Scholarship Service Worker Program
2012-2013 Policies for Supervisors

The Scholarship Service Worker Program at Murray State University has been established in order to give students who have been awarded certain scholarships an opportunity to show appreciation for their award by working five volunteer hours per week. If a student does not work the volunteer hours, they will be in jeopardy of losing the scholarship the next academic year. The participation of the various offices and supervisors in this program is very much appreciated.

Supervisors will be queried by e-mail about the number of Scholarship Service Workers they would like to have assigned to their location. The number of students that are available to be assigned to an area is dictated by the total number of students that need to do service hours. Supervisors will be encouraged to provide information about any special talents the assigned students should have (if any) in order to work in their office/area. The Office of Financial Aid/Scholarship will do everything possible to comply with specific requests.

Please take note of the following policies that supervisors are expected to follow:

1. The Scholarship Service Workers will be assigned after they have filled out a survey that will be sent to them. When students are assigned they will receive the name of the supervisor, the name of the office/area where they have been assigned, the supervisor's e-mail address and telephone number. The students are required to provide the supervisor with their semester class schedule so that the supervisor can assign a work schedule that meets the office/area need. The supervisor will be e-mailed the student's name and e-mail address. If the supervisor has not been contacted by the student or has not been able to contact the student by August 10, the supervisor should contact the Office of Financial Aid/Scholarship immediately.

2. Students are required to work five hours per week of service to Murray State University according to the Service Hour Schedule. It is the student's responsibility to make sure that the hours they work are reported to the supervisor in an appropriate manner determined by the supervisor. **It is the supervisor's responsibility to report those hours to the Office of Financial Aid/Scholarship.** Reminder emails will be sent at the end of each month to the student and supervisor who are missing hours.

3. All office/area policies and procedures should be explained to the Scholarship Service Worker(s). The students are required to conduct themselves in a professional manner and be of real assistance to the office/area where they have been assigned.

4. It is the responsibility of the supervisor to make sure that the student(s) have actually worked the hours that are reported. Supervisors are required to make sure that the students perform their assigned work in a satisfactory manner. However, if the student does not perform satisfactory work, the supervisor should not feel obligated to report those hours. If this occurs, contact the Office of Financial Aid/Scholarship about the problem.

5. Occasionally conflicts arise between the student worker and the supervisor. Should this occur, please counsel with the student, outlining the situation and what is needed to correct the problem. If the conflict should persist, please contact the Office of Financial Aid/Scholarship. If the supervisor would prefer that the student be re-assigned to another office/area, every effort will be made to immediately comply with the request.