Handbook for University Academic Service Supervisors at Tennessee Tech University

Prepared by

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Introduction

Dear Supervisor,

The Office of Scholarships would like to express our gratitude for your participation in the University Academic Service (UAS) program. It's because of your participation that we are able to employ many talented Golden Eagles each year. Our campus job opportunities allow our students an opportunity for career, social, personal, and educational growth.

The Handbook for UAS supervisors has been created to help you understand the UAS program and to help us better manage the program. We hope that you will take the time to read this handbook that has been prepared to better acquaint you with the UAS program requirements.

By understanding the goals of the UAS program, we hope that you will value being a part of this team. We encourage you to show your TECH pride by actively supervising your students and giving them real-life work experiences. With your cooperation, the goals of the university's Strategic Plan will be accomplished. We value your service to this university and to our Golden Eagles.

Best wishes for a successful work year!

Wings up,

The Office of Scholarships

What is University Academic Service (UAS)?

Some university scholarships or grants require students to work a certain number of hours each semester at an on-campus department or in the community. University Academic Service (UAS) hours are intended to be first and foremost an educational benefit for students. Service hours enhance career readiness by providing students an opportunity to learn job skills, gain resume experience, and build professional relationships with TN Tech faculty and staff.

We seek to provide our UAS students with:

- Opportunities for Career Development
- Opportunities for Personal and Professional Growth
- An Environment to Serve Others

Who is Eligible for UAS?

Eligibility requirements for UAS scholarships may vary depending on the year when the student was awarded as an incoming freshman. Typically UAS scholarships are awarded on the basis of a combination of academic merit and financial need. The following scholarships have at some point in time carried a UAS requirement:

- University Academic Service Scholarship
- High Flyers Scholarship
- Golden Opportunity Grant
- Maude E. Reist Memorial Endowed Scholarship

Because University Academic Service hours are a **requirement** of a scholarship, students **must** be provided every opportunity to complete their hours each semester. If a student does not apply for any jobs, the Scholarship Office will work with supervisors with available openings to ensure all students are offered at least one job at the beginning of the academic year. It is up to the student to accept a job offer and actually work their hours.

Renewal, Probation, and Cancellation of UAS Scholarships/Grants

Students who have been awarded a UAS scholarship or grant will be made aware of the renewal requirements for their particular scholarship or grant based on the year they were initially awarded. Typically all UAS students are required to maintain continuous, full-time enrollment and must meet a particular GPA requirement at a certain benchmark, in addition to completing their required number of UAS hours each semester (typically 55 hours).

If a student fails to maintain continuous, full-time enrollment (withdraws from the university or falls below 12 hours), their scholarship will be cancelled immediately. If the student fails to complete their required UAS hours or meet the GPA requirement at the designated benchmark, they will be placed on scholarship probation for the following semester. Students are limited to one probation semester only. If the student fails to meet any scholarship requirement at the end of their probation semester or at the end of any semester thereafter, their scholarship will be cancelled.

Scholarship Request for Exception

Any student wishing to request an exception to a scholarship requirement may submit a Scholarship Request for Exception form. These requests are considered on a case-by-case basis and may be either approved or denied. The University Scholarship Policy (No. 1204) states that the Appeals Committee has up to 30 calendar days to return a decision, although the typical turnaround time is one to two weeks. Students who are unable to complete their UAS requirement due to major illness or some other form of hardship are encouraged to submit a Request for Exception form.

Exemption for Academic or Co-Curricular Activities

Certain activities are considered sufficiently academically enriching to substitute for the university academic service requirement. If a student is participating in any of the following for an entire semester, they will be exempt from service hours. Students should always check with the Scholarship Office prior to the semester in question to ensure they have taken all of the steps necessary to be considered exempt.

Automatically Exempt

- Co-op
- Study abroad
- Student teaching (Education majors) ○ Full Residency students will be exempt from service hours
- Nursing clinicals (Junior and Senior level)

Exempt with Request for Exception

- Internship*
- Social work practicum

*Students will be required to submit a letter from the internship organization certifying the start and end dates and weekly hours to be worked.

Financial Aid Awards/Revisions/Increases

Students' awards are limited based on their cost of attendance (https://www.tntech.edu/financialaid/cost.php). The Office of Financial Aid is required to prioritize free financial aid; grants and scholarships without a service requirement have first priority, while UAS has second priority. A UAS award may decrease at some point during the academic year because students become eligible for grants or scholarships. If a UAS award is decreased, the required number of service hours will be decreased proportionately. Supervisors and students will be informed as soon as possible when these changes occur.

Steps to Hiring UAS Students

- Complete a Job description and post on the Student Job Portal (SJP).
  - Instructions for how to use the Student Job Portal.
- Review the applications of students who applied for the job posted in the SJP.
- Select applicants for possible interviews or complete and submit a hire request to the Office of Scholarships for approval. We strongly encourage interviewing student applicants if your department has specific concerns or requirements for the position you list.
- UAS students **do not** need to complete I-9, W-4, or direct deposit forms.
- The Office of Scholarships approves the hire request and the student has the option to either accept or decline the job offer in the Student Job Portal.
- Once the student has accepted, the supervisor and student receive an email stating they can begin working. We ask students to decline all other job offers, once they have accepted a position in the Job Portal.

Submission of Timesheets

For each day your student works, they must clock in and out of their shift utilizing the Student Job Portal. If a student misses a clock-in/out or needs to correct an incorrect clock in/out, they must request for the supervisor to make the correction.

Additionally, supervisors can view their student workers' timesheets at any time by logging in to the Student Job Portal. It is strongly advised that all supervisors continue to monitor their students' timesheets throughout the academic year to make sure they are accurately recording their time and clocking in/out of work as required. If you notice discrepancies in a timesheet, you may request they submit it to you temporarily in order to make the correction. It is recommended that you check for and resolve timesheet inaccuracies frequently and throughout the year to ensure student reported time is accurate.

The student is required to submit their timesheet for approval no later than midnight on the last day of final exams each semester. The supervisor is responsible for reviewing and approving the timesheet by midnight on the day after final exams. The supervisor will have the ability to edit once the timesheet is submitted by the student. If a timesheet was not maintained and therefore did not report accurate hours, this may result in the student working more hours than required or nor receiving credit for completing their requires hours. We will send a reminder to both supervisors and students to complete timesheets at the end of each semester.

Supervisor Responsibilities

By posting a job and submitting a hiring request for a UAS student, supervisors agree to the following responsibilities.

- Must comply with the university's policy on Equal Opportunity and Sexual Harassment.
- Must comply with Title I of the Americans with Disabilities Act, which prohibits employers from discriminating against a "qualified individual with a disability" in all aspects of employment, including application for employment procedures, hiring, compensation, training, discharge, and benefits. Please visit Policy Central for more information.
- Must provide UAS student workers with reasonable opportunity to complete their required hours for the entire duration of their hire term. Hire terms are to encompass both the fall and spring semesters unless the nature of the job dictates otherwise.
- Must monitor total hours worked each semester to ensure the student is not exceeding their requirement.
- Must establish a work schedule with the student and explain the purpose/role of the job and general qualifications at the beginning of a student's employment within your department.
- Must be accountable for the accuracy of the student's timesheet records. We highly suggest supervisors log into Student Job Portal to monitor hours on a weekly basis.

Conditions of Employment

A. In order to be eligible for the UAS program, an office or department must have at least one paid faculty or staff member and regular staffed office hours. Student organizations (clubs) may not be used to satisfy UAS requirements.

B. Awards are established for 4-6 hours a week in order for the student to work throughout the term. If a student and the supervising department agree, a student may be allowed to work additional hours as long as they are eligible to do so and it does not interfere with their scheduled class time. This would result in the student satisfying their requirement more quickly and finishing their hours earlier in the term.

C. If a student completes their required hours for the fall term, they cannot begin working towards their spring UAS requirement early. However, they may continue working for the remainder of the semester through Federal Work Study (if applicable) or as a regular part-time employee paid through the department budget.

D. Under no circumstances should a student exceed 29 hours per week. If a student is working six hours or longer, they are required to take at least a 30-minute break during their shift. Students and supervisors must consider how the combination of work and study hours will affect their health and academic progress when making their schedule for each term.

E. A student generally should not be allowed to work when there is not a designated supervisor (paid university employee) present. A supervisor may make arrangements, at their discretion, to allow students to work remotely when circumstances require. The supervisor is responsible for verifying completion of assigned tasks. By approving the student's time sheet, the supervisor affirms that the student did in fact work all times indicated.

F. Students can only be employed in one UAS position at a time; however, the student may hold another non-UAS job (Federal Work Study or regular paid) in the same office/department or in a

different office/department. Completion of UAS hours should be prioritized over other job types as this is a requirement of their scholarship or grant.

G. Students may not work during their scheduled class periods. However, unlike Federal Work Study, student may work if classes are cancelled, given early dismissal, or are considered Hybrid classes at the discretion of the supervisor. The supervisor is responsible for ensuring that a student is not missing class to work.

H. Replacement is interpreted as displacement. Replacing a full time employee whose position was eliminated (for any reason) with a UAS student employee is prohibited. The UAS program is an educational benefit and not intended to provide a short staffing solution.

Failure to adhere to the Conditions of Employment may result in your office/department losing the ability to hire and employ UAS students.

Confidentiality of Student Records and FERPA Compliance

The Office of Scholarships will follow the Confidentiality of Student Records and FERPA Compliance Policy 1206. To see the policy, visit Policy Central. The requirement of a signed confidentiality agreement is up to the discretion of each individual office. All compliance forms and records are to be maintained by each office as well.

Cell Phone Use and UAS Employees

When it comes to supervisors texting student workers, the Office of Scholarships suggests evaluating whether there needs to be a record of the conversation – either for legal reasons, or record keeping purposes.

Texting can open the university up to various legal issues, so supervisors need to be cautious. Because text messages can be deleted, supervisors have a duty to preserve text messages related to work.

UAS and COVID 19

The UAS program will adhere to policies set forth under Return to Tech. It is up to each individual to adhere to the necessary COVID 19 policies set forth by their individual department. The Office of Scholarships is not responsible for COVID guidance as it applies to students or campus.

Policy on Nepotism

The Office of Scholarships will follow the policy of nepotism set forth by Human Resources. The nepotism policy is designed to prevent occurrences whereby relatives who are employees of the university are in direct supervisory line with respect to each other. In order to guard against these practices the university prohibits university full-time/ part-time students or temporary employees who are relatives from being placed within the same lines of supervision where one relative is responsible for supervising the job performance or work activity of another relative. For the purpose of this policy, a "relative" means a parent, parent-in-law, child, spouse, brother, sister, grandparent, grandchild, spouse, son-in-law, brother-in-law, daughter-in-law, sister-in-law, or other family members who reside in the same household. To see the complete policy of nepotism, visit Policy Central and Policy No. 685.

Evaluations and Feedback

Our students come to us from a wide variety of backgrounds and prior work experiences. Supervisors should not assume that student workers will start out with any particular set of skills or understanding of office culture and professionalism. The purpose of the UAS program is to afford students the opportunity to learn these things in a supportive environment. Supervisors should provide evaluations and feedback on an ongoing basis. Students may be counseled about areas where work is above average and where work improvement is needed. Open lines of communication between the supervisor and the student play an important role in the success of the UAS program.

Performance factors that may be addressed either by evaluation or feedback are as follows: Quality of Work (accuracy, timeliness, neatness and thoroughness), Quantity of Work (productive output), Dependability (follows instructions, shows good judgment, punctuality and attendance), Compatibility (attitude toward the university and supervision, cooperation with fellow employees and faculty). Should there be any major performance issues, please document all conversations and forward onto the Scholarship Office as soon as possible. This allows the Office of Scholarships to try to resolve any issues prior to the loss of the UAS student worker.

Please email studentjobs@tntech.edu for a student worker evaluation form to be used if your department does not already have one in place.

New Placement and Resignation (Initiated by Student)

All UAS placements are effective for the duration indicated on the Student Job portal hire request (typically the entire fall and spring semester). By submitting a hire request, the supervisor agrees to provide the student with the opportunity to work for the entire duration of the hire. By accepting the job offer, the student agrees to work for the entire duration of the hire.

In order to be considered for a new UAS placement, a student must secure written authorization from both the current supervisor and the new supervisor and submit this to the Scholarship Office. Students should offer to give reasonable notice (usually two weeks) to their present supervisor if possible. This courtesy of advance notice will allow the supervisor time to adjust working schedules and attempt to secure a replacement.

Please note that job postings are based on an entire award year. **Should a student choose to resign, that does not guarantee additional availability for transfer to another department or guarantee the department will receive an additional student to fill their recently vacated position.** Supervisors will need to work with The Office of Scholarships to post, hire, and fill the vacant position.

Discharge/Termination (Initiated by Supervisor)

If a student fails to meet the requirements of his/her position as the UAS student worker, the student's supervisor must continue to offer the student a reasonable opportunity to complete their required hours for the duration of the hire. At no point may a supervisor or department deny the UAS student the right to complete their UAS requirement due to performance factors.

In serious cases, the supervisor may terminate the hire <u>at the end of the fall semester</u>. The Scholarship Office requires that supervisors **document** discussions with students leading up to possible termination:

- Issue 1- Verbal evaluation/feedback.
- Issue 2- Written notice accompanied by a verbal evaluation/feedback- Supervisor/student signs.
- Issue 3- The supervisor emails student directly (individually) and CC: studentjobs@tntech.edu stating the reasons why they no longer wish to employ the student.

Upon review of the termination request and appeal, if applicable, the Office of Scholarships reserves the right to either:
- approve the termination request, resulting in immediate re-assignment, or
- deny the termination request, resulting in allowing the student to continue to work in the original UAS assignment for the remainder of the hire duration.

If the student wishes to appeal the supervisor's request for termination, he/she must submit a letter of appeal documenting the extenuating circumstances surrounding his/her termination to studentjobs@tntech.edu within 14 days of the student receiving a termination memo from the Office of Scholarships. The Office of Scholarships reserves the right to either approve or deny the student's appeal.

A department requesting to terminate their UAS student does not guarantee the department will receive an additional student to fill their recently vacated position. Supervisors will need to work with The Office of Scholarships to post, hire, and fill the vacant position.

Supervisory Changes and Training

Please notify the Office of Scholarships at studentjobs@tntech.edu of any personnel changes as soon as possible. Failure to report changes in personnel could lead to timesheet submission issues and create confidentiality problems. The Department will need to provide the new supervisor(s), location, email and phone number. Also, if your department changes locations on campus, please notify us of your new campus location. Departmental supervisors are not chosen by The Office of Scholarships. Should you have a question on why you are the departmental supervisor, please contact your Department Chair or Head.

Training materials can be found within Student Job Portal and Departmental Supervisor Financial Aid website: https://www.tntech.edu/private/facstaff/financialaid/index.php . As new training materials become available, we will update the above sites. New supervisors should request new user training by emailing studentjobs@tntech.edu and complete training as soon as possible.

TN Tech Counseling Center

These last few years have been trying times for everyone, from a worldwide pandemic to worldwide unrest, but no more so than for our students. Our students are embarking on a new chapter of their lives, most before they are even of the age to vote. They are struggling to cope on many different levels, all the while fighting social anxiety, depression, and suicidal thoughts, from being mildly distressed to clearly unsettled. Part of our jobs as supervisors is to keep an eye on our students, look for signs of concern, and contact them if something seems out of the norm. Below is an excerpt from the TN Tech Counseling Center's website of Signs of Distress or Disturbance to keep an eye out for:

- A student seems excessively tired, anxious, depressed, irritable, angry, or sad.
- You notice marked changes in a student's appearance or habits (e.g., deterioration in grooming, hygiene, marked change in weight, hyperactivity or exhaustion, interpersonal withdrawal,

acceleration in activity or speech, or change in academic performance and classroom participation and/or attendance).

- A student seems hopeless or helpless.
- Use of alcohol or other substances interferes with a student's relationships or work.
- Emotional over-reaction such as spells of crying, outbursts of anger, over-sensitivity.
- Excessive contemplations or worry.
- Thoughts or actions that appear bizarre or unusual.
- Physical complaints of unknown origin (e.g., headaches, skeletal pain, frequent illness).
- Inability to concentrate or focus, persistent memory lapses, restlessness.

If you have a student who misses work a lot, seems withdrawn, or doesn't work well with others, please don't assume they are a "bad" student and write them off. DO NOT BE AFRAID TO REACH OUT. Ask questions, dig deeper. You might just save their life or the lives of others.

TN Tech Counseling Center (931) 372-3331, RUC Room 307 or email them at counsel@tntech.edu

Eagle Eye After Hours Crisis Hotline: (855) 206-8997

If you would like more information about the TN Tech Counseling Center and what is available, what to look for, or how to prepare for different situations, visit their site for workshops, help guides, and more.

In Conclusion

We want you to have a successful experience as a UAS supervisor. Our office is here to support you in your supervisor role. If you have any questions about UAS student employment, please contact the Office of Scholarships at 931-372-6159, email us at studentjobs@tntech.edu or visit us at Jere Whitson Building, 3rd Floor, Room 301.

All questions regarding Federal Work Study (FWS) students should be directed to The Office of Financial Aid at studentjobs@tntech.edu or 931-372-6733.