

# STUDENT EMPLOYMENT MANUAL FOR SUPERVISORS

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

*Revised December 2024*

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# INTRODUCTION

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.

We are thrilled to share this guide with you to provide the best possible experience for our student supervisors and the students they employ. This guide will provide an understanding of the administration of student employment programs on campus and the policies and procedures from a federal, state and university perspective. This manual also outlines the supervisor's responsibilities, hiring processes, and payroll practices. 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:

- Allison Castro (for Non-Work Study), HR Specialist - Student Employment, [acaastro@wcu.edu](mailto:acaastro@wcu.edu); 828-227-2556
- Colton Bailey (for Work Study), Assistant Director [clbailey@wcu.edu](mailto:clbailey@wcu.edu); 828-227-7290
- Kate Roche (for Graduate Assistantships), Student Services Specialist, [kroche@wcu.edu](mailto:kroche@wcu.edu); 828-227-2925

## NON-WORK STUDY STUDENT EMPLOYMENT

Non-Work Study (NWS) student workers are undergraduate or graduate students enrolled in courses at Western Carolina University who have been hired in a student position and who are compensated with non-federal funds. Any work achieved by Non-Work Study students primarily benefits the University.

### Eligibility

Student must be enrolled in the minimum registered credit hours (See table below). Students will immediately become ineligible to work if they drop below the required number of credit hours. In addition, a minimum 2.0 GPA is required, some departments may require a higher GPA. First semester students only may work on campus without an established GPA. Any exception to the eligibility criteria must be approved by Human Resources. Students may not work more than 25 hours per week.

Academic Term	Undergraduate Required Hours	Graduate Required Hours
Fall	6	5
Spring	6	5
Summer	3 or enrolled for 6 in Fall	3 or enrolled for 5 in Fall

## Academic Year Allowable Hours

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.

## Summer Allowable Hours

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 twelve (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.

## Posting Non-Work Study Positions

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 Posting 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.

## Hiring A Non-work Study Student

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. Students are assigned a checklist within the onboarding system in Talent Management for completion. **Note:** Students must enroll in

WCU's mandatory direct deposit program within two weeks of their first day of work. Failure to do so will result in termination of employment. A voided check or letter from the student's bank with account and routing numbers is to be turned into the Human Resources offices to initiate this process.

## 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 \$2000 per academic year to work on campus.

### Eligibility

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 Required Hours	Graduate Required Hours
Fall	6	5
Spring	6	5

Once a student's 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.

## Posting Federal Work Study Positions

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](mailto: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.

## Hiring Federal Work Study Students

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 hiring documents for the academic year are available at [workstudy.wcu.edu](http://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 documents must be completed and turned into the Office of Financial Aid and Scholarships.

- 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
- Direct Deposit Authorization Agreement
- Official Bank Direct Deposit Information
- Students are also provided with Form OMB No. 1210-0149 and the List of Acceptable Documents Form 1-9.
- Acknowledgement of ACA Healthcare Options

## 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.

## Eligibility

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.

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

## Summer Employment

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 consider 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.



## Posting Graduate Assistantships

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

## Accessing 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. To create a new GA position with department or grant funding, please contact the Graduate School for instructions.

Hiring Managers should submit a GA Hiring Proposal Form in Slate for the term they wish to hire a graduate student. The Graduate School will review the GA Hiring Proposal and send an Offer Letter to the student. Once the student signs the offer letter, an AA-15 Graduate Assistantship Contract is generated. A graduate student may not begin work at Western Carolina University as a Graduate Assistant until an approved AA-15 Graduate Assistantship Contract is on file and all required New Hire employment paperwork is completed.

Graduate Teaching Assistant (Instructor of Record) positions must have an approved AA-21 Contract on file with the Provost's Office in addition to the AA-15 GA Contract. The Graduate School does not process the AA-21 but will verify that the AA-21 is on file for all Instructor of Record positions before the first day of employment.

## Hiring a Graduate Assistant

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. A voided check or letter from the student's bank with account and routing number should be attached. This paperwork should not be emailed.
- **GA FERPA Agreement**
- **GA Confidentiality Agreement**
- **W-4/NC-4:** All Graduate Assistants must complete the W-4/NC-4 for state and federal taxes. This paperwork should not be emailed.
- **I-9:** As required by the federal government, 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.
  - Graduate Assistants can complete the I-9 electronically and remotely. Section 1

must be completed by the student, and Section 2 can be completed by a Remote Agent. The student must present two forms of identification to their remote agent, as listed on the List of Acceptable Documents by the US Citizenship and Immigration Services.

- The Graduate School will review Section 1 and 2 of the I-9 for approval. If the graduate student does not have a Remote Agent, a Graduate School representative can complete Section 2.

**International Graduate Assistantships:** International students on an F-1 visa have unique onboarding requirements with the Graduate School. After checking in with the Office of Global Engagement, the student will be contacted to complete the following requirements:

- **GA FERPA Agreement**
- **GA Confidentiality Agreement**
- **I-9:** International students must meet with a member of the Graduate School to start the I-9 process before the first day of employment. The international student can complete Section 1 before receiving a social security number. Once the social security number is received, the Graduate School can complete the I-9.
- **Direct Deposit and Tax paperwork:** International students must complete this paperwork with the WCU Payroll Office, after receiving a social security number and bank account. The Office of Global Engagement can assist with receiving a social security number and bank account.

## Educational Stipends

*Applies to non-work study undergraduate or graduate students enrolled at Western Carolina University.*

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.

- 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.

## INTERNATIONAL STUDENTS & SOCIAL SECURITY CARDS

All international students must apply and be granted a Social Security card before they can begin work.

Social Security cards can be applied for at any Social Security Office. The nearest office is located at 2123 Lakeside Drive, in Franklin, NC

Students must bring a letter to the Social Security office stating they have been hired. The letter can be attained from the Office of Global Engagement.

Once received, the student must bring it to the Graduate School or the Office of Human Resources & Payroll to complete the hiring process.

## International Students – What You Need To Know

- International students, regardless of the type of visa they have, are restricted to working no more than 20 hours per week.
- No international 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
- 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.
- An international student who is enrolled for at least 6 credit hours each session is exempt from tax withholding.
- International students are required to meet with a payroll representative regarding tax status at the time of intake and may not start working until this is completed.

- 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.

## **POLICY AND RULE – WHAT YOU SHOULD KNOW**

### **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.

### **Direct Deposit**

Direct deposit is a mandatory condition of employment for all student workers within the first two weeks of the student's hire date. . 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.

## 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.

## 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>

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

## Termination of a student may occur 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 or required by the position.

- 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 automatically terminated at the end of the Spring semester. A termination form is not required at that time.*

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.

## **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 after 5 p.m., which includes those who have opened their timesheets but have not submitted before the deadline. The payroll calendars may be accessed at [myresources.wcu.edu](http://myresources.wcu.edu), search payroll calendars. Supervisors must approve student timesheets no later than 12 noon every other Tuesday.

## **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](mailto: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. Pay increases require approval from the Office of Financial Aid or the Office of Human Resources as is applicable. Reasons for pay rate increases may be for labor market, 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

## 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.

## 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 Problem Resolution

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 following Student Worker Rights and Responsibilities, 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.

As a student worker at Western Carolina University, you have the right to:

- Be treated fairly, equally, and respectfully. WCU follows all equal employment opportunity and affirmative action principles.
- Work in a clean, safe, and professional environment free from discrimination and harassment.
- Know your job description and your supervisor's expectations.
- Adequate training and have access to resources necessary to fulfill your job duties.
- Be informed of your work performance through verbal or written evaluations.
- Notify Human Resources Employee Relations if you feel any of your rights have been violated at 828.227.7218.

## Supervisor To Do's

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/change or termination forms related to the student position.

3. Establish 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 actually worked.**
8. Monitoring student earnings (particularly for Federal Work Study students) to ensure the student does not earn more than their 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 they have 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.

## Student Concerns

For concerns about student behavior, student conduct, bias, or other University matters please complete a report at [dsa.wcu.edu/report](http://dsa.wcu.edu/report)

Student complaints against a University employee (faculty or staff) regarding unlawful discrimination should be reported to:

Deidre Hopkins, Title IX Coordinator and Equity Officer

Phone: 828.227.7116

Email: [dshopkins@wcu.edu](mailto:dshopkins@wcu.edu)

Website: [www.safe.wcu.edu](http://www.safe.wcu.edu)

Student complaints about other students 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.

Student complaints about Employees/ Employers (or agents and contractors of the University) should be reported to Employee Relations in the Office of Human Resources & Payroll (302 HFR Administration Building; telephone no. 227-7218) for investigation and resolution.

