

The cover features a background photograph of a paved path winding through a wooded area with vibrant yellow autumn foliage. A body of water is visible on the right side of the path, reflecting the trees. Several people are walking along the path. A light blue rectangular box is positioned in the upper left, and another similar box is in the lower right. Yellow vertical bars are located on the far left and far right edges of the cover.

Augustana College

# Student Employee Handbook

## Career Development & Vocation

updated August 2024

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## Student Employment at Augustana College

Augustana College employs students across campus in over 150 different positions. Over 900 students work on campus each year. Student employment is not guaranteed though great effort is made to assist students who want to work find positions on campus.

Several campus offices manage different pieces of student employment at Augustana College. If you need assistance, please contact the appropriate office.

- [Payroll Assistance](#): Questions around paycheck, payroll, getting paid
- [Financial Aid](#): Questions about your financial aid
- [Career Development & Vocation](#): Questions about finding a job or challenges with your position

### Who can work on campus?

All degree-seeking students enrolled at Augustana College at least half-time (4 credits) may apply to work on campus.

### Weekly Hour Limits

#### While Classes are in Session

- Domestic students can work a **maximum of 10 hours a week**; additional hours may be worked through the Flexible Employment Program.
- International students can work a **maximum of 20 hours a week** including those hours worked through the Flexible Employment Program.
- The total number of hours allowed each week includes work even if a student has multiple jobs
- There are certain jobs on campus, such as Community Advisors, which do not allow for a second job.
- Students are expected to inform all supervisors of other jobs they may already have on campus.

#### Summer and School Breaks

Work during the summer or academic break depends on the individual department or office. During these times, a student may not work more than 40 hours a week. Students seeking employment over breaks should contact their on-campus employers about whether work is available.

## **Required Breaks During Shift**

Illinois employers must provide a break to employees who work at least seven and a half continuous hours. This break must be at least 20 minutes long, and it must start no later than five hours after the beginning of the shift.

## **Developing a Work Schedule**

The student, together with the supervisor, should plan a work schedule that is compatible with the student's class and activity schedule, and the work office hours. Any request for time off must be approved at least 24 hours in advance by the supervisor. As schedules change with the academic term changes in a student's work schedule will be negotiated. Students are not permitted to be scheduled during a time they have class.

## **Benefits and Leave**

Student employment positions are not considered permanent employment and are not eligible for unemployment compensation benefits upon discontinued employment. Student employees are not eligible to receive paid vacation, holiday, leave, or medical insurance programs, retirement benefits, or payment for working during a school closure. Students are covered by Worker's Compensation insurance for on-the-job injuries. Supervisors must be informed immediately about any on-the-job injuries.

## **GPA Requirement**

Some departments may require students 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.

## **Types of Employment**

### **Regular Student Employment**

Regular Student Employment provides students with on-campus job opportunities where they can work in various departments throughout the college. These roles offer practical work experience, allowing students to develop professional skills and contribute to the campus community. Positions are available during the academic year and typically involve a set number of hours per week, which can be scheduled around class commitments.

### **On-Campus Internships**

Student work is specialized, closely supervised, and registered. Internships are a minimum of 40 hours of work over the course of a term. An internship is the practical application of the skills, knowledge, and talents that students gain at Augustana. Departments determine whether a position qualifies as an internship.



## **Flexible Employment Program**

The Flexible Employment Program (FEP) is similar to a temp agency allowing students to work for different departments across campus as needed and select work opportunities that fit within their schedules.

Students can sign up for the Flexible Employment Program (FEP) by applying through Handshake or sending an email to [careerdevelopment@augustana.edu](mailto:careerdevelopment@augustana.edu) with FEP as the subject. Students will be registered and receive a confirmation link with next steps.

## **Student Employment and Financial Assistance**

### **Federal Work-Study**

As a part of the financial assistance package, students may receive a Federal Work-Study award. Federal Work-Study (FWS) is a need-based financial aid program that allows a student to work on campus to earn money for college expenses. Every effort is made to assist eligible students in finding employment; however, Augustana does not place students in jobs.

Should you have questions regarding Federal Work Study eligibility please contact the Office of Financial Aid (309)794-7680, or email, [financialaid@augustana.edu](mailto:financialaid@augustana.edu)

### **Non-Federal Work Study**

Students who do not qualify for Federal Work Study, based on eligibility determined by completion of the FAFSA, have the opportunity to work on campus through general employment. Non-Federal Work Study students are encouraged to apply for openings in their areas of interest.

## Getting Paid

Before starting any position, students must complete the necessary tax forms and present valid identification at the Payroll Office in the Business Office. The Business Office is located on the second floor of Sorensen Hall and is open on weekdays from 8 a.m. to 4:30 p.m.

### Student Employment Pay

Current on-campus student wages are either \$10 per hour for most positions or \$11.25 per hour for positions meeting specific advanced criteria, effective Nov. 1, 2023.

### Domestic Students

All students must fill out the Federal W-4 and I-9 Employment Verification forms. If you reside in any state other than Iowa, fill out the Illinois W-4. Only Iowa residents will fill out Iowa W-4.

Please use the links below to locate the appropriate forms. Print them, complete them, and bring them with you to payroll.

- ☐ [I-9 Employment verification](#), pages 1 and 2
- ☐ [Federal W-4](#), page 1
- ☐ [Illinois W-4](#), page 2
- ☐ [Iowa W-4](#), page 1
- ☐ Valid U.S. passport or photo ID (driver's license or school)
- ☐ **One** of the following **original** documents: Your Social Security card, birth certificate, or a valid passport. **Please note that copies will not be accepted.**

### International Students

International students are permitted to work only on campus during their studies. Off-campus employment is not allowed. Please ensure that any work you undertake complies with your visa regulations.

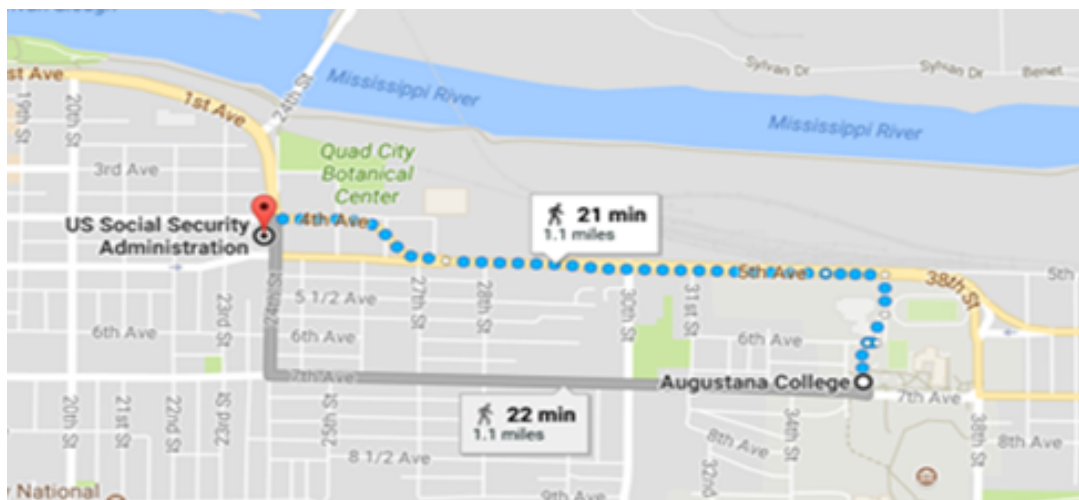
All international students must complete a series of steps before they can work on campus.

#### Step One: Get a Social Security Card

The Social Security Administration (SSA) issues Social Security cards, which you must have to work on campus. You will not receive payment until you present your card to Augustana's Payroll Department, located in Sorensen Hall.

You can begin *looking* for an on-campus job while you are completing the following steps. You will need to let your prospective employer know it may be a few weeks before you have work authorization.

1. It is recommended that you schedule an appointment to get your Social Security card. To make an appointment call (800) 772-1213. You can also walk in anytime Monday-Friday 9 AM-4 PM, but you may have a wait time.
2. Complete and gather required items. **YOU MUST BRING THESE ITEMS WITH YOU TO THE SOCIAL SECURITY ADMINISTRATION OFFICE.**
  - ☐ **Letter of Employment:** Pre-printed letters are available for pick up in the [Office of International Student and Scholar Services](#) beginning the first day of classes each fall semester.
  - ☐ **Valid Passport**
  - ☐ **Completed I-20**
  - ☐ **I-94:** Find yours at <https://i94.cbp.dhs.gov/I94/#/recent-search>
    - Click Consent and Continue
    - Enter your name, birthday, passport number, and country of issuance, then click Next
  - ☐ A complete **Social Security card application**, found here: <http://www.ssa.gov/forms/ss-5.pdf>
3. Attend your appointment with the Social Security Administration. The Social Security Office is located at 2350 4th Avenue, Rock Island, IL. The office is about one mile from campus. You may want to arrange a ride.



4. Please wait until you receive your Social Security card. Within 7-10 days, you will find a letter from the Social Security Administration in your student mailbox, which will include a small blue card. It's crucial not to lose this card. Keep it in a safe place, as it can easily be used for identity theft if it falls into the wrong hands.

This number will be your number for the rest of your life. Should you return to the United States to continue your education (graduate school, etc.) or to work you will HAVE TO HAVE this number.

**Step Two:** After receiving your Social Security card, you're ready for the next step. Visit the Payroll Office on the second floor of Sorensen Hall during business hours. Please ensure you have completed and gathered all required items before your visit.

You will need:

- ☐ Your Social Security Card
- ☐ A US Bank account (routing number, account number) for direct deposit
- ☐ Passport
- ☐ [I-9 Employment verification](#), pages 1 and 2
  - ☐ Print form, complete, and turn in to Payroll, Business Office
- ☐ Your letter of employment
- ☐ Letter of support from the Office of International Student and Scholar Services

### **Direct Deposit**

Augustana College recommends that students working on campus sign up for Direct Deposit. This way your pay will be directly deposited into your checking or savings bank account.

Once the I-9 has been completed, students will receive an email invitation to PayCor. If you need to make changes or wish to add direct deposit, you will need to do this update through PayCor. Students can view and print pay stubs through PayCor. Please contact Payroll with any questions.

### **TimeClock Plus**

TimeClock Plus (TCP) is the system used to record work hours. When students turn in the necessary paperwork to work on campus, they will be set up with a TCP login. Their ID number is the same as the student's 6-digit school ID number, and the pin is the last 4 digits of the student's social security number. Students need to login and track their work hours by clocking in and out from their shifts.

Always remember to PUNCH IN & PUNCH OUT at the beginning and end of your shift! The only exception to this is if you are working a Flexible Employment Program (FEP) position. All FEP hours are manually added in by the Student Employment Coordinator.



## **Clocking in to TimeClock Plus**

If you have multiple jobs on campus, login with the job code that says CEC. MAKE SURE YOU ARE CLOCKING IN TO THE CORRECT JOB

- Go to Augustana Website
- Under “Current Students,” click “Time Clock”
- Click “WebClock”
- Enter your student ID number (with the 0) and hit “clock in”
- Enter your pin; which is the last 4 digits of your social security number
- Then hit “Log On”

## **Clocking out of TimeClock Plus**

- Go to Augustana Website
- Under “Current Students,” click “Time Clock”
- Click “WebClock”
- Enter your student ID number (with the 0) and hit “clock out”
- Enter your pin; which is the last 4 digits of your social security number
- Then hit “Log Out”

## **Missed Punch**

As soon as you realize you have missed a timekeeping punch, notify your direct supervisor via email immediately. Include the date and time that needs to be corrected or added.

## **Lunch and Breaks**

Illinois employers are required to provide a break to employees who work at least seven and a half continuous hours. This break must be at least 20 minutes long, and it must start no later than five hours after the beginning of the shift.

## **Payroll Information**

Students can view and print pay stubs through PayCor. Please contact Payroll with any questions.

## **Student Pay Schedule**

Payroll hours for the prior week must be approved by 5 p.m. on the following Monday. A schedule for payment can be found here:

<https://www.augustana.edu/about-us/offices/hr/student-pay-schedule>

## Finding an On-Campus Student Employment Position

Handshake is Augustana College's Career Development platform to assist students in finding jobs and internships, sign up for career fairs and events, connect with employers, and access career resources. All on-campus student employment positions are required to be posted in Handshake.

Every student has an account with Handshake. It is easy to access your profile; just follow these steps:

- Sign into [Handshake \(opens in a new tab\)](#) with your Augustana email and password
- On the top, you will see "Jobs"
- On the next page, you will see a series of filters, click on "on campus"
- You will see the list of open positions on the left-hand side
- Click on each to learn more about the position and how to apply

## General Rules of Conduct

To assist with the efficient operation of the college and to ensure the safety and well-being of those at the college, the following rules of conduct are in force. The rules of conduct are not for the purpose of restricting the rights and activities of employees but are intended to help employees by defining and protecting the rights and safety of all persons.

Employees are expected to acquaint themselves with these rules and other work rules specific to their department. Employees will be subject to corrective action including suspension or termination depending upon the severity of the violation of these rules:

### Visitors During Work Hours

Frequent or extended presence of family and friends in the workplace during work hours generally is inappropriate for several reasons: decreased employee productivity, risk of harm to the visitor, and the potential increased liability. If you plan to have family or friends visit for more than a brief amount of time, be sure to get permission from your supervisor in advance.

### Punctuality, Tardiness, and Early Departures

Punctual and regular attendance is an essential responsibility of each employee. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

- If you cannot report to work as scheduled, you must notify your supervisor no later than your regular starting time. This notification does not excuse tardiness but simply notifies your supervisor that a schedule change may be necessary.
- If you must leave work before the end of your scheduled shift, you must notify your supervisor immediately.
- Tardiness and early departures are each one-half an occurrence for the purpose of discipline under this policy.

### Absences

Absence is defined as the failure of an employee to report for work when they are scheduled to work.

**Planned Absence Excused:** There may be times that you are unable to work. Giving at least three days' notice assists your area in covering your responsibilities while you are away. Acceptable planned absences may include leaving early for break or a weekend home, request for time off to study for exam or finish paper, or conflict with extracurricular activity not known prior. As soon as you realize you have a conflict, discuss the situation with your direct supervisor.

**Unplanned Absence Excused:** We understand that there will be cases of illness or injury or the need to travel home for an emergency. Giving as much notice as possible assists in covering your responsibilities while you are away.

Contact your direct supervisor as soon as you know you will not be able to cover your shift. In your correspondence include: Brief reason for your absence, specific hours you work, and if possible, how long you will be out of work

Your direct supervisor will respond to your message confirming they received the message.

**Unexcused Absence:** This type of absence occurs when any of the above conditions are not met. If it is necessary for you to be absent or late for work because of an illness or an emergency, you must notify your supervisor no later than your scheduled starting time on that same day.

- If you are unable to call, you must have someone make the call.
- An unexcused absence counts as one occurrence for the purposes of discipline under this policy.
- Excessive absenteeism is defined as three or more occurrences of unexcused absence in a 30-day period and will result in disciplinary action.

## **Job Abandonment**

Any employee who fails to report to work for **a period of three days or more** without notifying their supervisor will be considered to have abandoned the job and voluntarily terminated the employment relationship.

## **Resignation**

We understand that career-related jobs and/or internships or personal circumstances may require you to resign from your position. Your supervisor relies on you to complete the tasks that are a part of your job and they will need to begin the search for your replacement as quickly as possible. If you plan to use your supervisor as a reference in the future, it is important for you to leave on good terms. Provide your supervisor with at least two weeks of notice.

## **Additional Expectations**

Violation of any of these rules could lead to disciplinary action and/or immediate termination

- Unauthorized use or possession of intoxicating beverages, narcotics or dangerous drugs on premises; or reporting to work under the influence
- Fighting, gambling, use of profane, obscene or abusive language while at work.
- Carrying unauthorized weapons.
- Behaving in a discourteous or disrespectful manner toward a supervisor, fellow employee/staff member, student, guest, etc.
- Refusal to carry out the instructions of a supervisor (insubordination).
- Leaving the job without permission during regularly assigned working hours.
- Sleeping or appearing that you are sleeping while on duty.
- Creating unsafe conditions.
- Stealing or unauthorized removal or use of property belonging to the university, to employees, students or visitors of the university.
- Loss, damage or destruction of property belonging to the college, employees, students, or visitors.
- Unwillingness or inability to work in harmony with others or discourtesy.
- Mailing or posting any notice, circular, or display on college premises without permission.
- Failure to comply with policies and procedures of the college and those specific to a department.
- Possible other violations not specifically mentioned here



## **Professionalism**

As an employee the way you behave in your position, represent your department across campus, and act outside of work while referring to your job role is a direct representation of Augustana College. Each department continually strives to provide a campus service we can be proud of and we want you to be a part of growing and sharing our involvement in fostering student success. The following topics address a few important aspects of professionalism.

### **Phone Use Policies**

Although we recognize the need to have personal cell phones at work, employees should use them only intermittently or outside of working hours. When having phone conversations, employees should move away from colleagues to prevent distractions.

Having personal phone conversations or watching videos, etc. in the workplace, it can interrupt how we effectively assist and serve students and visitors.

Phones are not to be used to record or share confidential information.

### **Personal Computer Use**

During scheduled working hours, employees shall restrict their computer use to work-related assignments. Please feel free to check any personal accounts before or after work - but they are not to be accessed while working unless explicit permission has been given by your supervisor. If you have finished all projects, please check with your supervisor and any other staff members for ways you can help.

Limited use of computers for personal use is permitted provided permission is granted by your direct supervisor and only when all current assignments have been completed.

Using your personal computer to do work related assignments is acceptable.

### **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.

## Appearance and Dress Code

As a student employee, you are a representative of your department and, in some instances, the first contact an individual will have with the college. If you come to work dressed inappropriately, you will be asked to clock out and go home and change before returning to work.

Some departments have specific dress codes. These will be related to you upon hire. If no specific dress code is communicated to you use these guidelines.

- If applicable, name tags will be provided to wear during your shift
- Dress in appropriate attire when working
- Jeans are acceptable
- Articles of clothing should not be cut in a way that displays one's undergarments
- Clothing with offensive or inappropriate designs or stamps (i.e. alcohol, drugs and related paraphernalia etc.) are not allowed.
- Pajamas are never acceptable
- Always have fresh breath and clean body hygiene
- Earbuds are not allowed while working unless it pertains to a project you're doing
- Conversations with friends, in excess, is not allowed

## Performance Appraisal

Some departments may provide regular performance appraisals. The purpose of a student employment performance appraisal is to evaluate and assess the job performance, skills, achievements, and growth of student employees.

Performance appraisals serve several important objectives:

- |                            |                   |
|----------------------------|-------------------|
| ● Feedback and Improvement | ● Decision-Making |
| ● Goal Setting             | ● Communication   |
| ● Recognition              | ● Documentation   |
| ● Development and Learning | ● Accountability  |

## Disciplinary Action

Some departments have specific disciplinary action processes. These will be related to you upon hire. If no specific disciplinary action process is communicated to you the following process will most likely be followed.

### Progressive Discipline for Augustana College Student Employees

Violation of any of the policies, procedures, or guidelines outlined in this handbook could lead to disciplinary action and/or immediate termination. In cases of severe misconduct or policy violations, immediate termination might be justified without following the full disciplinary process.

## The Progressive Disciplinary Process is as follows:

1. **Verbal Warning:** An informal verbal warning is often all that is needed to improve conduct or performance.
  - a. **Purpose:** Your supervisor will address the issue as early as possible with an informal conversation, clearly explaining the behavior or performance that needs improvement.
  - b. **What to Expect:** A verbal warning will include your supervisor:
    - Telling you what you need to improve (timekeeping, communication, attitude, etc.).
    - Giving you a chance to explain why your work or conduct has been subpar
    - Giving you a plan to make improvements
    - Communicating that this discussion constitutes a Verbal Warning
  - c. **Documentation:** Although this is a verbal warning, your supervisor will document the date and content of the discussion for future reference.
  - d. **Examples** of behavior requiring a verbal warning may be:
    - Poor standards of work, such as too many mistakes
    - Struggling to handle workload but not communicating that to the supervisor
    - Lack of effort or ambition
    - Habitually late to work or leaving early, missing work without a reason
    - Poor customer service
    - Other reasons not listed above
2. **Written Warning:**
  - a. **Purpose:** Your supervisor will formally address the continued issue by providing a written warning that outlines the problem, the necessary corrective actions, and a timeline for improvement.
  - b. **What to Expect:** When the issue is directly related to job performance and the supervisor believes that you have the potential to improve upon your quality of work or expectations, a Performance Improvement Plan (PIP) will be given. A PIP includes:
    - Performance in need of improvements such as a list of goals and activities you will initiate to improve performance including [skill development](#) and changes needed to meet [expectations](#)
    - The targeted date for improvement
    - Expected results: list measurements, where possible
    - Dates to review progress by the employee and supervisor
    - Progress expected at review dates

- c. **Documentation:** Your supervisor will document this warning and will place any documentation in your employee file with the Student Employment Coordinator. You will be asked to acknowledge your receipt of the written warning by signing the documentation.

### 3. **Final Written Warning:**

- a. **Purpose:** This step is typically a more serious and final attempt to correct your behavior or performance before termination is considered. Your supervisor will provide documentation that includes a short-term timeline for improvement and state that failure to improve will result in termination.
- b. **Documentation:** Your supervisor will clearly document this warning. It will be signed by both you and your supervisor, and placed in your employee file.

### 4. **Termination:**

- a. **Purpose:** If your employee fails to meet the expectations outlined in the final written warning, termination is the next step.
- b. **Documentation:** A termination letter will be provided, summarizing the reasons for termination and the steps that led to this decision.

### 5. **Steps Following Termination:**

- a. You will be removed from the employing office's TimeClock code
- b. You will be placed on a private, campus-wide list that other campus employers will have access to. The list will include your name, the office from which you were let go, and one or more of the following reasons for termination.
  - Job Mismatch
  - Poor performance
  - Attendance
  - Theft/Time Theft
  - Sharing confidential information
  - Sexual harassment
  - Threats/Violence
  - Misconduct
  - Substance abuse
  - Damaging property
  - Falsifying records
- c. This could affect future employment on campus.

## Complaint Procedure

There may be times when there are issues with other employees, including other student employees. If this is the case, use the following guidelines for sharing your complaint. To the extent reasonably possible, all aspects of the complaint procedure will be kept confidential.

1. Complaints should be submitted as soon as possible after an incident has occurred, preferably in writing. If necessary, your supervisor may assist the complainant in completing a written statement or, in the event an employee refuses to provide information in writing, the supervisor will dictate the verbal complaint.
2. Upon receiving a complaint or being advised by a supervisor that violation of this policy may be occurring, the supervisor will notify a member of student employment to review the complaint with the supervisor.
3. Your supervisor will initiate an investigation to determine whether there is a reasonable basis for believing that the alleged violation of this policy occurred. During the investigation, the supervisor, together with the member of student employment, will interview the complainant, the respondent, and any witnesses to determine whether the alleged conduct occurred.
4. Upon conclusion of an investigation, the supervisor will submit a report of their findings to the member of student employment. If it is determined that a violation of this policy has occurred, the member of student employment will recommend appropriate disciplinary action. The appropriate action will depend on the following factors:
  - Severity, frequency and pervasiveness of the conduct
  - Prior complaints made by the complainant or against the respondent
  - Quality of the evidence (e.g., firsthand knowledge, credible corroboration)
5. If the investigation is inconclusive or if it is determined that there has been no violation of policy but potentially problematic conduct may have occurred, the supervisor may recommend appropriate preventive action.
6. Student employment and HR will review the investigative report and any statements submitted by the complainant or respondent, discuss results of the investigation with the supervisor and other staff as appropriate, and decide what action, if any, will be taken.
7. Once a final decision is made, the supervisor will meet with the complainant and the respondent separately and notify them of the findings of the investigation. If disciplinary action is to be taken, the respondent will be informed of the nature of the discipline and how it will be executed.



## **Security/Workplace Violence**

Augustana College provides a safe workplace for all employees. To ensure this and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

### **Prohibited Conduct**

Augustana College does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities.

This list of behaviors provides examples of conduct that is prohibited:

- Causing physical injury to another person.
- Making threatening remarks.
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging employer property or property of another employee.
- Possessing a weapon while on company property or while on company business.
- Committing acts motivated by, or related to, sexual harassment or violence.

### **Reporting Procedures**

Any potentially dangerous situations must be immediately reported to your supervisor. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled, and the results of investigations will be discussed with them. Augustana College will actively intervene at any indication of a possibly hostile or violent situation.

### **Risk Reduction Measures**

Although Augustana College does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform your supervisor if any employee exhibits behavior that could be a sign of a potentially dangerous situation.

Such behavior includes:

- Discussing weapons or bringing them to the workplace.
- Displaying overt signs of extreme stress, resentment, hostility or anger.
- Making threatening remarks or displaying irrational or inappropriate behavior.

### **Dangerous/Emergency Situations**

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given. Otherwise, employees should cooperate.

## **Communication**

Some departments have specific communication channels. These will be related to you upon hire. If no specific communication channels communicated to you the following channels will most likely be followed.

### **Your Augustana Email**

- All official communication will be sent via your Augustana College email address. Some emails will be purely informational. Others will require your response.
- Respond to emails requesting further action or information in a timely manner
- If a deadline for a response is given, please comply
- If no deadline for response is given, please respond within two business days

### **Interacting with Team Members**

Connecting with members of your departments can help us all understand the events and happenings within. As you interact with other members of your department, remember to keep the following in mind:

- Respect the workspaces of others
- Be friendly and inclusive of all staff members
- Keep noise levels down to minimize disruptions to work occurring in open areas of the office and employers conducting interviews
- Follow through on work projects and follow up with progress reports

### **Individual Offices or Office Spaces**

Often team members are in individual meetings, appointments, or on phone calls. When entering a colleague's office or workspace, knock first and wait for a response before entering.

## **Operating Office Equipment**

Depending on your position, you may need to learn how to operate general office equipment. You may also be trained in operating other types of equipment not covered here.

### **Department Phones**

#### **Answer an Incoming Call**

- Lift the handset or
- Press the speakerphone button

#### **Place an Outbound Call**

- Lift the handset or press the speakerphone button
- Dial the number
- Press Call/Dial (or wait for timeout),

#### **Transfer a Call**

- During a call, press Transfer
- Dial the number/extension to which you want to transfer the call
- Press Call for Consultative Transfer
  - Consultative Transfer: Enables you to speak with the intended recipient of the transfer before completing the transfer.
- Press B Transfer to Blind Transfer
  - Blind Transfer: Transfers the call directly to another line without first speaking with the intended recipient of the transfer.

#### **Transfer a Call to Voicemail**

- During a call, press Transfer
- Dial 7 plus the extension to which you want to transfer the call
- Press B Transfer

#### **Checking Voicemail**

- Press the envelope hard key
- Hit PLAY button
- Follow the prompts

#### **Initiating a Conference Call**

- While in an active call, press Conference
- Dial the second party and press Send/Dial
- Press Conference again to join all parties

Note: You can split the conference call into two individual calls by pressing Split

#### **Redial**

- Press the Refresh key twice
- Note: Pressing once will display call history

## Phone Etiquette

One responsibility you may be assigned is answering and directing calls. In many instances, you will be the first contact an individual has with the college. It is important to have proper telephone etiquette and provide good customer service.

### Assisting someone over the phone

- Answer the phone as quickly as possible and with a pleasant voice. Smiling while you talk gives your voice a pleasant tone.
- Answer every telephone call politely, for example: "Good morning/afternoon, <name of department>. This is <your first name>. How can I help you?"
- Pay attention to what the caller is saying and show interest; use the caller's name if given.
- Be sure to speak clearly and use complete sentences and responses.
- Be courteous and as helpful as possible; avoid sarcasm and argumentative statements.
- Keep paper and a pen by the phone in case you need to take down information or a message. Be sure to take detailed notes if necessary. **Be sure to capture: name, organization, brief description of what they want**
- If you do not know the answer and want to ask someone else, asking, "May I put you on hold?" and then actually mute the call. Do not simply put the receiver down or cover up the receiver with your hand.
- If you do not know the answer and no one else is around who can help, take a message and get the message to someone who can help. Be sure to capture: name, organization, brief description of what they want. Do not just leave the message on the counter for the next student worker. Put the message on someone's desk who can respond.

### Assisting someone who wants to speak with someone in the office

- If the caller would like to speak with someone you can mute the call
- If you know that the person is out of the office then you can tell the caller this information.
- For example, "I'm sorry, Laura is out of the office today. Would you like her voicemail or is there someone else who might be of assistance?"
- Depending on the response either transfer the call to the person or transfer to voicemail

### Transfer a Call

- During a call, press Transfer
- Dial the number/extension to which you want to transfer the call
- Press Call for Consultative Transfer: Enables you to speak with the intended recipient of the transfer before completing the transfer.
- Share the following information: Name, organization, brief description of what they want

- Ask the staff member what they would like you to do with the call (mute, voicemail, other)
- Press B Transfer to Blind Transfer which transfers the call directly to another line without first speaking with the intended recipient of the transfer.

### **Transfer a Call to Voicemail**

- During a call, press Transfer
- Dial 7 plus the extension to which you want to transfer the call
- Press B Transfer

## **Printer**

- Log in: Press ID Number
  - type in the number used within your department and enter OK
  - ID number screen then press Log in
  - Press Home button
  - Device Function
- Print | Copy: You can open the lid OR you can put it in the top auto processor
  - Select number of copies
  - Color OR Black & White
- Scan
  - Press Home button
  - Device Functions
  - Press Send Function on bottom of screen
  - Select Address Book
  - Choose Career Development then press OK
  - put copy in the top auto processor [front of the copy facing up]
  - press Start



## Confidentiality

Student employees who work in offices where they will handle sensitive information **MUST** read and sign the Code of Conduct at the end of this document. Please print & bring in to have your supervisor witness your signature. Confidentiality is an important aspect of any employment. Being given a responsibility to access or witness sensitive or private information or conversations is a privilege that must be respected. A breach of the Code of Conduct can be grounds for immediate dismissal from employment.

Additionally, the Family Educational Rights and Privacy Act of 1974 (FERPA), is a federal law that controls the confidentiality of, and access to, student education records. This law applies to some of the information that you may encounter and policy that ensures the privacy of student information that you may encounter in your work.

### **Confidential Student/Alumni Information under FERPA:**

- **Personally Identifiable Information (PII):** Examples: Name, address, Social Security Number, student ID number, date and place of birth, mother's maiden name, biometric records, and other information that can identify a specific student or alumni.

*Students who have access to PII in the course of their work should have a supervisor request to HR that they send them a FERPA training link.*

- **Academic Records:** Examples: Grades, transcripts, class lists, student course schedules, disciplinary records, and any academic assessments or evaluations.
- **Enrollment Information:** Examples: Records related to a student's enrollment status, such as whether they are currently enrolled, dates of attendance, and the schools or programs they attended.
- **Financial Information:** Examples: Financial aid records, scholarship information, tuition and fee payments, billing records, and any information related to financial obligations.
- **Health and Counseling Records:** Examples: Medical and psychological records maintained by the institution, including visits to the campus health center or counseling services.
- **Disciplinary Records:** Examples: Records relating to disciplinary actions taken against a student, including investigations, hearings, and outcomes.
- **Special Services or Accommodation Records:** Examples: Records related to services or accommodations provided to students under the Americans with Disabilities Act (ADA) or similar regulations.
- **Advising and Counseling Records:** Examples: Notes or records from academic advisors, career counselors, or any other institutional counseling services.

## Directory Information:

- FERPA does allow institutions to designate certain information as "directory information" (such as name, address, telephone number, date and place of birth, honors and awards, and dates of attendance) that can be released without consent. However, students have the right to opt out of having their directory information disclosed.

## Key Points to Remember:

- **Consent Required:** Except in certain circumstances, FERPA requires written consent from the student before disclosing any confidential information.
- **Need-to-Know Basis:** Even within the institution, access to confidential information should be limited to individuals who need the information to perform their job duties.
- **Disclosure Restrictions:** FERPA violations can lead to serious consequences for the institution, including the loss of federal funding.

## Additional Thoughts on Confidentiality

- Please be aware of the topics of conversation you engage in while in the office; people listen and can often hear everything.
- Information cannot be released to anyone, without a written release from the student/alumni using the services. This includes teachers, employers, staff from other department offices, parents, family, friends, other students, and anyone else
- If asked to share confidential information you can always say "Due to our confidentiality policy, that is not information we share." If you are unsure if the information can be shared, consult your supervisor.
- This policy also applies outside of working hours. If you encounter someone (i.e. friend, classmate, acquaintance, or anyone else) who used or is scheduled to use services within a department outside of your working hours or outside of the department during working hours, it is important that you allow the individual to acknowledge you first and not mention their using our services unless they do first.

For instance, if you see a friend on the way to class it is not appropriate to say, "Hey, I saw you in CORE today, how was your appointment?" or "I see you're coming into CORE on Wednesday....."

It is your responsibility to keep this information confidential both during and after your employment.

## Student Employee Code of Conduct Acknowledgement Agreement

It is required that all student staff read and electronically sign the **Student Employee Code of Conduct Acknowledgement Agreement** as a condition of employment.

View and Sign Student Employee Code of Conduct Acknowledgement Agreement

<https://forms.gle/D1GXhLe2viTsRtWP7>

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### Contacts

Several campus offices manage different pieces of student employment at Augustana College. If you need assistance, please contact the appropriate office.

- [Payroll Assistance](#): Questions around paycheck, payroll, getting paid  
Location: Second Floor, Sorensen Hall within the Business Office.  
Phone: 309-794-7141
- [Financial Aid](#): Questions about your financial aid  
Location: First floor, Seminary Hall, Room 102  
Phone: 309-794-7207  
Email: [financialaid@augustana.edu](mailto:financialaid@augustana.edu)
- [Career Development & Vocation](#): Questions about finding a job or challenges with your position  
Location: Olin Center, CORE Commons  
Phone: 309-794-7339  
Email: [careerdevelopment@augustana.edu](mailto:careerdevelopment@augustana.edu)