



# Student Employee Handbook



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May 2015

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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 Employee Handbook is to provide students with a guide for on-campus student employment. Augustana College employs students on campus both during the academic year and in the summer. This handbook will provide students with the necessary information needed to begin working on campus, checklists, and links to relevant sites on Student Employment at Augustana.

### Who can be a Student Employee?

Degree seeking students registered at Augustana at least half-time (4 credits) may apply to work on campus.

Additionally Work Study funding is offered to part-time students.

\*\*International students refer to page 8 for additional requirements.

### Where do I go if I want to find a job on campus?

#### Career Development Office - CORE

The Career Development Office is a resource within CORE located on the first floor of Olin Center. The office 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
- Professional development training

## Augie Hub

<http://www.augustana.edu/core/opportunities/>

Augie Hub is Augustana's job and opportunity database. It includes: employment, internships, volunteering, job shadowing, both on and off campus; and part-time and full-time positions.

Students are encouraged to search for jobs on Augie Hub at the beginning of Fall Term, and to visit the Career Development Office in Olin to find out about job postings from academic departments, student services, and administrative offices.

First-year students will have the opportunity to apply for jobs in Dining Services & the Tredway Library at Orientation and Registration. Students are encouraged to pursue employment that matches their skills and interests but understand there will be limited spots that can be filled. However the hope is to help the department to find the ideal student employee and the student to find a satisfying work environment.

\*\*Please note that Augustana does not guarantee employment, nor is there any guarantee that students eligible for Federal Work Study will earn the entire amount listed on the award notification. Should you have questions regarding Federal Work Study eligibility please contact the Office of Financial Assistance(309)794-7680, or email, [financialassistance@augustana.edu](mailto:financialassistance@augustana.edu)

## Student Employment Opportunities

This is an example listing of the jobs offered on campus at Augustana:

- Residence hall desk assistants: Westerlin and Swanson Commons
- General office assistant
- Departmental Assignments
- Life-guards at Carver Athletic Center Pool
- Centennial Hall performance staff
- Dining Service employees & Catering
- Library assistants
- Information Technology Systems assistants
- PepsiCo Intramural assistants
- Augustana Bookstore employees
- Facilities-grounds, general student assistant, summer paint crew, etc.

## Why should I work on campus?

- A campus job helps students develop strong work habits
- Develop communication skills
- Improve time management skills
- Learn professionalism
- Network faculty and administrators
- Meet other students
- Skills from a campus job will be transferable to a position after graduation

Each student position on campus will have a job description that relates to professional skill development and be linked to the **Augustana Student Learning Outcomes**.

## **Some Examples Include:**

### **Circulation Desk Employee, Tredway Library:**

Understand – with a basic understanding of the Library’s functions the student will be able to answer and direct questions to the appropriate staff or assist on their own with patrons needs. This requires an understanding of the Library’s services and those on campus.

### **CORE Social Media Intern:**

Analyze – the student will critique and construct content for various platforms and interpret information from platforms. Gather evidence and conduct research.

### **Process Improvement Assistant:**

Interpret - the student will experience collecting, interpreting, and representing data for Rapid Improvement Events and A3 Projects. The student will interact in a variety of campus settings.

### **Upper Mississippi Center Intern:**

Lead – the student will work with a variety of entities to build and sustain productive relationships while working to develop methods to improve the community.

### **Global Ambassadors, International Student Life:**

Relate – the student will be able to demonstrate awareness of cultural groups and exhibit sensitivity to potential situations. Develop and work on skills dealing with diverse cultures and perspectives while interacting with peers.

### **EDGE Center Website Developer:**

Create – through training and self-discovery the student will learn website development and business management skills and apply them to projects that require working for clients off-campus. Determine ways to solve problems imaginatively and utilize their creative thinking.

### **CORE General Employee:**

Communicate – the student will because of the high traffic volume of the CORE Commons and CORE offices students will develop and hone communication skills through verbal and written communication with their peers and members of the Augustana faculty/staff, and community.

### **CORE Career Ambassador:**

Respond – this position will allow the student the opportunity to examine their role in civic life by exposing them to a variety of backgrounds within the Augustana community. They will learn to respond and assist a variety of students with differing backgrounds.

### **Scenic Studio Assistant:**

Wonder – the student will cultivate a desire to create and learn through their involvement in the Theater Department’s productions. Creatively engage their minds in solving problems and imagining new processes.

## **Student Employment and Financial Assistance**

### **Federal Work Study**

<http://www.augustana.edu/admissions/financial-assistance/prospective-students/student-employment>

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 Assistance (309)794-7680, or email, [financialassistance@augustana.edu](mailto:financialassistance@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.

## Payroll

<http://www.augustana.edu/student-life/employment>

## Earnings

All student employment positions will be paid hourly at the current Illinois minimum wage of \$8.25. Students will be paid on a biweekly schedule.

To find out more about the pay schedule use this link:

[http://campus.augustana.edu/documents/students/student\\_pay\\_schedule.pdf](http://campus.augustana.edu/documents/students/student_pay_schedule.pdf)

## Required Forms

Before students can begin to work on campus, they must complete certain documents that establish work eligibility, and comply with state and federal regulation.

Those students who did not complete their employment documentation at the time of registration during the summer before their First Year must do so at the Student Payroll Office located on the second floor of Sorensen Hall.

### Students must complete:

1. Federal I-9 form
2. Federal W4 form
3. Relevant State Tax Form

### Students must also show:

1. Valid US Passport, or
2. Picture ID (driver's license or school), and either an **original** Social Security card or an **original** birth certificate.

For a list of acceptable documents please visit: <http://www.augustana.edu/student-life/employment>

## Direct Deposit

Augustana College recommends that students working on campus sign up for Direct Deposit. This way the student's pay will be directly deposited into his/her checking or savings bank account. Students can view and print their pay stubs from Arches.

The advantages of Direct Deposit are:

- The paycheck is wired to your bank automatically on payday
- If a paper paycheck is lost or stolen, there is a \$25.00 fee for replacement of lost checks.
- If a student does not sign up for direct deposit, he/she must open a campus mailbox for receiving paychecks.
- Paper paychecks are not mailed home during breaks.

A direct deposit form is attached at the back of this packet for a student to fill out and return to Payroll.

## International Students

International students can work in any department on campus **up to 20 hours**, if they are a degree-seeking full-time student, and have good academic standing. International students are not allowed to work off-campus unless the experience is Curricular Practical Training (CPT) verified by the Office of International Student Life.

International students need to go to Payroll to sign up to be paid. The office is located on the second floor of Sorenson Hall. Students must tell the Payroll office where they are working on campus and who their supervisor will be. At that time students must also bring their passport, I-9 form, and bank account information.

### **Before an international student can work on campus they will need:**

1. Social Security card
2. American bank account
3. Passport
4. Federal I-9 form
5. Letter of support from the office of International Student Life – 4<sup>th</sup> floor CSL

See the Guide for International Students for additional information: <http://www.augustana.edu/student-life/international-student-life>

## 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.**

There are certain jobs on campus, such as Community Advisors (CA), Student Athletic Trainers, Dining Services Student Supervisors, and some OSL Leadership positions where having a second job is discouraged.

### Example:

A student works for CORE as a general student employee 7 hours a week staffing the CORE Commons and also assisting the Director of the Upper Mississippi Center. The student has an additional job working for Admissions as an Ambassador for 3 hours a week. If on a week when there is no work to be done in Admissions this student works 10 hours in CORE.

**\*\*Students are expected to inform all supervisors of other jobs they may already have on campus.**

## Time Clock Plus

Time Clock 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 log in and track their work hours by clocking in and out from their shifts.

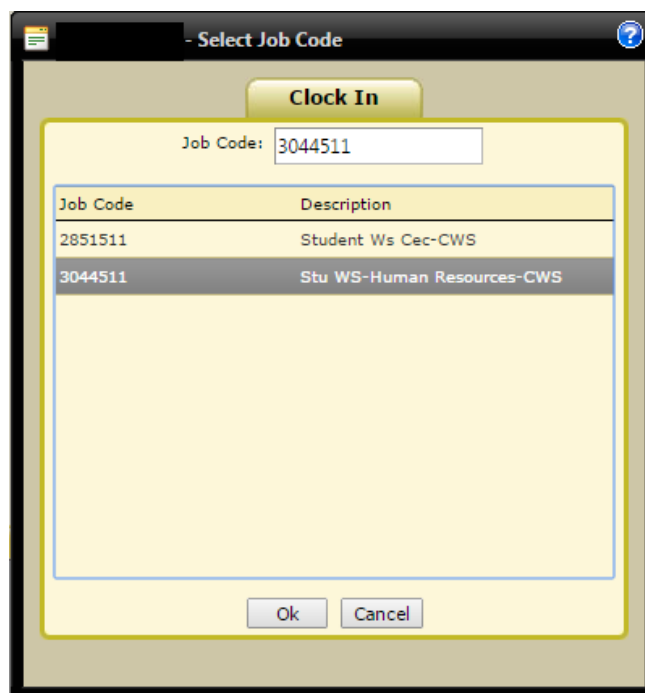
**Always remember to PUNCH IN & PUNCH OUT at the beginning and end of your shift!**

The supervisor will view, manage, and approve the student's work hours.

Additionally, the Assistant Director, Student Employment and Campus Internships will monitor student work patterns and alert the supervisor if the student is exceeding 10 hours per week on average.

If a student is working more than one job, students must select the correct job code to clock in and out for each specific job. Below is a screen shot of what a "Clock In" screen would look like for a student with multiple jobs and job codes.

In order to get paid, students need to make sure that they are clocking in with the correct job code if they are working in multiple departments. Failure to do this can result in the student not getting paid because the supervisor cannot see their punches, and cannot approve their hours for that week. If a student does not see their job code listed, they must inform their supervisor of the problem so the new job code can be added.



**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.

## Dual Positions

Students may be employed at more than one location on campus; however this requires coordination between supervisors so the student does not exceed the 10 hour work guideline per week.

## 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

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 the department may take action at that time with regards to a warning or termination.

## Professionalism

### Confidentiality

Student employees **MUST** read and sign the Confidentiality Agreement 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 Confidentiality Agreement can be grounds for immediate dismissal from employment.

### Student Responsibilities

Resumes:

- Bring copies of your resume and other supporting documents to the interview in a folder.

Interviews/Appointments:

- Be on-time for appointments, interviews, and employment opportunities.
- Research the position prior to an interview if applicable.
- Dress professionally for the interview, dress appropriately for the job.
- Turn off your cell phone at an appointment or interview.
- Follow-through with a written thank you note after an interview.

Professionalism:

- Make good/appropriate eye contact.

- Remember your manners at all times. Shake hands & thank people for their time.
- Have a good attitude.
- First impressions whether in person, via phone or email make a difference.
- Remember that other people are busy so be considerate of others' time.

## 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.

Off-Campus Dress may require more formal attire, below are some examples of dress that is acceptable for many jobs/internships Off-Campus. The following is also acceptable for an interview on or off-campus.

### Business-Professional Attire

Men:

Two-piece suit in grey, navy, or black  
 Button-down shirt in solid neutral color  
 Necktie  
 Matching dress shoes and belt  
 Dress socks that match the pants

Women:

Two-piece suit—pants or skirt—in dark or neutral color  
 Tailored shirt with conservative neckline  
 Closed-toe shoes with low to moderate heel  
 Dress  
 Keep accessories to a minimum

### Business-Casual Attire

Men:

Black pants or khaki pants, but no “carpenter” pants or denim  
 Jackets or sweaters  
 Polo-type shirt  
 Loafers  
 Keep jewelry to a minimum  
 Everything should be pressed, clean, and tailored to fit

Women:

Dress or khaki pants, or skirts/dresses to knee or longer  
 Jackets or sweaters  
 Keep accessories to a minimum  
 Everything should be pressed, clean, and tailored to fit  
 Closed-toe shoes

## 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 should be given upon the completion of the student's work experience.

### Learning Outcomes

Each job on campus should have a job description with a section that relates to the Augustana Learning Outcome. Students should expect to cultivate those learning outcomes throughout their employment and supervisors will be expected to ensure they are met. If a student believes the Learning Outcomes are not being met they should consult with their supervisor about how to meet that goal.

### Breaks

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

### Training

Training for students will be held twice a term & will go over how to use Augie Hub to find a job, basics on resumes and cover letters for applying, appropriate work dress, and student responsibilities as a student employee on campus. It is encouraged that all students working on campus attend one of the trainings.

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.

### Summer/Breaks Employment

Work during the summer or academic breaks is dependent upon the individual department or office. If a student is planning to stay over the summer they should visit with their department about whether or not work is available. If work is available students may not work over 40 hours a week.

### Disciplinary Action

Students should understand that if their performance or behavior in their place of work is unacceptable that their supervisor may need to take Disciplinary Action measures. These measures range from a Warning Notice to Termination if the situation calls for it.

If there is a situation regarding health or family issues, or any other reason a student must withdraw from Augustana their employment will be terminated. If they re-enroll at Augustana at least ½ time (4

credits) at a future date they will need to re-apply for on-campus employment. Students must inform their supervisors of any change in their enrollment status.

Additionally student employees should be aware supervisors have the right to them for insubordination or any other justifiable cause such as an Honor Code Violation or breach of the Confidentiality Agreement.

## Checklist

- ✓ Search Augie Hub for job openings
- ✓ Attend a training on Student Employment at Augustana
- ✓ Read through Student Employment Handbook and sign acknowledgement form
- ✓ Meet with Clarissa Thompson, Assistant Director, Student Employment & Campus Internships (ext. 8614, [clarissathompson@augustana.edu](mailto:clarissathompson@augustana.edu)) about jobs on campus
- ✓ Fill out required forms
  - Federal 1-9 form
  - Federal W-4 form
  - Relevant State Tax form
- ✓ Sign Confidentiality Agreement & complete FERPA training
- ✓ Create or have your Resume looked at by a member of the Career Development Staff
- ✓ Fill out and return Direct Deposit form to Payroll office in Sorenson
- ✓ Go over Training on Clocking in and out of Time Clock Plus with your supervisor

## Other Resources

Several departments on campus have their own handbooks because they employ such a large number of students. A few examples of these are Dining Services and the Tredway Library.

### Dining Services Student Employment Guide

This handbook relates directly to work done with Dining Services and outlines the specific policies and procedures for students who work in the Center for Student Life, Westerlin C-Store, College Center Snack Bar and Catering, and Athletic Concessions.

### Tredway Library Student Employment Handbook

This handbook relates directly to student employees who work in the Thomas Tredway Library. It explains policies and procedures for employment at the library as well as the expectations of work of any student employee.

## Contacts

If you have questions regarding student employment please contact:

**Clarissa Thompson**

Assistant Director, Student Employment & Campus Internships  
Olin 116 (309)794-8614  
[clarissathompson@augustana.edu](mailto:clarissathompson@augustana.edu)

**Kelly Hall**

Payroll Assistant, Payroll Office  
Sorensen (309)794-7353  
[kellyhall@augustana.edu](mailto:kellyhall@augustana.edu)

**Brandon Tidwell**

Human Resources Generalist  
Sorensen (309)794-7141  
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Assistant Director, Financial Assistance Office  
Seminary 129 (309)794-7680  
[juliannetongue@augustana.edu](mailto:juliannetongue@augustana.edu)

# Student Employee Evaluation

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Student Employee Name (please print)

Date

Name of Evaluator

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## **TIMELINESS**

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
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?

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
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?

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Needs improvement		Adequate Performance		Exceeds Expectations

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Needs improvement		Adequate Performance		Exceeds Expectations

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Needs improvement		Adequate Performance		Exceeds Expectations

## **PROFESSIONALISM**

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Needs improvement		Adequate Performance		Exceeds Expectations

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

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Needs improvement		Adequate Performance		Exceeds Expectations

## **ADDITIONAL COMMENTS**

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## Authorization Agreement for Automatic Deposits (ACH Credits)

### Student Employee Information/Authorization

\_\_\_\_\_  
Student Employee Name (please print)

\_\_\_\_\_  
Augustana ID Number

I authorize and request my employer to deposit my pay automatically to my account identified below each payday. This authorization will remain in effect unless canceled in writing. I understand that a pre-note must be initiated at least ten (10) days in advance of my first payroll deposit.

Purpose of Authorization (Check One)

(Select One)

- New Authorization  
 Changes to Authorization  
 Cancellation

- Checking  
 Savings

\_\_\_\_\_  
Name of Financial Institution

\_\_\_\_\_  
Bank Routing Number

\_\_\_\_\_  
Bank Account Number

\_\_\_\_\_  
Student Employee signature

\_\_\_\_\_  
Date

**\*Please attach a voided check or a copy of a voided check.\***

\*\*\*\*\*

#### Cancellation Statement:

I request that my employer terminate my authorized direct deposit of new amount due from payroll to my account. I allow a reasonable time for my employer to act upon my request to terminate this agreement.

\_\_\_\_\_  
Student Employee signature

\_\_\_\_\_  
Date

**Return to:  
Augustana College  
Student Payroll  
639 38<sup>th</sup> Street  
Rock Island, IL 61201**



### 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

I \_\_\_\_\_, read and understand the Augustana Student Employee Handbook. Print name

I agree to these terms and acknowledge that this signed statement will become a part of my employee file.

\_\_\_\_\_  
(signature of student)

\_\_\_\_\_  
(signature of supervisor)

\_\_\_\_\_  
(printed name)

\_\_\_\_\_  
(printed name)

\_\_\_\_\_  
(date)

\_\_\_\_\_  
(date)

**\*\*For reading the Student Employee Handbook and signing the above agreement the student will receive 2 Viking Score points.**

