

PSWSP PARTNER HANDBOOK

*American University
Public Service Work Study
Program*

**2020-
2020**

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PROGRAM OVERVIEW

American University's [Public Service Work Study Program](#) (PSWSP), which is funded by the U.S. Department of Education's [Federal Work Study Program](#), allows AU students to earn their Federal Work Study awards by working with non-profit and government agencies throughout the Washington, D.C. area. PSWSP is a win-win for students, partner organizations, and the area residents they serve.

Partner organizations cover a broad range of non-profit and government agencies involved in human rights, education policy, community development, social services, sustainability, the arts, and more. Organizations benefit by fortifying their staff with talented student employees at only a fraction of the cost.

Students gain substantive work experience and earn Federal Work Study awards as part of their financial aid packages, with the added benefit of flexible work hours. While developing professional and practical skills, students also make a positive impact on local communities.

PARTNER ORGANIZATIONS

Responsibilities and Expectations

Participating organizations agree to:

- Recruit, interview, and extend job offers to students who are eligible to participate in PSWSP, immediately notify the Student Employment Coordinator and/or the Program Assistant of any offers made, **and ensure that students complete the University's hiring process with the Student Employment Coordinator and/or the Program Assistant before reporting to work;**
- Establish work schedules with students that do not exceed 20 hours per week during the academic year (Fall and Spring), and 40 hours per week during the Summer;
- Provide students with suitable work spaces; ascertain suitability and access to workspace in the event of a remote position.
- Designate a primary time sheet approver who will verify hours worked by students and sign e-time sheets according to the University's biweekly payroll calendar;
- Ensure student time sheets are signed on time regardless of supervisor absence or technical difficulties;
- Designate one full-time staff member who is responsible for directly supervising students. If this supervisor is not the primary e-time sheet approver, s/he must provide the time sheet approver with written verification of the hours worked by students each week;
- Communicate in a timely manner when student supervisors and/or time sheet signers change;

- Normally partners would reimburse American University for 25 percent of students' wages up to the total amount of students' Federal Work Study awards. For the 2020 –2021 **academic year** only, not the summer 2021, FWS wages will be paid 100% with Federal funds. Once students have earned their full awards, the organization may choose to retain them and pay 100 percent of their wages;
- If students work past the end of their awards for any reason reimburse American University for 100% of overage.
- Submit invoice payments in a timely manner;
- Monitor access to AU Portal and make necessary contact with AU's OIT to fix access problems;
- Maintain regular and open communication with American University's PSWSP Student Employment Coordinator and Program Assistant.

Cost Sharing and Invoices

Partner organizations are usually responsible for covering 25 percent of a student's wages up to the total amount of the student's Federal Work Study award, while American University covers the remaining 75 percent. However for the academic year 20-21 (Fall and Spring semester) AU will be paying FWS wages using 100% Federal Funds. During the summer 2021 the cost share will revert back to normal.

Organizations receive invoices for their share at the end of each semester (Fall, Spring, and Summer). Organizations usually pay an average of \$500 per student during the academic year and \$1,200 per student during the summer. Actual totals will vary, depending on students' hourly rates and hours worked. This year for Fall and Spring the invoices will only be for overages.

If your student works past the end of their FWS award you must pay 100% of the overage. If your student starts working before their HR paperwork is completed partner orgs are responsible for 100% of those wages.

Invoices can be paid with check or credit card although we strongly encourage setting up and Electronic Funds Transfer.

Checks should be made payable to **American University Public Service Work Study Program** and mailed to:

**Josie Horenstein
American University Career Center
Butler Pavilion, 5th Floor
4400 Massachusetts Ave NW
Washington, D.C. 20016-8011**

To pay with credit card, contact Josie Horenstein at 202-885-1804.

Paying by wire transfer/direct deposit often results in lost checks please contact Josie directly to initiate these.

Organizations that fail to pay or make late payments risk being sent to collections and banned from the program.

Resources

Online information about PSWSP can be accessed at:

<https://www.american.edu/careercenter/employers/Recruit-FWS.cfm>

Other important resources and documents for your reference also include:

- [Partner Responsibilities](#)- Outlines partner organizations' responsibilities to Federal Work Study students and American University.
- [Selection and Hiring Process](#)- Step-by-step directions for selecting and hiring students
- [Guide to Approving E-Time Sheets](#)- Step-by-step directions for accessing and approving students' e-time sheets on the American University portal. You can also access a pdf guide to approving e-time sheets [here](#).
- [2020-2021 Key Dates and Deadlines](#)- Lists important dates and deadlines for the upcoming academic year. (Need to update with new once you've approved all changes)
- [2020-2021 Payroll Calendar](#)- Provides American University's biweekly payroll schedule and deadlines for organizations to approve students' e-time sheets.

Required Forms

- Partner Organization Agreement- Outlines the cost-share agreement and your responsibilities as a partner organization. Must be renewed annually.
 - Submit (e-mail) the signed contract to the Student Employment Coordinator or Program Assistant, or mail to American University Career Center, Butler Pavilion 5th Floor, 4400 Massachusetts Ave NW, Washington D.C. 20016-8011
- Job Posting Form- Provides a detailed description of a job position. Organizations must complete a form for **each** unique job position they seek to fill during the semester.
 - Submit the completed form(s) to the Student Employment Coordinator or the Program Assistant.
- AU Credentials Request Form- Must be submitted to ensure the primary supervisor, primary time sheet approver, and alternate time sheet approver all have proper credentials to access and approve students' e-time sheets.
 - Submit the completed form to the Student Employment Coordinator or Program Assistant.
- Public Service Work Study Hire Form- Partner organizations must complete this online form for **each** student hire they make. (Link changes each academic year and summer see link hiring and selection process doc for current link.)

STUDENT RECRUITMENT

Funding and Awarding

American University's Public Service Work Study Program is funded by the U.S. Department of Education's [Federal Work Study Program](#) (FWS). American University's Financial Aid Office, **not the AU Career Center**, determines students' eligibility for these awards. Students with confirmed awards will have access to PSWSP job listings. Individual awards will vary on a case-by-case basis, but awards during the academic year average around \$2000 (\$1000 per semester), while awards during the summer average around \$4,800.

A student is terminated once his/her award has been exhausted. Be sure to track the student award amount and don't let them work past the amount. If a partner organization decides to retain a student after his/her award has been exhausted, the organization becomes responsible for paying 100 percent of that student's wages.

Job Postings and Applications

PSWSP positions will be posted on your behalf to Handshake during open recruitment periods. A call for positions will be sent out to partner organizations prior to the start of each semester. Due to the nature of student FWS awards and the academic calendar, approximate recruitment timelines are:

Fall: Late July - Late September

Spring: December - mid February

Summer: April - May

If you have an available PSWSP job, complete the [Job Posting Form](#) and submit it to the Student Employment Coordinator or the Program Assistant. Complete this form in its entirety for *each* unique position to be filled. Positions that comply with program guidelines will be posted where FWS eligible students can view and apply. Do not interview or make offers to students before your position has been approved and posted.

The hiring manager listed on the Job Posting Form will automatically be notified, via email, when a student applies for a position and will have access to a student's application materials. Partner organizations are then responsible for setting up interviews with students who meet job requirements and qualifications. Contact students in a timely fashion to ensure positions are filled.

Tabling and Info Sessions

Partner organizations can also recruit AU students via on-campus tabling and information sessions. In accordance with [Employer Recruitment Guidelines](#), you may only use AU campus facilities, which are reserved on your behalf by the Career Center, for recruiting AU students for eligible jobs at your organization. Information session room and tabling requests are subject to availability. Contact the Student Employment Coordinator to learn more about how to set-up tabling or an information session.

FWS Job Fair

The FWS Job Fair will take place on August 12th, 2020 from 2:00pm to 4:00pm at American University. This will be an opportunity to actively recruit students from American University to your organization. If you would like to attend this year's fair respond to the invitation sent out or email the Student Employment Coordinator at aubreyh@american.edu.

HIRE OFFERS

Once a partner organization has decided to hire a student, the hiring manager/primary supervisor must complete the [Public Service Work Study Hire Form](#) online. This form must be completed for *each* student hire.

Upon receipt of this form, the Student Employment Coordinator and/or the Program Assistant will work directly with students to complete hiring paperwork. This can take a few days – a week, depending on a student's responsiveness and preparedness. The Student Employment Coordinator and/or the Program Assistant will notify you when the student is officially cleared to work.

When you make your initial offer to the student please make sure you address wages and scheduling.

**Do not allow a student to work until they are officially cleared. If you do so, your organization will be responsible for 100 percent of that student's wages until he/she completes the requisite paperwork.*

***Once a position is filled, notify the Student Employment Coordinator or the Program Assistant so that the AU Career Web posting can be removed.*

SUPERVISING STUDENTS

Though students work with partner organizations, their participation in PSWSP means that American University remains their formal employer. Therefore, the AU Career Center will be their main point of contact regarding e-time sheets, paychecks, ideas about or issues with partner organizations, suggestions for PSWSP, etc. However, partner organizations have certain responsibilities to students they must uphold:

- Partner organizations must provide students with suitable work spaces or in the case of remote positions verify that the student has a suitable work space and that they have necessary equipment. Onsite supervisors for PSWSP should be full-time staff members.
- PSWSP participants are college students first, and work schedules should take into account their academic obligations.
- PSWSP should enable students to put to work what they have learned in class, give back to the public, and familiarize themselves with different work environments. Therefore, participating organizations should ensure a substantive and challenging work environment where students can hone their professional skills and produce

tangible work.

- ☐ One way in which these real world skills and connections to class will be realized is by twice semesterly grow conversations. GROW materials will be provided and we will check to make sure these conversations have happened.
- Open communication is important--- explicitly stating expectations and regularly providing constructive feedback allow students to work towards meeting your expectations.

Students are also expected to act with utmost professionalism while participating in PSWSP (showing up on time, dressing appropriately, completing assigned duties, etc.). Contact the Student Employment Coordinator if supervisory issues involving students arise.

Work Schedules

PSWSP employees are, first and foremost, students. Therefore, work schedules should be flexible enough to accommodate students' class schedules. This becomes especially important towards the end of the semester, when students become busy with final papers, projects, and exams. Organizations should speak with students in advance about their schedules during holiday breaks (i.e. Thanksgiving, Spring and Winter Breaks, etc.) as many students head out of town at these times.

Refer to the [Key Dates and Deadlines](#) for the following:

- *University exam schedule and breaks*
- *When the University is closed, students cannot work.*
- *When the University is open but classes are not in session, students are allowed to work.*

Approving E-Time Sheets

An organization's primary supervisor or time sheet approver must approve students' e-time sheets on a biweekly basis. Refer to the [Payroll Calendar](#) for the official schedule. Biweekly emails will be sent out to both students and organizations as a reminder of upcoming deadlines for signing and approving e-time sheets. Some important notes:

- Students must sign time sheets before the organization approves them;
- Only hours that can be verified should be approved; and
- Reasonable training and travel time (up to 1 hour per day of work) can be paid through FWS. Vacation and/or leave time **cannot** be paid through FWS;
- Check your portal access regularly and communicate early and often about access issues.

CONTACTS AT AU

Contact the Student Employment Coordinator if you come across any issues, concerns, or questions that are not addressed in this handbook.

Student Employment Coordinator
Aubrey Hill

Email: aubreyh@american.edu

Phone: 202-885-1807

Fax: 202-885-1861

Program Assistant

Email: fwsassistant@american.edu

Phone: 202-885-1857

Fax: 202-885-1861

American University Career Center

Email: careercenter@american.edu

Phone: 202-885-1804

Fax: 202-885-1861

*American University Career Center
Butler Pavilion, 5th Floor
4400 Massachusetts Ave NW
Washington, D.C. 20016-8011*

Monday: 9 am – 5 pm

Tuesday: 9 am – 8 pm

Wednesday: 9 am – 8 pm

Thursday: 10 am – 5 pm

Friday: 9 am – 5 pm