

Office for Student Financial Affairs
S-107 Criser Hall • P. O. Box 114025
Gainesville, FL 32611-4025 • (352) 392-0296

A Division of Student Affairs Department
Educating Leaders for a Global Community



2007-08

Student Employee Handbook

*A Guide for Student Assistants
Office for Student Financial Affairs*



UF | UNIVERSITY of
FLORIDA



Office for Student Financial Affairs

S-107 Criser Hall
 PO Box 114025
 Gainesville, FL 32611-4025
 (352) 392-1275
 Fax (352) 392-2861
<http://www.sfa.ufl.edu>

Student Work Permit
 Date

Last Name, First Name
 Address
 Address
 City, State Zip Code

UFID
 DOB:

Employing Department Responsibilities

The student's salary plan should be based upon the program listed below. As employer, you must monitor FWSP wages to make sure the student does not earn more than the approved earnings. When the student has earned the full amount, you should get them to contact Student Employment to inquire about eligibility of an increase to their approved earnings.

The University of Florida is an affirmative action employer and offers equal employment opportunity without regard to race, color, creed, sex, age, national origin, marital status, veteran status, or disability.

Student Responsibilities

You have been qualified for employment and authorized to work under the following conditions:

Department Name	Begin Date	End Date	Program	Approved Work Hours	Approved Earnings
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By signing below I am certifying that I have read the following and agree:

1. To abide by the above conditions of this *Work Permit*.
2. To maintain at least a 2.0 G.P.A.
3. To maintain half-time enrollment.
4. To not work during scheduled class hours. If a scheduled class is cancelled or dismissed early, you must provide your supervisor with a written memo from the instructor certifying that the class has been dismissed. The following is the University of Florida's policy regarding violations:
 - a. If you are found to have violated the above policy, you will be placed on employment probation for the first offense. A second offense will result in termination from Federal Work-Study or Student Assistant-OPS employment.
 - b. Departments will also be placed on probation and may be suspended as an authorized employer if the problem is not corrected.

Signature

Date

Message from SFA's Director

It is my pleasure to welcome you to the University of Florida (UF) Office for Student Financial Affairs (SFA). I hope you find your work experience here both pleasant and rewarding. As you will soon learn, one of the most important benefits of your job will be the personal growth experienced through working.

You will find your employment can be an asset to your lifelong learning experience. While helping to pay your college expenses, you will learn new job skills; refine interpersonal relationship, customer service, and time management skills; and enhance your resumé. I should know. I was a student assistant in this office when I was a UF undergraduate.

This handbook is designed to help inform you of our office policies. It provides general information, informs you of your responsibilities as a student employee, acclimates you to the different departments within our office, and gives detailed information on confidentiality of records. Please read it carefully and talk with your supervisor if you have questions regarding any of our policies.

It is our goal to help you be successful in a culturally diverse, technologically sophisticated, and increasingly complex society. I think you will find your future successes rooted within your work experiences that began at SFA.

Sincerely,

Karen Fooks
 Director

Congratulations!

You have been assigned a job as a student assistant at SFA. As an employee here, you are part of a staff of about 70 student assistants and 70 permanent employees. Our organization is busy and complex, and each student who works here helps to keep it running smoothly.

SFA is a service organization, a branch of the Division of Student Affairs. We provide more than \$380 million in financial assistance to more than 75% of the student body yearly. Our job is to help students receive the money they need to attend UF. As such, you will be working to help your fellow students. While working here, you will :

- ✓ Earn money to contribute toward your education
- ✓ Gain valuable work experience
- ✓ Provide UF with needed services

You may be somewhat nervous about starting your job. You may also have concerns or questions, such as:

- ✓ What are my duties?
- ✓ How do I dress?
- ✓ What if I don't know how to do something?

Relax. Don't be afraid to ask questions or ask for help. It's always better to admit you don't know something but are willing to learn than to give someone incorrect information. We hope this handbook will help you feel at ease about these concerns by giving you a good understanding of what you can expect from your job and what will be expected of you.

After reading your *Student Employee Handbook* please keep it for future reference !

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Student Employment Petition

Division of Student Affairs
 Office for Student Financial Affairs

S-107 Criser Hall
 P. O. Box 114025
 Gainesville FL 32611-4025
 (352) 392-1275
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 www.sfa.ufl.edu

Student Employment’s work policy limits a student to working a maximum of 20 hours per week. We believe this is a reasonable limit that will not be a detriment to most students’ academic success. When work hours are combined with class and campus study time, this equates to a regular 40-hour work week for most students. However, students in good academic standing may petition for approval to work a maximum of 31 hours per week. Additionally, the Student Employment work policy requires students to maintain a minimum GPA of 2.0 GPA or better. This petition is a request for exception to one or both of the previously stated policies. Please be sure the Student Section and Academic Advisor Section have both been completed before returning this form to Student Employment in S107 Criser Hall.

Student Section—Please read and complete this section.

Name _____ UF ID _____
 Address _____
 Phone Number _____
 Email Address _____

I am requesting a student employment exception for the following reason:

____ I am requesting student employment while my GPA is below a 2.0.
 ____ I am requesting to work more than twenty (20) hours per week. I would like to work _____ hours per week in the department of _____.

Academic Advisor Section—We are asking you to please meet with this student and complete this Academic Advisor Section. The Student Employment Office, based on your recommendation, will make a final determination. We are asking that you meet with this student and complete this section of the petition. Thank you for your input and assistance regarding the student’s circumstances.

Academic Standing: Good ____ Warning ____ Probation ____ Suspension ____

After meeting with the student, it is my recommendation that the student’s petition be:

_____ Approved _____ Denied

Financial Aid Administrator’s Section—This section is to be completed by a Student Employment Coordinator.

_____ Approved _____ Denied _____ Initials _____ Date

confidentiality is printed in this handbook. Please read it carefully.

Direct Deposit Paychecks

Federal Work-Study students are encouraged to sign up for direct deposit of their paychecks. *Direct Deposit Authorization Forms* are available at <http://fa.ufl.edu/forms>. Fax your completed form to Payroll Services at (352) 846-0166.

Financial Aid

Students receiving financial aid are encouraged to also sign up for Direct Deposit of their aid on ISIS. Once you reach ISIS at www.isis.ufl.edu, select "Financial Services" and then "EFT Signup."

Drug-Free Workplace Policy

The following are required of the university and its employees:

1. An employee shall notify his or her supervisor or other appropriate management representatives of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.
2. The university shall notify any federal contracting agency within ten days of having received notice that an employee engaged in the performance of such contract or grant has had a criminal drug statute conviction for a violation occurring in the workplace.
3. The university will take appropriate personnel action against any employee who is convicted for a violation occurring in the workplace or will require the employee's satisfactory participation in a drug abuse assistance or rehabilitation program.

For a complete statement of UF's Drug-Free Workplace policy, consult the Human Resource Services' Web site at: www.hr.ufl.edu/handbook/policies.htm#drugfree

Please call UF's Human Resource Services at 392-2477, 1-800-955-8771 (TDD), if you have questions about university policies and procedures.

Earning Your Award

You may not earn more than the amount approved on your work permit. Use the *Record of Money Earned* form on page 24 of this handbook to keep track of the money you earn. If you are close to earning more than the approved amount before the end of the semester, check with your supervisor immediately.

E-Mail Policy

According to Florida Statutes, e-mail information is defined as a public record. E-mail created or received by UF employees in connection with official business, which perpetuates, communicates or formalizes knowledge, is subject to the public records law and open for inspection. Students who are required to use university e-mail in the performance of their job should be aware of the *UF Policy on Public Records Law and E-mail*. If your e-mail falls within the definition of a public record, you may not delete it except as provided in UF's record retention schedule. For in-depth information, go to the UF Web site on E-mail as Public Records at: www.pr.ufl.edu/email.htm#employee

Giving Notice

You should give your supervisor at least two weeks notice if you plan to end your employment.

Grade Point Average

As a student assistant, you must maintain a cumulative 2.0 grade point average. Students whose cumulative GPA falls below 2.0 must petition to continue working.

Grievance Procedures

Because UF encourages informal resolution of grievances and complaints, your immediate supervisor is available to help you resolve any work-related concerns or misunderstandings. Should this type of informal resolution be unsuccessful, you may choose to initiate a formal grievance or complaint. Please contact Student Employment for assistance.

CLASS / WORK SCHEDULE

Name _____ UFID _____

Position _____ Program _____

Students and employers must be aware that students cannot work during scheduled classes unless the student has submitted a valid class dismissal form. Students should complete a *Class / Work Schedule* indicating when they have class (C) and when they prefer to work (W). Two-hour work blocks are preferred.

Term _____ *Hours permitted to work per week _____

Amount awarded _____ Pay rate per hour _____

		Fall/ Spring					Summer
Time	Period	Monday	Tuesday	Wednesday	Thursday	Friday	Time
7:25 to 8:15	1						8:00 to 9:15
8:30 to 9:20	2						9:30 to 10:45
9:35 to 10:25	3						11:00 to 12:15
10:40 to 11:30	4						12:30 to 1:45
11:45 to 12:35	5						2:00 to 3:15
12:50 to 1:40	6						3:30 to 4:45
1:55 to 2:45	7						5:00 to 6:15
3:00 to 3:50	8						E1 7:00 to 8:15
4:05 to 4:55	9						E2 8:30 to 9:45

*Formula: Award / weeks of term / pay rate = hours eligible to work per week.

PROFESSOR'S DEPARTMENTAL LETTERHEAD

MEMORANDUM

TO: Student Employment
FROM: Instructor
RE: Student Employment During Class

Student employment policy governing both Federal Work-Study (FWS) and Other Personnel Services (OPS) forbids a student working during scheduled classes unless they have given a valid Class Dismissal Form to their work supervisor prior to their working. This form must be attached to the time card when submitted. Failure to comply with this policy may result in dismissal of the student employee or ineligibility the department / agency to participate in student employment programs.

Student _____ UFID _____

The class listed below has been (please circle one):

DISMISSED EARLY or **CANCELLED**

for the indicated date and time period.

List course and section number _____

Indicate normal class meeting schedule (e.g., MWF 3rd period) _____

Please indicate date and time of early dismissal or cancellation _____

 Instructor's Signature

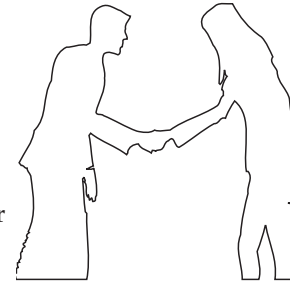
 Date Signed

Injuries

If you get hurt during working hours, you, your immediate supervisor, and the departmental safety coordinator must contact the UF

Worker's Compensation Office before you go to an authorized medical provider, unless your injury requires emergency medical care. The Worker's

Compensation telephone number is (352) 392-4940; TDD 1-800-955-8771; FAX (352) 392-8329. Your supervisor will help you to make arrangements if you require a doctor's attention. Our office accountant serves as our departmental safety coordinator.



Lunch

Employees working more than six consecutive hours must take a 30-minute, off the clock, lunch break. Your supervisor sets your lunch break.

Office Equipment Policy

Employees are not allowed to use office equipment, such as computers, copy machines, word processors, or typewriters for personal work.

Computer-Software

Students are prohibited from installing privately owned software programs onto office computers. Please read the UF Software Copyright Policy at: pirate.fas.ufl.edu. SFA policy is that all personal computer disks must be checked by SFA's Systems and Programming section.

Computer-Chatrooms

Employees are not allowed to use SFA computers to enter chatrooms to communicate with others.

Payroll

You will be paid at least minimum wage. You will receive your first paycheck the second payday after you begin work. Payday is every other Friday, and paychecks are usually available by 11 a.m.

Performance Evaluation and Raises

Periodically, your supervisor should evaluate your performance. If your work is unsatisfactory, you may be evaluated sooner. You may be considered for a raise consistent with your job performance.

Students holding positions with certain job requirements, or jobs requiring special skills or abilities may receive higher than average pay.

Public Relations

Take pride in your position at Student Financial Affairs. The impression you make may influence the attitude of visitors. SFA is a student service organization, and we work with students who may be feeling stress related to financial issues. When talking to visitors in the office, listen carefully and give clear and polite responses. Call people by their first names if possible. Be considerate of others' feelings.

Questions

Don't be afraid to ask questions or ask for help. It's better to admit you don't know something but are willing to learn than to give someone incorrect information.

Scheduling Work Hours

Full-time students are limited to working 20 hours per week; however, they can petition to work up to 31 hours per week. To be considered for more than 20 hours per week, you must complete a Student Employment Petition (see page 25).

You may not work during scheduled classes or exams. You may work during finals week, but not during a scheduled exam. If a class or exam has been completed early, cancelled, or rescheduled, you must provide a completed class dismissal form (p.22) to your supervisor before working during that time.

Use the chart at the back of this handbook to set up your weekly work schedule (p. 23) with your supervisor. Fill in your classes and your work schedule. Remember that SFA's hours are from 8:00 a.m. to 5:00 p.m.

Let your supervisor know in advance if you need to work fewer hours or plan to take some time off. Plan to make up any work you miss. You will have some flexibility in scheduling work around your class schedule, but remember to discuss any schedule changes with your supervisor by the first day of class each semester.

Telephone Etiquette

Employees are not allowed to use the office telephone for personal calls without their supervisor's permission, and then it should only be in the event of an emergency.

1. Learn how to use the phone. If you have questions, ask your supervisor for help. Don't try to answer the phones until you have been properly trained.
2. Always identify yourself. Give your name and department when you answer or place a call.
3. Each call is important. Use courtesy, and BE A GOOD LISTENER.
4. Your voice creates an image. Use a pleasing tone of voice and speak clearly into the receiver.
5. Take complete messages: caller, area code and phone number, date and time, the message and your name. Keep pads and pencils by the phone.
6. When you put someone on hold, explain what you are doing and check back

frequently. If you know the wait will be long, offer to take a message.

7. Be sure of what you intend to say before you place a call.
8. When transferring a call, please tell the caller that you are transferring the call and provide a brief explanation before transferring.

W-4 Cards

The *W-4 Card (Employee's Withholding Allowance Certificate)* is used to designate the appropriate income tax withholding status for employees. Students must complete a W-4 to be appointed to payroll. All student W-4 cards are kept on file at the Student Employment Office. To make changes or corrections, students should go to the Student Employment counter in the Criser Hall Lobby.

When completing your W-4 card be sure to use a permanent (home / parental) address to which your W-2 may be mailed at the end of the calendar year.

When filling out your W-4 card, you have two choices concerning your preferred withholding status: 1) to claim EXEMPT (no money will be withheld); or 2) to claim ZERO, ONE, or more exemptions. If you claim ZERO, ONE, or more exemptions, the Internal Revenue Service (IRS) will withhold a portion of your earnings.

Exemption from withholding may be claimed only if:

- last year you had a right to a refund of ALL federal income tax withheld because you had NO tax liability; AND
- this year you expect a refund of ALL federal income tax withheld because you expect to have NO tax liability.

If you meet both of the above conditions, enter year effective and "EXEMPT."

STANDARD FORMS

On the following pages are four sample forms that students can copy for their own use throughout the year.

1. *Class Dismissal Form* (allows a student to work during a scheduled class).
2. *Class/Work Schedule*
3. *Record of Money Earned* (form for keeping track of hours worked and money earned).
4. *Student Employment Petition* (Form to work more hours or to work with a low GPA).
5. *UF Work Permit* (required for FWS and OPS employment—take on job interviews).

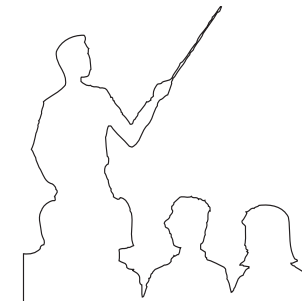
W-4 Card: the *Federal Employee Withholding Allowance Certification* which indicates the employee's tax exemption choice.

Work Permit: a UF form which indicates the amount awarded to a student for a specified academic period, to be earned through employment at UF or at a public non-profit community organization. A work permit is required for FWS and OPS employment.

STUDENT RESPONSIBILITIES

Students should consider Federal Work-Study (FWS) or Other Personnel Services (OPS) positions as regular jobs. They should work with their supervisors to coordinate a work schedule and meet that schedule. Student workers have a dual responsibility, since they must also maintain satisfactory academic status. If you are employed through FWS or OPS, you have the following specific responsibilities:

1. **TO apply** for financial aid each year as soon as possible after January 1, if you wish to continue receiving funds through the Federal Work-Study program.
 2. **TO maintain** at least a 2.0 GPA. Any student whose GPA falls below 2.0 must petition to continue working.
 3. **TO earn** the amount of your allocation. Students assigned to jobs which will not pay the total amount of their allocations may obtain a second job assignment from Student Employment.
 4. **TO complete** an *Employee's Withholding Allowance Certificate (W-4 card)* indicating your tax exemption choice as soon as you are hired. Students who desire to change their exemption status at any time must come to the Student Employment Office.
 5. **NOT to work more hours each pay period than indicated on your work permit.** You may work up to 20 hours in Week One and 20 hours in Week Two, but not 15 hours Week One and 25 hours Week Two.
 6. **NOT to work** during scheduled classes or exam times without written documentation from your professor that the class/exam has been cancelled. You must give this documentation to your supervisor.
 7. **NOT to earn** more than the semester award amount listed on your work permit. Halfway through the semester, you should check to see if you are in danger of earning your allocation before the semester ends. When you have earned your award amount, you must show additional need to be awarded more aid. Continuing to work without
- petitioning will jeopardize your future aid and the university's eligibility to receive funds.
8. **TO notify** your supervisor in advance if you will be absent from work. Frequent absences are a justifiable cause for dismissal.
 9. **TO consult** with the Student Employment Office and discuss your situation with a staff member if you wish to quit your job.
 10. **TO give** your supervisor at least two weeks notice before quitting your job.
 11. **TO go** to Student Employment for counseling and possible reassignment, if you are laid off for any reason.
 12. **TO arrive** at the office prepared to work.
 13. **TO observe** the Student Affairs policy on confidentiality of student records (p. 6). Student employees who have access to student records must not discuss confidential student information with anyone.
 14. **TO notify** your supervisor or other appropriate management representative of any criminal drug statute conviction for a violation occurring in the work place no later than five days after such a conviction.



DIVISION OF STUDENT AFFAIRS POLICY

The University of Florida (UF) assures the confidentiality of student educational records in accordance with University rules, state statutes, and the Family Educational Rights and Privacy Act of 1974 (FERPA), known as the Buckley Amendment.

Students' Records Access Rights

In general, all students have the right to personally review their own educational records for information and to determine the accuracy of these records. Parents of dependent students, as defined by the Internal Revenue Service, have these same rights. A photo I.D. or other equivalent documentation, or personal recognition by the custodian of the records, will be required before access is gained.

Exceptions to Students' Records Access Rights

Students do not have access to:

1. personal notes of administrative, faculty, or supervisory personnel which are not accessible to or revealed to other parties;
2. financial information of parents;
3. confidential letters of recommendation placed in files before January 1, 1975, or those for which the student has waived right to access; or
4. medical, psychiatric, or psychological data recorded by professionals or paraprofessionals for their own use in treatment of the student; however, such records can be reviewed by a physician or other appropriate professional of the student's choice.

Student Consent Prior to Records Release Policy

Student educational record information will not be transmitted to third parties outside the university without the student's written consent, with the following exceptions:

1. *Public information:* student's name, local/permanent address and e-mail address, telephone listing, academic major, dates of attendance, awards received, participation in officially recognized activities, and sports, weight, and height for athletic team members. This information will be released to anyone requesting it. Public information will not be released if a student completes and returns a *Restriction of Directory Information* form, available through the Office of the University Registrar.
2. Information may be released to a student's parent if the student is financially dependent upon the parent (IRS definition). The burden of identifying such dependency rests with the student or parent.
3. Information concerning application for or receipt of financial aid, which may be released to official agencies involved in decisions on aid allocation.
4. Information released to university officials with a legitimate educational interest.
5. Information required by federal or state agencies as specifically provided by law.
6. Information released to comply with lawful subpoenas. Reasonable attempts will be made to notify students prior to compliance with the subpoena by certified letter preferably, or by personal or telephone contact in emergency situations.
7. Information needed in connection with an emergency to protect the health or safety of the student or other persons, as authorized by Department of Education regulations.
8. Information pertaining to student judicial hearings may be released to victims, when required by law.

employment, and family contribution and/or budget revision.

Post-Baccalaureate Student: a student who has a bachelor's degree but is not yet admitted to a graduate program, and who is classified a "6" for class in college.

Repayment: circumstances in which a student must repay aid already received.

Quality Assurance Program: a special federal program which allows UF to establish its own verification criteria and determine which student files must be verified; SFA has a Quality Assurance Section which selects random samples of students for this program.

Scholarships: gift aid to students; based primarily on achievement, although need is sometimes a consideration.

Selective Service Compliance Certification: certifies that students have registered with the Selective Service or that they are not required to register. Federal rulings require students to sign this statement to be eligible for financial aid.

Self-Help Aid: financial aid which is in the form of a loan and/or employment.

Social Security Administration: a federal agency which pays benefits to eligible families and individuals, and also assigns a nine-digit identification number to all individuals.

Statement of Educational Purpose: a statement on the FAFSA which students must sign to indicate their agreement to use aid funds only for educational purposes.

Student Contribution: funds available to students to meet educational costs from student employment, savings, trust accounts, real estate, checking accounts, child support, alimony, social security benefits, welfare, Aid

to Dependent Children or, for married students, spouse's earnings.

Student Financial Affairs (SFA): UF office which administers all student financial aid programs (located in S-107 Criser Hall).

1040, 1040A, 1040 EZ: federal Internal Revenue Service (IRS) income tax forms which form the basis of financial information families provide on the FAFSA.

Time Card: card on which student employees must record total time worked in order to be paid every two weeks.

Track Type: the computer-screen designation used at SFA to indicate programs for which an aid applicant is applying or eligible.

UFID Number: UF identification number issued to all students, staff, and faculty. For more information, go to: www.ufid.ufl.edu/.

Undergraduate: a student who has not achieved a baccalaureate degree.

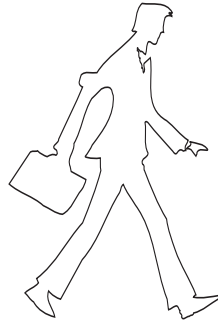
University Financial Services (UFS): the University of Florida student "business office" (located in S-108 Criser Hall) from which financial aid checks are disbursed and where students pay fees.

Verification: a review process established by the federal government to verify the accuracy of information reported on financial aid application documents. Students are selected for verification according to prescribed federal guidelines.

Veterans' Administration (VA): a federal agency which awards benefits to veterans and their dependents to help them pay their educational expenses.

Half-Time Student: at UF—for undergraduates, a student enrolled for 6-11 credit hours during fall, spring or summer. For graduates, a minimum enrollment of five credit hours during fall, spring, or four credit hours during summer.

I-9—Employment Eligibility Verification: all employees, both citizens and non-citizens, hired after November 6, 1986 must complete this form *at the time of hire*. The employer is responsible for ensuring that this form is properly completed *when* the student is hired.



Independent Student: a student who, for financial aid purposes, is considered financially independent of his or her parents.

Kofax Imaging Digital Document System (KIDDS): an administrative system on UF's ISIS Web server that allows SFA's Records area to scan student documents on a high-speed, high-resolution scanner and store them on a file server at the Northeast Regional Data Center (NERDC). KIDDS enables UF staff to access these documents on a standard Web browser with a NERDC ID and password.

Loans: long-term, low-interest student loans (4%-9%) are repayable after the recipient graduates, withdraws, or drops less than half-time status. Funds for the loans may be federal, institutional, or private. UF short-term loans are for emergencies and must be repaid at the end of the semester in which they are borrowed.

Need: the basis for most financial aid awards. Need is determined by subtracting a student's family contribution amount (as determined from the FAFSA) from the cost of attendance and "student budgets".

Need Analysis: the process of establishing the amount of money a family should be able to contribute toward college expenses. Need is based on family income, number of children, assets and other variables. Need analyzes are provided by the federal processor from information students provide on the FAFSA.

Net Check: a system used for paying student financial aid funds to students which allows University Financial Services to deduct institutional charges, such as fees and housing, before disbursing remaining funds to the student.

Online: entering information (data) into the computer by keying the information directly onto a financial aid screen for instant input.

Other Personnel Service (OPS): a state-funded student employment program that is not based on financial need. OPS requires a minimum 2.0 GPA.

Overmet Need: any amount of financial aid which exceeds the recipient's financial need. Federal, state or university policy may require a reduction, cancellation, revision or repayment of a portion of the awarded amount.

Parental Contribution (PC): the amount a student's parents are expected to contribute toward his or her educational expenses.

Performance Evaluation: the method by which a student employee's job performance is reviewed for continuation of employment and/or a pay raise.

Period of Enrollment: the period of time during which a student is formally enrolled in classes at the university.

Petition: the process by which a student appeals an action taken by SFA. Petitions are received for academic progress, student

Procedure for Access to Review Records

Students are provided a full and fair opportunity to present evidence to show that records contain inaccurate, misleading, or otherwise inappropriate information, and to facilitate prompt corrective action where justified. Requests for review of records should be made in writing to the dean, director, or department chairperson responsible for maintaining the records sought. Positive identification of the student will be required before access to the records will be granted. Reviews of records will be made in the presence of a university official. An explanation or interpretation will be given with respect to any record.

STUDENT FINANCIAL AFFAIRS CONFIDENTIALITY GUIDELINES

Counseling, disciplinary, academic, and financial information in student records is personal and private, and employees who work with these records must ensure their confidentiality. Refer to the policy on the confidentiality of student records on the preceding page.

1. Only counselors and authorized employees may discuss or give out private information about student records.
2. When helping students, do not reveal confidential information or ask questions about finances, lifestyle, age, religious conviction, or academic progress in front of others.
3. Should you need to discuss records with a student, ask for a picture I.D. to be sure that you are dealing with the right person. A student who has no I.D., or who has telephoned must give you his or her correct full name, UFID number, date of birth, and permanent home address before you may

give out information. If the student cannot supply all of this information, compare his or her signature to his or her signed financial aid application for verification. Except as a last resort, do not send a student to the Office of the University Registrar for verification.

4. When working with students at a desk or counter, cover or put away other student files, keep your voice modulated, and ask others to stand out of hearing range of your conversation.
5. If you must discuss personal information or ask confidential questions at a desk or counter, ask the student's permission to do so, or offer to set up a private meeting.
6. Do not give confidential information to a student's spouse without written consent.
7. Do not give confidential information to the parents of an independent student without his or her written permission. If you cannot ascertain a student's dependency status, assume that he or she is independent and give no information.
8. Parents of a dependent student must be able to provide information indicating that they have claimed the student as an income tax exemption during the most recent tax year. If they do not meet this criteria, you may not release any information to them without the student's consent.
9. Such eligible third parties as the Department of Education, other UF offices, and other institutions of higher learning may call to discuss a student's file. In these instances, take the phone number and return the call to be sure the call is legitimate.

Unless the student has requested that information not be released (according to the Registrars' files), *public information* MAY be released without the consent of the student (see *Division of Student Affairs Policy* on page 6 for a definition of *public information*).

Student Information Release Checklist

Two laws, one federal and one state, govern the release of student records. The federal law, known as the "Buckley Amendment," is formally the Family Educational Rights and Privacy Act of 1974. The state counterpart is in Florida Statutes Section 228.093. In accordance with these laws, the following student records policy is established as a guide.

Type of Information Requested	Person Making Request								
	Other Students	Parents of Dependent Students	Parents of Non-Dependent Students/Spouses	General Public	Faculty /Staff of UF	Student Organizations	Government Agencies	Employers	Other Educational Institutions
Name of Student	1	1	1	1	1	1	1	1	1
Age of Student	3	5	3	3	2	3	6	3	4
Date of Birth	3	5	3	3	2	3	6	3	4
Citizenship	3	5	3	3	2	3	6	3	4
Local Address	1	1	1	1	1	1	1	1	1
Local Telephone, if listed	1	1	1	1	1	1	1	1	1
Permanent Address	1	1	1	1	1	1	1	1	1
Name/ Address/Telephone of Parent/Guardian/Spouse	3	5	3	3	2	3	6	3	4
Residence Status	3	5	3	3	2	3	6	3	4
Student I.D. Number (UFID)	3	5	3	3	2	3	6	3	4
Athletic Teams-Height/Weight	1	1	1	1	1	1	1	1	1
Dates of Attendance at UF	1	1	1	1	1	1	1	1	1
Degree & Date Conferred at UF	1	1	1	1	2	1	1	1	1
Full or Part-time Status	3	5	3	3	1	3	6	3	4
Honors at UF	1	1	1	1	1	1	1	1	1
Major	1	1	1	1	1	1	1	1	1
Previous School Attended	1	1	1	1	2	1	1	1	1
Financial Aid: Acad./Non-Acad.	3	5	3	3	1	3	6	3	4
Class & College Year in School	1	1	1	1	2	1	1	1	1
Admissions Status	3	5	3	3	2	3	6	3	4
Class Schedule	3	5	3	3	2	3	6	3	4
Current Academic Status	3	5	3	3	2	3	6	3	4
GPA/Credits Completed	3	5	3	3	2	3	6	3	4
Test Scores	3	5	3	3	2	3	6	3	4

1. Public Record or Directory Information-Can be released unless student has given written instructions not to release.
2. Release restricted for internal use by University officials who have a legitimate educational interest in the information.
3. Student's written permission or court order required to release.
4. Release restricted to other educational institutions in which student seeks to enroll.
5. Release only to parents of dependent students as so defined by IRS.
6. Forward the request to the Office of Vice President of Student Affairs.

Federal Supplemental Educational Opportunity Grant (FSEOG) : the second-largest federal grant program. It is one of the campus-based programs and generally goes to students with the greatest financial need.

Federal Student Aid Report (FSAR): the eligibility report students receive directly from the Federal Pell Grant Program.

Federal Work-Study (FWS): federal part-time student employment program based on need. FWS requires a minimum 2.0 GPA and half-time enrollment.

Fee Deferment: a process by which fees owed to UF are deferred for students who have aid or benefits pending and who follow specific procedures and guidelines to qualify.

FICE Code: numerical designator assigned to institutions of higher learning that UF uses to code federal *Financial Aid Transcripts* (both incoming and outgoing). Codes are found in the FICE Edit Book. Institutions are listed alphabetically by state and institution.

Financial Aid Award/Package: an offer of financial aid that combines various forms of aid, typically from one or more sources.

Florida Bright Futures Scholarships (FBFS): the state of Florida's primary scholarship program, including Florida Academic Scholarships, Florida Medallion Scholarships, Florida Gold Seal Vocational Scholarships, and Top Scholars Awards.

Florida Student Assistance Grant (FSAG): a grant awarded by the state of Florida—based on need, GPA and credit hours.

Ford Federal Direct Loan (FFEL) Programs: federal long-term, low interest students loans—includes unsubsidized and subsidized Federal

Direct Stafford/Ford Loans and Federal Direct PLUS Loans.

Form UPS 50: a standard form used by the university that includes a Loyalty Oath, an Intellectual Property Agreement, a Controlled Substance Questionnaire, and a Florida Retirement Plan form. Form UPS 50 must be completed by all UF employees.

Free Application for Federal Student Aid (FAFSA): the free federal financial aid application on which families record their financial data. FAFSA information is used to evaluate how much the family and/or student should be able to contribute toward the student's college expenses. SFA primarily uses the family contribution amount determined by the federal processor to calculate financial need and make student awards. The FAFSA is a required document.

Full-Time Student: at UF—for undergraduates, a student enrolled for at least 12 credit hours during fall, spring, and summer. For graduates, a minimum enrollment of 12 credit hours during fall and spring or 6 credit hours during the summer.

Gift Aid: financial aid which need not be repaid—grants and scholarships, parental contribution, benefits, fellowships, waivers.

Grace Period for loan repayment: the period that begins when a loan recipient is no longer classified a half-time student and ends when the repayment period starts—usually six months later.

GPA: grade point average.

Graduate Student: a student enrolled in a formal graduate program.

Grants: gift aid to undergraduates; based on need and/or academic performance.

Please look over the following terms to familiarize yourself with our terminology. You won't remember all of these at first, but you can refer back to them as you need.

Academic Progress (financial aid): the academic progress of financial aid recipients, who must meet specified educational objectives within a specific time as defined by UF to continue receiving aid.

Award Letter: a document sent by SFA to financial aid applicants indicating the type, amount, conditions and disbursement dates of funds awarded to them through the various aid programs.

Award Revision: an increase, decrease, program substitution, or cancellation of a recipient's award. Either the recipient or an SFA adviser may request the revision.

Award Revision Document (ARD): form used by counselors to initiate an award revision or to manually award a student.

"Batch" updates: "batch" refers to a data entry process whereby data is grouped and keyed onto special data entry screens to be applied to the computer system overnight.

Budget/Cost of Attendance: the educational expenses approved by UF as necessary for students to continue their education.

Campus-Based Programs: federal aid programs (Federal Work-Study, Federal Perkins Loan, Federal Supplemental Educational Opportunity Grant) that are administered by UF. Funds are awarded on the basis of need at the discretion of the campus aid administrator.

Complete Date: the date when all of a student's required application documents have been received and, if applicable, all necessary verification procedures are finished.

Dependent Student: a student who is, for financial aid purposes, considered financially dependent on his or her parents according to established federal guidelines.

Family Contribution: in need analysis, the sum of a parents' and student's total contributions toward the cost of the student's education.

Federal Community Service: an off-campus segment of the Federal Work-Study Program. Guidelines are the same.

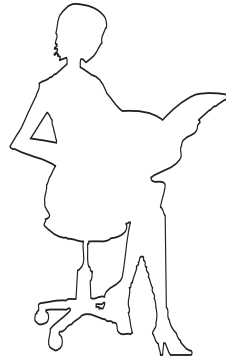
Federal Direct Stafford/Ford Loans (Subsidized and Unsubsidized): the federal government provides the funds for these loans. The *subsidized* Stafford is need-based; the federal government pays the interest while the student is in school. The *unsubsidized* Stafford is not need-based; the federal government does not pay the interest while the student is in school.

Federal Methodology: the national need analysis standards mandated by the U.S. Congress and used by the federal need analysis processor and by colleges.

Federal Pell Grant: student financial aid's primary federal grant program.

Federal Perkins Loan: a federal, need-based, low-interest (%) loan program.

Federal PLUS Loans: a student loan program that provides loans for parents of dependent undergraduates students, or for graduate students; not based on financial need.



SFA departments are located in Criser and Peabody Halls. Peabody Hall houses administrative offices (including the director's and two associate directors' offices), two assistant directors offices, accounting, secretarial support, systems and data entry, disbursements and fund returns, financial aid advisers offices, and athletic awards. Criser Hall contains the student service lobby and student resource center, one associate director's office, three assistant directors' offices, and processing sections such as document editing, loans (certification and cancellation), the mailroom, awarding/revising, Pell Grants, information/publications services, quality assurance, scholarships, state programs, student employment, training and outreach, and verification. Peabody office numbers are prefixed by "P;" Criser office numbers by "S."

Accounting (P-113F, G, H)
Accounting controls all departmental accounting and fiscal activities. The accountant and fiscal assistant are responsible for all phases of purchasing and accounts receivable for federal administrative allowance funds. This office prepares financial and compliance reports for federal, state, and institutional donors and helps the director and associate directors with special fiscal projects. Internal control duties include maintaining departmental ledgers and preparing the departmental operating budget. Accounting also supervises building services such as telephones, equipment, repairs, safety, and maintenance.

Administrative Support (P-113)
Administration's support staff assists the Office Manager as receptionist to handle telephone inquiries, walk-in traffic, incoming and outgoing FAXes, copying jobs, scheduling student assistants with daily assignments, and secretarial support to assist with payroll and personnel matters, word processing in-house

and outgoing documents and correspondence, maintaining a central forms catalogue system for each SFA section, provide assistance to the director and associate directors with secondary responsibilities to the assistant directors and other staff members.

Associate Directors (P-113D & E Peabody and S103A Criser)
SFA has three associate directors. One supervises financial aid advising, loan processing, student employment, scholarships, state programs, the satellite offices (including three student affairs coordinators), and three student financial affairs coordinators. The second associate director oversees the department's technical areas. The third associate director administers training and development, outreach, the Student Resource Center, information/publication services, including SFA's Web site; Verification, Awarding, Document Processing, the Mail Room, Record Retention, and Special Programs. Additionally, the three associate directors coordinate the delivery system and data processing requests with the systems and programming area, supervise funds management and research, and are responsible for federal, state, and institutional audits.

Athletic Awarding (P-102A Peabody)
This section consists of a financial aid coordinator who ensures compliance with NCAA, SEC, and federal regulations. This coordinator counsels student athletes and coordinates and administers financial aid for student athletes.

Awarding/Revising (S-103 D,G,H Criser)
Awarding/Revising section personnel (two financial aid coordinators) revise students' awards when application statuses or financial situations change, or when students request revisions for which they qualify. The staff is also responsible for correcting overmet awards, processing award repayments, doing budget adjustments, and Pell Grant reconciliation,

including updating and calculating awards and maintaining Pell Grant source documents.

College of Dentistry Adviser

(Health Sciences Center, D3-17A)

The function of this office is to assist dental students with the financial aid application process.

College of Law Adviser

(164 Holland Hall)

The Law School Aid Office guides law students through the federal aid application process, from completing the *FAFSA* to procedures for disbursement. Private loan applications for Law Loans and Law Access are also certified by this office.

College of Medicine Adviser

(Health Sciences Center, M-128)

The function of this office is to assist medical (MD) and physician assistant (PA) students with the financial aid application process.

Colleges of Public Health & Health Professions, Nursing, Pharmacy, & Veterinary Medicine

(Health Sciences Center, HPG-208)

The Health Sciences Center satellite office coordinates all financial aid services for the four colleges. Services include aid awarding, aid packaging, and debt counseling for students in the colleges. The office also assists in awarding and packaging all college-based loans and scholarships. Emphasis is placed on counseling students to reduce student loan debts and on providing up-to-date information about federal aid programs and requirements.

Director's Office

(P-113A and C Peabody)

The Director is in charge of the overall administration of financial aid programs at UF. The Director also represents the university statewide and nationally, helping to shape long-

range policies and goals. The Director's Office Manager handles all departmental personnel administration and payroll processing, supervises the administrative support staff, and assists the Director with local and national responsibilities.

Disbursements & Fund Returns

(P-102G, 104, 105 Peabody)

Disbursements reviews student eligibility for loans, scholarships, and campus-based aid before disbursement of funds. Funds are received from the federal government, scholarship donors, and private lenders. These funds are either deposited with University Financial Services for disbursement or for direct disbursement to students. Any funds for which students are not eligible are returned to the federal account, the donor, or the private lender.

Document Editing & Mailroom

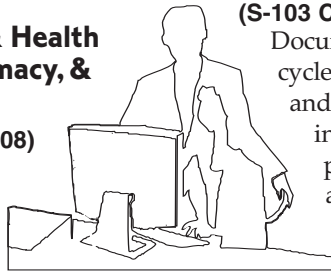
(S-103 Criser)

Document Editing is where the processing cycle begins. The staff receive, sort, scan, and distribute incoming mail and edit incoming application forms for problems, making sure that all forms are sent to the data processing to be entered into the system. This section also coordinates incoming and outgoing financial aid transcript activities. Most major SFA mailouts are also handled by this area.

Financial Aid Advising

(P-101-103 Peabody)

Financial aid Advising is the basic contact area for financial aid applicants and recipients, whether as walk-in visitors or by phone or mail. Financial aid advising teams serve students at counters in the main lobby and in private offices upon referral or appointment. Advisers counsel students about their aid, analyze applications and related data to ensure the best, most



Work Hour Restrictions

(Without a Petition)

The following shows the numbers of hours you are allowed to work per week based on your enrollment status:

Undergraduate Hour Restrictions (Fall, Spring, and Summer Terms)

Credit Hours Enrolled	Eligible Work Hours
12 or more	20
9-11	30
6-8	31
less than 6	No Permit

Graduate Hour Restrictions (Fall and Spring Terms)

Credit Hours Enrolled	Eligible Work Hours
12 or more	20
9-11	30
6-8	31
less than 6	No Permit

Graduate Hour Restrictions (Summer Term)

Credit Hours Enrolled	Eligible Work Hours
12 or more	20
9-11	30
6-8	31
less than 6	No Permit

Note: F-1 and J-1 students are limited to 20 hours per week during the fall and spring terms. During the summer term they follow the guidelines outlined above.

Note: Full-time students who want to work more than 20 hours must to complete a *Student Employment Petition* available on the SFA Web site.

Work Programs

The purpose of Federal Work-Study and Student Assistant OPS is to provide students with part-time employment to help meet college costs and, if possible, provide work experience in a related field. To be eligible, you must have at least a 2.0 GPA and be enrolled for at least half time.

Federal Work-Study (FWS)

FWS is a federally funded and need-based student work program. Your eligibility is determined from information you provide on your *FAFSA*. To be eligible, you must show need on your federal need analysis report. The number of hours you may work will depend upon your financial need.

Student Assistant OPS

The state-funded OPS program is not based on need. The total hours you can work and the amount you can earn will depend upon departmental budget and need.

Work Permit

The University of Florida policy for students working on Federal Work-Study (FWS) and Other Personnel Services OPS) is that they must be enrolled at least half time each term in order to maintain exemption from FICA.

Students are required to have a *UF Work Permit* to work on campus. For FWS students, the work permit indicates the number of hours they are authorized to work for the academic year and/or the amount they have been awarded. You can obtain a *UF Work Permit* by visiting the Student Employment counter (bring a picture ID) in S107 Criser. You can also request a work permit by calling (352) 392-0296 (you must provide your department's Post Office Box).

Reporting Time Worked

With the implementation of PeopleSoft, we are no longer using timecards to keep a record of your time worked. You must report your time as follows:

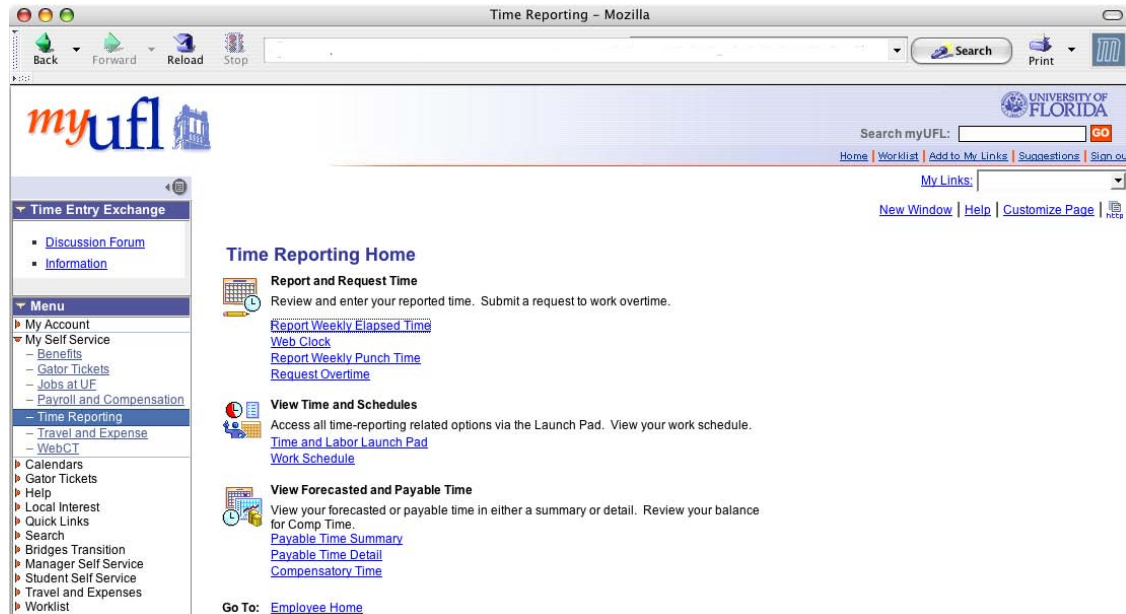
- Log into the system via the myUFL portal, using your GatorLink user ID and password (<http://my.ufl.edu>).
- Navigate to My Self Service > Time Reporting > Choose “Web Clock.”
- Click the “Punch Type” drop down menu and select the appropriate punch (“IN” or “OUT” only).
- Click the “Enter Punch” button.
- Review the confirmation screen and click “OK.”

Note

Be sure to check with your supervisor to confirm that you are using Web Clock in your department.

Best Practices

- Use Web Clock every time you arrive at work and every time you leave.
- From the “Punch Type” drop down list, select “IN” or “OUT” only.
- If you miss a punch, please use “Report Weekly Punch Time” to make corrections or see your supervisor or Payroll Processor for assistance.



equitable aid decisions, and make appropriate awards and revisions of student aid packages. Advisers also assist students with the academic progress petition process, Graduate Record Exam Fee Waivers, and process UF short-term loan applications from students with emergency educational expenses. Advisers must stay up to date on federal, state, and university policies and procedures that affect financial aid application and disbursement. The customer service lobby is open from 8:00 a. m. to 5:00 p.m. daily to handle walk-in traffic and maintains a Call Center with five full-time clerical support staff and a complement of trained student assistants. Most incoming calls to the financial aid office are handled by the financial aid advising Call Center.

Information/Publications Services

(S-102 and S-102A Criser)

Information/Publications disseminates information about financial aid programs and SFA to the UF community and prospective UF students through publications, news media, and the Web. This section is administered by an IT-Expert. Additionally, a full-time Coordinator of Information/Publications maintains SFA’s comprehensive Web site, and student paraprofessionals assist with producing brochures, forms, handbooks, slide shows, newsletters, flyers, and posters. Publications also produces in-house publications, such as this handbook, a staff handbook, a staff information pamphlet, and the *SFA Annual Report*.

Loan Certification

(S-103M-O Criser)

The Loan Certification Section administers loan programs, including Federal Direct Stafford Loans (Subsidized and Unsubsidized), Federal Direct PLUS Loans, Federal Direct Graduate PLUS Loans, and private loan. These loan programs generate 30,000 applications each year, totaling more than 165 million dollars. Staff process and evaluate loan applications,

interact with the federal government, and check student eligibility before awarding loans.

Quality Assurance

(S-103I, D Criser)

As a participant in the federal Department of Education’s Institutional Quality Assurance Pilot Project, SFA carries out specific federally prescribed quality assurance activities. Every year Quality Assurance reviews and compares aid recipients application files and verification documentation to determine error-prone patterns. Findings are used to improve existing practices and procedures by implementing corrective actions in deficient areas. Information collected is used to determine institutional verification criteria to be applied to the entire UF aid applicant population.

Records

(S-103R Criser)

The Student Financial Aid Records office uses the university-wide scanning system to update and maintain accurate, up-to-date records. The Records office scans and maintains all student aid records.

Scholarships

(S-103C, E, and K Criser)

Scholarships coordinates outside, private (*custodial*) scholarships, college-awarded scholarships, and SFA-awarded scholarships. This section processes applications and scholarship notification documents, awards scholarships, and corresponds with donors and recipients.

SFA Student Resource Center

(S-107A Criser)

The SFA Resource Center helps students research and apply for aid via on-site computers. The computers provide access to an SFA electronic scholarship bulletin board, online student job lists, *FAFSA on the Web*, e-mail, and ISIS, to name a few

resources. The Center is staffed by Federal Work-Study students, who assist with the computers.

Special Programs

(S-107 A, M Criser)

SFA's Special Program Area has two, full-time staff members, and manages four programs. **Academic Progress** ensures that students receiving federal aid are making adequate progress toward a degree. Students who are not meeting minimum GPA or progression requirements, or who have exceeded allowed withdrawals, terms, or hours must petition to continue receiving federal aid. The **Overseas Program** works in conjunction with the International Center to manage budgets for students studying abroad and the disbursement of aid to students studying abroad. The **Transient Program** manages the disbursement of aid to students who are studying at an approved host school for a semester. The **Potential Walkaway/Unofficial Withdrawal Program** ensures compliance with regulations governing the return of federal funds for students who did not complete an academic semester. Special Programs works in conjunction with UFS to calculate the return of federal funds to the Department of Education and place students in repayment.

State Programs

(S-103C, E and S107F Criser)

The State Programs section administers Florida state-funded programs such as the Florida Student Assistance Grant, Florida Bright Futures Scholarships, and others. The department monitors student eligibility, processes warrant receipt lists, keeps records of each transaction, and arranges the disbursement of state funds. The section also submits grade/hour reports after each academic year and reviews appeals for undergraduates.

Student Employment

(S-103 J, L Criser)

Student Employment helps students find jobs through the Federal Work-Study program, including Federal Community Service jobs; Other Personnel Services; and off-campus jobs. Student Employment issues work permits, processes paperwork to enroll students in the UF payroll system, maintains and posts job listings from on- and off-campus employers, and counsels students about employment. Student Employment also communicates employment policies and procedures to university offices, develops and updates forms, supervises employment counseling, and conducts annual training sessions for on-campus employment coordinators.

Systems and Programming

(P-108-110 Peabody)

Systems and Programming (S & P) develops and maintains the computer software systems needed for automated delivery of student financial aid at UF and provides tech support for the department. The area consists of nine systems analysts and programmers and three technical support staff, two of whom are part time. S & P staff are responsible for maintaining the records of more than 75,000 aid applicants. S & P also designs and maintains the Web-based access used by staff and coordinates electronic data exchange with federal, state, and local agencies to gather information required to process a student's aid. The Systems area is also responsible for data entry. Data entry staff key information into the SFA computer system (online or batch) from application documents and update records to generate online financial aid files.

Training and Outreach

(S-103A, U, and S-107G Criser)

Training & Outreach organizes on- and off-campus financial aid awareness and

orientation programs such as Summer Preview, application workshops, presentations to high school students and counselors, and minority outreach. This area is also responsible for technical financial aid training for staff, staff development, and new employee orientation.

Verification

(S-103 D, F, I Criser and P101A Peabody)

Verification staff (five full-time staff) review all students' aid applications for incomplete or incorrect information, comparing parent and student IRS forms to information reported on students' financial aid applications. Staff also verify that students meet citizenship, independent status, selective service, and other federally mandated requirements.

UF PAYROLL DATES & DEADLINES

2007-08 Schedule of Pay Periods and Paydays

<u>Pay Period Begin Date</u>	<u>Pay Period End Date</u>	<u>Pay Day</u>
Summer B 2007		
06/29/2007	07/12/2007	07/20/2007
07/13/2007	07/26/2007	08/03/2007
07/27/2007	08/09/2007	08/17/2007
Fall 2007		
08/10/2007	08/23/2007	08/31/2007
08/24/2007	09/06/2007	09/14/2007
09/07/2007	09/20/2007	09/28/2007
09/21/2007	10/04/2007	10/12/2007
10/05/2007	10/18/2007	10/26/2007
10/19/2007	10/31/2007	11/09/2007
11/02/2007	11/14/2007	11/21/2007
11/16/2007	11/29/2007	12/07/2007
11/30/2007	12/13/2007	12/21/2007
12/14/2007	12/18/2007	01/04/2008
Spring 2008		
12/28/2007	01/10/2008	01/18/2008
01/11/2008	01/24/2008	02/01/2008
01/25/2008	02/07/2008	02/15/2008
02/08/2008	02/21/2008	02/29/2008
02/22/2008	03/06/2008	03/14/2008
03/07/2008	03/20/2008	03/28/2008
03/21/2008	04/03/2008	04/11/2008
04/04/2008	04/17/2008	04/25/2008
04/18/2008	05/01/2008	05/09/2008
05/02/2008	05/15/2008	05/23/2008
Summer A 2008		
05/16/2008	05/29/2008	06/06/2008
05/30/2008	06/12/2008	06/20/2008
06/13/2008	06/26/2008	07/03/2008
06/27/2008	07/10/2008	07/18/2008

* Bold type indicates accelerated payroll schedule due to holiday observations.

The *Student Employee Handbook* is produced by the Information/Publications Section of the Office for Student Financial Affairs.

The University of Florida is committed to equal treatment of students without regard to race, creed, color, religion, age, disability, sex, sexual orientation, marital status, national origin, political opinions or affiliations, or veteran status.