

# CITYWIDE INFORMATION TECHNOLOGY INTERNSHIP (CITY) PROGRAM

*A Joint Venture between CUNY, DoITT, and NYC Government Agencies*

The CUNY Institute for Software Design and Development (CISDD) and DoITT sponsor the Citywide Information Technology Internship (CITY) program. The program is designed to provide City agencies with high-quality interns from CUNY schools, and CUNY students with valuable paid work experience.

## **BENEFITS OF THE PROGRAM**

- Low-cost, qualified IT resources available full-time and part-time.
- Easy to access – no MOU for your agency, just a budget modification to CUNY. (Entities that do not participate in the FMS payment system can pay by check.)
- Able to use OTPS funds, no additional headcount requirements.
- Hundreds of qualified pre-screened students to choose from.

## **WHAT SKILLS CITY INTERNS CAN PROVIDE TO YOUR CITY AGENCY**

- **Databases** - Analyzing, coding, designing, integrating, testing and implementing.
- **Client Service** - End-User training, technical consulting and hardware/software troubleshooting, helpdesk/desktop support.
- **Application Development** - Programming and implementation; intranet, data model, documentation and electronic report development; client application development.
- **Systems Analysis and Design** - Determining IT requirements and implementing appropriate system hardware/ architecture, hardware testing, PC surveys.
- **Network Administration** - Administration, configuration, troubleshooting, updates, and development of client/server applications.
- **Business Analysis** - Articulate business requirements for technological change and /or improvement.
- **Geographic Information Systems (GIS)** - Environmental impact analysis, transportation planning, health risk assessment, land use and design, community and economic development.

## **PARTICIPATING AGENCIES**

Administration for Children's Services  
Department for the Aging  
Department of Citywide Administrative Services  
Department of City Planning  
Department of Correction  
Department of Education  
Department of Environmental Protection

Department of Health and Mental Hygiene  
Department of Information Technology and  
Telecommunications  
Department of Records & Information Services  
Department of Small Business Services  
Equal Employment Practices Commission

## **FIND OUT MORE**

For more information visit the CISDD website at <http://www.cisdd.org> or contact Ms. Joyce O'Brien, CITY Program Director, at 212-652-2867 or [joyce.o'brien@mail.cuny.edu](mailto:joyce.o'brien@mail.cuny.edu).

CISDD can assist you with everything you need to participate, from outlining your needs to drafting a job description to budgeting. Please contact us today.

## INTERN COMPENSATION RATES

CITY Interns are compensated at a per diem hourly rate as follows:

CITY Intern Level I: \$11-13/hour  
 CITY Intern Level II: \$14-16/hour  
 CITY Intern Level III: \$17-19/hour  
 CITY Intern Level IV\*: \$20-25/hour

-And-

RFCUNY Fringe Costs 10% or 36.5% of weekly salary (See notes on next page)  
 RFCUNY Indirect Costs 12% of the Total Cost (Salary, wages and fringe benefits)

\* CITY Intern Level IV is only available for graduate students and PhD candidates with 4 years minimum experience.

	Hourly Rate	Hours/Wk	Salary/Wk	Cost/Week with fringe	Cost/Week with indirect and fringe	Salary/Month (31 days per month)	Cost/Month with fringe	Cost/Month with indirect and fringe	Cost/Year with indirect and fringe
CITY Intern Level I (Part-Time B)	\$11	19	\$209	\$230	\$257	\$926	\$1,018	\$1,140	\$13,684
CITY Intern Level I (Part-time A)	\$11	28	\$308	\$420	\$471	\$1,364	\$1,862	\$2,085	\$25,023
CITY Intern Level I (Part-Time B)	\$12	19	\$228	\$251	\$281	\$1,010	\$1,111	\$1,244	\$14,928
CITY Intern Level I (Part-time A)	\$12	28	\$336	\$459	\$514	\$1,488	\$2,031	\$2,275	\$27,298
CITY Intern Level I (Part-Time B)	\$13	19	\$247	\$272	\$304	\$1,094	\$1,203	\$1,348	\$16,172
CITY Intern Level I (Part-time A)	\$13	28	\$364	\$497	\$556	\$1,612	\$2,200	\$2,464	\$29,573
CITY Intern Level II (Part-Time B)	\$14	19	\$266	\$293	\$328	\$1,178	\$1,296	\$1,451	\$17,416
CITY Intern Level II (Part-time A)	\$14	28	\$392	\$535	\$599	\$1,736	\$2,370	\$2,654	\$31,848
CITY Intern Level II (Part-Time B)	\$15	19	\$285	\$314	\$351	\$1,262	\$1,388	\$1,555	\$18,660
CITY Intern Level II (Part-time A)	\$15	28	\$420	\$573	\$642	\$1,860	\$2,539	\$2,844	\$34,123
CITY Intern Level II (Part-Time B)	\$16	19	\$304	\$334	\$375	\$1,346	\$1,481	\$1,659	\$19,903
CITY Intern Level II (Part-time A)	\$16	28	\$448	\$612	\$685	\$1,984	\$2,708	\$3,033	\$36,398
CITY Intern Level III (Part-Time B)	\$17	19	\$323	\$355	\$398	\$1,430	\$1,573	\$1,762	\$21,147
CITY Intern Level III (Part-time A)	\$17	28	\$476	\$650	\$728	\$2,108	\$2,877	\$3,223	\$38,673
CITY Intern Level III (Part-Time B)	\$18	19	\$342	\$376	\$421	\$1,515	\$1,666	\$1,866	\$22,391
CITY Intern Level III (Part-time A)	\$18	28	\$504	\$688	\$771	\$2,232	\$3,047	\$3,412	\$40,947
CITY Intern Level III (Part-Time B)	\$19	19	\$361	\$397	\$445	\$1,599	\$1,759	\$1,970	\$23,635
CITY Intern Level III (Part-time A)	\$19	28	\$532	\$726	\$813	\$2,356	\$3,216	\$3,602	\$43,222
CITY Intern Level III (Part-Time B)	\$20	19	\$380	\$418	\$468	\$1,683	\$1,851	\$2,073	\$24,879
CITY Intern Level III (Part-time A)	\$20	28	\$560	\$764	\$856	\$2,480	\$3,385	\$3,791	\$45,497
CITY Intern Level IV (Part-Time B)	\$21	19	\$399	\$439	\$492	\$1,767	\$1,944	\$2,177	\$26,123
CITY Intern Level IV (Part-time A)	\$21	28	\$588	\$803	\$899	\$2,604	\$3,554	\$3,981	\$47,772
CITY Intern Level IV (Part-Time B)	\$22	19	\$418	\$460	\$515	\$1,851	\$2,036	\$2,281	\$27,367
CITY Intern Level IV (Part-time A)	\$22	28	\$616	\$841	\$942	\$2,728	\$3,724	\$4,171	\$50,047
CITY Intern Level IV (Part-Time B)	\$23	19	\$437	\$481	\$538	\$1,935	\$2,129	\$2,384	\$28,611
CITY Intern Level IV (Part-time A)	\$23	28	\$644	\$879	\$985	\$2,852	\$3,893	\$4,360	\$52,322
CITY Intern Level IV (Part-Time B)	\$24	19	\$456	\$502	\$562	\$2,019	\$2,221	\$2,488	\$29,855
CITY Intern Level IV (Part-time A)	\$24	28	\$672	\$917	\$1,027	\$2,976	\$4,062	\$4,550	\$54,597
CITY Intern Level IV (Part-Time B)	\$25	19	\$475	\$523	\$585	\$2,104	\$2,314	\$2,592	\$31,099
CITY Intern Level IV (Part-time A)	\$25	28	\$700	\$956	\$1,070	\$3,100	\$4,232	\$4,739	\$56,871
These numbers are estimates based upon a 31 day month and the 7/1/08 fringe and indirect rates within CUNY. We create exact budgets for every participating agency.									
Fringe Rate (19 hrs/week)	10%								
Fringe Rate (28 hrs/week)	36.5%								
Indirect Costs	12%								

**2008 CUNY Fringe Benefits: (July 2008-June 2009)**

CITY Interns working **19 hours/week or less - 12%** (FICA, Workers Comp, Disability, Unemployment Insurance)

CITY Interns working **20 hours/week or more – 36.5%** (FICA, Workers Comp, Disability, Unemployment Insurance, plus medical insurance and retirement if CITY Intern is appointed for longer than 4 months at 20 hours per week or more.)  
International students may not be eligible for this classification.

**Annual & Sick Leave**

In addition, participants accrue 0.057692 hours of annual leave and 0.078571 hours of sick leave for each hour worked. As an example, for a 28 hour work week, a participant will accrue 1.62 hours of annual leave and 2.20 hours of sick leave.

**Student Hours and Promotions**

**Part-time B** Interns are expected to work a maximum of 19 hours per week as agreed upon between the Agency Project Manager and each CITY Intern.

**Part-time A** Interns are expected to work a maximum of 34 hours per week (28 or 34 hours per week) as agreed upon between the Agency Project Manager and each CITY Intern.

Interns may start at any level. The Agency Project Manager may review the job performance of the Interns and, at the Agency's discretion, may promote the CITY Interns based on the evaluation criteria established to the next level. The CUNY Project Director must get a copy of the evaluation along with a written note asking for the promotion.

## GRADUATION RATES

At the discretion of an Agency Project Manager, CITY Interns (including International students) may work up to thirty-four (34 hours) per week {Sixty eight (68) hours per pay period} during winter and summer intersession and for one year after their official graduation date.

	Hourly Rate	Hours/Week	Salary/Week	Cost/Week with fringe	Cost/Week with indirect and fringe	Salary/Month (31 days per month)	Cost/Month with fringe	Cost/Month with indirect and fringe	Cost/Year with indirect and fringe
CITY Intern Level I (Part-time A)	\$11	34	\$374	\$511	\$572	\$1,656	\$2,261	\$2,532	\$30,386
CITY Intern Level I (Part-time A)	\$12	34	\$408	\$557	\$624	\$1,807	\$2,466	\$2,762	\$33,148
CITY Intern Level I (Part-time A)	\$13	34	\$442	\$603	\$676	\$1,957	\$2,672	\$2,993	\$35,910
CITY Intern Level II (Part-time A)	\$14	34	\$476	\$650	\$728	\$2,108	\$2,877	\$3,223	\$38,673
CITY Intern Level II (Part-time A)	\$15	34	\$510	\$696	\$780	\$2,259	\$3,083	\$3,453	\$41,435
CITY Intern Level II (Part-time A)	\$16	34	\$544	\$743	\$832	\$2,409	\$3,288	\$3,683	\$44,197
CITY Intern Level III (Part-time A)	\$17	34	\$578	\$789	\$884	\$2,560	\$3,494	\$3,913	\$46,959
CITY Intern Level III (Part-time A)	\$18	34	\$612	\$835	\$936	\$2,710	\$3,700	\$4,143	\$49,722
CITY Intern Level III (Part-time A)	\$19	34	\$646	\$882	\$988	\$2,861	\$3,905	\$4,374	\$52,484
CITY Intern Level III (Part-time A)	\$20	34	\$680	\$928	\$1,040	\$3,011	\$4,111	\$4,604	\$55,246
CITY Intern Level IV (Part-time A)	\$21	34	\$714	\$975	\$1,092	\$3,162	\$4,316	\$4,834	\$58,009
CITY Intern Level IV (Part-time A)	\$22	34	\$748	\$1,021	\$1,144	\$3,313	\$4,522	\$5,064	\$60,771
CITY Intern Level IV (Part-time A)	\$23	34	\$782	\$1,067	\$1,196	\$3,463	\$4,727	\$5,294	\$63,533
CITY Intern Level IV (Part-time A)	\$24	34	\$816	\$1,114	\$1,248	\$3,614	\$4,933	\$5,525	\$66,296
CITY Intern Level IV (Part-time A)	\$25	34	\$850	\$1,160	\$1,299	\$3,764	\$5,138	\$5,755	\$69,058
		These numbers are estimates based upon a 31 day month and the 7/1/08 fringe and indirect rates within CUNY. We create exact budgets for every participating agency.							
Fringe Rate (28 hrs/week)	36.5%								
Indirect Costs	12%								

## INTERSESSION RATES

There is a special intersession fringe rate available for CITY Interns **that work 19 hours per week during the school year and are classified as full-time students by their school.** The special rate will enable your interns to work 20-34 hours per week during the winter intersession (January) and also throughout the summer intersession (June, July and August) at the 10% Part-time B fringe rate. **If you choose to keep your Intern(s) above 19 hours per week after January or after August the higher Part-time A fringe rate will go into effect and you will be retroactively charged the higher fringe rate for the intersession period.**

	Hourly Rate	Hours/Week	Salary/Week	Cost/Week with fringe	Cost/Week with indirect and fringe	Salary/Month (31 days per month)	Cost/Month with fringe	Cost/Month with indirect and fringe
CITY Intern Level I (Part-time B)	\$11	34	\$374	\$411	\$461	\$1,656	\$1,822	\$2,004
CITY Intern Level I (Part-time B)	\$12	34	\$408	\$449	\$503	\$1,807	\$1,988	\$2,186
CITY Intern Level I (Part-time B)	\$13	34	\$442	\$486	\$545	\$1,957	\$2,153	\$2,368
CITY Intern Level II (Part-time B)	\$14	34	\$476	\$524	\$586	\$2,108	\$2,319	\$2,551
CITY Intern Level II (Part-time B)	\$15	34	\$510	\$561	\$628	\$2,259	\$2,484	\$2,733
CITY Intern Level II (Part-time B)	\$16	34	\$544	\$598	\$670	\$2,409	\$2,650	\$2,915
CITY Intern Level III (Part-time B)	\$17	34	\$578	\$636	\$712	\$2,560	\$2,816	\$3,097
CITY Intern Level III (Part-time B)	\$18	34	\$612	\$673	\$754	\$2,710	\$2,981	\$3,279
CITY Intern Level III (Part-time B)	\$19	34	\$646	\$711	\$796	\$2,861	\$3,147	\$3,462
CITY Intern Level III (Part-time B)	\$20	34	\$680	\$748	\$838	\$3,011	\$3,313	\$3,644
CITY Intern Level IV (Part-time B)	\$21	34	\$714	\$785	\$880	\$3,162	\$3,478	\$3,826
CITY Intern Level IV (Part-time B)	\$22	34	\$748	\$823	\$922	\$3,313	\$3,644	\$4,008
CITY Intern Level IV (Part-time B)	\$23	34	\$782	\$860	\$963	\$3,463	\$3,809	\$4,190
CITY Intern Level IV (Part-time B)	\$24	34	\$816	\$898	\$1,005	\$3,614	\$3,975	\$4,373
CITY Intern Level IV (Part-time B)	\$25	34	\$850	\$935	\$1,047	\$3,764	\$4,141	\$4,555

**City Information Technology Internship Program (CITY Program)**  
**Agency Agreement**

In accordance with the Memorandum of Understanding (MOU) signed by the Department of Information Technology and Telecommunications (DoITT) and the City University of New York (CUNY), the \_\_\_\_\_ (name of Agency and specific Department) has agreed to participate in the CITY Program in Fiscal Year 2009.

The above Agency will:

- A. Assign a **Project Director** to coordinate this project; ( \_\_\_\_\_ Name \_\_\_\_\_ )
- B. Insure adequate funding is earmarked to sustain salaries, time and leave benefits, and related costs for the CUNY CITY Interns assigned to the agency through an intra-city budget modification or through a check payable to the Research Foundation at CUNY. Salaries are attached;
- C. Accept the Intra-City Invoice prepared by The Research Foundation of CUNY as the valid Invoice for services and the Research Foundation Web Report as supporting documentation to the Invoice;
- D. Promptly review invoices received from CUNY and certify them for payment. Payment will occur with the intra-city budget modification to CUNY or through the generation of a check in the full amount payable to "Research Foundation at CUNY"
- E. Provide adequate office space as well as quality computer equipment for the CITY Interns;
- F. Insure the CITY Intern is properly supervised;
- G. Develop job descriptions that will enumerate qualifications and responsibilities for the CITY Interns;
- H. Review the CISDD Resume Database as well as resumes sent by the CITY Program Director and directly schedule interviews with CUNY students. Once a candidate has been chosen, promptly inform the CITY Program Director who will then extend an offer to the student.
- I. Promptly approve the CITY Intern timesheets every other Monday by noon;
- J. Utilize the DoITT Evaluation Form to assess the performance of the CITY Interns and to recommend appropriate future personnel action including salary increases, which can be made available to CITY Interns after four (4) months at the Agency;
- K. Promptly notify CUNY of any problems or issues with the CITY Program;
- L. Allocate dollars (\$ \_\_\_\_\_ ) for the CITY Program.

Agency Project Director: \_\_\_\_\_ Today's Date: \_\_\_\_\_

**Effective July 1, 2008 – June 30, 2009**

Please sign two (2) copies of this agreement and return the originals by to:

**Ellen Stein, DoITT-OCIO, 75 Park Place, 9th fl., N.Y., N.Y. 10007 Fax 212-788-8130**

**Joyce O'Brien, CISDD, 101 W. 31st St, 7th Fl., N.Y., N.Y. 10001 Fax 212- 652-2899**

For more information please contact Ms. Joyce O'Brien at (212) 652-2867

## **Guide to City Information Technology Internship Program (CITY Program)**

Updated on October 16, 2008

**The following is a step-by-step guide to the CITY Program. This guide is designed to aid City agencies and New York City Schools in participating in the CITY program. This guide also outlines the responsibilities of DoITT, CUNY and participating City agencies/schools.**

### **1. Establishing the Program at your Agency**

- A. Institute a procedure for determining needs for an Intern.
- B. Designate a Project Director for the program. The Project Director will be the liaison between the Agency/School and CUNY. The Project Director's responsibilities are described in Section 2.
- C. Insure OTPS funding will be available for the program. An intra-city budget modification must be approved for this purpose. If a school or government agency (including, but not limited to Boards, Authorities, and Non-Mayoral Agencies) does not participate in the FMS Payment System, that agency must send a check to the Research Foundation at CUNY (RFCUNY) in the full amount of the budget projection. Any unused funds will be returned to the agency in the form of a check.
- D. Sign the Agency Agreement before hiring any Interns. This Agreement will constitute the responsibilities of both CUNY and the Agency/School.

## **2. Agency/School Project Director Responsibilities**

The Project Director will:

- A. Market the program internally to the IT staff.
- B. Notify CUNY of all hiring choices.
- C. Approve the CITY Interns' time sheets. An on-line system will be used to submit them to the CUNY Program Director.
- D. Insure that invoices have been reviewed and are certified for payment to RFCUNY. An intra-city budget modification or equivalent as described in section 1.C will be used for this process.
- E. Submit Intern evaluations for performance assessment and salary increases when warranted.
- F. Resolve any disputes with the CUNY Program Director over personnel actions.
- G. Resolve any issues with RFCUNY about Invoices or Payments.
- H. Create reports for DoITT on a regular basis on program statistics.
- I. Apprise the Intern of the Agency's rules, regulations, and work schedule (e.g. holiday calendar)
- J. Insure that CUNY and DoITT Policies are reviewed and adhered to.

### 3. Hiring Process

- A. After the Agency/School has determined a need for an Intern, the Agency/School Project Director will direct IT staff to <http://career.cisdd.org> to search for potential candidates. New users will establish a user ID and password. Agencies/Schools that need additional help finding qualified candidates should work with the CUNY Project Director. **Only matriculated CUNY students are eligible for this program.**
- B. The Agency/School Project Director and appropriate staff are responsible for interviewing the candidates and making an employment decision. The Agency/School Project Director will sign off on any new hires. The Agency/School Project Director handles all communication between CUNY and the Agency. The Agency/School Project Director will notify the CUNY Project Director of the hiring request.
- C. Once the Agency/School Project Director has approved the employment, the students should contact the CUNY Project Director for paperwork preparation. They will be informed about the time and place and personal documents they should bring in. After filling out the RFCUNY personnel packet with the CUNY Project Director, they can start to work at the Agency. **No one may begin working until paperwork is complete at CUNY.** It will take at least one week to have the student begin work from the point of notification that the student has been selected. The hiring process with RFCUNY will usually take about one month; the students will be responsible for following up with the CUNY Project Director regarding his or her paperwork status.
- D. Students participating in the program have been screened for current registration and have produced a Social Security card, Driver's License ID or Student Identification card, I-20 (Work Authorization for F-1 Students) and I-9 (for F-1 Students). The Agency may conduct other background checks if the work assignments involve security or sensitive information.

### 4. Intern Work Hours

- A. Part-Time B students (including International students) hired for part-time work are allowed to work a maximum of 19 hours per week {38 hours per pay period (two weeks)}.
- B. Part-Time A students hired for part-time work are allowed to work a 28 hours per week {56 hours per pay period (two weeks) or 34 hours per week {68 hours per pay period (two weeks)}.
- C. No Intern may work more than seven hours in one work day.
- D. At the discretion of the agency, PTB Intern(s), including International students, may work up to thirty four (34) hours per week {sixty eight (68) hours per pay period} during winter and summer intersession **and/or** for one year after their official graduation date.
- E. No Intern may work Saturday or Sunday without signing a weekend work agreement form.
- F. Interns will follow the agency holiday schedule and will be expected to work on days that are CUNY holidays but not agency holidays.
- G. No Intern may work overnight without special written permission obtained from the agency MIS manager or equivalent.

## 5. Timesheets

- A. Once the student is hired, the CUNY Project Director will issue an Employee ID number to each student. The student will use this Employee ID to set up his or her e-timesheet accounts.
- B. The Interns are responsible for submitting their timesheets to the Agency/School Project Director by the timesheet due date. The Project Director will submit them to the CUNY Project Director by noon on the timesheet due date (usually Monday). CUNY or RFCUNY will not be responsible for a late payment if the timesheet was not on time.
- C. If there is a problem with electronic submission, the Agency/School Project Director will fax a signed copy of the time sheets to the CUNY Project Director by Noon on timesheet due date (usually Monday) at 212-652-2899.

- D. **If the Intern's Supervisor is not available to sign the time sheets, arrangements should be made with the Agency/School Project Director to avoid any disruption in payment.**
- E. During the week before a pay period ends, the CUNY Project Director will send out an email reminder to Interns, as well as to the Agency/School Project Director. The CUNY Project Director is also responsible for the final level of approval for the e-timesheets and will approve the timesheets **based upon** the Agency/School Project Director's approval.
- F. At the end of each month, the monthly expenses including fringe benefits, indirect costs, etc. will be sent to the Agency/School Project Director.

## **6. Evaluation and Salary Increase**

- A. The minimum work time to obtain a salary increase is four months.
- B. The Agency/School Project Directors should evaluate their Interns on a regular basis. The evaluation form created by DoITT should be used for this purpose. The Agency/School Project Director can use the form to recommend an Intern for a higher rate of pay.
- C. Once the Agency/School Project Director approves the raise, the CUNY Project Director must be notified in writing to make the appropriate changes to the Payroll system with the Research Foundation. It takes approximately two weeks for a chosen Intern to get a raise.

## **7. Termination for Cause**

- A. Before an Agency can request the termination of an Intern they must first contact the CUNY Project Director to inform CUNY of the situation.
- B. A joint meeting will be called with the CUNY Project Director, Agency/School Project Director and the Intern. At this meeting, the problems between the Intern and the Supervisor will be outlined and the Intern will be informed of what changes need to be made. A written warning will be issued (form supplied by CUNY Project Director) providing the intern two weeks during which to change their behavior.

- C. The Agency/School Project Director will be responsible for providing the CUNY Project Director with documentation on all the Intern's infractions with dates and details of the incidents, both prior and post the above-mentioned meetings.
- D. A final meeting will be held (on the date mentioned on the written warning) between the Agency/School Project Director and CUNY Project Director to assess the Intern's performance and to make a final decision on termination.
- E. The Intern can now be terminated jointly by the Agency/School and by CUNY. The CUNY Project Director will remove the student from payroll on their final date of employment according to the information provided by the student and the supervisor.
- F. The Agency/School Project Director will be responsible for initiating the procedures for departing employees (e.g. return ID card, revoke LAN Access, etc) and sending all termination related documentation to the CUNY Project Director.
- G. The Agency/School Project Director and CITY Project Director will discuss plans to replace the intern or have remaining funds returned to the Agency/School after the interns final timesheet closes.

## **8. Assignment Conclusion**

- A. The Agency/School Project Director will be responsible for completing an exit interview with the Intern per Agency/School protocol.

## **9. Payroll Issues**

- A. Interns should come to the CUNY Project Director with payroll complaints. Payment complaints usually fall into two categories: not being paid for a period or being underpaid for a period. When Interns do not receive payment for a period, they must inform CUNY Project Director as soon as possible in an email with as many specifics as possible. When Interns are underpaid, they should fax their pay stubs to the CUNY Project Director's office.
- B. The CUNY Project Director will notify RFCUNY of all payroll issues by email. In addition, the CUNY Project Director will keep accurate records of payroll complaints so that they can be resolved as quickly as possible.
- C. **The Agency/School has no responsibility for payroll processing problems.**