

## SECTION VI

### SUPPORT STAFF POLICIES

#### SUPPORT STAFF POSITIONS

Support staff positions include office and administrative assistants, accounting clerks, data entry operators, research technicians, trades and crafts, custodians, grounds and other maintenance, public safety and other related positions. Indiana State University support staff positions will be either regular or temporary, and may be full-time or part-time.

#### Regular and Temporary Positions

##### Regular

A regular position is one that is expected to continue longer than six (6) months and may be either full-time or part-time. A full-time position is at least 37.5 hours of work per week. Persons with such positions participate in the University staff benefits programs.

A part-time regular position includes at least 20 hours but fewer than 37.5 hours of work per week. Employees filling such positions are eligible to participate in the University staff benefits programs provided the position meets benefits participation criteria and approval has been granted by the appropriate vice president, the budget officer, and the Staff Benefits Office.

The classification and pay grade of approved positions will be determined by the Human Resources Office. It should be noted that a regular appointment, full-time or part-time, carries no guarantee of continued employment for any fixed period of time.

##### Temporary

A temporary position is expected to last for a limited period, normally not longer than one (1) year. Employees in such positions are not eligible to participate in the University staff benefits programs and do not have access to the employee grievance procedure.

#### Physical Examinations

The University may require employees in designated positions to successfully pass a physical examination prior to beginning work and at such other times as determined by the University.

#### Orientation

All new support staff employees who are eligible for the staff benefits programs are required to attend orientation phase I and phase II. Phase I orientation is offered within a week of the employment date. The Human Resources and the Staff Benefits Offices conduct this session. Phase II is offered approximately four (4) weeks after the employment date. This

session consists of several mini presentations by departments throughout the campus. Because of the importance of the information provided, both phase I and phase II orientation are mandatory.

#### Introductory Period

All new, regular support staff serve an initial three-month introductory period of employment. During the introductory period, the supervisor will work with the employee to assist with understanding responsibilities, work assignments and performance expectations. The supervisor will provide periodic feedback about tasks completed satisfactorily and those areas which need improvement. A performance appraisal will be completed during this three-month period.

During the introductory period, employees receive certain staff benefits. However, vacation, sick leave, and convenience day will not become available until after the satisfactory completion of the initial introductory period.

Most employees are able to provide satisfactory work performance within this introductory period. However, if overall work performance does not meet expectations during this introductory period, employment may be terminated.

#### Performance Appraisals

Newly appointed staff members will be evaluated prior to completion of the introductory period and annually thereafter. In addition, the supervisor may conduct an informal session with the employee to review progress and seek any comments regarding work performance.

The performance appraisal is intended to encourage discussion, review progress and accomplishments, assist the employee in achieving assigned tasks, and determine expectations for the next performance period. A performance evaluation may also be conducted if performance fails to meet the expectations determined by the supervisor or if the employee requests one.

The appraisal period begins of April 1 and ends on March 31 of the following year. Performance appraisals may be completed on a more frequent basis at the discretion of the supervisor. The completed and signed forms are to be forwarded to the Human Resources Office and will be placed in the employee's personnel file.

#### EMPLOYER EXPECTATIONS

The purpose of work guidelines at Indiana State University is to convey expectations of employee conduct on the job. Such guidelines apply to matters within a department that may have a bearing on an employee's ability to be effective on the job.

Additional work guidelines specific to the individual's position, classification and/or work unit(s) may be required because of the nature of the work performed. Failure to observe work guidelines may be cause for disciplinary action, ranging from reprimand to discharge depending upon the seriousness of the incident and/or the number of infractions.

It is important to be punctual and maintain a good attendance record. Every employee is expected to arrive at work on time and on a regular basis. Failure to notify the supervisor of absences within a reasonable time will constitute an unauthorized absence. An unauthorized absence of three (3) consecutive working days may be considered cause for immediate termination. In the event that an unexpected absence or tardiness occurs, the employee is expected to contact the immediate supervisor prior to or at the beginning of the normal work shift.

All employees are expected to present and maintain a good personal appearance and a proper attitude toward work. Employees are representatives of Indiana State University.

While there is no specific dress code (although departments may have guidelines), dress is to be appropriate to the tasks and responsibilities of the position. Dress imparts a perception to others as to the attitude and the seriousness with which a job is viewed. Questions concerning appropriate dress should be directed to the supervisor or department head.

Expectations include but are not limited to:

- Following the written or oral instructions of supervisory authority to carry out work assignments.
- Maintaining confidentiality of information and accuracy of records.
- Not using, possessing, or being under the influence of alcohol or controlled substances during work hours or while on campus.
- Observing all safety rules and practices including the use of protective equipment and clothing in the operation of vehicles and equipment.
- Reporting as soon as possible, at least within 24 hours, all accidents or injuries that occur during working hours or while in the performance of University business.

Appropriate and constructive use of work time is expected. Activities such as theft, conversion of University property for personal use, sleeping on the job, loafing, loitering or engaging in unauthorized personal business or activities will not be condoned and may result in disciplinary action or termination.

The transfer, use, or possession of explosives, fireworks, firearms, chemicals, or any lethal weapon on University property is prohibited. (See [University Handbook](#), Section V, "Firearms and Other Dangerous Instruments")

## SUPPORT STAFF COUNCIL

The Support Staff Council of Indiana State University serves as the advisory representative group for all support staff. The organization evolved from a staff representative body originally established in 1955. The Support Staff Council consists of 24 members representing eight (8) campus districts. District and officer elections are held prior to the September meeting each year. The Vice President for Administration and Secretary of the University, the Assistant Vice President for Human Resources and the Assistant to the President for Affirmative Action serve as ex officio members of the Council.

Regular monthly meetings are usually held September through August. The Council advises the University administration on issues related to support staff compensation, benefits and work environment. A copy of the Support Staff Council Bylaws is contained in Appendix I.

## PAY PROCEDURES

The pay period consists of two (2) work weeks. Each work week begins at one (1) minute past midnight on Saturday morning and ends the following Friday at midnight.

The Employee Service Report (or appropriate time reporting mechanism) should account for every work day of the calendar week and is to be completed in accordance with the guidelines provided. All hours spent working must be reported.

Pay status is defined as any time an employee is eligible to receive compensation. An employee is considered to be in pay status while at work performing official duties and while on approved paid leave, such as vacation, sick leave, convenience day, or holiday. However, if work time and benefit time occur during the same day, the total number of paid hours for that day cannot exceed 7.5/8.0 or the number of hours actually worked, whichever is greater.

### Overtime Pay

Based upon the employee's work week, any hours in pay status over the base 37.5 or 40-hour work week will be paid at the rate of one and one-half times the employee's base hourly rate.

All hours paid at a premium rate will not be included in the hours used to calculate overtime. Overtime will not be compounded. If work time and benefit time occur during the same day, the total number of hours that can be reported and used for the calculation of overtime is 7.5/8.0 or the number of hours actually worked on that day, whichever is greater.

Overtime work must have prior supervisory approval. Every effort will be made to equalize overtime within a department dependent upon the employee's ability to satisfactorily perform the work.

## Call Back Pay

Employees called back to work, whether for an emergency or as a necessity separate from their regular work schedule, will receive pay at the rate of one and one-half times the base rate for all hours actually worked during the call back period. Employees will receive at least two (2) hours of call back pay. Examples: an emergency that occurs after leaving work at the end of a normal shift, reporting to work on a non-scheduled work day to appear in court for University business, or returning to work for scheduled maintenance checks.

Employees called in prior to the beginning of a shift, and who work continuously, except for lunch, for 7.5/8.0 hours, will not be eligible for call back pay. Employees who work on a holiday and are called back on the same holiday will receive two (2) times the base rate for all call back hours worked. Employees will receive at least two (2) hours of pay at the holiday call back rate.

## Convenience Day

Support staff employees are granted one (1) convenience day per fiscal year, July 1 through June 30, to be used as the employee so desires. The employee must secure prior approval for use of the convenience day from the supervisor. Support staff employees serving in regular positions, but working fewer than 37.5 hours, will receive a pro-rata share of the convenience day based on the number of working hours in the normal work week. The convenience day allowance may not be accumulated beyond the annual allowance. To be eligible for a convenience day, the employee must have satisfactorily completed the initial introductory period.

Executive/administrative/professional staff and faculty do not qualify for the convenience day.

## Holiday Pay

Indiana State University identifies the following federally recognized holidays and grants time off with pay to all regular benefits-eligible employees who are not required to work:

New Year's Day  
 Martin Luther King Day  
 Memorial Day  
 Fourth of July  
 Labor Day  
 Thanksgiving Day plus day following  
 Christmas Day

When the Fourth of July falls on a Saturday, the preceding Friday shall be a holiday. When the Fourth of July falls on a Sunday, the following Monday shall be a holiday. If Christmas Day or New Year's Day falls on a weekend, the holiday date that the University will recognize will be the federally recognized date.

Winter recess guidelines and pay procedures take precedence over holiday guidelines and policies.

A holiday shall be from midnight to midnight and will apply to the entire shift which actually begins on the holiday. For purposes of this policy, a holiday is determined to be 7.5 hours for eligible full-time staff (8 hours for those on forty-hour work weeks). For regular part-time support staff members, holiday pay will be pro-rated according to the employee's regular work schedule.

To be eligible to receive holiday pay, employees must have worked the last regularly scheduled workday before and the first regularly scheduled workday after the holiday, unless in approved pay status.

An eligible employee who is required to work a University designated holiday shall be paid, in addition to the regular holiday pay, at one and one-half times the regular rate of pay for each hour of work performed on the holiday. Holiday pay will be paid at the base hourly rate for the usual scheduled work hours up to 8.0 hours. A holiday is counted as a day worked for the purpose of computing overtime.

An employee whose day off falls on a holiday may receive an extra day's pay at the base hourly rate or request another day off with pay (does not apply during Winter Recess). Such day off will generally be granted within the same or following pay period and will not be considered in determining overtime pay. Holidays which fall within an employee's paid vacation do not count as a day of vacation leave.

An employee who is regularly scheduled to work on a holiday, but who calls in sick will not be charged a sick day, but rather will receive the holiday pay. An employee who must leave work on a holiday because of an illness shall be paid the holiday pay plus time and one-half for those hours actually worked. No sick time will be charged.

## Winter Recess

The University calendar includes a Winter Recess period during which time most University offices will be closed. Each vice president will determine which operations and offices must remain open. The winter recess period begins the weekday before the Federal recognized Christmas holiday and includes the four traditional workdays (winter recess) that occur after. For continuous shift operations (Public Safety and Power Plant), scheduled shifts that occur on non-traditional week days (weekends) may be included as winter recess days in equalizing time off. In addition, the University recognizes the New Years Day holiday after winter recess.

### Guidelines

1. Winter recess applies to benefits-eligible staff members. Part-time staff who are eligible for benefits will receive compensation on a pro-rata basis.

2. Work during the winter recess period must have approval from the appropriate vice president.
3. In order to receive winter recess pay, employees must be in pay status the last workday prior to winter recess and in pay status the first workday following winter recess. For employees who terminate employment during the winter recess period, vacation cannot be used to extend the termination date. An employee must actually work the last day of employment.
4. Most University employees work on a Monday through Friday schedule. For these employees, when a holiday falls on a non-workday, Saturday, or Sunday, the holiday usually is observed on Monday (if the holiday falls on Sunday) or Friday (if the holiday falls on Saturday).
5. For 24-hour operations, if a holiday is a scheduled day off, straight time holiday pay will be made. This holiday pay will be used in overtime calculations. The option of receiving pay for a holiday that occurs on a scheduled day off does not apply during winter recess.
6. Employees who do not work will receive 7.5 hours of pay for the days that are considered pay status days during the winter recess period. The actual pay status days will be determined annually since such days vary from year to year.

#### Pay Procedures During Winter Recess

1. Employees who authorized to work during winter recess will be paid as follows:

Work performed on a holiday or a winter recess day will be paid at :

- Straight time holiday or winter recess day for regular work days, and
  - One and one-half times the straight time rate for all hours worked.
2. Employees who are called in for an unforeseen emergency will receive a minimum of two (2) hours pay at one and one-half times the straight time rate.
  3. Employees who work on a holiday and are called back on the same holiday will receive two (2) times the base rate for all call back hours worked. Employees will receive at least two (2) hours of pay at the holiday call back rate.
  4. Hours paid at a premium rate are not included in the hours worked for determining overtime.
  5. A Winter Recess day is counted as a day worked for the purpose of computing overtime.
  6. Questions regarding these guidelines and pay procedures should be referred to the Human Resources Office.

## University Closings

When circumstances require a decision to close the University, pay for the time the University is closed will be as follows:

- Employees who leave work due to the closing will receive regular pay for the portion of the regular shift that occurs during the closing.
- Employees whose shift began during the time of the closing, and who did not come into work due to the closing, will be paid regular pay for the portion of the regular shift that occurs during the closing.
- Employees who were authorized to come in to work or were authorized to continue to work during the closing will be paid regular pay for the closing plus straight time for all hours worked during the closing.
- The employee's regularly scheduled hours that occurred during the closing will be included in the overtime base for the week — provided the employee is in a pay status. Hours worked during the closing and paid at a premium rate will not count toward the overtime base.
- Employees who were not at work at the time of the closing because they were already using sick or vacation or convenience day leave time will be paid as intended before the closing, and must report the use of benefit time accordingly (i.e., 7.5 hours vacation).
- Special schedules not worked will not be paid; for example, those employees who had planned to work extra hours, but left due to the closing, will not be paid for anticipated extra hours.
- Employees whose regularly scheduled work shift did not include the hours of the closing and who did not work during those hours will not receive pay for the hours during the closing.
- Non-benefit-eligible employees, including student workers and temporary workers, receive regular pay only for hours actually worked, even if those hours occurred while the University was closed. All hours worked will be paid at the straight time rate until weekly hours worked exceed 37.5, at which point hours worked in excess of 37.5 are paid at the overtime rate.

If circumstances require the closing of the University to extend beyond 24 hours, work schedules and pay procedures will be determined as needed.

## PROMOTIONS AND TRANSFERS

Many vacancies are filled through internal opportunities from within the University. Employees are encouraged to apply for openings on campus.

The University advertises job vacancies via the Job Line (237-5627), the internet, and on the bulletin board outside of the Human Resources Office. In the selection of employees for promotions, consideration is given to the individuals who have the desirable qualifications that are specific to the position. University experience is often of particular value. Demonstrated ability and excellent work performance on campus will enhance opportunities for advancement. University employees who are interested in applying for an opening are required to complete a transfer application available in the Human Resources Office.

A transfer is defined as a move to another position, usually at the request of the employee. Transfers may represent a lateral move, promotion, or demotion. Employees interested in a transfer from one job classification to another will find it helpful to consult with Human Resources staff regarding qualifications and available options. Normally, staff members must serve a minimum of six (6) months in a position before being considered for a transfer. Staff members are permitted reasonable time during regular work hours to visit the Human Resources Office. An employee who accepts a position in another department on campus is expected to give the present supervisor a two-week notice. If circumstances permit, an earlier release date may be obtained. However, a department may not hold an employee longer than two (2) weeks following the notification of the transfer unless special arrangements are made between the supervisors involved.

All promoted or transferred regular support staff employees will have a three-month evaluation period. This time period is to be used to develop an understanding of work requirements and to adjust to the new position. A performance evaluation will be completed at the end of this period to ensure the employee is aware of job duties and responsibilities and making satisfactory progress in the position.

## **DISCIPLINE AND DISCHARGE**

When disciplinary action is necessary, it may include, but not be limited to, oral reprimand, written reprimand, suspension and/or discharge.

Disciplinary action may be imposed upon any employee for failing to fulfill the duties and responsibilities of the position. The discipline imposed will be dependent upon the severity of the infraction and other factors related to the infraction and the staff member. Any disciplinary measure will be done in a manner that will not embarrass the employee.

No suspension or discharge may be imposed prior to consulting with the Assistant Vice President for Human Resources and the appropriate vice president. Any suspension or discharge notice must be in writing and must include a statement that the employee may, if not in agreement with the action, file a grievance following the established grievance procedure. If the supervisor determines there is cause for discharge, the employee involved shall first be suspended, without pay, for up to five (5) working days pending discharge.

If the staff member believes the disciplinary action taken is unfair or inappropriate, a grievance may be filed through the normal grievance procedure. Discipline and discharge provisions do not apply to staff members in the initial introductory period.

## **SUPPORT STAFF GRIEVANCE POLICY**

### **Introduction**

A constructive work environment accommodates discourse between employees and their supervisors. Indiana State University encourages employees to bring forward concerns about work-related issues in a constructive and orderly way. This policy has been adopted to achieve those ends.

It is the responsibility of supervisors to interact with those whom they supervise in a clear, fair, consistent, and professional manner. It is the responsibility of all University employees to perform their assigned tasks competently and diligently.

### **Implementation**

Implementation of this policy and related procedures shall be through the Office of Human Resources. Procedures related to this policy have been developed jointly with the Support Staff Council and any modifications shall be made in the same manner.

### **Representative for the Grievant**

The grievant is entitled to have a representative present at each step of the grievance process. The specific rules and procedures related to grievants' representatives shall be set forth in University procedures related to this policy.

### **Confidentiality**

Information generated in the course of reviews of grievances brought under this policy will be given the full extent of confidentiality accorded by law. Any person who improperly reveals such information will be subject to disciplinary action, which can include dismissal.

### **Discrimination**

Sexual harassment and other illegal discrimination based on sex, race, age, national origin, sexual orientation, religion, disability, or veteran status will not be tolerated. Complaints of illegal discrimination will be administered pursuant to the ISU Affirmative Action policies and procedures. Anyone who may be the victim of such harassment or discrimination should report such matters to the Indiana State University Affirmative Action Office. (See [University Handbook](#), Appendix H)

## Protection of Participants

In order that employees may express opinions and views freely and responsibly, this policy prohibits any act of reprisal against a University employee for filing a grievance or against other persons for participating in the grievance process. Such acts of reprisal constitute in themselves violations of this policy and will result in prompt disciplinary action that may include dismissal. It is also a violation of this Policy to file a frivolous grievance, a grievance based on false or misleading information, or to harass any employee. Any person filing a frivolous grievance, a grievance based on misleading information, or harassing any employee concerning a grievance will be subject to disciplinary action, that may include dismissal.

## RESIGNATIONS AND TERMINATIONS

Employees terminating employment with the University are requested to give at least two (2) weeks' advance notice in order to resign in good standing. Conversely, the University will, if possible, give at least two (2) weeks' notice to employees being terminated due to reorganization, end of temporary assignment or lack of funding. The University is not bound, however, to give notice.

The last day of work must be a work day and will be the effective date of separation in all cases except:

- when a disciplinary suspension is converted to a discharge, or
- when the staff member fails to return from a leave of absence.

In circumstances where the employee fails to comply with established rules of conduct and behavior, such as intoxication on the job, sleeping on the job, theft, conviction of a felony, or willful damage to University property, advance notice will not be given.

## Exit Interview

Upon termination of employment at Indiana State University, each employee is to come to the Human Resources Office for an exit interview. During this exit interview, the employee will have the opportunity to communicate the reason(s) for leaving the University. This information will remain confidential and may be used to improve some work situations. At this time, the employee will return keys, identification card, parking hang tag, and other University property and will receive information pertaining to staff benefits.

## Reduction in Staff

### Transfer/Reassignment

On occasion, it may be necessary to make staff transfers in the interest of the University. When factors occur which require reorganization, program discontinuance, or financial exigency,

the University will examine all alternatives prior to laying off staff. In certain instances, when employees have the skills and abilities to perform available jobs, the University reserves the right to reassign employees to positions within the University. Such transfers will be discussed with the individuals concerned before the transfers are made. In rare instances due to budgetary constraints, such transfers may be mandatory should the individual wish to continue employment at the University.

### Short Term Layoff and Temporary Reduction of Force

Temporary reductions of the work force may occur periodically during the year because of vacation periods and conditions beyond the University's control. Introductory and temporary employees will be laid off first, provided the employees retained can perform the available work.

A temporary reduction of the work force is not expected to exceed 15 calendar days. If a temporary reduction continues for more than 15 calendar days, the University may adjust the work force accordingly. During such reduction, the University will endeavor to give consideration to retaining long term employees wherever circumstances permit.

### Long Term Layoff and Reduction of Force

Should it become necessary to reduce the work force of the University, appropriate consultation will occur with the University President, vice presidents, university general counsel, budget officer, Chief Human Resources Officer, as well as other appropriate executive staff. Before final action, the Support Staff Council Chairperson will be advised of the necessary action. Ability, skills, performance and length of service will be factors used in making the decisions as to those who will be affected by any reduction of the work force.