actual documents. By federal law, photocopies, faxes, emails, and/or scanned documents cannot be accepted. The documents presented also cannot be expired. A list of satisfactory documents can be found on the USCIS website: <https://www.uscis.gov/i-9> . Saremi Center staff will not sign off on the I-9 until the appropriate documentation is available. ***There are no exceptions allowed under federal law.*** Students traveling great distances to AIC are reminded to bring appropriate documentation.

There are three types of documents that can be used for the I-9 form, Column A, Column B and Column C. They are named that way because of the columns they fall into on the I-9 instruction form. Column A documents, including but not limited to US Passports, US Passport Cards, and Permanent Resident Cards, are documents that can verify eligibility completely. Column B and C documents are not as dynamic. They need each other to accomplish the same feat. If a student does not have a Column A document, then the student will need one Column B **and** one Column C document in order to meet the form requirements. Two Column B or two Column C documents will not be acceptable. It is federal law. At the Saremi Center, we really like complying with federal law. Column B documents include but are not limited to state driver's license, state ID, and school ID. Column C documents include but are not limited to US Social Security Cards, US Birth Certificates, and US Citizen ID Cards. For a complete list of acceptable documents please view the USCIS page (<https://www.uscis.gov/i-9>).

The W-4:

The W-4 is an Internal Revenue Service form. It has to do with withholding taxes from workers' pay. Students would have been required to complete one of these for any job held to date. It signals what taxes to take out of the paycheck. AIC staff cannot provide guidance on completion of this form. Students are encouraged to check with whoever helps with taxes (parent, tax professional, IRS website etc.) if unsure about how to complete it. Here is a very handy tool provided by the IRS: <https://apps.irs.gov/app/withholdingcalculator/> . A new, separate one will be needed to work in student employment at AIC even if a W-4 is on file with another

employer as these do not transfer. When a student employee chooses to claim “exempt” on their w-4, a new w-4 form must be submitted every year.

The M-4:

This is basically the same as a W-4, but it is for taxes in the Commonwealth of Massachusetts. The information on the IRS calculator will be helpful on this form as well.

The Direct Deposit Authorization Form:

The college pays employees through direct deposit. Students indicate the bank account number they wish the funds deposited into and indicate if it is a savings account or a checking account. The routing number must also be provided. If it is a checking number and the student actually has available checks and not just a debit card, the student may cancel one out by writing “void” on it and attach it to the form. Some banks will provide a handy printout that will provide all the necessary account information. The first pay will be in the form of a check because it takes one cycle of payroll for the form to get processed by our payroll service. That check can be picked up at the mail room in the basement of the Schwartz Campus Center. Students are reminded to specifically ask for their student employment paycheck to avoid confusion.

Students may not start work without all hiring paperwork on-file! When paperwork has been filed and payroll is activated, an email will be sent by payroll. Once the student and supervisor receive that email the student is able to begin working for the hiring department.

Jobs will not carry over to the next fiscal year. The fiscal year starts on July 1 and ends on June 30. Students have to reapply even if the Hiring Department wants the student back. If all these hiring documents are on-file this year, students likely will not have to complete the forms again the following year—just the application and the printing out of their schedules.

Students encountering payroll issues are encouraged to check with the staff at the Saremi Center. The first area to explore will be if all hiring paperwork has been completed correctly. That is often the issue. Or it may be that it is the first payment and the paper check is waiting in the mail room. Saremi Center staff is happy to help students to solve what issues may be presenting.

International students cannot be paid until they have received a valid Social Security Card from the Social Security Administration. They may work if they have consulted with Dean Beebe, completed the I-9 utilizing other documentation and have provided a copy of the receipt from the Social Security Administration indicating that the card has been requested. Payment cannot occur until there is a Social Security Card that has been witnessed by Saremi Center staff. Saremi Center staff can provide a packet on how to apply for a Social Security Card and can provide assistance.

Due to federal and institutional regulations, weekly hours have to be supported by a listing of the clock hours worked. Students have to sign in and out of their department at the beginning and

end of each work period or there will be no record of the hours worked. Clocking in and clocking out are required. Students may not enter blocks of time after the fact. If there is a time sheet issue that needs to be fixed, students should consult their supervisor. Students cannot be paid for lunch, sick time, and other time off, or for receiving instruction in the classroom, laboratory, or other academic setting. Students may not work during times when they are scheduled to be in class. There are no exceptions.

Students will be removed from payroll upon graduation, a leave of absence, or dismissal, or suspension for academic conduct reasons. Students will also be removed from payroll following dismissal by a supervisor due to poor work performance. Should a student resign from a position or should the hire form expire, the student will also be removed from payroll.

Students are not eligible for benefits such as sick pay, vacation pay, holiday pay, or **what the Commonwealth of Massachusetts specifically refers to as unemployment insurance benefits**. Students are eligible for Workers' Compensation under the provisions of Massachusetts law. Workers' Compensation covers expenses for medical care from job related injuries 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 Office of Human Resources. Students are reminded to be safe in the execution of their job duties.

We hope that student employment is an experience that all students find enjoyable, beneficial, and one without issues or concerns. However, should problems arise, we want to make sure students have the resources to assist them. Oftentimes simply sitting down and discussing problems with a student employment supervisor is a great first step toward resolving issues or concerns. The same is true for student employment supervisors. The Saremi Center encourages everyone to pursue this as a best practice whenever possible as a first step. A student and supervisor are encouraged to discuss any work related problems in an honest, non-confrontational manner. 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 consult with the department supervisor or with the Human Resources office. Staff at the Saremi Center are available to help when and if problems arise to help students and supervisors process what to do and/or how to do what they decide to do in a constructive way.

Discrimination and Harassment. American International College (the "College") is committed to providing equal employment opportunities and a working environment that is free from discrimination and harassment. The College prohibits discrimination against any employee or applicant for employment because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status (special disabled veterans, disabled veterans and Vietnam-era veterans), or any other characteristic protected under applicable federal or state law.

There are several different forms of discrimination. Accordingly, the College prohibits discriminatory conduct of any kind, including unequal treatment, harassment (including sexual harassment and sexual misconduct), and retaliation.

Student Responsibilities

- A student's first responsibility is to the academic work leading to a degree. Students must maintain satisfactory academic progress in order to be eligible for federal work study.
- Students must not work until all hiring paperwork is on file and has been processed. Payroll will email the student and supervisor confirmation that payroll has been activated. Only once that email has been received can the student start work. Failure to follow this policy can result in fines to the department's next student employment budget that may make continued employment challenging. **Until the email from Payroll is sent, indicating that the student can begin working, the student may not work!**
- **Students should make a good faith effort to perform well at work study positions.** Student work matters. AIC relies upon quality student work. It adds value to our institution. Work study is actual, legitimate employment. Every student is expected to perform well on the job and to respond to supervisor feedback. Appropriate comportment (personal bearing or conduct; demeanor; behavior) is required at all times. Even though the student is a temporary student employee, they still have a role in representing the department they are assigned to either overtly or indirectly. Students are also representing our institution. If the experience is a successful one, this could be worthy of inclusion on a resume. Prospective employers do value real work experience. This could add to students' features and benefits and serve to make students more marketable after graduation.
- Student workers should make sure they understand the hours, job responsibilities and conditions of their employment. Students can expect to have expectations made clear by their department supervisor and to be trained for the work they are expected to perform.
- A two week notice is considered a common courtesy for leaving a position. The Saremi Center encourages students to follow this as a best practice. It is an expectation both at AIC and in the world of work in general. Not only will it be appreciated by the assigned department but it is a good habit to develop for the future. Once damaged, relationships are hard to repair or rebuild. Students vacating a position are responsible for informing the supervisor of the cessation of employment. Withdrawal from the program will not jeopardize a student's chances of receiving work-study eligibility in future years. If a supervisor learns that a student is not just leaving employment, but the institution as well, the supervisor has an obligation to notify the Registrar's Office and the Associate Dean of Retention. Career Development should also be notified.
- Student employment is not automatically renewed each year. Students must take the initiative to actively pursue work study plans with the department they hope to work with

and ensure all steps are completed, particularly those the student is directly accountable for, such as the W-4 and providing I-9 documentation and class schedules. A new application is required every year. The class schedule is required every semester and twice a semester if submitted before the close of Add/Drop Week.

- Students are reminded to report injuries caused at work to the supervisor immediately.
- **Students may not work during times when scheduled to be in class.** Students cannot skip class to work. There are no exceptions. Even if a professor lets a class out early, cancels class, if the school is closed for a snow day, or a power outage occurs, students can **never** work during a time on their schedule that indicates they should be in class. The Saremi Center will be conducting random audits to ensure 100% compliance with this rule.
- As a part of the work study position, students may have access to confidential information. This cannot be shared or altered. Work Study students are expected to maintain the same rigid ethical standards and professionalism of all other employees.

Satisfactory Academic Progress

To be eligible for federal, state and many types of institutional financial aid a student must maintain Satisfactory Academic Progress. Satisfactory Academic Progress (SAP) is calculated at the end of each semester in accordance with federal and institutional requirements. SAP determinations made by the financial aid office may be separate and distinct from those made by academics. In some circumstances a student may be allowed to continue study at AIC but without the benefit of receiving financial aid. A summary of the SAP requirements as they pertain to financial aid is listed below, however, for more detailed information regarding SAP please review the Academic Regulations. To be considered making SAP a student must maintain both the minimum CGPA listed below and be considered 'on pace' towards their degree. A student is considered 'on pace' if he/she will not exceed 150% of the published program length. This is determined by dividing the number of credits earned by the number of credits attempted. It is important to note that all periods of a student's enrollment are considered in the SAP determination, not merely those terms in which a student has received financial aid.

This includes INSTITUTIONAL WORK STUDY, too, not just Federal.

Total Credits Attempted 1	Cumulative GPA Required 2
1-30	1.81 *
31-60	1.93 *
60+	2.00 *
Graduate Students	Cumulative GPA Required 3
All	3.0

***Note: Undergraduate Students (or anyone else for that matter!) MUST NEVER list any of these minimum Cumulative GPAs on resumes.**

1 Total credits attempted include Pass/Fail credits, transfer credits, Incomplete courses and courses determined with a 'WP/WF'

2 Refer to the Academic Regulations for more detail as to how the CGPA is calculated by the registrar

3 In addition to the CPGA requirement, a graduate student may not receive any grade in a course less than a B- in order to maintain SAP

If it is determined that a student is not maintaining SAP the following will apply:

All Students:

1st Term of not meeting SAP: Financial Aid Warning!

Students will receive financial aid for 1 additional semester, but will need to be considered making SAP at the end of that semester in order to continue to receive financial aid.

2nd Term of not meeting SAP: Financial Aid Probation!

Students are not eligible for financial aid unless an appeal for extenuating circumstances is granted by the financial aid appeals committee. If an appeal is granted the student must maintain the required GPA and pace as outlined in the appeal approval (i.e. academic plan) in order to continue to receive financial aid. If the student fails to meet the terms of the academic plan then he/she becomes ineligible for financial assistance until SAP standards are met.

Students who have any questions, or are requesting a SAP Appeal, should contact the Financial Aid office at 413-205-3259 or via email at financialaid@aic.edu.

Financial Aid will inform the Saremi Center of students not meeting Satisfactory Academic Progress when the determinations are made, and the Saremi Center will inform individual supervisors. If it is a first occurrence, supervisors will be informed to provide support and encouragement. If it is a second occurrence, the supervisor will be informed that the student is ineligible to work.

Expectations for the Saremi Center for Career Development:

- To provide training, information and support to students, work study supervisors, and related work study constituencies regarding the work study process and policies at AIC.
- To check student applications for work study jobs for eligibility and to forward these applications to hiring departments in a timely manner.
- To post and close work study positions in a timely manner.
- To make readily available required forms, processes and service for efficient work study implementation.
- To ensure students are eligible for work study and that hiring paperwork is completed.
- To ensure that hiring departments actually have work study funds available for their department.

- To track department spending and provide timely information on spending to the departments according to the established time periods.
- To seize and reallocate the work study dollars from departments that are not spending budgeted Federal Work Study or Institutional Work Study dollars in a timely manner.
- To organize as warranted work study job fairs and informational sessions.
- To maintain records of hiring and job descriptions that you submit. Regulations require that all records supporting federal programs 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.
- *Students may not start work without the hiring paperwork on-file!*

Being A Supervisor:

AIC greatly values the contributions of our student employment supervisors. The people who administer our program are who make our student employment system thrive. The experience of working while in school and being able to put into practice what is learned in the classroom really is invaluable to our students.

General Operating Principles of Work Study

- Supervisors must spend all of the department's allocated Federal Work Study Money as scheduled. Unspent funds will be reallocated by the Saremi Center. This will be according to the periodic schedule provided to the department, or, in the case of the end of the fiscal year, may result in a Consequential Budget Adjustment for the following year's budget and a conversation for the responsible supervisor with Human Resources.
- Supervisors must not overspend the department's allocated Federal Work Study budget in any period. Overages will be billed against the next scheduled period, or, in the case of the end of the fiscal year, may result in a Consequential Budget Adjustment for the following year's budget and a conversation for the responsible supervisor with Human Resources.
- Supervisors must ensure that students do not start work without all of their hiring paperwork on file.
- Supervisors must follow proper disciplinary action procedures, and cannot immediately terminate a student worker. **All disciplinary action must be conducted in consultation with Human Resources and Career Development.**
- All students, even returning ones, must complete a new application on-line every year.
- Students may only work 10 hours a week during Spring and Fall semesters and only 18 hours in the summer (and during winter and spring breaks).
- A student may only have 1 work study job at a time

- **Students may not work during scheduled class time!**
- All students must have hire forms and all jobs position recruit forms.

What is the process for supervisors and their departments?

Process Overview:

1. Departments meet with Career Development to identify staffing needs.
2. If the total requests received from all hiring departments are less than or equal to the total amount available, they may be approved as requested.
3. If the total requests received from all hiring departments are in excess of the total amount available, budgets will be awarded based on institutional need as determined by the President, the Executive Vice President of Administration and Finance, and the Executive Vice President of Academic Affairs.
4. Hiring Department is awarded a final work study budget with established deadlines to use funds by a regular schedule.
5. Hiring Department submits online Position Recruit Form to the Saremi Center.
6. Saremi Center confirms existence of budget allocation and posts job to AIC SWARM Jobs (www.aic.edu/swarmjobs)
7. Interested students peruse work study job postings and complete online application.
8. Saremi Center reviews application for work study eligibility.
9. Saremi Center forwards application to hiring department with the type of work study the student is eligible for identified.
10. Students and Hiring Department are encouraged to outreach each other regarding interest in exploring the position and its staffing.
11. Hiring Department hires student(s) it has chosen and submits Online Hiring Form(s) to the Saremi Center.
12. Student comes to the Saremi Center and provides if not already on-file, W-4, I-9, and Direct Deposit paperwork.
13. Saremi Center sends paperwork to Financial Aid. Financial Aid codes it and reviews it.
14. Financial Aid sends paperwork to Payroll.
15. Payroll processes paperwork and enters student into the Timesheet X payroll system.
16. Payroll sends an email to student and Hiring Department Supervisor with instructions on how to log in to the payroll system for the student and that the student is now eligible to begin work.
- 17. Student may begin work. Student cannot begin work until step 16 occurs. No exceptions.**
- 18.** Student's first pay will be in a check form that can be picked up at the Student Accounts Office.
19. All future payments will be received via direct deposit.
20. Saremi Center will monitor department spending according to established periods identified. Departments will have access to their spending information in their Timesheet X Budget Dashboard. Spending in excess of the amount budgeted during that time will

be deducted from the next established period. Funding that is not used by the date allowed will be seized and reallocated.

What do supervisors need to do to get started?

First off, it is important to make plans to use all of the department's federal work study allocation. Additionally, it is important not to exceed the work study budget. **It is the responsibility of each designated supervisor overseeing a budget to ensure that they appropriately manage the assigned budget.** It requires ongoing monitoring and adjustment as situations change. Some students may not work as much as planned. Other events may become scheduled that require more staffing. It can be a bit more of an art than a science to effectively manage it. However, failure to spend all of the department's Federal Work Study allocation could actually negatively impact the institution's future federal allocation reducing the work study dollars available to students in the future. **Departments not spending all of their budget allocation on the approved upon schedule will have it reallocated to other departments to ensure it is used. Departments also must not exceed their budgets for the approved schedule of spending or the difference will be deducted from the next period.** Department supervisors will be held accountable for the management of their budget by the administration.

Departments allocated institutional work study dollars who do not spend all of it will also have it seized and reallocated. While a premium is always placed on spending Federal over Institutional funds, each has strict budget limitations. Both types of funds are in great demand. Funds that are not being properly utilized during the time allowed must be repurposed for the many needs of the institution. As with Federal Work Study, overspending on the schedule for Institutional Work Study will require a department to make up the difference in the following period.

Jobs must be posted for students to apply for them:

The first step for a supervisor to hire a student is to complete a position recruit form. AIC **must** have a job description on-file for every position filled. It is a responsibility for every supervisor to ensure that a job description has been provided. These are subject to audit and are one of the items auditors check. These have to be resubmitted each year. This is to be completed using the online Position Recruit Form Available on Timesheet X (aic.studentemployment.ngwebsolutions.com) under "Forms". Please complete all fields. There are no paper versions of this form and hard copies are not accepted.

As students complete an on-line application for posted jobs on SWARM Jobs via the link found in the postings. Saremi Center staff will review their eligibility. Staff will forward these applications to supervisors of the selected departments with a comment indicating if the student is eligible for Federal Work Study or if they are only eligible for institutional. Please note: supervisors do not receive applications through SWARM (aka Purple Briefcase). Applications

and eligibility information are emailed to supervisors by Saremi Center staff. **All students must complete an application even if they have worked the same job in a previous year.**

To the maximum extent practicable, a school must provide Federal Work Study jobs that complement and reinforce each recipient's educational program or career goals. The Saremi Center encourages supervisors to follow the best practice of thinking in terms of how this work study job might be adjusted to allow the student the best opportunity for the student's educational program and/or career goals. This can help identify new positions when budgets need to be spent down. For example, an accounting student may be interested in the department and there could be an accounting task that could be delegated.

Hiring Students:

It starts with a Hire Form. The Saremi Center for Career Development cannot process a student's paperwork without a hiring form from the supervisor. These are now an online form available on Timesheet X (aic.studentemployment.ngwebsolutions.com) under "Forms." Only on-line submissions can be accepted. Supervisors must maintain a current copy of the schedule of the students whom they hire. It must be the schedule with a date after the close of Add/Drop Week.

The student's required paperwork includes

- The Hire Form (of course)
- The student's schedule dated AFTER the end of Add/Drop week
- The I-9

Note: For the I-9 students must physically bring to the Saremi Center original documents only! Saremi staff will be signing under pains of perjury a federal document stating that original copies of the identifying papers have been seen. Photocopies, scanned copies, and the like cannot be substituted under FEDERAL LAW. There are three kinds of documents" Column A, B and C. Column A documents are "super documents" that can on their own satisfy the requirements. If a student doesn't have a Column A document, they will need a Column B AND a Column C document to satisfy the Federal requirements.

- A current W-4
- A Direct Deposit Form

Students may not start work without the hiring paperwork on-file! If the student worked in Student Employment last year there is a very good chance we may already have those on-file. The student can check with the Saremi Center to see.

Supervisors are encouraged to consider whether a freshmen or sophomore should be given the same level of responsibility as students returning to a position from a prior year. In some cases, it may be beneficial to give the student the benefit of another year of maturing prior to granting access to more sensitive information or key resources. There are times when it may be of benefit to reserve certain roles and clearances for upper classmen.

Waivers

On rare occasions and dependent upon prior approval, departments may be granted a waiver for identified students for certain purposes or events. These requests should be made through the online Supervisor Action Form in the Forms section in Timesheet X. To complete the waiver form, the supervisor would check the "request a waiver" box in the "what do you want to do" field. These requests should include the type of waiver being requested, the names of the students the waiver pertains to, and how the situation affects the institution. The waiver request will be reviewed by a 3 person review board representing Career Development, Budget and Finance, and Financial Aid. They will render a formal decision.

Waivers can be requested for the following:

- Total Number of hours a week
- Number of jobs to be held by a student
- Amount of compensation earned by student
- Required deadline for paperwork to be on-file
- Permission to utilize non-budgeted institutional funds
- Permission to utilize non-budgeted Federal Work Study funds
- Permission to under-spend budget allocation (and return amount)

Waivers should not be submitted the day before an event. Departments are expected to plan ahead for these types of requests. The committee requires time to consider waiver merits and to process the change.

Career Development encourages departments, as a best practice, to proactively post jobs in advance via the position recruit form (found on the Supervisor Action form). Utilizing the department's events schedule, departments are encouraged to recruit well in advance of the actual event date. An additional best practice is to hire a pool of students to draw from throughout the year to staff events. Departments are reminded that waivers are the exception and are granted prudently.

In very rare, instances, a student may be shared by two departments. Both departments have to agree to this arrangement. A Work Study Waiver Request Form must be submitted and approved. Payroll will set up 2 separate positions for the student and it will be the responsibility of the student to log into the correct one. The student will still fall under the 10 hour a week limit in the fall and spring and the 18 hour a week limit in the summer (unless granted an exception under the waiver). The two departments would have to split the available hours between them.

Summer Housing for Student Employment

Students seeking to work over the summer must be eligible in two fiscal years. These include the year that ends on 6/30 and the one that begins on 7/1. **Students seeking to stay on campus must apply for housing with Residential Life for the summer.** Only students who work 15-18 hours a week are eligible to have housing fees waived. There are a limited number of housing slots available during summer. Only one residence facility is properly equipped to provide kitchen and temperature management requirements. Neither the dining commons nor the cooler weather will be accessible. There are on average fewer than 40 spaces available. In order for a student to be able to secure a housing waiver for the cost of housing, the department employing the student must submit a different type of waiver to Career Development. On the form the need for the institution that would be met by having the student housed on campus

should be listed. The student's home must be more than 30 miles from campus to be eligible. A review panel will weigh the merits of each application in consideration of the others to decide which to grant. Decisions will not be made on specific students, but rather, by department.

Supervisors cannot immediately terminate student employment.

A student and supervisor should discuss any work-related problems in an honest, non-confrontational manner. An attempt should be made to informally resolve the disagreement between the student and the immediate supervisor. If a student is not meeting the responsibilities of the position, the supervisor is responsible for documenting this and consulting with the Saremi Center. The Saremi Center needs to be contacted prior to the student receiving any disciplinary actions. Job termination decisions must be made in consultation with The Saremi Center. The Saremi Center must be involved *early in the process*, not late. A student should be treated fairly and courteously, as would any employee.

The following are summarized disciplinary guidelines.

Additional detail is provided in the Supervisor Information section of TimeSheetX.

Verbal Warning – The supervisor will reach out to the Saremi Center to schedule a time to meet with the student. The supervisor will send a draft of the written documentation of the verbal warning utilizing the provided approved template to the Saremi Center. The Supervisor, the Director of Human Resources, and the Saremi Center will meet with the student. The issue and action will be addressed and the documentation placed in the student's employee file in the Saremi Center.

Written Warning – If the poor performance continues past the time established in the verbal warning, the student will then receive a written warning. The supervisor will reach out to the the Saremi Center to schedule a time to meet with the student. The supervisor will send a draft of the written warning utilizing the provided approved template to the Saremi Center. The Supervisor, the Director of Human Resources, and the Saremi Center will meet with the student. The issue and action will be addressed and the documentation placed in the student's employee file in the Saremi Center.

Termination – If the student's performance still does not improve within the specified time frame, the supervisor may terminate the student's employment **after consulting with the Saremi Center. A meeting is then to be scheduled with the Supervisor, the Director of Human Resources, the Saremi Center, and the student. At that meeting, termination will be performed and explained.**

To be fair: Supervisors must provide appropriate training and timely feedback on student work performance and behaviors.

Pocket Firing: It is permissible for a department to hire a student for a specific period of time and to allow the students employment to expire. Some supervisors have been known to hire on a semester by semester basis, though it could be for shorter periods of time. **To do this, supervisors have to elect to select an earlier end date, and not just to enter the end of the Spring Semester.** The Saremi Center encourages supervisors to, as a best practice, emphasize the role of student employment to help students develop the work readiness to be able to succeed in the real world of work. Feedback from supervisors may be invaluable in

helping the student to grow and improve. Should a department wish to retain the student, a new hire form will be needed for the student to continue.

When students are having a problem they are also encouraged to discuss this with the supervisor in a non-confrontational way. If the problem cannot be resolved within the department, the student should consult with the department supervisor and/or with the Career Development Office. It is nice when things can be resolved favorably for all parties. However, in some cases, it may be necessary and desirable to include the Career Office and Human Resources

Supervisor Responsibilities

Supervisor responsibilities include (but are not limited to):

- **Managing the department work study budget.** Supervisors should not underspend. Supervisors should not overspend. It is imperative that expenditures match allocations as closely as possible. Unused funds will be seized and reallocated. Supervisors are responsible for managing work study budgets and will be accountable for it to the appropriate divisional overseer and human resources. **Failure to utilize all allocated work study dollars may result in less funding for future budgets.**
- **Submitting Hire Forms** when hiring students. Students may not start work without the hiring paperwork on-file! **Allowing a student to work before their paperwork is submitted and approved may result in less funding for future budgets.**
- **Hiring students who have completed an application** and had it forwarded to the department from Career Development. **All students must complete an application each year** in order to participate in student employment. It is considered part of the hiring paperwork (see above regarding allowing a student to work without all paperwork being on-file and the resulting consequences).
- **Using position recruit forms to indicate jobs to fill.** There is a place to indicate how many students the department wishes to rehire from the previous year. Hiring forms have to be on-file at the Saremi Center for all students and positions hired. It is considered part of the hiring paperwork (see above regarding allowing a student to work without all paperwork being on-file and the resulting consequences).
- **Referring employment verification calls to Career Development.** If a call is received by a department from an outside employer seeking employment verification, please instruct the employer to call the Saremi Center. Currently a policy is under review regarding the ability of work study supervisors to provide a reference.
- **Not allowing students to work until all the paperwork is on file** and they have received the email from payroll. That is the green light for the student to start working. The Saremi Center will be conducting random audits to ensure 100% compliance with this rule. **Allowing a student to work before their paperwork is submitted and approved may result in less funding for future budgets.**

- **Allowing adequate time for new hire paperwork to be processed.** Career Development, Financial Aid, and Payroll strive to process hire paperwork as efficiently as possible. Usually this is very fast. However, it is not instantaneous. During most of the year, Supervisors are encouraged to allow 2-3 days for processing. Please note that processing times increase significantly at the beginning of the semester.
- **Planning out what the department will need student employees** to learn and do and how the department will train them.
- **Training student employees** and provide timely performance feedback.
- **Following Corrective Action policies if performance is not to standard** involve the Saremi Center and follow the guidelines outlined above and in TimeSheetX.
- **Making sure students appropriately clock in and out of the Timesheet X system.** Federal and institutional 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. Students must clock in when they arrive and out when they leave. Students may not enter time in blocks at a later time. If a time recording issue arises, the supervisor should make or oversee any adjustments. 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. Timesheet X is AIC's system of record and AIC's only system of record. **Supervisors are barred from having redundant systems.**
- Providing a half hour, unpaid, for a lunch break after 6 hours of work. MGL c. 149 s. 100 States, "No person shall be required to work for more than six hours during a calendar day without an interval of at least thirty minutes for a meal. Any employer, superintendent, overseer or agent who violates this section shall be punished by a fine of not less than three hundred nor more than six hundred dollars." **This must be an unpaid lunch period.**
- **Not allowing students to work during scheduled class, lab, finals, or any other academic setting.** Students cannot cut class to work. There are no exceptions. A discussion with Human Resources will take place for any supervisor in violation to this policy.
- **Making sure students only work up to ten hours a week** when school is in session and only up to eighteen hours a week when it is not. Supervisors will be held accountable for students going over the limit. Allowing a student to work over ten hours (or out of session over eighteen hours) without a waiver **may result in less funding for future budgets**
- **Submitting Payroll on-time!** Each pay period during the school semester the Saremi Center has had to send out multiple reminders to departments late into the last day allowed for submission and often into the following day when the payroll becomes overdue. This has often resulted in late payroll and Saremi staff chasing down late supervisors. This is no more acceptable than submitting payroll late for regular

employees of the college. Supervisors must have a backup assigned as a failsafe. The primary supervisor is responsible to arrange the backup approver before their absence. Regardless of their physical presence in the office, the supervisor is expected to address or arrange to be addressed time sheets in accordance with the deadline.

- **If a student reports an injury on-the-job**, or experiences an injury on the job, report it to HR at once. Supervisors will need to document the injury.
- **Encouraging students** to be good students and **to study hard** so that they meet Satisfactory Academic Progress. In general it is a positive to encourage students to pursue their studies.
- **Not allowing students to construct, operate, or maintain** any part of a building used for religious worship or sectarian instruction as specified by the federal legislation regarding federal work study.
- **Not soliciting, accepting, or permitting the solicitation** of any fee, commission, contribution or gift as a condition of the student's employment.
- **Not allowing students to "volunteer" to work for free.** The Fair Labor Standards Act, as amended, prohibits employers from accepting voluntary services from ANY paid employee. Any student employed under FWS must be paid for all hours worked.
- **Not replacing regular employees** with federal work study positions regardless of how the position was eliminated.
- **For off-campus work**, students' time sheets must be signed by the supervisor at the off-campus site. However, the primary AIC supervisor is responsible to approve the time in TsX and to collect and maintain the signed time sheets. Students should be encouraged to access Timesheet X on their mobile devices (aic.studentemployment.ngwebsolutions.com)

Keeping Student Employees

Student employment must end at the end of the academic year. For a student to work in the summer, a new hire form must be submitted before May 1. All student employment expires on 6/30 of each year unless the student's hiring form specifies an EARLIER expiration date. Even hire forms with dates beyond 6/30 will be considered expired on 6/30. To work after June 30, Students must complete new applications, have completed FAFSAs, have all documents required in to Financial Aid and have registered for fall semester classes in order to potentially be eligible for rehire. Upon receipt of the application, the student's Federal Work Study eligibility will be reviewed. Should the student again be eligible, the application will be forwarded to the hiring department. At that time the hiring department may submit a current hire form.

References for Student Employees

Student employment is a way for students to build work history. This can help them to secure employment. All of us at AIC have an interest in our graduates being successful. However, supervisors should be judicious in providing references for students. Those students who have distinguished themselves in their service in work study can be recommended by their supervisor. It is important to specify that the student worker was exactly that, a student worker through work study, and not a direct employee of the college.

Thank you again for all you do to make our Student Employment System thrive!