Agenda

- Supervisor Role, Expectations, and Best Practices

- Understanding the Job Posting and Onboarding Process

- Supervisor Tools and Resources

- Q&A/Troubleshooting

Supervisor Role, Expectations, and Best Practices

Best Practices for the Supervisor Role

As supervisors, you have a critical role in educating and mentoring students to enable their success on and off the job. The work completed by student employees helps them gain relevant skills and experience, while developing as professionals and other qualities important to their future endeavors. As a supervisor, you should be able to:

- Provide clear communication on expectations and work standards for your organization.
- Ensure your student employees have a proper workspace *(if in-person)* and equipment.
- Provide an initial orientation with ongoing training.
- Make every effort to keep your student employees motivated and engaged with meaningful and productive assignments.
- Create regular check-ins for updates, questions, and continuous learning through consistent feedback.
- Be committed to their professional growth by helping the student to develop a sense of professionalism and giving them opportunities to sharpen their skills.

Supervisor Expectations from the FWS Agreement

- Supervise the student and permit reasonable supervision by a University Rep
- Adhere to bona fide policy
  - Student employees are not to be required to pay for any training or other job-related expenses or onboarding fees
- Review and approve timesheets
- Monitor student hours
  - Allow no student to work more than 19 hours per week over a quarter (term).
  - Allow no student to work during student's class times.
  - Allow student to not work more than 39 hours during winter and spring breaks.
- Reimburse the University between **25%-50%** of the total compensation paid to students. Approved America Reads/Counts tutoring positions will be funded **100%** through Federal Work-Study.

Handshake: What you Need to Know

ALL work-study jobs must be posted on Handshake.

>

Each company can only have ONE employer account per company – tied to company email domain.

>

2 Types of User Accounts

OWNERS

Only ONE owner per company profile. Has ability to manage all other roles and company profile.

RECRUITERS

Full access to post jobs, interviews and events. Does not have access to make changes to company profile.

Handshake: Getting Started

Step 1: Sign up as Employer
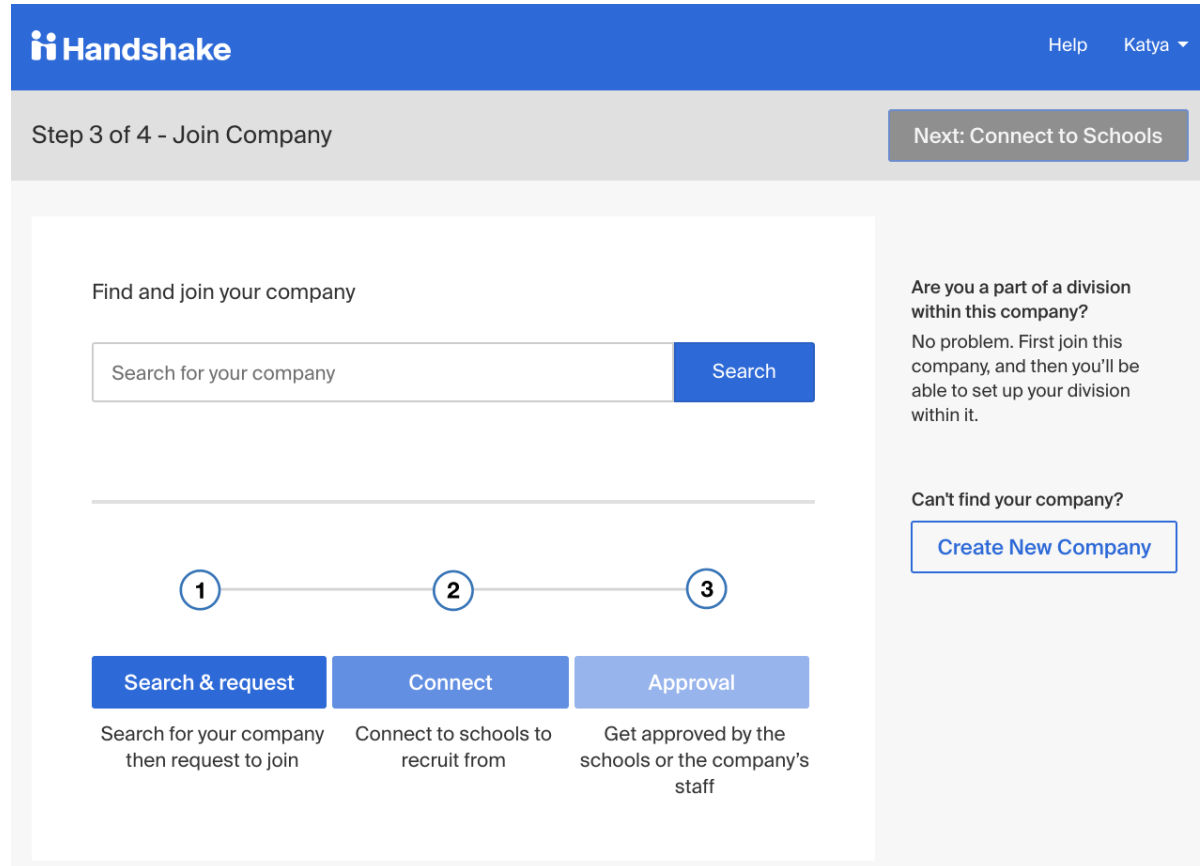
Step 2: Confirm your Email Address
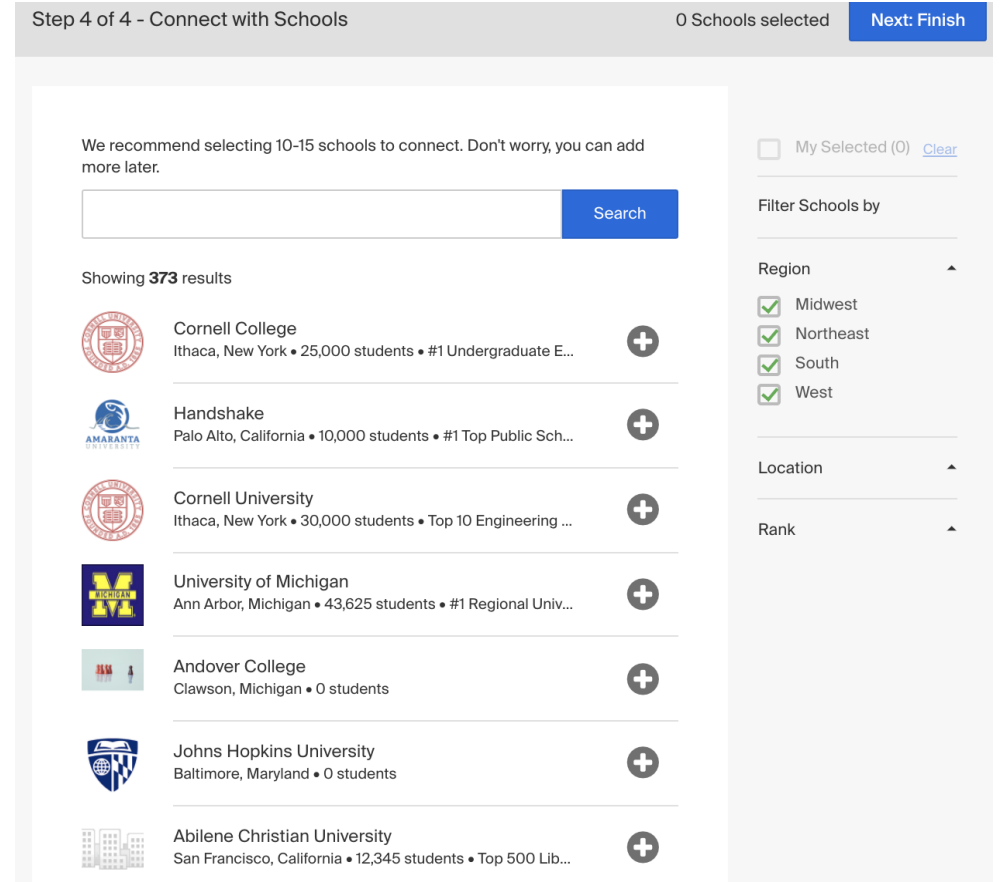
Handshake: Getting Started

https://app.joinhandshake.com/employer_registrations/new

Step 3: Join your Company

Step 4: Connect with Schools

Navigating Handshake

Handshake: Important Tips for Posting your Position(s)

Where should students submit their application?
- ● Apply in Handshake
- ○ Apply through external system

Job title- WS team will review job title and description to add classification.

Job title
WORK-STUDY - O, AVID Tutor (Grades 7-12), Mira Loma Middle School, Jurupa Unified School District

Employer
Jurupa Unified School District 🔒

Job Type
- ○ Internship
- ○ Cooperative Education
- ○ Experiential Learning
- ○ On Campus Student Employment
- ○ Fellowship
- ○ Graduate School
- ● Job
- ○ Volunteer

If you are an off-campus employer, please list as "job."

Employment Type
- ○ Full-Time
- ● Part-Time

Duration
- ○ Permanent
- ● Temporary / Seasonal

Typically work-study positions will be viewable in late-August of the academic year.

Start date
2023-01-03 📅

End date
2023-05-26 📅

Is this a Work Study job?
Work study jobs are for eligible students only.
- ● Yes
- ○ No

For our team to review as a work-study position, it MUST be labeled to correctly route into the review bin.

Apply start
2022-12-01 9:00 am 📅
When students will be able to begin applying to this job.

JOB DESCRIPTION
This must be substantial and detailed.
For America Reads and America Tutors classification, if the job description identifies any subjects outside of the scope, it will not be approved.

Heading 1 ⬍ **B** *I* <u>U</u> A

WORK-STUDY - C, AVID Tutor (Grades 7 [...]
School District

Job Description

The employee will work under the direction of our AVID site coordinators and/or certificated staff member to provide support and foundational skills to students. The AVID college tutors support and guide students through a rigorous 10 step tutorial process in the AVID classroom, that helps the student develop higher levels of critical thinking and processing through their course work. The JUSD AVID program works with MS and HS students that are college bound. As a tutor for the [...]

You can copy and paste a description directly from your website — we'll retain all the formatting.

How many students do you expect to hire for this position?
2

This number can be approximate and will not be displayed to students. If you aren't sure, put 1.

Job location
5051 Steve Street, Jurupa Valley, California 92509, United States

+ add another location

☐ Allow remote workers

Please remain consistent whether the job is virtual. It would also be beneficial to include verbiage of hybrid, in-person, or virtual within job description.

Paid or unpaid?
- ● Paid ○ Unpaid

Estimated pay
Jobs located in California, Colorado, New York, and Washington states (including jobs performed remotely from these states) must include an estimated pay range. Estimated pay ranges for jobs in other states are encouraged.

Show pay by	Amount		Rate
Custom range ⬍	$ 18 USD	$ 18 USD	Per hour ⬍

Per the CA Salary Transparency Law, employers must ensure a salary or hourly wage is listed on all postings. It will not be approved if left blank.

Handshake Resources

- [Creating an Employer Account](#)

- [Posting a Position](#)

- [Employer Owners Tools](#)

- [Sample Job Descriptions for Off-Campus Employers](#)

Remaining Timelines for 2022-2023

Last Day to submit new Work-Study Agreement

Last Day to use Work-Study Funds

April 7

March 1

June 9

Last Day to post Off-Site Campus Jobs in Handshake
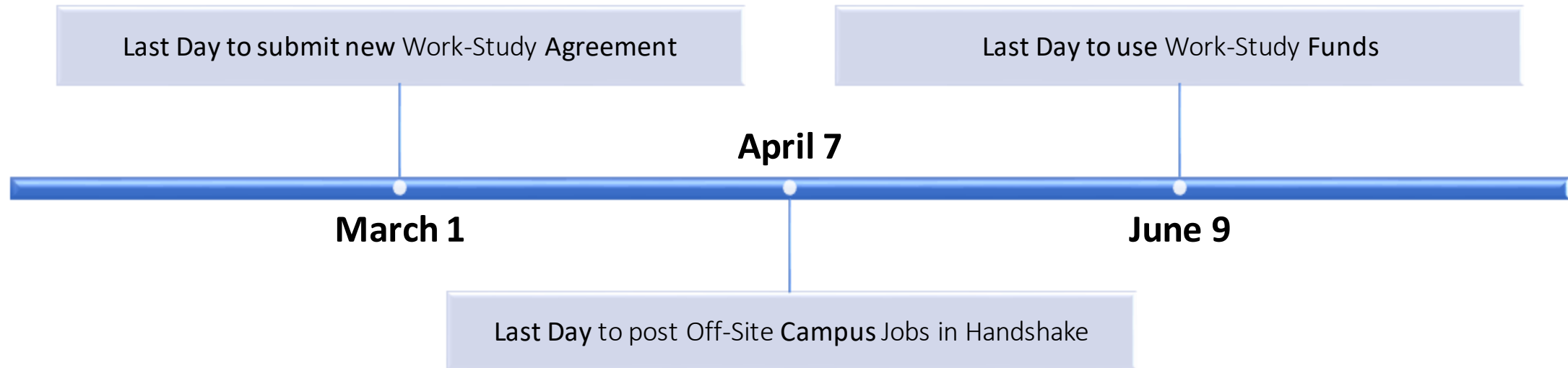
Supervisor Onboarding

NEW: Need to onboard supervisor to approve student timesheets in UCR Time and Attendance Reporting System (TARS)

Non-Profit

- **Identify 2 Supervisors in the Intent to Participate Form, before FWS Agreement sent**
- **Supervisor onboarding starts**

School District

- **Identify 2 Supervisors in the EX B form, sent after FWS Agreement is signed**
- **Supervisor onboarding starts**

Supervisor Onboarding Cont'd

- Only **two** site supervisors allowed

- You may need to coordinate internally with your site on identifying the supervisors

- We are now connecting student employee to site supervisor in our systems

- Changes in staffing? Let us know so that we can fix on our end too!
  - Would need to onboard new supervisor
  - If students are left without a supervisor, **may create a delay in pay**
  - If possible, let us know in advance so that we can plan properly

Supervisor Onboarding

Net ID
- UCR Account Access
- Temporary Password

Verify Access
- Communicate back to Tami
- Troubleshoot system issues

Onboarding
- Time Attendance Report System Access
- Notification will be sent

Start Recruiting
- Post position in Handshake
- Interview and Select
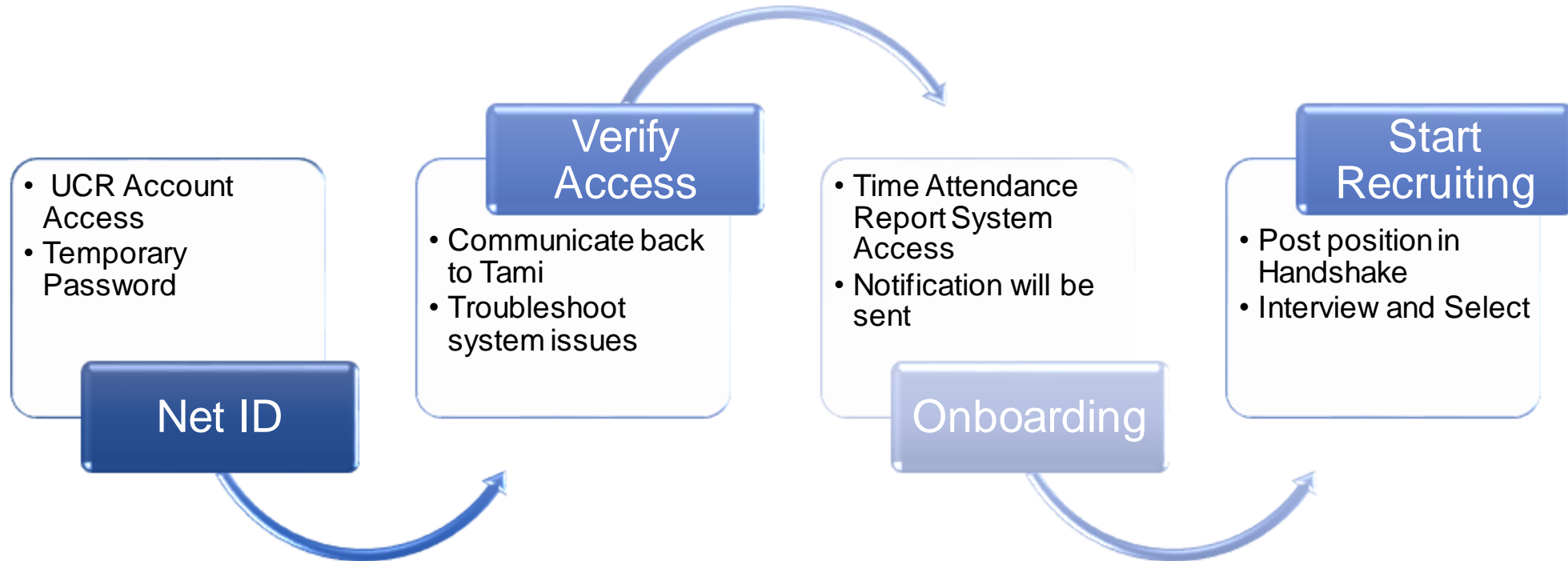
Supervisor Onboarding

After the FWS Agreement is signed, we start the supervisor onboarding process.

1. NetID
   - Process: FA submits ticket for NetID (username) for site supervisors
   - Communication: Tami forwards NetID email confirmation to the site supervisor
   - Special note: It is **VERY time sensitive**. Must log in and set up your account.
     - Has to be used within 7 days. Otherwise, it will expire, and we will need to open a ticket for UCR ITS to help you re-set your account.
   - Timeframe: If a returning site, generally in about **2-3 weeks** from time FWS Agreement signed. If you are a new site, the process can take a bit longer as we have more set up required.

2. Onboarding
   - Process: FA submits ticket for access to UCR system
   - Communication: No communication to supervisor at this point
   - Timing: About 2 weeks

3. Onboarding completed
   - Process: Ticket is processed. Onboarding is completed and access is provisioned.
   - Communication: FA to send out email to supervisor explaining onboarding is completed, with some links to resources re: pay periods, timesheet system

Supervisor Onboarding Completed Email

UCR Federal Work-Study Supervisor Setup Completed

Tami E Disney 🔗
To: ▬▬▬▬▬▬▬▬
Cc: Wrkstudy

Wed 1/11/2023 8:32 AM

Dear UCR Federal Work-Study Supervisor,

You are now officially set up to approve timesheets for your future work-study students.

As a supervisor, you will now have access to a UCR email account and the UCR Time and Attendance Reporting System (TARS). Every two weeks you will be informed via emai l that a timesheet is ready for you to review. This email will be sent to your "UCR email" but we recommend that you forward those system generated emails to your professional work email. We will also send reminder emails.

In addition, we have included some documents in this email to help you understand your new role:

1. Supervisor Timesheet Guide - How to approve timesheets
2. Work-Study Payroll Calendar - Pay periods and due dates
3. Student Timesheet Guide - How a student submits a timesheet (for you to share with your student if needed, they will get a copy of this as well)

Please note: Your access to UCR TARS is also dependent on whether you were able to finish setting up your account. The temporary password that was provided is only live for 7 days. Once those 7 days expire, the password will not work. Please let us know if you were not able to finish setting up your account, we will need to work with our IT department to reset it for you.

We hope you find this information useful. We will be available should you have any questions for us now or during the timesheet approval periods.

Thank you,

Tami

UCR Federal Work-Study Program
Financial Aid Office

Student Onboarding

Student Employment Contract
- Initiated by Student after position is offered
- DocuSign

Onboarding
- Hiring Documents and I-9
- Student must be responsive

Letter Clearance
- Approx 3 weeks
- Notification will be sent to Student and Supervisor

Start Working
- Verify Timesheet
- Payroll Cut Off Date
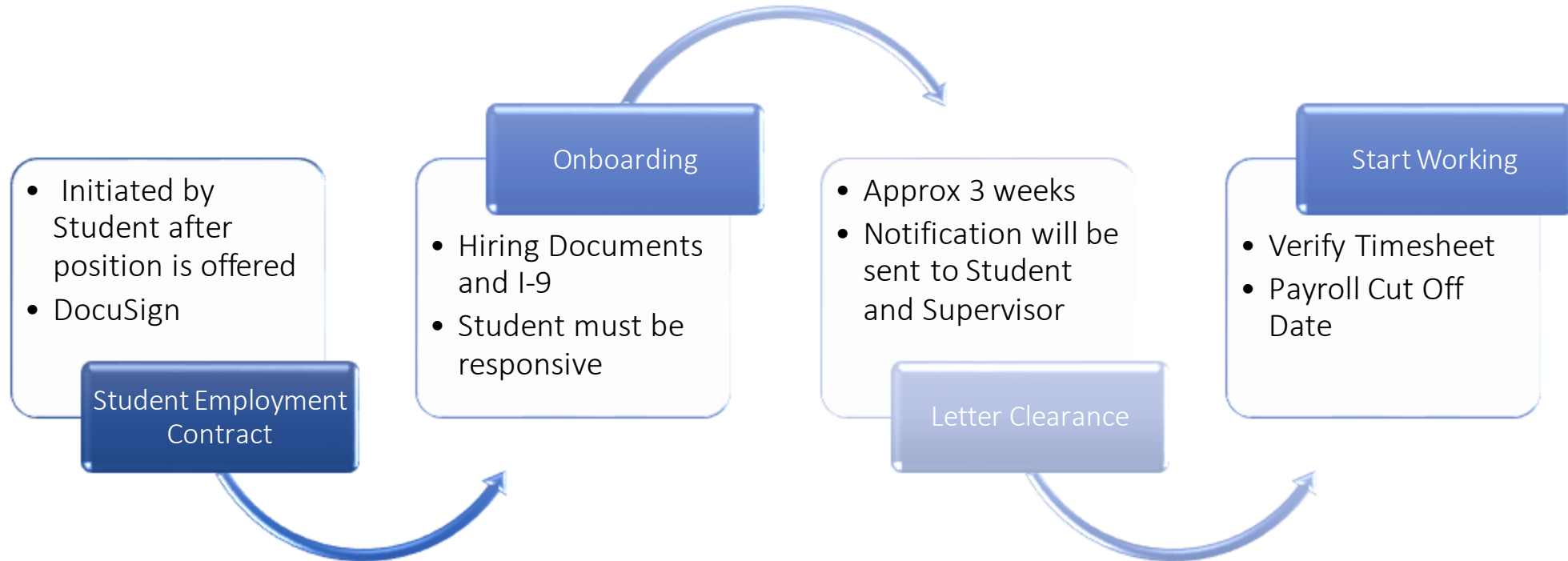
Student Onboarding

After FA receives the Student Employment Contract, we start the student onboarding process.

1. Submit onboarding ticket
   - Process: FA submits ticket for student to get onboarded in the UCR personnel system. This is in partnership with a unit in our division called "Workforce Administration."
   - Communication: Student will receive an onboarding packet via DocuSign from Workforce Administration. It will explain to student what action they need to take in addition to filling out the packet.
     - Student may need to schedule an appt to present their I-9 documents (eligibility to work in the US)
   - Special note: Students may delay this process if they miss their appointments and/or don't have the correct documentation.
   - Timeframe: If student is working at a returning site, generally in about **3 weeks** from time onboarding ticket is submitted. If you are a new site, the process can take a bit longer as we have more set up required.

2. Onboarding completed
   - Process: Ticket is processed. Onboarding is completed.
   - Communication: FA sends out a Letter of Clearance to student and supervisor to inform both that student is now ready to start working.
     - It will include an estimated number of hours that a student may work

Student Letter of Clearance Email

Letter of Clearance for ███████████████████

⚠ This message was sent with High importance.

Tami E Disney 🔗
To: ███████████████████   Fri 1/13/2023 1:14 PM
Cc: Wrkstudy

UC RIVERSIDE | Office of Financial Aid

FEDERAL WORK-STUDY PROGRAM – LETTER OF CLEARANCE

START DATE: ███████████████
SUPERVISOR: **Sharon Y. Judie**
SITE: **My Learning Studio**
WORK-STUDY JOB CLASSIFICATION: **A**
SITE ID:
██████████████████

Shakira Alvarez-Ruiz 862055141 has completed the necessary employment papers for participation in the Federal Work-Study Program and is cleared to begin working for your agency.

The student is currently eligible to earn a maximum of **2000** gross, roughly **125.000000000000** hours (subject to change), for the entire 2022-23 academic year (September 19, 2022, to June 9, 2023). Do not allow the student to work beyond this allocation, nor permit the student to work for more than 19 hours a week during school sessions nor over 39 hours during any vacation period (Winter and Spring break). The organization shall be responsible for payment of 100% of wages earned in excess of the allocation above.

Once the allocation has been exceeded you may continue to have the student work, but you will need to pay for 100% of the student's wages. A student that has been dismissed or has withdrawn from the University is not eligible for Federal Work-Study so the employer must pay 100% of wages earned. Students cannot be paid for holidays, sick leave, or vacation time.

Students are paid by the University on a biweekly schedule. Students will submit hours worked to [timesheet.ucr.edu]timesheet.ucr.edu using their NetID and password. Students can use this guide to help them understand how to submit a timesheet. Students will also need to sign up for Direct Deposit through UCPath. Once logged in, select Direct Deposit under 'Income and Taxes.' Then add, update, or delete direct deposit information. To add direct deposit information: enter the bank routing number, the account type, the account number, and the direct deposit amount or percentage. The initial Direct Deposit set-up may take up to two weeks to become effective. Supervisors should keep handy UCR's Payroll Calendar. . Please be sure to submit the timesheets by the date listed under the "Employee Cutoff – 11pm" column. Off campus supervisors will need to approve timesheets by the deadlines. For help email workstudy@ucr.edu.

Federal Work-Study Invoice – For Work-Study positions that require payment of 25%-50% of the student's salary, the "Invoice" will be sent to you every month for payment of your organization's share of compensation from the previous month. Payments MUST be made monthly.

Employers need to be certain their employees understand their responsibilities. If, for any reason, employment is terminated, please notify us at workstudy@ucr.edu.

Cordially,

Tami E. Disney
Financial Aid Office
workstudy@ucr.edu

UCR's Time and Attendance Reporting System (TARS)

- System used to approve timesheets
- Process: Review and approve timesheets every two weeks
- Communication:
  - We send a 1st timesheet reminder email
  - Other communication happens as needed on Monday afternoons if timesheet is not submitted
- Special note: Sometimes there are early cutoffs, we usually send emails when this happens
- Now, let's do a walkthrough of the TARS Guide

Time & Attendance Reporting System — E-mail Feedback — UC RIVERSIDE

OVERVIEW	TIME REPORTING	DETAILED VIEW	ATTACHMENTS	COMMENTS	APPROVAL HISTORY

Day of Month	Total Hours		Job 1 - 40787415
Position			STDT AID OUTSIDE AGENCY
SUNDAY DEC 25th, 2022	0		
MONDAY DEC 26th, 2022	0		
TUESDAY DEC 27th, 2022	0		
WEDNESDAY DEC 28th, 2022	0		
THURSDAY DEC 29th, 2022	0		
FRIDAY DEC 30th, 2022	0		
SATURDAY DEC 31st, 2022	0		
SUNDAY JAN 1st, 2023	0		
MONDAY JAN 2nd, 2023	0		
TUESDAY JAN 3rd, 2023	0		
WEDNESDAY JAN 4th, 2023	0		
THURSDAY JAN 5th, 2023	0		
FRIDAY JAN 6th, 2023	0		
SATURDAY JAN 7th, 2023	0		
Total:	0		

Supervisor Tools and Resources

Developing Student Employees through a Career Competencies Lens

Skill Development

Based on what skills employer look for in recent graduates, the NACE Career Competencies provide language for students and managers to talk about skill development.

Top 8 Career Competencies for a Career Ready Workforce, include:
1. Career & Self-Development
2. Communication
3. Critical Thinking
4. Equity & Inclusion
5. Leadership
6. Professionalism
7. Teamwork
8. Technology

Read more at: "Competencies for a Career-Ready Workforce",
National Association of Colleges and Employers, March 2021

Supervisor Tools & Resources

Skill Development

- Have students complete a self-reflection on their career competency strengths and growth areas and co-create a professional development plan together.
  - [Sample: Student Professional Skills Self-Reflection Worksheet](#)

- Build in professional development to develop and enhance skills through LinkedIn Learning, an on-demand video learning platform available to all UCR students, or other online resources to supplement their on-the-job training.
  - [Sample: Curated Resources for Teaching & Assessing Career Readiness Competencies](#)

Resources provided by [National Association of Colleges and Employers](#)

Supervisor Tools & Resources

Skill Development

- Have students and site supervisors complete an evaluation on the level of proficiency the student employee demonstrates in each career competency at different stages of the year.
  - [Sample: Student Employee or Intern Evaluation using Career Competencies](#)

- Help your students articulate their skills on a resume, cover letter, or interview.
  - [Sample: Translating the Student Employment Experience and Skills on the Resume](#)

Resources provided by [National Association of Colleges and Employers](#)

UCR Student Employee Resources

- **Career Center Resources:**
  - [Overview of Career Center Resources](#)
  - [Professional Etiquette Handout](#)
  - [Resume Writing Resources](#)
  - [Pre-recorded Career Workshops](#)
- **LinkedIn Learning**
  - [UCR Student Access](#)
- **Grow with Google**
  - Succeed at your New Job Module which includes: *Create a Project Plan with Google Sheets, Deliver an Engaging Presentation Talk, Overcoming Imposter Syndrome, Plan Effective Meetings, and Create a Compelling Presentation*
  - [UCR Student Instructions](#)

Management & Supervision Resources

- Explore our UC DEI Recruitment Best Practices Guide to learn best practices for recruiting diverse talent at UCR.

- Learn tips about how to minimize and handle student conflict as a manager.*

- Turn your student jobs into internships or internship-like experiences.*

- Understand and utilize other campus resources that can help support your students in their academics, at work, or in their professional development.

*Resources provided by National Association of Colleges and Employers

Troubleshooting and Q&As

Troubleshooting – Process for Rehiring Students

- Not only will a new contract need to be developed each academic year (September – June), but every position will need a new job posting on Handshake each year – even student employees you plan to rehire.

- To rehire a student, post your position on Handshake and add "**RESERVED**" to the job title. This will queue our team to approve and immediately expire the position so it will never go live to students.

- Job Descriptions can then be accessed by the employer via their Handshake account: *Jobs > Expired > Select Job > View Details*

Troubleshooting – Attaching a Job Description as PDF to Student Employment Contract

- A PDF version of the Job Description within Handshake is required once the Student Employment Contract has been initiated.

- To download a PDF, expand the Job Description within Handshake to view all details.

- Select Print > Save as PDF

- Upload the Job Description to the Student Employment Contract.

Troubleshooting – NetID

- The first step of Supervisor Onboarding is the NetID step

- Tami will forward an email (sample to the right) and ask that you finish setting up your account

- NetID expires within 7 days
  - If it is not used, FA needs to know and will reach out to UCR ITS for support
  - It may take site supervisors speaking directly with UCR ITS in order to get account set up

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FW: Action Required: Affiliate NetID

Dear UCR Affiliate:

Welcome to UCR! Your NetID has been created on 09/28/2022 and the temporary password will expire on 10/05/2022.
Please reset the password prior to the expiration date.

UCR NET ID: ██████

Temporary NetID password (will expire within 7 days): ██████

Before attempting to use your NetID to access email or other systems, you must visit https://myaccount.ucr.edu and complete the steps below:

1. STEP ONE: Set a permanent password for your NetID account (Note: password change MUST be completed within 7 days of account creation). View instructions here.

2. STEP TWO: Set up your security questions by clicking Manage Security Questions.

After completing the steps above, please note that it may take up to 30 minutes for the system to update. Once updated, you will be able to access all authorized applications, including your email and calendar. If you are unable to access an application due to permissions, please contact your department's System Access Administrator (SAA).

If you do not change your password within 7 days of NetID account creation, the system will automatically terminate your temporary password and you will need to contact your Enterprise Directory Administrator (EDA) to reactivate the account.

Enabling Your Success,

Information Technology Solutions
University of California, Riverside
ITS.UCR.EDU

Troubleshooting – Resetting Password

1. To set up your account, you will need to go to https://myaccount.ucr.edu using your NetID and temporary password

2. Click on "**Change Password**"

3. Enter your new password

Troubleshooting – Updating Security Questions

1. Set up your security questions by clicking on the "**Manage Security Questions**" link (BLUE Square)
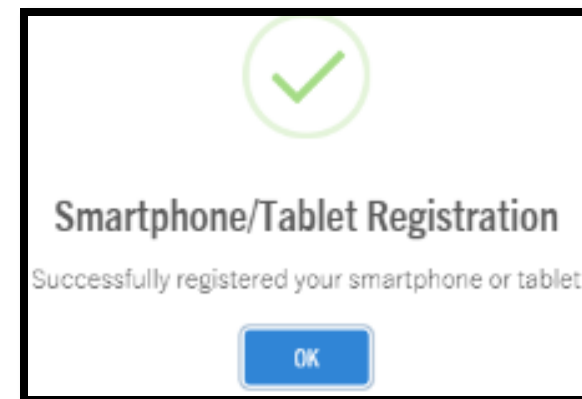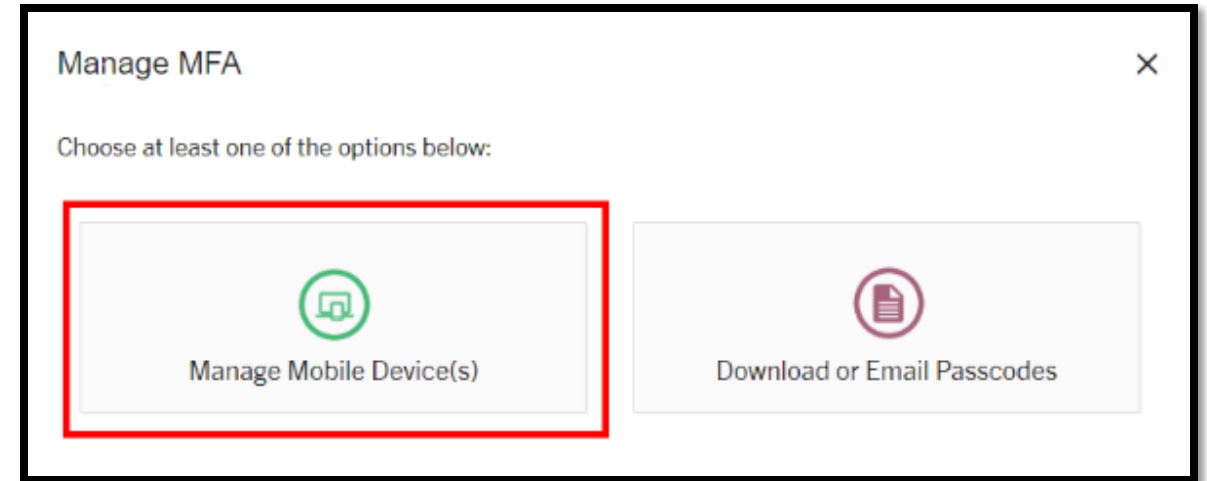
2. Update security questions

Troubleshooting – Enrolling in MFA

- What is MFA?
  - Multi-factor Authentication
  - It is mandatory for all UCR community members

- How to enroll?
  - Many guides on the UCR ITS website
  - Enroll through https://myaccount.ucr.edu
  - Easier in the long run to add a device to get passcode sent to you

Troubleshooting – TARS

- Ensure student submits by the deadlines

- Make sure time reported is correct

- Sending timesheet back to student

Who to Contact

Financial Aid

- Work-Study Agreement

- Completing Hiring Paperwork

- Letter of Clearance, paychecks, timesheets

workstudy@ucr.edu

Career Center

- Employers who are seeking to become a work-study partner

- Employers who need support with work-study job posting via Handshake

careercenter @ucr.edu