

WORK STUDY STUDENT EMPLOYEE ORIENTATION GUIDE



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INTRODUCTION

Congratulations on your new Work Study job at Mizzou! This handbook will serve as a basic guide to the expectations of student employees at the University of Missouri. If you are seeking information on the process of obtaining a Work Study job please read our *Guide to Finding a Work Study Position at Mizzou*. If you have any questions during the course of the year, please don't hesitate to contact our office as we are here to help you. E-mail is the best way to reach us, wrkstudy@missouri.edu. If you prefer to reach us by phone you may do so by contacting the MU Career Center and asking for someone from the Work Study Employment Office by calling (573) 882-6801.

BENEFITS OF WORK STUDY

Aside from a wage, students find that work study provides them with many other benefits including:

- ⦿ Transferable work skills and experience which will be essential in your post-graduation employment search. While you may not be performing the same tasks in your career, you will however have to understand the expectations of an employer and develop interpersonal skills.
- ⦿ Better grades and time management skills, several studies have shown that university students that work more than 5 hours but less than 20 earn higher grades than their non-working peers.
- ⦿ Many students develop good working relationships with staff members would can provide excellent letters of recommendation or references for future jobs and education.

PAYROLL

Below is general information about completing the necessary paper work to receive your work study award. Please note that your work study award (which you earn from working at an hourly wage) will be directly deposited into your **bank** account bi-weekly and will not be credited to your University account. Families which expect students to use portions of their award to pay University expenses must make the appropriate arrangements.

Initiation Paper Work

Once you have been selected by an employer for a position you will need to bring the department's payroll person several documents and you will need to complete some paper work. This guide assumes that you have **never** worked for the University, if you have been or are currently employed at the University you should check with you new payroll officer.

FAILURE TO PRODUCE THE REQUIRED DOCUMENTS WILL RESULT IN A DELAY OF HIRE DATE AND PAY. YOU WILL NOT BE PAID UNTIL ALL PAPERWORK IS COMPLETE!

The following documents are required and **must** accompany your paper work:

- Your printed work study referral form, if you have misplaced your form you can print a copy by logging into the Work Study Employment system.
- Social Security Card
 - If you have lost your card you can obtain a replacement by completing paperwork ([SS-5](#)), providing evidence of your identity, and submitting it to the Columbia Social Security Office at: [803 Gray Oak Dr. Columbia, MO 65201](#). Take Providence South, make a left (East) Green Meadows and then turn right on to Buttonwood Drive. Turn left at Gray Oak Dr.
- Voided check or deposit slips from the back of your checkbook. If you do not have checks you will need to bring us a form from you bank providing the routing number and other information needed for direct deposit. This must come from the bank.
 - If you need a bank account, the closets banks on or near campus are: Tigers Credit Union in Brady Commons (443-8462), UMB Bank in Brady Commons (449-4306), and Bank of America at [800 Cherry Street](#) (876-6218).
- Employment Eligibility Verification Identification (Drivers License or MU Student ID)

Additional Payroll Requirement & Information

- You will be required to submit a timesheet of the hours you worked during the two-week pay period. If possible this should be kept on a computer that you can access at work. This will allow you to easily submit your timesheets and keep track of how much of you award remains based on the number of hours you have worked.
- You **must** report any changes in your work study award to your supervisor and payroll person immediately. You award can change as your financial aid award package changes. The most common reason for award amount change the acceptance of a scholarship or grant. You should report this as soon as you know so that you can adjust your work hours appropriately.
- Pay Period- You are paid bi-weekly (every other Wednesday) at an hourly rate established by your employer when you accepted the position. Missouri minimum wage is \$6.65; therefore you should not be paid below this level.
- Work Schedule- This should be discussed before you are hired and every semester to meet your needs and those of your employers. You can estimate the number of hours you should work per week by dividing your work study award by your wage and then that quotient by the number of weeks during the academic year. Example, if you award amount is \$1,500 per academic year, wage is \$6.65/hour, and there are 30 weeks in an academic year: $\$1,500 \div \$6.65 \div 30 \text{ weeks} \approx 7.5 \text{ hours}$.

Wages

All employers must pay their employees at least Missouri's minimum wage of \$6.65 per hour. Some employers pay above this level or provide additional means of compensation as their positions require advanced skill, experience, and/or knowledge. While wage should be a consideration in the job selection process it should **not** be the primary reason for choosing a particular job. A wide variety of job experience and skills may give students an edge over those who only perform basic skills once they begin applying for the same jobs after graduation.

Many employers value a variety experience as much as they do good grades however; experience is not a substitute for good grades. A job which pays \$7.00 may not allow you to expand your job skill sets as much as another job which pays \$6.65. Also, the \$6.65 will only require 22 extra minutes of work per week or less than 5 minutes a day to earn the same amount of money as the \$7.00 wage earner. With all this in mind you must make a choice based on **your own needs**.

Transfers

Work Study job transfers, in general, are discouraged and under normal circumstances only one transfer is allowed per academic year.

Members of the Work Study Employment staff are available and would be happy to meet with you to discuss your individual situation. Our role would be to listen, give feedback and make suggestions on how best to proceed. If you then decide that you want/need to make a transfer you must follow the procedures listed below.

1. Communicate any problems (schedule, number of hours, responsibilities, etc.) to your supervisor.
 - Supervisors know that your primary responsibility is to be a student, but expect you as an employee to realize that they have an organization, department, office, laboratory, etc. to run and that you have an important role in helping them provide quality services. (see [Guidelines and Expectations](#))
2. If you are unable make adjustments that suit you and the employer.
 - You must give a two week notice to your supervisor or make other mutually acceptable arrangements.
3. After the two week notice or the agreed upon time period has expired.
 - Your supervisor will notify their Work Study Employer Contact person and they will release you from the position.
4. Once you have been released from the position by the Work Study Employer Contact person.
 - You can enter the on-line Work Study Student Center and seek a new position.
 - If you need assistance, please come to the MU Career Center in the Student Success Center or call (573) 882-6801 or email wrkstudy@missouri.edu.
5. After selecting and accepting a new position.
 - Print two copies of the Referral Form (one for you and one for the new employer).

6. Contact the new employer within two days. Failure to do so may result in the Work Study Employer Contact person removing you from the position and you will have to start over.
 - The employer will provide you with additional information about the position.
 - You should ask questions about expectations, hours, dress, etc.
7. If the employer offers you the position and you accept.
 - Give the employer a copy of the referral form that you printed.
 - The Work Study Employer Contact person will complete the hiring process.
 - Make arrangements to begin working.
8. If you are not offered the position or decide not to take the job.
 - Give the employer a copy of the referral form that you printed.
 - The Work Study Employer Contact person will release you from the job.
 - Go back to step 4 and begin again.

The Work Study Contact person reserves the right to not release you if there is a sufficient reason to believe you are abusing the Work Study Program.

GENERAL WORKPLACE GUIDELINES & EXPECTATIONS

As with all the information in this guide as well as information you have received from any training sessions, you must remember that your employer will provide you with additional expectations. You should also remember that although eligibility is part of your Financial Aid package, this is a regular job; as such you are expected to maintain a level of professionalism which reflects well on you, your employer and the institution. As a matter of clarity, the following list includes some of the standards to which you should follow in your work.

- Use common sense at work, if you have question or concern speak with your supervisor.
- You should not be working on course work or using University resources for personal use, this includes your time, computers, phones (your cell phone as well as you employers). You will need to discuss this with your employer to determine how strict they expect you to adhere to this policy.

Ethical & Lawful Conduct

You and your supervisor are expected to adhere to all University rules and regulations as well as state, local and federal laws. All University employees are also expected to act in an ethical manner.

- We urge you to pay special attention to: The M-Book, the University's Collected Rules and Regulations, the University's non-discrimination policy, the Federal Civil Rights Acts (employment discrimination and sexual harassment), FERPA (Family Educational Rights and Privacy Act), HIPAA Privacy Rule (Standards for Privacy of Individually Identifiable Health Information) and ADA (Americans with Disabilities Act).

- ⦿ You should immediately report any unlawful or unethical behavior to your supervisor or to Human Resource Services, 201 S. 7th Rm. 130 Heinkel umchrs@missouri.edu, 573-882-7976.
- ⦿ As a Work Study employee, you are expected to operate in an ethical manner. If you witness anything that you perceive as unethical, you are encouraged to speak with the individual involved and/or your supervisor. We want your work environment to be a safe place for you and everyone else. Maintaining high ethical standards is an important part of a safe environment.
- ⦿ An area of special concern to us is that of confidentiality of situations, interactions, and insights that must always be respected. If you have any questions about what is considered confidential, please check with your supervisor.
- ⦿ If you are found to have engaged in unethical or unlawful conduct you may be subject to criminal and civil penalties and expulsion from the University.

Work Schedule & Attendance

As with any job, you are expected to report for your scheduled shifts and any additional time commitments that you have made. If you are unable to report for work, it is your responsibility to call your supervisor as soon as you are aware of the problem so arrangements can be made

- ⦿ **Lunches and Breaks-** If you work for four or more continuous hours, you are allowed to take a 15 minute break. If you work this length of time over either lunch or dinner, you may take a 15-30 minute break to eat. You must get permission from your supervisor before going on break.
- ⦿ **Tardiness-** Out of common courtesy, you are expected to report for work when you are scheduled. If the schedule indicates that you are to begin work at 10:00 am, then that should be the time that you arrive and are ready to work. If you are scheduled to relieve someone and you are 10 to 15 minutes late, you are either forcing that individual to stay late waiting for you or creating an unacceptable gap in service.
- ⦿ **Time Off-** At certain times of the year, it may be difficult to schedule everyone's needed time off. This can be made easier by making your employer aware of your absence ahead of time. This can be done by filling out an absence request form, or however your supervisor wants to handle it. Please do not assume that you will be allowed time off automatically. If it is required of you to find a substitute, please make sure that someone is there to fill in your shift.
- ⦿ **Sickness/Emergencies-** If you are sick or have an emergency notify your supervisor immediately.

Computer Use

- ⦿ Some employers will allow student workers to use computers for personal use when possible. Please take into account that this is a privilege not to be taken advantage. Please understand that University work takes precedence over anything else. Do not use the computers for your own personal use during your regularly scheduled work time.

- ⦿ Computer costs for supplies and maintenance are high; therefore computers are for current staff only. Computer labs on campus are set up specifically for students only.

Additional Guidelines

- ⦿ Security Concerns- Staff using departmental computers during off hours must be responsible for locking all doors, windows, etc. Please notify your supervisor if you are interested in working after hours. It is up to your department to determine if this is allowable.
- ⦿ Dress- There are a few considerations that must be given to what you wear. Clothing can be casual and relaxed like what you would wear to classes. Some employers will not have any other guidelines on dress, as long as you look presentable. Other employers may have stricter guidelines. These may prohibit clothing with Greek, religious, or political messages portrayed on them. Professional attire may also be required. Before you begin work, you should go over the dress code with your supervisor.
- ⦿ Professionalism- It is very important that we maintain a professional manner at all times and our success depends largely on what we say or do. Therefore, it is important to be aware of the image we are projecting. Although it is interesting to hear about dates, parties, etc., it may not be appropriate conversation material for a work setting. Please be aware of the things that you are saying and their appropriateness.
- ⦿ Front Desk Duties- When staffing a reception area, it is your responsibility to greet customers, answer phone calls, and facilitate a smooth flow of services in a timely manner. Studying or doing homework at the front desk is not acceptable. This distracts you from the duties you are expected to perform.
- ⦿ Telephone Etiquette- You may be receiving many calls a day, depending on your location and position. Because of this, covering the telephone may be an important part of your job. Your courtesy and manners are important as well as taking accurate messages from incoming callers.
- ⦿ Messages- Sometimes it will be necessary to take a message when a person is not readily available. It is important that the message be legible and placed in the appropriate mailbox or on the person's desk. This message should include the name of the caller, their phone number, and time and date of call.
- ⦿ Personal Calls- You should discuss the personal telephone policy with your supervisor at the time of employment. As with any professional organization, personal calls are discouraged. Please try to minimize incoming personal calls and make sure you are not tying up any busy lines. Employers realize that emergencies occur and make exceptions in such cases.

REPERCUSSIONS

These guidelines are intended to clarify your responsibilities as a student worker. They are important to the success of each office, and therefore, will be enforced. There is a standard four-part process which can be used to handle any problems that arise due to failure to follow these guidelines. Which step you start with will depend on the severity of the offense?

Note: Not all supervisors will go by these exact standards. These are just an example of the possible consequences that may occur if the guidelines are not followed.

Step 1) First, you will receive a verbal warning. This is intended to inform you that you have violated a standard of behavior which is unacceptable. Written documentation of this event will be placed in your file.

Step 2) If another problem should occur, you will be given a written warning. This should signal to you that this problem has been discussed and that you have failed to comply with what is required. It will remind you that if this problem persists, you will be in danger of being suspended or possibly terminated. A copy of this warning will be placed in your file.

Step 3) At this point you will have been warned twice about this problem. This step will place you on probation for a period of two weeks. This probation could include, but is not limited to: being dismissed from work for that period, being required to perform tasks in addition to or different from your normally scheduled assignments, not being able to participate in certain activities, etc. This will be the last time you will be warned. If you fail to correct the problem during or after this you will be asked to leave your job. Once again, this will be documented and placed in your file.

Step 4) By now you have obviously decided that your job is of very little value to you. With the fourth occurrence of the problem your position will be terminated. This will be documented and copies sent to the Work Study Employment Office. It is hoped that no one ever leaves under these conditions. If you wish to pursue your Work Study any further, you must return to the Work Study Employment Office and schedule an appointment with the Advisor.

Please note- Serious violations in lawful or ethical behavior will be dealt with swiftly and severely and can include criminal and civil charges as well as suspension/expulsion from your academic program and the University.

FAQs (Frequently Asked Questions)

- ⦿ Q: What is Work Study? A: Federal Work Study (FWS) is a federally subsidized program designed to give part-time employment to undergraduate and graduate students who need the income to help meet the costs of post secondary education. Work Study jobs can complement your educational program or career goals. You will also gain relevant work experience in a business setting.
- ⦿ Q: How do I apply for Work Study? A: Work Study is a campus based program co-administered by the Financial Aid Office and the MU Career Center. To apply for Work Study, you need to: 1. File a Free Application for Federal Student Aid (FAFSA). 2. Indicate interest in Work Study by marking FAFSA Box 35.
- ⦿ Q: Are wages earned through FWS taxable? A: Yes, just like most jobs, the wages you earn are subject to federal and state payroll (withholdings) and income taxes. It's important that students file their taxes, even if they do not earn enough to be subject to them because they may be entitled to a tax refund. Free tax preparation is offered on campus every February – April.
 - Office for Financial Success
61 Stanley Hall
(573) 884-1690
Hours: 4:30 to 8 p.m. Tuesdays and Wednesdays, 10 a.m. to 1:30 p.m. Saturdays
- ⦿ Q: Can I work more than one Work Study job? A: No, you can only work one work study job, if you find that you can handle your current hours and are looking to work additional hours ask your supervisor if it would be possible for your department to pay you to work additional hours. Another option is to find a non-work study job on or off campus. You can find many part-time jobs at <http://HireMizzouTigers.com>. Please note that we advise you to be cautious of taking on a second job (especially early in your college career) as working beyond 20 hours a week has been shown to be detrimental towards some students course work.
- ⦿ Q: Can I have a work study job in the summer? A: No, you can only receive work study at the University of Missouri during the fall and winter semesters. If you and your department can agree they will hire you as a non work study employee and pay your wages during the summer you may do so. Ask your supervisor if that would be possible.
- ⦿ Q: What happens if I do not earn all of my work study award? A: If you do not earn all of your work study award during the academic year (first day of the fall semester to the last day of the winter semester) it disappears. As you do not have to work the same amount each semester, many first year students work fewer hours in the fall (earning less of their award) and work greater hours in the winter (earning the remainder of their award).

- Q: Can I have my work study award increased? A: Yes, but this must be approved by your financial aid advisor and will be determined on a case-by-case basis and the availability of additional funds. You can contact your advisor by visiting the Student Financial Aid Office website or Office: https://sfa.missouri.edu/Contact_Advisor/index.php, 11 Jesse Hall, or by calling 882-7506.
- Q: What are [A Way with Words & Numbers](#) and [Jumpstart](#)? A: Jumpstart, a **preschool** enrichment and literacy program, trains and supports college students to serve as part-time tutors. A Way with Words & Numbers is an **elementary and middle school** enrichment literacy and mathematics program. Tutors in both programs work one-to-one with young children to build skills crucial to school success. Both programs are open to work study students and pay \$8-10 an hour and may include additional financial incentives. More information about these programs can be found at:

 - A Way with Words & Numbers: <http://career.missouri.edu/A3WN/index.php>
 - Jumpstart: <http://career.missouri.edu/jumpstart/index.php>
- Q: What if my file says INCOMPLETE? A: Your financial aid folder must have a "complete" status before you can get an on-line work study referral. If your status shows "incomplete," go to TigerFan to check the status of your application.
- Q: After I am notified of eligibility from Financial Aid, how do I obtain a job? A: To obtain a job for the Fall/Spring Semesters, you may search the database on the web in our office or at any computer with web access. Once a position is decided upon, you will need to print out a job referral form. This referral will contain contact information. You will need to take this to your worksite the first week of class or within two days of receiving the referral.
- Q: Is a job referral a guaranteed job? A: A referral is not a guaranteed job. You should expect that you may be interviewed as this is a real job. If you need help preparing for an interview, the MU Career Center can work with you. If after an initial interview you are not hired or decline to take the position, you may return to the office for a new referral.
- Q: Since it is called Work Study, does that mean I can study on the job? A: The name can be misleading. FWS jobs are not any different than any other student jobs on campus. There are required tasks to be completed as designated by the employer. It is important to view the work study job as a "real job" in which the employer requires work in exchange for wages.
- Q: What is a community service work study job? A: Seven percent of the Federal Work Study Program monies are allocated to Community Service positions. Community Service is defined as services which are identified by an institution of higher education, through formal or informal consultation with local nonprofit, governmental, and community based organizations, as designed to improve the quality of life for community residents, particularly low income

individuals, or to solve particular problems related to their needs. An emphasis is placed on direct services. Some jobs are located off campus and would require transportation. Fields which could qualify as community service include health care, education, welfare, social services, transportation, public safety, recreation, rural development, and community improvement.

- Q: Do all Work Study positions pay the same? A: No. The hourly wage rate is determined by the department. The rates selected by the departments reflect degree of training, proficiency, and skill required for the position. Award amount has no bearing on wage rate selected by the employer. Issues regarding pay increase and number of hours worked per week should be discussed with your supervisor.
- Q: How do I get my referral form? A: You may print out your referral form from our office in Student Success Center or from any computer with web access. You will need your PawPrint and password to gain access.
- Q: I have a question about Work Study. Where do I go for more information? A: Email us! at wrkstudy@missouri.edu .