

TO: Administrators, Faculty and Staff
FROM: Nelson Lopez, Associate Director of Student Financial Services
SUBJECT: Request for Federal Work-Study Students for the
Academic Year 2023-2024
DATE: August 8, 2023

Work-Study Program Facts Sheet and Important Reminders!

1. The student must be eligible for federal work-study based on his/her financial need, which is determined by the information submitted on the Free Application for Federal Student Aid (FAFSA). Their eligibility is determined at the end of each semester/term.
2. **The student must not replace full-time personnel.**
3. The hourly rate of pay is \$15.00 an hour.
4. **A student is required to take a half-hour lunch break if he/she works more than 6 consecutive hours and indicate it on their timesheet. Students are not paid for breaks, lunch, holidays, jury duty, overtime or sick days.**
5. Work-study supervisors are responsible for the accuracy of the student's bi-weekly time sheets. Time sheets will be submitted electronically to the Payroll Office on a **weekly basis**. The template of the time sheet is attached to this email. Please share this with your student worker who will complete the time sheet, email it to you, and you will email the time sheet to payroll@stcc.edu indicating your approval of the **supervised hours**. Students who work until 4:00pm or later on a Friday should turn in the time sheet by the end of the business day on the following Monday. Please check for any changes due to holidays.
6. The number of hours a student can work depends on their award and rate of pay. **Most students are able to work 15 hours per week.** Students can work during school breaks when classes are not in session provided they have enough funds available. If the supervisor/student is unable to determine a student's status please contact the Student Financial Services office for assistance.
7. If at any time, you are displeased with your work-study student and cannot resolve the problem, please notify Nelson Lopez (nolopez2201@stcc.edu).
8. Work-study supervisors must complete the work-study job contract with the student.
9. Forms are required to be completed each term. Students should not begin working until Student Financial Services has received all required documentation.
10. If you anticipate the need for a work-study student(s) for the 2023-2024 academic year, you must complete this form. This form must be completed and returned to the Student Financial Services Office no later than **August 1, 2023**. **Please note that this is not a guarantee for a work-study student(s).** We will be making financial aid awards for the academic year and need this information to help determine the number of work-study positions that are available. The student(s) selected for the federal work-study program may begin working on **September 5, 2023** as long as all required documentation has been completed and submitted.

**Federal Work Study
Job Description Form**

Job Title: *Customer Service*

Desired No. of Hires: 1

Department or Organization: *Registrar's Office*

Address (Off campus only):

Supervisor: *Crystal Woodbury*

Designee:

Office: *Registrar's office*

Office:

Phone: *413-755-4341*

Phone:

Email: *crwoodbury@stcc.edu*

Email:

General Job Description:

To assist the Registrar's office personal. The purpose of this position is to give our work-study students valuable hands-on experience with customer service.

Detailed List of Duties:

Answering phone/Assisting the counter/Scanning documents/Linking documents in IMAGENow/Special projects

Opportunities for Advancement: *Please list those duties an employee can expect to learn in terms of job growth, if rehired.*

Students will learn how our student records are handled and the importance of FERPA.

Responsibility Involved: *Consider responsibility for direction of others, service to the public, equipment or materials used, and the amount of confidentiality required.*

We serve the public including current students and Alumni. The department requires a high level of confidentiality as we maintain student grades and demographic information.

Skills and/or previous experience desired:

Customer service and computer skills.

Amount of supervision required:

Regular

Occasional

Minimal

Student employees are not permitted to work without any supervision.

Hours desired to cover (evening, weekend, etc.): *10hrs*

How to Apply: *Contact supervisor/designee listed above.*

Completed and Submitted By:



Signature of Supervisor or Division Dean

Registrar

Title

9/27/23

Date