



OFFICE *of* FINANCIAL AID

Division of Student Affairs

EAST TENNESSEE STATE UNIVERSITY

Handbook for Student Workers

at

East Tennessee State University

Prepared by
The Office of Financial Aid & Scholarships
East Tennessee State University
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East Tennessee State University is fully in accord with the belief that educational and employment opportunities should be available to all eligible persons without regard to race, creed, color, sex, religion, age, ethnic or national origin, physical or mental disabilities, veteran status, or sexual orientation/gender identity.

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Welcome and Introduction

Dear Student:

We are glad you have chosen to be a student worker. We hope you will find your work interesting, enjoyable, educational, and rewarding.

Student work programs are very important to the life of the university. First, they provide a major source of financial aid to help students meet their educational expenses. Secondly, student workers provide a vital supplement to the university staff. Many departments and offices, such as Sherrod Library, Campus Recreation, and Culp Student Center, could not operate as efficiently without student workers. Finally, student work programs provide valuable work experience to students, giving recipients an opportunity to develop personal, professional, and social skills that are sought after by most employers.

We hope you will enjoy being a part of the team. We encourage you to work in a spirit that maintains the ETSU Mission and Values, in order that your objectives and the goals of the university can be accomplished.

***PEOPLE** come first, are treated with dignity and respect, and are encouraged to achieve their full potential; **RELATIONSHIPS** are built on honesty, integrity, and trust; **DIVERSITY** of people and thought is respected; **EXCELLENCE** is achieved through teamwork, leadership, creativity, and a strong work ethic; **EFFICIENCY** is achieved through wise use of human and financial resources; and **COMMITMENT** to intellectual achievement is embraced.*

We value your service to the university. Best wishes for a successful academic and work year.

Sincerely,

The Financial Aid & Scholarships Staff

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ETSU has two work programs, Federal Work Study and Regular Student Work, and one service program, Academic Performance Scholarship. Each has established university policies for the employment of student workers.

IMPORTANT: A student worker or APS recipient can only work/serve through one program at a time with one department at a time.

Federal Work Study (FWS)

The Federal Work Study Program is for students enrolled for a minimum of 6 credit hours within their course program of study who have been awarded FWS. The student's FWS eligibility is determined by the applicant's financial needs, which is calculated when the student completes a Free Application for Federal Student Aid (FAFSA). Eligible students are encouraged to work 15 hours per week. Available jobs are posted on the [Student Employment](#) website. Students can follow the [How to Search for a Position Instructions](#) to view all available FWS positions. The applications for the positions are online within the JobX system. We highly encourage students to apply to multiple positions in order to have the best chance at securing a job.

After applying, allow the departments 2-3 weeks to review applications and set up interviews. Once the office or department decides to hire the student, the supervisor will submit a request to hire through the JobX system and be prompted to send the student an email to complete their portion of the I-9 and W-4, if needed. During this process, please keep a close eye on your ETSU email account as all correspondence regarding needed paperwork will be sent there.

- If the student has not previously been employed by the university or it has been over 3 years since the student's last date of employment with the university, the student will need to complete new hiring paperwork.
- If the student has been employed by the university within the past 365 days, the Office of Financial Aid & Scholarships can process the request without additional paperwork.

After the Office of Financial Aid & Scholarships has processed the paperwork, an email will be sent to the student and department notifying them of the student's eligibility to begin working. This email will also contain instructions on how to accept the position. This is a crucial step as the timesheets will not spawn until the position is accepted.

*****Please note: FWS awards are awarded on a "first-come-first-serve" basis. Due to funding restrictions, FWS may not be awarded to all eligible students. Awarded students are encouraged to find a department or office in which to work quickly as available positions fill rapidly. *****

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Regular Student Work Program (RSWP)

The Regular Student Work Program is for students enrolled for a minimum of 6 credit hours within their course program of study. Students do not have to qualify for financial aid to work on RSWP. Students are encouraged to work 15 hours per week. Available jobs are posted on the [Student Employment](#) website. Student wishing to apply for RSWP jobs should send an email to finaid@etsu.edu requesting to be evaluated for RSWP. Students can follow the [How to Search for a Position Instructions](#) to view all available RSWP positions. The applications for the positions are online within the JobX system. We highly encourage students to apply to multiple positions in order to have the best chance at securing a job.

After applying, allow the departments 2-3 weeks to review applications and set up interviews. Once the office or department decides to hire the student, the supervisor will submit a request to hire through the JobX system and be prompted to send the student an email to complete their portion of the I-9 and W-4, if needed. During this process, please keep a close eye on your ETSU email account as all correspondence regarding needed paperwork will be sent there.

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Pay Day and Direct Deposit

Students and hiring supervisors will be notified by email when the student is approved to begin working. **Under no circumstances should a student begin working prior to the receipt of the approval email from the Office of Financial Aid & Scholarships.**

Hours worked each day must be recorded daily on an individual time sheet within TimesheetX. To better serve you, there are instructions sheets for [Clocking In and Out on TimesheetX](#) and [How to Report a Break](#).

- Students are paid bi-weekly.
 - For hours worked the 1st-15th of the month, students will be paid on the last working day of the month.
 - For hours worked the 16th-the end of the month, students will be paid on the 15th of the following month. If payday falls on a weekend or holiday, the student will be paid on the last working day prior to the 15th.
- Student will not earn time for holidays, vacations, sickness, etc.
- While awards are established for 15-16 hours per week, students may work more, depending on eligibility and the needs of the office and/or department, as long as the student does not surpass 20 hours per week and does not work when they are scheduled to be in class. Under no circumstances should a student **exceed 20 hours per week**.

Student workers are eligible to receive their pay via direct deposit to their account at a bank, savings and loan, or credit union. The direct deposit authorization form is available to all student workers upon completion of hiring documentation with the Student Employment Coordinator. If you would like to enroll in direct deposit after you begin working, please contact the Office of Financial Aid & Scholarships.

FWS student workers are not required to use direct deposit but are **strongly encouraged** to do so. If an FWS student worker does not choose to use direct deposit, their paychecks will be mailed to the mailing address provided on their W-4 on payday.

RSWP student workers are **required** to use direct deposit. Any checks produced for RSWP students will be held in the Office of Financial Services pending the receipt of a Payroll Direct Deposit Authorization form.



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NOTE: If a student worker chose to use direct deposit, it is their responsibility to keep the Payroll Office informed of any changes to their bank and/or account information. The direct deposited funds will continue to go to the bank and the account the student designated until the student makes the necessary change. The bank used in the spring term will be the same as the one used for the fall term unless the information is changed with the Payroll Office.



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Policy on Nepotism

The Office of Financial Aid & Scholarships will follow the policy of nepotism set forth by the Office of 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, student, 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 activity of another relative. For the purpose of this policy, a “relative” means a parent, parent-in-law, child, spouse, brother, foster brother, sister, foster sister, grandparent, grandchild, 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 on nepotism, visit [Anti-Nepotism Policy](#).

Use of Vehicles by Student Workers

Students employed through the **Federal Work Study Program** and the **Regular Student Work Program** may use state and/or personal vehicles on the job at ETSU. For these students, the employing department may complete a Travel Authorization Request in the amount of \$0.00 once per year to cover liability. Please note: **Student workers cannot be paid mileage** for the use of personal vehicles during work assignments on the job at ETSU.

Breaks and Meal Periods

Tennessee state law requires employees be provided a thirty-minute unpaid meal/rest period if scheduled six consecutive hours, except in workplace environments that by their nature of business provide ample opportunity to rest or take an appropriate break.

Failure to provide a thirty-minute meal/rest period is a violation of state law. There are no state requirements for additional breaks. *Tenn. Code Ann. § 50-2-103 (2)(A)(B)*



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What ETSU Expects of You as a Student Worker

Along with the advantages and opportunities offered to students by part-time employment with the university, there are certain responsibilities and obligations students will be expected to meet.

An ETSU student worker's primary responsibility is to attend all lecture and laboratory meetings for those courses in which they are enrolled.

The secondary responsibility is to satisfactorily complete assignments given by the supervisor. The supervisor is responsible for what you complete. Please respect their experience, listen to their instructions, and carry them out promptly and to the best of your ability.

In addition to following the instructions, satisfactory job performance requires students to think for themselves, ask questions, and make constructive suggestions. Student will find that the supervisor is interested in their ideas and will appreciate their efforts to do an outstanding job.

Satisfactory job performance also implies certain other obligations on the student's part, such as maintaining good health and mental alertness, using good judgment and presenting a reasonable appearance as to dress and grooming. The student should be prompt and regular in attendance and cooperate with faculty, staff, administration, fellow student workers, students, and guests of the university. The student will want to keep well informed about the university and especially the department in which they are working. The student will often represent the university to fellow students, faculty, staff, administration, and the general public. Student workers contribute to the opinion of the institution.

Students may also expect the university to treat them as mature adults. It is expected the faculty, staff, administration, fellow students, and all supervisors to treat all student workers with reasonable respect and concern.



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Restrictions

In order to provide the student with adequate time for course work and other activities, as well as maintain compliance with federal and state regulations, ETSU limits the times students can work.

- Students cannot work more than 20 hours per week.
- Students cannot work when they are scheduled to be in class.
 - Exceptions can be made for cancellations, asynchronous online courses, and note takers through Disabilities Services.
- Students must take a 30-minute break for every six consecutive hours worked.

Timeliness & Attendance

Every task assigned to a student worker is important to the successful operation of the university. Therefore, students are expected to start shifts at the time assigned by the supervisor. Only scheduled classes and labs should take priority over your job. If for any reason students are unable to be present at their assigned shift, students must notify their supervisor prior to their absence.

Attendance is very important. If students are unable to report for their shift, they must notify their supervisor in a timely fashion. The only valid reasons for missing are illness, emergencies, and attendance of scheduled classes and lab. Social activities, trips, and review and/or study for exams do not take priority over work study unless previously discussed with and approved by the supervisor. Should it become necessary for the student to leave the department during scheduled work hours, advance permission from the supervisor is required.



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Visitors & Cell Phone Use during Working Hours

Students must inform their friends and relatives that social visitors during their scheduled work hours are prohibited.

Cell phone use should be limited to truly necessary or emergency use only. In certain departments (i.e. medical facilities) cell phones should not be used.

Use of the Telephone

Good telephone manners can give people the feeling that you are interested in serving them, that you are friendly, helpful, and considerate. Perhaps these principles can serve as your guide in using the telephone within your office and/or department:

1. Answer promptly and courteously.
2. Identify yourself by name and department.
3. Give an accurate and careful answer.
4. Where appropriate, offer to take a message or have the supervisor return the call.

Traffic on our telephones can be especially heavy, and lines must be kept open for university business. Therefore, student workers are not to use the telephone for personal business, except in the case of an emergency.



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Your Safety & Others

Student workers are asked to cooperate in helping prevent injury to themselves, fellow students, faculty, staff, and visitors by reporting the following hazards to your supervisor:

1. Slippery floors caused by oil, water, or other substances
2. Defective equipment
3. Poor housekeeping
4. Unlit stairways

Should a student worker receive an injury, it should be reported to the supervisor **immediately**. The supervisor will complete an incident/injury form and Public Safety is usually called to report as well.

FWS Injury

Visitors and students other than RSWP that receive an injury or illness while on the ETSU campus will need to file a claim on the following State of TN link: <https://treasury.tn.gov/Services/Claims-and-Risk-Management/TORT-Liability> Once they log in to the portal, any medical bills, receipts, etc. can be uploaded into the claim. CorVel is now handling these claims and should be in direct contact to the student. CorVel, will contact the Division of Business & Finance if other information is needed on behalf of the University/department.

RSWP Injury

RSWP student workers are covered by worker's compensation.

For life-threatening injuries, call 911. Contact your supervisor as soon as possible. For non-life-threatening injuries, call your supervisor immediately. You and your supervisor must call the 24/7 Call Center at: **1-866-245-8588**.

Select option #1 to speak to a nurse for immediate care.

The supervisor will verify the work-related incident. The employee will give necessary information regarding the injury and incident. The registered nurse will evaluate and determine care and treatment options.

For detailed information regarding reporting an injury at work, please see the [State of TN & CorVel Partnership](#) brochure.

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Your Personal Conduct

The “personality” of the university is reflected in the personality of its employees and students. As a student worker, you are a part of the university’s image. You should always treat fellow students, faculty, staff, and visitors in a friendly and respectful manner.

Personal Appearance & Cleanliness

Students are expected to present a neat and clean appearance at all times while on duty. Each supervisor has the authority to require their student workers to present a reasonable personal appearance as to dress, hair, beards, and personal cleanliness. These rules may vary somewhat from one department to another. For example, the Theatre and Dance scene shop may have a stricter dress code due to safety concerns than a departmental office. Once a supervisor or department establishes reasonable rules, they must be applied to all student workers in an equitable manner.

Office Procedures

Many students work in the various offices of the university. It is especially important for you to learn the general office procedures of your position and to become an expert in your specific assignment.

Work Ethics & Confidential Information

Students may learn a great deal about other students, parents of students, and university personnel from their work study positions. Such information must be held in strictest confidence and not discussed with others unless it is necessary in the official performance of duties. This is especially true for those students working in the Financial Services, Student Life & Enrollment, Counseling Center, Admissions, Records, Housing, and Financial Aid & Scholarships offices.

Student workers may be required to sign a [Statement of Confidentiality & Conflict of Interest](#) in which they agree to keep all information confidential.



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Performance Review

A yearly performance appraisal is used to evaluate the performance of student workers. Students will be counseled about areas where performance is above average and/or improvement is needed.

Performance factors that are addressed on the appraisal form are as follows:

- Quality of Performance (accuracy, economy of materials, economy of time, neatness, and thoroughness)
- Quantity of Performance (productive output)
- Dependability (follows instructions, shows good judgment, punctuality, and attendance)
- Compatibility (attitude toward the university and supervision, cooperation with employees and faculty)

This [Performance Appraisal](#) will become a part of the student's employment record within the department. If you should have any questions, please contact your supervisor or the Office of Financial Aid and Scholarships.

Transfers

In order to be considered for a transfer, students should request their current supervisor complete a [Termination Request](#) to discharge them from their department. The student should remain in their current position until notification that the discharge has been processed is received from the Office of Financial Aid & Scholarships. Once that notification is received, the supervisor at the student's new position will submit a request to hire the student through JobX.

Students should not request a transfer unless it is apparent that it would be beneficial to their major, career plans, previous work experience or extenuating circumstances beyond the student's control. Students should offer to give reasonable notice (usually two weeks) to their present supervisor, before asking for a transfer.

Resignations

If it becomes necessary for a student worker to resign, they should offer to give the supervisor reasonable notice. This is typically two weeks. This courtesy of advance notice will allow the supervisor time to adjust working schedules and attempt to secure a replacement. This act of courtesy will become a part of the student's employment record.

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Discharges/Terminations

If a student fails to meet the requirements of their position as a student worker, the student's supervisor has the right to terminate the student's employment. If the student wishes to appeal termination, the following policy must be followed.

- Part-time university employment provides students with an opportunity to earn extra income while learning about personal responsibility and professionalism in the work place. Consistent with this educational objective, and the university's commitment to treat people with dignity and respect, a student that has been employed by ETSU on the Federal Work Study program or Regular Student Work Program who is terminated for cause must be informed of the reason for the termination. The student has the right to appeal the termination. The appeal should be submitted in writing to the supervisor of the individual who terminated the student's employment. The supervisor who receives the appeal will advise the student in writing of the outcome of the appeal.
 - *Policy as published in the ETSU catalog.*

Keep Us Informed

Please keep the Office of Financial Aid & Scholarships informed of any changes in your personal data given in your application for aid, such as:

- Name
- Place of Residence
- Changes in Marital Status
- Other pertinent information



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In Conclusion

We want you to have a successful experience as a student worker. If you have any questions about your student employment, please call the Office of Financial Aid & Scholarships at (423) 439-4300, email us at finaid@etsu.edu, or come by the office at 105 Burgin Dossett Hall.

Important Links

- [JobX/TimesheetX Home](#)
- [Student Employment Forms](#)
- [JobX/TimesheetX Training Presentation](#)