



## USLI Quick Guide FAQ's

Q1: How many college help do we have?

A1: USLI employs around 100 students year-round from a variety of local universities and colleges. During the summer, our program grows to 120 students to provide opportunities for students looking for summer-time employment.

Q2: How do we get our college helpers?

A2: USLI college helpers are found via referrals, word of mouth and job postings at colleges and universities. We also participate in a Co-op program through the Risk Management School at St. Joseph's University in Philadelphia. Through this program, we have two co-op students per semester rotate throughout the company to gain an understanding of how an insurance company operates.

Q3: How many hours per week can a college helper and co-op student work?

A3: A college helper can work a maximum of 29 hours per week. A co-op student works 35 hours per week.

Q4: What are the regular work hours?

A4: USLI's office hours are Monday through Friday from 9:00am to 5:00pm. However, with our College Help program, we are flexible and willing to work around your class schedule.

Q5: Are College Help paid?

A5: Yes. College Help receive an hourly wage.

Q6: What is the Qualified Educational Assistance Plan?

A6: Students with federal and/or private loans are automatically enrolled in the Qualified Educational Assistance Plan. Through this plan, a portion of a student's hourly wage will be set aside and remitted directly to the college or university on a semester basis. The educational assistance grant must be used to limit or reduce federal and/or private education loans by application to tuition, fees or loan balances. The grant cannot be applied to room and board, or any other type of meal plan, transportation costs or living expenses.

Q7: What types of jobs are available at USLI for College students?

A7: Regardless of your major, we have jobs available in Underwriting, Technology, Graphics and Social Media, Accounting, Administration, Claims, Actuary, Legal and Compliance, and Health and Wellness. Specific job tasks vary from long-term project assistance, policy issuance, customer contact, marketing and sales research, claims support, technology support, spreadsheet management, mailroom services, information input, filing, fitness center management, workout planning, wellness education, etc.

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Q8: Can a student earn credit hours for their work at USLI?

A8: Students can earn up to 6 credits hours per semester as long as the work they are doing is related in some way to their major and a performance evaluation shows they met their goals. The number of credit hours earned is dependent on the number of work hours per semester.

Q9: Can USLI sign off on community service hours for my university or college?

A9: USLI has a variety of community outreach programs available for our community members. If a student were to assist in one of our programs, USLI would be happy to provide their university with a confirmed letter.

Q10: Are any of our college helpers hired for a full time position after graduation?

A10: Upon graduation, college help interested in working full time for us can apply for a full time position with us but must follow the same procedure as anyone applying; no guarantees are given.

Q11: Do you need any paperwork completed before my first day?

A11: No, you do not need any paperwork to be completed before your first day. During orientation, one of our community members will assist you with all necessary paperwork. Students do need to bring 2 forms of ID and their Financial Aid Certification Form.

Q12: What do I wear?

A12: Here at USLI, you will notice community members in casual attire year round. We do not have a dress code. Please use your judgment and dress appropriately.

Q13: What do students do for lunch?

A13: Lunch hours are from 11:00am to 2:30pm. Students, along with all other community members, are permitted to take a one hour lunch break at their discretion. You may grab FREE lunch in Dearcadh Café, workout in Slainte Fitness Center, or spend the time however you may wish.

Q14: How do I sign up to use Slaitne Fitness Center?

A14: Slainte Fitness Center is free of charge for our students. You may work out before, during or after work. Hours of operation are: Monday-Friday 6am-9am, 11:00am-2:30pm and 5pm-7:30pm and Saturday-Sunday 9am-12pm. On your first day, if you intend to use our facility, please fill out our Slainte Fitness registration form for access.