



**CONCORD** *U*  
CAREER SERVICES



# **STUDENT EMPLOYMENT HANDBOOK**

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**CONCORD** *U*

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# WELCOME TO STUDENT EMPLOYMENT

As a student employee, you'll gain important professional experience, cultivate valuable skills, and prepare for future career opportunities. Students are an essential part of the Concord University community, and we're excited to work with you as you embark on your journey.

This guide will help you learn more about what it means to be a student employee, the policies and procedures that must be met and followed while in your position, and the federal regulations and university policies that govern the FWS Program and other funding sources. We encourage you to familiarize yourself with this guide prior to applying for, accepting, and/or starting your first day of work. If you have questions, let us know! Submit an online request for assistance at <https://www.concord.edu/careerservices>

In general, there are three types of student employee funding sources: Federal Work Study, State Funds, Graduate Assistant positions. Each funding source is different, and has different requirements that you need to be aware of.

## What is Federal Work Study?

Federal Work Study, also referred to as FWS, is one of the major federal student financial aid programs authorized under Title IV of the Higher Education Act. It is designed to provide part-time employment to students who have established financial need according to federal guidelines. The federal government pays a percentage of the student's salary; the university or off-campus employer pays the remainder. The primary goal of the Federal Work-Study program is to provide students with the opportunity to gain work experience while offsetting a portion of educational costs.

The job a work-study student performs must be in the public interest either on-campus or off-campus. Your job responsibilities as an FWS employee will not promote religious doctrine or involve political lobbying of any sort at any time. Each FWS position available to you has already been screened by the FWS Program to ensure the position meets these criteria.

When searching for FWS positions, please keep in mind your educational and career goals as a student. Look for positions that are related to your field of study or offer skill development for your future. The FWS Program is intended to not only serve the needs of Concord University and community workplaces, but also to provide you with exciting opportunities that are relevant to your goals and interests.

## Who Is Eligible for Work Study?

To be eligible for FWS funds you must:

- Be officially awarded, FWS allocation by submitting the Free Application for Federal Student Aid (FAFSA) by the March 1 priority deadline. Please note that you must resubmit a FAFSA by March 1 each year.
- Be a regularly admitted student.
- Be a U.S. citizen, U.S. national, or permanent U.S. resident.
- Be enrolled in classes during each semester you are employed; exceptions may be granted for work-study students working full time during summer.
- Maintain Satisfactory Academic Progress (SAP) for financial aid eligibility; for more information, please visit our Satisfactory Academic Progress page at <https://www.concord.edu/financial-aid/satisfactory-academic-progress>

## What are State Funds?

These student employees are those who are not awarded work-study as part of their financial aid award package. Wages are funded by institutional funds and are allocated to departments. Students do not need to show financial need to work in these jobs nor be a U.S. citizen.

## **What is a Graduate Assistant Position?**

These positions are available to graduate students. Please reference the Graduate Assistant Manual for more information.

### **International Students**

On-campus employment is work that F-1 or J-1 students whose status is Active in SEVIS may apply for. On-campus employment is specific to work that takes place on campus or at an off-campus location that is educationally affiliated with the school. Examples of on-campus employment include working at the university bookstore or cafeteria.

Active F-1 or J-1 students may apply for on-campus employment up to 30 days before the start of classes. To apply, talk to the staff of the International Center. If approved, they will provide you with a letter of approval. Take this letter and a letter of approval from your employer to apply for a Social Security Number (SSN). All students who wish to work must apply for a Social Security Number.

If you participate in on-campus employment, you may not work more than 20 hours per week when school is in session.

For questions regarding the employment of international students, contact the Multicultural Affairs and Disabilities Services.



# APPLYING FOR STUDENT EMPLOYMENT POSITIONS

## What is Handshake?

Handshake is an online job search database and hiring platform and is used by Concord University to manage hiring for students. The website also has third party positions for work, job shadowing, internships, etc. All Concord University students have access to Handshake for free. All a student needs to do is sign into their account and fill out all the questions to make their account active.

## Step One: Log into Handshake and Update Your Information

- Visit the Handshake log in page at <https://concord.joinhandshake.com/edu> and enter your MYCU username and password.
- If this is your first time logging in or if your information has changed, click on your name in the top right corner of the screen to show a drop-down menu, and select “My Profile.” Here you can make sure your information is up to date.
- Be sure to fill out as much of the information as possible to increase the accuracy of suggested positions.

## Step Two: Upload Your Resume

- Now that your account is current, upload your resume. If you need help creating a resume, see the Build a Resume website at <https://concord.hiration.com/> for resume templates. You can also ask Career Services to review your resume via the same website.
- See the How to Upload a New Document website at <https://support.joinhandshake.com/hc/en-us/articles/218692648-How-to-Upload-a-New-Document> for step-by-step instructions on how to upload a resume.
- Use a distinctive Document Name (example: Resume – Updated May 30, 20xx).
- Choose “Resume” as the Document Type.

## Step Three: Search and Apply for Jobs

- In Handshake, click on “Jobs” in the menu at the top of the page.
- In the search bar, type “Concord University”.
- In the location bar, type your campus: “Concord University”.
- Hit the “Enter” key on your keyboard to initiate the search.
- Be sure the job you are applying for is a student position.
- Monitor your school email. If a hiring supervisor has follow-up questions or wants to schedule an interview, they may email you.
- Additional resources
  - Video on how to search and apply for jobs in Handshake at <https://support.joinhandshake.com/hc/en-us/articles/219426877>
  - Instructions on how to search for jobs in Handshake at <https://support.joinhandshake.com/hc/en-us/articles/218693408>
  - Instructions on how to apply for jobs in Handshake at <https://support.joinhandshake.com/hc/en-us/articles/218693418-How-to-Apply-for-a-Job>

## Step Four: What Happens After You Apply?

- Supervisors review prospective applicants. The supervisor may reach out to you directly to set up an in-person or phone interview.

- If you are selected for the position, your supervisor will notify you if additional action is required. If you have already been processed for payroll, you will receive an email with your official start date. If you are not processed for payroll, please move on to Step Six, from your supervisor.
- In the event the position is filled, you will be notified that the position has been filled, and you were not selected.

### Step Five: Getting Processed by Payroll

- Students must be processed by payroll and receive an official hire date before they can begin working. Speak to the Payroll Office for documentation and guidance.

### Step Six: After Payroll

- After Payroll approves the completed paperwork, they will notify your supervisor. Once notified your supervisor will notify you of your start date.
  - You **MUST** receive the onboarding email before you can begin working. **At no time** should you begin working a job assignment unless the onboarding email from Payroll Office containing the earliest potential start date and employee information has been received.
- Once you have received the official onboarding email, work with your supervisor to determine your first day of work and your schedule for the semester. Remember, on your first day of work must be on or after the official “Start Date” from the onboarding email.



# PAYMENT AND RECORDING TIME

Student employees are paid every other Friday. Payment is deposited directly into your bank account. You will be paid two weeks in arrears, meaning you generally will not receive your first paycheck until after working at least one month. The university is required by law to make deductions from paychecks for federal and state income taxes, and Social Security.

To track time worked, you will use a Kronos time clock near your workplace and punch in, or you will fill out a physical time-sheet. Your department supervisor will instruct you as to what method is preferred. If you are working off-site with a Community Partner and neither a time clock nor the internet is available, you must complete a physical time sheet. Notify your supervisor if you believe there is a problem with your paycheck.

For more information on Kronos, visit <https://www.concord.edu/about/important-offices-and-centers/business-office/payroll>

**Failure to log in appropriately or the falsification of time records can result in disciplinary action including termination and repayment of funds for time not worked.**

## **Clocking In and Out Via Kronos**

You will clock in and out of any on-campus job via assigned time clock. For more information speak to your supervisor or go to <https://www.concord.edu/about/important-offices-and-centers/business-office/payroll>

## **Viewing Concord Payroll Dates**

To view payroll dates, go to the Pay Schedules website at <https://www.concord.edu/about/important-offices-and-centers/business-office/payroll>. You will need to click on the “Pay Period” link for the appropriate year.

# EMPLOYMENT POLICIES

## Permissible Work Hours

As a student employee, your total hours worked may not exceed 20 hours per week when classes are in session, whether courses are being delivered in an in-person or online format.

There are permissible work periods where you can work up to 29 hours per week. These periods may include:

- Breaks such as Thanksgiving or spring breaks where the university is not officially closed but classes are not in session
- Winter break (after the fall semester ends) if the student will be returning for spring
- Summer semesters, in certain cases

It is up to you to determine how many hours per week you feel comfortable working, and report that to your supervisor. It is important to consider how much time you will need to dedicate to your studies, and not allow your work schedule to negatively impact your academic success. Once you have spoken with your supervisor, you will agree on a work schedule for the semester. Remember that on average 10 hours is the most you will work in a week if you have the full amount of Federal work study.

## Summer Session

If you wish to work full time (up to 29 hours per week) as a work-study employee during the summer, you must be enrolled half time or less (3 credits or less for graduate students, 6 credits or less for undergraduate students in the summer semester only). Federal work-study employees who are not enrolled in summer classes may also work full time during the summer semester. Please note that work-study funding is limited, so there may not be FWS funding available for the summer semesters.

## Working During Scheduled Class Time Prohibited

In general, students are not permitted to work in FWS positions during scheduled class times. Exceptions are permitted if an individual class is cancelled, if the instructor has excused the student from attending for a particular day, and if the student is receiving credit for employment in an internship, externship, or community work-study experience. Any such exemptions must be documented.

## Holidays and University Closures

You are not permitted to work during university holidays or when the university is closed. University closures include emergency closures such as snow days when both classes are canceled and university employees (except for emergency/essential personnel) are told not to report to work.

## Last Day of Employment

The last day of employment during a semester is the last day of final exams. Please visit the Academic Calendar website at <https://www.concord.edu/academics/academic-calendars> for the University's current academic calendar. There are some exceptions for winter break and winter intersession. Speak with your supervisor for more information.

## One Federal Work-Study Assignment Rule

Students may only be employed in only one FWS position at any given time.

## **Breaks**

When working a consecutive four-hour period, you should receive a 15-minute break with pay. If you are working a six to eight-hour period, you are entitled to two 15-minute breaks with pay and no less than a 30-minute lunch break without pay. Paid breaks may not be taken at the beginning or end of the work period and are not cumulative. Your breaks should also be taken at times when your absence will not place an undue burden on the department/agency.

## **Employee Benefits**

As a student employee, you are not eligible to receive other employment benefits such as paid holidays, vacation, sick leave, unemployment insurance, or permanent status.

## **Addressing Performance and Conduct Issues**

Supervisors are responsible for addressing performance or conduct issues promptly and fairly. Concerns such as repeated tardiness, poor attitude, failure to complete assignments, or unprofessional behavior must be managed through a consistent process. The goal is not punishment, but improvement and professional development.

## **Identification and Documentation**

- Supervisors should observe and define the behavior clearly (e.g., repeated lateness, inappropriate comments, failure to follow instructions).
- Record the date, time, and description of the incident in a confidential supervisor log.
- Focus on observable actions and outcomes rather than personal judgments.

## **Initial Conversation**

- Meet with the student privately as soon as possible.
- Clearly describe the concern and explain its impact.
- Allow the student the opportunity to respond.
- Work together to clarify expectations and establish steps for improvement.

## **Verbal Counseling**

- Used for first-time or minor issues.
- Supervisor communicates what needs to change, why it matters, and sets a clear timeline for improvement.
- The conversation should be documented informally in the supervisor's records.

## **Written Warning**

- If the issue persists, a formal written warning should be issued.
- The warning must include:
  - Summary of the concern
  - Actions previously taken (e.g., verbal counseling)
  - Expectations for improvement and timeline
  - Potential consequences if improvement does not occur
- Both the supervisor and student should sign the written warning. A copy must be kept on file and shared with Career Services.

## **Final Review or Termination**

- If no improvement occurs after a written warning, supervisors may request termination in consultation with Career Services and/or Human Resources, as appropriate.

## **Record Keeping**

- Supervisors are required to maintain a confidential performance log including:
  - Dates and times of incidents
  - Notes on verbal and written warnings
  - Improvement plans or follow-up actions
- Documentation ensures fairness, accountability, and consistency across all departments.

## **Supervisor Guidelines**

- Address concerns promptly and privately.
- Be specific by citing behaviors and examples.
- Remain professional and respectful, focusing on growth and solutions.
- Apply policies consistently to all student employees.

# WORKPLACE STANDARDS

## Attendance Expectations:

As a student worker, you are expected to adhere to the following attendance guidelines:

- **Maximum Allowed Absences:** You are allowed up to four (4) call-ins per semester. This includes any absences due to illness, personal matters, or emergencies (e.g., sickness, family emergency, etc.).
  - Each call-in should be made at least 24 hours in advance if possible. In case of an emergency, please notify your supervisor as soon as possible.
  - If you need time off for a long-term illness (e.g., multiple days due to a serious illness), a doctor's note may be required. Such absences will count as one (1) call-in, regardless of the number of days missed.
- **Unnotified Absences:** You are allowed one (1) unnotified absence per semester (e.g., missing a shift without informing your supervisor). After the first unnotified absence, further unnotified absences may result in disciplinary action or termination.
- **No-Call, No-Show:** Failing to report an absence or not showing up for a scheduled shift without prior notice may result in immediate disciplinary action, up to and including termination of employment, depending on the situation.

## Special Considerations:

- **Medical Emergencies:** If you experience an illness or medical emergency that prevents you from attending work, please contact your supervisor as soon as possible. For extended illnesses (e.g., hospitalization, significant injury), a doctor's note may be required to excuse additional absences.
  - **Extended Illness:** If you are unable to attend work for more than a few days due to a serious illness, you must submit a doctor's note to your supervisor. Extended illness will count as only one (1) call-in, even if it spans multiple days.
- **Scheduled Time Off:** If you know you need time off for a planned event (e.g., personal or academic commitments), you are responsible for submitting a request for time off as early as possible. This will help ensure proper scheduling.

## Consequences of Excessive Absences:

- **After 3 Call-Ins:** If you reach three call-ins in one semester, a meeting with your supervisor will be scheduled to review your attendance and assess your ability to meet work expectations. It's important to address any ongoing challenges to ensure success in your position.
- **After 4 Call-Ins:** If you exceed four call-ins in one semester, your employment will be reviewed and could result in a reassignment or termination based on attendance and job performance.

## Communication and Reporting:

- **How to Report an Absence:** Notify your supervisor of an absence as soon as possible via email, phone, or text (according to your department's preferred communication method).
- **Documentation:** If your absence is due to illness or another serious matter, a doctor's note or other relevant documentation may be requested to verify the absence.

## **Flexibility and Support:**

We understand that life as a student can be unpredictable, and we are committed to being flexible and supportive. If you are facing challenges that might affect your attendance or work schedule (personal difficulties, academic stress), please reach out to your supervisor early to discuss possible accommodations.

By adhering to this attendance policy, you help ensure that we maintain a smooth, professional, and effective workplace. We appreciate your commitment and dedication, and we are here to support your success. If you have any questions about this policy or need further clarification, don't hesitate to contact your supervisor.

## **Drug Free Workplace**

All employees of Concord University, including faculty, classified and non-classified staff, administrators, and student employees, must comply with the Drug-Free Workplace Act of 1988 (Public Law 100-690 Title V, Subtitle D, 41 U.S.C. 701 et. Seq.).

## **Tobacco Policy**

Tobacco or other similar products such as vaping devices are prohibited on all campuses and/or Concord University grounds. Smoking is also prohibited in any motor vehicle owned, leased, or otherwise operated by Concord University. Tobacco use is prohibited on all Concord campuses; therefore, it is prohibited for use at Federal Work-Study sites.

## **Prohibitions**

The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace. Reporting to work under the influence of a controlled substance is also prohibited.

## **Disciplinary Sanctions**

Any employee found in violation of this provision shall be subject to disciplinary action, including dismissal.

## **Background Checks**

Background checks may be required by various on-campus departments prior to final offer of employment.

## **Other Certifications**

Other job certifications and training may be required specifically for your job. They may include, but are not limited to; Food Handling, Cash Handling, Lifeguard, First Aid, CPR/AED, HIPPA, and FERPA.

## **Employee Rights and Responsibilities**

Student employees are required to behave in a civil, professional manner, to treat others with respect, to comply with state and federal laws and regulations related to individual rights, business operations and procedures, health and safety, conflict of interest, and to comply with university regulations, rules, and policies and procedures. All employees are entitled to be treated with respect and dignity by supervisors and other employees.

## **Injuries**

As a student employee, you are covered during working hours by Workers Compensation for work-related injury/illness. If you do not seek medical treatment, you cannot complete a Workers Compensation claim. All workplace injuries or illnesses, no matter how small, must be reported immediately. All work-related injuries or illnesses, or questions regarding Workers Compensation must be sent to Concord Human Resources at 304-384-6217.

## **Misuse of Computing and Telecommunications Resources**

Computing and telecommunication resources include, but are not limited to:

- Concord Campus Network
- Concord telecommunications and telephone systems
- University owned microcomputers and printers
- University owned software
- E mail
- Computer or communications equipment, data, or programs owned, leased, or otherwise provided by Concord University are for authorized administrative and academic purposes

The following are specifically prohibited:

- Disruption or interference with the normal use of computers or communications-related equipment, data, or programs of individuals, or the university
- Unethical, unauthorized, illegal, or other improper use of this equipment, data, or programs
- Attempts to breach security of any matter
- Use of a computer account or network access for purposes other than those assigned
- Unauthorized copying or unauthorized use of computer software

The Concord University campus email system and services provided to faculty, staff, and students are intended for official university for business only. They are not to be used for personal gain, political, religious, or special interest purposes.

## **Schedule and Duties**

No matter where you work, it is important for you to learn the general workplace procedures and to become an expert in your specific assignment. Once you are hired, it is your responsibility to perform well on assignments and tasks that you are assigned according to the schedule given to you by your supervisor. Do not expect to study while you are scheduled to work.

## **Visitors and Phone Use**

You should inform friends and relatives that you cannot have social visitors during the hours you are scheduled to work. Unofficial phone use should be strictly limited to emergency use only. Personal calls should be limited to breaktime and conducted in appropriate areas where they will not disrupt coworkers or customers.

## **Personal Appearance**

As a representative of Concord University, you are always expected to present a neat and clean appearance while working on behalf of the university. The default expectation is set to business casual. This can be altered at the discretion of your supervisor for the position but is still beholden to the oversight of the university.



Business Casual Dress is defined as follows:

- **Casual Shirts:** All shirts with collars, business casual crewneck or V-neck shirts, blouses, golf and polo shirts. Examples of inappropriate shirts include T-shirts, shirts with inappropriate slogans or graphics, tank tops, muscle shirts, camouflage, crop tops, and overly casual or revealing blouses or tops.
- **Pants/Skirts:** Casual slacks and trousers, jeans without holes, frays, etc., and knee-length or longer skirts. Examples of inappropriate pants include shorts, camouflage, skirts that are too short or too tight, and pants worn below the waist or hipline.
- **Footwear:** Casual slip on or tie shoes, dress sandals, clean athletic shoes, and appropriate flats or low heels. Examples of inappropriate footwear include flip-flops, construction, or hunting boots.

## **Personal Conduct**

As a student worker of Concord University, you represent the institution. You are always expected to treat fellow students, faculty, staff, and visitors in a respectful and professional manner.

## **Non-Discrimination Disclaimer**

Concord University is committed to providing a respectful environment for all individuals. We do not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, age, disability, religion, marital status, veteran status, or any other characteristic protected by law. Our policies, practices, and services are designed to ensure equal treatment, opportunities, and access for everyone, regardless of background or identity. For additional information see <https://www.concord.edu/student-life/title-ix>

## **Use of University Vehicles**

Student employees who are required to operate a university vehicle must possess a valid driver's license, have a good driving record, and must be authorized by their immediate supervisor. They must also take the state driver's training before being permitted to operate any university vehicle.

## **University Property and Access**

University programs, personnel, time, titles, and property, including equipment, systems, vehicles, information, supplies, and office space are to be used in conducting authorized business of the University. Use of such for personal benefit is grounds for disciplinary action.

Keys issued to employees responsible for securing a university building, office, room, equipment, computer access are for work-related reasons. When employment ends, access provided to systems or facilities must be terminated and keys returned.

## **Work Ethics and Confidentiality Information**

While at work, you may learn or be exposed to confidential information about university business, other students, parents of students, or University personnel. This information is strictly confidential and should not be discussed with others. Your supervisor may ask you to sign a confidentiality agreement.

## **Sexual Harassment Policy on Commitment**

Concord University is committed to providing faculty, staff, and students with a work and educational environment free from all forms of sexual harassment. Sexual harassment, in any manner or form, is a violation of university policy, and is expressly prohibited. All faculty, students, and staff of the university are expected to acquaint themselves with this policy.

## **Workplace Violence**

Concord University is committed to preventing workplace violence and providing a safe work environment. In order to provide a safe and healthy work environment for its employees, customers, students, and visitors, the university expects employees to follow the rules of conduct that will protect the interest and safety of all employees and the University.

## **Solicitation**

Solicitation and the selling of products or articles on university property, owned or leased, are prohibited. There may be exceptions for organizations and groups directly affiliated with and recognized by Concord University. These must be authorized by written approval of the institution's president/designee.

## **Progressive Discipline**

When a student employee is not meeting expected and previously communicated performance standards, supervisors are encouraged to implement a process called progressive discipline. Progressive discipline is meant to let a student worker know that there is a performance problem or that an opportunity for improvement exists. The process features increasingly formal efforts to provide feedback to the employee to correct the problem. These efforts can range from verbal conversations and written warnings to termination.

The goal of progressive discipline is not to punish an employee, but rather to improve employee performance and assist employees in overcoming workplace difficulties. Progressive discipline is most successful when it assists an individual to become an effectively performing member of the organization.

## **Terminations, Resignations, and End of FWS Allocation**

If at any time you decide to resign from your position, you are expected to notify your supervisor in writing at least two weeks in advance. An employee is expected to work throughout their two-week notice, unless waived by immediate supervisor. Supervisors also reserve the right to terminate work-study employees. Grounds for termination include excessive tardiness, inappropriate behavior, sleeping, absenteeism, or failure to properly perform assigned duties and tasks.

If a student is terminated or resigns, a release form must be completed by the current supervisor and an exit survey needs to be completed by both the student and the supervisor before another position on campus can be granted.

<https://www.concord.edu/careerservices>

Following termination/resignation there could still be potential to become eligible for an FWS position in the future. Providing that FWS is awarded, and new job applications are submitted via Handshake, you may be selected by a different supervisor for a new FWS position, if eligible.

Assuming no termination or resignation is tendered, an FWS employee's assignment will end when they have utilized their full FWS allocation. Remember, if the student continues to work after the full FWS allocation has been reached, the department or agency for whom they work with be charged the overage.