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Dear Students,

On behalf of the Financial Aid Office, it is our pleasure to welcome you to the University of Massachusetts Lowell Student Employment Programs.

This handbook will provide you with important information about the policies and procedures for securing employment through one of the financial aid employment programs, as well as suggestions for finding off-campus work while you are a student at the University. The Student Employment Handbook explains the Federal Work Study, the UML Student Employment and the Community Service programs we offer. You will also find copies of forms that need to be filled out prior to working on-campus, and details on how to receive your paycheck.

Please read this handbook carefully. If you should have any further questions, please contact the Student Employment Office at 978.934.4228 or student_jobs@uml.edu.

Best of luck in the coming year.

Sincerely,

Maureen Souza
Manager of Student Employment

Lisa Levesque
Job Location and Development Coordinator
Introduction to the Student Employment Programs

The University of Massachusetts Lowell is working with you and for you at the Student Employment Office. With approximately 1000 participants this year in the work programs, students will choose from hundreds of diverse job opportunities. Most of which offer flexibility in scheduling, and all of which offer comfortable work environments and a competitive pay rate of $10.00 or $11.00 per hour. ($12.00 per hour for off-campus Community Service jobs.) Whether building on existing skills or developing new skill sets, students build their resumes when working with our University's nationally recognized faculty and staff.

It is the goal of the Student Employment Office to make on-campus employment opportunities fair and accessible to all students who qualify. Money earned in the work programs is to be used for educational expenses. Your work award is not directly applied to your University bill, but it is highly recommended that you complete a work study Withholding Authorization form. This form authorizes the University of Massachusetts Lowell to apply 70% of work study earnings to any outstanding charges on your account, and will allow you to receive the remaining 30% of your earnings. If you choose not to participate in the withholding, any balance due on your student account is subject to late fees and possible holds for non-payment. This could prevent a student from registering for the next semester.

There are several types of student employment programs: the Federal Work Study (FWS), the UML Student Employment, Campus Co-ops, and Off-Campus Community Service. For the most part, these programs are the same, with a few exceptions. Community Service is not awarded to any particular students. Students must request to change their awards if they accept a Community Service job.

When establishing your work schedule it is important to keep in mind you may not work more than 22 hours per week while classes are in session, and no more than 37.5 hours per week during spring break, winter intersession or summer.
The Basics of Applying for Employment

**New students**, who have never participated in the work programs, should visit the financial aid website [www.uml.edu/jobhawk](http://www.uml.edu/jobhawk). Click the Student Login button to begin your job search. Your Login and Password will be your UML email address and current UML password.

The JobHawk site will prompt you to accept the Terms and Conditions of Employment and upload a resume. Please be sure to read these Terms and Conditions carefully so that you completely understand what you agreeing to. Training materials and web-based tutorials are located in the Resource Library within JobHawk.

When beginning your job search you should select the Student Employment Jobs in the Job Search drop-down menu. Choose positions that you might be interested in and apply for those jobs on JobHawk to contact the supervisor. The supervisor will reply to you through JobHawk to set up an interview. It is always a good idea to apply to a few different positions to ensure that you find the right fit.

You are also required to complete the Federal I-9 and W-4 forms. You should submit completed forms at the Financial Aid Office along with original forms of identification as specified on the I-9 form directly to the Financial Aid Office. You will not receive your contract to begin working until these documents are received. These documents as well a list of acceptable forms of identification are available at [www.uml.edu/financialaid](http://www.uml.edu/financialaid) under the “forms” link.

Employment contracts will be emailed to students and supervisors when all required steps have been completed. Students are not authorized to begin working until they receive the contract email from the Student Employment Office.

**Returning students**, who are awarded a work award in prior years, must now login to JobHawk as detailed above to apply to jobs. This is the only way that the Student Employment Office can generate an employment contract. Students may return to their department if their supervisor has requested them but they are still required to apply through the JobHawk site. Supervisors are aware of this process and will have your job description in JobHawk for you to apply to.

Contracts will be emailed to the students’ UML email address and also to supervisors when all required steps have been completed. Students are not authorized to begin working until they receive this email from the Student Employment Office. Please note that contracts do not need to be signed and returned to the Student Employment Office.
Eligibility

If you are eligible to work through the UML Student Employment or Federal Work Study (FWS) program, you would have been offered a work award on your financial aid award notification letter from the Office of Student Financial Aid. Students/Parents can also view their awards on ISIS.

As part of your financial aid process, your financial aid application may be selected for a process called verification. Verification is a process by which a student is required to submit documentation to verify the financial and family information reported on the FAFSA. If you have been chosen for verification, the Financial Aid Office must receive all necessary paperwork (i.e. taxes, W2’s) before an employment contract is generated and before you proceed to look for employment on-campus. **Changes made during the verification process could result in a change to your work award.** Students are notified of changes through subsequent award notification emails. Please be sure to check your UML email account regularly as not to miss important communications.

A work award is equally divided between two semesters on your financial aid award notification letter. Your contract will reflect the amount for the year. Only students offered UMI Student Employment funds or FWS as part of their financial aid award are eligible to work on campus through the Student Employment Program. Students that are awarded with student employment will be given access to JobHawk, UMLs online job search system.
Off-Campus Community Service Employment

Students that are awarded UMI Student Employment funds or FWS have the option to switch their award to a Community Service award where they would be paid $12 per hour to work with a Community Partner Organization that UML has a signed agreement with. These jobs will also be listed in JobHawk.

We are pleased to offer opportunities for students to earn money while giving back to our community. We have several openings for Community Service Student Employment. These positions are listed on JobHawk. While there are many options to choose from, we wanted to highlight two wonderful programs in particular that are available.

**America Reads**
President Clinton initiated this national campaign to ensure that every child can read well and independently by the end of third grade. Work Study students will be trained as reading tutors and placed in a Lowell elementary school. Tutors gain educational experience as they help children to improve their literacy skills. This program offers students 15 hours per week of employment, Monday – Friday mornings for 6 weeks, beginning in late June.
Jumpstart
Jumpstart Corps members have the unique opportunity to inspire young children to learn, serve in a local community, work on a team, and build professional skills. All Corps members receive professional-caliber training to help them implement Jumpstart’s outcome-based program, promote children’s school success, and build family involvement. Corps members complete 300 hours of service during the school year. During the school year, Corps members participate in the following activities:

- Serve part-time, 10-15 hours per week, during the school year
  - Jumpstart sessions with team and small groups of children, 4 hours per week (two afternoons a week for two hours each)
  - Team planning meetings and session preparation, which includes planning, reflection, and/or training, 2-3 hours per week
  - 2-5 hours each week in a preschool classroom during the regular school day
  - 1 hour of individual planning and preparation for Jumpstart sessions
- Communicate with children’s family
- Participate in intensive pre-service and on-going trainings
- Attend periodic service days, often held on weekends

In addition to the student employment pay you earn, after successfully completing your Jumpstart term of service, you are eligible to receive an AmeriCorps Education Award. You can use your AmeriCorps Education Award to pay education costs at qualified institutions of higher education, for educational training, or to repay qualified student loans. You can access the award in full and part, and can take up to seven years after your term of service has ended to claim the award.

Required Human Resources Documentation
A student seeking employment must have been awarded either a Federal Work Study award or UML Student Employment award for the academic year. Students who have never worked on campus before must complete the W-4 and I-9 documents before a contract will be generated. These documents can be obtained on the Financial Aid website in the forms section, or from the Financial Aid Office.

We recommend that these forms be completed throughout the summer to ensure timely processing of contracts and paychecks.

The Homeland Security Act requires UML to verify the identity and employment eligibility for every employee hired after November 6, 1986 by completing an I-9 form. In addition, the law obliges UML not to discriminate against individuals on the basis of national origin or citizenship, or to require more or different documents from a particular individual.
In order to complete the I-9 form, you must provide IN PERSON acceptable identification documentation along with the actual form. This form must be completed before you are authorized to work. Acceptable forms of ID include a valid U.S. Passport, student driver’s license, signed Social Security card and/or birth certificates. For a complete list of acceptable documentation, please see page 5 of the I-9 form and instructions. (www.uml.edu/financialaid/forms) All original documents should be brought to the Financial Aid Office where we will make copies and certify the validity of the documents.

Federal Work Study and UML Student Employment earnings are considered taxable income, and you must declare these wages when you file your taxes with the IRS each year. The Human Resources Office will send a W-2 form to you at the end of each calendar year indicating your earnings. The form will be sent to the address you reported on your W-4 form. If your address changes after filling out your original W-4, please notify the Payroll Office.

Determining How Many Hours to Work Each Week

How does a student determine the number of hours they should work during a semester to earn their award?

\[
\frac{\text{Amount of Semester Work Award}}{\text{Pay Rate}} \div \frac{\text{Number of Weeks in Academic Year}}{\text{Number of Hours to Work per Week}}
\]

For example: A student’s financial aid award notification letter indicates a $2250.00 work award for fall term and a $2250.00 Work award for spring term. Therefore, the student’s work award for the year is $4500.00. By applying the above formula, this student would be able to determine that he/she would need to work approximately 14 hour per week.

\[
\frac{$4500.00 \text{ (full award amount)}}{$10.00 \text{ (jobs on-campus pay $10.00/hour)}} \div 32 \text{ weeks (16 weeks/ per semester)} = 14 \text{ hours per week}
\]

Please note: If you plan on working during the winter intersession or spring break, adjust the number of weeks to work in the above formula accordingly.
Tracking Your Hours

Completing your timesheet by appropriate deadlines is essential for receiving your paycheck on time. Electronic Timesheets are used by department supervisors and timekeepers to log and track the amount of hours you are working to make sure you do not exceed your allotted contract amount.

You will log onto HRDirect to report your time. ([http://www.uml.edu/hr/hrdirect/](http://www.uml.edu/hr/hrdirect/))

Your employer will log in and approve your time worked through HRDirect. For more information on using HRDirect to record your hours work please visit: [http://www.uml.edu/hr/hrdirect/Information-for/Students.aspx](http://www.uml.edu/hr/hrdirect/Information-for/Students.aspx).

Online timesheets are due every other week but we highly recommend that students enter their time weekly. Refer to the UML Payroll calendar for exact dates.

Students are required to keep track of their hours. Once you have earned all of your student employment award, your contract is terminated and you must stop working immediately. You will not be paid over your award amount.

**If you work more than your allotted award, your other financial aid funding sources may be reduced to account for the overage. This could potentially leave you with a balance due on your UML account.**

Pay Scale

The University of Massachusetts Lowell recognizes the value of student employees working on-campus. All undergraduate student workers will receive a $10 per hour rate of pay if they are working at an on-campus department. Undergraduate students working at an off-campus community service site will be paid $12.00 per hour. We expect students to take their jobs seriously and put their best effort into their work.

Receiving a Paycheck

The following process takes place for a student employee receiving their first paycheck after they receive their employment contract via email from the Student Employment Office:

- The Student Employment Office sends all contracts to the Payroll Office where they are entered into the payroll computer system.
- The student will receive access to log their hours into HRDirect
• Students are given the option to complete the Work Study Withholding form to have 70% of their earnings deposited directly towards their UML tuition bill. This is highly recommended for all students that have a balance left to cover.
  o This process generally takes 2 paychecks to go into effect.
  o Students that do not complete this form will not see their student account balances decrease because they will receive a check for all of their earnings.
  o Students are still responsible for remaining balances on their student account if they receive 100% of their earnings.
• All University employees are paid on a biweekly schedule. The pay period ends on a Saturday and the paychecks are available the following Friday.

Students may choose to have their paycheck deposited directly into their personal bank account. A direct deposit authorization form is available in the Payroll Department and also on the Human Resources website. A student can sign up for direct deposit through HRdirect. If one chooses to use direct deposit, your pay stub will be sent directly to your department where you work. (Financial Aid Office for Community Service students)

Students are also encouraged to select the “green option” to not receive a paystub at all. All paystubs can be viewed and printed from HRDirect if needed. Direct Deposit it is HIGHLY RECOMMENDED for receiving your earnings quickly avoiding long lines at the Treasury Office.

Reasons You May Not Receive a Paycheck on Time

Every effort is made to ensure prompt payment of earnings. However, there are a number of issues that could cause a paycheck to be delayed or not issued. They are as follows:

• Contract not processed by the Student Employment Office due to missing or incomplete paperwork.
• Completed contract not received by UML Payroll before processing deadline.
• Timesheet was submitted after the deadline.
• Timesheet was not approved by the supervisor.
• The maximum value of the employment contract has been exceeded.
• The number of hours in a given week exceeds the maximum allowed.

Students should check with their department timekeeper if they were not paid in a given pay period.
Student’s Responsibilities

When students receive their Work Authorization email with attached contract, they acknowledge that they have read and agree to comply with the conditions listed in the Student Employment handbook. Receipt of the Work Authorization Form (contract) without reply implies that both the supervisor and the student acknowledge their obligation to comply with the regulations and guidelines of UMass Lowell’s Student Employment Program. Among a student’s obligations are the following:

- **Students must complete all necessary paperwork and receive authorization from the Student Employment staff before they can begin working.**
- **Students must be given the opportunity to review the Payroll Schedule and all deadlines with you.**
- **Under no circumstances may a student work more than 22 hours a week while classes are in session. However, if classes are not in session, a student may work up to 37.5 hours per week. Students are not permitted to work over 37.5 hours per week.**
- **Students must enter their hours worked into HRDirect every two weeks by noon on the due date.**
- **Students must report their hours in a timely, wholly truthful and accurate manner. Students may neither report time not yet worked on his/her timesheets, nor may they work additional time that they fail to record on the timesheet. No advances on student paychecks will be given.**
- **Students are held accountable for maintaining strict confidentiality for any and all potentially sensitive information they encounter in the course of performing their jobs.**
- **Students will abide by their department’s policies and regulations, including any applicable dress code.**
- **Students must notify their supervisor if s/he is going to be late for an assigned work shift.**
- **Students must give their supervisor sufficient advance notice (usually 24 hours) if s/he will be unable to work during his/her scheduled time. Repeated absences are grounds for termination.**
- **Students are strongly encouraged to give two weeks’ notice if s/he decides to resign from his/her position.**
- **Students will notify his/her supervisor of any change in his/her class schedule which could impact his/her work schedule, as well as any change in his/her enrollment status.**
- **Students must keep track of their earnings and insure that they do not exceed their award amount.**
- **Students must understand that they will lose any part of their need based student employment award that they do not earn it by the end of their employment period.**
- **Students must notify their supervisor if your award changes.**
- **Students must notify the Financial Aid Office of any information which may impact their financial assistance award. This includes but is not limited to receipt**
of a private scholarship, change in enrollment status, and change in housing status.

- **Students will abide by the University’s Code of Conduct, which absolutely prohibits harassment or discrimination on the basis of another’s sex, race, color, religion, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other characteristic protected by law.**
- **Please be sure you understand the supervisor’s expectations prior to beginning work.**
- **Be sure to communicate with your supervisor if you are experiencing difficulties in your work environment.**
- **Please do not study while on the job. *You are paid to work, not study!***
Student Disciplinary Process/Termination of Student Employment

Student employees may be subject to termination of their student employment if they are unreliable or fail to perform their required responsibilities, including completing timesheets by the deadline. **Students generally are entitled to the following disciplinary process prior to employment termination:**

1. Supervisors should give a verbal warning to an underperforming student and review with the student any issues with the student employee’s work performance. The supervisor should give the student recommendations for improvement. If the warning is the result of failure to complete a timesheet by the deadline, the supervisor should inform the student of pending termination if the behavior does not correct itself.

2. If the student does not improve, his/her supervisor should give the student a written warning reiterating the issues he/she is having with the student’s work performance and the terms the student will need to uphold for his or her employment to continue. Students should be given a chance to improve by a certain date. Both the student and his/her supervisor should sign the written warning. Again, if the warning is the result of the failure to complete the timesheet in a timely manner, it should inform the student of pending termination if the behavior does not correct itself.

3. If the student fails to adequately correct this or her behavior by the determined date, he/she should be given a written notice of termination from the director/chair of the department. All the reasons for the termination should be listed. A copy of the letter should be sent to the Student Employment Coordinator and the letter shall be placed in the student's file. If the student’s behavior violated the College’s Code of Conduct for students, a copy of the termination letter shall also be sent to the attention of the Dean of Students and the matter may be referred to the Student Judicial System.

_Notwithstanding the above process, students’ employment may be terminated immediately in cases of flagrant, willful violation of college rules or violations of law. Such infractions which may justify immediate termination may include but are not limited to stealing, insubordination, breach of confidentiality, falsifying a timesheet, or engaging in sexual harassment or unlawful discrimination._

Student Employee Appeal Process

A student shall have the opportunity to appeal a termination due to poor job performance. Terminations resulting from funding limitations and/or revised staffing needs of a department cannot be appealed.

The purpose of this procedure is to promote the prompt and efficient resolution of student employment complaints. Students and their supervisors should make every reasonable attempt to resolve problems wherever possible, without resorting to this procedure.

Complaints regarding terminations due to unsatisfactory job performance may be filed as follows:

**Step 1:** The student shall, within ten (10) business days after termination, discuss the complaint with his/her immediate supervisor. The supervisor shall have five (5) business days to review and respond to the complaint. If the student believes the matter is unresolved after Step 1, the student may appeal the complaint to Step 2 within three (3) working days of the Step 1 response.

**Step 2:** The student may file a written appeal with the Manager of Student Employment. The Manager shall have five (5) working days from receipt of the complaint to review and respond to the complaint. The student should provide as much factual information and evidence in their
written appeal as to assist the Manager in making an informed decision. The Manager will review the appeal with a committee consisting of the staff from the Financial Aid Office and Human Resources. The Manager will issue a written response to the student and the supervisor.

The Manager’s decision is final.

Failure to comply with the time limits by the student, in the absence of written agreement, shall be construed as satisfactory resolution of the complaint.

In calculating time limits in this section, Monday through Friday, excluding legal holidays, shall be counted.

Confidentiality and FERPA
The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that guarantees the confidentiality of student records. It is important for students to familiarize themselves with some of the basic provisions of FERPA especially if they have access to other students’ confidential information in order to ensure that students do not violate this federal law. Students who violate FERPA may be subject to disciplinary action, including, but not limited to, the loss of their job.

Student workers must understand that any student information they view or hear on the job must remain in the workplace. Students must not, under any circumstances, release student information to anyone unless their position specifically requires them to do so. In addition, students may not acquire student records information that is not relevant to their job.

Departments that hire student workers may wish to require those students to execute a Code of Conduct Agreement, such as the sample agreement listed below:
Student Code of Conduct - SAMPLE

As a student employee, I understand that I am expected to act in a professional and ethical manner.

I understand and agree that the following is expected of me.

1. I will maintain absolute confidentiality of work-related projects and personnel.
2. I understand what constitutes permissible work absence and who to notify if absent.
3. I will be on time and prompt with assignments.
4. I will dress appropriately for the work setting.
5. I will follow through on commitments.
6. I will not conduct personal business during work hours (e.g. emails, cell phone, internet, Facebook, etc.)
7. I will keep a positive attitude.

I agree to the above stated Code of Conduct and will make every effort to abide by its terms.

Student Name: ______________________ Signature: ______________________
Supervisor Name: __________________ Signature: ______________________
Supervisor’s Responsibilities

When supervisors receive a student’s Work Authorization Form, they are acknowledging that they have read and agree to comply with the conditions listed in this and their own handbook. Both the supervisor and the student acknowledge their obligation to comply with the regulations and guidelines of UMass Lowell’s Student Employment Program. Among your obligations are the following:

- **Supervisors will not permit students to work until they have received a Work Authorization email with attached contract from the Student Employment staff.**
- **Supervisors must review the Payroll Schedule and all deadlines with their students.**
- **Supervisors will approve their Student Employment timesheets in HRDirect by 12 pm on the day that they are due, according to the posted payroll schedule.**
- **Under no circumstances will a supervisor permit a student to work more than 22 hours a week while classes are in session. However, if classes are not in session, a student may work up to 37.5 hours per week. Students are not permitted to work over 37.5 hours per week.**
- **Supervisors will submit a new Placement Record for each academic year and each summer for all students they employ once they have reapplied to a posted position, as the summer terms are considered separate from the fall/spring terms.**
- **Supervisors are required to attend the Student Employment Supervisor meeting (usually held in August).**
- **Supervisors must notify the Student Employment Coordinator of any changes to current supervisor; any new contact information must be disclosed in a timely fashion.**
- **Supervisors are responsible for reading and complying with Student Employment email announcements throughout the year.**
- **Supervisors will outline basic work expectations and responsibilities to each of their student employees.**
- **Supervisors will notify the Student Employment Office of any change in status of any of their student employees.**
- **Supervisors will monitor student time to approve only the hours actually worked by the student.**
- **Supervisors will recheck their timesheet approval queue prior to noon on timesheet due dates to verify that all their student employees have been approved.**
- **Supervisors will verify that all of your current student employees are on their timesheet each week.**
Student Employment Office’s Responsibilities

*It is the responsibility of the Student Employment Office to:*

- Maintain contact throughout the year with all employees in order to be sure they understand their responsibilities.

- Maintain contact throughout the year with department supervisors in order to ensure they understand their responsibilities.

- Assist students in the process of obtaining employment through JobHawk.

- Be sure that all students complete the I-9 and W-4 forms prior to receiving a contract.

- Process all Student Employment contracts and forward them to the Payroll Office for processing.

- Maintain Job Location and Development (JLD) job postings on the JobHawk website for all students that are seeking jobs outside of UMLs student employment programs.

- Update the Student Employment webpages periodically to be sure information is accurate.

- Notify students periodically when they are close to earning their award.

- Conduct annual and supplemental training programs, or informational meetings for department supervisors.

- Assist supervisors and students when employment problems arise.

- Notify students, supervisors and the Payroll Office when a change has been made to a financial aid package that affects a work award.
The Job Location and Development (JLD) Program

The Job Location and Development Program (JLD) aids University of Massachusetts Lowell students in their search for part-time off-campus employment. The JLD Program offers a variety of employment opportunities, which coincide with students’ educational studies. These jobs are available to any degree-seeking UMass Lowell student regardless of their financial aid eligibility. International students on a J1 or F1 visa cannot obtain employment through this program.

Steps to follow in obtaining a job in the Job Locator program:

1. Search available jobs posted on JobHawk www.uml.edu/jobhawk.

2. Apply to jobs that interest you by clicking the “Apply for Job” button in JobHawk.

3. The Student Employment Office staff will email you the employer’s contact information and complete job posting details for the jobs you have chosen.

4. Contact each individual employer to inquire about their current opening and to set up interviews.

5. Notify the Student Employment Office when a job has been secured.

6. If you have questions about JLD, please feel free to contact us by email at student_jobs@uml.edu.