



Work Study Best Practices



EDUCATION SERVICE
GI BILL PROGRAMS



June 25, 2024

Overview

Work Study is a U.S. Department of Veterans Affairs tax exempt benefit paid to students for performing VA-related activities at an approved Work Study site.



Learning Objectives



Establishing Your Site's Work Study Program



Supervising Students



Common Questions and Beyond

Establishing Your Site's Work Study Program



Work Site Management - Forms

- Submitting a Work Site Application
VA Form 22-10219
- Submitting a Site Supervisor
Update Form



Work Site Management – AskVA Responses

Please be advised that the attached document has been uploaded into the student's file and is pending processing.

We have previously denied an application for STUB, ACN#, for REASON less than 30 days ago. There has not been any new information reported to overturn the denial. Please have the student reapply once the issue has been corrected.

We received an application for STUB, ACN#. Field 11, "Worksite Preference" is not completed correctly. Please confirm student's worksite location and the name of the site supervisor in Field 11 of the VA Form 22-8691 and resend the application.

Students must submit a Work Study Application, VA Form 22-8691, yearly, when they change benefits, or when they change work sites. This student has reached their application one-year limit/has had a change in benefits/has changed work sites which requires completion and submission of a new Work Study application. Please have the student complete the attached application. Please submit the completed application through Ask VA.

The timecard you submitted for STUB, ACN#, contains a math/date/non-cumulative error on the entry(s) for MM/DD/YY. Please correct the error and resubmit the timecard. Please remember that a student must keep cumulative hours on the provided time record.

Please remind your student to keep their hours on one time record for each contract or extension until the time record is full. Once the time record is full, carry additional hours worked onto a second page, keeping their hours cumulative from the beginning of the contract or extension.

Work Site Management – AskVA Responses

We received a timecard for STUB, ACN#. We're returning the timecard because the student is using the wrong decimal format. Please have the student reflect any hours worked less than a full hour as .25 for 15 minutes, .50 for 30 minutes, and .75 for 45 minutes; then resubmit for processing.

There is evidence that the timecard (VA Form 22-8690) or contract (VA Form 22-8692) you submitted for STUB, ACN#, has been created and/or is not an original VA document. We cannot process unoriginal, manufactured, or altered documents. If you need an additional copy of the correct document, please let us know.

*We are unable to process the attached time record (VA Form 22-8690) because it was sent in by someone other than the authorized Site Supervisor or Point of Contact for (**worksite**). Please have an approved Site Supervisor or Point of Contract resubmit the time record. A Site Supervisor Change/Update Form has been attached to this inquiry in the event your work site needs to update this information.*

Work Study reviewed the student's contract (ACN XXXX) and adjusted the education benefit/contract dates/approved hours on the signed contract (VA Form 22-8692) and time record (VA Form 22-8690). We have sent you a corrected signed contract and time record (ACN XXXX). Please use the new documents that have the benefit listed as XXXX/contract dates of XXXX to XXXX/approved hours of XXXX and resubmit the new signed contract.

We were unable to locate the student with the information you provided. When requesting any action specific to a particular student, please provide the student's name, file number, last four of their SSN, and/or their Work Study Agreement Control Number. This incident number has been closed. Please create a new incident to resubmit the form with the student's identifiable information.

Work Site Management – Student Selection

- Finding a Qualifying Student
- Selecting a Student



Service-connected disability



Financial need



Availability of transportation



Motivation



Work Assignments Don't Conflict with Disability

The image shows a collection of paper boats on a light grey surface. There is one orange boat in the upper left and several white boats scattered around it. The boats are simple, folded paper models. The text 'Supervising Students' is written in white at the bottom left.

Supervising Students

Supervising Students - Tracking

QUESTION:

How should a work site track its Work Study students.

ANSWER:

There's no one answer for this. It depends on the work site.

Track Submission of Documents

| WS Student ▼ | Type ▼ | Document's Time Period ▼ | AVA Inquiry ▼ | Submitted By ▼ | Submission Date ▼ | Inquiry Resolved ▼ | Further Action Needed ▼ | Notes ▼ |
|--------------|---------------------|--------------------------|--------------------|----------------|-------------------|--------------------|-------------------------|--|
| B Wayne | Time Record | 8/10/23 to 8/24/23 | A-20230825-1234567 | John Doe | 08/25/2023 | Y | N | |
| D Prince | Contract | 9/01/2023 to 11/3/23 | A-20230830-1234567 | Jane Doe | 08/30/2023 | Y | N | |
| D Prince | Signed Contract | 9/01/2023 to 11/3/23 | A-20230906-1234567 | Jane Doe | 09/06/2023 | Y | Y | Student needs to sign the SC. |
| C Kent | Time Record | 9/01/2023 to 9/18/23 | A-20230918-1234567 | Jane Doe | 09/18/2023 | N | N | |
| B Wayne | Time Record | 8/30/23 to 9/20/23 | A-20230921-1234567 | John Doe | 09/21/2023 | Y | N | |
| B Wayne | Time Record | 9/23/23 to 10/1/23 | A-20231002-1234567 | John Doe | 10/02/2023 | Y | Y | Returned for non-cumulative hours on TC. |
| C Kent | Zero Hour Extension | 12/01/2023 | A-20231016-1234567 | Jane Doe | 10/16/2023 | N | | |
| D Prince | Contract | 9/01/2023 to 11/3/23 | A-20231016-1234568 | Jane Doe | 10/16/2023 | N | | Resubmit signed SC. |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Tracking Student Contracts/Extensions

| WS Student | Area | ACN | Extension | Start | End | Days Left | Total Hours | Hours Completed | Hours Remaining | Notes |
|------------|-------------|----------|-----------|------------|------------|-----------|-------------|-----------------|-----------------|---------------------------------|
| C Kent | Vet Office | 11122333 | Original | 01/15/2023 | 05/15/2023 | | 400 | 350 | 50 | |
| C Kent | Vet Office | 11122333 | One | 06/01/2023 | 06/30/2023 | | 100 | 95 | 5 | |
| B Wayne | Vet Finance | 22211333 | Original | 08/10/2023 | 12/10/2023 | 72 | 400 | 150 | 250 | |
| D Prince | Vet Office | 33322111 | Original | 09/01/2023 | 11/01/2023 | 33 | 200 | 0 | 200 | |
| C Kent | Vet Office | 11122333 | Two | 09/01/2023 | 11/30/2023 | 62 | 300 | 50 | 250 | |
| C Kent | Vet Office | 11122333 | Zero | | | | | | 0 | Request sent to WS on 10/16/23. |
| | | | | | | | | | 0 | |
| | | | | | | | | | 0 | |
| | | | | | | | | | 0 | |
| | | | | | | | | | 0 | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| TODAY: | 09/29/2023 | | | | | | | | | |

Supervising Students – Performance/Conduct

QUESTION:

What if a student is having performance or conduct issues?

ANSWER:

A work site needs to have parameters in place to properly address conduct or performance issues. The frequency and severity of the issue should be taken into account when addressing such issues.

Student and Work Site Agreement

Work Study Student and Worksite Agreement

I must be receiving Veterans Affairs Educational benefits at $\frac{3}{4}$ training time or greater. If I drop a class and fall below the $\frac{3}{4}$ time rate, or my enrollment dates change, I will immediately notify VA and my Work Study site supervisor. Failure to do so may result in an overpayment of benefits which I may be responsible to pay.

I cannot begin working until I review and sign my VA Work Study approved agreement contract (VA Form 22-8692). I can work only within the contract dates and approved hours. Payments will not be processed for hours worked before the start of a contract or after the ending date of a contract. Payments will not be processed for hours that exceed the number of authorized hours shows on the time record.

I understand my Work Study check will be mailed to the address on file with VA Education benefits unless I have established direct deposit with them. I will notify my site supervisor if my address and/or VA Education benefit type changes.

I must update my VA Work Study approved time record (VA Form 22-8690) each day I work. I will ensure my site supervisor initials my time record.

I understand a time record can be submitted to Work Study every 50 hours or two weeks worked, whichever comes first. Only a site supervisor can submit a time record for payment to Work Study.

If I have questions concerning my Work Study contract or payments, I will contact my site supervisor or VA Education at 1-888-442-4551.

If I apply for and receive an advanced payment, I must work 50 hours to pay it off. Failure to do so will result in an overpayment of benefits which I may be responsible to pay.

I must submit a new Application for Work Study (VA Form 22-8691) once a year, when I change Education benefits, or I change VA approved Work Study work sites.

Work Study Student Date

Work Study Site Supervisor Date

**This is an example. A work site should reach out to its management, Human Resources, and/or General Counsel before implementing.*



Microsoft Word
Document

Work Study Student Statement of Understanding

Work Study Student Statement of Understanding

ABC University
Veterans Resources Office
123 Main Street, City, State, Zip

ATTENDANCE

I must notify my supervisor or a backup supervisor if I'm expected to work but cannot make it. An explanation may be required. This notification for time off must be approved in advance whenever possible. Advance notice will generally be at least the day before the leave is needed. A time off request is subject to approval based on workload and staffing. If I'm physically unable to call in or other mitigating circumstances exist, then a responsible person may make notification on my behalf. Leaving a voice mail or text message on a supervisor's telephone does not meet the requirement of requesting leave until the supervisor provides a response acknowledging his/her approval of the leave. In most cases, I must speak directly with a supervisor.

HOURS OF DUTY

I have spoken to my supervisor and understand the days and times I'm expected to be working. I'm expected to be logged into my computer at my desk or post of duty on time unless I have an excused absence. In the rare event that I may be tardy, I must notify my supervisor immediately. I understand when and how long my breaks are and am expected to return to my desk on time from those breaks.

RECORDS MANAGEMENT

I will safeguard sensitive information at all times. I won't share sensitive information with anyone who doesn't need to know, and that I have authorization to give it to (see VA Form 22-8692 for more information). I will not use my supervisor's or co-worker's accounts. I will protect my passwords and not share them. I won't dispose of work without it being properly filed and/or processed. Disposal of documents must be approved by my supervisor and within the policy of the work site.

COMPUTER SYSTEMS

I understand that it's my responsibility to always keep my worksite ID secure. This ID must be visible, above the waist, while at work. I will notify my supervisor immediately if I lose or damage my worksite ID. I will not download software to my work site's owned system. I will lock my computer before walking away from it.

BUSINESS ATTIRE

I understand the dress code policy and will adhere to it. I should select clothing that represents the office well and be mindful of the appearance made to the public and my co-workers.

WORKPLACE PROCEDURES

To respect my privacy and as a courtesy to those around me, I will not have loud conversations while on personal phone calls. I will not take personal phone calls while speaking to a customer, or during training. I can have limited access to the internet for personal use during my scheduled breaks. I am expected to display professionalism and treat co-workers and customers with courtesy and respect. Failure to do so could result in remedial or adverse action. I understand where to bring my questions, concerns, and/or grievances (e.g. supervisor, management staff, Human Resources). I will immediately notify my supervisor if I'm injured while working.



Statement of Understanding continued

...Statement of Understanding continued

PERFORMANCE MANAGEMENT

I will not be idle while at work. I'm expected to follow the instructions given to me. I understand my duties and what is expected of me while at work. I have been given a copy of my position description. I understand the metrics for measuring my performance. Failure to meet performance expectations could result in remedial or adverse action.

I understand failure to adhere to this Statement of Understanding may result in remedial or adverse action.

Work Study Student Date

Work Study Site Supervisor Date

**This is an example. It's expected that each work site has specific guidelines and policies for all of the topics stated in their Statement of Understanding. A work site should reach out to its management, Human Resources, and/or General Counsel before implementing a Statement of Understanding.*

Performance Measurement

Performance Measurement

COMPONENT 1 - REPORTS

Reviews all assigned paperwork to ensure its complete and accurate. Submits paperwork in a timely manner. Maintains files in accordance with requirements set forth by the department. Follows the standard operating procedure plus other training materials when receiving, processing, and filing paperwork. Maintains workload with integrity.

SUCCESSFUL performance is determined by the student having no more than 3 instances of erroneous, incomplete, or late reports in a contract period.

MEASUREMENT is conducted under a random weekly review of work by the supervisor.

COMPONENT 2 - CUSTOMER SERVICE

Maintains professional, positive, and helpful relationships with internal and external customers. Exercises tact, cooperation, ability to adjust to work pressures, and handles differences of opinion in a professional manner. Follows instructions thoroughly. Effectively communicates in a courteous manner with employees, supervisors, and students.

SUCCESSFUL performance is determined by the student having no more than 2 instances of valid complaints in a contract period.

MEASUREMENT is conducted by receiving verbal and/or written feedback from internal and/or external customers. Supervisor observation will include a review of three randomly selected phone calls per contract period. A valid complaint or incident is one where a review by the supervisor, after considering both sides of the issue, reveals that the complaint/incident should have been handled more prudently and was not unduly aggravated by the complainant. Valid complaints or incidents will be determined by the supervisor and discussed with the employee.

Work Study Student

Date

Work Study Site Supervisor

Date

**This is an example. A work site should reach out to its management, Human Resources, and/or General Counsel before implementing a performance measurement plan.*



Remember...document, document, document.



Common Questions



Common Questions

QUESTION:

Can a Work Study student do homework or study while working?

Can a Work Study student be paid to travel to and from the work site, from one location to another on campus, or to an outreach event?

ANSWER:

No, Work Study students working at an educational facility can perform the following tasks-

- Preparation and processing of necessary Veteran related papers and other documents at educational institutions, and the gathering of information to fulfill reporting requirements.
- Assisting with dissemination of general information regarding Veteran benefits and/or services and providing assistance to individuals in obtaining these benefits.
- Aiding Veteran students with general inquiries about Veteran benefits via phone, email, or in person.
- Maintaining and organizing Veteran related files.
- Outreach activities which involve the distribution of information about VA benefits to VA beneficiaries or potential beneficiaries, and providing assistance to them in obtaining these benefits; distributing information about other governmental programs beneficial to VA beneficiaries or potential VA beneficiaries.

Common Questions

QUESTION:

Are WS students able to work remotely?

ANSWER:

Yes, however, the work site still needs to adhere to the student selection criteria, provide direct supervision, and the student must still work only on approved tasks listed on the 22-10219/position description.

Common Questions

QUESTION:

Can the student be paid for the training they need to perform their job?

ANSWER:

Yes, Site supervisors are responsible for ensuring their students are trained to perform the tasks listed in their approved position description. Training for Work Study assignments should not exceed more than 20% of the authorized Work Study hours for the specified contract period. Training must be 100% related to their position as a Work Study student.

Common Questions

QUESTION:

Can a work site subsidize a student's wage?

ANSWER:

Yes, a student who receives Work Study allowance and is assigned by VA to perform Work Study services at a school, may be paid separately by the school at a rate reflecting the difference between the amount payable by VA and the amount which the school otherwise pays to non-VA Work Study students performing similar services.

Common Questions

QUESTION:

A Work Study student is applying for a loan and needs verification of employment. Can Work Study provide this?

ANSWER:

Work Study can provide a history of the payments the student has received. Furthermore, it's suggested the student also submit a copy of his or her current contract.

Common Questions

QUESTION:

My Work Study was injured on the job. What should I do?

ANSWER:

Document what took place. Workers' compensation claims need to be filed on a CA-1 via ECOMP on the DOL-OWCP website. Attach a copy of the most recent/current Work Study contract, any medical documents on behalf of the student, and the student's position description.

Site Supervisors may use the following email address when filling out the information on ECOMP: WORKERSCOMP.VBAVACO@va.gov

Common Questions

QUESTION:

Can my work site manage the payment of all time records for it's students?

ANSWER:

There's a voluntary program that allows an educational facility to do this...

Public Law 116-154 Improvement to Work Study Act

- Allows a 154 Administering Facility (154AF) to pay Time Records to GI Bill students at their facility
- A 154AF can be an approved education facility with a Facility Code assigned to it and students receiving GI Bill benefits at that institution
- A Non-154 Administering Facility (non-154AF) is an approved VA Work Study work site that is not approved to administer the payment of Work Study benefits
- Students enrolled at 154AF educational institution and is a Work Study at a non-154AF work site; the non-154AF cannot opt-out of 154AF certification and payment system
- Approved 154AF will receive a lump sum amount which must be used to pay VA Work Study students only
- An educational institution wanting to be 154AF must complete and submit PL 116-154 Participation Form, 22-10270, within the open enrollment period and submit a Position Description with a 22-10219
- Academic year and funding: August 1st to July 31st
- See the link on the Resources page of this presentation for more in-depth training on PL-116-154

➤ **Public Law 116-154 Improvement to Work Study Act Training Video**

Summary



Establishing Your Site's Work Study Program



Supervising Students



Common Questions and Beyond

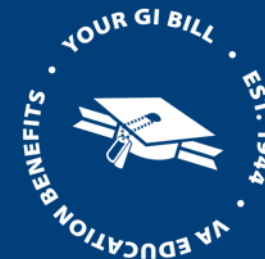
Resources



- Ask VA website: <https://ask.va.gov/>
- Work Study Site Supervisor phone number: 1-855-225-1159, option 2
- Work Study students may call: 1-888-442-4551

Questions?





Thank You!

