Franklin Pierce University: Student Employment
StEP FAQ’s

1. Q: What paperwork must I complete in order to start working?
   A: A student must complete an I-9, W-4 and Work Paper in order to be eligible for on-campus student employment.

2. Q: Where do I get the forms I will need?
   A: All StEP forms can be found at the Human Resources Office located on the 1st floor of the Digregorio Bldg.

3. Q: Can I start work without completing a Work Paper?
   A: No. A Work Paper is one of the three required employment documents that needs to be completed for a student employee to begin working on-campus.

4. Q: Where do I go to look for a job?
   A: All open positions will be posted online via the “Student Jobs” link on eRaven and through Student Financial Services.

5. Q: Who do I talk to about my Federal Work Study?
   A: All financial aid questions (including Federal Work Study) will be directed to Student Financial Services in Rindge Hall. The Student Financial Services Office extension is x 4180.

6. Q: If there’s a problem with my paycheck, who do I talk to?
   A: All paycheck questions will be directed to Kerry Bergeron, Payroll Specialist, in the Payroll Office located on the 1st floor of the Digregorio Bldg. She can be contacted at x 4247.

7. Q: How do I set up direct deposit?
   A: You will need to have your bank’s name and routing number as well as your account type and number available in order to complete a Direct Deposit form. You will also need to have a blank check (if you’re using a checking account) or bring in your savings account book so your account number can be confirmed.

8. Q: How do I cancel/change my direct deposit?
   A: Please stop in to the Human Resource Office and update your direct deposit form. A direct deposit cannot be changed or cancelled without your signature.

9. Q: So, I set up my direct deposit, why did I get a paycheck in my mailbox?
   A: When an employee completes a direct deposit form, the account information is “tested” with the bank during the first available payroll. Your information is sent to the bank, however your pay is not transferred in case there is an error. Your first paycheck following a direct deposit request will
be a paper check. All subsequent checks will be paid via direct deposit as long as the bank information provided is correct.

10. Q: My supervisor is not around to sign my timecard, what do I do?
    A: Make a copy of the timecard, send the copy to Payroll and leave the original to be signed by your supervisor.

11. Q: I forgot to put a day/time on my timecard, how can I get paid for this?
    A: Contact your supervisor, if you are owed time, fill out a timecard, have it signed by your supervisor and bring it to Payroll.

12. Q: How do/can I change my address?
    A: Please complete and submit a change of address form to the Human Resources Office.

13. Q: When are timecards due?
    A: By 9:00 am the Monday before pay day.

14. Q: What do I claim on my W-4, or how do I fill out my W-4 form?
    A: Refer to the top portion of the form which will direct you on how/what to claim for exemptions.

15. Q: What day and how often do I get paid?
    A: You will be getting paid every other Friday on a bi-weekly basis.

16. Q: Where do our checks/pay advices get sent to?
    A: Your check will be sent to your mailbox at the Campus Center.