

# The UMKC Federal Work-Study Handbook

## Table of Contents:

1. [Introduction](#)
  1. a. Purpose of the Handbook
  1. b. Description of the Federal Work-Study Program
2. [Non Work-Study Employment Opportunities & the Job Location and Development Program](#)
3. [Student Application Process](#)
4. [Allocation & Distribution of Work-Study Positions](#)
  4. a. Academic Year Allocations
  4. b. Summer Allocations
  4. c. Community Service
5. [Creating & Posting Position Descriptions](#)
  5. a. Create a Position Description
  5. b. Determine Pay Level
  5. c. Student Pay Scale
  5. d. Academic Year and Summer Awards/Hours per Week
  5. e. Posting Positions
6. [Hiring Procedures/ Locating a Position](#)
  6. a. Locating a Position
  6. b. Qualifications
  6. c. Interviewing
  6. d. Re-Hiring
  6. e. Confidentiality Agreement
  6. f. Rights and Responsibility Agreement
7. [Payroll Procedures](#)
  7. a. Hiring Paperwork
  7. b. Completing Timesheets
  7. c. Pay Periods
  7. d. Monitoring Student Earnings
  7. e. Benefits
  7. f. Record Retention
  7. g. Effort Reporting
8. [Training/ General Guidelines](#)
  8. a. Training and General Guidelines for Supervisors
  8. b. General Guidelines for Student Employees
  8. c. Work Schedules
  8. d. Attendance
  8. e. Proper Attire
  8. f. Business Etiquette/Customer Service
  8. g. Evaluations
  8. h. Sexual Harassment
  8. i. Computer Utilization
  8. j. Drug and Alcohol Abuse in the Workplace
  8. k. Violence in the Workplace

- 8. l. Consensual Amorous Relationships
- 8. m. Reporting University-Related Misconduct
- 8. n. Driving

9. Terminations & Grievances

- 9.a. Voluntary Termination
- 9.b. Involuntary Termination
  - 9.b.1. Notice of Written Warning
  - 9.b.2. Immediate Termination
- 9. c. Grievances

10. Length of a Work-Study Award

<u>Sample Job Description</u> .....	Appendix 1
<u>Confidentiality Agreement</u> .....	Appendix 2
<u>Rights and Responsibilities</u> .....	Appendix 3
<u>Evaluation Form</u> .....	Appendix 4
<u>Timesheet Falsification Policy</u> .....	Appendix 5

## **1. INTRODUCTION**

### **1.a. Purpose of the Handbook**

Welcome to the University of Missouri- Kansas City Federal Work-Study (FWS) Program. This handbook provides information about the Federal Work-Study process for both supervisors and student employees. The FWS Program provides tremendous opportunities for students and supervisors. The valuable work experience associated with a Work-Study position will enhance a student's life while in school and in the future. Studies have shown that students who work on-campus tend to be more satisfied with their college experience, stay in school and graduate at a higher rate.

### **1.b. Description of the Federal Work-Study Program**

The FWS program is funded through Federal Title IV resources and subject to Department of Education federal regulations, as well as employment laws on the federal, state and local levels. The program is administered by the Financial Aid and Scholarships Office (FASO). UMKC is allocated funding each year by the Department of Education and is required to match 25% of the funded amount. Funding is limited and varies from year to year.

The intent of the program is to provide jobs for undergraduate and graduate students who have financial need as determined by the Free Application for Federal Student Aid (FAFSA). It allows a student to earn money to help pay education expenses. The program encourages students to find work related to their course of study and it also provides opportunities for community service work. Work-Study jobs are generally located on-campus but there are some off-campus jobs in the community as well. Students are generally paid bi-weekly and students must be paid at least once a month. The maximum a work-study student may earn cannot exceed their total Federal Work-Study award, and having a work-study award does not guarantee that the full amount of the award will be earned. Student's generally will work 15-20 hours per week and can work only one work-study job at a time. Total hours for any work-study and/or other non-work-study UMKC job cannot exceed 29 hours per week.

## **2. NON WORK-STUDY EMPLOYMENT OPPORTUNITIES & THE JOB LOCATION AND DEVELOPMENT PROGRAM**

The Job Location and Development (JLD) Program locates and develops off-campus employment opportunities for students during and between periods of enrollment. Student eligibility is NOT based on financial need or the academic standing requirements of FWS. In short, the purpose of JLD is to provide a reasonable opportunity to find employment for every student who desires to work. To look for job opportunities through the JLD Program, you can visit the web-site <http://career.umkc.edu/>, click on the student/alumni link, login and select Roo Jobs.

## **3. STUDENT APPLICATION PROCESS**

Students apply for work-study each year by completing the Free Application for Federal Student Aid (FAFSA). Students are encouraged to apply as soon after October 1<sup>st</sup> and no later than March 1<sup>st</sup> of the upcoming school year but may apply at any time during the academic year. Awards are based on financial need and a student cannot earn more than the amount reflected in the offer on his or her Pathway account. An award must be in place for each period the student works, awarding is on a first-come, first-served basis, and application is not a guarantee of being awarded work-study. Students, who are not automatically offered work-study, should submit a written request to the Financial Aid and Scholarships Office to be added to the wait-list. Students must apply for, and often interview for jobs and there is no guarantee of securing one. Any amount a

student earns (works) over his or her offer must be paid by the department where the student is working. Work-Study awards are always subject to revision based on changes in a student's situation and/or the availability of funding. Students also must be in at least 1 credit hour as an undergraduate or as a graduate student. Students must be making financial aid **Satisfactory Academic Progress** (SAP) to receive Work-Study funding. If the student does not meet the terms of Satisfactory Academic Progress but turns in an appeal to the Financial Aid Office and is granted a contract, the student under the terms of the contract is eligible to participate in the work-study program during that semester. If the student is placed on SAP Warning s/he is eligible to continue participating in the Work-Study program. For more information regarding the UMKC SAP Policy refer to the Financial Aid and Scholarships Office web site <https://finaid.umkc.edu/>. Students may not receive academic credit for a Work-Study job.

#### **4. ALLOCATION and DISTRIBUTION OF WORK-STUDY POSITIONS**

##### **4.a. Academic Year Allocations**

In mid-July, before the academic year begins, the Financial Aid and Scholarships Office (FASO) will determine how much work-study funding will be available for the up-coming academic year and how many students the funding will allow. Once this determination is made, the Vice Chancellors for each division will be notified of the number of positions the university will be able to employ. Next, the Vice Chancellors determine overall divisional allocations and subsequently appropriate within his or her division the number of positions each academic unit or department may receive. The Financial Aid and Scholarships office does not determine which departments receive work-study assistance or how many positions a department can receive. Departments that do not use their Work-Study allocations may lose them. Unused allocations may be returned to their division to be given to another department. The university is given so much money to use on work-study and must use all the money or it will be decreased the following year. So it is imperative that each job is filled.

One department allocation equates to an academic year work-study award of \$5,500, or a summer work-study award for \$3,600. If a student utilizes 65% or more of their \$5,500 award, or about \$3,500, the department's allocation cannot be reopened for another student since the majority of the allocation has been utilized. Supervisors may appeal depending on circumstances.

*Example:*

*\$12.00 per hour \* 20 hours per week \* 16 weeks (one semester working) = \$3,840 earnings*

*Conclusion--Cannot reopen this allocation for the second semester because this student has utilized 65% of one department allocation within the first semester of the academic year work-study award of \$5,500.*

##### **4.b. Summer Allocations**

In April, before the summer semester begins, the Financial Aid and Scholarships Office will determine how much work-study funding will be available for the up-coming summer semester and how many positions the funding will allow. There are considerably fewer Work-Study positions available in the summer semester compared to the academic year. Divisional allocations are based upon the percentage allocation made in the previous academic year. Each Vice Chancellor is responsible for distributing his or her divisional allocation to academic units or departments.

##### **4.c. Community Service Allocations**

Federal regulations require that 7% of the university's Work-Study funding is used for community service with an additional requirement that some student workers serve as reading tutors for

children in a reading tutoring project or performing family literacy activities in a family literacy project. The Division of Student Affairs manages requests for community service positions and the FASO administers the hiring and payroll process unless alternate arrangements are made. All requests for community service positions must submit a request to the Director of Financial Aid & Scholarships Office at the University of Missouri-Kansas City, 5115 Oak St. Admin Center 101 Kansas City, MO 64111.

## **5. CREATING AND POSTING POSITION DESCRIPTIONS**

Work-Study supervisors are responsible for creating and posting position descriptions. Position descriptions and pay rates should accurately reflect job responsibilities. Use the guidelines below to assist with creating a position description and assigning an appropriate wage rate.

### **5.a. Create Position Description**

The position description is what is posted for students searching for a position to view. The description must accurately reflect the responsibilities and expectations associated with the job and must abide by laws set forth in federal, state and local laws. Work-Study positions should not be used to fill or replace full-time positions within a department. A sample of a job description is provided in APPENDIX 1.

### **5.b. Determine Pay Level**

**Two pay levels for student employees at UMKC are provided by the Financial Aid and Scholarships Office. Employers can determine the appropriate pay level by comparing the job description of their student position to the duties of the two pay level descriptions listed below. Pay levels must reflect the type of work, requirements, amount of responsibility, and supervision.**

#### ***Pay Level 1***

Follow instructions, operate basic equipment, perform routine duties, make general decisions, solve general problems; **REQUIRES:** Few decisions, little or no previous training or work experience, little or no specialized knowledge; high to moderate level of direct supervision.

#### ***Pay Level 2***

Plan and perform operations, make recommendations, solve general problems not covered by instructions, pass information on to others, instruct other students, apply specialized knowledge, deal with complex problems, may supervise other student employees, assign and review others' work, act as group leader; **REQUIRES OR MAY REQUIRE:** Basic office skills, some specialized skills or college coursework, training or experience; comparable training and experience, frequent exercise of initiative and judgment; moderate to low level of supervision.

### **5.c. Student Pay Scale**

The pay rate of a UMKC FWS student position falls into a range specified for the level of the position. The initial hiring rate for new employees should be the minimum for that level, unless the employee has had previous experience or training. Remember that the pay rate cannot exceed the maximum rate indicated on the pay scale for the pay level of your position.

## PAY SCALE

Pay Level	Min. Hiring	Max. Rate
1	\$12.00	\$12.99
2	\$13.00	\$14.00

Supervisors may pay more than \$14. See notes below.

Departments may pay more than \$14.00 per hour, but must take into account the impact this may have on the number of hours a student may work for their department.

Example of Available Work Hours for Higher Pay Rates		
Award Amount Per Semester	Pay Rate	Hours Per Week
\$2,750	\$14.00	12.28
	\$15.00	11.46
	\$16.00	10.74

If a student works more hours per week than the amount listed in the chart above, they will reach their semester work-study allotment faster and potentially need to stop working at an earlier timeframe. Departments will not be provided additional allocations for situations where this happens and should be avoided as it potentially puts a financial burden on the student.

Work Study departments are **required** to provide a MoCode to cover any amount of funds a student earns beyond their federal work-study award. Supervisors should take care to log in regularly to the work study management system to monitor earnings and avoid paying for any overages.

**IMPORTANT! Your department is financially responsible for any overages.**

### 5.d. Academic Year and Summer Awards /Hours Worked per Week

The average award for work-study students for the fall/spring semesters is \$5,500 and \$3,600 for the summer semester. Students will generally work 15-20 hours per week. We strongly encourage students to work no more than 20 hours per week in their work-study job. Research shows that students who work a moderate number of hours on campus (11-20) are academically more successful than those who do not work, or who work full-time. They tend to complete degrees more frequently than their non-working peers, report greater satisfaction with college, and their retention rates are higher.

Students can work only one work-study job at a time, and total hours for any work-study and/or other non-work-study UMKC job cannot exceed 29 hours per week. Work-study students are exempt from the FICA tax (Social Security & Medicare tax). If a student works 40 hours or more for 6 weeks or more the FICA exemption will be lost. In addition, the UM HR Policy states that regular (non-student) employees who work 30 hours or more for at least nine months become benefit eligible. This is more reason to keep work-study students at 15-20 hours a week.

Since the purpose of the program is to propel students forward academically, students should be conscious of the number of hours they are working while in school, and try to strike a good balance between work and academics. Students should inform all supervisors of all jobs they are working.

The number of hours a student can work is based on the pay rate, length of the work-study award, and the amount of the work-study award. The academic year consists of two 16 week semesters and the summer semester is eight weeks in length. The maximum award for an academic year (fall/spring) is \$5,500 (\$2,750 each semester), and \$3,600 for a summer work-study award. The award represents the maximum amount a student can earn. It is not guaranteed the student will earn the total award. You can use this formula to determine how many hours per week your student can work to ensure they use the full work-study award during the awarded term(s):

**Award amount / number of weeks the award is for / pay rate = hours the student can work per week.**

*Examples to determine the number of hours per week a student can work to earn the full FWS award:*

	Award Amount (\$)		Length of Award (Weeks)		Pay Rate per Hour (\$)		Hours Per Week
Fall/Spring FWS Award	\$5,500	/	32	/	\$12.00	=	14.32
Fall Only FWS Award	\$2,750	/	16	/	\$12.00	=	14.32

*Full academic year award: \$5500 award / 32 weeks / \$12.00 = 14.32 hours per week*

*Fall only work-study award: \$2750 award / 16 weeks / \$12.00 = 14.32 hours per week*

Remember the higher the salary the fewer hours the student may work and it is more likely the student will exhaust their funds before the award period ends. If this happens, the supervisor must either terminate the student or pay the student from department funds.

Work-Study students are paid hourly and it is suggested that you pay students the same rate if they are performing equal or similar jobs.

#### **\*Summer Awards**

During the summer period students are awarded additional funds to allow them to work more during the three week period between spring semester and summer semester. For the summer semester any student who is continuing in the Work-Study program from the previous spring semester can work up to 29 hours per week for the three weeks before the summer session begins. Their earnings during this period come from the summer award. If a student who has worked in the summer semester has been awarded work-study for the fall semester, they may work up to 29 hours per week during the three week period between the end of the summer and the beginning of the fall semester using their fall award. (See **10. Length of a Work-Study Award** for specific term dates). *Remember, as the department supervisor you are responsible for assuring the student DOES NOT earn more than the student has been awarded.*

#### **5.e. Posting Positions**

Supervisors must post descriptions of their allocated Work-Study positions via the web-based Financial Aid <https://net3.umkc.edu/finaid/wsmanager/>. This program allows supervisors to post descriptions of an available position, manage the hiring process, and monitor student earnings. Supervisors must contact the Work-Study Coordinator in the Financial Aid and Scholarships Office to receive access to the site and instructions for use. Students will utilize Handshake on the Career Services website <http://career.umkc.edu/> to look for a work-study job. However, the Handshake

site is not set up as a recruiting tool. We do not encourage departments to search for recruits on this site.

## 6. HIRING PROCEDURES/LOCATING A POSITION

Once a student has been offered a work-study award, s/he will accept or reject the award on Pathway. Academic year awards are made separately from summer semester awards. The student is sent a confirmation email once they are awarded. The email will have the instructions on how to accept/decline the award, and on how to log into the UMKC Work-Study Jobs portal through Handshake on the Career Services website <http://career.umkc.edu/>. Students are responsible for finding an employment position. Employment is for one academic year or for the summer period. Application does not guarantee an award, awards are on a first-come, first-served basis, and being awarded does not guarantee a job.

### 6.a. Locating a Position

The following information is sent as an email to student once they are offered a work-study award on Pathway:

#### To view and accept/decline the work-study award in Pathway:

Log into Pathway account using your UMKC username and password> Self-Service > Campus Finances > Accept/Decline Awards > Aid Year 20XX

#### Directions for Searching and Applying for a Work-Study Position in Handshake:

##### Applying for a Work-Study Position

1. Go to [Handshake](#)
2. Enter your UMKC SSO Username & Password under “**UMKC Student Only Login**”\*
3. Go to “**Career Center**” located in the upper right-hand corner of the homepage
4. Select “**Resources**”
5. Click on “**Work-Study Jobs**” and click on the URL provided
6. Enter your UMKC Username & Password for a **second time**
7. From there you will find listings of all available Federal Work-Study Job openings
8. Select the positions that you wish to apply for and contact the department according to the “**How to Apply**” section to set up an interview. Supervisors will not be viewing resumes posted on the website
9. Continue to Apply and Interview with supervisors until you accept a job

\*\* New students must attend Orientation and register for classes before a **Handshake** account is created.

If you are unable to complete any of the steps in selecting a Work-Study position, please contact the Financial Aid and Scholarships Office at (816) 235-1154.

#### What to do when you (the student) are hired

After you are hired you must provide two forms of identification to the hiring supervisor or hiring department HR liaison:

- Social Security Card
- Driver License
- U.S. Passport
- Alien Registration Receipt Card
- Certificate of Citizenship
- Certificate of Naturalization



- Unexpired Employment Authorization Card
- ID Card from Federal, State or Local Agency
- School ID Card with Photo
- Voter Registration Card
- U.S. Military Card
- Native American Tribal Document

A full list of eligible I-9 acceptable documents can be found: <https://www.uscis.gov/i-9-central/acceptable-documents/list-documents/form-i-9-acceptable-documents>

In addition to the items listed above, students will need to confirm their personal bank account and routing number, or provide a letter from their bank verifying their bank routing number and account number. This is required for direct deposit of the student's paycheck. The student's hiring supervisor will provide the student all of the necessary hiring paperwork, which **must be completed prior to beginning work.**

#### 6.b. Qualifications

Students must qualify for specific jobs based on their ability to perform the job requirements. Students may only have one work-study job at a time and are required to be enrolled at least one (1) credit hour to participate. Although departments may have their own application for employment, there is a University-wide "Application for Student Employment" found on the Human Resources website.

#### 6.c. Interviewing

- 1) The employer/supervisor must verify that the student has a work-study award for the appropriate term (academic year or summer) before setting up an interview with a prospective student. New student employees as well as rehires must have awards for the appropriate term. Supervisors can check on the student's status on the Work-Study Management System website at <https://net3.umkc.edu/finaid/wsmanager/>.
- 2) Interview each applicant for the job in a similar fashion. All questions should be job related and should adhere to federal, state and local laws.
- 3) The employer/supervisor should inform the student about the:
  - job responsibilities
  - line of authority within the office
  - specific skills required
  - working hours and the student's class schedule
  - pay rate
  - UM policies
- 4) Sample Questions:
  - Tell me about yourself?
  - What are some of your strengths?
  - What is a weakness of yours?
  - What do you know about this office?
  - Why are you interested in this position?
  - Tell me about a time when you encountered a conflict. How did you handle it?
  - What does customer service mean to you? Please share an example of a time where you went above and beyond for a customer.
  - Do you have any questions for us?

A student may not begin work until the hiring process has been completed, the student's eligibility for work-study has been confirmed, and the first day of class has begun.

#### **6.d. Rehiring a Student**

Students who previously received work-study funding are not guaranteed that they will automatically receive work-study funding each year. Students must apply each year. Work-Study awards are offered to students with the earliest applications on file, financial need, and as long as there is funding available.

#### **6.e. Confidentiality Agreement**

It is recommended that each work-study student hired sign a confidentiality agreement. If your department deals directly with confidential information, it is suggested that you also adopt a similar agreement for your student(s) to sign which is similar to the one attached in APPENDIX 2

#### **6.f. Rights and Responsibilities Agreement**

It is recommended that each supervisor and each student employee read and sign the Work-Study Rights and Responsibilities Agreement. See APPENDIX 3. This Agreement outlines basic expectations for both the employee and the supervisor. Jointly signing this Agreement helps to begin the employment relationship with a unified understanding of each other's obligations in the work place. The department may want to cover additional employee guidelines that are specific to the job or department.

### **7. PAYROLL PROCEDURES**

#### **7.a. Hiring Paperwork**

The required paperwork and instructions to hire a student can be located on the HR website under HR Forms: <http://info.umkc.edu/hr/hr-service-center/forms/>

**New hires must complete the following forms:**

- Direct Deposit
- I-9 Employment Eligibility Verification. Photocopies of documents such as Driver's License, Social Security Card, etc., are required by Human Resources-UMKC is an E-Verify institution. Your local payroll person will be able to use the system to verify employment eligibility.
- Personnel Action Form (or ePAF)—more information found at <https://www.umsystem.edu/ums/hr/peoplesoft-hr/epafadmin>
- W-4 Form (both Federal and Missouri)
- Student Employee FICA Checklist—Federal Work-Study students are FICA Exempt. (note: a new FICA checklist must be completed at the beginning of each term)
- Authorization Page printout from Work-Study Management System
- Personal Data Form

Paperwork for new hires should be submitted to the local Human Resources facilitator. Except for a new ePAF and FICA checklist, new paperwork will not have to be completed if the student has changed departments.

#### **7.b. Completing Timesheets**

It is the supervisor's responsibility to make sure the student completes a timesheet for each pay period and that it is signed by both the student and the supervisor. Original timesheets are submitted to the appropriate departmental payroll person or local Human Resources employee, and kept in the department for the university's retention period, which is three years after the

student departs from the university. Federal regulations require a student be paid at least once a month for hours worked so it is imperative that timesheets are submitted on time. Students who work another non-work-study job at the university cannot work more than 29 hours per week in all jobs combined. Students can find the university's preferred time sheet on the web on myHR: <https://myhr.umsystem.edu/psp/prd/?cmd=login&errorPg=ckreq&languageCd=ENG>.

If a student is caught intentionally falsifying their timesheets, or recording time that does not accurately reflect the time actually worked is grounds for immediate termination. A [\*Timesheet Falsification Policy\*](#) should be signed each academic year for new and returning students. The *Timesheet Falsification Policy* is not required but is highly recommended.

#### **7.c. Pay Periods**

Bi-Weekly Pay Period Schedules can be found on HR's website under Payroll and Records: <https://info.umkc.edu/hr/hr-operations/pay-schedules/>

#### **7.d. Monitoring Student Earnings**

Supervisors are responsible for monitoring a student's earnings to assure that the student does not exceed the amount of Work-Study earnings allowed in the student's financial aid package. If a student exceeds his or her award, the supervisor's department is responsible for paying the amount of the overage the student has earned. Supervisors can monitor bi-weekly earnings through the Work-Study Management System website <https://net3.umkc.edu/finaid/wsmanager/>. A reminder email will be sent out to all active work-study supervisors registered in the Work-Study Management System letting them know the earnings have been updated. This email reminder should serve as a resource for supervisors to check that the student's earnings match the records they have on file through the specified pay period. If supervisors would like more information on how to keep better track of their student's earning, please reach out to the Work-Study Coordinator at [finaid@umkc.edu](mailto:finaid@umkc.edu). Additionally, an 80% warning email will be sent to the authorizing supervisors once a student has reached or exceeded 80% of their work-study award. This warning email will be sent out every two weeks until the student hits 100% of their earnings. The student must stop working when they reach 100% of their work-study award.

#### **7.e. Benefits**

Work-Study students do not accrue sick leave or vacation, and are only paid for the hours worked. They do not receive pay for holidays and are not eligible for overtime. If a student works overtime, the department will be charged at 100% of the hourly wage.

#### **7.f. Record Retention**

Records pertaining to student employment must be retained for a period of three years after the student leaves the university. Example: Records for a student working in a department during sophomore year only must be retained for three years after the student graduates regardless of his/her one year employment.

#### **7.g. Effort Reporting**

Sponsored Programs will request each department to complete Effort Reporting which verifies student earnings. When requested, this should be completed as detailed.

## 8. TRAINING AND GENERAL GUIDELINES

### 8.a. Training and General Guidelines for Supervisors-

Supervisors should explain to new work-study students all expectations of the office. Office policies including where and when to report to work, any dress code requirements, how and who to notify in case of absence and any other necessary information.

Introduce the student(s) to other staff in the office as well. Tell the students where restrooms are, when and if they can take a break, and any working conditions they should be aware of. Always correct inappropriate behavior as soon as possible. Resolve problems pertaining to performance or working relations with other employees. Maintain accurate reporting of students hours worked and meet the payroll deadlines. Make sure also that the student does not exceed their work-study earnings. Supervisors can monitor an individual student's Work-Study earnings on the Federal Work-Study Management System website at <https://net3.umkc.edu/finaid/wsmanager/>.

**NOTE: Pay rate changes must be completed via an ePAF submitted to HR/Payroll and by sending an email to the Work-Study Coordinator in the Financial Aid & Scholarships office at [finaid@umkc.edu](mailto:finaid@umkc.edu).** If the student must be changed from a work-study account to a department account, it is important to change all information on the job change ePAF from the work-study account to your department's account (including Department ID or MoCode).

Supervisors are responsible to plan the work, to provide clear oral or written instructions for student employees, and have the assignments ready for student employees at their designated work time. Supervisors must work with students on tasks which require supervision.

Student employees are given all possible means with which to do a good job (i.e. direction, equipment, supervision, and training). Work should be constructive and in keeping with the learning environment of the academic community. Student employees assist the department or office to fulfill its functions, and may not perform personal tasks for supervisors.

### 8.b. General Guidelines for Student Employees

Student employees are responsible to their department supervisor, and must abide by all departmental regulations regarding work assignments. Student employees must maintain complete confidentiality concerning information related to their job and the office in which they work and satisfactorily perform whatever duties are assigned. Remember that although this is a part-time job, the expectations are the same as a full-time job.

### 8.c. Work Schedule

Each semester, supervisors and students should cooperate and make every effort to arrange working hours in view of the student's class schedules. However, student employee's work schedules may include exam week. Once a schedule is established, the student is responsible for working those hours. Student employees may not change work schedules without the approval of their supervisor. Students may not exceed their award limit for the period, usually work approximately 15 hours per week, and may not work more than 8 hours per day or 29 hours per week. The Work-Study Program was established to provide part-time work to students. Therefore, a student working 40 hours per week is not using the program as it was intended. A fifteen minute break must be taken if a student works four or more consecutive hours in one day. If a student is working an 8 hour day they should be allowed a half-hour lunch break which they must clock-out.

**Working during scheduled class time is prohibited.** A compliance report will be run monthly and a sampling of students will be extracted to have their class schedules compared with their timesheets. If there are any overlaps or discrepancies in working hours with class schedules the student and supervisor will be notified and a written statement must be submitted to the Work-Study Coordinator.

***Federal Student Aid Handbook Vol6Chapter2 "The Federal Work-Study Program:"***

*"In general, students are not be permitted to work in FWS positions during scheduled class times. Exceptions are permitted if an individual class is cancelled, if the instructor has excused the student from attending for a particular day, and if the student is receiving credit for employment in an internship, externship, or community work-study experience. Any such exemptions must be documented."*

**8.d. Attendance**

Student employees are required to work the hours they have agreed upon. Students should report to work on time and inform the supervisor whenever it is not possible to do so. Should illness prevent student employees from working, they are responsible for informing their supervisor as early as possible. For other absences, students must notify their supervisor in writing in advance. On approval of the supervisor, the work hours are rescheduled or adapted.

**8.e. Proper Attire**

Student employees should dress appropriately:

- Work attire is determined by the supervisor's department
- In general, clothes should be neat and clean
- No obscene or revealing clothing

**8.f. Business Etiquette/Customer Service**

Student employees will be trained as a professional and will be expected to conduct themselves in this manner. Every interaction a student employee of UMKC has should reflect the University's commitment to customer service. Good customer service requires a positive attitude toward people. This includes being helpful, courteous and, as much as possible, leaving the customer feeling they have received satisfactory service and/or information.

**8.g. Evaluation**

Providing a performance evaluation is a great benefit to students who are just beginning their work careers. It is recommended that student employees are given a written evaluation by their supervisor once a year or as needed. See APPENDIX 4 for a sample evaluation form.

It is recommended that

- performance evaluations are shared with the reviewed student employee at the time of the evaluation
- written warning notices are shared with students detailing any complaint and setting the conditions desired to resolve the problems
- a written notice of dismissal is rendered when circumstances warrant, detailing reasons for dismissal

**8.h. Sexual Harassment**

The University intends that sexual harassment in the work place or the educational environment is unacceptable conduct. Sexual Harassment is subject to discipline, up to and including separation from the university. Training sessions are available through the Human Resources Office. For

more information regarding this university-wide policy, please go to <https://www.umsystem.edu/ums/policies>.

#### **8.i. Computer Utilization**

Utilization of University computer networks, equipment, and connecting resources are restricted. Electronic information on University networks or equipment, including, but not limited to, e-mail, and personal information is subject to examination if it is necessary to maintain or improve the functioning of University computing resources. Inspection may also occur if there is a suspicion of misconduct under University policies, suspicion of violation of federal or state law, or if it necessary to comply with or verify compliance with federal or state law. This policy applies to all users including faculty, staff, students and their guests. For more information, please go to <http://www.umsystem.edu/ums/rules/hrm/hr500/hr518>.

#### **8.j. Drug and Alcohol Abuse in the Workplace**

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited on all University-owned or controlled property and at University sponsored or supervised activities. The unlawful possession, use and/or distribution of alcohol is also prohibited on all University-owned or controlled property and at University sponsored or supervised activities. Violations of this policy may result in discharge or other discipline in accordance with University policies and procedures covering the conduct of faculty, staff and students. The University has an obligation to provide a healthy and safe environment for all students, employees and visitors to its campuses. For more information, please go to <http://www.umsystem.edu/ums/rules/hrm/hr500/hr508>.

#### **8.k. Violence in the Workplace**

Intimidation, threats and acts of violence, with or without the presence of a weapon, will not be tolerated. Individuals found to engage in behavior in violation of this policy will be subject to discipline up to and including termination. For more information, please go to <http://www.umsystem.edu/ums/rules/hrm/hr500/hr517>.

#### **8.l. Consensual Amorous Relationships**

Consensual amorous relationships between members of the University community are prohibited when one participant has direct evaluative or supervisory authority over the other because such relationships create an inherent conflict of interest. For more information, please go to <http://www.umsystem.edu/ums/rules/hrm/hr500/hr519>.

#### **8.m Reporting University-Related Misconduct**

Information of University-related misconduct of illegal, improper or dishonest acts should be reported to an employee's supervisor or other University official. Retaliation as a response to such disclosure will not be tolerated. Misconduct in this sense, would include, but is not limited to, corruption, burglary, theft of University property, and conflicts of interest. Such misconduct may lead to termination of employment and/or presentation of information to the appropriate authorities for criminal prosecution. If reporting a student, report to Student Life. If reporting another UMKC employee, contact Human Resources.

#### **8.n. Driving**

Students under the age of 17 should not drive as part of their work-study job. They must wait until they turn 18. Students 18 and over must have a MVR (Motor Vehicle Records) check run by the campus police. To do this, departments should send a copy of the student's driver's license to the UMKC Police, attn. Chief Bongartz, who will have the MVR run. If the license is not available, (which it should be if the student is driving legally), the campus police will need the name, date of birth, gender and the name of the state that issued the license. Students should have experience with the type of vehicle they are driving. This is the responsibility of the hiring department.

Travel compensation is not covered by Federal Work-Study funding. Any work that an employee is required to perform while traveling must be counted as hours worked.

## **9. TERMINATIONS & GRIEVANCES**

Students may terminate their employment at any time. They should notify their supervisor in writing.

Employers may terminate a student employee for justifiable reasons. The employee should be given an opportunity to correct job related deficiencies which have been noted by the supervisor. In certain circumstances, a student may be dismissed immediately. In general, a student should be given a verbal warning and then a written warning if the student has not shown improvement. This program is mandated to comply with federal or state employment laws. Missouri is an "at will" state meaning that either party, employer or employee, can terminate the relationship at any time, for any cause. Resources are available on campus through Human Resources and Diversity, Access and Equity. Please use their knowledge.

**If a student stops working at any time, send an e-mail to the Work-Study Coordinator at [finaid@umkc.edu](mailto:finaid@umkc.edu) so the student's authorization can be revoked from the Work-Study Management System.** The position will be reviewed by the Work-Study Coordinator to determine if the position may be re-posted to Handshake. A termination ePAF will have to be completed through your local payroll person or human resources facilitator.

### **9.a. Voluntary Termination**

If it should prove necessary for student employees to ask for release from their positions, they must give their supervisors at least two weeks written notice. Student employees are not assured of new job openings.

### **9.b. Involuntary Termination**

#### **9.b.1. Notice of Written Warning:**

If a student employees' work performance, behavior or attitude is unacceptable, it is suggested that supervisors issue a notice of warning. A written warning places student employees on employment probation for a time designated on the form. If the situation improves during the probation period, the student may be removed from probation. Include clear and concise information in case the situation is not resolved and has to be revisited.

#### **9.b.2. Immediate Termination:**

Termination of student employees may result if s/he does not correct his/her performance, behavior, or attitude specified on the written warning.

### **9.c. GRIEVANCES**

All student grievances should be referred to the Director of Student Life Office. Missouri is an “at will” state meaning that either party, employer or employee, can terminate the relationship at any time, for any cause.

## **10. LENGTH OF A WORK-STUDY AWARD**

A student who graduates at the end of summer must stop working at the end of the summer semester (the official last day of classes). If awarded a fall semester work-study award the student may continue in their work-study position during the break period between the summer and fall semester. **The hours worked between the summer and fall semester will count toward their fall work-study award.**

Spring semester ends the last day of the term. A student who has a fall/spring award but no summer award must stop working by the last day of the spring term. A student who had a spring award and has a summer award, may continue working through the break (assuming the department was allocated a position for summer). **Any hours worked between the spring and summer semester will count toward their summer work-study award.** If the student is new to the program, (did not have work-study the previous spring) the student cannot start working until the first day of summer classes.



## APPENDIX 1

### Department Information

**Department Name:** Financial Aid and Scholarships  
**Supervisor Username:** DoeJ  
**Supervisor First name:** Jane  
**Supervisor Last name:** Doe  
**Title:** Student Support Specialist II  
**Email:** janedoe@umkc.edu  
**Telephone:** (816)235-0000

### Job Information

**Aid Term:** Fall/Spring  
**Job Title:** Customer Service Assistant  
**Pay Range:** \$12.15 to \$14.00  
**Weekly Hours:** 15

#### **Weekly Work Schedule:**

“Students will work approximately 10-15 hours/week. We will work around your class schedule to set your hours each week throughout the semester. Preference will be given to students who can work between 11am and 2pm each day.”

**OR**

“12-15 hours per week; Monday- Friday 8:00am to 5:00 pm”

**Job Category:** Administrative/Customer Service (*one of seven options*)

#### **Essential Duties May Include:**

*(This section auto-populates according to the Job Category you selected above—for the Administrative/Customer Service example this is the populated essential duties:)*

Identify needs of individual and appropriately assist with questions or concerns at front desk.  
Politely greet students and guests to provide quality customer service; Answer phones.  
Assess questions; offer solutions or additional resources such as a manager to assist.  
Demonstrate professionalism in a confidential setting.  
Implement existing/new tasks, projects and/or ideas with accuracy and enthusiasm.  
Promote services by serving as a representative through conversations with fellow students.  
Data entry, mailing and other clerical duties as assigned.  
Open/Close office responsibilities as needed.

#### **Additional Duties May Include:**

The qualifying candidate will assist full-time staff with various projects including:

- Scanning and linking incoming documents into Image Now System
- Filing incoming documents
- Verification
- Stuffing envelopes
- Other clerical duties
- Politely assist incoming students with financial aid questions and concerns

**Transferable Skills** (Check all that apply)

☐ Select All Transferable Skills

- ☐ Ambition
- ☒ Communication
- ☐ Cooperation
- ☒ Courtesy
- ☒ Customer service
- ☐ Initiative
- ☐ Innovation
- ☐ Integrity
- ☐ Judgment
- ☒ Organization
- ☐ Problem-solving
- ☒ Professionalism
- ☐ Project Management
- ☒ Reliability
- ☒ Teamwork

**Additional Qualifications and Skills:**

This position is open to students of all academic majors. However, students from these areas of study might be particularly interested in this position: Communication Studies, Psychology, and Business.

<b>Physical Effort:</b>	Minimal Physical Effort (General Office Duties)
<b>Level of Experience Required:</b>	0 to 1 year experience
<b>Level of Supervision Exercised:</b>	Under immediate supervision: Work checked at frequent intervals
<b>Customer Service Interactions:</b>	Very frequent levels of contact involving explanation and problem solving
<b>Assignment Types:</b>	One task at a time that usually can be completed within a few hours
<b>Confidential Information Access:</b>	Required
<b>Exposure to Hazardous Materials:</b>	No

**If you answered YES to Exposure to Hazardous Materials please describe:** N/A

**Additional Comments:**

Looking for students who are eager to learn and willing to help their peers. This job requires excellent customer service and attention to detail. For more information about our office and policies please visit our website [www.sfa.umkc.edu](http://www.sfa.umkc.edu).

**How to Apply:**

Email Jane Doe at [janedoe@umkc.edu](mailto:janedoe@umkc.edu) with resume attached.

If you receive an out of office email, please forward emails to [finaid@umkc.edu](mailto:finaid@umkc.edu)

**Position Active:** Yes

## APPENDIX 2

### CONFIDENTIALITY AGREEMENT

As a student assistant in the University of Missouri-Kansas City's \_\_\_\_\_ Office I understand that by the virtue of my employment, I may have access to records which contain individually identifiable information, the disclosure of which is prohibited by the Family Educational Rights and Privacy Act of 1974. I acknowledge that I fully understand that the intentional disclosure by me of this information to any unauthorized person could subject me to criminal and civil penalties imposed by law. I understand that sharing my password with someone else or leaving a login session unattended (which may allow unauthorized access to confidential data) are breaches of my agreement to maintain confidentiality. I further acknowledge that such willful or unauthorized disclosure also violates the University of Missouri-Kansas City's Policy on Student Records. Violations of this policy constitute just cause for disciplinary action which could include termination of my employment and/or suspension from the University, regardless of whether criminal or civil penalties are imposed.

I have read and understand the above statement, and I agree to maintain confidentiality for the information to which I am or may be granted access.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX 3

### RIGHTS AND RESPONSIBILITIES AGREEMENT FOR WORK-STUDY STUDENTS & SUPERVISORS

#### STUDENTS

Each work-study student is entitled to a number of rights surrounding the job. With those rights come responsibilities, to the supervisor and to the work-study program.

##### **Rights:**

- To receive adequate supervision and reasonable task assignments from supervisor
- To be able to earn your work-study allotment and receive pay checks on a bimonthly basis
- To expect your supervisor to turn in your time sheets in time for the payroll process
- To receive a job performance evaluation
- To receive one written warning notice if your work or attendance is not acceptable to your supervisor, with an explanation of the problem

##### **Responsibilities:**

- As soon as possible, give your supervisor a copy of your class schedule and create a work schedule based around it
- Be prepared to work the number of hours a week agreed upon to earn your work-study award
- If illness or other unavoidable circumstances make it impossible for you to work, let your supervisor know.

#### SUPERVISORS

Each supervisor is entitled to a number of rights. With those rights come responsibilities, to the student employee and to the work-study program.

##### **Rights:**

- To expect students to arrive on time, work scheduled hours and perform duties as assigned in a satisfactory manner
- To reopen the position if the current student does not fulfill the requirements of the job

##### **Responsibilities:**

- To provide a full written job description for each position requested
- To provide adequate training and supervision of student employees
- To check time sheets for accuracy, sign them and turn them in by designated dates
- To complete a job performance evaluation once each year or as needed

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I have read the Rights and Responsibilities for both the student and the supervisor that are specified in the document above and I agree to abide by them:

Student Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Work-Study Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

**APPENDIX 4****JOB PERFORMANCE STANDARDS FORM**

Name \_\_\_\_\_

Date \_\_\_\_\_

Please evaluate your performance for the past year relative to work-related expectations using the Rating Sheet below. Mark the appropriate Employee (EMP) box with an "x" for each category. You will want to refer to the Rating Definitions on Page Two to assist you with completing the chart. Any box you mark in the "Less than Satisfactory" column please outline a plan for improvement in the Category Comments Section. Any box which you mark as "Outstanding" please provide examples in the Category Comments Section. Your supervisor will also rate you in each of these areas in the Supervisor (SUP) box.

**RATING SHEET**

CATEGORY	Less than Satisfactory		Satisfactory		Very Good		Outstanding	
	EMP	SUP	EMP	SUP	EMP	SUP	EMP	SUP
Knowledge								
Quantity								
Quality								
Judgment								
Innovation								
Appearance/Habits								
Orderliness								
Courtesy								
Cooperation								
Initiative								
Reliability								
Stability								
Attendance								
Alertness								

**CATEGORY COMMENTS SECTION**

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Employee Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

## APPENDIX 5

### UMKC Federal Work-Study Timesheet Falsification Policy

Timesheets must reflect only hours worked during that pay period. It is a federal offense for a student or an employer to falsify any information on a student's payroll timesheet. Falsification may result in termination of employment.

State laws are also applicable in the case of theft by deceit. According to Missouri statute 570.030, a person commits the offense of stealing if s/he *"appropriates property or services of another with the purpose to deprive him or her thereof, either without his or her consent or by means of deceit or coercion."* This type of offense is considered a Class A misdemeanor in the state of Missouri, punishable by up to one year in jail and up to \$1,000 in fines.

Any student found to be providing false information to the University would also be subject to sanctions for violating the UMKC Student Code of Conduct.

1. *The following sanctions, when applicable, may be imposed upon any student or student organization found to have violated the Student Conduct Code; more than one of the sanctions may be imposed for any single violation. Sanctions include but are not limited to:*
  1. **Warning.** A notice in writing to the student or student organization that there is or has been a violation of the institutional regulations.
  2. **Probation.** A written reprimand for violation of specified regulations. Probation is for a designated period of time and includes the probability of more severe sanctions if the student or student organization is found to be violating any institutional regulation(s) during the probationary period.
  3. **Loss of Privileges.** Denial of specified privileges of the student or student organization for a designated period of time.
  4. **Restitution.** Compensation by the student or student organization for loss, damage, or injury to the University or University property. This may take the form of appropriate service and/or monetary or material replacement.
  5. **Discretionary Sanctions.** Work assignments, service to the University or community, or other related discretionary assignments, or completion of educational programming or counseling.
  6. **University Housing Suspension.** Separation of the student or student organization from University owned or operated housing for a definite period of time, after which the student or student organization is eligible to return. Conditions for readmission may be specified.
  7. **University Housing Expulsion.** Permanent separation of the student or student organization from University owned or operated housing.
  8. **University Dismissal.** An involuntary separation of the student from the institution for misconduct. It is less than permanent in nature and does not imply or state a minimum separation time.
  9. **University Suspension.** Separation of the student from the University for a definite period of time, after which the student is eligible to return. Conditions for readmission may be specified.
  10. **University Expulsion.** Permanent separation of the student from the University.

I, \_\_\_\_\_ acknowledge that I have read and accepted the terms of the Timesheet Falsification Policy set forth by the University of Missouri-Kansas City Federal Work-Study program.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

## DEFINITIONS FOR THE STANDARDS

<b>STANDARD</b>	<b>Less than Satisfactory</b>	<b>Satisfactory</b>	<b>Very Good</b>	<b>Outstanding</b>
<b>KNOWLEDGE</b> <i>Understanding of job duties, responsibilities and relationship to office mission</i>	Noticeable lack of knowledge of job responsibilities	Has basic understanding	Has a very good understanding	Excellent understanding
<b>QUANTITY</b> <i>Level of satisfactory production</i>	Works below acceptable standard	Meets expectation of average output	More than average output	Works fast. Often exceeds requirements
<b>QUALITY</b> <i>Accuracy of work</i>	Work is sloppy or includes constant errors	Work is accurate neat most times	Very good work has few errors	Work is excellent
<b>JUDGMENT</b> <i>Decision making</i>	Uses poor judgment much of the time	Good judgment on a consistent basis	Very good judgment on a consistent basis	High level of judgment all of the time
<b>INNOVATION</b> <i>Interest in improving</i>	No attempt to improve job	Works to achieve acceptable outcomes on individual assignments	Very good effort applied to improve office processes	Proactively seeks to improve office and organization
<b>APPEARANCE/HABITS</b> <i>Personal habits &amp; Clothing</i>	Sloppy and inappropriate	Acceptable	Very good	Always professional
<b>ORDERLINESS</b> <i>Organization of work and work area</i>	Unable to complete tasks because of poor organizational skills	Acceptable	Very good	Always excellent
<b>COURTESY</b> <i>Respect and treatment of others</i>	Sometimes indifferent, rude, inconsiderate or confrontational	Polite and courteous	Demonstrates a proactive attitude with others	Exceptional human relations skills
<b>COOPERATION</b> <i>Willingness to work as a team</i>	Often unwilling or does not seek new work assignments when available	Cooperates or assists when asked	Seeks opportunities to cooperate with or assist others	Takes leadership role
<b>INITIATIVE</b>	Resists change	Accepts most changes	Implements new ideas	Problem solver innovate ideas
<b>RELIABILITY</b> <i>Level of required supervision</i>	Can't complete tasks w/o supervision	Minimal supervision most of the time	Minimal supervision and very accurate	Always performs as expected – no supervision required
<b>STABILITY</b> <i>Ability to separate work and personal problems</i>	Temperamental. Personal life problems/situations frequently interferes with job	Personal problems rarely impact work or interfere with job performance	N/A	Never brings personal problems to work
<b>ATTENDANCE</b>	Frequently late	Usually on time	Always on time	Always on time and manages leave wisely
<b>ALERTNESS</b> <i>Ability to understand new information and situations</i>	Very slow to grasp and accept new information	Can grasp most new ideas and information	Quickly and consistently grasps new ideas and information	Implements new ideas and information with accuracy and enthusiasm

## **Compliance**

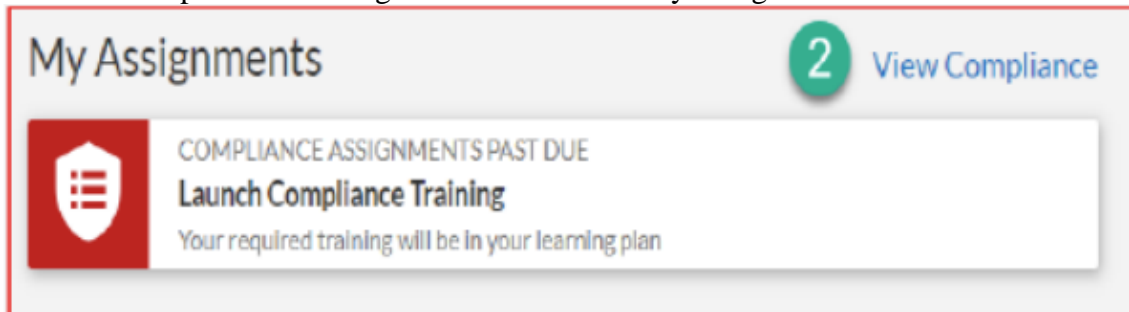
Some Work-Study Supervisors may receive notice from their Human Resources Contact or Supervisor about Work-Study students needing to complete Mandatory Compliance & Regulatory Trainings (Campus Emergency Training, Electronic Data Protection, etc.).

If you do receive notice, the trainings may be completed here:

[https://www.umsystem.edu/ums/hr/tmr/compliance\\_regulatory\\_training](https://www.umsystem.edu/ums/hr/tmr/compliance_regulatory_training)

### **Instructions for first time login to Percipio:**

1. Visit [Percipio](#).
2. Login with your university Single Sign-on (SSO).
  - a. First time users will need to select their topics of interest. These can be changed at any time; however, one must be selected to move forward with the login process.
3. If you are unable to login using your SSO and current password, please use the following link to reset your password and then try to login to [Percipio](#):
  - a. Reset your single sign on (SSO) password:  
<https://passwordreset.microsoftonline.com/>
4. Mandatory Compliance Trainings should be available on your home screen. Select the "Launch Compliance Training" button under the "My Assignments" header.



- a. The Compliance Trainings can also be found by selecting your name in the upper right-hand corner and then selecting "compliance" from the drop-down menu.