



Handbook for Student Workers AT East Tennessee State University

Prepared by
The Office of Financial Aid East
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East Tennessee State University is a Tennessee Board of Regents institution and is fully in accord with the belief that educational and employment opportunities should be available to all eligible persons without regard to age, sex, color, race, religion, national origin, disability, veteran status, or sexual orientation.



Welcome and Introduction

Dear Student:

We are glad you have chosen to be a student worker. We hope you will find your work interesting, enjoyable and rewarding.

Student work programs are very important to the life of the university. First, they provide a major source of financial aid to help students meet their educational expenses. Secondly, student workers provide a vital supplement to the university staff. Many departments and offices, such as the library, dormitories and the financial aid office, could not operate without student workers. Finally, student work programs provide valuable work experience to students. Student employment gives ETSU's students an opportunity to develop personal and social skills that are sought after by most employers.

We hope you will enjoy being a part of the team. We encourage you to work harmoniously, with an attitude of friendliness and cooperation, in order that your objectives and the goals of the university can be accomplished.

We value your service to the university. Best wishes for a successful academic and work year.

Sincerely,

The Financial Aid Staff



ETSU has three work programs, each with established university policies for the employment of student workers.

IMPORTANT: A student worker can only work through one work program at a time, and can only work for one department at a time.

Academic Performance Scholarship (APS)

The APS is a scholarship program in which the student receives a monetary award to be used to pay institutional charges. In exchange the student must work a total of 75 hours per semester. The student's monetary award will not be applied to their account until the Office of Financial Aid has received the appropriate paperwork hiring them in a department or office.

Who is Eligible?

- Incoming Freshmen
 1. Be a Resident of Tennessee;
 2. Have a composite ACT score of 26 or higher or rank first and/or second in the graduating class with a minimum ACT score of 19 and have a GPA of 3.5 or higher.
- Transfer Students
 1. Be a Resident of Tennessee;
 2. Awards are based on a 3.2 GPA on 24 semester hours of transferable courses.

Available jobs are posted on the Student Employment website, <http://etsupws.etsu.edu/finaidjobs>. After reading the job listings that are posted, applicants must contact the office or department in which they wish to work. Once the department or office in which to work is found, the supervisor will complete and submit appropriate hire paperwork to the Office of Financial Aid. Once the Office of Financial Aid has received and processed the paperwork, the student's monetary award will be applied to their account and an email will be sent to the student and department notifying them of the student's eligibility to begin working.

Federal Work Study Program (FWSP)

The Federal Work Study Program (FWSP) is for students enrolled for a minimum of 6 hours who have been awarded FWS. The student's FWS eligibility is determined by the applicant's financial need, which is determined when the student completes a Free Application for Federal Student Aid (FAFSA). Eligible students may work up to 10-12 hours per week at minimum wage. Available jobs are posted on the Student Employment website, <http://etsupws.etsu.edu/finaidjobs>. After the student has read the job listings that are posted, applicants must contact the office or department in which they wish to work. Once the office or department in which to work is found, the supervisor will complete and submit appropriate hire paperwork to the Office of Financial Aid. Once the

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Office of Financial Aid has received and processed the paperwork, an email will be sent to the student and department notifying them of the student's eligibility to begin working.



Please note: FWS awards are awarded on a “first-come-first-serve” basis. Due to funding restrictions, FWS may not be awarded to all eligible students. Awarded students must find a department or office to work in quickly. Available positions often fill quickly.

Regular Student Work Program (RSWP)

The Regular Student Work Program (RSWP) is an institutional work program for students enrolled for a minimum of 6 hours. Students do not have to qualify for financial aid to work on RSWP. Students may work up to 10-12 hours per week at minimum wage. Available jobs are posted on the Student Employment website, <http://etsupws.etsu.edu/finaidjobs>. After the student has read the job listings that are posted, applicants must contact the office or department in which they wish to work. Once the department or office in which to work is found, the supervisor will complete and submit appropriate hire paperwork to the Office of Financial Aid. Once the Office of Financial Aid has received and processed the paperwork, an email will be sent to the student and department notifying them of the student’s eligibility to begin working.

Pay Day

It is very important that students do not begin working until all appropriate paperwork has been submitted and processed by the Office of Financial Aid. Students and hiring supervisor will be notified by email when the student is approved to begin working.

APS student workers: Awards are credited to the student account at the beginning of each term. Students must record time worked on an APS timesheet. Refer to Appendix A to see how to calculate partial hours worked. The supervisor will need to submit the timesheet to the Office of Financial Aid by the 7th of each month following the month worked. Students will not receive paychecks, as the scholarship award is the compensation.

FWS and **RSWP**: Hours worked each day must be recorded daily on an individual time sheet. A chart showing how to calculate partial hours worked is located in the back of this publication (see Appendix A). The supervisor will report the hours worked to the Payroll Office through the TRS system.

- A. Students are paid twice a month.
 - 1. For hours worked the 1st –15th of the month, students will be paid on the last working day of the month.
 - 2. For hours worked the 16th – the end of the month, students will be paid on the 15th of the following month. If payday falls on a weekend or a holiday then payday will be the last working day prior to the 15th.
- B. Students will not earn time for holidays, vacations, sickness, etc.



- C. While awards are established for 8-12 hours a week students may work more, if the student and department wish it, and the student is eligible. Under no circumstances should a student **exceed 37.5 hours a week**.
- D. Do not begin work until the Office of Financial Aid has received and processed all appropriate paperwork.
 - 1. The Office of Financial Aid will email the department and the student if additional paperwork is needed
 - 2. The Office of Financial Aid will email the department representative and the student with approval (or not) to begin work.

Direct Deposit

Student workers are eligible for their pay to be direct deposited to their account at a bank, savings and loan, or credit union. FWS student workers are not required to use direct deposit but are strongly **encouraged** to do so. If an FWS student worker does not choose to use direct deposit, their paychecks will be mailed to their mailing address on payday. RSWP students are **required** to use direct deposit. Any checks produced for RSWP students will be held in the Office of Financial Services pending the receipt of a Payroll Direct Deposit Enrollment form. Ask your supervisor for a direct deposit authorization form when filling out your initial paperwork, or contact the Payroll Office for one of these forms.

NOTE: If a student worker chose to use direct deposit, it is their responsibility to keep the Payroll Office informed if the bank information or account information changes. The direct deposited funds will continue to go to the bank and the account the student designates until the student makes the necessary change. The bank used in the spring term will be the same as used for the fall term unless the information is changed with the Payroll Office.

Policy On Nepotism

The Office of Financial Aid will follow the policy of nepotism set forth by the Office of Human Resources. The nepotism policy is designed to prevent occurrences whereby relatives who are employees of the university are in direct supervisory line with respect to each other. In order to guard against these practices the university prohibits university full, part-time, students or temporary employees who are relatives from being placed within the same lines of supervision where one relative is responsible for supervising the job performance or work activity of another relative. For the purpose of this policy, a “relative” means a parent, parent-in-law, child, spouse, brother, foster brother, sister, foster sister, grandparent, grandchild, spouse, son-in-law, brother-in-law, daughter-in-law, sister-in-law, or other family members who resides in the same household. To see the complete policy of nepotism, visit [The Human Resources Website](#) then choose “Policies and Procedures” on the left navigation and select Policy 29.

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What ETSU Expects of You as a Student Worker

Along with the advantages and opportunities offered students by part-time employment with the university there are certain responsibilities and obligations students will be expected to meet.

ETSU student's primary responsibility is to attend all class and laboratory meetings for those courses in which they are enrolled.

The secondary responsibility is to do good work on the assignments given by the supervisor. The supervisor is responsible for what is done, so respect his/her experience, listen to his/her instructions and carry them out promptly and to the best of your ability.

In addition to following the instructions, doing a good job requires students to think for themselves, to ask questions and make constructive suggestions. Students will find that the supervisor is interested in their ideas and will appreciate their efforts to do an outstanding job.

Doing a good job also implies certain other obligations on the student's part, such as maintaining good health and mental alertness, using good judgment and presenting a reasonable appearance as to dress and grooming. The student should be prompt and regular in attendance and cooperate with faculty, staff, administration, and fellow workers. The student will want to keep well informed about the university and especially the department in which they are working. The student will often represent the university to fellow students, faculty, staff, administration and the general public. Student workers contribute to the opinion of the institution.

Students may also expect the university to treat them as a mature young man or woman. It is expected the faculty, staff, administration, fellow students and all supervisors to treat all student workers with reasonable respect and concern.

Timeliness & Attendance

Every task assigned to a student is important to the successful operation of the university. Therefore, students are expected to start work at the time assigned by the supervisor. Remember, only scheduled classes and labs should take priority over work. Therefore, students are expected to start work assignments as scheduled. If for any reason students are unable to be at work at their assigned time, students must notify their supervisor prior to missing work.

Attendance is very important; if students are unable to report for work they must notify their supervisor.

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Remember, the only valid reasons for missing work are: illness, emergencies, and attendance of scheduled classes
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and labs. Social activities, trips, and review and/or study for exams do not take priority over work assignments, unless previously cleared with the supervisor.



The supervisor will be required to report the time worked during each work period. For a chart showing how hours and minutes are to be recorded, see Appendix A.

Should it become necessary for the student to leave the department during scheduled working hours, advance permission from the supervisor is required.

Visitors & Cell Phone Use during Working Hours

Students must inform their friends and relatives that social visitors during the scheduled work hours are unacceptable.

Cell phone use should be limited to only truly necessary or emergency use only. In certain departments (i.e. medical facilities) cell phones should not be used.

Use of the Telephone

Good telephone manners can give people the feeling that you are interested in serving them, that you are friendly, helpful, and considerate. Perhaps these principles can serve as your guide in using the telephone:

1. Answer promptly and courteously.
2. Identify yourself by name and department.
3. Give an accurate and careful answer.
4. Where appropriate, offer to take a message or have the supervisor return the call.

Traffic on our telephones is especially heavy and lines must be kept open for university business. Therefore, student workers are not to use the telephone for personal business, except in case of an emergency.

Your Safety & Others

Student workers are asked to cooperate in helping prevent injury to themselves, fellow students, faculty, staff and visitors by reporting the following hazards to your supervisor:

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2. Defective equipment
3. Poor housekeeping
4. Unlighted stairways

Should student workers receive an injury it should be reported to the supervisor immediately! The supervisor will take appropriate action and will report the injury to Human Resources.



Use of Vehicles by Student Workers

Academic Performance Scholarship (APS) student workers **are not** permitted to use state vehicles or personal vehicles in the performance of their work. Students employed through the **Federal Work Study Program (FWS)** and the **Regular Student Work Program (RSWP)** may use state and/or personal vehicles on the job at ETSU. For these students, the employing department may complete a Travel Authorization Request in the amount of \$0 once per year to cover liability. Please note that **student workers cannot be paid mileage** for the use of personal vehicles during work assignments on the job at ETSU.

Your Personal Conduct

The “personality” of the university is reflected in the personality of its employees and students. As a student worker you are a part of the university’s image. You should always treat fellow students, faculty, staff and visitors in a friendly and respectful manner.

Personal Appearance & Cleanliness

Students are expected to present a neat and clean appearance at all times while on duty. Each supervisor has the authority to require his/her workers to present a reasonable personal appearance as to dress, hair, beards, and personal cleanliness. These rules may vary somewhat from one department to another, for example, from the print shop to a departmental office. Once a supervisor or department establishes reasonable rules they must be applied to all employees in an equitable manner.

Office Procedures

Many student workers are employed in the various offices of the university. If an office employs you it is especially important for you to learn the general office procedures and to become an expert in your specific assignment.

Work Ethics & Confidential Information

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work. Such information must be held in strict confidence and not discussed with others unless it is necessary in the official performance of duties. This is especially true for those students working in the placement, business office, student affairs, counseling center, admissions, housing, and financial aid offices.

Student workers may be required to sign a Statement of Confidentiality in which they agree to keep all information confidential.



Performance Review

A yearly performance appraisal is used to evaluate the work performed. Students will be counseled about areas where work is above average and where work improvement is needed. Performance factors that are addressed on the appraisal form are as follows: Quality of Work (accuracy, economy of materials, economy of time, neatness and thoroughness), Quantity of Work (productive output), Dependability (follows instructions, shows good judgment, punctuality and attendance), Compatibility (attitude toward the university and supervision, cooperation with fellow employees and faculty). This Performance Appraisal will become a part of the student's employment record. If you should have any questions please ask your supervisor or the Office of Financial Aid.

Transfers

In order to be considered for a transfer, students must obtain a written release from the department from which they are transferring and also written acceptance from the department to which they are transferring. Both letters must be sent to the Office of Financial Aid Office with all of the paperwork required to hire the student in the new department.

Students should not request a transfer unless it is apparent that it would be beneficial to their major, career plans or previous work experience. Students should offer to give reasonable notice (usually two weeks) to their present supervisor, before asking for a transfer.

Academic Performance Scholarship students are generally not allowed to transfer once work has begun for the current semester. Transfers in this program should be made between terms. In extreme cases, students may appeal to the Student Work Coordinator in the Office of Financial Aid to transfer within a term.

Resignations

If it becomes necessary for a student worker to resign, they should offer to give the supervisor reasonable notice. This courtesy of advance notice will allow the supervisor time to adjust working schedules and attempt to secure a replacement. This act of courtesy will become a part of the student's employment record.

Unless there are extenuating circumstances, Academic Performance Scholarship students should not resign their position without first consulting their supervisor, as this action can have a major impact on their scholarship and future eligibility.

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NOTE: Academic Performance Scholarship (APS) recipients are **required** to work 75 hours per semester. If students resign an APS position before working your full 75 hours the student will be billed for the number of hours in which APS funds were received but hours not worked.



Discharges / Terminations

If a student fails to meet the requirements of their position as a student worker, the student's supervisor has the right to terminate the student's employment. If the student wishes to appeal termination, the following policy must be followed.

Policy Insuring Due Process for Students Terminated from University Employment

Part-time university employment provides students with an opportunity to earn extra income while learning about personal responsibility and professionalism in the work place. Consistent with this educational objective, and the university's commitment to treat people with dignity and respect, a student that has been employed by ETSU on the Federal Work Study program, Academic Performance Scholarship Program or Regular Student Work Study Program who is terminated for cause must be informed of the reason for the termination. The student has the right to appeal the termination. The appeal should be submitted in writing to the supervisor of the individual that terminated the student's employment. The supervisor who receives the appeal will advise the student in writing of the outcome of the appeal.

Policy as published in the ETSU catalog.

APS Satisfactory Academic Progress

In order to renew the Academic Performance Scholarship for subsequent terms the student worker must meet ALL four of the following SAP requirements:

1. Have a 2.5 GPA score at the end of each semester.
2. Have an overall 2.5 GPA score at the end of each award year (Fall and Spring).
3. Pass a minimum of 12 credit hours per semester.
4. Work 75 hours each semester.

Unsatisfactory grades will not count toward the minimum of 12 credit hours earned.

Developmental courses do not count toward the minimum of 12 credit hours earned, in the semester grade point average, or overall grade point average required for renewal.

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APS Satisfactory Academic Progress Appeal

Students who fail to meet these requirements and lose their eligibility for the APS can appeal that decision. Students who wish to appeal must do so within two weeks of notification.

The appeal must be prepared in writing and must be accompanied by appropriate supporting documentation. Students must submit the written appeal and documentation to the APS Appeals Committee in the Office of Financial Aid.



Reasons that may be acceptable for the appeal are:

1. Serious illness or accident on the part of the student;
2. Death, accident or serious illness in the immediate family;
3. Class cancelled by ETSU; or
4. Other extenuating circumstances.

APS Appeal Limits

The maximum number of appeals any student can normally have granted is one (1).

Under extreme circumstances a second appeal may be granted, provided that the student has documented proof of the circumstances.

APS Student Workers Requesting Permission to Pre-Work the 75 Hour Work Requirement

If an APS student worker would like to request permission to pre-work the 75 hour work requirement, the student may do so by writing a letter to the Office of Financial Aid. The Office of Financial Aid will take into consideration every request received and will notify in writing the student and department when the request has been approved and/or denied. Examples of situations in which a student might request the ability to pre-work their hours: student teaching, attending a study abroad program, clinicals, or internships. The request should include the student's name, e-number, reason why the student is requesting the ability to pre-work the 75 hour work requirement, the semester they are wishing to pre-work the hours for, and the semester in which they will pre-work the hours. The student's supervisor will need to provide a letter indicating that they will give the student permission to pre-work their hours during a specified term.

Keep Us Informed

Please keep the Office of Financial Aid informed of any changes in your personal data given in your application for aid, such as the following: Name, Place of Residence, Changes in Marital Status or other pertinent information.

In Conclusion

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We want you to have a successful experience as a student worker. If you have any questions about your student
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employment, please call the Office of Financial Aid at (423) 439-4300, e-mail us at finaid@mail.etsu.edu, or come by the office at 105 Burgin Dossett Hall, Administration Building.



APPENDIX A

Recording the Time Worked

For Student Workers

Time reported must be the actual time worked to the nearest tenth of one hour. The following table will assist you in converting minutes to tenths:

| Minutes | Tenths |
|-------------|--------|
| 55-60..... | 1.0 |
| 49-54 | 0.9 |
| 43-48..... | 0.8 |
| 37-42..... | 0.7 |
| 31-36..... | 0.6 |
| 25-30 | 0.5 |
| 19-24..... | 0.4 |
| 13-18..... | 0.3 |
| 7-12..... | 0.2 |
| 0-6..... | 0.1 |

For Example: if a student works 2 hours and 15 minutes they would record their time as 2.3, forty-five minutes of work would be 0.8, one hour and 57 minutes would be recorded as 2.0 hours.