



OFFICE *of* FINANCIAL AID

Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Handbook for APS Service Positions

at

East Tennessee State University

Prepared by

The Office of Financial Aid and Scholarships

East Tennessee State University

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East Tennessee State University is fully in accord with the belief that educational and employment opportunities should be available to all eligible persons without regard to race, creed, color, sex, religion, age, ethnic or national origin, physical or mental disabilities, veteran status, or sexual orientation/gender identity.

Office of Financial Aid and Scholarships, 105 Burgin Dossett Hall | P.O. Box 70722, Johnson City, TN 37614-1710 | P: (423) 439-4300 | F: (423) 439-5855 | Email: finaid@etsu.edu



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Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Welcome and Introduction

Dear Student:

Congratulations on receiving your Academic Performance Scholarship! As part of your requirements to maintain eligibility, you must complete 75 service hours per semester for the first 4 semesters you receive APS. We hope you will find your service position interesting, enjoyable, educational, and rewarding.

Academic Performance Scholarships and the associated service positions are very important to the life of the university. First, Academic Performance Scholarships provide a major source of financial aid to help students meet their educational expenses. Secondly, APS service positions provide a vital supplement to the university staff. Many departments and offices, such as Sherrod Library, Campus Recreation, and Culp Student Center, could not operate as efficiently without the service of APS recipients. Finally, APS service positions provide valuable professional experience to students, giving recipients an opportunity to develop personal, professional, 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 complete your service hours in a spirit that maintains the ETSU Mission and Values, in order that your objectives and the goals of the university can be accomplished.

***PEOPLE** come first, are treated with dignity and respect, and are encouraged to achieve their full potential; **RELATIONSHIPS** are built on honesty, integrity, and trust; **DIVERSITY** of people and thought is respected; **EXCELLENCE** is achieved through teamwork, leadership, creativity, and a strong work ethic; **EFFICIENCY** is achieved through wise use of human and financial resources; and **COMMITMENT** to intellectual achievement is embraced.*

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

Sincerely,

The Office of Financial Aid and Scholarships

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Academic Performance Scholarship (APS)

The Academic Performance Scholarship Program (APS) is ETSU's largest merit-based scholarship program for new freshmen and transfer students from Tennessee and border counties eligible for in-state tuition. Students receive a monetary award to be used to pay institutional charges. In exchange, the student must maintain a 2.5 term GPA, a 2.5 cumulative GPA, and enroll in and pass at least 15 credit hours per semester (not including Learning Support courses). If required by the specific level of scholarship received, students must also complete a total of 75 service hours per semester for the first 4 semesters of eligibility.

To be considered, you must:

1. [Apply](#) for admissions to ETSU and submit all required documents by the Friday of the first week of classes for the semester in which you are apply.
2. Send ETSU your official high school transcripts.
3. Send ETSU your ACT or SAT scores. Only test scores **earned before March 1st** (before your first fall term at ETSU) will be used to determine eligibility.

Between April 15th and August 15th, you can [search for available service positions](#).

****Students receiving the Presidential, Provost, and Deans APS are required to complete 75 service hours per semester. ****



OFFICE of FINANCIAL AID

Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Who is Eligible?

- Incoming Freshmen
 - Be a resident of Tennessee —OR— one of the following border counties NC: Ashe, Avery, Haywood, Madison, Mitchell, Watauga, Yancey; VA: Grayson, Lee, Scott, Washington
 - To be considered, you must:
 - [Apply](#) for admissions to ETSU and submit all required documents by the Friday of the first week of classes for the semester in which you are applying.
 - Send ETSU your official high school transcripts
 - Send ETSU your ACT or SAT scores. Only test scores **earned before March 1st** (before your first fall term at ETSU) will be used to determine eligibility.
 - GPA **and** Minimum ACT scores or comparable SAT score (Required SAT score is Math/Critical Reading sections only.)
 - Presidential (\$5000/Academic Year): Minimum 6th Semester GPA: 3.9 —**and**— Minimum ACT: 30 or comparable SAT score
 - Provost (\$4000/Academic Year): Minimum 6th semester GPA: 3.5 —**and**— Minimum ACT: 27 or comparable SAT score
 - Deans (\$3000/Academic Year): Minimum 6th semester GPA: 3.5 —**and**— Minimum ACT: 26 or comparable SAT score
 - Faculty (\$2000/Academic Year): Minimum 6th semester GPA: 3.5 —**and**— Minimum ACT: 25 or comparable SAT score
 - Faculty (\$2000/Academic Year): Minimum 6th semester GPA: 4.0 —**and**— Minimum ACT: 22-24 or comparable SAT score
 - Scholarships are available for fall and spring terms only.
 - Students may not receive an Academic Performance Scholarship if they are receiving any of the other scholarships listed with the [Scholarship Policies](#) (Select the Other Policies tab).
 - Scholarships are renewable for 8 semesters or until graduation, whichever comes first, as long as all maintenance requirements are met.
 - Maintain a 2.5 term GPA,
 - Maintain a 2.5 cumulative GPA,
 - Enroll in and pass at least 15 credit hours each semester (not including Learning Support courses), unless approved to enroll in less via appeal, and
 - Complete 75 APS service hours no later than the last day of finals each semester for the first 4 semesters, if receiving Presidential, Provost, or Deans.

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Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

- Transfer Students
 - \$3000 per academic year
 - Be a resident of Tennessee –OR–one of the following border counties, NC: Ashe, Avery, Haywood, Madison, Mitchell, Watauga, Yancey; VA: Grayson, Lee, Scott, Washington
 - Deadlines
 - May 15: Complete the ETSU online scholarship application
 - Have a minimum 3.5 GPA **and** minimum of 24 credit hours of transferable courses to be considered. Most recipients have at least a 3.65 GPA or higher.
 - Academic Performance Scholarships (or Academic Service Scholarship) do NOT automatically transfer from Tennessee Community Colleges to ETSU.
 - Students may not receive an Academic Performance Scholarship if they are receiving any of the other scholarships listed with the [Scholarship Policies](#) (Select the Other Policies tab).
 - Scholarships are renewable for 6 semesters or until graduation, whichever comes first, if all maintenance requirements are met.
 - Maintain a 2.5 term GPA,
 - Maintain a 2.5 cumulative GPA, and
 - Enroll in and pass at least 15 credit hours each semester (not including Learning Support courses), unless approved to enroll in less via appeal.



OFFICE of FINANCIAL AID

Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Available APS Service Positions

Available service positions are posted on [JobX/TimesheetX](#). To view available openings, select **APS Recipients**. Then, select **Find a Service Position**. Students can select to view Academic Performance Scholarship positions or Research Discovery Academic Performance Scholarship positions. After reading the position listings, students can apply to the position by signing in with their ETSU login information and completing the online application.



Once the application is submitted, the hiring department may schedule interviews as a chance to meet the scholarship recipient and discuss the service position and its qualifications. We encourage scholarship recipients to treat this interview with the same respect they would show in a professional setting. After all, the supervisors of these positions get to experience the strengths, weaknesses, ethics, and dedication of the student, and can become excellent references for future job applications.

When the department has offered a position to a student, they will submit an onboarding request through the system. Once processed, the Office of Financial Aid & Scholarships will send an approval email to both the supervisor and the student. The student will be instructed to login to their JobX/TimesheetX Dashboard, using their ETSU information, and accept the position. Once accepted, the student is free to start completing their service hours.

Instruction sheets for [logging into JobX](#) and [searching for a position](#) are available.



OFFICE *of* FINANCIAL AID

Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Pay Day

Awards are credited to the student account at the beginning of each term. Students must record service hours completed on the electronic timesheet within TimesheetX. Timesheets are due every 2 weeks. The student timesheet submission deadline is within 24 hours of the end of the pay period. The supervisor will be required to approve the timesheet by the supervisor deadline. A new deadline list is provided each academic year and will be posted on [Student Employment Forms](#) for download. Students will not receive paychecks, as the scholarship award is the compensation.

Policy on Nepotism

The Office of Financial Aid & Scholarships 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-time, part-time, student, 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 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, son-in-law, brother-in-law, daughter-in-law, sister-in-law, or other family members who reside in the same household. To see the complete policy on nepotism, visit [Anti-Nepotism Policy](#).



OFFICE *of* FINANCIAL AID

Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

APS Satisfactory Academic Progress

In order to renew the Academic Performance Scholarship for subsequent terms the recipient must meet **ALL** of the following requirements:

1. Have a 2.5 term at the end of each semester.
2. Have an overall 2.5 GPA at the end of each semester.
3. Enroll in and pass a minimum of 15 credit hours per semester.
 - a. In some cases, students may appeal to enroll in less than 15 hours for a semester and maintain their scholarships. Reasons this may be necessary are illness, program requirement, last semester prior to graduation, etc.
 - i. The APS Appeal Form can be accessed on [Student Employment Forms](#).
4. Complete 75 service hours each semester for the first 4 semesters of APS eligibility if receiving any of the following:
 - a. Presidential
 - b. Provost
 - c. Deans

Unsatisfactory grades and audited courses will not count toward the minimum of 15 credit hours earned.

Developmental courses do not count toward the minimum of 15 credit hours earned, in the semester grade point average, or overall grade point average required for renewal.

Student enrollment is locked at census each semester. Those found to be enrolled in less than the required amount of credit hours at the census date each semester will lose their APS eligibility immediately. Students are encouraged to contact the Office of Financial Aid & Scholarships regarding how adding or dropping a course will affect their Academic Performance Scholarship and other aid.

Students who fail to complete their 75 service hours for a semester will lose their eligibility for future semesters. It is highly encouraged to discuss any difficulties to complete service hours with the Office of Financial Aid & Scholarships.



OFFICE of FINANCIAL AID

Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

APS Satisfactory Academic Progress Probation and Appeal

Students who complete their 75 service hours, if required, but fail to meet the 2.5 term GPA, 2.5 overall GPA, and/or minimum passed credit hours requirements one semester are granted a one-term probationary period for the following term.

- **EXAMPLES**

- Jane Doe was initially awarded Provost APS Fall 2021. She met all her satisfactory academic progress requirements for Fall 2021, but during Spring 2022, she completed her 75 service hours, has a 2.31 term GPA, a 2.94 overall GPA, and passed 13 of her attempted 16 credit hours. Since this is the first time Jane Doe has failed to meet all the requirements and she completed her 75 service hours, she will be placed on probation for Fall 2022.
- John Doe was initially awarded Deans APS Fall 2021. He met all his satisfactory academic progress requirements each semester until Spring 2022 when he passed all 15 of his attempted credit hours, earned a 2.48 term GPA, a 3.2 cumulative GPA, but only completed 25 of his required 75 service hours for the semester. If John Doe had completed all 75 service hours, he would be placed on probation for Fall 2022. Unfortunately, he only completed 25 of the required 75 service hours and has lost his eligibility beginning Fall 2022.

Students who fail to meet their requirements and have already used their one-term probationary period or students who failed to complete their 75 service hours will lose their eligibility for the Academic Performance Scholarship. These students can appeal the loss of eligibility decision. Students who wish to appeal should do so within two weeks of notification and allow 3-6 weeks for the committee to review and process.

The [Academic Performance Scholarship Appeal Form](#) must be accompanied by a written statement from the student and appropriate supporting documentation. Students **must** use the APS Appeal Form.

Acceptable reasons 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 canceled by ETSU
4. Other extenuating circumstances

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Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

The maximum number of appeals due to loss of scholarship any student can normally have granted is one (1). However, under extreme circumstances a second appeal may be granted, if the student has documented proof of the circumstances.

Requesting Enrollment Exceptions

Students wishing to request an exception to the 15 credit hour enrollment requirement due to program requirements and/or advisement recommendations may do so by completing an [APS Appeal form](#).

Pre-Term Completion of 75 APS Service Hours Request

If an APS recipient would like to request permission to complete the 75 service hours requirement prior to the required term, the student may do so by completing the [Pre-Term Completion of 75 APS Service Hours Request](#). The Office of Financial Aid & Scholarships will take into consideration every request received and will notify the student and department via campus email when the request has been approved/denied. Students might request the ability to complete the required 75 service hours pre-term due to:

- Student Teaching
- Attending a Study Abroad Program
- Clinicals
- Internships

APS 75 Service Hours Waiver

The 75-hour service requirement will be waived for one semester in which APS students:

1. Are enrolled in 12 or more hours of internship credits
2. Are enrolled in 12 or more residency credits (Student Teaching)
3. Are enrolled in a study abroad program.

In order to be evaluated for the waiver, students must submit an [Academic Performance Scholarship \(APS\) Appeal form](#).

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EAST TENNESSEE STATE UNIVERSITY

What ETSU Expects of You in Your Service Position

Along with the advantages and opportunities offered to students by their service positions with the university, there are certain responsibilities and obligations students will be expected to meet.

An Academic Performance Scholarship recipient's primary responsibility is to attend all class and laboratory meetings for those courses in which they are enrolled.

The secondary responsibility is to satisfactorily complete assignments given by the supervisor. The supervisor is responsible for what you complete. Please respect their experience, listen to their instructions, and carry them out promptly and to the best of your ability.

In addition to following the instructions, satisfactory performance requires students to think for themselves, ask questions, and make constructive suggestions. Students will find that the supervisor is interested in their ideas and will appreciate their efforts to perform outstanding service.

Satisfactory performance 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, fellow APS recipients, student workers, students, and guests of the university. The student will want to keep well informed about the university and especially the department in which they are completing their service hours. The student will often represent the university to fellow students, faculty, staff, administration, and the general public. APS recipients contribute to the opinion of the institution.

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



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Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Restrictions

In order to provide the student with adequate time for course work and other activities, as well as maintain compliance with federal and state regulations, ETSU limits the times students can complete service hours.

- Students cannot complete more than 20 hours per week.
- Students cannot complete service hours when they are scheduled to be in class.
 - Exceptions can be made for cancellations, asynchronous online courses, and note takers through Disabilities Services.
- Students must take a 30-minute break for every six consecutive service hours.

Timeliness & Attendance

Every task assigned to a student is important to the successful operation of the university. Therefore, students are expected to start service shifts at the time assigned by the supervisor. Only scheduled classes and labs should take priority over your service commitment. If for any reason students are unable to be present at their assigned time, students must notify their supervisor prior to their absence.

Attendance is very important. If students are unable to report for their service position, they must notify their supervisor in a timely fashion. The only valid reasons for missing are illness, emergencies, and attendance of scheduled classes and lab. Social activities, trips, and review and/or study for exams do not take priority over service assignments unless previously discussed with and approved by the supervisor. Should it become necessary for the student to leave the department during scheduled service 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 their scheduled service hours are prohibited.

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



OFFICE *of* FINANCIAL AID

Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

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 within your office and/or department:

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, APS service students are not to use the telephone for personal business, except in the case of an emergency.

Your Safety & Others

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

1. Slippery floors caused by oil, water, or other substances
2. Defective equipment
3. Poor housekeeping
4. Unlit stairways

Should APS recipients receive an injury, it should be reported to the supervisor **immediately**. The supervisor will complete an incident/injury form and Public Safety is usually called to report as well.

Visitors and students other than RSWP that receive an injury or illness while on the ETSU campus will need to file a claim on the following State of TN link: <https://treasury.tn.gov/Services/Claims-and-Risk-Management/TORT-Liability> Once they log in to the portal, any medical bills, receipts, etc. can be uploaded into the claim. CorVel is now handling these claims and should be in direct contact to the student. CorVel, will contact the Division of Business & Finance if other information is needed on behalf of the University/department.



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Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Your Personal Conduct

The “personality” of the university is reflected in the personality of its employees and students. As an APS student, 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 their Academic Performance Scholarship recipients 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, the Theatre and Dance scene shop may have a stricter dress code due to safety concerns than a departmental office. Once a supervisor or department establishes reasonable rules, they must be applied to all APS recipients in an equitable manner.

Office Procedures

Many APS recipients complete service hours in the various offices of the university. It is especially important for you to learn the general office procedures of your service position and to become an expert in your specific assignment.

Work Ethics & Confidential Information

Students may learn a great deal about other students, parents of students, and university personnel from their service positions. Such information must be held in strictest 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 Financial Services, Student Life & Enrollment, Counseling Center, Admissions, Records, Housing, and Financial Aid & Scholarships offices.

APS recipients may be required to sign a [Statement of Confidentiality & Conflict of Interest](#) in which they agree to keep all information confidential.



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Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Performance Review

A yearly performance appraisal is used to evaluate the performance of an APS recipient. Students will be counseled about areas where performance is above average and/or improvement is needed.

Performance factors that are addressed on the appraisal form are as follows:

- Quality of Performance (accuracy, economy of materials, economy of time, neatness, and thoroughness)
- Quantity of Performance (productive output)
- Dependability (follows instructions, shows good judgment, punctuality, and attendance)
- Compatibility (attitude toward the university and supervision, cooperation with employees and faculty)

This [Performance Appraisal](#) will become a part of the student's service record within the department. If you should have any questions, please contact your supervisor or the Office of Financial Aid and Scholarships.

Transferring to a New Position

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

A student should not request a transfer unless it is apparent that it would be beneficial to their major, career plans, previous experience or extenuating circumstances beyond the student's control. The Office of Financial Aid & Scholarship evaluates these requests on a case by case basis.



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Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Resignations

Unless there are extenuating circumstances, Academic Performance Scholarship recipients should not resign from their position without first consulting their supervisor and the Office of Financial Aid & Scholarships, as this action can significantly affect their scholarship and future eligibility.

NOTE: APS recipients are **required** to complete 75 service hours per semester for the first 4 semesters of eligibility depending on the APS awarded to the student. If a student resigns, an APS position without completing the full 75 service hours, their eligibility for future semesters will be revoked.

Discharges/Terminations

If a student fails to meet the requirements of their APS service position, the supervisor must contact the Office of Financial Aid & Scholarships prior to termination to make sure all avenues to provide the student to opportunity to complete their hours have been fulfilled. Since APS students are required to complete 75 service hours per semester, accommodations will be required to enable the student to complete their required service hours.

- APS service positions provide students with an opportunity to maintain their scholarship 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, students who are employed by ETSU on the Federal Work Study program, Academic Performance Scholarship program, or Regular Student Work program and are terminated for cause have the right to appeal the decision to the next higher level of authority in the administrative hierarchy. If the student appeals the decision, the following procedures will be observed.
 - The student shall be advised of the reasons for their termination.
 - The student shall have the right to present a written appeal or to appeal in person to the next higher authority.
 - The student shall be advised in writing of the outcome of the appeal.



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Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Keep Us Informed

Please keep the Office of Financial Aid & Scholarships informed of any changes in your personal data given in your application for aid, such as:

- Name
- Place of Residence
- Changes in Marital Status
- Other pertinent information

In Conclusion

We want you to have a successful experience in your service position. If you have any questions about your Academic Performance Scholarship, please call the Office of Financial Aid & Scholarships at (423) 439-4300, email us at finaid@etsu.edu, or come by the office at 105 Burgin Dossett Hall.

Important Links

- [JobX/TimesheetX Home](#)
- [Student Employment Forms](#)
- [JobX/TimesheetX Training Presentation](#)

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