STUDENT EMPLOYMENT AT SUNY CANTON

Handbook for Students and Supervisors

Federal Work Study, Foundation Assistantship, and Student Assistantship payrolls

Financial Aid and Human Resources Office

April 2014
Updated March 2015
INDEX

A. Who is Eligible for Student Employment
   1. Student Assistant Program
   2. Foundation Assistantship Program
      a. What is Foundation Assistantship?
      b. How do students apply for FA monies?
      c. When are awards made?
   3. Federal Work Study Program
      a. What is Federal Work Study?
      b. Who is eligible for FWS?
      c. How do students apply for FWS monies?
      d. Proof of Eligibility for Federal Work Study
   4. Employment of International Students

B. Student Assistantship Budget Allocations/Foundation Assistantships/Federal Work Study Awards
   1. Student Assistantship Budget Allocations
   2. Foundation Assistantship Funds
   3. Federal Work-Study
   4. FWS Allocation Process/Management

C. Summer Employment
   1. Student Assistantships
   2. Foundation Assistantships
   3. Federal Work-Study

D. How are Jobs Advertised?

E. How do Students Apply for Jobs?

F. Rates of Pay
   1. Federal Work-Study & Foundation Assistantship
   2. Student Assistants

G. Work Schedules/Breaks

H. Benefits
   1. NYS Employees’ Retirement System
   2. Worker’s Compensation

I. Social Security and Medicare Withholdings

J. Forms Required for Appointment to the Payroll
1. Student Employment Form
2. I-9 Form Employment Eligibility Verification
3. Tax Withholding Forms

K. Timesheets

L. Paychecks

M. Direct Deposit

N. W-2 Forms

O. Student Rights

P. Student Responsibilities

Q. Supervisor Rights

R. Supervisor Responsibilities

S. Confidentiality Statements

T. Campus Policies
   1. Non-Discrimination Notice
   2. Harassment on the Basis of Protected Characteristic(s) Other Than Sex
   3. Sexual Discrimination, Sexual Harassment, Sexual Assault, Sexual Violence

U. Termination of Employment

V. Who to Contact with Questions
A. Who is Eligible for Student Employment?

Student employment is available to students currently enrolled at SUNY Canton under the Federal Work Study, Foundation Assistantship or Student Assistantship Program. Students who have been withdrawn or have been dismissed from school must immediately stop work.

1. Student Assistantship Program
   Available only to departments with a budgeted Temporary Service allocation. All registered students are eligible to apply directly with the department. Financial need is not required. This is not a guaranteed source of allocation annually.

2. Foundation Assistantship Program
   (a) What is a Foundation Assistantship?
      This is a small work program funded by College Foundation/College Association. Up to 10 students awarded each year.
   (b) How do students apply for Foundation Assistantship monies?
      Students apply by contacting the Financial Aid Office and being placed on a wait list. Also financial need is not required.
   (c) When are awards made?
      Students will be notified of eligibility in August.

3. Federal Work Study Program
   (a) What is Federal Work Study?
      Federal Work Study is a federally funded financial aid program. Students who work under this program will receive a paycheck that can be used to assist with their educational expenses. In addition, this program provides students with valuable job experience.
   (b) Who is eligible for Federal Work Study?
      The Federal Work-Study program at SUNY Canton follows the guidelines set forth by the Federal Department of Education. Eligibility is based on financial need as determined by the FAFSA (Free Application for Federal Student Aid) and funds availability.

      Generally to be eligible to participate in the FWS program a student must:
      ▪ Have a high school diploma or recognized equivalent
      ▪ Be enrolled at least half-time as a matriculated (degree) student
      ▪ Be either a U.S. citizen or eligible non-citizen
      ▪ Be making satisfactory academic progress in a degree program
      ▪ Demonstrate financial need (FAFSA)
      ▪ Complete the FAFSA by the March 15th priority deadline
   (c) How do students apply for Federal Work Study monies?
Students who wish to be considered must:

- Complete the FAFSA online at [www.fafsa.gov](http://www.fafsa.gov) after January 1st but **BEFORE MARCH 15** prior to the start of the academic year and must have indicated on the FAFSA that they wanted to be considered for Federal Work Study. Once the results are received by SUNY Canton they are reviewed for an award package. Financial need is determined by the Cost of Attendance minus the calculated Expected Family Contribution (EFC) from the FAFSA.
- Once packaged an award notification will be sent to the students to accept or decline their awards on UCanWeb.
- Federal Work Study funds are limited and are awarded on a first-come, first-serve basis to those who are eligible and requested FWS on the FAFSA until funds are depleted.
- Students who are eligible but not awarded may request to be placed on a waiting list that will be reviewed several times during the academic year should funds become available.

(d) **Proof of Eligibility for Federal Work-Study**

Students who have accepted a Federal Work-study award in their award package will be mailed a letter in early August outlining the steps to being hired upon arrival at SUNY Canton. Enclosed with this letter will be a yellow card with their name, ID and FWS award listed on it. The card will include an expiry date after which the award is not valid without authorization from the Financial Aid Office. They must have this card with them when meeting with the prospective employer department or they cannot be hired.

4. **Employment of International Students**

All students must have a US social security number to be placed on the payroll. A generated student ID cannot be used for payroll processing. Students wishing to apply for a social security number should contact the Director of International Programs in the Faculty Office Building (FOB) room 232 to obtain the appropriate documentation required by the Social Security Administration Office in Ogdensburg, NY. To apply for a social security number students must obtain an employment letter from their immediate supervisor.

Students who are non-US citizens must report to the Human Resources Office with the appropriate visa documentation. Please note that per USCIS regulations, students in F-1 status are allowed to work 20 hours per week during school session and may work full-time during official school breaks.

**B. Student Assistantship Budget Allocations/Foundation Assistantships/Federal Work-Study Awards**

1. **Student Assistantship Budget Allocations**
Student Assistantship funding is requested as Temporary Service Funds in a department’s annual budget request. This is not a guaranteed source of funds.

2. **Foundation Assistantship Funds**
   Foundation Assistantship Funds are determined by the Director of Financial Operations of the College Foundation during the summer and reported to the Director of Financial Aid. Generally there is enough funding to award up to 10 students.

3. **Federal Work-Study**
The FWS program is a federally funded program so does not affect SUNY Canton’s budget. Therefore, supervisors should try to expend all FWS funds that students may have before expending Student Assistant/Temp Service funds. This also helps to ensure that SUNY Canton uses all of the annual funds given to us by the US Dept. of Education. Allocations for FWS funds are reviewed annually by the Financial Aid Office. Once the allocations have been determined, the Financial Aid Office will notify departments of their funds for the academic year. Departments have the flexibility to hire as many students as their allocation and the student’s awards will allow. Keep in mind that the department allocation and the student allocation (award) may be different. It is very important that a student does not earn more than his/her award. The maximum earnings for each federal work-study student are determined by the amount of the Work-Study award. The amount of the award is listed on the student’s award screen on UCanweb and their yellow proof of eligibility card. Federal work-study cannot be paid on the federal work-study payroll for more than their award amount. If the department lets the student earn more than the award allows, the department will be responsible for transferring the student to a student assistantship position and will need to fund those additional hours with departmental funds.

   At the point of hire, students and supervisors should discuss the maximum earnings allowed for the appointment. A procedure should be established to insure that the student’s earnings are monitored against the available award and allocation that was granted.

   **Students must stop working when their allocation is exhausted!!**

   FWS Supervisors can request access to their allocation account via the SMRT system by contacting Terry Waldruff in the Business Office at x7555. Supervisors receive their account numbers in their allocation email. Please note that the SMRT system figures will lag behind the actual payroll expenditures.

4. **FWS Allocation Process/Management**
   1. **Process**
Each Spring semester the Financial Aid Office will have an Allocation Request Form to be completed by March 31st.

Departments requesting the same allocation as the prior year must submit the Allocation Request Form. Departments requesting new or increased departmental FWS allocations must submit the Allocation Request Form and provide a justification for the new or increased allocation. The justification must fall into one or more of several categories listed on the FWS Allocation Request Criteria. Both forms can be found at www.canton.edu/fin_aid/workstudy.html.

The Financial Aid Office will notify supervisors of allocations for the next academic year before the end of the Spring semester.

2. Management
The FWS Supervisor is responsible for ensuring that they do not overspend their allocation. They will have access to their FWS account through the SUNY SMRT system.

**Important Note:** If employing summer students – earnings through June 30th will be applied to the PRIOR year allocation while earnings from July 1st forward will be applied to the NEXT year allocation.

C. Summer Employment

1. **Student Assistantships**
   Individual departments may have summer positions available.

2. **Foundation Assistantships**
   Funding is not available for summer employment.

3. **Federal Work Study**
   There are a limited summer positions available for summer employment.

   (a) **Applying for summer FWS**
   In addition to the required FAFSA there is a separate summer application that must be filed for all aid, including FWS awards. The application is available on www.canton.edu/fin_aid/forms once summer registration begins. Completed applications are submitted to the Financial Aid Office for eligibility determination.

   (b) **Supervisors would have to have summer positions requested in addition to the academic year requests in order to have allocations. Once notified of an allocation the position can be advertised on Jobs4Roos.**
Summer earnings are paid out of prior year allocations through June 30th and upcoming year allocations from July 1 on.

Students would report directly to the department of choice to begin the paperwork and then take it to the Human Resources Office to finalize.

D. How Are Jobs Advertised?
Employing departments may post their job openings to Be A Roo. Postings will be opened once departments receive their allocation. The Career Services Office will provide instructions to supervisors on posting job description.

E. How do Students Apply for Jobs?
There are a limited number of positions available each year. Regardless of the type of employment students are urged to contact departments early in the semester, within the first two (2) weeks is recommended for the most choices.

- FWS and Foundation Assistantship students will receive a letter with a colored card during August that explains exactly what the student needs to do to get a job. The card will serve as proof that they have an award. Students who have not initiated contact with a department within the first two weeks may have their awards cancelled.
- Student Assistant positions are very limited and not guaranteed for departments every year.

FWS and Foundation Assistantship students may only work for one department at a time. If a student wants to switch departments they must notify the department that hired them. The new department will then need to complete a new Student Employment Form to transfer future earnings to their account allocation.

Departments conduct their own interview process. Career Services recommends that they request a copy of a student’s resume for the interview. This will help the student prepare for future job interviews.

**Sample Interview Topics**
- Detailed description of job requirements, attendance, performance and any skills required or preferred.
- Rate of pay
- Schedule of hours (be sure the student can work the number of hours per week that is expected. Also be sure that the student’s class schedule does not conflict with the times he/she would be expected to work).
- Discuss any training opportunities available.
- Discuss department policies relating to confidentiality, professionalism, phone courtesy, dress, breaks and absences.
- It is an expectation that the student will commit to work the agreed upon schedule. If conflicts arise, discuss the expectations of how to request permission in advance to be absent, or outline who the student should contact if a last minute absence should be necessary.

F. Rates of Pay

Students may be employed at varying rates of pay. Differences are dependent upon the funding source from which they are paid, job duties, longevity in the position, etc.

The minimum hourly rate is $8.75 (NYS minimum wage). The maximum rate is dependent upon the funding source.

Students are not eligible for overtime pay.

1. Federal Work-Study & Foundation Assistantship

FWS & FA students can be paid from a minimum of $8.75 per hour, up to a maximum of $11.00 an hour with increments of up to 25 – 50 cents per hour. The student’s wage may be increased for the following reasons:
- If the student is returning to the same position as the year before.
- If the position has a higher skill level requirement.
- If it is a hard-to-fill position (ex. Based on the type of job or time required to work).

<table>
<thead>
<tr>
<th>Prior Years of Experience</th>
<th>Basic for Continuing Service</th>
<th>Skills Required</th>
<th>Hard to Fill positions</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>$8.75</td>
<td>$9.05</td>
<td>$9.55</td>
</tr>
<tr>
<td>1</td>
<td>$9.00</td>
<td>$9.30</td>
<td>$9.80</td>
</tr>
<tr>
<td>2</td>
<td>$9.25</td>
<td>$9.55</td>
<td>$10.05</td>
</tr>
<tr>
<td>3</td>
<td>$9.50</td>
<td>$9.80</td>
<td>$10.30</td>
</tr>
<tr>
<td>4</td>
<td>$9.75</td>
<td>$10.05</td>
<td>$10.55</td>
</tr>
</tbody>
</table>

Please note that these are examples and not requirements. Students must earn minimum wage, any increases are up to the department.

Also note that the higher the rate the student is paid, the fewer hours it will take that student to earn his/her award. For example, a student with a $1200 award can work approximately 4.5 hours per week over a 30 week academic year at $8.75/hour. At $9.75 per hour they can work approximately 4 hours per week. Their award amount will not change with a pay increase.
It is not appropriate to base the wage rate on need or any other factor not related to the student’s skills or job description.

Be extremely cautious if you have students with different pay rates as it will be very easy to over-expend your allocation. Please monitor your payroll expenditures frequently, as your allocation is for the academic year and cannot be increased.

2. **Student Assistants**
   
   Student Assistants can be paid a minimum of $8.75 per hour and up to $17.91 per hour. Student wages will be determined by the Department Supervisor. Only departments with a Temp Service allocation can utilize Student Assistants. Management of allocation is handled by the department.

G. **Work Schedules/Breaks**

   FWS and Foundation Assistant student workers are allowed to work up to 20 hours per week while classes are in session. These students are also allowed to work up to 40 hours per week during intercessions (summer/winter) as long as they are not also attending classes. Student Assistants are limited to 29 hours per week year round, including breaks.

   Students working more than six (6) consecutive hours are required to take a one-half hour break, which must be recorded on the timesheet.

   Rest/coffee breaks should be established for the student employees in the same manner as granted to other employees within your department.

H. **Benefits**

   Students are in the non-competitive class of Civil Service and are not assigned to a bargaining unit. No fringe benefits are accorded to individuals in these positions. Their work status is temporary and no long-term commitments are possible. Student employees are paid at an hourly rate and only for hours actually worked.

   1. **New York State Employees’ Retirement System**

      Student employees are eligible to enroll in the New York State Employee’s Retirement System. Enrollment requires a 3% salary contribution to the Retirement System. The equivalent of ten years of full-time service is needed to become eligible for pension benefits.

   2. **Worker’s Compensation**

      Students are covered by the College’s Worker’s Compensation Policy. If injured while on-the-job, the student should complete an Accident Report form, available from University Police as soon as possible. They should seek medical care where appropriate and tell the medical provider it is a work-related injury and all bills
should be directed to the State Insurance Fund. If prescriptions are needed, these too should be billed to the State Insurance Fund and the pharmacy should be told it is a work-related injury. The supervisor should notify Human Resources of the accident. Students are not paid for time lost due to injury.

I. Social Security and Medicare Withholdings
Student employees are typically exempt from Social Security and Medicare withholdings as long as they are enrolled full-time in classes. During the summer, FICA is withheld from student checks unless they are enrolled in a minimum of 6 credit hours for summer classes. Students holding J-1 and F-1 visas are always exempt.

J. Forms Required For Appointment To the Payroll
The employing department representative and newly hired student must complete the following forms.
- Student Employment Form
- Form I-9 Employment Eligibility Verification, and
- Form W-4 Federal Employee’s Withholding Allowance Certificate
- Form IT-2104 NYS Employee’s Withholding Allowance Certificate or IT-2104E Certificate of Exemption from NYS Withholding.

These forms must be fully completed and delivered to Human Resources BEFORE work begins. Appointments to the appropriate payroll cannot be processed until all forms are complete and filed with Human Resources. Do not allow a student to begin work until these forms are completed and delivered to Human Resources. Appointments to the payroll are processed on a biweekly cycle with a strict deadline schedule imposed by the Office of the State Comptroller. Any contracts not received by the appropriate deadline will have to be recorded within the next payroll cycle, which will result in a delay of the first paycheck.

1. Student Employment Form
Student Employment Forms are available on the Human Resources webpage. These forms contain the basic appointment information (appointment dates, pay rate, account number to be charged, as well as information relating to the student employee).

Any change to this initial data (pay rate, account number, appointment dates) will require that a new form be submitted to Human Resources with the effective date of the change.

2. I-9 Form Employment Eligibility Verification
This form is required by federal law to show eligibility to work in the United States. To complete the I-9 Form, students must present the original copies (photocopies are not acceptable) of the documents listed on the I-9 Form. One document from List A, or a combination of one document from List B and one from List C is required.
3. **Tax Withholding Forms**

   Student salaries are subject to federal and NYS tax withholdings. All student employees must complete a W-4 and either an IT-2104 NYS Employee’s Withholding Allowance Certificate or an IT-2104E NYS Certificate of Exemption from Withholding. These forms should be read carefully to determine the appropriate withholding status. Students ARE NOT automatically exempt from tax withholding. If no form is completed the system will default to single with 0 dependents for withholding purposes.

K. **Timesheets**

   Student Employees are paid at an hourly rate only for actual hours worked and reported on a biweekly timesheet. It is very important that the student complete the appropriate timesheet for the program he/she is hired under. Please keep in mind that timesheets cannot be processed until the Student Employment Form, the I-9, and tax forms are on file at Human Resources.

   Hours must be provided in one-quarter increments (i.e. 2:15 pm – 4:45 pm, not 2:17 pm – 4:43 pm). Students and supervisors both should review the timesheet for accuracy and completeness before delivering to Human Resources for processing. While every effort is taken by Human Resources staff to verify the computations listed on each timesheet, it is the responsibility of the student and the supervisor to insure that the information provided is accurate.

   Signatures of **BOTH** the student and supervisor are required on each timesheet. If the student did not sign the timesheet by the timesheet deadline, the supervisor may sign the timesheet and deliver it to Human Resources without the student’s signature. The check will not be issued to the student, however, until he/she appears in Human Resources to sign the timesheet.

   Timesheet templates can be found at [www.canton.edu/forms](http://www.canton.edu/forms) under Student Employment Forms. This is an efficient way to keep track of work hours as it calculates totals for you. Paper timesheets must be completed in blue or black ink, no pencil.

   Supervisors should make sure timesheets are submitted to Human Resources by the published deadlines. Timesheets received after the deadline will be processed with the next payroll cycle. The deadlines are strict and set by the Office of the State Comptroller so cannot be changed for extenuating circumstances.

   If a timesheet is not submitted by the appropriate deadline please do not hold the timesheet. Deliver it to Human Resources as soon as it is located. Although it cannot be processed until the next payroll cycle, it will help Human Resources answer questions for students that inquire why it wasn’t in a particular pay cycle.
L. Paychecks
Paychecks are issued on a biweekly cycle, on Thursdays. Paychecks are available to be picked up in the Student Service Center in the Campus Center during normal business hours. Students MUST have a photo ID to pick up pay checks or stubs. During breaks if students would like their checks/stubs mailed to them they need to request it at the Student Service Center.

M. Direct Deposit
Students may have their paychecks (or just a portion of each paycheck) deposited electronically into their checking and/or savings accounts at one or more financial institutions. A direct deposit advice (stub) will be issued each payday and can be picked up from the Student Service Center. In addition to the usual information on specific earnings and deductions, the direct deposit advice (stub) indicates how much was deposited to each account at each financial institution.

Direct deposit offers you a safer, faster and easier way to receive your pay. Direct deposited funds are available on the actual pay date. It is a timesaver, you no longer have to stand in line to pick up the check and take it to your bank for deposit.

To enroll in direct deposit you need to complete an enrollment form that is available in the Human Resources Office or online at http://www.osc.state.ny.us/payroll/files/ac2772.pdf. If you are depositing to a checking account just bring the form with a voided check to the Human Resources Office. If you wish to deposit to a savings account, your financial institution needs to complete a section of the enrollment form verifying your account information.

N. W-2 Forms
W-2 forms report the student’s earnings for the calendar year, and are necessary for filing federal and state income tax returns. W-2 forms are printed by the Office of the State Comptroller in Albany and mailed to the address that appears on your paycheck/direct deposit stub. Students need to notify Human Resources of home address changes, it is not updated from the Banner system.

O. Student Rights
Students have the right to:
• Receive confidentiality in all matters relating to your financial background and award.
• Be given meaningful work in an amount sufficient to earn your full award.
• Contact the Financial Aid Office or Human Resources Office if a serious matter develops in the work situation that cannot be resolved.
• Know the reasons for being dismissed if it happens.
P. **Student Responsibilities**

Students have the responsibility to:

- Contact supervisors to arrange interviews.
- Submit all required paperwork to the Office of Human Resources prior to beginning work.
- Honor the employment contract for the entire academic year. Once the work begins, the student should remain employed with the employer for the period specified. The student should understand the job requirements before agreeing to be hired.
- Report to work on time each scheduled day. If there is a need to be absent due to illness or emergencies, it is your responsibility to contact the supervisor immediately. Permission to be absent should be requested, not expected.
- Maintain the same standards of conduct as those expected of other employees.
- Dress appropriately for the work environment.
- Act in a professional manner.
- Maintain confidentiality at all times.
- Report only actual hours worked on each time sheet. Under no circumstances may non-worked hours be reported.
- Keep track of your earnings. Discuss with your supervisor the maximum amount you are allocated to earn. Federal Work Study students cannot earn more than their award amount.
- Discuss with your supervisor any intentions of terminating employment. You should give your employer two week’s notice.
- Ensure that you do not exceed more than the federal limit of 20 hours per week for all FWS students.

Q. **Supervisor Rights**

Supervisors have the right to:

- Hire students that you feel are the most qualified for your positions.
- Expect students to report on time unless the student has made other arrangements with you in advance.
- For the students you employ, you have the right to know their FWS or Foundation Assistantship award amount to assist them in tracking their earned wages. Remember that students may not earn more than their FWS/Foundation Assistantship award amount.
- Be given notice if students wish to terminate their employment.

R. **Supervisor Responsibilities:**

Supervisors have the responsibility to:
• Interview students for allocated positions. Establish and discuss specific guidelines and expectations with the student before they work. It is highly recommended that you request a resume from each student.
• Complete all necessary paperwork with the student. Be sure the paperwork is delivered to Human Resources before allowing the student to begin work.
• Check for a colored proof of eligibility card from FWS or Foundation Assistantship students before hiring them.
• Notify the Human Resources Office (Career Services?) when all allocated positions are filled.
• Provide job training.
• Ensure adequate supervision.
• Provide sufficient work for scheduled hours.
• Provide safe and reasonably comfortable working conditions.
• Verify and submit timesheets to Human Resources. We recommend that copies of timesheets be kept. Pay close attention to submission deadlines. Late timesheets may cause late paychecks for students.
• Keep track of biweekly earnings of the student and be sure that the student does not earn more than his/her award allocation (FWS and Foundation Assistantship). It is the department’s responsibility to pay for any wages earned in excess of these amounts.
• Ensure that students do not exceed the 20 hour workweek while classes are in session.
• Track department FWS allocation to ensure no overspending.

S. Confidentiality Statements
It is highly recommended that student employees sign a statement of confidentiality. This statement ensures that students understand their responsibility to protect confidential or sensitive information seen or heard at their workplace. Statements should be discussed between the supervisor and student, and signed prior to employment.

T. Campus Policies
1. Non-Discrimination Notice
SUNY Canton’s policy can be found at www.canton.edu/titleix/nondiscrimination.html.

2. Harassment on the Basis of Protected Characteristic(s) Other Than Sex
SUNY Canton’s policy can be found at www.canton.edu/human_resources/affirmative_action.html.

3. Sexual Discrimination, Sexual Harassment, Sexual Assault, Sexual Violence
Title IX guidelines can be found at www.canton.edu/titleix/.

The New York State Governmental Accountability, Audit and Internal Control Act of 1987 (Chapter 814 of the laws of 1987), which became effective April 1, 1989, includes a provision requiring the University to “make available to each officer and employee of the agency a clear and concise statement of the generally applicable management policies and standards with which the officer or employee of such agency will be expected to comply”.

The purpose of this memorandum is to provide you with the statement of generally applicable management policies and standards as required by the New York State Governmental Accountability, Audit and Internal Control Act of 1987. In addition to these generally applicable policies and standards, you are expected to comply with those standards and policies applicable to your specific duties and responsibilities.

Specifically, you are expected to comply with those policies and standards applicable to all campus employees including the campus smoking policy, the campus traffic and parking regulations, the sexual harassment policy and other policies and standards. You may review these policies in the Office of Human Resources.

U. Termination of Employment

Appointments to all student payrolls are temporary. The student, or the supervisor, can terminate the appointment at any time.

The student and supervisor should work together to try to resolve any problems, if at all possible, that might arise that could lead to possible termination (unacceptable work performance, excessive tardiness or absence without prior notification, improper dress, breach of confidentiality, etc.).

Students should notify the supervisor as soon as possible if they cannot continue in their job for any reason. It is preferable that a two-week notice be given.

Supervisors should first notify the student of any problem with verbal warnings. A meeting between the supervisor and the student should be held detailing the problem, suggested possible solutions, and a date established by which these improvements should be noticeable. It is important that any dates set should be promptly monitored. If the problem still persists, a job change or termination may be necessary. The supervisor should notify the student in writing of the termination, with an appropriate effective date, with a copy to Human Resources for processing.
V. Who to Contact with Questions

- **Financial Aid Eligibility and Awards**
  Financial Aid Office in the One Hop Shop, Campus Center, 1st floor
  Phone – (315) 386-7616
  Email – finaid@canton.edu

- **Appointment and Payroll**
  Amber Riordan – Calculations Clerk II
  Phone – (315) 386-7012
  Email – riordana@canton.edu

  Or

  Sheila Scott – Payroll manager (both campuses)
  Phone – (315) 267-2096
  Email – scottsh@potsdam.edu

- **Posting Job Descriptions**
  Terri Clemmo – Secretary 1 - Career Services Office
  Phone – (315) 386-7119
  Email – Clemmo@canton.edu