

STUDENT EMPLOYMENT MANUAL FOR SUPERVISORS

A manual for supervisors hiring Non-Work Study, Work Study, and Graduate Assistant student workers

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CONTENTS

Contents

INTRODUCTION.....	5
STUDENT WORKER DEFINITIONS.....	5
Non Work Study Student Employment.....	5
Federal Work Study Student Employment	5
Graduate Assistantships	6
Educational Stipend positions.....	6
ELIGIBILITY.....	7
Non Work Study Student Employment.....	7
Federal Work Study Student Employment	7
Graduate Assistantships	7
SUMMER EMPLOYMENT	8
Summer Allowable Hours.....	8
INTERNATIONAL STUDENTS	10
Allowable Work Hours	10
Taxes Withholding on Student Wages.....	10
During Fall/ Spring Sessions:	10
During Summer session:	10
Bank Accounts.....	10
Graduate Assistantships:.....	12
Overtime.....	12
Concurrent Employment.....	12
Nepotism	12
University Policy 57; Employment of Related Persons/Nepotism.....	12
Direct Deposit	12
Breaks.....	12
Absences.....	13
HIRING AND TERMINATION PROCESS	14
Job Postings	14
Non Work Study.....	14
Federal Work Study.....	14

Graduate Assistantships	15
Appropriate Hiring Forms	15
Non Work Study.....	15
Federal Work Study.....	15
Graduate Assistantships	16
New Hire Packet.....	16
Non Work Study including those receiving Educational Stipends.....	16
• Statement of Understanding FERPA	17
Work Study	17
• Statement of Understanding FERPA	17
Graduate Assistantships	18
• Selective Service Compliance Form	18
• Family Educational Rights and Privacy Act (FERPA) Form) — Two different	18
• W-4 Tax Form	18
• NC-4 Tax Form.....	18
I-9 is a Federal Requirement.....	19
Time Sheet Approver/ Proxy Changes	19
Terminations for Non Work Study, Federal Work Study, Graduate Assistantships	19
Non Work Study Human Resources, Financial Aid or the Graduate School will contact supervisors for possible termination of a student’s for the following reasons:	19
PAYROLL AND TIMESHEETS.....	21
Tax Withholding on Student Wages.....	21
During Fall/Spring Semesters:	21
During Summer session:.....	21
Pay Schedule and Electronic Timesheets:.....	21
Timesheet Instructions.....	21
Timesheet Deadlines.....	22
Requesting a Late Timesheet	22
Pay Rate Increases.....	22
Payroll Calendar	22
Name or Address Changes	23
STUDENT WORKERS AND THE AFFORDABLE CARE ACT	24
Work Study.....	24

Non Work Study, Graduate Assistants, and Educational Stipend students.....	24
STUDENT WORKER COMPLAINT PROCEDURES	25
Sexual Harassment.....	25
Other Concerns	25
Discrimination	26
Dispute Resolution Policy	26
GENERAL EMPLOYMENT PRACTICES	26
Interviewing.....	26
Training.....	27
Student Worker Problems.....	27
Personal Conduct of Student Workers.....	28
Student Responsibilities	29
Supervisor Responsibilities	29
Performance Evaluations.....	30
MISCELLANEOUS	31
On-the-Job Injuries.....	31
Employment Benefits.....	31
Motor Vehicle Usage.....	31

INTRODUCTION

Please note policies within this [manual are subject to changewithout notice](#). For the most up-to-date version, please visit <https://studentemployment.wcu.edu>

Student employment is a valuable part of the student experience at Western Carolina University (WCU). Effective student employment programs help students develop effective communication skills; practice civic engagement; integrate and apply information from a variety of contexts; solve complex problems and clarify and act on their own purpose and values.

The following manual is a collaborative effort to compile information related to student employment in one handbook. It is designed for supervisors and managers to reference when questions regarding student employment arise including federal, state, and University policies and procedures; supervisor responsibilities; hiring processes; and payroll practices.

Western Carolina University employs students in a variety of ways: hourly Work Study (WS) via Financial Aid, Non-Work Study (NWS) including hourly student workers and students on educational stipends via Human Resources & Payroll, and Graduate Assistantships through the Graduate School. The similarities and nuances of each are encapsulated in this manual.

We hope you find the information in this manual helpful in moving forward in your student employment programs. If you have additional questions, please reach out to:

- Michelle Lawson (for Non-Work Study), HR Specialist – Student Employment, Human Resources & Payroll, 302 HF Robinson , vmlawson@wcu.edu; 828-227-2064
- Catherine Butterfield (for Work Study), Student Financial Aid Assistant Director, 104K Cordelia Camp; workstudy@wcu.edu; 828-227-7290
- Elizabeth Frazier (for Graduate Assistantships), Student Services Specialist, 110A Cordelia Camp Building; efrazier@wcu.edu; 828-227-3179

STUDENT WORKER DEFINITIONS

Non-Work Study Student Employment

Non Work Study (NWS) student workers are undergraduate or graduate students enrolled in courses at Western Carolina University (see Eligibility for more information), who have been hired by a campus department granting them Non Work Study employment, and who are compensated with non-federal Non Work Study funds. Any work achieved by Non-Work Study students primarily benefits the University.

Federal Work Study Student Employment

The Federal Work Study (FWS) program provides part-time jobs for undergraduate and graduate students with financial need, allowing them to earn money while they are in school. Work Study students must qualify for the FWS program and must do the following:

- Complete a FAFSA, and answer YES when asked, “Are you interested in being

considered for Work Study?"

- Once given Work Study, students must then log into myWCU to review their financial aid package and accept the Work Study offer.
- Search for and apply for Work Study jobs in JobCat 2.0

The federal government provides funds for the FWS program. Students can be awarded up to \$2,000 per academic year to work on campus.

Graduate Assistantships

A graduate assistantship is a paid academic appointment made to a graduate student that involves part-time teaching or research employment. At Western Carolina University, the Graduate School is responsible for all graduate assistantship hiring paperwork, employment record keeping and compliance. Contact the Graduate School at x3179 for information about how to hire a graduate assistant.

The three types of graduate assistantships hired at Western Carolina University are: 1) Graduate Teaching Assistants (Instructor of Record) 2) Graduate Research Assistants 3) Graduate Teaching Assistants (not serving as Instructor of Record). Graduate assistant job duties and responsibilities include teaching a course, teaching a lab section of a course, assisting a faculty member teaching courses, research with faculty, or assignments that benefit the students' professional development. Graduate assistantships are used to recruit excellent students and create meaningful learning experiences.

Graduate assistantships are typically a one academic year appointment (Fall term contract and Spring term contract). Summer term graduate assistantships are contracted separately, and the eligibility requirements vary.

During the assistantship contract term, a graduate assistant must obtain permission from the Dean of the Graduate School before accepting additional student employment within Western Carolina University. The graduate assistant should contact the Graduate School for instructions on how to obtain permission from the Dean of the Graduate School before accepting additional student employment.

Educational Stipend positions

Educational Stipend recipients are undergraduate or graduate students enrolled at Western Carolina University.

The purpose of an Educational Stipend is to support and enhance the overall student educational experience. It is not the purpose of an Educational Stipend to fully compensate students for all their contributions, Students receiving stipends are not considered employees of the University for any purpose other than I-9 verification, including the Fair Labor Standards Act, minimum wage law, or any other law or policy. The relationship between the University and students receiving a stipend is that of school and student and not of employer and employee.

ELIGIBILITY

Non-Work Study Student Employment

A Non-Work Study student worker must be enrolled for classes for a current or upcoming term according to minimum registered credit hours (See table below). Students will immediately become ineligible to work as Non-Work Study workers if they drop below the required number of credit hours. In addition, students must maintain at least a 2.0 GPA to work on campus. First-semester students may work on campus without an established GPA at WCU but must adhere to the policy after first-semester grades have been calculated.

Employing departments may choose to increase the required GPA as necessary. Any exception to the eligibility criteria must be approved by Human Resources. Non-Work Study students may not work more than 25 hours per week.

Academic Term	Undergraduate Minimum Registered Hours	Graduate Minimum Registered Hours
Fall	6	5
Spring	6	5
Summer	3, or 4 if enrolled in Fall term at above hours	3, or 4 if enrolled in Fall term at above hours

Federal Work Study Student Employment

Students eligible for Federal Work Study must be awarded through the Financial Aid process and must be making Satisfactory Academic Progress.

Students are not permitted to work in Federal Work Study positions during their scheduled class times. Even though the student will be earning extra money, education remains the primary focus. Federal Work Study students may not work more than 25 hours per week.

Academic Term	Undergraduate Minimum Registered Hours	Graduate Minimum Registered Hours
Fall	6	5
Spring	6	5

Graduate Assistantships

To be eligible for a graduate assistantship, a graduate student must be enrolled in nine (9) graduate credit hours for the Fall and/or Spring terms. If the graduate assistant is in their graduation term, then the graduate assistant can be enrolled in a minimum of six (6) graduate

credit hours. Continuing graduate students must have a minimum graduate cumulative GPA of a 3.0 to be eligible for an assistantship.

A graduate student with an assistantship cannot accept any other employment, without permission of the Graduate School Dean; however, any graduate student who is not on an assistantship or who does not qualify for an assistantship can be hired as a Non-Work Study student worker.

SUMMER EMPLOYMENT

1. **Graduate Assistantships:** There are limited graduate assistantships during Summer sessions. The following is a list of possible assistantships through the Graduate School during Summer months:
 - Teaching assistants who are the *Instructor of Record* paid from Summer session instructional funds.
 - Teaching assistants who are assisting but not the instructor of record or who are working as lab assistants are paid from Summer session funds. However, since the instructor of record's compensation is based on enrollment, the instructor of record's compensation must take into account the additional instruction cost for a graduate teaching lab assistant.
 - Research assistants who are assigned to a faculty member paid from the Graduate School assistantship budget, a grant fund, a departmental budget or another source of funding.

Only the following graduate students are eligible for Summer session assistantships:

- Continuing graduate students not enrolled for the Summer term but enrolled for the Spring and Fall terms
- Continuing graduate students enrolled for the Summer term
- New graduate students enrolled for a minimum of three (3) graduate credits in the Summer term (the course start date must be prior to or equal to the employment start date)

Graduate students who graduate at the end of a Spring term and new graduate students admitted for the next Fall term but not registered for the Summer term are not eligible for Summer term assistantships under any circumstances.

Summer Allowable Hours

Non-Work Study:

Students who are not enrolled in Summer session classes but are enrolled in the upcoming Fall semester may work up to 40 hours without prior written permission. Students who are enrolled in Summer session classes may work up to 25 hours. Students who are enrolled for one or both of the Summer sessions but not for the following Fall semester may work until the last day of the Summer School class. Please note students working more than 29.5 hours per

week for 12 weeks or more may qualify for the employer-mandated insurance plan in accordance with the Affordable Care Act.

During Summer session:

An undergraduate student who is enrolled for at least three (3) credit hours each session is exempt from FICA and Medicare tax withholding. Students who work over the Summer but who are NOT enrolled in a Summer session course are subject to FICA taxes.

INTERNATIONAL STUDENTS

Social Security Cards

All international students must apply and be granted a Social Security card before they can begin work. If the student does not have a Social Security card, they may apply for one at any Social Security office, the nearest to Cullowhee is in Franklin, NC. The number to the Franklin office is (828) 369-2684. International students must bring a letter to the Social Security Administration stating the student has been hired. The employer may provide the student this letter or the student may receive a letter from International Programs and Services. After students receive their Social Security card, they must bring it to either the Graduate School if a Graduate Assistant or to the Human Resources & Payroll Office for non-work study positions to complete their hiring paperwork.

Allowable Work Hours

International students, regardless of the type of visa they have, are restricted to working no more than 20 hours per week.

Taxes Withholding on Student Wages

International students on an F-1 or J-1 visa are exempt from paying FICA Social Security and Medicare taxes until they become residents for tax purposes. *

During Fall/ Spring Sessions:

An international student who is enrolled for at least 6 credit hours each session is exempt from FICA tax withholding.

During Summer session:

An international student who is enrolled for at least six (6) credit hours each session is exempt from FICA tax withholding.

Bank Accounts

International students must open an American bank account in order to be paid for their work.

*** It is recommended that international students close any American bank accounts prior to returning to their home country. ***

POLICIES AND PROCEDURES

Authorization to Work

No student is permitted to begin work under any circumstances until they have been approved to work by the appropriate department based on position type.

Non-Work Study – approval from Human Resources

Federal Work Study – approval from Financial Aid

Graduate Assistants – approval from the Graduate School

Educational Stipends

Stipends are paid monthly on the last day of the month;

Start dates prior to the 15th of the month will have a first payment date as the last day of the same month, e.g. start date 10/14, first payment date 10/31;

Start dates after the 15th of the month, will have a first payment date on the last day of the following month, e.g. start date 10/18, first payment date 11/30;

Stipends are divided per the number of pays between the start and end dates and must be paid each month. e.g. start date 8/17, end date 12/5, is a total of 4 pays, the first pay 9/30.

Stipends may not be paid prior to the end date of a stipend contract under any circumstances;

Stipend contracts must be electronically signed through the Talent Management System for both non-work study and graduate assistantships also referred to as eAA15's.

Allowable Work Hours (Academic Year)

Non-Work Study: Non-Work Study student workers may work up to a combined total of 25 hours per week. Students are responsible for ensuring they maintain University Policy; however, supervisors should be in communication with their student workers about any other jobs the student(s) may be working. Non-Work Study workers may have multiple jobs on campus, as long as the hours do not exceed 25-hours per week.

During breaks when classes are not in session, students may work up to 40 hours in a week without special permission. For Summer allowable work hours, see Eligibility.

Federal Work Study

Once their Work Study money is exhausted, the department must either transition them to a Non-Work Study position and compensate them from the department's budget or terminate students for the remainder of the year. Work Study students may only have one Work Study

position, but may also acquire multiple Non-Work Study positions, provided they do not exceed 25-hours per week.

Work Study students can work during the enrollment period for which Work Study is part of their Financial Aid Package. This means that they can begin working, if approved by Financial Aid, on the first day of classes and may work until the last day of final exams.

Work Study student workers may work up to 25 hours per week, this is the total number of hours allowed and includes non-work study or graduate assistantships.

Graduate Assistantships:

Twenty (20) hours per week is the standard for graduate assistantships; however, 10 hour per week assistantships are allowed if the stipend is prorated.

Overtime

Should a student in an hourly position work more than 40 hours in a week, the department that hired the student last must pay the student time-and-a-half for any hours worked over their 40-hour limit.

FICA Social and Medicare tax, if applicable, will be charged to the department responsible for the overtime pay.

Concurrent Employment

Students who are granted Work Study may also work a Non-Work Study job provided they do not exceed a combined total of 25 hours per week. Students may hold more than one Non-Work Study position but may not hold more than one Work Study position.

In some cases, graduate students who are also Graduate Assistants may work an additional Non-Work Study job, provided they are granted permission from the Graduate School before they begin work and they work no more than 5 hours per week for the Non-Work Study position.

Nepotism

University Policy 57; Employment of Related Persons/Nepotism

Direct Deposit

Direct deposit is a mandatory condition of employment for all student workers. To enroll, the student worker will need to complete and sign the Direct Deposit Enrollment form and attach either a voided check or other bank form listing the name of the student worker, routing number, and bank account number. The student worker must be listed as an owner on the bank account.

Breaks

Student workers may be provided a 15-minute rest period during a continuous four-hour work segment. Rest periods are scheduled by the supervisor to maintain efficiency of the department. Rest periods, while a privilege are not mandatory, should be preceded and followed by work. Breaks should not be used to cover a student's tardiness or early departure. Additionally, time

designated for breaks should not be cumulative.

Absences

Student workers should notify their supervisor as soon as possible of any scheduled absences. Should an emergency arise, students should contact their supervisor immediately. Students are not paid for hours they did not work.

HIRING AND TERMINATION PROCESS

Job Postings

Non-Work Study

All Non-Work Study positions must be posted online through Talent Management, even if the department has chosen the student beforehand. A vacant job is any position currently open for students to apply. If a supervisor wants to hire a student that they employed the semester before, a hiring action must be completed in Talent Management.

To post a job to Talent Management, visit <https://jobs.wcu.edu/hr>. Postings are created in the Applicant Tracking System (blue ribbon). Click Postings/Student and Create New Posting – please review the quick guide for Creating Student Job Postings obtained from Human Resources. For technical assistance please contact Human Resources at 227-7218. Jobs must be posted for a minimum of three days.

Federal Work Study

All Federal Work Study jobs are posted online to JobCat. Jobs remain in JobCat unless the Financial Aid office is notified that a department no longer wishes to hire Work Study students. Please contact the Center for Career and Professional Development in order to set up a JobCat account to be able to post an open work study position.

Student Workers are students first, workers second. Therefore, each job posting is required to have a learning outcome. Please include the following in all job postings:

Learning Outcome: Student employees of WCU have opportunities to enhance their learning in the five global outcomes promoted by WCU for all students: communicate effectively and responsibly, practice civic engagement, integrate and apply information from a variety of contexts, solve complex problems, and clarify and act on their own purpose and values. Student employment is a valuable part of the educational experience for our students and we welcome the opportunity to support and advance your professional and personal development.

It is recommended that you add the following to the qualification:

This is a Federal Work Study position. You must have been offered and accepted Federal Work Study as part of your financial aid package to be considered for this position. Please contact workstudy@wcu.edu to determine your eligibility.

Positions are posted to JobCat and approved by the WCU Financial Aid Office, approximately one week before Fall classes begin all Work Study positions are opened in JobCat and remain open for approximately 6 weeks. If a department needs a position opened after that time, they should contact the Financial Aid office. Departments may also contact the Financial Aid Office if they wish to have their position closed prior to the six-week deadline because the position has been filled.

All new hire students are sent an email prior to the start of the school semester with information on where to find job postings.

Graduate Assistantships

Graduate Assistantships funded by Graduate School are posted in Talent Management. Departments participating in the graduate assistantship program are not required to publicly post assistantship positions.

Appropriate Hiring Forms

Non-Work Study

Hiring managers must complete a hiring proposal in Talent Management for both new student workers and returning student workers. Non-work Study student workers, when new must complete the Onboarding process and meet with Human Resources to complete tax forms, turn in direct deposit information and present original identification required for I-9 completion prior to beginning work. Returning students with a current I-9 require no further action other than approval to work email sent to the hiring supervisor.

Federal Work Study

1. Supervisors who are rehiring a student for the next academic year will need to fill out a Federal Work Study Intent to Re-Employ form. This form is used to re-employ the same student from year to year.
2. The form does not guarantee that the student will qualify for Federal Work Study for the next academic year.
3. WCU Financial Aid and Scholarships will generate and send the form to supervisors after the start of the spring semester. The deadline to return the form is the last day of classes each spring semester.
4. Students may not begin work until the first day of classes the following fall semester.

The following documents must be completed and turned in to the Office of Financial Aid and Scholarships at Western Carolina University.

- Federal Work Study Hiring Agreement
- Federal Work Study Confidentiality Agreement
- Statement of Understanding of the Family Educational Rights and Privacy Act of 1974
- NC4
- W-4
- Western Carolina University Direct Deposit Agreement
- Official Bank Direct Deposit Information

Students are also provided with Form OMB No. 1210-0149 and the List of Acceptable Documents Form I9.

For information regarding new hire paperwork, please see the section on New Hire Paperwork.

Graduate Assistantships

Some residential graduate programs are allocated graduate assistantships funded by the Graduate School to offer students admitted to their graduate degree program. Graduate program directors offer graduate assistantships directly to admitted students so students should contact the program director for more information about assistantship selection, requirements and job responsibilities. A department may also fund and award assistantships using departmental or grant funds. Please contact the Graduate School for graduate assistant, eligibility requirements, the required employment forms and Talent Management hiring instructions. A graduate student cannot begin work at Western Carolina University as a graduate assistant until an approved AA-15 Graduate Assistantship Appointment Contract and job description is approved by the Graduate School in Talent Management and all required employment paperwork is completed.

The forms required to hire a graduate assistant are the AA-15 Graduate Assistantship Appointment and Contract, the graduate assistant job description form and the Confidentiality Agreement.

AA-15 Graduate Assistantship Appointment and Contract

Graduate Assistant Job Description- If a graduate assistant is hired as an instructor of record Teaching Assistant, an approved AA-21 Certification of Credentials and Qualifications form must be on file with the Provost's Office.

Confidentiality Agreement (Attachment A)- This form is required for compliance by University Policy 95 Data Network Security and Access Control.

The Graduate School reviews and approves all AA-15 Graduate Assistantship Appointment Contracts. When an AA-15 to hire a graduate assistant is received by the Graduate School through Talent Management, the Graduate School directly contacts any new graduate assistants regarding the completion of the required student employment paperwork. A graduate assistant cannot begin work until all required student employment paperwork is finalized by the Graduate School.

New Hire Paperwork

Non-Work Study including those receiving Educational Stipends

Non-Work Study students including those receiving an Educational Stipend who have not worked on campus before will need to fill out additional paperwork through the electronic onboarding process and in person in the Office of Human Resources 302 HF Robinson. The following is a list of the required forms:

- **Mandatory Direct Deposit Notification:** This document informs student workers of WCU's mandatory direct deposit program. All student workers must enroll in direct deposit within two weeks their first day of work. Failure to do so will result in termination of employment.
- **Direct Deposit Enrollment Form:** A voided check or letter from the students bank with account and routing numbers is to be turned into the Human Resources

offices, this documentation should not be emailed. .

- **Statement of Understanding FERPA**
- **Confidentiality Agreement**
- **W-4/NC-4:** All student workers including those receiving educational stipends must complete W-4/ NC-4 for state and federal taxes.
- **I-9:** As required by the federal government, all student workers including those receiving educational stipends must complete the I-9 form and present acceptable forms of ID and documentation, as listed on the List of Acceptable Documents, located in the onboarding portal. Please note that scanned, faxed copies or photographs of IDs or other documentation will not be accepted under any circumstances. Students, including those receiving educational stipends may not begin work until they have completed this requirement and their hiring manager has received authorization.
- **Acknowledgement of ACA Healthcare Options:** This document provides information on the Affordable Care Act and lists toll-free phone numbers should students request more information.

Federal Work Study

The hiring documents for the academic year are available at workstudy.wcu.edu. Additionally, students given Work Study in their Financial Aid Package receive hiring documents by email during the first week of the academic year with instructions on how to apply for jobs in JobCat and request an appointment with the Office of Financial Aid and Scholarships to complete the hiring process.

All documents must be complete, and approval provided before the student can begin working. Students are not allowed to begin working prior to the first day of classes for the academic year.

The following is a breakdown of the Federal Work Study student worker hiring paperwork:

- **Federal Work Study Hiring Agreement:** This document is an agreement highlighting the student's job offer and job details. The student will complete the top portion while the supervisor will complete the bottom section.
 - Please fill in all areas, including the organization number, position number, and the supervisor's timesheet (TS) number.
 - Work Study and Non-Work Study do not have the same position numbers. Work Study position numbers begin with WS. Non-Work Study position numbers begin with S.
- **Statement of Understanding FERPA**
- **Federal Work Study Confidentiality Agreement**
- **Mandatory Direct Deposit Notification:** This document informs student workers of WCU's mandatory direct deposit program.
- **Direct Deposit Enrollment and Change Form:** This form must be accompanied by required direct deposit documents.
- **W-4/NC-4:** W-4 – All student workers must complete a W-4 for federal taxes; NC-4 – All student workers must complete a NC-4 for state taxes

- **I-9:** As required by the federal government, all student workers must complete the I-9 form and present acceptable forms of ID and documentation, as listed on the List of Acceptable Documents. Please note that scanned or faxed copies of IDs or other documentation will not be accepted under any circumstances. Students may not begin work until they have completed this requirement.
- **Acknowledgement of ACA Healthcare Options:** This document provides information on the Affordable Care Act and lists toll-free phone numbers should students request more information. This information is given to students, even though Work Study students are exempt from the Affordable Care Act.

Graduate Assistantships

Graduate Assistants are required to have the following hiring paperwork on file with the Graduate School:

- **Direct Deposit Enrollment Form** – Direct deposit is not optional and is required of all WCU employees.
- **Selective Service Compliance Form**
- **FERPA Training** – Graduate Assistants must watch the FERPA Presentation. This is required of all WCU employees. The presentation can be found under the heading “FERPA” on the Training and Development page. If you have a problem viewing the FERPA training, contact your supervisor or department head. Your supervisor must provide you access to this presentation.
- **Family Educational Rights and Privacy Act (FERPA) Form** — Two different FERPA forms are required. After watching the training video, complete the FERPA form and the FERPA Training Acknowledgement form.
- **W-4 Tax Form**
 - **NOTE:** International students on an F-1 visa must contact the WCU Payroll Office, 220 HF Robinson Building to complete the W-4 form. Contact the International Programs adviser for instructions about how to obtain a social security number.
- **NC-4 Tax Form**
 - **NOTE:** International students on an F-1 visa must contact the WCU Payroll Office, to complete the W-4 form. Contact your supervisor for instructions about how to obtain a social security number.

I-9 is a Federal Requirement: All newly hired students paid by Western Carolina University for employment or that are receiving educational stipends must complete the Eligibility Verification Form (or Form I-9) prior to the start of work or training. This is a requirement of U.S. Citizenship and Immigration.

- Section 1 of the I-9 can be completed electronically via remote use of the kiosk as part of the onboarding process for those students seeking non-work study positions. Federal work study and graduate assistants will complete Section 1 during their intake meeting in the Financial Aid Office and Graduate School respectively.
- It must be completed on or before the first day worked. Two original forms of identification are required as outlined as acceptable documents in Lists B and C on the form by the US Citizenship and Immigration Services or one form of identification from List A unless an international. Copies, faxes or pictures on cell phones will not be accepted under any circumstances.
- Typical forms used are Social Security cards, driver's licenses, unexpired passports, or a birth certificate. Originals Only. Social Security numbers are also required for payroll regardless of international status.
- Without a completed I-9, the student CANNOT begin working.
- If no social security card, student will be sent to the nearest social security office in order to obtain a card.

Time Sheet Approver/ Proxy Changes

Time sheets cannot be left unapproved under any circumstances, if a supervisor leaves and supervision of the student(s) is shifted to another supervisor, Human Resources & Payroll need to be notified immediately to ensure payroll is not delayed and a student adversely affected. If a supervisor is going to be unavailable to approve time sheets, the supervisor is to assign a proxy to be able to access times sheets for approval. In addition to Human Resources, for federal work study please notify Financial Aid or the Graduate School for Graduate Assistantships). Changes must take place *before* the former supervisor/ proxy leaves to ensure t students are able to access their timesheets.

Terminations for Non-Work Study, Federal Work Study, Graduate Assistantships

Non-Work Study Human Resources, Financial Aid or the Graduate School will contact supervisors for possible termination of a students for the following reasons:

- The student does not enroll in direct deposit within the required time frame
- The student does not work within three payroll cycles (some exceptions are considered given the nature of the job)
- The student falls below the required 2.0 GPA or the 6-credit hour minimum requirement in Fall and Spring or does not meet other eligibility requirements as listed above.
- The student withdraws from the University

Departments may terminate* a student worker for any of the following reasons:

- The student shows unsatisfactory conduct or behavioral problems
- The student does not work at the satisfactory job performance level or does not show improvement

- The student's Federal Work Study allocation has been exhausted
- Student fails to maintain Satisfactory Academic Progress (SAP) as a Federal Work Study recipient.
- The student decides to leave the position
- The student graduates in December
- All students are terminated at the end of the Spring semester. NO FORM IS NECESSARY AT THAT TIME.

Both the supervisor and the student worker will be notified via email should termination take place. They will also receive a copy of the termination form, which is provided to the WCU Payroll Office. If at any time during employment the student worker's job performance or conduct is unsatisfactory or the student has shown job performance or behavioral problems, the student should be advised in writing of the problem. This notice should include the corrective actions needed to be taken and the consequences that will happen should the corrective actions not be met. The Human Resources Employee Relations team can assist as needed with student personal conduct or job performance issues if needed.

Termination forms can be found on the Student Employment web page in the Supervisors Toolbox.

*Termination forms are specific to the type of position, whether non-work study, federal work study, graduate assistantship or if receiving an educational stipend. Educational stipends may require a prorated amount be calculated by the department for submission to payroll.

The Federal Work Study Change form (which is used for terminations by the department) can be found online at <http://www.wcu.edu/apply/financial-aid/financial-aid-forms/staff-forms.aspx>. This form should be filled out no later than the student's last day and sent back to the Financial Aid Office.

The non-work study or educational stipend change form can be found in the Supervisors Toolbox at [Campus Employment Information for Faculty/Staff](#).

A graduate assistant who does not fulfill the terms of their assistantship contract must be separated or terminated on an AA-15 Graduate Assistantship Appointment Contract. The hiring department/unit is responsible for notifying the Graduate School of the termination/separation and submitting the termination/separation AA-15 contract and for the collection of any overpayments made to a separated or terminated graduate assistant.

PAYROLL AND TIMESHEETS

Tax Withholding on Student Wages

Wages paid to a student worker through the payroll system may be subject to the following withholding taxes: Federal Income Tax, State Income Tax, FICA Social Security, and Medicare Tax. The withholding of federal and state taxes is dependent upon the student's biweekly gross income and how the student files their form W-4 and NC-4. A student may seek advice from the Internal Revenue Service regarding how to file their form W-4 by calling the IRS toll-free number at 1-800-829-1040. A student is not automatically exempt from tax withholding based upon their student status. The number of credit hours/units in which the student is enrolled determines withholding of FICA and Medicare tax from student wages:

International Students on a F-1 or J-1 visa are exempt from paying FICA Social Security and Medicare taxes until they become a resident for tax purposes.

During Fall/Spring Semesters:

An undergraduate student, including international students and graduate assistantships who are enrolled for at least six (6) credit hours are exempt from FICA and Medicare tax withholding.

During Summer session:

An undergraduate student and graduate assistantships who are enrolled for at least three (3) credit hours each session is exempt from FICA and Medicare tax withholding. An international student who is enrolled for least six (6) credit hours each session is exempt from FICA tax withholding.

Pay Schedule and Electronic Timesheets:

Federal Work Study and Non-Work Study student workers are paid every two weeks; educational stipend recipients are paid monthly. Graduate assistants are also paid monthly. Educational Stipend recipients do not submit timesheets. Biweekly workers are paid using WCU's timesheet system in myWCU. Students are responsible for ensuring that timesheets are completed accurately and submitted to their supervisor. Supervisors are to make student workers aware that falsifying the number of hours worked or any other information requested on the timesheet is a federal offense. The supervisor is responsible for verifying the information submitted on a timesheet is accurate prior to approving the time sheet. Approvals are done via myWCU. Please see the following subsections on timesheets for more information.

All students must have a bank account with their name on the account and must enroll in direct deposit within two weeks of their start date to avoid termination.

Timesheet Instructions

Timesheets in myWCU may be accessed anywhere there is Internet available. Timesheet

instructions for student workers can be found in the appendix; instructions for approving timesheets are also located in the appendix.

Timesheet Deadlines

Student workers must submit timesheets no later than 5 p.m. every other Monday. MyWCU will block students from submitting timesheets past 5 p.m., which includes those who have opened their timesheets but have not submitted before the deadline. The payroll calendars may be accessed here: Supervisors must approve student timesheets no later than 12 noon every other Tuesday. The payroll calendars may be accessed here:

Requesting a Late Timesheet

In the event a student's timesheet was not submitted, the supervisor will need to make a request for a paper time sheet as follows:

1. Email Jen Cross in the Payroll Office, jencross@email.wcu.edu to request a paper timesheet. Please include the following information:
2. Student name, student ID, position #, the specific dates, and the number of hours the student worked on each date.
3. Jen will email the supervisor a PDF attachment of the paper timesheet.
4. Please print the timesheet where the student will sign it and explain why the timesheet is late. Additionally, the supervisor and the supervisor's manager will sign.
5. The supervisor will turn the paper timesheet into Human Resources & Payroll, 302 H.F.R. building.
6. The student will be processed on the next available bi-weekly payroll cycle after Payroll receives the signed paper timesheet. This will cause a delay in the student receiving their paycheck.

Pay Rate Increases

There are various avenues available to increase a student's pay rate. All are subject to the availability of funds within the department or within a student's Federal Work Study award and require a justification that addresses job responsibilities and does not create a pay inequity against permanent full-time or hourly staff performing the same or similar job. Reasons for pay rate increases may be for performance/ merit, longevity, or promotion/ reclassification. All increases should use the beginning of a pay period as the effective date and submit appropriate forms as found in the Supervisors Tool Box at <https://www.wcu.edu/discover/campus-services-and-operations/human-resources-and-payroll/non-work-study-student-employment/campus-employ-faculty-staff.aspx>

- Hourly Change Form
- Educational Stipend Change Form
- Graduate assistantships are not subject to pay rate increases

Payroll Calendar

The payroll calendar, which shows a schedule of when timesheets are due and when students can expect to be paid can be found online at <http://studentemployment.wcu.edu>

Name or Address Changes

End of-year tax forms (W-2) are mailed by January 31 for the preceding year. The W-2 forms will be sent to the active mailing address that is listed in myWCU. The student will need to make sure the mailing address in myWCU is updated and correct. To change the address on file:

1. Log into [myWCU](#)
2. Under Quick Links select "Personal Services", select "Personal Information", then choose "Update Address/Phone"
3. Select the type of address you would like to update; i.e. Current Student, Permanent Mailing Address, Emergency Contact, etc. A permanent mailing address MUST be on file or an "Address Hold" will be placed on the student's account

If a student's tax deductions, marital status or name changes, a new form (W-4) will need to be completed. The tax form (W-4) and other payroll forms are located in Human Resources & Payroll, 302 H.F. Robinson.

STUDENT WORKERS AND THE AFFORDABLE CARE ACT

Work Study

The Federal Work Study program is exempt from the Affordable Care Act and therefore Work Study hours will not be measured.

Non-Work Study, Graduate Assistants, and Educational Stipend students

The hours for which students in the Non-Work Study, Graduate Assistant, and Educational Stipend programs will be measured together throughout the year. Students may work a combined 25-hour week during the school year and up to 40 hours per week during breaks or Summer sessions, provided the student is not enrolled in a Summer School class. If the student averages 29.5 or more hours per week of work after the student's measurement period ends, Human Resources will follow up with the student regarding information on the employer-mandated insurance plan. Students are not required to accept the employer-mandated plan; however, if a student qualifies, the University is obligated to offer the insurance. Students have 30 days to enroll.

If a student decides to enroll in the employer-mandated health insurance plan, the department is liable for its share of the cost for a full year as long as the student remains employed, regardless of how many hours the student works for that department after signing on to the insurance plan.

STUDENT WORKER COMPLAINT PROCEDURES

Sexual Harassment

Sexual harassment under Title IX of the Civil Rights Act of 1964 (Title IX) constitutes unlawful discrimination based on gender and threatens the University's culture of civility and mutual respect. Western Carolina University (University or WCU) is committed to creating and maintaining an environment that is free of Title IX Sexual Harassment and that promotes a healthy spirit of responsibility, dignity, and respect in matters of sexual conduct and interpersonal relationships. It is the policy of the University that its employees, visitors, and students should be free from Title IX Sexual Harassment within any education program or activity. The University's Title IX Sexual Harassment Policy (#129) is available at <https://www.wcu.edu/discover/leadership/office-of-the-chancellor/legal-counsel-office/university-policies/numerical-index/university-policy-129.aspx> . Reporting options are as follows:

Information concerning a violation of this Policy may be directed to the Title IX Coordinator, University Police, a Responsible Employee, or the United States Office for Civil Rights at OCR.DC@ed.gov or (202) 453-6020. A Report made to these individuals shall be reviewed by the Title IX Coordinator.

Anonymous Reporting: Any individual may make an anonymous Report of conduct prohibited by this Policy to the Title IX Coordinator, University Police, a Responsible Employee, or the Office for Civil Rights without disclosing their name, without identifying the Respondent, and/or without requesting any action. However, the University's ability to respond to an anonymous Report may be limited depending on the level of information available regarding the incident or individuals involved. All anonymous Reports made to these individuals shall be reviewed by the Title IX Coordinator.

Formal Complaint: To initiate the Title IX Grievance Process, a Complainant must file a Formal Complaint with the Title IX Coordinator. Any Complainant may file a Formal Complaint against a student or employee alleging a violation of this Policy. In the event that the Title IX Coordinator, or designee, determines the University must file a complaint on behalf of the University, the Complainant will be entitled to receive all notifications due to Complainant under this policy, including notification regarding the outcome of the Title IX Grievance Hearing and any appeal(s). Upon the filing of a Formal Complaint, both the Complainant and Respondent shall be informed of who the Decision-Maker is.

Confidentiality: Where a formal complaint has not been filed by the Complainant or signed by the Title IX Coordinator, the University may honor requests for confidentiality, unless disclosure of identity is necessary to provide a particular supportive measure or to provide a safe and non-discriminatory environment to all members of the University community.

Other Concerns

Student complaints about other students: Complaints of this nature should be reported to the Department of Student Community Ethics (Brown Hall; telephone no. 227-7234) or the Office of the Vice Chancellor for Student Affairs (227 H.F. Robinson Administration; telephone no. 227-7147) for investigation and resolution. Complaints should be reported as soon as the incident occurs to ensure a prompt, impartial, and complete investigation; however, the University reserves the right to initiate investigations and take action at any time depending on the nature of the alleged harassing action.

Student Complaints about Employees/ Employers (or agents and contractors of the University): Complaints of this nature should be reported to the Director of Employee Relations (302 HFR Administration Building; telephone no. 227-7218) for investigation and resolution. Complaints should be reported as soon as the incident occurs to ensure a prompt, impartial, and complete investigation; however, the University reserves the right to initiate investigations and take action at any time depending on the nature of the alleged action. Investigations may be conducted in consultation with the Office of the Vice Chancellor for Student Affairs.

Discrimination

In accordance to the University's Statement on Non-Discrimination and Equal Opportunity (Policy #10), available at <https://www.wcu.edu/discover/leadership/office-of-the-chancellor/legal-counsel-office/university-policies/numerical-index/university-policy-10.aspx> should be reported directly to the Office of the Vice Chancellor for Student Affairs. It is the responsibility of the Vice Chancellor for Student Affairs to investigate and resolve student complaints made under this Policy in accordance with University policy and the Code of Student Conduct. Investigations may be conducted in consultation with the Director of Employee Relations if the complaint involves a student worker.

Dispute Resolution Policy

Student workers are expected to discuss concerns regarding work conditions and/or work expectations first with their immediate supervisor. The supervisor should respond within 7 workdays. If that conversation does not produce a mutually agreed resolution to the concerns, student workers may then discuss those concerns with the next-level supervisor whose decision on the matter is final and should be delivered within 7 workdays.

GENERAL EMPLOYMENT PRACTICES

Interviewing

Departments should develop selection procedures, which might incorporate the following:

1. **Job Requirements and Description** – Review the job requirements and description with the student to ensure he/she understands the duties and skills required of the vacant position.
2. **Position Details** – Discuss the pay rate and the duration of the job (academic year, fall semester, spring semester, summer only, etc.) and the eligibility requirements related to GPA and course load.
3. **Interview Questions** – Ask each candidate the same questions. Take notes during or after the interview on responses made by each applicant for better recollection

when making the decision. Store all interview notes and applications in a locked drawer for up to six months for retention purposes.

Training

Supervisors have a dual role in not only managing students but also teaching them how to be productive workers. Supervisors have the opportunity to have a tremendous impact on students. Many students begin their college career with no prior work experience and need instruction and guidance on how to be effective workers. Successful employment experiences are especially valuable to graduating students who are preparing to enter the workforce, supervisors should consider some type of training program to help students develop healthy work habits, a sense of pride in their work, and confidence in their abilities. Training programs may consist of the following:

4. Present an overview of office/ departmental functions and an organizational structure to new workers. Describe the goals and roles of the department and discuss how the student worker's role fits with the overall campus mission.
5. Introduce new students to co-workers.
6. Describe the student's specific duties and responsibilities and how they relate to other office activities. If appropriate, the student may observe and/or meet other staff members.
7. Discuss expectations of the student's work performance, including quality and quantity standards.
8. Assign a workstation and explain how assignments will be communicated and where personal items may be stored.
9. Agree on a work schedule and then post the schedule in a convenient place. Explain any departmental policies regarding tardiness or absences.
10. Provide a procedure manual to which the student can refer when needed.
11. Provide a safety briefing as appropriate.
12. Discuss how to fill out and submit timesheets via MyWCU.
13. Discuss when and how performance evaluations will be conducted.

Student Worker Problems

Occasionally, problems may arise between student workers and their supervisors or coworkers. Employment issues should be handled at the departmental level as they arise, not after they accumulate. Employers should consider the following when dealing with a problem associated with student employment:

1. Discuss job responsibilities and both student and employer expectations. Identify where change or improvement is needed.
2. Conduct discussions in a private setting.
3. Be an active listener and attempt to view the problem from the student's perspective.
4. Be fair and objective. Use a positive approach and remember that a supervisor's role is to educate or change behavior for the benefit of both the department and the student worker.
5. Establish a specified period of time for needed change or improvement and reassess the situation at that time.
6. If the problem includes the student's performance and the student improves, a written evaluation noting the improvement can be a big morale booster. If the student fails to

improve or is unwilling to change, termination may be the only solution.

If students are concerned about any employment-related condition they consider unjust or harmful to their personal welfare, they should be encouraged to bring that concern to their supervisor, financial aid if a federal work study position, human resources if a non-work study position or the graduate school if a graduate assistantship.

Personal Conduct of Student Workers

Please be aware as a supervisor that all student workers should adhere to University policies and be aware of their rights and responsibilities. As a supervisor, please share with them the information found on the [Student Worker Rights and Responsibilities](#) page, as well as state and federal policies including FERPA, confidentiality agreements, etc. Departments may establish additional rules for its students which are considered necessary for effective operation. Some rules that should be considered for disciplinary action or termination of employment are included below. An accumulation of minor infractions or a single infraction of a serious nature may need consideration regarding termination of employment. Please consult with Financial Aid for Work Study and Human Resources for non-work study positions.

1. Absence of work without prior notification or without good cause, or excessive absenteeism/tardiness
2. Malicious destruction or willful neglect of WCU property
3. Theft or attempted theft from WCU, students, visitors, or other workers
4. Use of WCU property as personal property including land, buildings, facilities, equipment, computer software, supplies, telephones, etc.
5. False information on student worker application, timesheets, and other personnel or work-related records
6. Disregard for safety protocols established by WCU, including the obligation to report all accidents and injuries incurred
7. Refusal to carry out assignments and instructions as outlined by the supervisor, unless such actions constitute an unsafe environment
8. Reporting to work under the influence of alcohol or other controlled substances without a prescription
9. Use of vulgar or threatening language
10. Instigating or engaging in a fight
11. Verbally abusing, physically attacking or insubordination to a supervisor
12. Felonious convictions committed by the student worker when not at work which reflect adversely on WCU

Should termination of employment occur, supervisors should keep written records of the incident/incidents for a suggested retention of five years after employment (See GU205 in the UNC General Records Retention and Disposition Schedule). It is suggested the written notice be sent to the student as well. All written disciplinary action should be reviewed by Financial Aid for work study and Human Resources for non-work study.

Student Responsibilities

Student workers are required to comply with the performance standards of the department for which they work. Students who accept a student worker position accept the responsibility of maintaining professional standards and agree to the following:

1. Perform assignments in a responsible manner
2. Adhere and comply with privacy and confidentiality agreements
3. Student records may not be removed from a University office by student workers unless they are requested to do so by their supervisor.
4. Student workers who are granted access to student records are held responsible to protect the information and contents while in their possession
5. Accessing personal records or records of family, friends, or peers is prohibited
6. Discussing personnel records of family, friends, or peers is prohibited
7. Making personal use of University equipment or supplies is prohibited, except as granted by the supervisor
8. Student records are to only be accessed when a work assignment requires the student worker to do so
9. Student workers are prohibited from working with their own student records
10. Student workers are strictly prohibited from unauthorized access, entry, alteration, tampering, falsification, copying or distribution of academic, personnel, or payroll records
11. Follow a predetermined work schedule as agreed upon with the supervisor
12. Work a combined maximum of 20 hours per week (or 30 hours if granted permission from the Associate Vice Chancellor of that division) except during breaks when classes are not in session, in which case students may work up to 40 hours
13. Report on their timesheets in MyWCU the correct number of hours worked on the correct days. NOTE: It is a federal offense to falsify any information on a student's payroll timesheet. Hours reported must be hours worked
14. Notify supervisors as soon as possible when illness or other circumstances prohibit the student from working
15. Dress appropriately and conduct themselves in a professional manner
16. Avoid studying or doing homework during work hours unless given permission to do so by the supervisor
17. Discuss any work-related problems with the supervisor or report any concerns if the problems cannot be solved on a departmental level to either Financial Aid or Human Resources as appropriate.
18. Not start a position until the employment paperwork has been submitted and
19. official approval has been granted to the supervisor
20. Stop working immediately upon completion of their degree program. The last day of employment is the last day of the term of enrollment for their degree program.

Supervisor Responsibilities

Supervisors have the responsibility of managing and teaching good work habits. The supervisor oversees the work assigned to student workers; ensures student workers comply with all University, state, and federal policies; verifies student timesheets are accurate and submitted by the deadline; monitors student worker earnings; and maintains records for each student worker. Supervisors are also responsible for the following

1. Ensuring students have obtained approval to work by the Human Resources Office (Non-Work Study),

Financial Aid Office (Work Study) or Graduate School (Graduate Assistantship) before students begin work

2. Completing and submitting all appropriate hiring forms prior to the beginning of the student's first day of work and process all changes and/or updates to employment statuses
3. Establishing a schedule of work hours that is acceptable to both the student and the supervisor not to exceed 25 hours per week.
4. Informing the student of duties and responsibilities of the job
5. Providing the student with the training necessary to do the job
6. Supervising the development of good work habits
7. Approving student timesheets via MyWCU by the deadline. NOTE: It is a federal offense to falsify any information on a student's payroll timesheet. Hours reported must be hours worked
8. Monitoring student earnings (particularly for Federal Work Study students) to ensure the student does not earn more than his/her award (Federal Work Study) or more than the department's budget for student employment
9. Promptly notifying the appropriate student employment office when a student has been terminated from employment
10. Not allowing any student to continue work after he/she has finished their degree program

Performance Evaluations

Supervisors are encouraged to give student workers periodic performance reviews. This process may be used to identify the student's strengths and areas of improvement and to reinforce the supervisor's expectations. Supervisors may create their own evaluation; they may be informal in nature except in the event a student's performance results in termination. At that time, a written evaluation should be completed by the supervisor for documentation. The retention period for such documentation is three years after employment ends (See GU193 in the UNC General Records Retention and Disposition Schedule). Please consult with Financial Aid for work study and Human Resources for non-work study.

MISCELLANEOUS

On-the-Job Injuries

All employees, including student workers, are protected by the North Carolina Workers' Compensation Act. Workers' Compensation is available to all employees who suffer an accidental injury or occupational disease arising out of, or during the course of, employment at Western Carolina University. Full information regarding Workers' Compensation, including employee and department responsibilities, medical benefits and treatment, and compensation forms, can be found on the Safety and Risk Management website.

Employment Benefits

Student workers are not eligible to receive most employment benefits such as, but not limited to paid vacation, sick leave, holiday leave, life or medical insurance, unemployment insurance, or retirement benefits.

Motor Vehicle Usage

Positions which require the student to drive must require students to have a valid driver's license. When recruiting to fill vacancies, requirements of a valid driver's license must clearly be stated on the job posting. In addition to valid licenses, student workers who operate a state vehicle or personal vehicle for WCU business must follow the same procedures as other WCU employees. Please see University Policy 30 – Use of State-Owned Vehicle for more information. <http://www.wcu.edu/discover/leadership/office-of-the-chancellor/legal-counsel-office/university-policies/numerical-index/university-policy-30.asp>