



EAST TENNESSEE STATE  
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Financial Aid & Scholarships

# Handbook for Student Employment Supervisors

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# East Tennessee State University

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Prepared by  
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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.



## Welcome and Introduction

Dear Student Employment Supervisor:

Thank you for agreeing to supervise and mentor student workers as they further their academic and professional growth.

Student employment 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. Second, student workers 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 student workers. Finally, student employment programs provide valuable experience to students, giving recipients an opportunity to develop personal, professional, and social skills that are sought after by most employers.

This handbook has been written to explain the policies, procedures, and regulations regarding advertising, hiring, training, and supervising of Federal Work Study and Regular Student Work Program student workers.

Sincerely,

The Office of Financial Aid & Scholarships



ETSU has two work programs, Federal Work Study and Regular Student Work, and one service program, Academic Performance Scholarship. Each has established university policies for the employment of student workers.

IMPORTANT: A student worker or APS recipient can only work/serve through one program at a time with one department at a time.

## Federal Work Study (FWS)

The Federal Work Study Program is for students enrolled for a minimum of 6 credit hours within their course program of study who have been awarded FWS. The student's FWS eligibility is determined by the applicant's financial needs, which is calculated when the student completes a Free Application for Federal Student Aid (FAFSA). Eligible students are encouraged to work 15 hours per week. Available jobs are posted on the [Student Employment](#) website. Students can follow the [How to Search for a Position Instructions](#) to view all available FWS positions. The applications for the positions are online within the JobX system. We highly encourage students to apply to multiple positions in order to have the best chance at securing a job.

After applying, allow the departments 2-3 weeks to review applications and set up interviews. Once the office or department decides to hire the student, the supervisor will submit a request to hire through the JobX system and be prompted to send the student an email to complete their portion of the I-9 and W-4, if needed. During this process, please keep a close eye on your ETSU email account as all correspondence regarding needed paperwork will be sent there.

- If the student has not previously been employed by the university or it has been over 3 years since the student's last date of employment with the university, the student will need to complete new hiring paperwork.
- If the student has been employed by the university within the past 365 days, the Office of Financial Aid & Scholarships can process the request without additional paperwork.

After the Office of Financial Aid & Scholarships has processed the paperwork, an email will be sent to the student and department notifying them of the student's eligibility to begin working. This email will also contain instructions on how to accept the position. This is a crucial step as the timesheets will not spawn until the position is accepted.

***\*\*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 are encouraged to find a department or office in which to work quickly as available positions fill rapidly. \*\****

## Regular Student Work Program (RSWP)

The Regular Student Work Program is for students enrolled for a minimum of 6 credit hours within their course program of study. Students do not have to qualify for financial aid to work on RSWP. Students are encouraged to work 15 hours per week. Available jobs are posted on the [Student Employment](#) website. Student wishing to apply for RSWP jobs should send an email to [finaid@etsu.edu](mailto:finaid@etsu.edu) requesting to be evaluated for RSWP. Students can follow the [How to Search for a Position Instructions](#) to view all available RSWP positions. The applications for the positions are online within the JobX system. We highly encourage students to apply to multiple positions in order to have the best chance at securing a job.

After applying, allow the departments 2-3 weeks to review applications and set up interviews. Once the office or department decides to hire the student, the supervisor will submit a request to hire through the JobX system and be prompted to send the student an email to complete their portion of the I-9 and W-4, if needed. During this process, please keep a close eye on your ETSU email account as all correspondence regarding needed paperwork will be sent there.

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## Student Employment Position Allocations

In February/March, the Student Employment Coordinator will contact each department representative with a list of APS and FWS positions used within the department the previous Fall semester. This information is to be used by the department representative to determine how many APS and FWS positions they wish to request for the upcoming academic year. The department representative will submit requests for APS and FWS positions to the Student Employment Coordinator. ***All requests from departments for positions must be submitted by the department representative, except in the case of College of Nursing which is handled by one unit representative.***

The representative is allowed 2-3 weeks to gather information and submit the allocation requests to the Student Employment Coordinator. If requests are not received by the deadline, the department may not receive APS or FWS position allocations for the upcoming academic year.

Within 2-3 weeks of receiving the requests, the Student Employment Coordinator will inform each department representative of their allocations for the upcoming year and deadlines associated with the supervision of APS recipients and student workers. It is best practice to save this email for future reference.

Once the department representative has received their position allocations, they may begin advertising their available positions on JobX. **All postings are to be listed on the website by April 15<sup>th</sup> to ensure accessibility to those students partaking in the By Invitation Only Orientation. Failure to post positions by the April 15<sup>th</sup> deadline may result in a loss of your position allocation for the academic year.**

Regular Student Work Program positions are 100% paid from the department's budget. It is at the discretion of the department whether they can/will hire RSWP student workers each semester. The use of RSWP positions does not require an allocation from the Office of Financial Aid & Scholarships. However, the student must be enrolled in at least 6 credit hours within their course program of study for the term.

## Advertising Available Jobs

Each department has at least one representative with access to post available positions on the [JobX/TimesheetX](#) website. If the representative needs to be updated, please contact the Student Employment Coordinator.

By following the above link, you will be taken to the homepage on JobX/TimesheetX. If you are a registered departmental user, you will be able to login using your ETSU server information by selecting **JobX Login** under **On-Campus Employers**.

Once logged in, you will be able to see any current posting you have on the site, as well as an option to “Add a Job,” which you will select to begin a new job posting. *(If you are a user for more than one department, please ensure you select the correct department before continuing.)*

Click “Add New Job” and follow the prompts as they appear. Be sure to select On-Campus FWS, On-Campus RSWP, or Research Discovery FWS, if a faculty member has been allotted a Research Discovery FWS position through the Honors College, as the Job Type.

Once you have completed the job description and application, you have three questions to answer before submitting your listing. Answer the questions and select **Click here to finish!**

The Student Employment Coordinator will receive an email stating a job has been submitted and is ready for review. Please allow 48-72 hours for this to occur before contacting them regarding the pending approval.

If you need a step-by-step visual of the job posting process, please refer to slides 11-20 on the [Supervisor Training Presentation](#) or the [How to Build a Job on JobX Instruction Sheet](#). If you need more in-depth training or review, please contact the Student Employment Coordinator for additional tools.

## Posting Existing Job Descriptions

In some instances, you may already have the job description created in JobX and simply need to repost that position. *This is especially useful when your job description does not change from year to year.*

In this case, you will want to edit the current job description to include the accurate number of available openings, timeframe, start date, and end date. A step-by-step visual of the job editing process can be found on the [Editing a Job Instruction Sheet](#). If you need more in-depth training or review, please contact the Student Employment Coordinator for additional tools.

## Eligibility, Interviews, and Hiring

Students will apply via the online application on JobX or by whatever instructions you provided if you opted not to use the online application. The default application has general questions on it. However, you can edit the application to include job specific questions as needed. Please keep in mind these students often do not have previous work experience. Unless absolutely necessary, please refrain from excessive requests, such as multiple references and a high level of previous experience.

A feature within JobX prevents students who are not FWS and/or RSWP eligible from applying to these positions positions. This helps time management and efficiency within the interview process as all students who apply to your FWS or RSWP listing will be eligible for the corresponding program.

For a step-by-step guide of how to review applications, please refer to slides 22 and 23 of the [Supervisor Training Presentation](#) or the [Manage Applicants in JobX Instruction Sheet](#).

### Interviews

Interviews are an important part of the process as it not only allows you to connect with the student and evaluate if they are the best fit for your department, but they also allow the student first-hand experience with interviews which will be valuable to their professional development. To schedule interviews, you can email students through the Manage Applicants page for your work study job description on JobX. For a step-by-step guide of how to schedule interviews through JobX, please refer to slides 25-27 of the [Supervisor Training Presentation](#) or the [Manage Applicants in JobX Instruction Sheet](#).

It is the supervisor's discretion as to what questions to ask the student. However, student employment supervisors are to adhere to the interview guidelines of the university set forth in PPP-35 as adapted by permission from the authors of *College and University Personnel Association ADA Compliance Manual for Higher Education; A Guide to Title I*, 1992 (Chapter 6). This can be found in Section XI of [PPP-35 Search Guidelines for Filling Faculty, Administrative, and Clerical/Support Vacancies](#).



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## Hiring Request

Once you have selected a student you wish to hire into your available work study position, you must extend a verbal or email offer to them. At this point, they have the choice to either accept or decline. If they accept, you are ready to complete the request via JobX. For a step-by-step guide of how to submit a request via JobX, please refer to slides 32-38 of the [Supervisor Training Presentation](#) or the [How to Hire An Applicant Instruction Sheet](#).

After you have submitted the request, it will show on the pending hires list for the Student Employment Coordinator to review. Please allow ample time for processing, especially during peak times.

Once reviewed and processed by the Office of Financial Aid & Scholarship, an approval email will be sent to you and the student. The student will need to sign into their JobX Dashboard and accept the position by selecting **Accept/Decline** for the position under **Hires Pending Acceptance** before they begin clocking in and out via their timesheet.

***Students should not begin completing service hours until the approval email is received.***

Once the approval email has been received, you and the student need to work together to establish a schedule that best serves both parties.

### Things to Keep in Mind:

In order to provide the students 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 work.

- Students cannot work more than 20 hours per week.
- Students cannot work 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 hours.

## Pay Day and Direct Deposit

Students and departmental supervisors will be notified by email when the student is approved to begin working. **Under no circumstances should a student begin working prior to the receipt of the approval email from the Office of Financial Aid & Scholarships.**

As a supervisor, you are responsible for ensuring students are paid correctly and on time by checking that the hours worked are documented correctly on the time sheet within TimesheetX and approving the time sheet by the supervisor deadline.

Hours worked each day must be recorded daily on an individual time sheet within TimesheetX. To better serve you and your student employees, there are instructions sheets for [Clocking In and Out on TimesheetX](#) and [How to Report a Break](#).

- Students are paid bi-weekly.
  - For hours worked the 1<sup>st</sup>-15<sup>th</sup> of the month, students will be paid on the last working day of the month.
  - For hours worked the 16<sup>th</sup>-the end of the month, students will be paid on the 15<sup>th</sup> of the following month. If payday falls on a weekend or holiday, the student will be paid on the last working day prior to the 15<sup>th</sup>.
- Student will not earn time for holidays, vacations, sickness, etc.
- While awards are established for 15-16 hours per week, students may work more, depending on eligibility and the needs of the office and/or department, as long as the student does not surpass 20 hours per week and does not work when they are scheduled to be in class. Under no circumstances should a student **exceed 20 hours per week**.

Student workers are eligible to receive their pay via direct deposit to their account at a bank, savings and loan, or credit union. The direct deposit authorization form is available to all student workers upon completion of hiring documentation with the Student Employment Coordinator. If student workers would like to enroll in direct deposit after they begin working, please have them contact the Office of Financial Aid & Scholarships.

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 the mailing address provided on their W-4 on payday.

RSWP student workers 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 Authorization form.



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

## 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](#).

## Use of Vehicles by Student Workers

Students employed through the **Federal Work Study Program** and the **Regular Student Work Program** 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 \$0.00 once per year to cover liability. Please note: **Student workers cannot be paid mileage** for the use of personal vehicles during work assignments on the job at ETSU.

## Breaks and Meal Periods

Tennessee state law requires employees be provided a thirty-minute unpaid meal/rest period if scheduled six consecutive hours, except in workplace environments that by their nature of business provide ample opportunity to rest or take an appropriate break.

Failure to provide a thirty-minute meal/rest period is a violation of state law. There are no state requirements for additional breaks. *Tenn. Code Ann. § 50-2-103 (2)(A)(B)*

## What ETSU Expects of Student Workers

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

An ETSU student worker's primary responsibility is to attend all lecture 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 student workers complete. Student employees are expected to respect the supervisor's experience, listen to their instructions, and carry them out promptly and to the best of their ability.

In addition to following the instructions, satisfactory job 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 do an outstanding job.

Satisfactory job 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, regular in attendance, and cooperate with faculty, staff, administration, fellow 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 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.

In turn, students should expect the university to treat them as mature adults. It is expected the faculty, staff, administration, fellow students, and all supervisors to treat all student workers with reasonable respect and concern.



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## Restrictions

In order to provide students 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 work.

- Students cannot work more than 20 hours per week.
- Students cannot work 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 hours worked.

## Timeliness & Attendance

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

Attendance is very important. If students are unable to report for their shift, 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 work study unless previously discussed with and approved by the supervisor. Should it become necessary for the student to leave the department during scheduled work 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 work 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.

## 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 to instruction student employees 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 can be 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 the 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:

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

Should a student worker 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.

## FWS Injury

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.

## RSWP Injury

RSWP student workers are covered by worker's compensation.

For life-threatening injuries, call 911. Students should contact their supervisor as soon as possible. For non-life-threatening injuries, students should call their supervisor immediately. Supervisors and the student must call the 24/7 Call Center at: **1-866-245-8588**.

Select option #1 to speak to a nurse for immediate care.

The supervisor will verify the work-related incident. The employee will give necessary information regarding the injury and incident. The registered nurse will evaluate and determine care and treatment options.

For detailed information regarding reporting an injury at work, please see the [State of TN & CorVel Partnership](#) brochure.

## **Student Personal Conduct**

The “personality” of the university is reflected in the personality of its employees and students. As a student worker, they are a part of the university’s image. Student workers 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 student 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, 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 student workers in an equitable manner.

## **Office Procedures**

Many students work in the various offices of the university. It is especially important for you to educate your student employees on the general office procedures of their position and encourage them to become an expert in their specific assignment.

## **Work Ethics & Confidential Information**

Students may learn a great deal about other students, parents of students, and university personnel from their work study 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.

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



## Performance Review

A yearly performance appraisal is used to evaluate the performance of student workers. 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 employment record within the department. If you should have any questions, please contact the Office of Financial Aid and Scholarships.

## Transfers

In order to be considered for a transfer, students should request their current supervisor complete a [Termination Request](#) to discharge them from their department. The student should remain in their current position until notification that the discharge has been processed is received from the Office of Financial Aid & Scholarships. Once that notification is received, the supervisor at the student's new position will submit a request to hire the student through JobX.

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

## Resignations

If it becomes necessary for a student worker to resign, they should offer to give the supervisor reasonable notice. This is typically two weeks. 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.

## Discharges/Terminations

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

- 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 or Regular Student Work 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 who 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.*

## Keep Us Informed

Please keep the Office of Financial Aid & Scholarships informed of any changes in within your department that directly affect student employment.



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## In Conclusion

We want both students and supervisors to have a successful experience with the work study programs. If you have any questions about student employment, please call the Office of Financial Aid & Scholarships at (423) 439-4300, email us at [finaid@etsu.edu](mailto: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](#)