

2016-
2017

Community Work-Study

Student Guidebook

Feinstein Institute for Public Service
Providence College



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Introduction

This guidebook is designed to familiarize students with important policies and procedures regarding the Community Work-Study (CWS) Program at Providence College. The Community Work-Study Program is coordinated by staff of the Feinstein Institute for Public Service at Providence College, in collaboration with the Office of Financial Aid.

Mission of the Feinstein Institute

Through a process of focused conversations and deep reflection, the Feinstein Institute for Public Service works collaboratively to increase an understanding of and promote positive, sustainable social and economic change through community building.

Believing that service bears witness to religious and ethical values central to the college's mission and is at the heart of a liberal arts education in a democratic society, the Institute embraces an ethic of servant leadership in its commitment to campus and community.

Important Contact Information

Please visit our Community Work-Study website for information on application & hiring, community partnerships & open positions, and information for hired students:

Community Work-Study Website:

<http://feinsteinpc-communityworkstudy.weebly.com/>

For questions regarding timesheets, hiring procedures, BCI/identification documents, site placements, site supervisors, training, preparation, and reflection, please contact:

Magali García-Pletsch

Feinstein Institute Program Coordinator

Office: (401) 865 -1216

E-mail: mgarciapletsch@providence.edu

Feinstein Academic Center, Room 402B

For questions regarding financial aid and your federal work-study award, please contact:

Office of Financial Aid

Office: (401) 865-2286

E-mail: finaid@providence.edu

Harkins Hall 403

<http://www.providence.edu/financial-aid/>

Federal Program Description¹

The FWS Program provides funds for part-time employment to help needy students to finance the costs of postsecondary education. Hourly wages must not be less than the federal minimum wage.

- *Students may be employed by: the institution itself; a federal, state, or local public agency; a private nonprofit organization; or a private for-profit organization. Institutions must use at least 7 percent of their Work-Study allocation to support students working in community service jobs, including: reading tutors for preschool age or elementary school children; mathematics tutors for students enrolled in elementary school through ninth grade; literacy tutors in a family literacy project performing family literacy activities; or emergency preparedness and response.*
- *Students must file a Free Application for Federal Student Aid (FAFSA) as part of the application process for FWS assistance.*

Important Reminders

- Students can find their work-study award amount for the academic year in their federal financial aid package. **The Work-Study Program is not a guaranteed scholarship.** Once a student is awarded work-study, she/he must still apply for available positions, and is only paid if hired and for those hours actually worked.
- Typically, Community Work-Study positions begin in the fall and end in the spring. **The Federal Work Study Program operates on a fiscal year calendar through the end of the Academic Year (July 1st – around May 15th).** Students can work for any length of time during this time period up to the amount of their award and based on the positions offered by the Feinstein Institute for Public Service. Please Note: We are unable to support students through CWS from approximately May 15-June 30th.
 - Summer jobs & internships may be available to local students. Summer work-study starts on/after July 1st and runs through the first day of the fall semester.
- **The Work-Study Program does not provide an infinite amount of paid hours for a student.** Students are granted a work-study package that can range anywhere from \$900-\$4500 yearly, and they can work up to this amount each year. It is up to the students to budget these hours according to their award and scheduled hours. Once they work up to the amount of their award, they can no longer be paid through our program until the next fiscal year.
- **Students are paid on an hourly basis**, at a rate determined by Providence College, but no lower than the state minimum wage (currently \$9.60).

¹ <http://www2.ed.gov/programs/fws/index.html>

- Community partnerships are coordinated by the Feinstein Institute for Public Service. **An eligible student may only work for a site that has an active Community Work-Study contract with Providence College.** The Feinstein Institute maintains these contracts. In most cases, students may not find their own placement sites. However, if a student has an internship (or other relationship) with an organization that may qualify as a work-study site, the Feinstein Institute can work with that organization to become a contracted work-study partner.
- **Students may be employed in community service positions that provide either direct or indirect services to the community.** For example, it is acceptable for a Federal Work-Study student to be employed in a clerical position for a food bank. It is not required that the student be involved in delivering services directly.
- Employment under the Community Work-Study Program may involve public interest work, which is considered work performed for the national or community welfare. **Work performed to benefit a particular interest, individual, or group is not permitted.**

Work is **NOT** eligible for Work-Study funding if:

- It impairs existing service contracts.
- It displaces regular employees.
- It fills jobs that are vacant because regular employees are on strike.
- It primarily benefits the members of a limited membership organization such as a credit union, fraternal or religious order, or a cooperative.
- It involves the construction, maintenance, or operation of any part of a facility used or to be used for religious worship or sectarian instruction.
- A student's political support or party affiliation is taken into account in hiring the student.
- It involves any partisan or nonpartisan political activity associated with a faction in an election for public or party office.
- It is work as a political aide for any elected official.
- It involves work for an elected official outside the **regular administration** of federal, state, or local government.
- It involves lobbying on the federal, state, or local level.

For more information on eligibility, see here:

<http://www.ifap.ed.gov/fsahandbook/attachments/1415FSAHandbookVol6Ch2.pdf>

I'm hired! What's next?

1. Hired students must attend a Community Work-Study Training in the Feinstein Institute.
2. Immediately following the training, students must deliver completed paperwork to the Office of Financial Aid in Harkins Hall 403. **Students may not begin work at their site until paperwork is processed and students are entered into the online payroll system.**
3. In many cases, students must also complete a BCI prior to starting work. You will need to check with your individual site to see if they require a BCI, but if you're working with youth or the elderly, it's safe to assume you'll need a BCI.

Unfortunately the Feinstein Institute is not able to process your background check for you, so it is your responsibility to follow the steps below to obtain your BCI

To obtain a BCI, follow these instructions:

- Go to the Office of the Attorney General (150 South Main Street, Providence, RI). Make sure you bring a **state-issued photo ID** (driver's license, passport, etc.) AND **\$5 check or money order** (cash and credit/debit is not accepted).
 - When you enter the building, go directly to the right. Go up to the window and ask for a BCI (you'll need to show your ID and pay here).
 - Wait 5-10 minutes for them to process your BCI (that's it!)
 - Make sure to submit a copy of the BCI to your site supervisor before starting work.
4. Students are responsible for planning a work schedule with their site supervisor. This schedule should not interfere with a student's academic schedule.
 5. Students may begin work. Students enter the existing pay period as soon as they begin work. Students do not need to wait for the beginning of a pay period.

Scheduling a Community Work-Study Position

How many hours can I work?

A student's primary responsibility is their academic achievement. When classes are in session, a student is not permitted to work more than a **total of 20 hours per week**. When classes are officially not in session, a student is not permitted to work more than a **total of 35 hours per week**.

It is required that a student takes an unpaid break or lunch as follows:

- ⌚ One-half hour (0.5) after six consecutive hours of work.
- ⌚ One hour (1) after eight consecutive hours of work.

You must record these breaks on your timesheet. If you do not, your timesheet will be altered by the Program Coordinator prior to being submitted to Student Payroll. A student **cannot** be paid for lunch, sick time, and other time off.



Think of your award as a bucket of money....

How much money does my bucket hold this year?
(Maximum aid awarded) \$ _____ /year

How much do I make per hour? **\$ 10.25 /hour**

How many hours can I work?
Your total award divided by 10.25:

_____ hours

Important questions to ask yourself when scheduling a Community Work-Study position:

- \$ What is my class schedule like this semester?
- \$ How can I meet the needs of the site? Can I work on an ongoing campaign, or several short-term projects?
- \$ Does the site offer flexibility in terms of days and hours worked?
- \$ Can I stay in the area over school vacations and increase my hours? Is the site able to provide enough work for me during those times?

Timesheets and Payment

You must submit a timesheet on CyberFriar AND a Google timesheet. Instructions for completing each can be found below.

You will receive an email reminder to submit your timesheets every two weeks, just before the timesheets are due. **Setting up additional reminders, such as marking your calendar, is encouraged. You are responsible for entering your hours by the deadline.**

Federal and Providence College regulations require that bi-weekly hours must be supported by a listing of clock hours worked for each Community Work-Study student. A student must check in and out with the site supervisor at the beginning and end of each work period to ensure that site supervisors know students' exact hours worked.

Step 1: Submitting CyberFriar Timesheets

1. Log on to CyberFriar.
2. Once on the home page, go to the "Employee Services" page. This page will take you to the following options: Time Sheet, Benefits and Deductions, Pay Information, Fax Forms, Jobs Summary. Click on Time Sheet.
3. Once in the Time Sheet, you need to select the correct two-week period. This will lead you to a page where you have the ability to enter your hours.
4. Click under the date you'd like to enter hours for, this will redirect you to a separate page with the ability to place hours. Make sure the hours are written correctly, with the proper "am" and "pm" time. Before you go to the next day, save the times entered.
5. Once you are done, click "Submit for Approval" and enter your pin (it is the same password you have to log onto CyberFriar).

Time should be recorded in the following manner:

60 minutes: 1 hour
45 minutes: 0.75 hours
30 minutes: 0.50 hours
15 minutes: 0.25 hours

Step 2: Submitting Google Timesheets

1. You will receive an invitation to access an individualized Google Timesheet (the invitation will come from the CWS Program Coordinator) that shows the pay periods for the entire academic year. The document is broken up by sheets, with each pay period as a separate sheet (you can find the tabs to reach each sheet at the bottom of the page).
2. Fill in your time for each day worked, using the time in & out cells. Be sure to record your time in 15 minute increments (i.e. 8:00 AM, 8:15 AM, 8:30 AM, 8:45 AM) and add AM or PM. On each due date, you must notify your site supervisor once your timesheet is ready to be approved. **You** are responsible to do this by the deadline. The site supervisor will then approve the hours on Google, which is sent to the Program Coordinator.
3. Hours will not be approved on CyberFriar until the Google timesheet has been approved by the site supervisor. Google hours must match CyberFriar hours *exactly*. If the hours do not match, both the student and the supervisor will be contacted to rectify the mistake; CyberFriar hours will not be approved until they match the Google timesheet.

Remember, it is up to you to:

- Enter your hours on CyberFriar by the deadline (TUESDAY at 11:59PM every other week).
- **Notify your site supervisor** once your Google timesheet is ready to be approved, and remind your supervisor to approve the hours by their deadline.
- Keep track and communicate with your site supervisor about your hours worked.
- Keep track of your hours and compare it with your Federal Award money.
- Make sure your time sheet includes the required unpaid break times.

**If you do not submit your timesheet by the deadline,
or a site supervisor does not approve timesheets by the deadline,
your paycheck will be delayed.**

Timesheets Issues & FAQs

What to do if...

You forgot to enter your hours on CyberFriar:

Proceed with completing your Google timesheet, to be approved by your site supervisor by the deadline. Once hours are approved and received by the Program Coordinator in the Feinstein Institute, she will enter your hours in CyberFriar and you will receive a confirmation e-mail from her. Your pay for that period will be delayed.

You entered your hours on CyberFriar and sent them to your site supervisor, but your site supervisor did not approve them by the deadline:

Talk to your supervisor first. Ask your supervisor approve your hours as soon as possible. Send an e-mail to the Program Coordinator alerting her to this delay. Your pay may be delayed this period.

You made a mistake on CyberFriar, but your approved hours from your site supervisor are correct:

If you catch your mistake before the Tuesday 11:59pm deadline, your CyberFriar form will be returned to you to rectify the times.

If it happens after the timesheet was due, the Program Coordinator will enter your hours in CyberFriar and you will receive a confirmation e-mail from her. Your pay for that period will be delayed.

Your hours are not approved by your site supervisor because there is a discrepancy:

Call your site supervisor directly. Talk to your site supervisor to try to amend the problem first. Then, send an email to the Program Coordinator alerting her to the issue. The hours that your supervisor approves will take precedence over the hours that you submit on CyberFriar. If there is a larger problem, please request a meeting with the Program Coordinator

Be sure to keep track of hours worked and tasks performed during those hours, and check in and check out with your supervisor every time you report for work, to prevent situations like this one. **Also, please know that forging, altering, and/or charging for hours not worked is reason enough for termination.**

Your supervisor is away from the office and cannot approve your hours:

Plan ahead and have an alternate supervisor. Ask your supervisor to send an email to the Program Coordinator assigning a temporary person to approve your hours.

You forget to include the required unpaid breaks or totals on one of your timesheets:

Your log sheet will be returned to you. Fix the problem and send it to your supervisor for approval. Your supervisor has to approve the reviewed log sheet. Your paycheck will be delayed.

Attendance and Attire

It is the student's responsibility to report to work on time for every scheduled shift, and abide by the organization's expectations for staff dress and conduct.

If the student cannot work or will be late for work because of illness or emergency, the student must notify their site supervisor as early as possible, before the shift begins.

Site supervisors depend on the regular work of Providence College students, and it is the student's responsibility to fulfill this commitment after accepting a work-study position. Lateness is considered unpaid work and can be very harmful to the productivity of the organization and the Feinstein Institute's relationship with the site. If a student is late for work, he/she cannot be paid for that time. Changing scheduled hours is done at the discretion of the site supervisor and should be arranged beforehand.

Potential conflicts should be discussed well in advance with the site supervisor. Tardiness and failure to provide adequate prior notice of absence as determined by the supervisor are considered grounds for termination.

Requirements for attire are determined at the discretion of the service site and the site supervisor.

Changing or Leaving a Job

An employed student who intends to withdraw from the program, or who wishes to change jobs within the semester, must:

1. Meet with the Program Coordinator in the Feinstein Institute to discuss options.
2. Inform their site supervisor in writing. The student is expected to give notice of at least one week before leaving a position. Inform the Program Coordinator in writing.

Note: In most cases, non-disciplinary reasons for withdrawal from the program will not jeopardize a student's chances of receiving a CWS placement in future years. However, placement in a new site will be difficult, especially mid-semester, and should not be expected.

Transportation

Most CWS students take public transit or walk to their sites. Some students coordinate work shifts with others and travel together or rent PC vans. Please communicate with the Program Coordinator about your need for transportation, especially for safety reasons. At this time, we cannot provide transportation. Your feedback is helpful.

Grievance Procedures

It is realistic to expect some conflict at any work site. It is important to maintain communication with the Program Coordinator in the Feinstein Institute if problems arise at your site and interfere with your work.

If a problem arises at your site:

1. An attempt should be made to informally resolve the disagreement between the student and the site supervisor.
2. If the problem cannot be resolved within the organization, the student should make an appointment with the Program Coordinator in the Feinstein Institute to discuss the problem.

Termination

If a student is unreliable or does not perform assigned duties responsibly, it may be necessary to terminate the student's employment. In most cases, the following disciplinary guidelines are suggested in dealing with unsatisfactory performance.

Verbal Warning – Site supervisors should speak with the student and give specific reasons for the dissatisfaction as well as suggest solutions for improving job performance. Site supervisors also should give the student a time frame for improvement.

Written Warning – If the poor performance continues past the time established in the verbal warning, site supervisors should repeat the verbal warning and follow it with a written statement documenting the situation and a new time frame for improvement. The student should schedule a meeting with the Program Coordinator in the Feinstein Institute, if he or she hasn't already.

Termination – If the student's performance still does not improve within the specified time frame, the site supervisor can terminate the student's employment. Notice of dismissal should be in writing, addressed to the student, and a copy sent to the Program Coordinator.

Student Confidentiality

The Program Coordinator will not release information about students in the program without student's consent. In certain cases, the Program Coordinator *will share* information about work-study award amounts to supervisors, solely for scheduling purposes. On-site, students should check with their direct supervisors before releasing any identifying information about other staff members or clients.