



**ARKANSAS STATE UNIVERSITY**  
**MID-SOUTH**

*Employee Handbook &  
Campus Operating Procedures*

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# **Welcome to Arkansas State University Mid-South!**

Welcome to Arkansas State University Mid-South! We hope you quickly get the feeling that this place is different – something unique. Because it is.

We asked our students what makes ASU Mid-South special, and here's what they told us: Our facilities and grounds are world class. Our faculty are the best in class. And the staff here is in a class by itself. The ASU Mid-South family is truly a different kind of class!

## ***Use of This Handbook***

This handbook has been prepared to introduce you to employment at Arkansas State University Mid-South (ASU Mid-South). Please read this handbook carefully. One of your first responsibilities is to be familiar with its contents. This handbook outlines ASU Mid-South's policies and campus operating procedures; however, it is impossible to anticipate every employment situation which may arise. This manual is only a summary, so please contact your supervisor or the Director of Human Resources if you have any questions.

The Employee Handbook does not, and is not intended to, constitute an employment contract. Employment at Arkansas State University Mid-South is “at will” and may be terminated at any time and without cause by either the employee or the college unless other provisions are agreed upon in writing by the employee and the Chancellor.

The purpose of this handbook is to explain the responsibilities and privileges of faculty and staff and to serve as a condensed overview of the college's policies and procedures, which employees are required to follow.

Other policies and procedures related to student life and academic programs are provided in the College Catalog. All employees are expected to have copies of this handbook and of the catalog and to be familiar with the contents of both publications.

The college Chancellor has the right to change the operating procedures of the college; and when official policies affecting material contained in this handbook or the catalog are changed by action of the Board of Trustees or other governing agencies, such changes supersede previous policies as of the date of their approval or issuance. Interim changes will be subsequently incorporated into the next published edition. Employees should refer to the college website for the most recent version of the handbook.

## ***College Mission Statement***

The mission of Arkansas State University Mid-South is to enrich lives through high-quality educational programming that fosters student success, workforce development, and lifelong learning.

## ***College Purposes***

- To provide community college general education and technical curricula which prepare students for global awareness, an appreciation of diversity, employment, and lifelong learning.
- To provide academic resources, technology, and learning support programming to foster student success.
- To provide extra-curricular activities that promote wellness, leadership development, good citizenship, and cultural growth.
- To foster economic development by providing a training and educational link between the College and business and industry that ensures a competent local and regional workforce.
- To provide local access to baccalaureate and graduate education through partnerships with universities and four-year colleges.
- To support cultural and community events.

## ***College Vision Statement***

Arkansas State University Mid-South distinguishes itself by leading, empowering, nurturing and serving.

### **Leading • Empowering • Nurturing • Serving (LENS)**

**Leading:** To be recognized as innovative and collaborative in developing and utilizing promising practices that ensure a quality learning environment, strategic organizational efficiency, and regional economic development.

**Empowering:** To be known for our commitment to celebrating the strength and diversity of our people and our determination to help our students obtain knowledge, self-understanding, and autonomy.

**Nurturing:** To be recognized for consistently displaying compassion and concern for individuals and providing the learning resources and support services necessary to meet their educational goals.

**Serving:** To be viewed by our constituents as their educational provider of choice, meeting the diverse educational and cultural needs of our communities; supporting student interests through a range of organizations and activities; meeting the region's employment demands; and broadening access to higher education opportunities.

## ***College Values Statement***

Arkansas State University Mid-South is committed to innovation, diversity, excellence, accountability, and sustainability.

### **Innovation • Diversity • Excellence • Accountability • Sustainability (IDEAS)**

**Innovation** represents transformative and creative thinking that leads to continuous growth, improvement, and relevancy. We value ingenuity to solve problems and improve efficiencies.



**Diversity** embraces acceptance, inclusion, and respect. We value understanding each other and ourselves, and moving beyond simple tolerance to embracing and celebrating the richness each individual contributes to our organizational culture.

**Excellence** represents the standard to which we hold ourselves, individually and collectively, in everything we do. We value exceeding commonly held expectations of quality and professionalism. Excellence is evident when open communication, ethical decision-making, and humility are encouraged, expected, and demonstrated consistently.

**Accountability** entails an organizational commitment to moral and ethical principles that demand integrity, respect, and compassion. We value transparency and pledge honesty, courtesy, and responsibility in interactions with customers and associates.

**Sustainability** is being consistently mindful of the environmental, social, and economic consequences of our organizational practices. We value meeting present needs without compromising the needs of the future.

### ***ASU Mid-South Accreditation***

Arkansas State University Mid-South is accredited by the Higher Learning Commission and is a member of the North Central Association of Colleges and Schools, 230 South LaSalle Street, Suite 7-500, Chicago, IL 60604-1413, (800) 621-7440, [www.ncahlc.org](http://www.ncahlc.org).

# ***ASU Mid-South Employee Handbook***

## ***Statement of Non-Discrimination***

Arkansas State University Mid-South does not discriminate on the basis of race, color, religion, gender identity, sexual orientation, national origin, age, sex, disability, genetic information, veteran status or marital status in any of its practices, policies or procedures, and provides equal access to the Boy Scouts and other designated youth groups. This includes, but is not limited to, employment, admissions, educational services, programs or activities which it operates, or financial aid. The following persons have been designated to handle inquiries regarding the non-discrimination policies:

Jeremy Reece  
Title IX Coordinator  
Arkansas State University Mid-South  
2000 West Broadway  
West Memphis, AR 72301  
Phone: 870.733.6786  
Email: [jreece@asumidsouth.edu](mailto:jreece@asumidsouth.edu)

Brice James-Battelle  
ADA Coordinator  
Arkansas State University Mid-South  
2000 West Broadway  
West Memphis, AR 72301  
Phone: 870.733.6790  
Email: [bjames-battelle@asumidsouth.edu](mailto:bjames-battelle@asumidsouth.edu)

For further information on notice of non-discrimination, visit <http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm> for the address and phone number of the office that serves your area, or call 1-800-421-3481.

## ***Discrimination/Harassment***

Arkansas State University Mid-South does not tolerate discrimination on the basis of race, color, religion, gender identity, sexual orientation, national origin, age, sex, disability, genetic information, veteran status, or marital status.

Discrimination is an improperly motivated personnel decision, an improperly motivated evaluation decision in the case of students, or adverse action taken against an individual on the basis of race, color, religion, gender identity, sexual orientation, national origin, age, sex, disability, genetic information, veteran status or marital status. Discriminatory behavior can result in harassment when the conduct is sufficiently severe, pervasive or persistent as to interfere with or limit the individual's ability to participate in or benefit from the services, activities or privileges provided by the college.

All college personnel are required to participate in discrimination and harassment training and to sign an acknowledgment that they have read and understand the college's policies with regard to discrimination and harassment. Training workshops will be provided for all new employees, with annual policy and procedure review workshops provided for existing personnel. Employees who do not participate in this mandatory training will not be recommended for state legal representation should a lawsuit be filed against such individuals.

Investigation of discriminatory or harassing behavior is not contingent upon the filing of a formal complaint, and complainants are protected from retaliation by the accused. Behavior which might be considered discriminatory or harassing should be reported to any college employee the victim feels comfortable approaching. If informed even casually about a complaint, all employees should advise the individual of the college's policy against discrimination/harassment.

to ensure that the complainant is aware of all procedures available for pursuing such complaints. Any employee who is informed of discrimination or harassment allegations, or who observes such problems is responsible for informing his or her direct Vice Chancellor. The Vice Chancellor will ensure the issue is investigated, consulting legal counsel as needed. College officials who fail to report allegations of discrimination or harassment may be subject to disciplinary action.

### ***Affirmative Action***

ASU is committed to the goal of equal opportunity for all. This policy is adopted by the Arkansas State University Board of Trustees.

All personnel responsible for hiring employees and recruiting students share a responsibility to support the university's equal opportunity and affirmative action program and to provide leadership in achieving its goals.

### ***Equal Employment***

Arkansas State University Mid-South is committed to equal access to education and employment for all qualified persons regardless of race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, or veteran status. No employee of ASU Mid-South shall, on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, or veteran status, be subjected to any discrimination prohibited by law. This policy applies to recruitment, employment, and subsequent placement, training, promotion, compensation, continuation, probation, discharge, and other terms and conditions of employment over which the college has jurisdiction. The individual responsible for application of the above federal requirements at ASU Mid-South is the Chancellor.

Pertinent areas of equal opportunity shall include recruitment, selection, appointment, advancement, transfer, layoff, downgrading, compensation, selection for training, or any other personnel action of the college.

The college shall, in exercising such responsibilities, consider only the availability and qualifications of individuals involved. All employees shall conduct themselves in accordance with this policy in all day-to-day relationships with fellow employees and shall not deprecate another individual or interfere with the performance of job assignments.

### ***Drug-Free Workplace***

Arkansas State University Mid-South is committed to an environment which is free from the influence of unlawful drugs. The use, manufacture, distribution, or possession of drugs, narcotics, and/or chemicals without medical prescription or medical supervision are prohibited on college property or at college activities. Possession use, and/or distribution of alcoholic beverages in any form must have prior approval from the Chancellor. All employees are required to formally acknowledge their adherence to this policy by signing the appropriate form upon employment.

### ***Rehabilitation Act and the Americans with Disabilities Act***

ASU Mid-South values and has an institutional commitment to provide, equal employment opportunities for qualified employees with disabilities in accordance with state and federal laws

and regulations, including the Americans with Disabilities Act of 2008 (ADA) and the Rehabilitation Act of 1973 (Section 504). Disability is defined as any physical or mental impairment that substantially limits a major life activity. To ensure equality of access for employees with disabilities, reasonable accommodations and auxiliary aids shall be provided to enable the employee to perform the essential functions of his/her job and to participate in all college programs and activities. Employees should refer to the Campus Operating Procedures section of this manual for detailed instructions on requesting accommodations.

## ***Sexual Harassment***

All faculty, staff, and students have a right to work and/or attend college in an environment free of discrimination, including freedom from sexual harassment. Therefore, it is the policy of the college that no member of the college community may discriminate against or sexually harass another. Procedures for reporting discrimination and harassment complaints are provided in the catalog, the faculty/staff handbook, and on the college website. Any employee or student will be subject to disciplinary action including, but not limited to, dismissal for violation of this policy.

Unwelcome sexual advances, requests for sexual favors, and other verbal, written, or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or education, or
- submission to or rejection of such conduct by an individual is used as the basis for academic or employment decisions affecting that individual, or
- such conduct has the purpose or effect of unreasonably interfering with an individual's academic or work performance or creating an intimidating, hostile or offensive employment or educational environment.

Sexual harassment may involve individuals of the same or different gender. Sexual harassment is most frequently associated with those situations in which a power differential exists between persons involved; however, it also may occur between individuals of the same college status, i.e., student-student and employee-employee.

Examples of conduct which may, if continued or repeated, constitute sexual harassment are as follows:

- unnecessary touching, patting, hugging or brushing against a person's body
- staring, ogling, leering, whistling
- sexually explicit statements, comments, questions, jokes, or anecdotes
- graphic comments about a person's clothing or body
- sexually suggestive objects or pictures in the work place
- harassing use of the electronic mail or telephone communication system
- other physical or verbal conduct of a sexual nature

Such conduct, whether intended or not, constitutes sexual harassment and is illegal under both state and federal law. Violations of this policy will not be permitted. Because sexual harassment is the subject of an ever-increasing number of law suits, employees should take care that they understand what can constitute sexual harassment.

All new employees are required to complete harassment training, and annual refresher workshops will be provided for current personnel. In accordance with Title IX of the Education Amendments of 1972, the college provides information about sexual harassment and reporting procedures to students during new student orientation, in the College Survival Skills course for freshmen, and in all college syllabi.

## ***Employment of Relatives (Nepotism)***

Relatives may be employed in the same or different departments within the university, and employment opportunities are offered to spouses or other relatives on a competitive basis unless prohibited by law or regulation. To avoid potential or perceived conflicts of interest that may arise when an employee participates formally or informally in decisions to hire, retain, promote, or determine the salary of a related person, the university has adopted the following System Policy:

*No employee will have any direct or indirect supervision or direction over any employee to whom they are related by marriage or blood.*

*No employee will participate in any peer judgment or administrative review of any employee to whom they are related by marriage or blood.*

In some extraordinary and narrowly limited circumstances it may be in the best interest of the System to allow an employee to hold a supervisory position notwithstanding the concurrent employment of a spouse or relative. In such cases, appointment to such a position is only available upon the prior recommendation of the president of the System and approval of the Board of Trustees. In such cases, with input from others within the unit, the Chancellor and the administrative head of the campus or service area shall develop written procedures to protect the employees involved, and the System, from the appearance of bias, prejudice or favoritism.

“Employee” means a person whose employment is not seasonal or temporary and whose actual performance of duty requires fifteen hundred (1500) or more hours during the fiscal year.

“Supervisory employee” means any individual having authority in the interest of the university to hire, transfer, suspend, layoff, recall, promote, discharge, assign, reward, or discipline other employees of the university; or the responsibility to direct other employees of the university, to adjust their grievances, or to effectively recommend an action if the exercise of authority is not of a merely routine or clerical nature, but requires the use of independent judgment.

## ***Employee Identification Badges***

ASU Mid-South employees are issued a photo identification badge which should be worn while on campus. Badges must be turned in to the Human Resources Office when employment ends.

## ***Smoking Policy***

Arkansas State University Mid-South has a vital interest in maintaining a healthy and safe environment for its students, faculty, staff and visitors. Consistent with these concerns and with passage of the Arkansas Clean Air on Campus Act of 2009, the Arkansas State University Mid-South campus became smoke free on August 1, 2009. Smoking is prohibited on the ASU Mid-South campus, including all buildings, grounds, and vehicles.

## ***Employment***

The Chancellor of the college is responsible for recommendations to the ASU System Board of Trustees for employment decisions on behalf of the college. Prior to this recommendation, a background check (including, but not limited to criminal, sexual offender, and reference checks) will be performed on the candidate in order to create a safe and secure workplace for students, faculty, staff, administrators, and visitors; to protect funds, property and other assets of the university; and to ensure that employees are qualified to perform duties and responsibilities of

the positions for which they apply. An appointment shall be considered temporary pending formal approval by the trustees.

No person who is required to register with the Selective Service System shall be eligible for employment unless the person has signed a statement of selective service status.

The Governor's Executive Order 98-04, effective July 1, 1998, established mandatory guidelines and procedures to be followed in the areas of employment, contracts, grants, and purchasing. State agencies, boards, commissions, and institutions of higher education are subject to the Executive Order which is intended to prevent waste, abuse, or the appearance of impropriety. ASU Mid-South is required to inform potential contractors and employees of the disclosure provisions required under Executive Order 98-04 and provide the forms necessary for compliance. Employees are required to disclose any contractual or other employment arrangements they, or their immediate family members, may have with state agencies.

### **Orientation of New Employees**

All new employees are scheduled for an orientation meeting with a representative of the Human Resources Office to discuss benefits, policies, and procedures within the first week of employment. The first six-months of employment also serve as an orientation period during which new employees may receive frequent supervisory contact and feedback.

### **Classified Personnel**

Classified personnel administration is governed by Arkansas state laws, regulations, and guidelines as provided by the Arkansas Department of Higher Education (ADHE). The number and grade of the various classified positions allocated to Arkansas State University Mid-South is provided by legislative act for each annual period. Salaries for classified employees shall be governed by the provisions of the Uniform Classification and Compensation Act and the Higher Education Employee Classification and Compensation Act. Specific information about grades and salaries may be obtained from the Human Resources Office.

The Chancellor shall be responsible for compliance with state laws and regulations governing the administration of classified personnel and is authorized to appoint, assign, transfer, suspend, promote, or dismiss classified employees within established regulations. Specific job duties and responsibilities for classified employees shall conform to job specifications and titles as prescribed by ADHE.

### **Non-Classified Personnel**

Qualifications and terms of employment of non-classified employees shall be determined by the Board of Trustees and the Chancellor. Employment terms for non-classified employees shall be as stated in the contract or letter of appointment. No fringe benefits shall be provided to temporary, part-time employees.

An employment contract implies no obligation for employment beyond the contracted period, and there are no provisions for tenure or rank at Arkansas State University Mid-South. Employees under contract with the college may be terminated during the term of the contract due to a demonstrably bona fide financial exigency and/or program elimination or due to a violation of the terms of the contract. In the event the legislature or governor eliminates or reduces funding for the college, the Board of Trustees may reduce the salary stated in the contract during the term

of the contract. The college has no obligation to offer continued employment beyond the contract period, nor is the employee obligated to accept subsequent offers of employment.

Those administrative personnel receiving a letter of appointment serve at the pleasure of the Chancellor and may be dismissed at his or her pleasure at any time.

### **Benefit-Eligible Employees**

Benefit-Eligible employees are those who are employed by the college in a full-time position (40 hours per week with the exception of ten-month faculty who work a 30-hour week). A brief description of benefits is provided below. Employees are encouraged to contact the Human Resources Office for copies of policies or contracts which provide detailed information. The college reserves the right to amend the provision of benefits.

Arkansas State University Mid-South is committed to offering a competitive benefits package to meet the needs of employees and their families. Please contact the HR office or the insurance vendor for more information about benefits.

### **Adjunct Faculty**

Adjunct faculty shall meet their assigned classes as scheduled, attend orientations and workshops specifically designated for adjuncts, and keep one regularly scheduled office hour per week for each course taught during the fall and spring semesters and two office hours per week for each course taught during the summer semester.

Adjuncts who teach in the evening must post evening office hours. Adjunct faculty must file an electronic schedule of weekly class and office hours with the Academic Affairs office by the end of the first week of classes.

All personnel with instructional assignments must post their office hours in their office area. When regularly scheduled office hours must be temporarily changed, a note should be attached to this posted schedule informing students of an alternate time the instructor will be available.

### **Evaluation of Employees**

Employee evaluation at Arkansas State University Mid-South provides data and recommendations to support improved programs and services in support of student learning and community responsiveness. All employees participate in an annual review of job responsibilities based upon their job descriptions and pre-established performance criteria. Annual review for employees is provided at the end of the fiscal year by June 30.

In accordance with state legislative requirements for the annual evaluation of faculty performance, instructors participate in student evaluations of instruction each semester and peer evaluations, self-evaluations, and supervisor evaluations at the close of each academic year.

### **Personnel Records and Employee Access**

The college respects the privacy of its employees and ensures the best effort in limiting the use and distribution of private information to those with legitimate business needs for the information. In certain circumstances, the college may be required by law to provide confidential employee information to outside entities.



An employee may review his/her official personnel file after giving written notice to the Director of Human Resources. Such review must take place within five (5) business days from the date of the request in the presence of the Human Resources Director or other college official designated to assure the file is not altered in any way.

### ***Conflict of Interest***

All benefits eligible employees of Arkansas State University are required to complete a written form annually to disclose any participation in activities outside the university which could constitute a conflict of interest or conflict of commitment. The Human Resource Department will provide this disclosure form. If you have questions regarding conflicts of interest, please contact the HR.

### ***Social Media Policy***

Social media usage at Arkansas State University Mid-South is governed by the same policies that govern all other electronic communications. Employees and students shall maintain the same behavioral standards online as are required in person. Therefore, the same policies, professional expectations, and guidelines for interacting with students, parents, alumni, donors, media, and other college constituents apply online as well.

Arkansas State University Mid-South will maintain an official presence on various social media outlets to support the college in accomplishing its mission and achieving its goals and objectives. These guidelines are broad in nature to accommodate any differences in online venues while maintaining a universal code of conduct.

### ***Students, Staff, and Faculty Use***

Arkansas State University Mid-South welcomes the responsible use of social media technologies to support engaged and transformative learning and to reach out effectively to the broader community. Rich and diverse use of social media allows the college to share, in a public way, the many qualities and strengths of the academic institution. From that perspective, ASU Mid-South intentionally uses social media to advance the institution and build relationships with important constituencies like prospective and current students, donors, and alumni. The venues to accomplish this are numerous and include Facebook, Twitter, Blogger, Foursquare, and YouTube in addition to the college's web presence. Through these venues, the college can communicate important information and engage others in areas of mutual interest.

The college also recognizes the open nature of social media which is often used for both personal and professional purposes. However, it may not always be clear when one is speaking on behalf of the college, sharing facts, or sharing personal/professional opinions. What an employee or student publishes online should never be attributed to the college and shall not appear to be endorsed by or originating from the college, unless the publisher is authorized to officially act in this capacity on behalf of the college. In addition, students and employees must adhere to the same guidelines as listed below.

### ***Content***

By participating on social media profiles and websites officially administered by Arkansas State University Mid-South, students and employees should understand that user-generated content does not reflect the opinions or interests of Arkansas State University Mid-South or its officers

and must not be inappropriate in nature (see below). All participation and user-generated content appearing on Arkansas State University Mid-South social media profiles is subject to this policy.

Content to ASU Mid-South's social media profiles that is false and/or purposely misleading, threatening, obscene, a violation of intellectual property rights or privacy laws, or otherwise injurious or illegal may not be posted.

### **Maintain Confidentiality**

Posting confidential or proprietary information about ASU Mid-South, students, employees or alumni is prohibited. All applicable college privacy and confidentiality policies will be enforced. Employees and students should be mindful of existing federal laws such as HIPPA and FERPA which prohibit disclosure of certain personal information. In addition, social media users should remember to practice good, ethical judgment.

### **Respect Copyright and Fair Use**

When posting, students and employees should be mindful of the copyright and intellectual property rights of others and of the college. Permission to use or reproduce copyrighted works is required unless the intended use is clearly permitted under the "fair use" exemption. This includes music, art, literary works, copyrighted photographs or texts, video clips, audiovisual works and audio recordings.

### **ASU Mid-South's Official Facebook Page**

The Institutional Advancement department administers the college's official page on Facebook. To contribute information to the page as an official message from the college, please complete a Creative Service Request and submit to your supervisor. Once the form has all of the approval signatures, it will be forwarded to Institutional Advancement.

### ***Employee Standards of Conduct***

The conduct of every employee plays an important part in maintaining the well-being of, and continuing respect for, the college. Corrective or disciplinary action, including termination, may be taken whenever an employee conducts himself or herself in a manner that is not consistent with the best interests of the college, its students, and/or other personnel. Examples of actions which may result in corrective or disciplinary action are as follows:

- Failure to meet acceptable standards of conduct.
- Failure to work on assigned tasks and job duties.
- Failure to obtain or maintain required certifications for the position held.
- Failure to complete work in a timely fashion.
- Failure to meet acceptable standards of performance.
- Excessive absenteeism.
- Excessive tardiness.
- Failure to report accident or injury to the appropriate person.
- Failure to comply with the ASU Mid-South Employee Handbook.
- Failure to comply with the ASU Mid-South College Catalog.
- Engaging in activity during working hours that is not closely related to or part of the employee's work.
- Insubordination.
- Failure to comply with fire and safety rules of the college.
- Excessive waste of materials or supplies.

- Carelessness resulting in the damage to or destruction of tools, equipment, supplies or other property belonging to the college.
- Carrying unlicensed firearms on premises.
- Bringing intoxicating liquor or narcotics onto the premises, or being under the influence of intoxicants or narcotics while on duty or operating college vehicles.
- Unauthorized alteration or modification of student, personnel, or financial records.
- Sabotage of college computer or alarm systems or records.
- Giving false information in making application for employment.
- Pilfering or hiding any property belonging to or in the care of the college.
- Disorderly or immoral conduct on the premises of the college.
- Carelessness resulting in serious injury to fellow employees or students.
- Falsifying records, invoices, documents, any college record, or student record.
- Unauthorized or personal use of college equipment, vehicles, and supplies.
- Being the aggressor, as determined by the college, in a fight with another employee or student.
- Willful violation of state or federal rules, regulations or laws.
- Failure to maintain a positive work atmosphere with co-workers, students and users of the college.
- Accepting gifts from any person, group, or entity doing business or desiring to do business with the college. All business-related gratuities are specifically prohibited except widely distributed advertising items of nominal value.
- Violating the confidentiality of college records by releasing information to unauthorized persons. Student records and applicant status are examples of such information.

No attempt is made here to specify all the possible reasons for corrective or disciplinary action. In general, however, corrective or disciplinary action may be taken whenever an employee conducts himself or herself in a manner that is not consistent with the best interests of the college, its students, and/or its staff. This corrective or disciplinary action may be initiated by the immediate supervisor with the knowledge of the appropriate Vice Chancellor or Chancellor. The corrective or disciplinary action may be a verbal warning, a written reprimand, probationary period, suspension with or without pay, demotion, reassignment, or termination.

## ***Termination of Employees***

Termination of employees is “at will” unless a written agreement approved by the Chancellor is in force. Terminations, when approved by the Chancellor, are final.

## ***Exit Process***

All employees leaving employment with the college are required to complete an exit process. An Exit Form should be completed with the necessary signatures to verify that all college property has been returned and all debts have been satisfied. In addition, the employee and his/her supervisor are each asked to complete an Exit Survey.

Documents regarding retirement and insurance options are covered with the employee, including COBRA (Consolidated Omnibus Budget Reconciliation Act) coverage. Final paychecks will not be released until the approved exit process is completed and all forms are received by the Human Resources Office.

## ***Payroll Procedures***

### **Compensation Schedule**

Arkansas State University Mid-South issues checks to employees in 26 pay periods, on a biweekly basis. Direct deposit is mandated by the state for all employees except student workers. Adjunct faculty may either be paid bi-weekly or by one check to be issued at the end of the term. Summer stipends will be paid biweekly as the term crosses the end of the fiscal year. Ten-month and adjunct faculty must fulfill all obligations to the Academic Affairs Office in the University Center before their final pay check will be released for any contractual period.

### **Employee Debt Collection**

Arkansas State University Mid-South shall have the right to offset against any payments due to any employee, including a student employee, those amounts due and owing to the university for expenses or charges incurred.

### **Attendance and Working Hours**

All employees must work with their supervisors to determine a work schedule which meets the needs of the college. Each staff member is expected to fill out and file a Work Hours Report Form which is submitted to his/her immediate supervisor for approval. Copies of forms for staff and for faculty are available on Kiva in the Forms folder.

Employees are expected to provide an explanation to their supervisors when they are tardy or absent during scheduled work hours. Such notifications must be made before the employee is scheduled to arrive on the day that the tardy/absence occurs or as soon as possible when an emergency situation prevents advance notification.

Staff members with instructional responsibilities must also submit a separate work schedule which lists class times, locations, and office hours for students to their Academic Lead Faculty. Supervisors will forward copies of approved forms to the appropriate Vice Chancellor for final approval. The Vice Chancellors will forward all forms to the Director of Human Resources for filing by the end of the first week of each semester or when any other change in work hours occurs.

### **Classified Personnel**

Specific work hours should be determined by the employee and his/her supervisor and approved by the appropriate Vice Chancellor. The following are examples of work hour options:

Begin Work At	End Work At	Time for Lunch
7:30 a.m.	4:30 p.m.	1 hour
7:45 a.m.	4:45 p.m.	1 hour
8:00 a.m.	5:00 p.m.	1 hour

As long as employees work 40 hours a week (preferably 8 hours a day, 5 days a week), they are in accord with Governor's Policy Directive #5; therefore, a supervisor may establish any combination of beginning and ending work hours, lunch period, and morning/afternoon break(s) which are necessary for a department to run efficiently.

Once a classified employee's work hours have been approved, any changes should be discussed with and approved by the immediate supervisor. Supervisors are responsible for knowing the working hours of his or her employees.

### **Non-Classified Personnel**

Twelve-month faculty and other non-classified employees are required to be on campus a minimum of 40 hours weekly, and 10-month faculty, a minimum of 30 hours weekly, not including breaks for meals. Non-classified personnel do not earn overtime or compensatory time.

Any employee assigned credit courses in a given semester must file an Academic Work Schedule Form with the Senior Vice Chancellor for Learning and Instruction within the first five days of the semester. This form must include class designations, times, and locations; office hours for student availability; other campus hours, and meal breaks. Staff members who teach only one or two classes as part of their regular responsibilities must file both forms, the Work Hours Report form with their staff supervisor and the Academic Work Schedule with the Senior Vice Chancellor for Learning and Instruction. Approved copies of both forms must be forwarded to the Human Resource Office.

Instructors teaching 15 credit hours or more are required to designate 10 regularly-scheduled office hours per week for availability to students. Activities during this time may include working with students, advising, meetings, student recruitment, curriculum design or other duties as assigned. Those teaching less than a full load are required to designate two office hours per week per course taught for availability to students. Personnel who teach evening classes shall list evening office hours (5:00 p.m. or later).

When full-time faculty are assigned to a specific location or duty on a regular basis (e.g., in the Learning Success Center, for computer support), these campus hours should be so designated on the work schedule. Unassigned campus hours are to be used for activities such as, but not limited to, committee meetings, advising, student life activities, recruiting, college events, grading, course development, data analyses, and report writing. Activities and campus hours may vary so faculty must keep the Academic Affairs Office informed about their activities and location during work hours.

Additional information about campus hours, personal leave, and sick leave for full-time faculty is provided under Personal Leave in Chapter 2.

Extra pay may be available for approved instructional assignments which occur in addition to the regular work week. Extra-pay courses and the required office hours must also be listed on the Academic Work Schedule form.

### **Leaves of Absence from Duty**

All leave requests must be approved by the employee's immediate supervisor and appropriate Vice Chancellor. In the event that an emergency or illness precludes an employee obtaining prior approval for leave, the employee must contact his/her supervisor as soon as possible to explain the absence from work and the expected date of return.

Employees who have extended absences without contacting their supervisors may be subject to termination. Similarly, patterns of excessive absences or tardies may result in disciplinary action or termination.

Leave requests for extended periods of time or special reasons may require approval from the Chancellor, the President, or the Board of Trustees as outlined in specific sections below. Requests for Leave in excess of five days require advance written justification and approval of the Chancellor; or, in the case of illness or other medical reasons when advance notification is not possible, presentation of medical documentation, including a doctor's authorization to return to work, on the day the employee returns to work.

Supervisors or Vice Chancellors may deny leave requests if the employee is needed during critical work periods such as registration or other intense work periods. Therefore, requests may not be approved for the specific dates and/or lengths of time requested. The minimum charge for annual and sick leave is 15 minutes.

## **Paid Holidays**

All offices will be closed on recognized holidays, unless otherwise directed by the Chancellor. Employees providing essential services may be required to work on any holiday. Employees who work must be approved to do so and shall earn equivalent compensatory time and use this time in accordance with rules governing Compensatory Leave. ASU Mid-South recognizes the following holidays:

New Year's Day*	Veterans Day*
Dr. Martin Luther King Jr. Day	Thanksgiving Day
President's Day *	Friday after Thanksgiving (if granted by Governor's Directive)
Memorial Day	Christmas Eve*
Independence Day*	Christmas Day*
Labor Day	Employee's birthday*

\*may be observed during the Christmas break

Each year, the ASU Mid-South Finance and Administration department will release a schedule showing the combination of paid holidays and annual leave days that must be taken for Christmas break. Employees who do not have sufficient annual leave may be required to take leave without pay.

## **Compensatory Time**

Non-exempt, (classified) employees may not work overtime and claim compensatory time without prior approval from their supervisors and the Chancellor. When College needs require additional hours, the supervisor will obtain the approval of the Chancellor in writing before approval of work beyond the normal work day or week.

The Fair Labor Standards Act stipulates that non-exempt employees who work in excess of forty (40) hours in the work week are eligible to earn compensatory time at the rate of one and one-half hours for each hour worked in excess of 40 hours within a work week.

When compensatory time is accumulated, it must be taken as soon as possible. Compensatory time must be taken before annual or sick leave is used. Exempt (non-classified) employees do not earn overtime or compensatory time

## **Inclement Weather Policy**

Inclement weather may cause the cancellation of classes, or in the most severe cases, the closing of the college. Only the Chancellor will determine when conditions justify cancellation of classes or closing of the college. When classes are cancelled or the college is closed for inclement weather, public service announcements will be given to WMC Channel 5 in Memphis, an announcement will be posted on the ASU Mid-South website, and a Mass Alert will be sent to each employee via Regroup using the contact information provided by the employee. If an employee has not added personal contact information in Regroup, his or her ASU Mid-South email address will receive the notification by default. Notifications regarding day classes will be made by 6:00 a.m., and notifications regarding night classes will be made by 4:00 p.m. whenever possible.

When classes are cancelled, the following procedures will apply:

- All off-site programs affiliated with ASU Mid-South including, but not limited to, Business and Industry Education classes, Adult Education classes, Literacy Council tutoring appointments, as well as other colleges' classes and public events scheduled on the ASU Mid-South campus, shall also be canceled.
- Work study students, adjunct faculty, and part-time employees of the college are excused from reporting to work unless otherwise requested by their supervisors.
- Full-time faculty and staff are expected to work their normal schedule unless otherwise instructed by their supervisors. If a full-time faculty or staff member is not able to, or chooses not to, work as advised by his supervisor, personal leave or leave without pay must be taken for the hours missed.

When the college is closed for business due to inclement weather, employees are not expected to report.

## ***Employee Leave Benefits***

### **Annual Leave**

Full-time, 12-month, non-classified (exempt) and classified personnel shall accrue annual or vacation leave according to the following schedule:

Years Employed	Monthly	Annually
Through 3 years	8 hours	12 Days
4-5	10 hours	15 Days
6-12	12 Hours	18 Days
13-20	14 Hours	21 Days
More than 20	15 Hours	22.5 Days

Annual leave shall be cumulative up to a maximum of 240 hours through December 31 of each year. Hours in excess of 240 will be lost on December 31 of each year.

Leave hours can be donated by the employee to the Catastrophic Leave Bank program. Employees who will lose excess leave on December 31 will be contacted by an HR staff member to determine their choice in this election. For more information concerning this program, employees should contact the Director of Human Resources.

The use of annual leave shall be by request only and granted at the discretion of the supervisor with the approval of the appropriate Vice Chancellor and, if annual leave exceeds five (5) days, approval of the Chancellor. Annual leave during Registration or Graduation also requires approval of the Chancellor.

Ten-month faculty do not earn annual leave; rather, they have time off between semesters, on holidays, and during spring and summer breaks. They also earn one personal leave day with pay per semester. Additional information is provided in the Personal Leave section.

Twelve-month faculty earn annual and sick leave in the same manner as other full-time, 12-month ASU Mid-South employees. Twelve-month faculty, however, should take annual leave only when classes are not in session.

### **Personal Leave for Faculty**

Ten-month faculty do not earn annual leave, but accrue six (6) hours of personal leave each semester, all or part of which should be used to cover absences during class or office hours, scheduled committee meetings, or required college events for reasons other than illness (for which sick leave applies). Personal leave requests follow the customary annual leave procedures and must be approved by the Associate Vice Chancellor for Learning and Instruction or the Associate Vice Chancellor for Workforce Education. Personal leave hours which are not used by the end of the spring term will be added to employees' sick leave.



## **Sick Leave**

Full-time employees shall earn sick leave on the basis of eight (8) hours or one day per month for employees with 40-hour work schedules or 6 hours for those with 30-hour work schedules during the annual contract period. Unless otherwise agreed on with your supervisor, the employee must contact his or her supervisor daily so plans can be made to cover the responsibilities of the office. Sick leave shall be cumulative to a maximum of 960 hours or 120 days. Ten-month faculty who must miss any part of their scheduled class or office hours because of family or personal illness must take sick leave. Absences for other reasons should be planned for flexed campus hours or covered by personal leave.

Sick leave may be authorized for absences necessitated by sickness, injury, or for medical, dental, or optical treatment, and serious illness or death of a member of the immediate family. An immediate family member is defined as the father, mother, sister, brother, spouse, child, grandparent, in-law, or any individual acting as a parent or guardian of an employee.

An employee is required to furnish a certificate from an attending physician for five or more consecutive days of sick leave. Such documentation, including a release to return to work, must be presented upon the employee's return. The college may require an employee to furnish a certificate from an attending physician for any use of sick leave.

Part-time employees do not earn sick leave.

## **Bereavement Leave**

Death of the employee's immediate family, defined as the father, mother, sister, brother, spouse, child, grandparents, in-laws, or any individual acting as a parent or guardian of an employee, is treated as sick leave. Bereavement leave is limited to a maximum of three sick leave days per event. If additional days are needed, annual leave must be taken.

## **Catastrophic Leave**

This policy establishes a Catastrophic Leave Bank Program for full-time and staff members to be administered by Human Resources. This policy creates no expectation or promise of continued employment with ASU Mid-South for employees approved for such leave and is intended simply to assist eligible employees during a catastrophic illness, and upon exhaustion of all earned sick, annual, holiday, and compensatory leave time. Subject to the requirements of the Family Medical Leave Act (FMLA), the Chancellor reserves the right to fill any position.

The Catastrophic Leave Review Committee will meet as needed to review applications for catastrophic leave and then make a recommendation to the Chancellor. To be eligible to participate, an employee must be classified as benefits eligible full-time, have completed a minimum of two full years of service with ASU Mid-South, and have minimum balance of 80 hours of leave at the onset of the illness or injury. Eligible employees are also required to make a donation of eight (8) hours to the Leave Bank once every 24 months; however this donation cannot reduce that employee's accrued sick and annual leave balance to less than eighty (80) hours, unless the employee is terminating his/her employment with ASU Mid-South.

No employee shall be eligible for approved catastrophic leave in excess of 6 months (1,040 hours). The Catastrophic Leave Bank Policy for staff and can be found in its entirety on the

shared drive at K:\Shared\MSCC Employee Benefits. For more information, please contact Human Resources.

### **Children's Educational Activity Leave (CEAL)**

Full-time employees are allowed eight (8) hours of children's educational activity leave (CEAL) per calendar year – not per child. This leave cannot be carried over from one year to another. Child is defined as a person who is a natural child, adopted child, foster child, step child, grandchild, ward of court, or other legal capacity who is enrolled in a pre-kindergarten program (not daycare program) through 12th grade.

Educational activity is defined as any school-sponsored activity including a parent-teacher conference; participation in school-sponsored tutoring; participation in a school-sponsored volunteer program, a field trip, a classroom program, a school committee meeting, and/or an academic competition; assisting with athletic, musical or theatre programs, a prekindergarten program, or an interscholastic activity for home-schooled students.

Employees must request the leave in advance and in accordance with the guidelines for requesting time off. Documentation as to the type of educational leave and the employee's relationship to the child should also be included.

### **Jury Duty Leave**

Leave is authorized for full-time employees called for jury duty but must be documented through the customary leave process. Official notification of jury duty should be attached to the leave sheet when submitted. Employees on official jury duty shall not lose salary. Any compensation paid to employees for official jury duty shall be retained by the employee.

### **Family Medical Leave Act (FMLA) Leave**

Arkansas State University Mid-South provides up to 12 weeks of unpaid, job-protected leave within any 12-month period to eligible employees for certain family and personal medical reasons as covered under the Federal Family Medical Leave Act (FMLA) of 1993. If both husband and wife work for ASU Mid-South, they will be limited to 12 weeks of leave combined per 12 month period for the birth or adoption of a child. To be eligible, an employee must have been employed by ASU Mid-South for a period of twelve months. An employee should initiate FMLA papers when there is a threat of a serious illness. To do so, please contact the Human Resources office.

The relevant 12-month period is calculated using a rolling 12-month period measured backward from the date an employee uses any FMLA leave. Under this calculation method, an employee's leave entitlement is determined each time leave is requested by looking back over the immediately preceding 12-month period. For example, if an employee took four weeks of leave beginning February 1, 2018, and four weeks beginning June 1, 2018, and then takes four weeks beginning December 1, 2018, the employee would not be entitled to any additional leave until February 1, 2019. The employee would be entitled to four weeks of leave beginning on February 1, 2019, and an additional four weeks on June 1, and so on.

It is the policy of Arkansas State University Mid-South for employees to apply any accrued annual and/or sick leave for a portion of Family Medical Leave taken. Additional Family Medical Leave taken beyond accrued annual and sick leave will be unpaid. Any compensable leave time will run concurrently.

## **Maternity Leave**

Maternity leave shall be treated as any other leave for sickness or disability. Employee may use accumulated sick leave and annual leave or elect to use leave without pay [Act 129, dated 2-9-83]. Upon return from maternity leave, the employee will be given the same or comparable position to the one she occupied prior to the leave. The employee is expected to give her supervisor as much notice as possible prior to beginning maternity leave and at least two week's notice prior to returning to work.

## **Leave Without Pay**

Once all accrued annual and/or sick leave (as appropriate) has been used, an employee may be granted leave without pay with the appropriate approvals. Leave without pay requests of one month or less require approval from the supervisor and appropriate Vice Chancellor. Leave requests greater than one month also require the approval of the Chancellor.

Any employee on leave of absence without pay shall not accumulate leave time nor receive pay for any legal holidays. When the Family and Medical Leave Act does not apply, employees on leave without pay may lose insurance and retirement benefits. Furthermore, extended leave without pay affects an employee's term of service with the state in computing benefits.

## **Military Leave**

Employees who are members of the National Guard or any of the reserve branches of the Armed Forces shall be granted fifteen days of leave annually, plus necessary travel time, for annual training requirements. Leave shall be granted with pay and shall be in addition to regular annual leave time. Employees requesting Military Leave shall file a copy of the official orders with the college.

Employees who are drafted or called to active duty in the Armed Forces of the United States or who volunteer for service in the military shall be placed on extended leave without pay. Such employees shall, within 90 days after the effective date of release from active duty and upon request, be reinstated to the position vacated or reassigned to an equivalent or higher position at no loss of seniority or any other benefits and privileges of employment.

Rights of re-employment shall conform to all federal government rules and regulations. Employees who enlist or re-enlist for a second consecutive tour of military duty shall forfeit re-employment rights.

Personnel called to active duty to serve in an emergency shall be granted leave with pay not to exceed thirty working days. Leave without pay shall be granted after the thirty-day period. The leave with pay shall be in addition to regular annual leave.

## **Professional Leave**

Employees may request professional leave with or without pay for providing, on behalf of the college or for professional purposes or conferences, educational or related services to other institutions, school systems, or businesses. Requests for professional leave require approvals from the supervisor and appropriate Vice Chancellor. Leave requests for periods greater than one month require the approval of the Chancellor; those in excess of one year require approval from the Board of Trustees.

## **Religious Holidays**

Employees who observe a religious holiday on days which do not fall on a weekend or legal holiday may request days off from employment for such observances. If approved, the days taken shall be annual leave for twelve-month employees, personal leave for a ten-month faculty, or as leave without pay.

## ***Employee Benefits and Services***

### **Employee Assistance Program (EAP)**

ASU Mid-South provides an Employee Assistance Program (EAP) to benefit-eligible employees. The program offers private, face-to-face counseling to employees and their families dealing with everyday problems, such as excessive stress, parenting, divorce, addictions, etc. Confidential referrals may be made on behalf of the employee by the employee himself, family members, supervisors or physicians. Each employee is entitled to an unlimited number of free visits each calendar year for themselves and any immediate family member who resides in the household. Counseling services are being provided by CONCERN, Inc. in Memphis, Tennessee., which is associated with Baptist Hospital. The phone number is 1-800-445-5011.

### **Career Service Recognition**

Non-faculty employees with ten (10) or more years of state service in a regular full-time position or positions receive career bonuses.

Years of Service	Annual Payment
10-14 years of state service	\$600
15-19 years of state service	\$700
20-24 years of state service	\$800
25+ years of state service	\$900

Upon eligibility, career service bonus payments will be made the month of the employee's anniversary date of state service.

### **Tuition Waivers for Credit Courses**

Tuition waivers for up to two courses (not to exceed eight hours of credit) taken during the fall and spring semesters are available to Full-time employees who have worked at the college at least three months, as well as their spouses or dependents, Board of Visitors and Foundation Board members, as well as their spouses and dependents.

To be considered a dependent for this purpose, the student must be under the age of 24 and a full-time student and considered a dependent on their tax return. A tuition waiver for up to four hours of credit is available during the summer term for full-time employees and their dependents as funding is available.

Families may utilize multiple waivers in the same semester, but no individual is eligible for more than two courses or eight credit hours. Full-time employees must have prior permission from their supervisors and the appropriate Vice Chancellor to enroll in classes held during their normal work day. Full-time employees who do not remain employed by the college for at least one semester following the semester of enrollment for which a waiver applies may be required to reimburse the college for the waived tuition.

Tuition waivers for one course (not to exceed four hours of credit) taken during the fall, spring, and/or summer semesters are available to the following:

- Part-time faculty who have been employed to teach a minimum of one course during the semester for which the waiver applies or during the previous semester.
- Part-time staff members who have been employed at least 3 months

Spouses and dependents of part-time and adjunct employees are not eligible for waivers except those of ASU Mid-South security personnel who are licensed law enforcement officers. ASU Mid-South tuition waivers are not available to other agencies' employees or volunteers who are stationed on the ASU Mid-South campus.

Courses must be taken on a "for-credit," not an audit basis, and waivers may not be used to pay for independent study, credit by examination, or credit by portfolio.

Employee waiver requests should be submitted to the appropriate supervisor and Vice Chancellor for approval prior to Regular Registration for the semester of enrollment. Registration is contingent upon sufficient paid enrollment for a class to make.

Tuition waiver recipients must meet the regular admission requirements of the college and must maintain all academic standards in order to remain eligible for this benefit. Individuals are responsible for any textbook expenses and fees associated with the courses.

When the amount available under this tuition waiver is added to any other scholarship provided with ASU Mid-South institutional scholarship, the total shall not exceed the total of tuition and fees charged for the semester. It is not intended that a cash refund be generated to the student due to a ASU Mid-South scholarship.

Tuition waiver forms are available on Kiva at \Shared\Forms\Tuition Waiver, from the Academic Affairs Office, and from the Finance Office.

### **Tuition Waivers for Non-Credit ASU Mid-South Courses**

Arkansas State University Mid-South does not provide employee waivers for Business and Industry Education courses. These classes, unlike credit courses which generate state revenues that subsidize our low tuition charges, are offered on a cost-recovery basis.

If a supervisor determines that an employee needs to take a course related to his/her job responsibilities, then the supervisor will approve a purchase order for the tuition, which will be charged to the employee's department. Employees will be required to sign an agreement to remain employed for a mutually agreeable period of time following completion of the course or reimburse the college for the cost of the course.

Because such development is of value to the employee as well as the department, the employee is generally expected to purchase any required text or instructional materials. In the event that the supervisor approves the cost of a textbook or other materials being charged to the department, then those materials remain the property of the department and not the individual and should then be available to others in the department.

Exceptions to these guidelines and restrictions may be granted by the Chancellor.

## **Tuition Waivers from Arkansas State University**

Arkansas State University System regular, full-time employees, their spouses and their unmarried dependent children (dependent children must be 23 years of age or less, unmarried, living at home or in a residence hall, and must be an identified dependent for IRS tax purposes on the annual tax form, or some other form of dependency documentation, such as divorce decree) may enroll for undergraduate studies for credit or for audit on a space-available basis at a 75% discount of tuition.

For graduate level studies, these persons are eligible for a waiver of one-half tuition. Persons who receive the tuition discount will have any university-sponsored scholarships adjusted accordingly. Not all courses are offered at discounted tuition rates. These programs of study are listed in ASU [System Board Resolution 11-49](#) and 13-05.

## **Tuition Waivers from UA-Fort Smith**

The University of Arkansas at Fort Smith offers educational partnership tuition waivers for ASU Mid-South staff. These programs demonstrate the partner school's commitment to its community college partners and its dedication to life-long learning.

## **Program Requirements**

To qualify, an employee must be working full-time, employed in a permanent position for the college and must have approval from the respective department head/supervisor.

The employee will be responsible for payment of all fees assessed by the partner school.

The maximum undergraduate or graduate course discount is equivalent to six (6) semester credit hours tuition per term.

When the amount available under this tuition waiver agreement is added to any other scholarship provided with the partner's institutional funds, the total shall not exceed the total of tuition and fees charged for the semester. It is not intended that a cash refund be generated to the student due to a scholarship or waiver.

Appropriate forms for receiving this benefit may be obtained from Human Resources at ASU Mid-South; this form should be completed and approved during the registration process and then submitted to ASU Mid-South Human Resources for processing and submission to the partner school.

The applicant must apply and be accepted for admission by the partner school.

The applicant must meet the institutional scholarship FAFSA requirement of the partner school to apply for a scholarship.

## **Financial Settlement**

ASU Mid-South Human Resources office will provide the partner's school with the approved ASU Mid-South Application for Educational Partnership.

The student will make financial settlement with the Student Accounts Office for remaining charges on their student account.

## **Mid-South Foundation Educational Loans**

For full-time employees who have worked at ASU Mid-South for at least six months and are contributors to the Foundation, the Foundation will offer a limited number of interest free loans for up to \$500 per employee to use towards a credit class at any accredited four-year college or university. Funds are limited, so priority will be given to employees whose field of study directly

relates to their career development at ASU Mid-South and to the earliest applicants. The loan will be paid back through payroll deduction in equal amounts to ensure that the loan is paid back by the end of the semester for which it is awarded. The application for a professional education loan is available from the Foundation Office.

## **Professional Development**

Continuing professional development contributes to the overall growth of the institution and is a positive contributor not only to the morale of ASU Mid-South employees but also to the college's quest for excellence in programs and services. The college administration both supports and encourages participation in activities that promote better efficiency, improvement in curriculum and instruction, job development, enhanced customer service, and development of the infrastructure. At the same time, deadlines, workloads, and limited human resources require that some constraints be placed on the number and timing of leaves from duty to participate in professional development opportunities or professional service on behalf of the college. Employees who wish to serve as members or officers in professional organizations or who wish to present at conferences which require time away from their regular duties must obtain approval from their supervisors and the appropriate Vice Chancellor in advance of making any commitments.

## **Funds for Professional Development/Business Travel**

Full-time ASU Mid-South employees may request financial support for college-related business travel or professional development. Adjunct faculty and other part-time employees may also be eligible for particular professional development opportunities related to their areas of responsibility.

### **Funds may be available through the following means:**

**Department/program area budgets:** Funds for attendance at local and state meetings related to the employee's area of responsibility, for participation in professional development events off-campus, or enrollment in job-related ASU Mid-South non-credit courses may be accessed through department budgets. Enrollment in ASU Mid-South credit classes is supported by tuition waivers for full- and part-time employees. Employees who need professional certifications which support their assigned responsibilities may request reimbursement for the cost of required examinations. The college will pay for the first attempt, but retesting (if necessary) will be at the employee's expense.

**Grant funds:** Travel funds for grant-related activities are also available. The grant manager and appropriate Vice Chancellor are authorized to approve travel meeting the criteria and objectives of the particular grant. Travel funds and criteria vary by grant. The employee who is interested in using funds to support grant-related travel should consult with the grant manager.

## **General Guidelines for Professional Development**

Employees may request professional leave to enroll in short-term (12 contact hours or less), work-related, non-credit courses, such as those provided through Business and Industry Education without the required make-up of time. However, only one such activity per employee will be allowed each semester, and supervisors must coordinate both within their own departments and with other work areas to ensure that the absence of the employee will not affect deadlines or projects that are due.

Professional developmental workshops provided on-campus, generally by college personnel but sometimes by consultants or presenters, are viewed as part of an employee's work responsibility and work hours. As such, attendance is generally required or expected. No "make-up" time will be required in such cases. However, compensatory or overtime hours may be approved for non-exempt staff in rare circumstances should time attending the workshop prevent critical work from being completed as expected. Professional employees may be approved for flexible scheduling changes when workshops are set at times when they were not originally scheduled to be on campus.

Departmental travel budgets may include funds for professional conferences essential to employees' areas of responsibility, but all such requests require supervisory approval, including the approval of the appropriate Vice Chancellor. Employees who fail to get the necessary approvals may be held responsible for their registration and travel expenses. Regardless of funding source, professional development requests which exceed approved budgeted amounts may require a signed agreement between the employee and the college.

When the college invests in departmental specific training for an employee to improve the expertise/quality of its programs and/or services, the employee must agree to remain employed by ASU Mid-South for a reasonable amount of time following the investment to ensure that the institution realizes benefits from the training or must agree to reimburse the college for all or a pro-rated amount of the investment. Each employee will be asked to sign a reimbursement agreement.

All employees are expected to take professional leave for off-campus activities; those with instructional responsibilities are expected to identify qualified substitutes and to provide quality lesson plans to be followed in their absence. The names of the substitutes should be submitted to the Academic Lead Faculty. Generally, employees may take no more than two trips annually. Special exceptions may be approved or directed by the Chancellor.

## ***Retirement Plans***

All benefit-eligible employees are required to participate in one of the several retirement plans offered by the college. Generally, the employee contributes 6% of his/her gross income, and the college contributes an additional 10% into the employee's retirement account. (The college contributes 14% into the employee's retirement account for those employees who have been continuously employed with the college prior to July 1, 2015.) Retirement benefits will only be paid on benefit-eligible employees. Employees may choose to make additional contributions beyond those required. Employee vesting in the retirement plan varies with the individual plan. Employees who need additional clarification may contact the Human Resources office.

## **Retirement Program**

ASU Mid-South employees are eligible for retirement at age 65. (Employees electing early retirement will receive benefits as set out in the Early Retirement Benefits Policy.)

**Life Insurance:** A retiree may continue life insurance and accidental death and dismemberment benefits equal to the scheduled amount at the time of the early retiree's retirement at no cost to the retiree until the retiree turns 65. This coverage, however, will not include supplemental life insurance or dependent life insurance.

**Vision Insurance:** A retiree may make a one-time election to continue the college's group coverage; however, the retiree would be responsible for the premium costs of this insurance.



**Dental Insurance:** A retiree may make a one-time election to continue the college's group coverage; however, the retiree would be responsible for the premium costs of this insurance.

**Cash Bonus:** Retiring full-time employees will be paid a one-time cash bonus of \$100 for each year of service to Arkansas State University Mid-South accumulated since October 23, 1992.

**Compensation for Unused Sick Leave:** Arkansas State University Mid-South shall pay for unused sick leave to all retiring employees in the amounts authorized by Arkansas law in effect on the date of retirement.

**Other Provisions:** Retiring employees under this plan will continue to receive bookstore discounts, tuition waivers, library access, and invitations to college functions on the same basis as full-time employees.

## **Early Retirement Benefits Policy**

In the interest of allowing full-time college employees the option of earlier retirement, the employee must have at least 10 years of continuous full-time service with Mid-South Community College/Arkansas State University Mid-South and have reached the age of 55. Total benefits paid under the early retirement incentive program in any one year are limited to one (1) percent of the total personnel cost of the college for the previous fiscal year, and the college must show a cost savings due to the early retirement offered.

To comply with this policy, the program is offered on a first come, first served basis during each fiscal year which begins July 1, and the benefits of employees retiring later in the year may be reduced to stay within the limits of the law.

An employee's years of service will be counted from the first full day of continuous full-time employment at the college as a staff or faculty employee. Breaks in service during employment and prior years of service in another State of Arkansas agency or institution will not be counted for service years.

Early Retirement Program application materials are available from the Human Resources Office. An application for early retirement must be approved by the ASU Mid-South Chancellor and the ASU System President.

## **Health Insurance Options for Early Retirement**

An eligible retiree is an employee who at the date of retirement:

**Option A:** Is at least 55 years old with 10 years of service and whose age plus years of service at the college total 75 or more.

**Option B:** Retires under a voluntary retirement window approved by the Board of Trustees of Arkansas State University.

Employees who retire under either option are eligible to continue the following benefits so long as the financial condition of the college allows:

**Medical Insurance:** Medical insurance (including spouse and unmarried dependents, if covered at the time the employee retires) at one-half of the total combined employee and employer premium cost. Direct drafts must be established through the payroll director prior to retirement.

The benefits outlined will terminate when either of the following conditions apply: (1) the age at which the retiree becomes eligible for Medicare coverage or (2) the date the retiree becomes eligible for similar benefits under any other arrangement for members in a group, whether insured or self-insured.

Medical benefits for a covered spouse of an early retiree will terminate at the earlier of (a) the date on which such benefits terminate for the early retiree or (b) the date that the spouse becomes eligible for Medicare. If the covered spouse of an early retiree has not reached the age of Medicare eligibility at the time benefits for the early retiree are terminated, the early retiree may pay the total employee and employer premium cost of continuing medical benefits until such time as (a) the covered spouse becomes eligible for Medicare benefits, or (b) becomes eligible for similar benefits under any other arrangement for members in a group, whether insured or self-insured.

Medical insurance for unmarried dependents, if covered at the time the employee retires, will terminate at the earlier of (a) the date on which they become eligible for similar benefits under any other arrangement for members in a group, whether insured or self-insured, or (b) until they no longer meet the dependency requirements of the plan.

**Life Insurance:** Employees retiring under Option A may continue life insurance and accidental death and dismemberment benefits equal to the scheduled amount at the time of the early retiree's retirement at no cost to the retiree until the retiree turns 65 at which time these benefits end.

### **Definitions Related to Early Retirement**

**Age:** The age to be used for determining initial eligibility is the age the person will be at the last day of employment. The age or date to be used for all provisions effective after retirement is the actual age or date involved.

**Salary:** The salary to be used as the basis for cash bonus payments for appointed or contract employees will be the amount of the last regular 10-month or annual appointment or contract. The salary to be used for classified employees will be the annual rate in effect on the last date of employment.

**Years of Full-Time Employment:** Years of full-time employment under this plan will be calculated in whole year increments based on a fiscal or academic year and will require full-time employment for a 10- to 12-month period for each year. For an individual on a 12-month appointment, fractions of years of employment that are six months or less will be rounded down to the next lowest full year and fractions of years of employment that are greater than six months will be rounded up to the next highest year. For an individual on 10-month appointment, years of employment will be calculated with the fall and spring semester each representing half a year. Leave-without-pay and catastrophic leave status will not be counted in computing years of service.

**Fiscal Year:** The fiscal year for the college begins on July 1 of one calendar year and ends on June 30 of the following calendar year.

## ***Dental and Health Insurance***

Individual and family dental coverage is available through the Blue Cross Blue Shield of Arkansas. Individual and family medical insurance is available through the Arkansas State University System Plan. Coverage eligibility begins the first of following month after employment begins. Changes in coverage may be made during the annual open enrollment period. Please contact the Human Resources Department for more information.

## ***Life Insurance***

All benefit-eligible employees are eligible for term life insurance. Basic life insurance for employees is equal to 1.5 times your annual salary up to a maximum benefit of \$50,000 in coverage paid by the college. Employees have the option of buying additional term life insurance. Supplemental term life insurance is also available for dependents.

## ***Long-Term Disability***

The college pays the cost of a long-term disability policy for each benefit-eligible employee. After the qualifying disability occurs and the appropriate waiting period has passed, the policy provides for 60% of the employees' gross pay (not to exceed \$6,000 per month) to be continued during the length of the disability until eligibility for Medicare is attained.

## ***Parking Policy***

Arkansas State University Mid-South requires any vehicle that will be used as transportation on campus, or to and from campus, be registered with the Admissions Office.. There is no charge for this registration. A person may register any number of vehicles. To do so, the registrant must complete a registration form which includes the license tag number. One parking permit will be issued for each vehicle. Faculty and staff are required to register their vehicles only once, updating as needed due to vehicle sale or purchase. These parking permits are to be placed on the outside and positioned on the lower left side of the rear window.

Individuals who park in Employees, students, or guests who leave cars in a space marked as Handicapped Parking must have proper documentation. According to state law, the person to whom the handicapped parking placard or license plate was issued must be in the car when you utilize the handicapped parking place. In cooperation with West Memphis Police Department, unauthorized vehicles will be ticketed and towed.

Certain areas around campus are designated as no-parking zones for the purpose of safety, as well as fire and emergency vehicle access. Individuals who park in designated no-parking zones may be ticketed.

## ***ASU Mid-South Low-Emitting, Fuel Efficient Policy (LEV)***

The new preferred parking program for fuel efficient vehicles allows such vehicles to park in specially designated spaces around the Marion Berry Renewable Energy Center on the North Campus.

To see if a vehicle qualifies under the LEV policy, please visit <https://greenercars.org/>. To park in these identified spaces, a vehicle must be on the list. Please note that parking in the fuel efficient spaces is based on a first-come, first-serve basis; there is no guarantee of a preferred space.

We encourage everyone who drives a fuel efficient vehicle that qualifies to participate in this program and help support ASU Mid-South's green initiatives and sustainability programs.

### ***Traffic Regulations***

ASU Mid-South enforces all motor vehicle laws. Campus speed limit is 15 mph. Driving in a manner or speed that is not reasonable or proper is prohibited.

Crosswalks must be respected, and pedestrians and bicycles have the right of way at all times. Driving on lawns, sidewalks and other non-roadway locations is prohibited. Parking along curbs, at docks, or other unmarked areas shall not be allowed. (Dock and service entrances are available for courier and package delivery services only.)

### ***Handicapped Accessible Parking***

Handicapped accessible spaces must be reserved for handicapped persons; violations are subject to fine by state/local authorities 24 hours a day, 7 days a week, without exception. Vehicles parked in handicapped spaces must properly display a state-approved handicap parking permit (i.e., a license plate, placard, mirror hang, etc.) as issued through the Arkansas Department of Motor Vehicles or by authorized agencies of other states. ASU Mid-South requests a copy of this documentation also be provided to our Human Resources Office and/or Chief of Security.

ASU Mid-South cannot issue Temporary Handicapped Parking Permits or otherwise allow vehicles without state-approved handicapped parking permits to park in handicapped spaces for any length of time. However, persons with a medically supported short-term disability may obtain a temporary Handicapped Parking Permit through the Arkansas Department of Motor Vehicles.

### ***Emergency Procedures***

#### **Accidents and Crimes**

The Director of Campus Safety and campus security personnel are responsible for law enforcement, security, and emergency response. During the evening hours, the Associate Vice Chancellor on duty and security personnel provide emergency assistance. To report a crime or emergency, employees or students may contact security personnel by picking up a red phone located in the hallway of any building. If the situation warrants, calls will be routed by these authorized personnel to the West Memphis Police Department or to 911. Security personnel are on duty at all times when classes are in session or event are held.

All college employees have responsibility for ensuring a safe environment by reporting accidents and crimes. To assist them, the Emergency Procedures Quick Reference is provided to all employees.

The Campus Security Act (20 U.S.C. 1092f) requires colleges to disclose an annual crime report detailing specific on-campus crime. For a copy of the annual report or for additional information regarding compliance with the Campus Security Act, employees may contact the Director of Campus Security.

## **Weapons Policy**

Arkansas State University Mid-South has adopted the ASU System Policy regarding Weapons. An abbreviated version of the policy is found below. For the full policy, please click the following link: <http://www.asusystem.edu/dotAsset/e2b43e81-40d6-4a45-8fcd-d7c76e4819d6>

In 2017, Act 562 and Act 859 were signed into law. These new Acts allow a person, who meets certain qualifications, to carry a concealed handgun on a University campus. Effective September 1, 2017, a person in possession of a concealed carry license and who has also obtained an enhanced training endorsement from the Arkansas State Police may possess a concealed handgun on campus, subject to the restrictions as allowed by law. A concealed carry licensee may lawfully store a concealed handgun in his or her locked and unattended vehicle in a publicly owned and maintained parking lot.

A person who has a concealed carry license, along with an enhanced permit, may not possess a concealed handgun at the following locations:

- a. Locations where collegiate athletic events are taking place.
- b. Certain grievance and disciplinary meetings, initiated after at least twenty-four (24) hours' notice to participants, lasting no more than nine (9) hours, with posted notice of prohibition, and conducted in accordance with campus procedures.
- c. Daycare facilities.
- d. Other locations where possession of a concealed handgun is prohibited by state or federal law.

Employees of the ASU System may lawfully possess a concealed handgun on campus if they have a concealed carry license and they have obtained an enhanced training endorsement from the Arkansas State Police. An employee, who possesses a concealed handgun under this policy, is not acting in the course of or scope of their employment when carrying or using the handgun and is not entitled to workers' compensation benefits for injuries arising from his or her own negligent acts in possessing or using a concealed handgun and is not immune from personal liability with respect to possession or use of a concealed handgun.

Any student violating this policy shall be subject to sanctions up to and including expulsion. Any employee violating this policy shall be subject to discipline through the process applicable to that employee, up to and including discharge. Others violating this policy will be subject to prosecution under criminal laws and may be banned from Arkansas State University System campuses and events.

For additional resources regarding the Weapons Policy, click the following link:

<http://www.asusystem.edu/about/policies/weapons/>

## ***Personnel Complaints***

### **Grievance Procedures**

Recourse is provided to employees who wish to present formal complaints concerning possible violations of Board or College policies. Student grievance procedures are outlined in the College Catalog; the guidelines below apply to employee grievances. Separate procedures are provided for complaints of discrimination and harassment. Throughout this process, wherever the role of a Vice Chancellor is mentioned, the term "Chancellor" is implied if the Vice Chancellor is the subject of a complaint.

A grievance is an allegation by an employee that the terms and conditions of that specific individual's employment by the college have been materially adversely affected by a violation, misinterpretation, misapplication, or non-application of written Board and/or College policies, rules, and regulations or that disciplinary action taken by the college was in violation of or arose out of the misinterpretation, misapplication, or non-application of written Board and/or College policies.

### **General Rules for Filing a Grievance**

The statement of the grievance shall be limited to a single grievance and shall remain unchanged through each step of the procedure. Any settlement, withdrawal or disposition of a grievance at any step shall not constitute a binding precedent with respect to any similar grievances subsequently filed in the future.

The Human Resources Office shall maintain grievance log books in which each grievance filed shall be dated and shall be assigned a number. This number shall be assigned by the Human Resources Office. All action related to each grievance shall be recorded in the log book together with the date on which the action or event took place. It shall be the responsibility of each supervisor handling a grievance to promptly notify the individual(s) responsible for the logs of all actions.

All prescribed actions and time commitments shall be strictly enforced. Failure by the employee to take action within the time prescribed will result in dismissal, with prejudice, of the grievance and adherence to the decision reached at the prior step without further appeal of any kind.

Employees who initiate external proceedings prior to filing a grievance or while grievance procedures are in progress waive their rights to pursue internal grievance procedures. In the event a grievance is filed against a Vice Chancellor, the Chancellor shall assume duties assigned to the Director of Human Resources or the Senior Vice Chancellor in the grievance process. In the event a grievance is filed against the Chancellor, the President of the ASU System, Chair of the Board of Trustees, or his/her designee shall assume duties for complaint resolution.

### **Grievance Procedures:**

1. A written statement of the grievance shall be submitted to the immediate supervisor within ten (10) working days of the incident, or within ten (10) working days of the date an employee could reasonably be expected to have first knowledge of the circumstances leading to the grievance.

The supervisor shall inform the appropriate Vice Chancellor and the Human Resources Office that the grievance has been filed.

The employee and immediate supervisor must meet to discuss the grievance informally and attempt to resolve the grievance.

In the event that the informal discussion does not resolve a grievance, the following procedure shall be utilized if the employee elects to seek further consideration of the matter.

2. The employee shall file the grievance in writing with the Vice Chancellor who administers his/her assigned area or the Chancellor (in cases of employees who report to the Office of the Chancellor). The employee shall also forward a copy of the grievance to the Human Resources Office. The statement of the grievance must include (a) a statement of the nature of the grievance, (b) a statement that informal discussion has failed to satisfactorily resolve the grievance, and (c) a

statement that all intermediate supervisors (if any) have been notified in writing that a formal grievance is being filed. Grievances must be filed within ten (10) working days of the informal meeting with the immediate supervisor. The Vice Chancellor shall provide the employee with written acknowledgment of the grievance as soon as possible and provide written notification to the employee within ten (10) working days whether or not the grievance may be pursued. Copies of the acknowledgment and the notification shall also be provided to the Human Resources Office within the stated time limits.

3. A decision by the Vice Chancellor with whom the grievance is filed, that the issue raised (a) is not a grievance as that term is defined in this directive, or (b) is already the subject of another pending grievance filed by the same employee, or (c) has been resolved against the employee in a prior proceeding instituted pursuant to this directive, is not reviewable.

If the grievance is not barred for one or more reasons described in (a) through (c) in the preceding paragraph, the Vice Chancellor with whom the grievance has been filed may proceed to investigate it. In such event, a conference shall promptly be scheduled with the employee. Due consideration shall be given to the grievance, and every effort shall be made to arrive quickly and fairly at an equitable solution.

In the event a decision is not given or mailed to the employee within the ten (10) working days, the employee may immediately submit an appeal under 2b.

If the grievance is not resolved under 2a. above, the employee may appeal to the Grievance Review Committee (hereafter called the "Committee") by filing a written notice of appeal (which shall state the basis of the grievance in reasonable detail) with his/her Vice Chancellor.

Any notice of appeal to the Committee must be in writing, signed by the employee and filed within ten (10) working days of the date of the decision rendered under 2a. above. The Vice Chancellor shall forward a copy of his/her decision and justification for it and the notice of appeal from the employee (to which any relevant documents may be attached as exhibits) to the Chancellor within ten (10) working days of the receipt by the Vice Chancellor of the notice of appeal. The Vice Chancellor shall also forward copies of these documents to the Human Resources Office. The notice of appeal and the decision of the Vice Chancellor with other documentation of the grievance, shall be transmitted to the Chairperson of the Committee within ten (10) working days of receipt.

The Chancellor shall appoint a Grievance Review Committee of five members including at least one member who is a peer of the complainant and one whom is designated as the Chairperson with voting privileges. A majority of those members of the Committee who are empowered to review a specific grievance shall constitute a quorum for the purpose of conducting such a review and rendering a decision.

The Committee shall review the grievance by examination of the data submitted and shall take one of the following actions within fifteen (15) working days after the notice of appeal to the Committee is received by the Chancellor:

- a) Uphold the decision rendered under 2a. above.
- b) Modify or countermand the decision.
- c) Schedule a hearing.

If the Committee decides that a hearing shall be held, the employee shall be notified of the date, time, and place. To the extent practicable, the hearing shall be held within fifteen (15) working days of the date of mailing of the notice of hearing to the employee. The decision of the Committee shall be rendered within ten (10) working days of the conclusion of the hearing.

At the hearing, the following procedures will be utilized in the indicated order. The grievance shall be a closed hearing unless both the grievant and the accused agree to open proceedings. In a closed hearing, only the grievance committee, the grievant and the accused may be present during all proceedings. Witnesses may be called to testify and may only be present during their individual testimony. All proceedings will be officially recorded and transcribed by an individual selected by the Committee Chairperson.

If either the grievant or the person charged elects to be represented at the hearing by a person of their choosing, the individual choosing such representation must notify the other party and the Committee Chairperson of the name, address, and telephone number of the representative no less than ten (10) days prior to the hearing. If, upon such notification, the other party also elects to have representation at the hearing, he/she must provide the Committee Chairperson and the first party with the name, address, and telephone number of the representative no less than five (5) days prior to the hearing. Representatives for either party may be present, but shall not speak or otherwise actively participate in the proceedings. Should either party's representative assume an active role as legal counsel, all grievance proceedings shall cease immediately.

Both the grievant and the accused party must deliver to the Committee Chairperson and to each other, at least five (5) days prior to the hearing, a list of witnesses to be called which includes their names, addresses and telephone numbers and copies of exhibits that will be introduced. Failure to deliver such information to the Committee Chairperson or to the other party within the prescribed time will be grounds to deny the testimony of a witness not divulged and to deny the introduction of an exhibit not shared.

The grievant shall present an opening statement indicating the basis for his/her grievance. Such presentation shall be limited to twenty (20) minutes.

The accused shall present an opening statement indicating his/her response to the grievance. Such presentation shall be limited to twenty (20) minutes.

The grievant may call any witnesses to testify. After the grievant questions such witnesses, the accused may question any witness called. Additionally, the committee may ask questions of the witnesses.

The accused may call any witnesses to testify. After the accused questions such witnesses, the grievant may question such witnesses. Additionally, the Committee may ask questions of the witnesses.

The grievant may give a closing statement. Such statement shall be limited to twenty (20) minutes.

The accused may give a closing statement. Such statement shall be limited to twenty (20) minutes.

After the closing statement by the accused, the grievant may elect to present a rebuttal statement, which shall be limited to five (5) minutes.

To assure the objectivity and fairness of all deliberations by the Committee, employees shall refrain from communicating with its members regarding grievances. Similarly, committee members must act with integrity and not discuss or disclose the grievance or committee proceedings with external parties during or after completion of the proceedings.

The Committee shall prepare a written report of its findings with respect to the grievance presented to it. Such report shall briefly summarize the grievance and shall set forth the



Committee's conclusions and decision, briefly stating the reasons therefore. One copy of such findings shall be mailed to the employee (by certified or registered mail, return receipt requested) within ten (10) working days of the decision by the Committee. One copy shall be delivered to the Vice Chancellor, one copy shall be sent to the Chancellor, and one copy shall be retained in the Human Resources Office files for seven (7) years or for such other period as the Committee deems appropriate. Decisions of the Committee shall not set a precedent as to other grievances.

If the problem is not resolved to the satisfaction of the parties involved, either party may appeal the decision in writing to the Chancellor. The Chancellor shall review all records of the decisions reached under sections 2a. and 2b. above and provide a written decision to both parties within thirty (30) working days. The decision of the Chancellor shall be final.

Individuals with complaints of discrimination or harassment may file their complaint under either the grievance procedures or the discrimination and harassment procedures. Any individual filing a complaint of discrimination or harassment under one of these procedures waives the right to file the same or similar complaint under the other procedure.

### **Resolution of Discrimination/Harassment Complaints**

In order to provide an internal mechanism for employees and students to resolve complaints of discrimination or harassment, the college provides the following procedures. Throughout this process, wherever the role of a Vice Chancellor is mentioned, the term "Chancellor" is implied if the Vice Chancellor is the subject of a complaint. Use of these procedures does not preclude an employee or student from seeking recourse through appropriate state or federal agencies at any time. However, once one seeks recourse externally, internal procedures cease. No employee or student shall be subject to retaliatory action for participating in this complaint procedure. Words or behaviors that punish a person for filing a complaint are illegal. Conversely, false accusations have a damaging effect on innocent people. False accusations will not be tolerated and may lead to disciplinary action.

### **Reporting Procedure for Discrimination/Harassment**

The college encourages any employee or student who feels that he/she has been a victim of discrimination/harassment to report such incidents to the appropriate Vice Chancellor, who serves as a neutral party in investigating the facts and interests of the individuals involved as well as those of the college. Complainants are urged to report discrimination/harassment incidents as soon as possible, since a delay in reporting may make it difficult to gather appropriate information and documentation. Complainants should report such allegations within twenty (20) calendar days of the alleged conduct. When discrimination/harassment complaints concern students only, the Vice Chancellor for Student Affairs or Associate Vice Chancellor for Student Success will assume responsibility for investigating such complaints and maintaining and keeping all records and appropriate documentation during the investigation.

Complaints will be kept in confidence to the extent practicable and appropriate under the circumstances. An individual reporting discrimination/harassment, however, should be aware that confidentiality cannot be guaranteed should the college decide it is necessary to take action to address the discrimination/harassment beyond an informal discussion. The decision to do so shall be discussed with the complainant in advance.

The complainant may elect to pursue the Informal or the Formal Procedure. When informed of a complaint, the Vice Chancellor will contact the complainant and determine whether he or she wants to proceed with the Informal or Formal Procedures.

In complaints regarding only students, the Vice Chancellor for Student Affairs will be responsible for adherence to the Informal or Formal Procedures outlined as follows:

## **Informal Procedure**

**Step I:** If the complainant elects to pursue the informal procedure, the Vice Chancellor will advise the alleged offender that a complaint of discrimination/harassment has been filed against him/her and explain the college's prohibition against retaliation. The Vice Chancellor will document the charge and will then conduct a preliminary investigation in an attempt to resolve the complaint within 20 calendar days from receipt of the complaint through one or more mediation options. Examples of such options may include, but are not limited to, the following:

- a) A meeting between the complainant and the alleged offender, mediated by the Vice Chancellor, to discuss and resolve the perceived discriminatory or harassing behavior to the satisfaction of both parties.
- b) A meeting between the Vice Chancellor and the alleged offender to discuss and resolve the perceived discriminatory or harassing behavior, if the complainant does not wish to confront the alleged offender directly.
- c) A letter of agreement containing (1) a statement of the perceived discriminatory or harassing behavior and a request that said behavior will stop, signed by the complainant, and (2) an acknowledgment of the complaint without admission of guilt and affirmation that the complainant will not be the subject of discrimination or harassment in the future, signed by the alleged offender.

**Step II:** The Vice Chancellor will conclude informal proceedings by preparing a written report of the outcome with copies to the complainant and the alleged offender. The original written report and all other documentation shall be maintained by the Human Resources Office in a separate case file when the alleged offender is an employee, or by the Vice Chancellor for Student Affairs when the alleged offender is a student.

**Step III:** The complainant may choose to proceed to the Formal Procedure if not satisfied with the resolution of the Informal Procedure.

**Step IV:** The Vice Chancellor will contact the complainant 30-60 calendar days from the date of the written report to inquire if retaliatory actions have occurred as a result of reporting the complaint. In the event that retaliation has occurred, the Vice Chancellor will investigate and prepare a written report of the actions. The Vice Chancellor has the authority to discipline any employee or student for any such retaliatory actions in accordance with college disciplinary policy.

## **Formal Procedure**

**Step I:** If the complainant elects to pursue the Formal Investigatory Procedure, the complainant must file a written and signed complaint of discrimination or harassment, stating precisely and clearly the facts, with the Vice Chancellor as soon as possible following the alleged discrimination/harassment incident. Complaints should be filed within 20 calendar days of the alleged incident. If the Informal Procedure was followed and a satisfactory resolution was not achieved, the complaint must be filed within ten (10) calendar days from the date of the Vice Chancellor's written report.

**Step II:** The Vice Chancellor shall immediately notify the alleged offender that the complaint has been filed, the charges as stated in the complaint, and the identity of the complainant. In addition, the Vice Chancellor will explain the college's prohibition against retaliation to the alleged offender. The alleged offender may submit a formal written response within ten (10) calendar days of receipt of the complaint.

**Step III:** The Vice Chancellor shall promptly investigate the complaint. The investigation may include interviews with the parties involved and/or with individuals who may have observed the alleged conduct or may have relevant knowledge. The investigation may also involve reviewing written documents and observing the work site. The investigation will be handled with sensitivity, and confidentiality will be maintained to the extent practicable and appropriate under the circumstances.

**Step IV:** The Vice Chancellor shall appoint a three-member committee consisting of two employees, and the Human Resource Officer. The role of the committee shall be to hear and consider testimony and other relevant reliable evidence, to make findings of fact, to determine whether the college's policy on discrimination and harassment has been violated, and if so, to recommend appropriate relief and disciplinary action(s). As part of the process, the Vice Chancellor shall present to the committee his/her findings and a written report stating the chronology of events.

**Step V:** Within ten (10) calendar days of the close of the hearing, the committee shall submit to the Vice Chancellor and the parties a written report including findings of fact, a determination as to whether a violation of the policy on discrimination/harassment has occurred, and, if so, a recommendation of relief and appropriate disciplinary action. The Vice Chancellor shall implement the committee's decision.

**Step VI:** If the problem is not resolved to the satisfaction of the parties involved or the Vice Chancellor, either party or the Vice Chancellor may appeal the decision in writing to the Chancellor. The Chancellor shall review all records and provide a written decision to both parties and the Vice Chancellor within thirty (30) working days.

**Step VII:** The Vice Chancellor will contact the complainant 30-60 days from the date of the written report to inquire if retaliatory actions have occurred as a result of reporting the complaint. In the event that retaliation has occurred, the Vice Chancellor will investigate and prepare a written report of the actions. The Vice Chancellor has the authority to discipline any employee or student for any such retaliatory actions in accordance with college Disciplinary Policies.

If the student is accused of sexual assault or other violent crime against another person, the alleged victim will be informed of the outcome of the disciplinary process.

## ***Computer Use***

Computer and networking resources are provided by Arkansas State University Mid-South to enhance teaching, learning, service, and the activities which support them. ASU Mid-South is committed to a computing system which effectively meets the needs of users. Employees who need instruction may contact the Associate Vice Chancellor for Information Technologies to request short-term help or consult with their supervisor about enrolling in credit/noncredit classes.

Employees who order software must ensure that orders are sent to the attention of ASU Mid-South's Information Technology Department and that all licenses are held by the Information Technology Department and not by individuals.

Individuals who are granted computing accounts or who use the computing resources of the college accept responsibility with the access which is granted. Each user is expected to use accounts or resources for the educational or administrative purposes approved by the college. Activities beyond these stated purposes are strictly prohibited, and employees have no reasonable expectation that their computer and email files are private. Employees' electronic files, including e-mail, are subject to public inspection and copying under the state Freedom of Information Act, Ark. Code Ann. §§25-19-101et seq.

The Computer Use Policy for ASU Mid-South is stated below. Violations of this directive will be reviewed through established college judicial and administrative procedures and may result in a loss of access as well as other college disciplinary or legal actions. Users may follow the same procedures to challenge actions which restrict computer usage.

- Users shall access only those computer resources which have been authorized for their use. Computer resources include, but are not limited to, computer equipment, software, operating systems, storage media, network accounts, e-mail, WWW browsing, FTP, and wireless access, and accessing them via Internet, Intranet, or Extranet.
- Users shall use computer resources only for authorized purposes, and not for private consulting or personal gain.
- Access to computer resources and the Internet is a privilege granted by ASU Mid-South; it is not an automatic right.
- Users must login using their own approved usernames so that responsibility for the work can be determined and users can be contacted in unusual situations.
- Users are responsible for the maintenance and secrecy of their own passwords to prevent unauthorized usage of their accounts.
- This directive shall not prevent informal communication among students, faculty, and staff. However, recreational activities such as downloading or streaming music, video, and game files or joining in chat rooms are limited since priority is given to academic usage of college computer resources. Should these types of recreational activities interfere with the college's ability to provide adequate service for academic purposes, they may be blocked entirely.
- Users shall not attempt to copy or destroy programs or files that belong to the college or other protected sources without prior authorization from the Associate Vice Chancellor for Information Technologies.
- Programs and data provided by the college may not be taken to other computer sites;
- Individually owned programs and programs acquired at other computer sites cannot be used at the college without authorization.
- Users of software owned by the college must agree to abide by the limitations included in the copyright and license agreements entered into with vendors. Furthermore, it is the user's responsibility to become familiar with the specific copyrights and licensing agreements for each product before using it. It is unlawful to copy most software products. If other arrangements are made with a vendor, users must abide by stated provisions.
- Intentional introduction of a computer virus is a serious offense subject to the strictest disciplinary regulations of the college. Any user who is notified that a virus was detected on portable media must destroy the media or have an Information Systems staff member disinfect it immediately. Portable media includes, but is not limited to, laptops, CDs, DVDs, jump drives, and hard drives.

- Configurations of lab hardware and software shall not be altered including, but not limited to, the following:
  - Modifying backgrounds, wallpapers, icons, etc.;
  - Downloading and installing screen savers.
- Those users who have access to privileged or sensitive information may not disclose that information for any purposes other than approved official college business. All sensitive information must be stored on authorized network devices or encrypted if stored on portable media.
- Students, employees, and guest users must log off at the end of each session.
- Network administrators may review files and communications at any time to maintain system integrity and ensure that users are using the system responsibly. Users should not expect that files will be private. If deemed necessary, certain types of transmission or websites might be blocked or severely limited.
- Employees should be aware that Facebook and other similar sites are public forums. Information published on such sites is available to the general public including college faculty and staff and can be legally used in criminal or other investigations.
- Inappropriate use of computer resources includes but is not limited to the following:
  - Using someone else's account or sharing a password to allow another person access to an individual's account;
  - Harassing or insulting others;
  - Sending or displaying obscene or pornographic or offensive or defamatory or discriminatory messages, pictures, language, graphics, songs, etc.;
  - Forwarding messages that have been identified as 'virus infected';
  - Engaging in 'phishing', 'spamming', or other fraudulent activities;
  - Installing Yahoo Messenger, ICQ, or other programs on ASU Mid-South hardware.

Arkansas State University Mid-South can support the transfer of college email to employees' telephones. However, doing so creates a possible security risk since email can contain confidential data. By using this service, you consent to the following security procedures: Employees will be required to set up a secure PIN number to access their phone in case a phone should be stolen or lost. In the event a phone is lost or stolen, employees should immediately notify ITEC. Our technicians can then immediately issue a remote wipe of the phone. Also, five incorrect attempts to enter a PIN will result in a wipe of the phone. In most cases a remote wipe will result in a reset to factory state of the phone. Each phone differs in its results, and the user is responsible for the risk associated with such action.

Employees who request the transfer of their work email to their telephones must agree to PIN access to emails and to immediate notification of ITEC when a phone is lost or stolen.

***ASU Mid-South Campus  
Operating Procedures***

# ***Chapter 1: Governance, Planning and Institutional Effectiveness***

## ***Planning and Institutional Effectiveness***

### **I. ASU Mid-South will expand access to learning by identifying ways we can improve access for the complete spectrum of learners in our communities of interest.**

**Goal:** Develop new programs that address student interests and economic growth.

**Goal:** Strengthen partnerships with local schools to increase dual enrollment of high school students.

**Goal:** Expand flexible delivery systems that address the time constraints of adult students.

recruiting, enrolling, and retaining increasing numbers of students.

**Goal:** Increase enrollment by an average of 5% a year until the total fall semester enrollment reaches and is maintained at a headcount of at least 2000.

### **II. ASU Mid-South will improve learning by engaging in continuous improvement of student, faculty, and staff learning.**

**Goal:** Increase professional growth opportunities for faculty and staff in support of student learning and retention to goal achievement.

regularly and systematically evaluating and improving our processes.

**Goal:** ASU Mid-South will compare favorably with its peers as measured by national and/or state benchmarks.

**Goal:** Continue to improve the teaching/ learning process through assessing student learning.

providing a comprehensive and responsive academic support system that recognizes students as central to the learning process

**Goal:** Improve support services for under-prepared students.

**Goal:** Increase extracurricular options that enhance student academic success and engagement with the institution.

**Goal:** Expand and improve student use of tutorial services.

### **III. ASU Mid-South will support regional economic development by providing more flexible training/education programs to meet the needs of business and industry.**

**Goal:** Develop/strengthen career pathways with emphasis on student preparation for science, technology, engineering and math (STEM) careers..

supporting and expanding partnerships with educational, philanthropic, and government agencies and other higher education institutions to increase breadth and depth in business/industry training.

**Goal:** Pursue stronger communication with area business/industry regarding programs and services provided by the college.

### **IV. ASU Mid-South will manage its resources effectively by providing excellent human, physical, and fiscal resources that promote student learning.**

**Goal:** Enhance use of technology to support student advising and counseling and to improve institutional efficiency.

**Goal:** Obtain and effectively manage external resources to enhance facilities and programs

**Goal:** Increase Mid-South Community College Foundation, Inc., resources promoting community on campus with an environment that encourages mutual respect and positive relationships.

**Goal:** Enhance morale, institutional loyalty, and positive relationships among employees.



## ***Academic Assessment and Institutional Effectiveness***

ASU Mid-South is committed to quality evaluation of student learning and institutional effectiveness. The following principles guide institutional improvement:

- Academic assessment efforts focus the college on improving student learning and goal achievement which will result in higher quality instruction, curriculum, and support services.
- Institutional effectiveness procedures involve all areas of the college and seek input from all constituencies in the identification or development of measurement tools and use of the data collected.
- Evaluation procedures are designed, with careful consideration before implementation, to be flexible and accommodating as well as open to rethinking and refinement.
- Evaluation efforts are based upon data collection and analyses to inform institutional planning and budgeting and help the college accomplish its mission and purposes.

The college's annual academic assessment report is available in the Sandra C. Goldsby Library and on kiva at K:\Assessment. Additional reports and plans may be found online at:

<http://research.asumidsouth.edu/index.php/assessment/>.

## **Chapter 2: *Operational Responsibilities and Procedures***

## ***Operational Responsibilities and Procedures***

### ***Building Use Policy***

Bottled water and snack food such as chips, granola bars, and candy may be allowed in classrooms, the library, and the Learning Success Center. Catered meals are allowed in MH104, MH106, MH108, NC100, RC103, RC121, MB136, and TC102, when scheduled with the Facilities Scheduling Coordinator in advance.

Employees and students should not tape, nail, or tack pictures, flyers, or other materials to the walls or doors of classrooms or offices. Maintenance requests should be completed and approved by the employee's supervisor and appropriate Vice Chancellor, so that materials can be hung without damaging the facilities.

Employees must have approval from their supervisor and the Physical Plant Director prior to installing/using any electrical appliances such as coffee pots, hotplates, or space heaters that may create a fire hazard.

Employees should not bring children to campus for extended periods of time. If a circumstance arises which requires a child to accompany his or her parent for a brief time period, it will be at the supervisor's discretion as to whether the child can accompany the employee, or if the employee should take leave.

### ***Business Hours***

The college's administrative offices are open 8:00 a.m. to 6:00 p.m. Monday-Thursday and 8:00 a.m. to 4:30 p.m. on Friday during the fall and spring semesters. Summer hours vary and are announced prior to the summer term.

Access to facilities when the college is closed for business after normal work hours and during weekends and holidays is restricted. Employees wishing to work on campus after normal business hours must complete and submit an After Hours Facilities Use Form, which can be found in K:\Shared\Forms\Facilities Use. Forms must be filled out and approved by the requesting employee's supervisor and by the appropriate Vice Chancellor before being emailed to [facilityaccess@asumidsouth.edu](mailto:facilityaccess@asumidsouth.edu).

In the event of an emergency, after-hours access may be provided by contacting a Vice Chancellor or Director of Campus Security.

### ***Civility and Courtesy***

All individuals working for the college should treat other employees and those persons accessing the college's services and programs as customers deserving of respect, courtesy, consideration, and prompt assistance or response. Behavior which is rude or disruptive will not be tolerated, nor will behavior be tolerated which is discriminatory in that it creates a hostile working or learning environment. Collaboration and collegiality should take precedence over competition and individual advancement at others' expense. Employees and students who exhibit inappropriate behavior are subject to disciplinary proceedings.

## ***Gifts and Prizes***

Door prizes and gift certificates may be purchased for non-employees only. Employees wishing to purchase gifts and prizes must follow the normal requisition/purchase order process and complete the Gift Prize Award Forms found in the Forms folder on the Shared drive. Once the requisition and the authorization form have both been approved, a purchase order will be created. The Gift Prize Award Receipt Form (also found in the Forms folder) should be completed the day of the event and must be submitted to the Finance Office no later than five days after the event.

## ***Dress Code***

The following guidelines apply to all ASU Mid-South employees, as well as volunteers and employees of other agencies stationed on the Mid-South campus, while they are engaged in any capacity where they are representing the college. Employees' immediate supervisors are responsible for the enforcement of this policy.

ASU Mid-South employees are encouraged to adopt a "business casual" form of dress. The following are a few suggestions for appropriate dress at ASU Mid-South during regular workdays.

Khakis	Denim (except jeans)	Skirts/dresses/jumpers
Polo/golf shirts	Oxford/Button-down shirts	Blouses
Vest/sweaters	Ties (optional)	
Blazers/Sport coats	Dress slacks	

The following dress would be considered inappropriate for ASU Mid-South employees during regular workdays.

Blue Jeans	Sports/casual shorts	T-shirts/Tank tops
Sweat suits, wind suits	Athletic shoes	Tube-top dresses
Flip-Flops/ Beachwear-type sandals	Spandex/Leggings in lieu of pants	Strapless or spaghetti-strap apparel

Inappropriate clothing can also be defined as low cut, form/tight fitting clothing or excessively short skirts (a good rule of thumb is not more than three inches above the knee or below the collar bone). Clothes should always be clean, pressed, and in good condition.

While contemporary "business casual" dress is appropriate for most occasions, other occasions may require "traditional business" attire. Such occasions would include, but are not limited to, formal meetings with the public or business executives and off-campus conferences or workshops.

It is impossible to comprehensively define all apparel that might be considered inappropriate. Therefore, it is the responsibility of each employee to use discretion and common sense. As a rule of thumb, if an employee thinks his/her dress might be too casual, it probably is.

The appropriate supervisor should be informed of and asked to approve any deviations from the policy due to special circumstances such as medical or health problems. Supervisors are responsible for enforcement of this policy with their staff. Employees should understand that

inappropriate dress might result in their being asked to change into appropriate attire in order to continue the workday.

Any disagreements over enforcement of this policy should be worked out first, between the employee and the appropriate supervisor; second, among the employee, supervisor, and the appropriate Vice Chancellor.

## ***Intimate Relationships***

ASU Mid-South provides a friendly and supportive environment for students and employees. Employees are encouraged to interact with students and other employees within and beyond the office or classroom, but without establishing intimate relationships or involvement in others' personal lives which exceeds expected professional behavior or responsibilities.

Because friendly interactions with college instructors and staff positively impact student retention, employees are encouraged to develop amiable relationships with students. However, care should be taken to ensure that relationships center upon the teaching and guidance of students and do not become so personal that employees can be accused of favoritism or be subjected to sexual harassment complaints.

Because the community which the college serves is small, inevitably employees and students will have family and personal relationships which can, or can be construed to, affect the workplace or the classroom. Consequently, instructors should not teach family members or persons with whom they have intimate relationships, and they should not establish intimate relationships with students who enroll in their classes. Similarly, staff should not directly supervise family members or persons with whom they have intimate relationships, and they should not establish such relationship with employees who report to them in any capacity.

The following examples suggest interactions appropriate to the ASU Mid-South environment: An instructor may, with the necessary supervisory approvals, invite an entire class to his/her home for a course-related event, but may not invite an individual student to his/her home for dinner, conference, or other purpose.

An instructor may invite an individual student for coffee, lunch, or a snack in the Reynolds Center, but not for an off-campus meeting at a restaurant, bar, night club, or recreational event. An instructor should not date or engage in a sexual relationship with a student in his/her class or one who can be expected to later enroll in one of his/her classes. Similarly, a staff member should not date or engage in a sexual relationship with another employee who reports to him/her. Employees may choose whether classroom or workplace interactions are casual or formal, but employees should avoid behavior or language which is overly familiar or sexually suggestive.

Employees may provide advice to students regarding behaviors or personal problems which interfere with their academic progress, but employees should not assume the role of professional counselor or attempt to resolve students' personal problems. Students who appear to require professional counseling or referrals to community service agencies should be referred to Learning Success Center staff who can direct students to appropriate local agencies.

## ***Leave Requests***

Requests for paid and unpaid leave (i.e., professional, sick, annual or bereavement leave) must be submitted on the proper leave request form and receive the appropriate approvals prior to absence from campus. Request for Leave forms are available on Kiva at \Shared\Forms\Leave Request.doc. In cases where illness or emergencies preclude prior approval for an absence, the request must be submitted immediately upon return to work. Verification of any leave with pay, excluding vacation, may be requested if the administration determines that additional documentation is needed.

The Director of Human Resources administers the request/approval process for leave with pay. The Human Resources Specialist maintains current, accurate records of accrual and leave taken.

## ***Leave Payment on Termination***

A lump sum payment for unused annual leave up to a maximum of thirty days shall be paid to employees on termination. No payment is made for unused sick leave to terminated employees. The unused annual leave amount due the employee, or estate, shall be included in the final payment for active work, even though the final payment of salary or wages may exceed one twenty-sixth or other fractional amount based upon days, weeks, or months of the employee's annual authorized compensation at the date active employment ceases.

No employee receiving payment for annual leave on termination shall return to state employment until the number of days for which he or she was paid has expired. Payment for unused annual leave shall not be considered as exceeding the maximum salary authorized for the employee's position.

## ***Cell and Data Devices***

Arkansas State University Mid-South employees who are issued cell or data devices are required to use those phones for the purpose of conducting business on behalf of the university. On occasion, employees find it necessary to use university issued phones for personal purposes. Such occasional use is considered de minimis under the Internal Revenue Service definitions making the cell or data device a nontaxable fringe benefit.

## ***Hiring New Employees***

Supervisors wishing to fill an existing position or to add a new position must submit a job description, performance evaluation criteria, and a job posting announcement and complete a Personnel Request (available on the shared administrative directory at K:\Shared\Forms\Personnel Request.doc) to the Chancellor. Upon approval, the Chancellor will authorize the release of a position announcement and will review and approve recommendations for search committee members. All searches must follow the procedures outlined in the Search Committee Handbook and position announcements must indicate that individuals are required to submit to a background check prior to being hired.

No offer of employment may be made without the approval of the Chancellor. Offers of employment will be conditional, pending the results of the background check and ultimately, the approval of the Board of Trustees.

## ***Background Checks***

Arkansas State University Mid-South has adopted the ASU System Policy regarding Background Checks. Please click the link below to view the ASU System Policy.

<http://www.asusystem.edu/dotAsset/8658eb69-ba06-44fc-9215-e998240bf389>

## ***Confidentiality and Records***

All college employees have a legal obligation to maintain confidentiality regarding a staff or faculty member's health or disability-related information. To that end, Supervisors and the Vice Chancellor for Finance and Administration shall provide information to staff and faculty only when necessary to facilitate accommodations.

Employees and students should be mindful of existing federal laws such as HIPPA and FERPA which prohibit disclosure of certain personal information. Similarly, employees should not release information related to students' disabilities, attendance records, or grades to any non-employee or employee without a "right-to-know."

## ***Counseling Assistance Plan***

ASU Mid-South employees have free, unlimited access to counseling services provided by CONCERN, Inc. in Memphis, Tennessee. The program offers private, face-to-face counseling to employees and their families dealing with everyday problems such as excessive stress, parenting, divorce, addictions, etc. Each employee is entitled to unlimited free visits each calendar year for themselves and any immediate family member who resides in the household. Counseling services are being provided by CONCERN, Inc. which is associated with Baptist Hospital. The phone number is 1-800-445-5011.

## ***Emergency Calls/Messages***

College personnel may not take messages for students except in the case of an emergency. Telephone calls or direct requests for students which are designated as an emergency should be referred to supervisory staff in the Learning Success Center or to the administrator on duty during the evening hours. The administrator will determine whether or not the student is to be contacted.

## ***Requests for Students or Employees***

Under no circumstances should an employee take or direct non-college personnel to a student or to an employee who is on campus. Anyone requesting to see a student should be referred to one of the Vice Chancellors or to the Public Safety officer in charge during the evening hours. When necessary, the student will be informed who the party is and brought to an administrative office to see the person.

## ***Requests for Students' Educational Records***

Students' educational records are confidential and are not released to unauthorized persons without the student's consent. Within the college community, only those members acting in the students' educational interest are allowed access to students' educational records. A copy of the full text of the Family Educational Rights and Privacy Act of 1974 is available in the Registrar's

Office. Questions concerning the act and the ASU Mid-South student record policy may be referred to the Registrar.

Neither faculty nor staff should release information about students' attendance in classes or grades in classes to third parties or over the telephone to students. All such requests for information should be forwarded to the Registrar's Office. Failure to abide by this policy is a serious offense and may result in termination.

### ***Student Requests for Help***

The Learning Success Center is the first place to which employees should refer students who ask about support services of any kind. LSC Staff will make referrals as needed.

### ***Disability Services***

Employee requests for disability accommodations should be addressed to the Disability Services Coordinator. Faculty or staff receiving requests from students for physical access-accommodations and/or for academic and auxiliary aids should direct those students to the Disability Services Coordinator. A Student's Guide to Disability Services, which provides specific information about student disability requirements, procedures, and accommodations, is available in the Learning Success Center.

### ***Workplace Accommodations for Employees with Disabilities***

The following guidelines have been approved by the Chancellor, and they apply to all college employees.

#### **Policy**

ASU Mid-South values, and has an institutional commitment to provide, equal employment opportunities for qualified employees with disabilities in accordance with state and federal laws and regulations, including the Americans with Disabilities Act Amendment Act of 2008 (ADAAA) and the Rehabilitation Act of 1973 (Section 504). Disability is defined as any physical or mental impairment that substantially limits a major life activity. To ensure equality of access for employees with disabilities, reasonable accommodations and auxiliary aids shall be provided to enable the employee to perform the essential functions of his/her job and to participate in all college programs and activities.

#### **Implementation and Responsibility**

Employees are responsible for initiating requests for any desired disability-related workplace accommodations. Requests should be made to the Disability Services Coordinator (DSC). (See Recommended Steps below for details of procedure.)

The DSC is responsible for receiving requests for workplace accommodations and informing employees of the process of determining what workplace accommodations are reasonable. The DSC is responsible for evaluating the request, determining what type of documentation is necessary, and determining if the requested accommodation is appropriate and effective.

When supervisors have reason to believe that an employee's disability precludes the employee from initiating a request, they should consult with the DSC regarding appropriate action to take. Compliance Officer — The ADAAA/Section 504 Compliance Officer for Employment will assist the DSC by providing information relating to the employment provisions of the ADAAA



and employer obligations. The Compliance Officer for Employment may also be contacted for information regarding campus accessibility and resources for obtaining technical and assistive equipment as well as funding sources. The ADA/Section 504 Compliance Officer for Employment is the Director of Human Resources, who may be reached in the Reynolds Center or by telephone at (870) 733-6741.

### **Process - Recommended Steps**

**Request:** The employee is responsible for requesting a workplace accommodation for his/her disability. The ADA Reasonable Accommodations request form is available on the shared administrative directory (K:\Shared\Forms\Disability). The request shall be made to the DSC. Request forms should be accompanied by a cover letter including the following:

- Name, social security number, and telephone numbers
- Employment status and position title
- Supervisor name and telephone number
- Physical or mental condition and its duration
- Nature of request
- Brief explanation of how the requested accommodation will enable the employee to perform the essential functions of his/her job.

**Discussion:** After receiving the request, the DSC will meet with the employee to acknowledge the request and explain the process.

**Documenting the Disability:** The DSC will evaluate the requested accommodation and will determine what type of documentation is necessary to verify the disability. This may vary depending on the nature and extent of the disability and the accommodation requested. It is the responsibility of the employee to provide the requested documentation regarding his/her disability. In the event the college determines it is appropriate to obtain a second professional opinion concerning the nature or impact of a physical or mental disability, the college will bear the cost of obtaining the second opinion. The request for an accommodation will be evaluated once all documentation has been submitted by the employee to the DSC.

The college is not required to provide an accommodation that would eliminate an essential function of the job in question or an accommodation or service which is personal in nature, such as a hearing aid or wheelchair. Furthermore, the college is not required to lower performance, production, or conduct standards or to alter attendance requirements expected of all employees.

**Notification:** The DSC shall provide the employee with written notification of the determination within fifteen (15) calendar days of receiving the completed request (including the requested documentation). If the determination includes an accommodation, the DSC shall also notify the employee's supervisor of any approved reasonable accommodation. The notice will include the expected implementation date. If a situation should arise whereby the DSC needs additional time to assess a request or to provide an accommodation, he or she shall provide the employee with written notification of the status of the request and the proposed date of determination.

### ***Resolving Disagreement***

**Informal Process -** In the event an employee disagrees with the determination and/or proposed accommodation, he or she may contact the Vice Chancellor for Finance and Administration.

**Formal Grievance Process –** A formal grievance process is outlined in this handbook. See General Rules for Filing a Grievance.

## ***Facilities Use by Employees, Students or External Groups***

College employees, students and external agencies should contact the Facilities Scheduling Coordinator to request the use of college facilities for meetings or other activities. Events which require support resources, such as maintenance set-ups, technical support, or catering must be approved in advance by the appropriate Vice Chancellor and may incur associated fees charged to the employee's department or to the external agency. Additional information may be obtained from the Facilities Scheduling Coordinator. Facilities Use forms are available on Kiva at \\Shared\\Forms\\Facilities Use.doc.

## ***Graduation Ceremony***

All full-time, exempt employees are expected to assist with and/or attend the annual commencement ceremony. Absences must be approved by the Chancellor. Adjunct faculty and other part-time employees are invited to attend.

## ***Health and Safety Policies***

### **Accidents and Injuries**

Employees who are injured on the job or who witness accidents or injuries to other personnel or students must report such incidents within the first 24 hours after the incident. Accidents and injuries which may involve a workman's compensation claim should be reported as soon as possible to the employee's supervisor. The supervisor/injured worker should immediately call the injury hotline – 1-855-339-1893. The Company Nurse is available 24 hours a day. The Company Nurse gathers information over the phone and triages the situation helping the injured worker access appropriate medical treatment. If the injury is non-life threatening, please call the Company Nurse prior to seeking treatment. Minor injuries should be reported prior to leaving the site when possible. Our Employer Name is Arkansas State University Mid-South; our Search Code is QR139.

The employee should contact the Human Resources Office to complete the required paperwork. Accidents or injuries to others should be reported immediately to a security officer, as well as to a Vice Chancellor and to the Human Resources Office.

Employees and students must complete and file an accident report with the Director of Campus Safety.

### **Blood-Borne Pathogens**

Blood-borne pathogens are potentially infectious body fluids which include Hepatitis B Virus (HBV), Human Immunodeficiency Virus (HIV), and other infectious diseases. Any person who encounters any form of body fluid from another person should report the incident to a college administrator. Care should also be taken to prevent other persons in the area from contacting the body fluid.

### **Communicable Diseases**

ASU Mid-South recognizes the serious implications that the spread of communicable disease has on the health, safety, and welfare of the students, faculty, staff, and general public. Therefore, the College is committed to ensuring that each employee and student be provided with a safe and healthy working/learning environment.

Communicable diseases are spread by direct contact with an infected person, indirect contact with contaminated objects, and by airborne droplets or dust. Persons with communicable diseases will be provided with all reasonable accommodations as long as (1) such persons are able to meet the reasonable performance standards in class or on their jobs and (2) medical evidence indicates that their educational or job-related activities do not pose a threat to their own safety or that of others in the campus community.

Any student or employee who knows or has reasonable basis for believing that he or she has an infectious disease which may pose a threat to others has an obligation to share that information with the a Vice Chancellor. The college will protect the confidentiality and privacy of persons with serious illnesses as required by state and federal law.

## ***Intellectual Property Rights***

Arkansas State University Mid-South has adopted the ASU System Policy regarding Intellectual Property. Please click the link below to view the ASU System Policy.

<http://www.asusystem.edu/dotAsset/ac06f233-bfa4-4eab-860d-b16200c0c45b>

## ***Lost and Found***

Articles found on campus should be turned into the Learning Success Center in the Reynolds Center where they can be identified and claimed.

## ***Mailboxes/Phone and E-Mail Messages for Employees***

Internal mailboxes are provided in the administrative offices for staff and in the University Center (Room 100) for full- and part-time faculty. Personnel, including adjunct faculty, should check their boxes frequently for memos and announcements pertinent to the operation of the college. All full-time employees have voice mail to record telephone messages.

Telephone messages for adjunct instructors will be e-mailed to their college accounts. E-mail accounts are available for all ASU Mid-South employees and should be obtained via the appropriate supervisor. All faculty, full- and part-time, are expected to access e-mail for current notices and announcements.

College e-mail addresses for employees can be accessed through the Outlook Program by clicking on the Address Book icon on the toolbar at the top of the screen.

## ***Maintenance, Equipment, and Supplies Requests***

### **Building Maintenance Requests**

Maintenance request forms are available on Kiva at \Shared\Forms\Maintenance Request.doc. Forms must be filled out and approved by the requesting employee's supervisor and by the appropriate Vice Chancellor before being emailed to [maint@asumidsouth.edu](mailto:maint@asumidsouth.edu).

### **Business Card Requests**

Full-time instructional and administrative staff, with supervisor approval, may order business cards through the Marketing and Public Relations Office. The order sheet (Business Card Order Form) is available on the Kiva\Shared drive in the Forms folder. The completed/supervisor-approved form should be sent to the Marketing and Public Relations Office for processing.

## **Computer/E-Mail Accounts**

Requests for e-mail accounts and access to administrative and student record software must include the user's name, office, phone number, type of employment (full- or part-time), and whether or not the individual is a student worker or intern. Requests must be approved by the immediate supervisor and the appropriate Vice Chancellor and then forwarded to the Associate Vice Chancellor for Information Systems Technology. Part-time faculty, part-time staff, student worker, and intern accounts expire at the end of each semester.

## **Computer Maintenance Requests**

Maintenance requests for office or classroom computers should be e-mailed to [support@asumidsouth.edu](mailto:support@asumidsouth.edu) and copied to the appropriate supervisor. Paper for printers should be requested on an Internal Supplies Requisition with supervisor approval. Emergency requests for ribbons, printer cartridges, and paper for the classrooms during the evening hours may be made by contacting the Associate Vice Chancellor on duty and/or evening campus administrator.

## **Use of Multi-Functioning Devices**

Employees may use any Multi-Functioning Device (MFD) on campus by swiping their ASU Mid-South ID badge. If an employee's ID badge has not been activated for use in the MFD's, the employee's supervisor should contact the Business Office Manager to request activation. If an employee has previously used an MFD or knows his or her account has been activated, but is having technical difficulties with the MFD, he or she should contact [support@asumidsouth.edu](mailto:support@asumidsouth.edu).

## **Internal Form Requests**

Employees who need to develop or revise forms for internal use should obtain approval from their supervisor and the appropriate Vice Chancellor. Using a Creative Services Request form found on Kiva (\Shared\Forms\Creative Services Request.doc), the employee should complete and forward the approved request to the Facilities Scheduling Coordinator. All approved forms are filed electronically.

## **Internal Supply Requests**

Employees may request copier supplies and logo items by submitting internal supply requests which are available on Kiva at Shared\Forms\Internal Request for Supplies.xls. Employees should use order numbers provided in the internal supply catalogs to ensure receipt of the correct materials. Supply requests must be approved by the appropriate supervisor. Supplies will be placed in employees' mailboxes or left for them in the supervising office. Forms and instructions are provided in the appendix.

Items not available from internal supplies may be purchased by submitting an electronic requisition.

## **TV/VCR/DVD Projector Requests and Maintenance**

Classrooms are equipped with TV/VCRs or DVDs and projectors. Other equipment may be checked out from the Library Media Center. Instructors who need periodic use of computers and computer projectors may reserve a classroom in the Learning Success Center.

Maintenance and repair requests for non-computer-related instructional equipment should be reported to the Director of the ASU Mid-South Library Media Center—preferably by e-mail.

## **Media and Publicity**

Arkansas State University Mid-South has an obligation to keep the public fully informed and to practice open disclosure. At the same time, news releases and public interviews must be handled in a thoughtful manner to assure the accuracy and appropriateness of statements released to the public. Employees and student groups should contact the Vice Chancellor for Institutional Advancement, who serves as the college's public information officer, in advance regarding any media coverage which mentions the college. The following guidelines and procedures shall be followed in the release of public information.

### **Interviews**

The Vice Chancellor for Institutional Advancement shall coordinate all prearranged interviews with the media. If an individual is contacted directly by the media, the Vice Chancellor for Institutional Advancement should be immediately notified.

### **News Releases**

Members of the faculty, staff, and administration will periodically have information and materials for release through mass media. However, employees shall not submit releases directly to the media. All such information or materials shall be submitted in writing to the Vice Chancellor for Institutional Advancement a minimum of ten days prior to the planned publication or broadcast date for review and approval by the Chancellor or the Chancellor's designee.

The Vice Chancellor for Institutional Advancement shall review, edit, amend as necessary, and authorize release of the item(s) to local, regional and state media, as appropriate. Such items include, but are not limited to, information about faculty and student accomplishments, campus activities, courses, registration and other such announcements.

All requests from the media for information concerning legal or controversial issues shall be referred to the Chancellor.

### **Public Mailings, Flyers, Advertisements**

The college's initial impression on the public is often based on promotional materials or correspondence issued by its employees. To ensure acceptable quality in terms of visual appearance, accuracy, and conformance with approved usage of the college's logo, class schedules, brochures, flyers, surveys, bulk letters and other materials for public distribution must be approved in advance by the appropriate Vice Chancellor and the Vice Chancellor for Institutional Advancement prior to distribution.

The requesting employee should complete a Creative Services Request and obtain the necessary approvals prior to submitting materials to the Institutional Advancement department. The Marketing and Public Relations staff will provide design and editorial assistance, but employees and their supervisors are responsible for developing content and for providing funding for printing and mailing costs.

### **Speaking Engagements**

Employees who are asked, as formal representatives of the college, to speak to external groups, should obtain prior approval from their supervisor and the appropriate Vice Chancellor and inform the Vice Chancellor for Institutional Advancement.

## **Web Pages**

Material readily available to the public through departmental and instructional web pages accessed through the college's website must be approved by the appropriate Vice Chancellor and the Vice Chancellor for Institutional Advancement prior to posting.

Creative Services Request forms can be found on Kiva at \Shared\Forms\Creative Services Request.doc).

## ***Notices, Solicitation and Distribution of Literature on College Property***

Employees, individual students, and college-sanctioned student organizations wishing to post signs and notices on campus bulletin boards or wishing to distribute literature on the campus must inform and obtain approval from their supervisor and from the appropriate Vice Chancellor.

No one may post or distribute materials which are libelous or obscene; which violate or encourage the violation of federal, state, or local laws; or which attempt to exploit the name, image, or reputation of the college for commercial purposes.

ASU Mid-South is not responsible for the validity of items posted on the public bulletin boards or materials distributed on the campus. Posted items will be removed, and the bulletin boards cleared at the discretion of the Vice Chancellor for Institutional Advancement.

## ***Solicitations by External Agencies***

Requests by external agencies to distribute flyers, post notices, or otherwise advertise their services, programs, or products must be approved in advance by the Vice Chancellor for Institutional Advancement. Generally, solicitation for private businesses or goods for sale is prohibited.

## ***Political Activity***

Employees are restricted by state law from using a college position or the college name in any form of political persuasion or influence including:

- giving the impression that a political party, a political candidate, a political issue, or a partisan activity has the official or unofficial endorsement or support of the college.
- using a position with the college to directly/indirectly influence the voting or political affiliation of co-workers.
- causing any co-worker or student to give time, money, loans, or gifts to the support of any political organization or cause.

## ***Refreshments***

No food may be purchased with state/federal funds for ASU Mid-South employee only meetings. Regulations do not allow refreshment expenses for employees.

External organizations, ASU Mid-South organizations, or other meetings with non-employee or student attendees may provide food when they are using a room where food is allowed.

Departmental budgets provide a limited amount of funding to support advisory committee meetings, grant program meetings or other events that include non-employees. Some grant

programs do not support any refreshment expenses, so employees should check grant guidelines and departmental resources in advance. When resources are not available, employees and, in some instances, guests, must plan to purchase their own food.

All catering must be set up as part of the Facilities Request Form and approved in advance using the electronic requisition process.

With prior approval from the Café Grill Manager and dependent on availability, serving dishes and/or utensils may be borrowed from Café Grill. However, the meeting organizer is responsible for returning serving dishes and utensils to the Café Grill the same day the event is held. Failure to return borrowed items within 24 hours could result in future requests being denied.

Employees need to assist with cleaning up meeting rooms when events have ended by ensuring tables are cleared and leftover materials are taken or thrown away.

Pot-lucks and other employee furnished meals may be held ONLY in rooms approved for food use, not in the Café Grill, the Reynolds Rotunda, or the University Center, unless prior approval has been obtained from the Facilities Scheduling Coordinator.

Food may be shared in office areas but should be kept out of areas accessible to the public.

### ***Rental of Equipment***

Employees who need to rent equipment for special use, such as conference presentations, student activities, instructional demonstrations, etc. must obtain advance approval from their supervisor and the Vice Chancellor for Finance and Administration. Requests should be made in writing at least three weeks in advance.

### ***Report Issue/Abuse/Fraud***

ASU Mid-South is an organization with strong values of responsibility and integrity that is committed to an environment where open, honest communications are expected. We want all employees to feel comfortable in approaching their supervisors or senior management in instances where violations of policies or standards may have occurred.

Employees are also able to place an anonymous report in confidence, using a hotline, hosted by a third party hotline provider, EthicsPoint. Employees are encouraged to contact EthicsPoint to submit reports relating to violations stated in our Arkansas State University System Fraud Policy, or to ask for guidance related to other policies and procedures.

The information provided will be transmitted by EthicsPoint to the System Office on a completely confidential and anonymous basis. Reports submitted to the hotline are taken very seriously and thoroughly investigated.

### **To Make A Report**

Either of the following methods can be used to submit a report:

Visit <http://www.asusystem.edu/fraud>

Select "Make a Report"

Call 855-382-7963 (Toll-free, within the United States, Guam, Puerto Rico, and Canada)

After completing a report, an employee assigned to a unique code called a “report key.” Write down the report key and password and keep them in a safe place. After 5-6 business days, the report key and password can be used to check the report for feedback or questions.

### ***Research Policy***

Anyone at Arkansas State University Mid-South who is conducting research that involves human subjects must obtain approval in advance from the Institutional Review Board (IRB), which is coordinated by the Associate Vice Chancellor for Institutional Research and Effectiveness. The IRB is charged with approving the initiation of research involving human subjects and conducts periodic reviews of that research to ensure that all projects comply with Federal regulations. These regulations are strict, and ASU Mid-South urges all employees to consult with the IRB before beginning any research involving living subjects. More information on the IRB process may be found on our website: <http://research.asumidsouth.edu/index.php/institution-research-b/>

### ***Use of College Equipment, Property, and Vehicles***

Employees are responsible for the conscientious use of college equipment, property, and vehicles. Computers, fax machines, and other office equipment are the property of the college and not of the individuals to whom they are assigned. College equipment should not be used for personal business or recreation. The college reserves the right to reassign equipment on a temporary or permanent basis depending upon institutional need. Employees should understand that privacy is not guaranteed since maintenance personnel, computer support personnel, and security personnel have access within the scope of their responsibility. Any office, filing cabinet, or computer may be subject to search with approval of the Chancellor.

Certain items such as laptop computers, projectors, and overhead projectors may be checked out by employees for work-related, off-campus use. Employees must fill out an Equipment Checkout form and obtain the necessary approvals before taking college equipment off-campus.

Employees who alter room set-ups for classes or meetings should return the furniture to its original configuration when finished.

Upon receipt of an approved Maintenance Request form, maintenance personnel will assist employees with major furniture rearrangement, with office moves, and with hanging pictures and bulletin boards.

College employees may use college vehicles for approved in-district and out-of-district travel. Procedures are explained in Chapter 3.

### ***Use of Personal Property on College Premises***

Employees should not use their personal possessions to furnish college facilities or to perform work assignments. The college cannot be held responsible for damage to or theft of such items.



## ***Chapter 3: Financial Services***

## ***Financial Services***

### ***Internal Requisition of Supplies***

Employees are required to submit Internal Requisition Forms to purchase materials, supplies, and/or equipment, which are stored at the college. A copy of this form can be found in on Kiva at \Shared\Forms\Internal Request for Supplies.xls. Typical items include copy paper, letterhead, ink cartridges, and envelopes. Forms must be filled in completely and approved by the budget manager. Charges will be allocated to the appropriate budget at the end of each month.

### ***Purchase Requisitions***

In order to purchase materials, supplies, and/or equipment from external sources, employees must submit an electronic purchase requisition for approval and processing through the electronic Datatel/Colleague system. The originator of the request enters the information into the system including vendor, description of items, quantities, amount, general ledger account number to be charged, and appropriate approval sequence. Employees are encouraged to notify those in the approval sequence that a requisition has been entered for their review. If funds are insufficient to cover expenses, a budget transfer must be completed before a requisition can be entered. Instructions for completing a requisition are available on the shared administrative directory (K:\Shared\Policies & Procedures\Procedures for Entering Requisitions in Colleague.doc), and employee training is available by contacting the Purchasing Agent in the Finance Office. Requests involving transfers from special funds must be approved by the Chancellor.

### ***Travel Requests, Reimbursements, and Advances***

ASU Mid-South Travel Procedures Guidelines are available on the shared administrative directory (K:\Shared\Forms\Travel). Employees are responsible to read, understand, and follow procedures which govern car rentals, lodging costs which exceed approved rates or which extend beyond conference dates, airline tickets, allowable meal costs, local travel in destination cities, as well as other restrictions on reimbursable expenses. Those who do not follow policy may forfeit reimbursement.

Mileage for in-district travel is not reimbursable. Exception: Personnel whose job responsibilities involve frequent in-district travel to high schools, businesses, or other agencies within the county may seek prior approval from the Chancellor to claim mileage reimbursements when they must use their personal vehicles. In these cases, employees must keep and submit a mileage log on a monthly basis. Exceptions to standard procedures must be approved by the appropriate supervisor and Vice Chancellor for Finance and Administration in advance.

College personnel must complete an Out-of-District Travel Request for all travel outside of Crittenden County. All forms must be approved by the supervisor and appropriate Vice Chancellor. Electronic travel request and reimbursement (TR-1) forms, travel procedures, information, meal rates, and a mileage chart for Arkansas cities are available on Kiva at \Shared\Forms\Travel.

The college has a limited number of laptops and air cards which may be requested for professional travel. They may be checked out from the Information Technologies Department. The ASU Mid-South Computer Use policy applies, and any student or employee data should be

encrypted on portable drives and not saved on the laptops. Employees should ensure they have personal insurance to cover the loss or theft of college equipment.

## ***College Vehicles***

Employees should use college vehicles in lieu of personal vehicles whenever possible. To reduce travel costs, van use or car-pooling is required when multiple employees are traveling to the same location. College vehicles are to be used only for approved college-related business and activities. Prior to using college vehicles, employees must complete the college Vehicle Safety Program forms and provide the Maintenance Office with a copy of their driver's license and automobile insurance coverage. Employees without valid driver's licenses and/or insurance may not operate college vehicles. Forms are available on Kiva at \Shared\Forms\Travel. When a change is made to the driving record of employees who have an Arkansas license, the college is notified automatically. Employees who do not have an Arkansas license must update annually, in August, to document continued eligibility to operate college vehicles.

Authorized college employees may request use of a college vehicle by submitting a Vehicle Request form with approval from their supervisor to the Vice Chancellor for Finance and Administration who will forward the request to the Maintenance Office. If approved, the employee will pick up a copy of the form, keys, and credit cards for the purchase of gas and minor maintenance needs from the Maintenance Office. Documentation of all such expenses, as well as mileage driven, must be submitted to the Maintenance Office upon return of the vehicle. Employees should list any maintenance and repair needs on the Vehicle Request form before returning it to the Maintenance Office. Procedures to follow in case of an accident are listed on the Vehicle Request form.

To promote safety and avoid increased liability, employees using state vehicles should take care to follow all traffic regulations, use seatbelts, and refrain from using telephones while the vehicle is in motion. No smoking is permitted in college vehicles.

Usage of college vehicles is subject to availability, and the Vice Chancellor for Finance and Administration reserves the right to assign priority according to the number of passengers or to the economy of use.

Employees driving state vehicles are expected to observe Arkansas State Vehicle Safety Program guidelines provided with ASU Mid-South Vehicle Use forms.

## ***Requests for Key Assignment***

Employees requesting keys to rooms and/or offices should access the key request form on Kiva at \Shared\Forms\Key Authorization and Receipt.doc. The form should be completed and approved by the supervisor and appropriate Vice Chancellor. Upon termination or when the key is no longer needed, it must be returned to the Materials Manager. Employees will be charged \$5 for each lost key. Final payroll checks following the termination of employment will not be issued until all keys are returned.

## ***Request for Telephone Service***

Existing employees who relocate within the college must request telephone service by emailing ITec and copying their supervisor and appropriate Vice Chancellor. ITec will move or delete

services as required. The supervisor of new employees should email ITec and copy their appropriate Vice Chancellor for ITec to set up initial service for the employee

The employee's supervisor may also request by email to ITec a long distance code which permits them to call business contacts and students outside the local calling district. Charges for the telephone and long distance calls will be allocated to the appropriate departments on a monthly basis. Employees may not make personal long distance calls. Telephone statements are reviewed monthly. If it is noted that personal long distance calls have been made, the employee will be asked to reimburse the college for those costs.

### ***Special Funds***

Employees may voluntarily contribute to the flower fund through payroll deduction. These funds support the provision of flowers to employees only in cases of illness that require hospitalization. These funds also support the provision of flowers to employees and their immediate families in cases of bereavement. Immediate family includes spouses, children and step-children, parents, siblings, and in-laws (parents-in-law).

Employees of ASU Mid-South are also encouraged to contribute to the ASU Mid-South Foundation. An institutional goal of 100 percent participation by our full-time employees has been established. These funds are used to promote ASU Mid-South activities and provide scholarships for many ASU Mid-South students.

## ***Chapter 4: Academic Policies and Procedures***

## ***Academic Policies and Procedures***

In addition to the policies and procedures outlined in this chapter, all instructors are expected to be familiar with the college catalog. Material in the catalog is not duplicated in this handbook.

### ***Academic Advising***

Full-time faculty and designated staff serve as academic advisors to students in helping them plan their academic programs and class schedules. Academic advisors must be knowledgeable about program requirements, course pre-requisites, and articulation agreements with transfer institutions, so participation in advisor training each semester is required. Effective advisors take a personal interest in students, taking time to learn about their job and family commitments, their career goals, and their academic preparation. Each advisor is provided with an advising handbook.

### ***Adjunct Faculty Support***

#### **Work and Filing Space**

Adjunct faculty may request filing space in the University Center on the South Campus by contacting the Academic Affairs Office. Mailboxes for internal correspondence and notices are also provided to adjunct faculty in University Center.

#### **Duplication Requests**

Clerical staff in the Academic Affairs Office can provide adjunct faculty with assistance in duplicating materials for their classes. However, adjunct faculty members can also request their ID badge be activated for use at copy machines on both the North and South Campus.

#### **Office/Instructional Supplies**

Office and classroom supplies may be ordered by submitting an Internal Supplies Request to the Senior Vice Chancellor for Learning and Instruction. The college provides such items as paperclips, file folders, markers, pens, roll books, and post-it notes.

#### **Classroom Keys**

Adjunct faculty may request a master classroom key by submitting a Key Request form to the Senior Vice Chancellor for Learning and Instruction.

#### **E-Mail Accounts**

Each semester, e-mail accounts are established for adjunct faculty. E-mail is the primary means of communication at ASU Mid-South, so adjunct faculty members are encouraged to check not only the campus mailboxes, but their e-mail messages frequently. E-mail accounts may be accessed from off-campus through the Campus Cruiser link on the college's website.

#### **Attendance Records and Rosters**

Faculty are required to keep accurate attendance through the census date and are strongly encouraged to keep accurate attendance records thereafter. Faculty must keep accurate grad records for their classes.

At the 11th day of the fall and spring semesters and at the 5th day of the summer and short terms, the Registrar's Office issues a "No Show" roster on which faculty must designate those students

whose names appear on their class roll, but who have never attended the class. The Registrar will verify such students' enrollment status and notify faculty of any students who have dropped or withdrawn from the course.

Faculty must also send any student who is attending the class, but whose name is not on the roll, to the Registrar's Office. Faculty should not allow students whose names do not appear on their rolls to attend additional class meetings unless the students present an ASU Mid-South Add/Drop form and evidence that they have paid for the course.

Official class rosters are issued after the 11th day of the fall and spring terms and after the 5th day of the summer and short terms.

The drop and withdrawal processes are explained in the College Catalog. Instructor signatures are required on all drop and withdrawal forms to insure that instructors are aware of students' intent and have the opportunity to intervene.

Final Grade Rosters are distributed at the end of the semester. Instructors are to enter students' final grades for their course. Instructors may not list "W's," which are not grades, but rather indicate a student's enrollment status. Only the Registrar's Office assigns "W's" to students who have officially dropped or withdrawn from the college.

Adjunct faculty should turn in their attendance/grade books at the end of each semester. These are kept on file in the Academic Affairs Office for one year.

Instructors should ask students to provide their telephone numbers and addresses at the beginning of each course. Having this information enables instructors to easily contact all students who fail to attend class. A personal call from the instructor is the most effective measure in encouraging students to return to class.

If a student indicates a problem requiring external assistance, faculty should notify the someone in Dr. Barbarta C. Baxter Learning Success Center. LSC staff will follow up by counseling with the student and providing feedback to the referring instructor.

### **Changes in Class Times and Locations**

Instructors must notify the Academic Affairs Office by phone (870-733-6744) or email (academicaffairs@asumidsouth.edu) in advance when they cancel or suspend a class meeting or when they change the location or time of a class meeting. Such changes in location include library assignments, field trips, or use of the Learning Success Center for special assignments. This information is needed to answer student inquiries and in case students need to be contacted for an emergency.

Requests for room changes should be made to the Facilities Scheduling Coordinator and approved in advance to ensure the change does not conflict with another class or scheduled college activity.

Classes should begin on time and should last for the time period specified in the schedule of classes. In the rare instance that a class begins late or is dismissed early for a research assignment or other instructional activity, the instructor should inform the Academic Affairs Office and remain in the classroom to be available to students who need assistance. Three-hour classes are

scheduled to include 10 minutes breaks halfway through the class period, and instructors should ensure that breaks do not last longer than scheduled.

## **Classroom Maintenance**

Bottled water and snack food such as chips, granola bars, and candy may be allowed in classrooms, at the discretion of the instructor. Instructors who want to plan a special event with their students should notify the appropriate Associate Vice Chancellor and reserve a special facility for that purpose by contacting the Facilities Scheduling Coordinator.

Posters, flyers, or other materials should not be taped or stapled to the walls or doors. Instructors should see that classrooms are left in order for subsequent use. Chairs and desks should be returned to their original positions and boards wiped clean for the next class. Instructors teaching in computer classrooms should ensure that all students have left the rooms and that the doors are closed and locked. Instructors should ensure that all computers and projectors are turned off before they leave a classroom.

Facility and equipment repair and maintenance needs should be reported to the Academic Affairs Office or the Director of the Physical Plant.

## **Copyright Regulations**

Federal copyright law prohibits the use of copyrighted material without written permission from the copyright holder. The principle of “fair use” included in the Copyright Act of 1976 does allow some copying and other uses of copyrighted works in teaching, research, and criticism situations. However, “fair use” is a loosely defined term, and copyright law is complex, particularly in the area of electronic reproduction and distribution.

ASU Mid-South employees are strongly encouraged to seek advice before reproducing copyrighted print materials; incorporating copyrighted materials (including music and images) into electronic files to be posted on the ASU Mid-South web page; making derivative works from copyrighted materials; copying or editing computer programs; making back-up or archival copies of any copyrighted works; or performing, displaying, or making other uses of copyrighted works. Conscientious adherence to fair use guidelines and the best advice available may protect the employee and the college in cases of alleged copyright infringement; failure to do so may leave employees personally liable in potential lawsuits.

Compliance with copyright law is the individual responsibility of each employee. For guidance in reproduction and distribution of copyrighted works, employees should refer to the copyright materials located in the ASU Mid-South shared drive.

Since “copyright” now applies to any original expression in a fixed form, the best solution to issues related to the use and reproduction of copyrighted materials is to get permission from the copyright owner. However, the following general guidelines should be followed when using materials from other sources:

Employees should

- avoid copying and distributing the same printed material for more than one semester.
- avoid copying of substantial or otherwise significant portions of copyrighted works.
- avoid copying and distributing more than two works by any author.
- not direct others to reproduce copyrighted materials for them.



- assume that everything on the Web is copyrighted and seek appropriate permissions for electronically reproducing or distributing it (including incorporating links).
- note the source of the material (author, title, copyright and publication information) on the reproduced work.
- plan ahead to obtain permissions to use copyrighted works to avoid delays, unexpected expenses, or other complications.
- not assume that educators may make any use of copyrighted works that they choose.

## **Disability Accommodations for Students**

Students with disabilities are asked to register with the Disability Services Coordinator prior to enrolling for a semester so that appropriate accommodations can be made to support their academic success. Learning Success Center staff will notify all instructors regarding requested and approved accommodations. Whereas ASU Mid-South encourages all instructors to be sensitive to students' needs, instructors should verify students' disability status before making unauthorized accommodations. A verbal statement from a student indicating a disability is insufficient reason to make special accommodations for that individual. Additional information is available in A Student's Guide to Disability Services handbook which is available in the Learning Success Center.

## **Electronic Delivery of Courses**

Full-time faculty who teach electronically delivered courses or hybrid courses as part of their regular loads are still required to be on campus a minimum of 30 hours a week and provide the appropriate number of office hours for availability to students.

Instructors teaching electronically delivered courses on an adjunct or extra-pay basis are not required to hold on-campus office hours, but must schedule the appropriate number of virtual office hours for each course taught. Instructors may be asked to provide on-campus hours if student performance indicates a need for such support. Hybrid courses require on-campus office hours.

## **End of Semester Check-Out Procedure**

At the end of each semester, the Senior Vice Chancellor for Learning and Instruction distributes a check-out sheet which lists all materials and supplies which must be turned in and approved prior to final paychecks being released. Items generally included for adjunct instructors include, but are not limited to, classroom master keys, textbooks and supplemental materials, grade and attendance rosters, copies of major tests/assignments, and archived electronic courses.

## **Evaluations of Instruction**

All Mid-South instructors are expected to participate in the evaluation of instruction. Student evaluations of instruction are conducted each semester. Instructors using electronic surveys should ensure that students know how to access the evaluation instrument through the college website. To protect student anonymity, instructors should not observe or supervise students while they are completing the survey. Electronic tabulations and student comments will be shared with instructors after grades are turned in for the semester.

Observations of classroom instruction are also conducted by an academic administrator or appointed full-time faculty member. Copies of evaluation forms are available from the Academic Affairs Office.

## **Field Trips**

Instructors are encouraged to plan field trips related to course objectives. The appropriate Academic Lead Faculty should be informed prior to scheduling a field trip, and a Field Trip form must be approved in advance by the appropriate Associate Vice Chancellor.

Field Trip Request forms are completed by any individual (Faculty/Staff member) or organization requesting to take a trip. Approval of the trip must be obtained before the trip is taken and documentation filed in the Student Life Office. Minimum documentation required is a list of students taking trip and an Excursion/Field Trip Medical Waiver for each student. If students are minors, a Parental Permission for ASU Mid-South Instructional Field Trip or Off-Campus Student Activity form must be completed and signed. Forms can be found on KIVA/FORMS. If students are traveling to participate in an intramurals game, a ASU Mid-South Recreation/Intramurals Liability Release form must be completed.

If students will miss other classes because of a scheduled field trip, they should be reminded to inform their other instructors in advance to ensure they will not be penalized for the absence and that no work is missed.

## **Final Examinations, Other Evaluations**

Instructors are expected to include a final examination in each course they teach at the assigned date and time in the published exam schedule. The final examination may or may not be comprehensive at the instructor's discretion.

Community college students benefit from frequent, formative evaluation so that they know how they are progressing during the term. Instructors are encouraged to provide a minimum of four, and often more, graded assignments at frequent intervals during the semester. Instructors are also encouraged to provide students with models of papers, test answers, or projects so that they have a clear understanding of the instructors' expectations and grading standards.

## **Guest Lecturers**

Instructors are encouraged to invite guest lecturers to enrich their courses. However, advance approval is required by the Senior Vice Chancellor for Learning and Instruction.

## **Grading Policies**

The ASU Mid-South Grading Scale is provided in the college catalog. The academic administration recommends that each student be allowed to make up at least one and no more than two graded assignments in each class to allow for extenuating circumstances beyond the student's control. Faculty who wish to provide other make-up arrangements must obtain the approval of the Senior Vice Chancellor for Learning and Instruction before distributing syllabi to students.

Grading policies that state clearly how course grades are determined must be included in course syllabi. Students should be informed at the beginning of each course precisely how many and what types of assignments and tests to expect during the term and what percentage each contributes toward the final course grade.

Graded assignments, tests, and exams should clearly relate to course learning objectives and be a part of the learning process in each course. Students who understand the grading standards and

who receive timely feedback about their progress learn more and are less likely to complain about their final grades.

### **Retention of Attendance/Grade/Academic Assessment Records**

Instructors must maintain attendance and grade records (including how the final course grades were determined and measurements of student learning outcomes) for each class they teach for a minimum of one calendar year following the class. All faculty members must provide their Academic Lead Faculties with legible copies at the end of each semester. These records will be filed in the Academic Affairs Office.

### **Instructional Duties and Responsibilities**

Quality, effective teaching that advances student knowledge and skills is the primary obligation and duty of all ASU Mid-South instructors. Instructors are expected to teach assigned classes in accordance with approved ASU Mid-South syllabi and the established goals and objectives of the course.

Full time 12-month instructors are expected to be on campus or on approved off-campus duties a minimum of 40 hours a week, and 10-month instructors are expected to be on campus or on approved off-campus duties a minimum of 30 hours per week. All faculty should have an instructional load of 15-18 credit hours and 10 scheduled office hours during the fall and spring terms, to serve as academic advisors to students, to serve on various college committees, and to participate in curriculum and instructional development and the assessment of student learning. Professional responsibilities may require additional on-campus hours.

Adjunct instructors generally teach 3-6 credit hours and participate in the assessment of student learning. Adjunct instructors must provide one office hour per week per course taught for the fall/spring terms and two office hours per course per week for the summer term. They are encouraged, but not required to participate in curriculum and instructional development activities.

Instructors are expected to be in the classroom prior to students' arrival and to hold class for the scheduled length of time. Instructors teaching hybrid and on-line classes are expected to be on campus for availability to students for a period of time equivalent to the total number of assigned class hours.

Instructors have responsibility for maintaining college equipment and resources. They should take care to account for all equipment at the end of a class period, ensure that computers, lights, and machinery, if applicable, are turned off and the classroom door is locked. Any missing or malfunctioning items should be reported immediately to the appropriate Associate Vice Chancellor.

Each instructor is expected to perform the duties outlined in the position description which accompanies his/her annual contract.

### **Instructor Absences and Substitutes**

All instructors are expected to meet their classes as scheduled. When they must be absent during one or more scheduled classes, they should arrange for a qualified substitute and inform the appropriate Associate Vice Chancellor in advance of their absence and who will be temporarily responsible for the class. A list of full-time and adjunct faculty teaching in each program area

and their telephone numbers will be provided to faculty at the beginning of each semester. The appropriate Associate Vice Chancellor or lead faculty will assist adjunct faculty in the identification of appropriate substitutes, if necessary. Instructors should not expect the Associate Vice Chancellor or lead faculty to serve as their substitutes.

Substitutes must be provided with a lesson plan, a class roll, and other materials necessary to the class meeting. Simply having someone take roll and cancel class is not acceptable. Instructors should either compensate the substitute or arrange an “in-kind” payback.

Under no circumstances should an instructor leave a student in charge of a class, and only in rare circumstances should a class be canceled because of an instructor’s absence.

Most short-term absences can be covered by other instructors in reciprocal arrangements or by the absent instructor compensating the substitute(s). In the event of extended absences of more than a week, the college will hire a substitute to assume the classes and may adjust the salary of the absent instructor accordingly. Full-time faculty must take leave for any missed class or office hours. Adjunct or extra-pay faculty who miss more than three contact hours of instruction in a semester may have their pay reduced by \$35 per contact hour beyond the three hours of allowed absences. Please note that finding a substitute does not waive the reduction in pay for absences beyond the 3 allowed contact hours. Reductions for hybrid and online classes will be handled on a case by case basis.

Faculty who are not in their classrooms during scheduled class times, who are not in contact with students via email/chats/discussion boards for on-line classes, and who have not informed the Academic Affairs Office of a change in schedule will be considered absent.

## **Office Hours**

Full-time faculty must provide 10 office hours per week, and adjunct faculty must provide 1 hour/week per class taught for the fall/spring terms and 2 hours/week for the summer term.

All instructors must provide their office hours to students in writing on class syllabi. In addition, full-time employees with instructional assignments should post their office hours outside their office doors to notify students when they are available for consultation and assistance. Adjunct instructors must provide their office hours in writing to the Academic Affairs Office.

## **Student Retention**

Arkansas State University Mid-South is committed to the retention and academic success of students. In support of those commitments, instructors should:

- take roll at each class meeting and attempt to contact students who have two consecutive, unexplained absences. When contact efforts are unsuccessful, instructors should report students’ name on the Excessive Absence rosters distributed during the first six weeks of each semester. Staff in the Learning Success Center will attempt to contact the students, resolve any problems, and provide the instructor with a progress report. When instructors perceive that students have academic problems or problems which interfere with class attendance, they should refer them to the staff in the Learning Success Center. Learning Success Center staff will provide feedback to instructors regarding student referrals.
- state course goals, objectives, and grading systems clearly so that students know exactly what is expected in order to successfully complete a course.
- engage students in active learning activities that promote involvement and responsibility for learning.

- keep students informed regarding their progress in the class by returning assignments and tests promptly, learning their individual strengths and weaknesses, and by providing concrete suggestions for improvement when necessary.
- ask for periodic feedback from students regarding the effectiveness of the course, e.g., the assignments, lectures, lab work, tests, etc. so that adjustments can be made before the course is over.
- make reasonable allowances for absences and make-up work because adult students have family and job obligations which occasionally may interfere with their college work.
- be willing to help students outside of class and refer them to other resources such as the tutorial services available in the Learning Success Center.
- learn students' names within the first few class periods, call on students by name so that they stay actively involved in the class, and treat them with respect and personal interest and never ridicule or criticize harshly.

Understanding and accommodating adult learners can be key to retaining students long enough for them to achieve their personal academic goals. Additional information regarding the characteristics of adult learners and how to start a course off right with the first class meeting is provided at the end of this chapter.

## **Syllabi**

Instructors are expected to provide their students with a syllabus and general course orientation during the first week of class. Model syllabi are available from the appropriate lead faculty or from the Senior Vice Chancellor for Learning and Instruction. Each instructor must submit a copy of the syllabus for each course and section taught to the appropriate Associate Vice Chancellor for approval at the beginning of each semester. Once approved, these copies are kept on file in the Academic Affairs Office. Adherence to established policies is important because syllabi provide documentation of courses policies, procedures, and expectations when grade complaints and appeals are filed. Arkansas State University Mid-South syllabi must follow the approved content and format.

## **Teaching Loads**

A full-time instructional load is 30-36 credit hours and 360-648 Student Semester Credit Hours (SSCHs) for the academic year (determined by 11th-day enrollments) usually allocated as 15 or 18 credit hours each for the fall and spring semesters. This SSCH range predicts enrollments of 12 to 18 students per class for five to six three-hour classes or four four-hour classes per semester, although other configurations are possible. Loads may be adjusted each semester according to other approved duties such as, but not limited to, academic advising, recruiting, master course development, and club sponsorship.

Instructors with fewer than five three-hour classes or four four-hour classes, or who have semester SSCHs below 180 or 192 (average of 12 students per class) respectively for a fall or spring semester will be required to assume other duties as assigned. Instructors without advising/tutoring responsibilities, committee assignments, recruiting responsibilities or other sanctioned institutional and/or student support responsibilities will be required to teach 18 hours as a regular load. Final staffing assignments are at the discretion of the appropriate Associate Vice Chancellor.

Instructors will be paid a \$100 stipend for each preparation in excess of those assigned as part of their regular load each semester.

## **Extra Pay Classes for Full-Time Faculty/Staff**

Instructors with full loads may request to teach one or more extra pay classes during the fall or spring semesters. Such assignments are subject to approval by the Senior Vice Chancellor for Learning and Instruction, and extra pay stipends may not cause a faculty member's salary to exceed the annual maximum outlined by the state appropriation act.

Extra-pay contracts will be awarded at the same salary rates paid to adjunct instructors (see Adjunct/Summer/Extra-Pay Salary Scale). Extra-pay stipends for full-time instructors will be figured according to the largest class possible once an average of 15 students per class is established for the instructor's full load. See Table A in the Appendix to this handbook.

Class hours and additional office hours per week for each extra-pay course must be scheduled in addition to the customary work week and be listed on work schedules filed in the Academic Affairs Office.

Full-time faculty may request that their contracts for extra-pay stipends for the fall or spring semesters stipulate one of two payment schedules:

Payment in full at the pay period immediately following submission of final grade rosters to the Registrar's Office.

Divided among the pay periods in a semester and added to the regular pay check. Employees should designate their method of choice when they sign their extra-pay contracts.

## **Adjunct/Summer Extra-Pay Salary Scale**

The recommended course load per semester for adjunct instructors and for ten-month faculty who teach on an adjunct basis during the summer is two courses per semester. Exceptions may be granted by the Senior Vice Chancellor for Learning and Instruction.

The base pay for adjunct faculty and for extra-pay stipends is \$550 per credit hour for traditional courses. One lecture hour and two lab hours equal 1 credit, so typically classes with three lecture hours equal 3 credits; and classes with 3 lecture and 2 lab hours equal 4 credits. In cases where actual contact hours exceed the typical lecture/lab ratios, adjuncts may be entitled to additional compensation.

Special stipends for independent study are outlined below. The college reserves the right to prorate the pay for courses with small enrollments (see Table A in the Appendix to this handbook). Faculty members are not, however, obligated to accept a class with pro-rated pay. Adjunct faculty teaching in disciplines without full-time faculty may earn up to \$100 for completing required assessment reports with approval of the Senior Vice Chancellor for Learning and Instruction.

The college has no obligation to provide summer employment for ten-month faculty, nor are ten-month faculty obligated to accept the assignment of summer term classes. Should ten-month faculty request summer employment, and appropriate courses are available for them to teach, the Vice Chancellor may give them preference of assignment over adjunct faculty.

Minimum enrollments are determined as of the 11th day of the fall and spring semesters and as of the fifth day of the summer and short term semesters.

Classes with enrollments of 12 or more students will earn a stipend of \$550 per credit hour: (See "c" for stipends for independent study courses taught by adjuncts or for extra-pay).

For classes with enrollments below 12, the total stipend (rate per credit hour times the number of credit hours) may be multiplied by  $n/12$  (with  $n$ =number of students in the class). If a class with less than 6 students is permitted to make, the stipend shall not be lower than that awarded for 6 students. See Table A in the Appendix.

Televised, interactive video, and Internet courses developed by an instructor with weekly student contact will earn stipends at the regular credit hour rate according to enrollment.

Independent study courses for one to two students which are taught on an adjunct or extra-pay basis shall earn \$450 for three credit hour courses and \$500 for four credit hour courses.

## Extra Pay Classes

The designation of extra-pay classes may be determined by listing the class enrollments in ascending order (C1....C6) and applying the following formula:

- (a) If C1-C5 yield SSCHs >180, then C6 is the extra-pay class. If not, go to (b)
- (b) If (C1-C4) + C6 yield SSCHs >180, then C5 is the extra-pay class. If not, go to (c)
- (c) If (C1-C3) + C5+C6 yield SSCHs >180, then C4 is the extra-pay class. If not, go to (d)
- (d) If C1+C2 +(C4-C6) yield SSCHs >225, then C3 is the extra-pay class. If not, go to (e)
- (e) If C1 + (C3-C6) yield SSCHs > 225, then C2 is the extra pay class. If not, go to (f)
- (f) C1 is the extra-pay class

## Base Pay

1/12 x no. students x base stipend

<=6 students	7 students	8 students	9 students	10 students	11 students	12-18 students
275	321	366	413	459	504	550

3 credit hour classes

1/12 x no. students x base stipend

<=6 students	7 students	8 students	9 students	10 students	11 students	12-18 students
825	962	1100	1238	1375	1512	1650

4 credit hour classes

1/12 x no. students x base stipend

<=6 students	7 students	8 students	9 students	10 students	11 students	12-18 students
1100	1276	1466	1650	1833	2015	2200

5 credit hour classes

1/12 x no. students x base stipend

<=6 students	7 students	8 students	9 students	10 students	11 students	12-18 students
1375	1595	1833	2063	2283	2519	2750

## **Textbooks/Supplementary Materials for Instructors**

The college provides instructors with textbooks and related instructional materials at no charge. However, these materials are the property of the college and not individual instructors. They are checked out to instructors through the Academic Affairs Office and must be returned at the end of a semester by adjunct faculty or at the termination of employment by full-time faculty.

## **Publisher Review Copies**

Review copies provided by publishers to promote textbook adoption are the property of the college. Even when sent to individuals, such materials are provided for institutional adoption, not for personal libraries. Review copies which are adopted will be inventoried and checked out as instructional materials to instructors. Those which are not adopted may be forwarded to the Learning Success Center or to the Library Media Center or released to faculty as additional resources.

## **Transcripts and Vitae**

All instructors must provide the Academic Affairs Office with current vitae and academic transcripts upon request.

## **Characteristics of Adult Learners**

**OVERVIEW:** Adult learners bring with them a large number and a wide variety of experiences, perspectives, learning styles, and knowledge. Because of this variety and because of the characteristics associated with aging and maturation, adults require different teaching approaches from those generally used with children and young teenagers. “Adult” learners may be 18 years old – or they may be any age past the young teenager years.

The characteristics listed below are only a few characteristics which apply to adult learners, but they provide the basis for understanding some of the patterns instructors may observe in their classroom(s). They also may have implications for how instructors may wish to deliver the instruction in a particular course without lowering standards and expectations.

Please note that these characteristics are generally descriptive of adult learners, but they do not necessarily apply to all. Some of the characteristics may also appear contradictory – partly because different learners exhibit different patterns and partly because all of us behave at times in contradictory ways!

Finally, some of the general characteristics may be sources of conflict in terms of instructors’ expectations versus students’ expectations. For learning to occur, these conflicts have to be resolved.

## **Characteristics**

Adult learners tend to be pragmatic and goal-oriented. Frequently, their goal is to get a job, hold a job, or get a promotion in the job they now have. Thus, they don't always understand or accept applicability of courses which don't relate directly to their occupational goals. They want learning to be "relevant" to their occupational goals, and they expect to find relevance both in the objectives and in the methods employed. They have a strong need to apply what they have learned and to be competent in that application, but they may need guidance in HOW to apply.



Adult learners have often been out of school for a while or maybe they may have never matured as learners in high school. Therefore, they:

- often don't know how to study or have forgotten how to study.
- want to learn but sometimes don't know how.
- may not be prepared for heavier demands of college; they may avoid coming to class regularly, reading their assignments, and submitting work on time.
- may have unrealistic expectations: for example, they may believe they can work full time and carry nine hours or more of college work without making sacrifices.
- have had numerous experiences which give them a knowledge base, but the knowledge may have gaps and it won't necessarily be integrated. They need help in connecting this knowledge and experience with the concepts, principles, and theories they are encountering in their academic work.
- may experience high anxiety and frustration and are particularly vulnerable to feelings of depression and anger.
- may bring with them a set of myths, fears, and unpleasant memories about school, all of which can serve as blocks to their learning and to positive student-teacher interactions.
- may be resistant to change and intimidated by challenges to their beliefs, attitudes, knowledge, and values.

Adult learners have a diversity of knowledge and experience which may affect how they view or approach learning tasks:

- they may want to memorize everything and expect teachers to test accordingly.
- they may not understand what they need to learn.
- they usually learn better when their own experiences and observations are tapped and then linked with the concepts, principles, methods, problems, etc. that are the focus of the course; they need instructors to help them link the concrete experiences and information to the abstracts of the course.
- they have a strong need to be told expectations of a learning task or a course and how to accomplish them.
- they have a strong need for structure and organization with flexibility allowed when it is appropriate.
- they tend to be product-oriented rather than process-oriented: they often are more concerned with the outcome of the task or assignment rather than the process of getting there; they need guidance in working through a process and learning from it.
- they tend to need constant reinforcement of learning, and they may differ from you in the way they learn best.
- they tend to need time to preview or anticipate new learning tasks, tend to need reinforcement of successful behaviors, tend to need immediate knowledge of results. These tendencies get stronger after age 35.
- Adult learners may be experiencing a variety of aging patterns and/or may have physical disabilities which will require accommodations or adjustments. Without appropriate accommodations, learning may be more difficult, uncomfortable, and even painful. Examples of such accommodations:
  - using ivory-colored paper to soften glare found on stark white paper.
  - letting hearing impaired sit close to the front of the classroom--but also take care of older students who may not be aware that they cannot hear as well as they have in the past.
  - using enlarged print on handouts/tests.
  - providing special desks/tables.
  - having tests read aloud for visually impaired.
  - repeating questions from the group so whole class can hear them.
  - providing more illumination for reading for older adults.

Adult learners often are typically busy people and may have conflicting priorities or an inability to structure their time – family, job, church, social life, illness can conflict with academic tasks. Good advising and guidance in prioritizing their choices and managing their time may be helpful.

Older adults may have more trouble with short-term memory tasks than long-term memory tasks and therefore may need to be shown methods which will help them hold on to short-term memory material. They may also have trouble learning when it requires reassessment of old material or revision of previous learning. In addition, they may have trouble with initial learning activities and subsequent recall when learning activities are fast-paced, complex, or unusual; instructors may need to demonstrate ways they can learn and review material outside of class.

### **Special Note**

The Sandra C. Goldsby Library and Dr. Barbara C. Baxter Learning Success Center provide resources and suggestions to help instructors with instructional challenges related to these characteristics.

### **Suggestions For First Class Meeting**

Pick up class rolls from your mailbox.

Call roll to verify students officially enrolled.

Begin learning students' names, perhaps using a brief get-acquainted exercise. Give a brief survey to them that will provide you with information that will help you get to know them better.

Discuss procedural matters: distribute course description or syllabus, and discuss your attendance policy, withdrawal from class, various assignments, the grading scale and how much assignments and tests count toward the final grade. Discuss the kinds of tests and quizzes you typically give and the criteria you use to evaluate written projects.

Discuss the fundamental question of why this course is important: discuss the content of the course and its objectives, and how the course relates to previous courses taken or other courses in the curriculum. What will students know when they have completed this course?

Preview the course and textbook with your students. Ask about some fundamental issues or concepts that will be covered in the course. Get students to thinking about the course objectives by preparing a scenario that illustrates some of the major principles or taps their experience.

Relate their experiences to the concepts of the course.

Share something about yourself. Tell who you are, why you are teaching this course, why you enjoy teaching college students, why you majored in this subject, some of your college experiences, etc.

Encourage collaborative learning. Urge your students to learn each other's names and phone numbers and to meet in study groups during the semester.

Remember that the first day should set the tone for the rest of the semester. Say what you mean and mean what you say! Also remember that many of your adult students have been out of

school for a long time and are nervous (so is the 18-year-old group). Be firm but also encouraging and supportive.

Briefly summarize the academic support and counseling services available to them.