Annual Update Guide

# Purpose:

This document is intended to provide an overview of the new initiatives, changes to program and policy, software changes, new features offered as part of the WS program at UNC. The document also offers an overview of those items supervisors most submitted inquiries about or overlooked during the completion of their duties during the 2018-19 academic year.

# Part 1: New Initiatives

This section contains information regarding updates to the program for the 2019-2020 academic year.

## Job Submission Deadlines

* Federal Work-Study Jobs for the Fall '19/Spring '20 semesters may be posted starting on or about June 1st.
* Carolina Works Jobs for the Fall '19/Spring '20 semesters may be posted starting on or about July 10th. This later start date is due to the Summer CW program being active in JobX through 7/10.
* July 3rd is the priority posting date for Federal Work-Study Jobs in 2019-20. Jobs submitted after this date may not be visible to students in JobX when the system opens to applicants and are not eligible for the Early Rehire Process.
* July 19th is the priority posting date for Carolina Works Jobs for 2019-20. Jobs submitted after this date may not be visible to students in JobX when the system opens to applicants and are not eligible for the Early Rehire Process.
* September 13th is the last day to submit a new job posting or modification for all Fall & Fall/Spring positions. This includes altering the number of vacancies offered for a position.
* February 28th is the last day to submit a new job posting or modification for Spring 2020.
* Information regarding Summer work-study postings will be relayed through the WS Supervisor Listserv early in the Spring 2020 semester.

## Wage Match

* Beginning with the 19-20 Academic Year, all work-study positions will be moving to an employer wage-share model.
  + For Federal Work-Study positions, employing departments will be responsible for 15% of students' gross wage earnings.
  + For Carolina Works positions, employing departments will continue to be responsible for 50% of students' gross wage earnings.
* The Office of Scholarships and Student Aid will continue to supply 100% of each student's up-front wage earnings through designated work-study funding sources.  Students should continue to be paid exclusively from the FWS/CWS funding source indicated in their hiring email from JobX.
* The employer portion of each student's earnings will be collected through Customer Billing Management (CBM) following reconciliation and invoicing of payroll data.

## **Customer Billing Management (CBM)**

* Following reconciliation of each pay period, the Work-Study Team will generate an invoice containing the department's wage share of each employed student's earnings for that pay period.
* The Work-Study Team will then upload the invoice file to CBM where it can be viewed by the employing department's business office.  The Work-Study Team intends to complete this reconciliation process within two weeks of disbursement (schedule [here](https://finance.unc.edu/departments/strategic-sourcing-payment/payroll/schedules/)).
* Invoice files in CBM will be automatically processed on the 14th of each month using journal source code "FWS" for Federal Work-Study earnings and "CWS" for Carolina Works earnings.
* Departmental business managers will have until the 21st of each month to adjust the funding source used to pay the invoice.  Business managers may also set a default funding source at any time in CBM, negating the need for this monthly adjustment.
* Please indicate you have read this section by selection option b below.
* **NOTE**: Because HR's pay schedule for SHRA employees is on a biweekly basis and CBM runs on a monthly basis, the number of files processed each month will vary between 1 and 3.  Data in the file can be used to determine the student and pay period represented in the invoice.

## Carolina Works

Thanks to private donations, OSSA is able to provide a 2019-2020 Carolina Works (CW) program, offering work-study jobs to a limited number of students previously ineligible for Federal Work-Study.  Carolina Works will provide opportunities for students to participate in the same jobs as FWS students, and allow students to reduce their loan debt by working their way through college instead of borrowing.

Supervisors wanting to participate will need to create job openings specifically for Carolina Works participants by creating positions with the Job Type of "Carolina Works" in JobX.  The JobX system will automatically limit applicants to CW participants.

Any Fall/Spring funding remaining at the end of the Fall/Spring term will be utilized to fund a Summer Carolina Works Program.  This program is separate from Fall/Spring (i.e. Fall/Spring students are not automatically eligible to participate) and operates under different regulations and timelines.

### Major Benefits of Carolina Works Include:

### Providing a 50% wage subsidy to students previously unable to participate in a work-study program, allowing employers who previously paid 100% of wages to now pay only half.

### Allowing employers to create positions that allow virtual work, driving, and other tasks prohibited by federal program regulations

### Funds the operation of a summer program, allowing employment opportunities at a time when FWS funding is exhausted for the academic year.

## **2019-2020 JobX Updates**

### **Wage Evaluation**

### In previous years, wage rates for positions were set by the employer and confirmed or updated by the WS Team.  Moving forward, all wage rates will be automatically set by JobX based on input from the job creator.

### When creating/updating a position, users must answer 12 questions corresponding to the program wage determination rubric.  JobX will automatically calculate the appropriate wage rate based on the outcome of the assessment, and provide this information to the job creator.

### This system ensures alignment of job duties/requirements with the appropriate pay level for all positions.

Skills & Learning Outcomes**\***

* As part of the University's efforts to assist students in connecting their work-study job with professional skills development, JobX postings now allow supervisors to highlight the skills and knowledge learned in each position.
* Supervisors are required to select three or more job skills when creating a position; an updated list of the skills for 2019-2020 can be found on the [WS Supervisor Resources page](https://unc.studentemployment.ngwebsolutions.com/Cmx_Content.aspx?cpId=7).
* Students will be evaluated on the development of these skills as part of a semesterly review process.
* University Career Services (UCS) will assist students with translating these skills into updated resumes, cover letters, and interview skills via individual counseling or group workshops.
* Supervisors are strongly encouraged to direct students to visit UCS following each semesterly evaluation.

**\***The inclusion of skill-development information in both JobX and on evaluations is part of a partnership between OSSA & University Career Services to connect the work students do through the work-study program with their post-college job search and employment skills.  These updates allow UCS counselors to better serve our students with respect to developing resumes, defining career paths, and much more.

## Early Rehire Program (ERP)

Students who returning to a previously-held role for 2019-2020 can be hired starting July 22nd through the Early Rehire Program; this occurs before the official July 24th system opening. To qualify a student for this program, WS Supervisors must:

* + 1. Receive written confirmation from the student that they intend to return to work for the department in the 2019-20 academic year. The role must be substantially similar to a position the student previously held.
    2. Submit a job posting prior to the priority deadline (7/3 for FWS & 7/19 for CWS).
    3. Submit the student's name, PID, and JobX JobID before July 19th to the survey link provided in the hiring email. (Note: Jobs approved after the priority date will not receive this link)
    4. Notify the student that they will need to file an application for the position in JobX between July 22nd & 23rd.
    5. Hire the student and close the position (if all vacancies are filled) before 7/24.

# Part 2: Notable Reminders

This section contains information regarding items that supervisors asked the most questions about during the 2018-19 academic year or missed during the performance of their duties.

## Applicant Notification

Supervisors are required to respond to **all** job applicants, not just those selected for interviews/hiring. Responses can be delivered via JobX messaging, email, phone, etc., but all applicants should be notified in a timely manner whether they will be advanced in the job search process so that they can decide whether to accept other positions, submit additional applications, solicit help with the job search process, etc.

We highly recommend providing an estimated time frame of your application review process to each applicant shortly after receiving their application. Responding to all applicants helps students know how to spend their time in the application process and saves you time responding to students requesting more information regarding your hiring timeline.

## Hiring Email

* Hiring emails in JobX contain information needed by HR to add a student employment record in Connect Carolina.
* Hiring emails are a one-time opportunity and can not be repeated or replicated! If the system times out, the option to generate the email isn't utilized, the back button is used mid-process, or the email generation protocol is not followed, this email can not be generated.
* Please be sure to follow the email generation protocol outlined in training!
* Adding your HR Officer/Shared Services Center's email in the "cc" field in JobX during hiring email setup will provide all of the information needed to hire the student in Connect Carolina.

## Interviewing

* All new hires and rehires moving to a substantially different position must complete an interview before being hired in JobX.
* Students returning to substantially similar position can be exempted from this process if the hiring supervisor chooses to waive the interview.

## Hiring

* Students should not be hired without receiving and accepting a job offer.
* Submitting an application in JobX does not constitute acceptance of a job offer.
* Supervisors must provide job offers and receive confirmation of acceptance before hiring students in JobX. The offer and confirmation can be written, electronic or verbal.

## Onboarding

* After the hiring process, the WS supervisor for the position must ensure that the student has completed the following processes before the student can begin work:
* Complete the WS Student Training Quiz in Sakai and provide the WS Supervisor with documentation (print or email) that they have received a score of 100%
* Met with HR to complete the I-9 Verification process.
* Met with HR to complete federal/state withholding forms and direct deposit enrollment
* During the first day of work the supervisor must meet with the student to complete onboarding. This includes, but is not limited to:
* The WS Supervisor reviewing the semesterly evaluation form with the student (found on the Supervisor Resources Page).
* Reviewing, writing down, and providing the student with a copy of their goals and expectations from the evaluation form.
* Ensuring the student completes TIM training (found here).
* Creating a work schedule for the student
* Reviewing sign-in/sign-out protocols
* Providing the student with access to any additional required training required for the specific position (e.g. confidentiality training)
* Reviewing the duties of the position with the student.

## Approved Working Times & Dates

* Students are required to meet with a registered WS Supervisor at the beginning and end of each shift to sign in and out of work.
* Students can not work in the absence of a registered WS Supervisor. If only one supervisor is listed on the position description in JobX and that person is absent, the student is not allowed to work through the WS program.
* FWS Students are not allowed to work virtually/remotely.
* Students can work without constant, in-person supervision after signing in for work with a registered WS Supervisor; students must be able to reach a registered WS Supervisor at all times while working.
* Students can work during holidays within the Fall & Spring Semesters provided a registered WS Supervisor is present and also working.
* Students can work any time of the day and day of the week (e.g. 2-3 AM Saturday).
* Students can not work more than 20 hours per week during the Fall/Spring terms.
* Students can not work during University closures for inclement weather, regardless of whether a WS Supervisor is present, if conditions present a hazard to students.

## Wage Monitoring and Overearnings

* Students are not allowed to earn more than their work-study award (an overearn)
* Students and Supervisors are jointly responsible for ensuring the student does not overearn their award.
* Supervisors are responsible for paying all wages in excess of the student's work-study award.
* Students and Supervisors can use the Time Record Log (found here in the Tools section) to monitor student earnings.
* Students and Supervisors can access the student's award and earning information on JobX.
* Supervisors who do not pay back overearnings are not eligible to participate in the work-study program in the following year.

## Supervision

* Each position can have only one primary supervisor
* Each position may have an unlimited number of secondary supervisors
* Secondary supervisors are able to fulfill all of the same duties as a primary supervisor but do not receive all position-specific communications.
* It is a best practice to have at least two supervisors (one primary and one secondary) assigned to each position.
* Having multiple supervisors attached to a position will allow a student to work even if one supervisor is unavailable

## Supervisor Resources Webpage

* The WS Team has developed a number of helpful resources based on feedback from supervisors in previous years; these resources are all accessible at the Supervisor Resources Page.
* Resources on this page include a series of video trainings regarding common WS processes, a spreadsheet to assist you in tracking wages to avoid overearnings, copies of the semesterly evaluation form, and much more.
* Please click on the hyperlink above and bookmark this page. Also, select d below to indicate you have read the information on this page