



Central Oregon Community College

Federal Work-Study Program
Supervisor & Mentor Guide

A Quick Message

The Financial Aid Office would like to thank you for your participation in the Federal Work-Study Program (FWS) as a supervisor/mentor to our student worker population. Without you, COCC would not have the opportunity to employ many of our excellent students and help them grow as individuals.

Purpose

The FWS is designed to provide financial assistance to students through part-time employment. In addition to providing opportunities for them to earn a portion of their educational costs, the program provides experience in developing skills, creativity and responsibility. Student development and preparation for the job market are fundamental goals of the program.

Additionally:

- ◆ opportunities for career development
- ◆ educational experiences
- ◆ opportunity to demonstrate social responsibility
- ◆ provide an environment to serve others
- ◆ opportunities for personal growth
- ◆ “self help” financial aid with loss long term debt

Student Eligibility

FWS is awarded to eligible students as part of a financial aid offers. These offers are based on financial need, cost of attendance, other resources, and expected family contribution. Since financial aid offers are reviewed and revised frequently, student eligibility and earning limits may change at any time during the term or year. Although funding is granted through the Department of Education, funding is limited and not every eligible student will receive an offer. For student to earn monies, they must:

- ◆ be enrolled and remain in COCC classes for the term
- ◆ be meeting satisfactory academic progress (SAP)
- ◆ accept their work-study offer

Department Eligibility

- ◆ Submit and be offered allocations.
- ◆ Submit job descriptions and HR-Ts for each of their positions.
- ◆ Monitor or properly guide students through the application process.
- ◆ Comply with all regulations, procedures, and policies set forth by COCC and Department of Education.

Placement Process and Procedures

Step 1:

Students that are offered FWS funding are instructed to conduct a job search for available positions online through COCC Employment Opportunities web site, jobs.cocc.edu. Be aware that students are encouraged to apply to any and all positions that interest them.

- ◆ Students returning to your department from a prior year is required to complete the application process and background check each year the return.

Step 2:

Besides the job application, students will be required to upload documentation from their Bobcat Web Account showing their FWS funding. If you have any questions or concerns about their eligibility, contact the FWS Coordinator.

Step 3:

You will review online applications through PeopleAdmin Recruit. If you do not have access or have any questions regarding PeopleAdmin Recruit please connect with HR. Items to consider:

- ◆ Cover letters, resumes, and letter of recommendations will not be required but would be best practice for students to attach. If a student needs assistance with creating or updating cover letters or resumes, please have them connect with the CAP Center.
- ◆ If a student approaches you asking to be hired, please refer them to jobs.cocc.edu. They will need to follow the application process and procedures.

Step 4:

Connect with your successful candidates via email or phone to set up a time for an interview. The interview process can either by in-person or via online (zoom). Just be sure to follow all COCC hiring practices. Please keep in mind:

- ◆ To choose and word your questions appropriately. All interview questions must be related to the job description.
- ◆ Questions cannot include items such as age, gender, religious affiliation, ethnicity, sexual orientation and marital status as they pertain to protected classes.
- ◆ To move the student's application through the PeopleAdmin workflow. See Transitioning Applicants in the Appendix section.
- ◆ Offer the students what next steps would be.

Placement Process and Procedures Continued

Step 5:

Once you have made a decision for the best applicant to hire, a background check will need to be conducted. This background check is triggered by moving the applicant through PeopleAdmin recruit workflow process to Recommend to Hire.

- ◆ Students receive a first email from HR, then a second email from HireRight.
- ◆ Be patient! Sometime the checks can take up to a week or more to conclude.
- ◆ HR will communicate with you if the student has a satisfactory background check.
- ◆ Students CANNOT work before this check or a hiring proposal is complete.

Step 6:

All Payroll and HR paperwork is completed electronically through PeopleAdmin OnBoard Module TalentE. New hire paperwork is included in the student's "Welcome Checklist" and must be completed either before or during their first day of work. Students will be required to complete their "Orientation Checklist" within a couple of weeks of hire. See Appendix for a list of these items.

Step 7:

Only now can the student begin to earn their work-study monies but don't forget to submit the work-study contract to the FWS Coordinator and to Payroll.

Completing the Contract

Contracts are required and notifies the Financial Aid Office who will be working for your department. By completing the contract, the supervisor/mentor and student worker is accepting the terms of employment agreed upon and has completed all necessary Payroll and HR paperwork.

Contracts are required each year and each job title. In some cases, students may have to complete more than one contract due but not limited to:

- ◆ Prior contract termination.
- ◆ Changing to another department.
- ◆ Working different jobs but for the same department.
- ◆ Employed in more than one department.
- ◆ Increase in level.
- ◆ Wages are different due to shift changes - differential pay.

This section is completed by your department.

- The contract amount is the amount of the student's award you will be using.
- Job title needs to reflect the exact title on the job description.
- Indicate the terms the student will be working for you.

Student will need to physically sign the contract.

Student Information and Signature	
Student name printed _____	COCC ID number _____
I understand and agree to work for the below named department. I also understand that it is my responsibility to maintain a record of time worked and submit my hours worked during any pay period by the appropriate payroll deadlines. I further understand that this contract will expire on the below date and the Work-study Coordinator may terminate it at any time. I hereby certify that I have read this statement and fully understand the expectations of my employment.	
Student signature _____	Date _____

Department Information and Signature		
Deborah Lehto	FinAid	7263
Direct FWS mentor name	Department	Phone
Deborah Lehto		7263
Designated department contact name		Phone
* Contract amount: \$ 4500 <small>(Amount of student award your department will be using)</small>		
* Hourly Wage: <input checked="" type="checkbox"/> minimum wage (\$13.50) <input type="checkbox"/> other: _____		
* Did the student work in your department during 2021-2022? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
* Job Title: Office Assistant 1 <small>(job title must be exactly what the job description states)</small>		
* This contract is for the following term(s):		
<input type="checkbox"/> Summer 07/01/22 - 08/28/22	<input checked="" type="checkbox"/> Fall 09/19/22 - 12/11/22	<input checked="" type="checkbox"/> Winter 01/09/23 - 03/26/23
<input checked="" type="checkbox"/> Spring 04/03/23 - 06/18/23		

Either your supervisor or the designated contact must sign the contract.

I understand the student listed above will be paid from FWS funds for those hours worked as an eligible student and only if he/she has unearned funds remaining. I understand it is the joint responsibility of my department and the student to insure that no excess hours are worked. If an ineligible student submits hours, I understand that it will be the responsibility of the department to compensate for these hours. I agree to obtain hours worked during any pay period by the appropriate payroll deadline so that the student will be paid according to COCC Policy. I agree to provide adequate supervision and to assure that the student will be paid only for the hours actually worked.

FWS supervisor signature _____	Additional signatures (optional) _____	<div style="background-color: #cccccc; padding: 2px; font-size: 0.8em;">For FWS Coordinator</div> <div style="border: 1px solid black; padding: 2px; font-size: 0.8em;">Payroll suffix: </div>
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Any missing information on the contract will be considered as incomplete and returned to the supervisor for completion.

Supervising Your Student Worker

Being a supervisor/mentor, you are expected to serve as role model for student workers and through this role modeling the FWS Program has certain expectations of student supervisors/mentors. These include:

- ◆ Sign all hiring forms, approve timesheets accurately and submit all necessary paperwork by required deadlines.
- ◆ Be present on a regular basis to review the performance of the student worker.
- ◆ Provide an environment where student workers will learn transferable life skills and leadership qualities.
- ◆ Provide a clear job expectations for student workers.
- ◆ Provide positive reinforcement to student workers.
- ◆ Provide training and orientation of all student workers on first day of work.
- ◆ Arrange for adequate work loads for student workers.

Student employment should mean more than a paycheck for your student workers. It should be used as an opportunity to learn valuable job experience and skills.

Student Personnel File

It is suggested that you maintain a personnel file for all student workers. This file may contain employment material related to the individual and will be retained by the department for 3 years. After this period of time, send personnel file to HR. This file should include, but is not limited to:

- ◆ Employment application
- ◆ Job description
- ◆ *FWS Referral Contract*
- ◆ *Notice of Separation* Forms
- ◆ *Performance Evaluation(s)*, written warnings and agreements
- ◆ Confidentiality agreements, online training certificates
- ◆ Notes or emails involving time off, timesheets, disciplinary actions, ect.

Monitoring Spending

It is your responsibility to monitor and maintain any department spending along with student earnings to ensure that allotted or offered amounts are not exceeded. Departments that exceed their yearly allocation or students that earn more than awarded will be asked to cover any overages with department irregular wages and the student contract will be terminated.

Establishing Work Schedules

Upon hire, it is best to establish a clearly defined work schedule that is compatible with the time requirement of both the student worker and department. Student workers are not allowed to work during class time. It is only acceptable for a student worker to work if a class is cancelled but the student worker will need to present documentation that the class was officially cancelled. You will need to keep this documentation in the student's file. During the time that classes are in sessions, students are permitted to work no more than 19 hours per week. It is a recommendation that students work 10-12 hours per week depending upon their class schedule and their offered amount.



Holidays & School Breaks

No work is permitted during official times that the campus is closed such as holidays and school closure days. Students are allowed to work in between terms as long as the student is enrolled in the term prior and after the break and that they have sufficient funds to cover earnings.

Studying During Work

Federal regulations state that the supervisor/mentor must sign the student's timesheet verifying that the student worker has worked and earned the amount being paid and that the work was performed in a satisfactory manner. For this reason, student workers **will not be allowed to study during working hours**. You need to develop a sufficient work load to keep your student busy for their shift.



Keys and Identification Cards

It is preferred that keys, prox cards or FOBS not be assigned to student workers. In special cases where students need them, please limit their access to specific times and days. A Campus Services Help Desk ticket will be required to set up limited access.

COCC policy states that "staff/faculty employees or employees working for any entity housed on one of COCC Campus sites are required to carry a college ID card and be able to produce it upon request." With this in mind, student workers will be required to wear ID cards during their shifts. Departments may request ID cards from the Information Booth in Boyle Education Center.

Dress Code

As you are preparing your student worker for employment in the “real world”, it is important to discuss the appropriate attire for their working environment. As a representative of COCC, student workers must comply with standards of dress established for safety and health reasons. You will need to inform your student workers of the department dress code standards they will be expected to follow. Below are established guidelines for all COCC employees:

- ◆ Shoes must be worn at all times unless otherwise specified by the supervisor/mentor.
- ◆ No bathing suits, tube tops or halter tops.
- ◆ Shirts must be worn at all times.
- ◆ Shorts are allowed if you allow but should be the appropriate length.

Other dress code requirements to consider:

- Dress so as not to be a distraction.
- Skirts, dresses, and shorts (if allowed) of an appropriate length, usually to the knee.
- No pajamas or sweat pants.
- Avoid overly tight dresses, skirts, pants, shorts, and tops.
- No ripped clothing.
- No shirts with logos/writing on them except for COCC logo.
- No tank tops or low cut tops.
- No caps or hats while working.
- No athletic wear. Students should NOT come to work directly from an exercise session.

Your student worker represents COCC, your department and you as the supervisor/mentor. It is your responsibility to mentor your student worker on appropriate attire and behavior in the workplace. If you would like to set guidelines for a department dress code for your student workers, it is suggested to connect with HR.



Attendance and Punctuality

In non-emergency situations, student workers should be instructed to contact you **PRI-OR** to the start of their scheduled hours should they intent to miss work. Whenever a student worker is going to be late, they must contact their supervisor/mentor at least 15 minutes prior to their shift. Emergency situations should be considered on an individual bases.

It is the responsibility of you to enforce the department's practice in order to assist student workers in developing strong employability skills. Student workers who do not notify their supervisor/mentor prior to being absent or who are habitually late, should receive a written warning that goes into their personnel file. Meeting with the student workers to review attendance expectations and absence procedures is highly recommended.

Evaluate Job Performance

It is important that everyone receives feedback on their performance. Not only is the FWS Program an opportunity to explore interests and careers but also to develop skills. This is an opportunity for the student worker to grow professionally and personally. A written performance evaluation using the FWS Job Evaluation is suggested to be completed after 90 days of employment.

Please take the time and effort to complete the evaluation carefully giving the student accurate feedback on their performance. After completing the evaluation, you need to schedule time with the student worker to review the assessment. The student worker must sign the form showing that you have discussed the evaluation with them.

By evaluating your student workers on a regular basis, you can begin to collect a work history. This information will be helpful if you are called upon to be a reference for the student worker.

The FWS Job Evaluation form should be completed and signed by both student worker and yourself. The completed evaluation should kept in the student worker's personnel file for future reference. Evaluations will need to be completed before the student worker can apply for a level 2 position.

Payroll Procedures

Rest and Meal Periods

Student workers who work a specific amount of time are entitled breaks and/or lunch.

Questions regarding breaks or lunch times should be directed to HR.

Hours worked	Allotted break or lunch
2hrs or less	none
2 - 5hrs 59 minutes	15 minute paid break
6 hrs	1 x 15 minute paid break & 1 x 30 minute unpaid lunch
6hr 1 minute—10hrs	2 x 15 minute paid breaks & 1 x 30 minute unpaid lunch

Federal and State Taxes

Work-study earnings are taxable by both state and federal governments. These earnings cannot be garnished. Tax deductions

will be taken from the earnings according to state and federal guidelines. The deductions and total earnings will be reported on the student's W-2 form that the Payroll Department mails at the end of January for the prior calendar year.

Benefits

Fringe benefits such as paid sick leave, vacation or holiday pay are not permitted under the FWS program. Student workers are employed under "an hour's pay for an hour's work" arrangement. Student workers may not displace, replace any employee or volunteer hours.

Paychecks

Student workers are paid on a monthly basis for the hours that they work. Paychecks will be mailed to the address on file or direct deposit. If the student would like direct deposit, have them connect with Payroll for instructions.

Recording Time Worked

It is your responsibility to have a system that maintains current worked hours for each student worker.

It is extremely important to acknowledge the shared responsibility between the student and the supervisor to monitor a student's earnings.

Overtime

Overtime is prohibited. The FWS Program is designed to be a part-time employment and student worker hours should not exceed 19 hours per week.

Pay Rates

Pay rates are based primarily on the level of position that is acquired. All entry level pay will begin at minimum wage. A student that elects to return a second year (after there terms) to the same department, may be hired based upon level two wages. If for a third year the student returns to the same department, they may be hired based upon level three wages. Level pay increases are only considered if a student workers performance evaluation is completed. If Oregon's minimum wage is increased in July, the work-study levels will also increase.

- Level 1 = \$13.50
- Level 2 = \$14.00
- Level 3 = \$14.50



Pay Periods and Timesheets

In order to ensure student workers to receive their paychecks on time, they should submit their electronic timesheets to you on the last day of the month that they work. Electronic timesheets should be visible within 72 hours once the contract is received and processed by the FWS Coordinator. If a timesheet is not visible, contact the FWS Coordinator making sure the contract was received and complete. Timesheets can only be approved by the student worker's supervisor/mentor as they will ensure that the student worker worked the hours submitted. You should inspect, approve and submit the timesheets to the Payroll department electronically for processing by the timesheet deadline. Contact Payroll for timesheet deadlines.

TERMINATION PROCEDURES

Student Initiated

Although student workers may terminate their work-study position at any time, they are required to notify their supervisors/mentors. It is common for the student worker to give a two week notice. However, it is acceptable for you and the student to agree upon a shorter period of time. Upon being notified, you must complete a *Notice of Separation* form and forward a copy to Payroll, HR and FWS Coordinator. Emails will also be accepted. A copy of this form must retain a copy in the student worker's personnel file.

Student workers must stop working when the earnings limit is reached, their aid is suspended or they have dropped/audited all classes during any part of the term. Email notifications will be sent to both the student and supervisor/mentor when a student approaches 86% of the earnings limit. If an oversight occurs and if you continue to charge the federal account past the earnings limit, the FWS Coordinator will charge the overage directly back to the department.

Termination by FWS Supervisor/Mentor

If you determine that the student workers performance/behavior is unsatisfactory, you may need to follow the recommended disciplinary process:

- Discuss the problem with the student worker and suggest ways to correct the issue. Make an attempt to contact the student by e-mail, phone or set up a time to discuss the issue(s). This conversation may be verbal or written but always document the conversation. This conversation should be considered to be their first warning. The conversation should include a reiteration of the expectations of job duties and responsibilities. Explain the noticeable or potentially negative performance issues or behavior. Outline a mutual agreeable improvement plan and the consequences if the issue(s) are not corrected.
- If you are not satisfied and the problem(s) still persists, the student's contract should be terminated and the student should be notified. Complete the *Notice of Separation* and forward to the appropriate people.

FWS Coordinator Initiated

The FWS Coordinator has the right to terminate any student worker's employment for, but not limited to, the following reasons:

- Maximum award has been earned or exceeded.
- Satisfactory Academic Standards are not met.
- Maximum credits exceeded.
- No enrollment in credit classes for the current term.
- By request of student or supervisor.

Annual Termination

All students are automatically terminated from their FWS contract on the last day of spring term or at the end of the term that is indicated on the contract. If the student desires to re-established eligibility for WS for the following year, a FAFSA must be submitted, student must be awarded, and a new application must be submitted.

The goal of Central Oregon Community College is to provide an atmosphere that encourages our faculty, staff and students to realize their full potential. In support of this goal, it is the policy of Central Oregon Community College that there will be no discrimination or harassment on the basis of age, disability, sex, marital status, national origin, ethnicity, color, race, religion, sexual orientation, gender identity, genetic information, citizenship status, veteran or military status, pregnancy or any other classes protected under federal and state statutes in any education program, activities or employment. Persons with questions about this statement should contact Human Resources at 541.383.7216 or the Vice President for Student Affairs at 541.383.7211.

Provided by COCC Financial Aid Office
2600 NW College Way : Bend OR 97703
541.383.7260 phone : 541.383.7506 fax
www.cocc.edu/financial-aid/work-study/

Appendix

Transitioning Applicants

Lack of communication can be stressful and confusing for applicants. Please transition applicants through the PeopleAdmin Recruit workflow. Some workflow stages are tied to automatic emails. So, as you transition the applicant through the workflow process, an appropriate email is sent.

- Interview Pending or Phone Interview Pending - does not send a notification email.
- Active Future Consideration - sends an email to the applicant notifying them that they would be considered for future vacancies.
- PT Pool No Longer Considered - sends an email to the applicant notifying them that they are not considered for the current position.
- Recommend for Hire - workflow sends an email that a candidate has been selected to hire so HR will begin background check process.

Questions concerning PeopleAdmin Recruit and the email process connect with HR.

Background Check Emails

Students will receive an email from HR giving notice that they will receive a second email from HireRight. HireRight asks for basic information and receives student consent to conduct the check.

Dear {{application__first_name}}

COCC requires a criminal history check for all positions as part of the hiring process. As a finalist in the recruitment for {{posting__job_title}}, you will receive an email from HireRight, our screening agency, requesting your consent and basic information to complete the check. Please authorize as soon as possible to complete this step in our recruitment process.

Negative results will not automatically disqualify you from being considered or from being offered employment. Results are evaluated on a case-by-case basis considering the job responsibilities. Additional information regarding COCC's criminal history check policy can be found online in the General Procedures Manual, Section HR-4-0 [Criminal Background Check Procedure](#).

If you have questions, please contact Human Resources at hr@cocc.edu or 541-383-7216.

Take Action On Job Application ▾

Keep working on this job application

WORKFLOW ACTIONS

Interview Pending (move to Interview Pending)

Alternate (move to Alternate)

PT Instructor - Remove - Not Considered (send email) (move to PT Pool - Remove - No Longer Under Consideration (immediate email))

Recommend for Hire (move to Recommended for Hire)

Active-Future Consideration (email applicant) (move to Active-Future Consideration (immediate email))

Phone Interview Pending (move to Phone Interview Pending)

Not Approved for Hire (move to Not Approved for Hire)

Background Check Pending (immediate email) (move to Background Check Pending (immediate email))

Send to Second Interview Pending (move to Second Interview Pending)

Phone Alternate (move to Phone Alternate)

Interview Alternate (move to Interview Alternate)

Remove - Not Considered At This Time (move to Remove - Not Considered At This Time)

No Longer Under Consideration (immediate email) (move to No Longer Under Consideration (immediate email))

Welcome Checklist

- 0-Welcome - How to complete tasks in Onboard
- 1-Answer COCC employment Status Question
- 2-Complete I-9
- 2-Provide I-9 supporting documents to HR
- 2-W-4
- 2-Complete Employee Information & Payroll Form

Orientation Checklist

- 2-FOLLOW-UP: Has I-9 been processed?
- 3-Access your Bobcat Account & Learn about WebTime Entry
- 3-Review Work Study Handbook and take quiz
- 3-Learn about payroll resources
- 5-Review Safety, Security, and Job Injury Information
- 5-Complete Safe Colleges Trainings
- 6-Acknowledge Consensual Relationship Policy
- 6-Acknowledge Information Confidentiality Statement
- 6-Acknowledge FERPA Policy & Procedure
- 6-Acknowledge Drug Free Campus Policies
- 6-Acknowledge Business Procedures & Policies
- 6-Acknowledge Complaints & Concerns Procedure
- 6-Acknowledge Technology Services-Acceptable Use Policy
- 6-Acknowledge Handbook and take quiz
- 7-Review COCC Strategic Plan (mission/vision/values)
- 7-Learn about Email System-Access & FAQ
- 7-Learn about Phone, Voice Mail & Emergency Notification System
- 1-Schedule time for new hire to complete tasks!!!