Work-Study Supervisor Handbook

Our Work-Study Program provides employment opportunities for students who have been awarded work-study by the Office of Financial Aid. Utilizing work-study at Lehigh University allows students to earn money for college-related expenses and can be a rewarding opportunity for students and their supervisors. There are many work-study job opportunities across campus, and students are able to find a position that will fit their needs.

The work-study program allows offices and departments across Lehigh to employ and enhance the education of our students. All employed work-study students must have been offered work-study as part of their financial aid award for the current academic year. A student's work study award is listed in their Lehigh Portal. All work-study supervisors should be familiar with the information in the Work-study Student Handbook.

This program is administered by the Office of Financial Aid in conjunction with guidelines set forth by the federal government. The Office of Financial Aid, along with Lehigh's Human Resources Office, Center for Career and Professional Development and Payroll Office, provides guidance and resources to help both students and supervisors through the process from start to finish!

Creating New Positions

If you or someone in your department is interested in establishing a work-study position within your office, first you should create a position description for the work-study job. Once the position description is created, you must identify the appropriate staff member who will serve as the work-study supervisor for this position. Work-study supervisors are responsible for:

- Reading and understanding all communications sent by the Office of Financial Aid, Payroll Office, and Human Resources following all rules and regulations set forth by the above-named offices.
- Work-Study positions cannot be created as a means to replace Lehigh staff.
- Posting and maintaining job postings on Handshake by the required deadline on an annual basis.
- Hiring and supporting students who are hired to be a work-study student in your office.

- Job postings are required to have a detailed description of expectations for the position, wage level, and the hourly rate of pay. More information is always better. It cannot simply say "work-study job". Lehigh Career Center provides sample position descriptions to assist you with this process.

If the staff member is a work-study supervisor and has access to Handshake, they can post the new position on Handshake.

If the staff member is not set up as a work-study supervisor, they will need to submit the Supervisor Handbook Acknowledgement form. The staff member requesting to be a work-study supervisor will receive an email in 3 - 5 business days from the Office of Financial Aid confirming they are set up as a supervisor in our database as well as an email from the Center for Career and Professional Development with instructions to set up their supervisor account in Handshake. Once the supervisor is set up in Handshake, they can post the new position on Handshake.

Work study positions must be hired as an on-site position in Handshake only. There are no remote work study jobs. If a work study position requires hybrid work, due to events that are not on campus, you need to add the specifics to the Handshake job description along with how many times it would occur within the semester.

Posting a position that already exists: If a work-study supervisor would like to hire a work-study student for a position that already exists, you will need to follow these instructions to post the position on Handshake. This must be done annually if you plan to fill this position each year.

Hiring and Onboarding a Work-Study Student

Work-study Job Fair: The Office of Financial Aid holds a work-study job fair annually prior to the new school year for all incoming students who are eligible for work-study. All approved work-study supervisors are invited to attend the job fair to help find students to fill their available positions. Information about the job fair, including dates and location, will be sent to supervisors in mid-July.

Hiring New work-study Students: Students will review all work-study job opportunities through the Handshake platform and should apply for the position directly through Handshake. As a work-study supervisor, you will be able to review the list of students who have applied for your positions and their applications through Handshake. Once you have identified students who would be a good candidate for your position, contact each student to set up an interview and review job responsibilities with the candidates. Some departments choose to have qualified applicants go through an in-person interview

process, while others might find it sufficient to have a phone or video interview to screen applicants. Supervisors can also send messages to applicants through Handshake to track the progress of their application.

After a student has been selected, the work-study supervisor must send the student an official offer letter through Handshake and change the status of the student to "Hired" in Handshake. The offer letter should state an official start date, which is established between the supervisor and the work-study student. **IMPORTANT:** A work-study student cannot start working until both the student and their supervisor receive the TimeClock approval email from the Payroll Office.

If the job is now filled based on the number of work-study students that you need, be sure to close the position in Handshake. When you are logged into Handshake, go to the job overview page and click the title of the job that you wish to close. Then click on the three dots in the top-right corner and select "Close Job".

Re-hiring Work-Study Employees: If you have a current student who you plan to re-hire for the next academic year, determine if the student should be re-hired in a new level position based on any changes in responsibility. If that position already exists at the appropriate pay level (according to the wage grid), you should duplicate the job in Handshake. If the position does not exist in Handshake at the appropriate pay level, create the job in Handshake. Reminder: If all available positions will be filled with returning students, be sure to close the position as soon as you post it on Handshake.

Prior to submitting the Payroll Setup Form, contact the student to confirm their eligibility for work-study in the upcoming academic year. Students who submit a complete aid application by our deadline will be able to view their offer of aid in Banner by early June.

Completing the Payroll Set-up Form: Work-study supervisors must complete a Payroll Set-up Form for Hourly Employees & Work-study Students for each work-study student in order for them to be paid for their hours worked. To complete this process, the work-study supervisor must have:

- The student's Lehigh Identification Number (LIN)
- The supervisor's placement code (email workstudy@lehigh.edu if you are not aware of the placement code)
- Your department's index number. The department index number will be charged if the student's total earnings exceed their allotment, so if the work-study supervisor is not an Authorized Signer for the Banner Index to be charged, you must also include an email or other documentation of approval from the authorized signer

when you submit this form. Reach out to your Department Manager for this 6-digit code.

You will receive an email from the Financial Aid Office when the information from this form has been processed. NOTE: This is not your approval that the student can begin working at this point. You must wait to receive the email from the Payroll Office with the subject line: "**Timeclock Plus - Employment Confirmation**."

***Important Details to Note**

- Students cannot work more than 20 hours in any given academic week.
- A work-study student can obtain both a work-study and wage employee position in a department. The student can only work a total of 20 hours a week between both positions.
- Students will only be approved for one work-study position, except for students who are seeking a second position as part of the America Reads program with the Dean of Students Office.
- Students can be paid through the work-study program for research, provided they are not otherwise being paid by other funding sources to complete the research. Work-Study research positions must be posted to Handshake.
- Work-Study for the summer semesters is separate from the Fall and Spring semesters. If you want to hire a student for the Summer Sessions, please contact workstudy@lehigh.edu for Summer Work-Study Policies and Procedures.
- Key items you need to have listed on the Wage Set Up form.
    - Designated supervisor placement code
    - Student LIN
    - Supervisor must be listed as the primary approver
        - Questions about Secondary and Tertiary approvers should be directed to the Payroll office.
    - Work-study job title and pay level must match what is in Handshake
- You will be required to provide a department index (banner index) that will only be used if the student exhausts their work-study eligibility and continues to work. If this occurs, we will request a reallocation of funds from your department for any amount earned more than their work-study eligibility.

    - You will receive an email from the Financial Aid Office when the information from this form has been processed.

Ensure your work-study student has submitted the required documents to Human Resources, Payroll, and other departments: Refer to the Student Checklist to review more information about these required documents.

- The Federal I9 form **NOTE:** The I9 form must be completed ***no later than 72 hours*** after the student's scheduled start date. Students must email inI9@lehigh.edu to begin the I-9 process. If a student has completed the I-9 process within the last three years, this does not need to be completed again.
- Submit the Required Payroll Forms:
    - W-4 Form
    - Certificate of Residency
- Worker's Compensation Form: Sign this form through DocuSign.
- Work Study Student Handbook Acknowledgement: Sign this document through DocuSign to acknowledge that you have reviewed and understand the Work Study Student Handbook.
- Set up Direct Deposit via Banner

After the required documents are received and the Payroll Set-up Form is completed, the Payroll Office will send an email to both the student and their supervisor with the subject line: "**Timeclock Plus - Employment Confirmation**." At this point a student can begin working.

Supporting Your Work-Study Student

Review your office rules and code of conduct, as well as your expectations with your work-study employee: Students should review the Work-study Student Handbook. Office hours, procedures for calling out, dress code, use of space, and personal conduct are all important issues that should be addressed with your work-study student within their first week of work. If your position requires that the student use any of their personal equipment, such as their cell phone, camera, or laptop, you must review the Personally Owned Device Agreement and Waiver form with them and have them sign the form for your records. This form will be retained in your departments records.

Establish a work schedule with your work-study employee(s): As a supervisor, you must ensure that your work-study student is not earning more than they have been awarded in

work-study as part of their financial aid offer. You should have received an email response from the Office of Financial Aid when the Payroll Set-up Form was processed. Refer to the total hours (for the academic year) listed on the "Hourly Pay Rate" line from that email when setting up your schedule with your work-study student. Remember that earned wages that exceed the offer amount will be charged to your department index. Beginning with the 26-27 school year, the Office of Financial Aid will define how many hours the student can work in the Fall and the Spring semesters separately. As a supervisor, you need to ensure that the student does not go over these maximum hours each semester.

Work with your students to establish a schedule that works for both the student and your office needs. Students are not permitted to work during any scheduled class times. If the class was canceled, you must have documentation from the professor. The last day that a student can work is the last day of their IN-PERSON exams for the given semester. Work-study for the summer sessions is a separate process. If you intend to hire a work-study student in the summer, contact the Office of Financial Aid for the Summer work-study policies and procedures. Students should not be scheduled to work over the summer break unless the position and funding have been approved by the Office of Financial Aid.

If a student is able to work during the winter semester due to being on campus, they can do so, however, the earnings will reduce the amount of hours the student can work in the spring semester.

A student is not eligible to work their work-study job when studying abroad.

Recording hours worked with TimeClock Plus: Work-study students are required to record and track their hours through TimeClock Plus (TCP). Ensure that students are clocking in and out of TCP when they report to work and leave for the day.

Approving and monitoring hours worked with TimeClock Plus: As a work-study supervisor, you will be required to approve your work-study student(s) hours work in TimeClock Plus for each pay period. Note: TimeClockPlus entries must be approved within two business days following the end of each pay period. You can also adjust the hours worked if the student missed or made an error in their time entry. This is not the responsibility of the Payroll Office to approve hours for you. This is because the Payroll Office cannot confirm that the student worked, only the supervisor has access to that information.

Addressing student well-being: As a work-study supervisor, you will be working closely with students. We encourage all supervisors to review the Promoting Student Well-Being: A Resource Guide for Faculty and Staff document to familiarize yourself with the many resources that are available to help students should they need additional assistance.

If a student appears to be struggling with their classwork, you can refer them to the Center for Academic Success.

If you observe a student who is displaying signs of mental health concerns, you can refer them to Counseling and Psychological Services. If the student's behaviors or situation appears to be particularly concerning, you should notify the Care Team by completing a Student Concerns Reporting Form.

If your work-study student suggests that they need to take a semester off or plan to withdraw from Lehigh, please refer the student to the Director of Retention, so they can discuss their decision with them.

Addressing performance issues: Work-study students can be terminated if they are not performing to your expectations. In the event that performance issues arise with the work-study student, the supervisor should discuss any work-related concerns with the work-study student as soon as possible. Inform the student of your dissatisfaction with their performance, refer to the job description and expectations and clearly define the areas that need to be addressed. Offer the student suggestions on how they may improve performances and establish a fair and equitable time period for correcting the problem. If applicable, notify students that their work-study job may be in jeopardy. Be sure to document any performance based conversations that you have with the student. For assistance with these performance based concerns, please contact the Human Resources Office.

Terminating a work-study employee: If you have exhausted all options for assisting the student, email workstudy@lehigh.edu and inwage@lehigh.edu to terminate the student from their position. Be sure to notify the student via email that their position has been terminated, referring to your attempts to help the student be successful.

Removing a student from work-study position: If, for any reason, a student is no longer going to work for your department, email workstudy@lehigh.edu and inwage@lehigh.edu. Payroll will remove their access to log hours in TimeClock under your Department code and the Office of Financial Aid will remove their position so they can search for another work-study position on campus.

Once a student works the maximum hours, they are allowed to work based on the reviewed Payroll Set Up Form, as their supervisor you need to email Payroll and the Office of Financial Aid to notify both offices of the student's last day of work. You must notify workstudy@lehigh.edu and inwage@lehigh.edu to terminate the student.

If the supervisor decides to hire the student as an hourly wage employee, after being terminated from the work-study program, the hourly wage set up form is required.

Complete the form indicating "student other" under the student relationship to Lehigh section and include your department index for payroll purposes. Contact the Payroll Office with any questions.

If a student decides that they wish to continue to work for your department, but your office does not have funding to pay the student, you need written documentation maintained in your office that the student agreed to work without being paid.

Work-study Program Resources and Contact Information

Question	Office	Email Address	Phone Number
Work-study Eligibility	Office of Financial Aid	workstudy@lehigh.edu	610-758-3181
Payroll Forms	Payroll Office	inpayrol@lehigh.edu	610-758-3150
Handshake Questions	Center for Career and Professional Development	careercenter@lehigh.edu	610-758-3710
Timeclock PLUS	Payroll Office	inwage@lehigh.edu	610-758-3150
I-9 form	Human Resources Office	inI9@lehigh.edu	(610) 758-3900
Questions about Paycheck	Payroll Office	inwage@lehigh.edu	610-758-3150
Work-study Handbook	Office of Financial Aid	workstudy@lehigh.edu	610-758-3181

Quick Links:

Directions:

- Supervisor Handbook Acknowledgement form(
- Create a position description for a work-study job
- Post a position on Handshake
- Duplicate an already created position on Handshake
- Review applicants through Handshake
- Send messages to applicants on Handshake
- Send the student an official offer letter through Handshake
- Approve work-study student(s) hours work in TimeClock Plus

Resources:

- Wage Grid
- Payroll Setup Form for work-study Students
- Work-study Student Checklist
- Personally Owned Device Agreement and Waiver form
- Promoting Student Well-Being: A Resource Guide for Faculty and Staff