Supervisors of Student Employees Handbook

Updated January 2016

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Mission Statement

Augustana College promotes the development of the whole student by providing meaningful work experiences on-campus aimed at enhancing college and career goals through experiential learning opportunities.

Purpose

The purpose of the Augustana College Student Supervisor Handbook is to provide supervisors with a tool to help them in working with student employees. Included in the handbook are recommendations for supervising and evaluation templates.

To find out if your department can have a student employee, talk with your Department Chair or Supervisor about budget constraints and tasks that need to be accomplished.

Career Development Office

Supervisors should be aware that the Career Development Office in CORE works hard to prepare students for employment opportunities.

The Career Development Office is located on the first floor of Olin Center. It provides multiple resources and services to students from their first year through graduation, and even after. Services of the office include: information on employment and internship opportunities, career counseling, resume and cover letter building, mock interviews, graduate school preparation, alumni connections and resources, advising, entrepreneurship, vocational reflection, volunteer opportunities, and professional development training.

Supervisors and students with questions should contact Clarissa Thompson, Assistant Director, On-Campus Student Employment (clarissathompson@augustana.edu/ ext. 8614).

Augie Hub

http://www.augustana.edu/core/opportunities/
Open positions should be posted to Augie Hub when they become available. A template and guide for creating a job description are included at the end of the document. If an application is required please link a google form application to your posting in the section "Link" & "How to Apply."

To post a job you can log onto Augie Hub and fill out the information yourself or email the description to careerdevelopment@augustana.edu and a CORE student employee will input the information. After it has been approved the job will be posted and can be viewed by searching On-Campus Jobs.

Once the position is filled the announcement will be archived until it is needed again, at which time the supervisor can contact Clarissa Thompson with updates to the job and it will be reposted.

Work Hours

Hours

Students can work up to 10 hours total per week based on the student's availability and the needs of the employing office. This total number applies even if a student has multiple jobs so supervisors need to be aware if a student has more than one job on campus.   In most cases supervisors should be able to see other job codes on Time Clock Plus that appear under a student's name, however if not the supervisors need to be in communication with their students about other jobs they may hold and how often they work.

Time Clock Plus

Students should log in and out using Time Clock Plus to record their hours. The supervisor will be responsible for monitoring the student's clocking in and out and reminding students of this requirement. Supervisors must approve their students work hours by confirming the hours listed are those worked, reconciling any missed punches, and approving the hours by 5pm on Monday of the following work week.

Developing a Work Schedule

Supervisors are recommended to work with their students to plan a work schedule that is compatible with the student's class and activity schedule, and the work office hours. Supervisors are encouraged to approve time off requests as long as they are given 24 hours in advance. As schedules change with the academic term, changes in a student's work schedule will be negotiated.

Training for Student Employees

It is recommended that supervisors spend time during the first few weeks of a job training the students for the work in their department. This may include training on machinery or equipment, databases or spreadsheets, filing or working a calendar. The training should be inclusive of all possible responsibilities a student may be asked to complete.   Due to the secure nature of their work some offices may require additional layers of privacy training and may not employ students with an honor code violation. Such additional training may include Federal Education Rights and Privacy Act (FERPA) training, Health Insurance Portability and Accountability Act (HIPAA), or any other additional privacy training required by their office.

Confidentiality

Student employees are required to read and sign the confidentiality form attached to the back of the handbook for any job on campus.   The form should be kept by the department during the student's employment and a digital copy is required to be sent to Clarissa Thompson, clarissathompson@augustana.edu

GPA

In some departments students are required to maintain a specific Cumulative Grade Point Average to remain employed in that department. If this is the case the department should make the student aware of that requirement. If the student's GPA changes while they are employed with the department and they no longer meet the department's standard it is up to the department to take action at that time with regards to a warning or termination. Departments can send a list of names to the Registrar's office with the minimum GPA requirement and the Registrar's Office will let them know who qualifies and who doesn't.

Dress

Dress appropriately for jobs on-campus. Unacceptable dress generally includes: sweat pants, yoga pants, athletic shorts, jeans with holes, short skirts, short shorts, low cut tops, and spaghetti straps. If there is a uniform for your job On-Campus, adhere to the requirements of the dress code. Information regarding dress will be provided to the student employee before their first shift by their supervisor.

Homework

During work hours, student employees are required to perform their work assignments. Homework, reading and other personal work are not generally permitted during work hours. Your supervisor will provide information on what is allowable during "slow" work situations.

Student Employee Feedback

Evaluations

Augustana values its student employees and a written evaluation is expected to take place for any student who has worked 90 days or more. The student will receive a copy, and a copy should be kept on file in the department employing the student. Exit evaluations are recommended to be given upon the completion of the student's work experience. A sample evaluation can be found at the back of the handbook.

Learning Outcomes

Each job on campus should have a job description that includes a section that relates to the Augustana Learning Outcomes developed in the 2020 Strategic Plan. A PDF of this document is found on the Augustana website. Students should expect to cultivate those learning outcomes throughout their employment and supervisors will be expected to ensure they are met. There is a template at the end of the handbook you can reference to create a job description.

**Link for the PDF of the Augustana Learning Outcomes:
https://www.augustana.edu/Documents/Augustana_Student_Outcomes(0).pdf

Breaks

Illinois law requires a unpaid 30 minute break for any shift over 6 hours.

Summer/Breaks Employment

Work during the Summer or Academic breaks is dependent upon the individual department or office. Each office should know what they have available in their budget and will staff accordingly to their needs. During these times a student may not work over 40 hours a week as they are eligible for over time. If a department or office requires help over the summer or during Academic breaks they should communicate that need to any students currently working for them and/or to Clarissa Thompson (clarissathompson@augustana.edu/ ext. 8614) to help them find students who may be staying over break. Please note incoming First Year student may not be hired in the summer before their first term and outgoing Seniors may not be hired after they graduate.

Disciplinary Action

Warning Notice

Disciplinary action is a constructive means of handling unacceptable behavior or performance deficiencies on the part of a student employee. If disciplinary action needs to be taken the supervisor should meet with the student employee about any aspects of work performance that fail to meet standards and provide an opportunity for improvement. Supervisors are encouraged to use progressive discipline to assist and encourage student employees to correct their conduct and to achieve satisfactory work performance.

Terminations

- **Voluntary Termination**: A student employee may resign from their position. A resignation should be submitted in writing to the supervisor no less than a week prior to their last day of work.
- **Sick or Family Reasons**: A student may experience a challenging time due to sickness or family issues. If these issues result in their withdrawing from school for a term or 2 they will not be allowed to work until they are again enrolled at least ½ time (4 credits) at Augustana. Students will need to inform their supervisors of any changes in their enrollment status.
- **Administrative/Layoff**: A student employee may be laid off for reasons other than unsatisfactory performance or behavior within their job. A student's dismissal may be the result of a lack of department funding.
- **Involuntary Termination**: Student employees may be terminated from their position if they:
  - o Do not possess the qualifications, skills, and ability to meet the requirements of their job.
  - o Do not adhere to office policies concerning work schedule, excessive absences, tardiness, unacceptable work performance, failure to adhere to dress requirements.

Supervisors have the right to terminate student employees for insubordination or any other justifiable cause. Upon termination, the supervisor is required to notify HR-Payroll and Clarissa Thompson, Assistant Director, Student Employment and Campus Internships.

Supervisor Training

It is recommended that all Augustana employees who supervise student employees attend at least one annual training offered by Career Development and HR. The dates will be announced annually and record of supervisors attending training will be kept.

Trainings will cover subjects such as:
- Creating or carrying out an evaluation.
- Working with students and training them in their job.
- Dealing with conflict and resolving issues.
- Basic forms and procedures required by the school.
- Going over the creation of job descriptions and linking to the Learning Outcomes.

Contacts

If you have questions regarding student employment please contact:

Clarissa Thompson
Assistant Director, On-Campus Student Employment
Olin 116 (309)794-8614
clarissathompson@augustana.edu

Brandon Tidwell
Human Resources Generalist
Sorensen (309)794-7141
brandontidwell@augustana.edu

Kelly Hall
Payroll Assistant, Payroll Office
Sorensen (309)794-7353
kellyhall@augustana.edu

Julianne Tongue
Assistant Director, Financial Assistance Office
Seminary 129 (309)794-7680
juliannetongue@augustana.edu

Student Employee Evaluation

_____   _____   _____
Student Employee Name (please print)   Date   Name of Evaluator

TIMELINESS

Does the employee consistently show up for work on time or call in late/not show?

1   **2**   **3**   **4**   **5**
Needs improvement   Adequate Performance   Exceeds Expectations

CUSTOMER SERVICE

Does the employee provide good customer service by treating everyone equally, in a polite manner, and take the necessary steps to answer questions from students, staff, faculty or the public?

1   **2**   **3**   **4**   **5**
Needs improvement   Adequate Performance   Exceeds Expectations

INITIATIVE

Does the employee take initiative by asking for additional projects when others are completed or complete projects without being asked?

1   **2**   **3**   **4**   **5**
Needs improvement   Adequate Performance   Exceeds Expectations

What level of quality does the employee's work have?

1   **2**   **3**   **4**   **5**
Needs improvement   Adequate Performance   Exceeds Expectations

Does the student listen to their supervisor's instructions and respond accordingly?

1   **2**   **3**   **4**   **5**
Needs improvement   Adequate Performance   Exceeds Expectations

PROFESSIONALISM

Does the employee take adhere to departmental policies regarding office etiquette and represent the office in a positive light?

1   **2**   **3**   **4**   **5**
Needs improvement   Adequate Performance   Exceeds Expectations

Does the employee show a positive attitude and enthusiasm while at work?

1   **2**   **3**   **4**   **5**
Needs improvement   Adequate Performance   Exceeds Expectations

ADDITIONAL COMMENTS

_____

_____

Eligibility

Students must meet the following minimum qualifications prior to receiving approval to work on a campus.

1. The student must be trained in Federal Education Rights and Privacy Act (FERPA) compliance and institutional privacy policies as they apply to the nature of the work in the office where the student is employed.
2. The student must sign the confidentiality agreement at the bottom of this form.
3. The student must be willing to work in close proximity to protected and private information and be comfortable with that situation.
4. The student must have an impeccable record of behavior in previous work positions, both on campus or off campus environments.
5. The student may not be employed in situations where protected or private information is accessible if the student has an Honor Code violation. Students who are found responsible for violating the Honor Code may be released from their duties in these positions or reassigned within that office as determined by the supervisor.
6. If the student will be grading papers or testing materials, the following additional guidelines apply:
   a. The student must have sophomore standing (earned at least 30 credits).
   b. The student must have been enrolled at Augustana for a minimum of one term prior to grading.
   c. The student must be under the direct supervision of the faculty of record for the course.
   d. The student will participate in a tutorial on grading if required by the academic department.
7. If applicable the student employee must also undergo training under the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

Code of Confidentiality

Confidentiality of information is a top priority. This is to comply with the Federal Education Rights and Privacy Act (FERPA) and to protect student and employee privacy through our own institutional policies. Protected information addressed by law and our policies applies not only to currently enrolled students but also to in-coming first-year and transfer students, former students, graduates, alumni and Augustana employees.

Many student employees will come into contact with protected and private information in the course of their job duties. Some of these records include grades, transcripts, test scores, evaluations, resumes, letters of recommendation, salary offers or ranges, financial information, billing records, as well as personal notes and messages to or about students or employees. Although every effort will be made to limit such contact, it is inevitable. Students on occasion may be left alone to staff an office.

Files or other materials containing protected information may be accessed by a student employee only under the direct supervision by a permanent Augustana employee. Record access is only to be done for official college business. Students will be trained by a qualified staff member regarding what information may be accessed, what if any information may be provided to third parties and what information may not be shared.

Acknowledgement

In my position as student employee for Augustana College, I will not share any confidential information beyond my responsibilities in this position. I understand that any breach of this policy may be grounds for immediate dismissal as defined above. I further understand that any disclosure of private information is also punishable through the college judicial process and may result in disciplinary action, including potential dismissal from the college. As a condition of my employment as a student worker I hereby attest that I meet the eligibility requirements above, I acknowledge that I have read and understand this confidentiality form and I will adhere to the college expectations.

_____   _____   _____
Office Employing Student   Signature of Supervisor   date

_____   _____   _____
Student's Printed name   Student Signature   date

How to Make a Job Description

A job description should give a sense of the priorities involved in the job. It should be clear, concise, and understandable for potential candidates. It should be broad enough to cover many tasks, but also specific enough to show the job as its own.

Title of job: The job title should accurately reflect the nature of the job, be short and concise, and should be somewhat self-explanatory.

Summary:
This should include 2-3 sentences to define the position by stating the general information of the job, and a few main responsibilities, functions, and duties. It should be informative enough so applicants will know if they are interested in and/or qualified for the job without having to read the rest of the description.

Responsibilities/Functions:

- This section can be in bullet point format, with no more than 1-2 sentences for each point
- Each point should start with an action verb and contain a purpose
- Include main/major responsibilities and convey expectations
- Make sure points are accurate, and completely yet concisely describe the duties and responsibilities

Competencies/Qualifications:

- Use bullet point format, as stated above
- Include level of education, background, any certificates, training or other required or preferred qualifications
- Note the abilities candidates should have, equipment proficiency, and other job-related abilities
- Can include needed/preferred skills and/or traits

Relation to Augustana Learning Outcomes:
This section should note which of Augustana's 9 Learning Outcomes the job relates to, and how the job aims to help students achieve those outcomes.
https://www.augustana.edu/Documents/Augustana_Student_Outcomes%280%29.pdf

Other:
This section can include anything else important for the candidate to know such as, hours required, pay rate, duration of job, etc. This can also include information on how to apply, depending on your specific hiring process.

TEMPLATE FORM
JOB TITLE

Summary:

Competencies:
-

Essential Duties:
-

Relating to Augustana Learning Outcomes:
1.

How to Apply:

Contact Person:

Forms to submit: Resume and Cover Letter, etc.

Location of Job:

Position Opens:

Position Closes:

Hours:

Paid or Unpaid:

Sample Job Application

Augustana College

Application for Student Employment Sample

PERSONAL INFORMATION

Name (Last, First, Middle Initial):

College Address: Home Address:

Box #	Cell Phone #	ID #	E-mail Address

GPA	Number of terms completed at Augustana College

Current year   ❏ FY   ❏ SO   ❏ JR   ❏ SR

Have you worked on campus before   ❏ Yes   ❏ No   If yes, where?

Do you currently have another job on campus? ❏ Yes   ❏ No   If yes, where & how many hours do you work a week?

Are you an international student?   ❏ Yes   ❏ No Have you studied or lived abroad?   ❏ Yes   ❏ No   If yes, where and when?

Majors, Minors

Are you planning to be away from the campus during the upcoming academic year (International term, student teaching, internship, not registered, etc.)? If yes, which term?

Do you plan to work off campus during the upcoming academic year? ❏ Yes ❏ No	If yes, how many hours per week?
How many hours per week can you commit to this position?	Are you willing to work at 8 a.m. if classes allow? ❏ Yes ❏ No
Are you available some evenings or academic weekends?	Are you available in the summer?

INVOLVEMENT – List any leadership positions you may have held and any activities you participate in

Name of Organization	Position	Duration of Involvement From To

QUESTIONS:

1. Indicate information or factors which especially qualify you as a candidate or which you feel would be important in considering your application.

2. Why does this student employee position appeal to you?

3. What special skills or experiences do you hope to acquire or improve through your work as a student employee?

4. What customer service and/or office experience do you have?

AUGUSTANA FACULTY/STAFF REFERENCES   OR   WORK/VOLUNTEER REFERENCES:

Name	Telephone and E-Mail Address

PLEASE READ CAREFULLY AND SIGN - I certify that the above statements are correct. I understand that any false information (or omissions) in this application, or its supporting documents, will be sufficient grounds for refusal to hire me or termination without notice. I further understand that Augustana College has the right to review my education, previous employment, and other background data.

Applicant's Signature_____ Date _____

NOTICE OF NONDISCRIMINATION - Per Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, the College does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, sexual orientation or status as disabled veteran or veteran of the Vietnam Era.