

# **WELCOME TO THE COLLEGE OF HUMAN SCIENCES!**

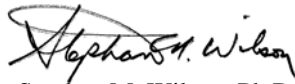
Welcome to Oklahoma State University (OSU), College of Human Sciences! Our staff is a unique blend of talents, skills, and personalities. You have been selected because your abilities and knowledge will complement our existing staff and enhance positive "people" relationships.

People (students, parents, faculty, staff, alumni, donors, and the citizens of Oklahoma) are our business at Oklahoma State University; and to put your position in perspective, you should identify with the concept that we are the "employees" of those using our services. Thus, it is imperative that we approach those we serve with an attitude that shows a willingness to resolve problems and to be as accommodating as possible. It takes a very special person to provide service to people day after day. We believe you have the skills and attitude necessary to do just that.

We want you to be comfortable and confident as you apply your distinctive talents to accomplish assignments and to help us meet our College and departmental goals. We will be pleased to see you develop your unique potential and become qualified to undertake ever more challenging responsibilities.

This set of internal office policies and procedures has been designed to assist you in understanding our procedures and expectations. It can also serve as a reference in the future as you encounter new situations. While this handbook is intended to provide you with a description and explanation of working in the College of Human Sciences, it is not a contract of employment. It is our goal to review and revise policies and procedures as necessary. If you have questions about these guidelines, now or when a new situation arises, please discuss them with your supervisor.

Sincerely,



Stephan M. Wilson, Ph.D., C.F.L.E.  
Dean and Regents Professor

# **COLLEGE OF HUMAN SCIENCES STAFF HANDBOOK**

## **INTRODUCTION**

### **Organization**

The College of Human Sciences consists of three departments, one school, and several major components:

- Design, Housing and Merchandising Department; Jane Swinney, Head
- Human Development and Family Science Department; Sissy Osteen, Head
- Nutritional Sciences Department; Stephen Clarke, Interim Head
- School of Hotel and Restaurant Administration; Ben Goh, Director/Assistant Dean
- Academic Programs and Services; Shiretta Ownbey, Associate Dean
- Research and Graduate Studies; Christine Johnson, Associate Dean
- Extension and Engagement; Jorge Atilas, Associate Dean
- Development; Brett Riley, Senior Director of Development

The organization chart (upon request) will help you understand the relationship of the areas within the College. The Staff/Faculty Telephone and Address Directory (Word document) is updated on a continuous basis in the Associate Dean for Academic Programs and Services Office. If desired, you may request a copy of the directory by calling the Associate Dean's Office (x4-5053). Please make changes to your copy of this directory throughout the semester. Please contact the Associate Dean's Office (x4-5053) with changes that you need to have made to the directory as they occur. An online version of the directory is available on the College web site under the Faculty and Staff link.

## **YOUR JOB**

### **Position Description/Pay Grade/Pay**

Your position in the College of Human Sciences is extremely important to the overall operation of your unit and, ultimately, the College. The College of Human Sciences is staffed as efficiently as possible, so every member of the College team is important to our overall goals.

Your supervisor will give you a copy of your position description and will update it when your responsibilities change substantially. (You may wish to place a copy of your position description with this document for easy reference.) This description will give you a general idea of the content of your job. It is not intended to limit the contribution you can make. It is a means by which we are able to place a job into the University classification system. Similar jobs with similar duties, working conditions, and minimum qualifications are grouped into a pay grade.

Increases in pay, other than those related to a promotion, are handled only once a year as funding permits. Increases, when budgeted, are merit-based, and typically occur once enrollment numbers for the fall semester are finalized – usually around the first of October. Student workers may receive small increases more frequently and are not classified within the university pay plan.

Employees must have their paycheck directly deposited to a bank for convenience. (The form for that procedure is available in your sign-up packet or in the Payroll Office in Whitehurst.)

Your supervisor will be happy to answer any questions you might have about your job description or pay grade.

### **Privileged/Confidential Information**

Because of your involvement with students, you most likely will have access to a great deal of privileged/confidential information. You will be asked to complete a confidentiality agreement as part of your employee sign-up process. Staff who have access to the Banner system are required to do an online tutorial on FERPA and pass a quiz. It is of utmost importance that the information be kept strictly confidential. Failure to do this erodes the integrity and credibility of the department. Releasing privileged information cannot be tolerated and will result in disciplinary action, perhaps as severe as termination.

### **Probation**

The first three months of your employment are considered to be a probationary period to allow you time to adjust to the department and your work. Your progress will be evaluated periodically during the three months, and your supervisor will discuss the evaluation with you. Unsatisfactory performance during the probation period would be considered cause for dismissal. Annual leave may not be taken during the probationary period. If you terminate employment or resign during the probation period, accrued annual leave will not be paid.

### **Reassignment of Duties; Reclassification**

You may be assigned to perform duties different from those in your job description. Such reassignments will enhance your knowledge of all areas inherent in the department/College, and can enhance your potential for promotion. If your job duties change substantially on a permanent basis, your position will be reviewed and will be reclassified if warranted.

### **Transfer/Promotion**

Our College is structured so that there are positions at varying pay grade levels, and thus there are possibilities to promote and/or transfer to another position when it is vacated. Vacancies in the College will be made known to internal staff, with information about how and when to apply. We seek to hire the most qualified applicant whenever possible, and are supportive of efforts to improve and grow within the College as appropriate.

## **YOUR SUPERVISOR**

### **Relationships**

Establishing a positive working relationship between you and your supervisor is essential to your quality of life in the department as well as to your productivity and growth.

It is inevitable in any work situation that disagreements and problems will arise. The manner in which you seek to resolve these situations can enhance a positive relationship. Any disagreement or problem should be handled by both parties in a manner that is professional, calm, and non-defensive so that no one involved feels a loss of dignity.

While we recognize that it is not necessary to be "buddies" to work together, it is also true that a cheerful, friendly atmosphere is conducive to smooth operations.

### **Supervisor's Support to You**

Every effort will be made to see that you are supported in your job through quality training and equipment and assisting you with prioritizing time in which to complete your assignments, as well as providing a good working environment.

If a problem arises in these or other areas, you should first discuss the situation with your supervisor. While other employees in the College may be sympathetic to your situation, they are not in a position to resolve the issue. If, after discussion with your supervisor, you do not feel the problem has been solved, you may continue up the organization chart and discuss the issue with your supervisor's immediate boss or with the College Human Resources Liaison [Jacque Lochmiller] if appropriate. Following the proper lines of communications will build your relationships with everyone in the department and especially the relationship with your supervisor.

## **YOUR WORK PERFORMANCE**

### **Department Expectations**

Interest and enthusiasm about your work makes a difference in your performance. A willing spirit and a smile are always appreciated by your co-workers, supervisor, and those with whom you come in contact. Cheerful, friendly, work-centered relationships will set the stage for giving the right kind of service to the campus community. You will find, however, that our level of staffing will not permit lengthy conversations and "visiting" in the office. They are also disruptive to other employees. While we realize that it is sometimes necessary to handle personal emergencies during regular working hours, telephone calls or office visitors should be kept as infrequent as possible.

### **Evaluations of Performance**

Certain results, both short-term and long-term, are expected from your efforts. If these should exceed or fall short of the standards explained to you, your supervisor will discuss it with you. During the three-month probationary period, there are frequent evaluations of performance. All employees receive an annual performance evaluation, and one of five ratings is given:

- Level 5:** Performance *consistently exceeds* job requirements.  
**Level 4:** Performance *meets and usually exceeds* job requirements.  
**Level 3:** Performance *consistently meets* job requirements.  
**Level 2:** Performance *inconsistently meets* job requirements.  
**Level 1:** Performance *does not meet* job requirements.

When funds are available, the ratings will influence the amount of your merit pay increase. Additional performance appraisals may take place as appropriate during the year as circumstances dictate.

## **PROFESSIONAL DEVELOPMENT**

Oklahoma State University recognizes that people are our most important resource for sustaining excellence in service, stewardship, teamwork, and professionalism. Human Resources Training Services offers opportunities for OSU faculty and staff to develop their talents, to acquire new skills, and to achieve greater career satisfaction.

Seminars offered through HR Training Services are free to all full-time faculty and staff. OSU faculty and staff have an opportunity to enroll in a variety of seminars which include customer service, performance management, communication skills, self-development, leadership development, and various computer and technical training classes. Please note that no-shows will incur a \$10 charge on their bursar account.

Information regarding professional development, training, and certificate incentives is available at the following website: <http://hr.okstate.edu/training/certificate>. There are links below to the specific certificate programs available to staff in the College of Human Sciences.

### **Seminars, Workshops, Course Enrollment**

Attendance at seminars, workshops and academic course work will enhance growth, personal development, and qualifications for promotion. The department may periodically request that you attend seminars and workshops both on and off-campus. Such training is an important way for you to upgrade your personal and professional skills and knowledge, which you can then share with the entire department. Your willingness to participate will have an effect on future promotions and evaluations. You may be asked to write a brief report or make an informal presentation upon your return.

Time spent attending a class, workshop, or seminar where the department requires or requests attendance is counted as worked time, whether it meets during or outside of working hours, and the time away from the job does not have to be made up.

The College of Human Sciences will periodically hold training sessions or encourage participation in University-sponsored sessions. These sessions are intended to be both educational and fun, fostering close, improved working relationships. Attendance is strongly encouraged.

Seminars or workshops not required by the department/College must be approved in advance by your supervisor; you and your supervisor should develop a mutually agreed-upon schedule to allow you to make up absences during working hours.

The College of Human Sciences values the training provided through Division of Academic Affairs Incentive Plans. Additional information regarding programs and incentives can be found on the Human Resources Training link on their website. In order to be eligible for the incentive pay, after receiving approval from your supervisor, a copy of the enrollment form should be shared with the Human Sciences Finance Director (Cindy Haseley). Available programs are listed on the OSU Human Resources site at this link: <https://hr.okstate.edu/training/certificate>

Certification is a highly valued professional achievement within the division of Administration and Finance. It demonstrates a level of knowledge and expertise within the profession. Certain positions within the division may be required to attain these certifications as a condition of employment. These expectations will be clearly outlined within the job description and communicated to prospective employees. For those positions that do not have this requirement, the attainment of certification allows the employee to enhance their professional career. Certification benefits both the employee and the department.

Approved Certifications:

- CPA- Certified Public Accountant
- CFE – Certified Fraud Examiner
- CPRA – Certified Pre-Award Research Administrator
- CRA – Certified Research Administrator

Courses leading to certification may be paid for by the department as part of the employee's training plan. Travel expenses incurred through the acquisition of certification will be paid as with other events. Examination fees are not paid for by the department since a professional certification remains with an employee should s/he ever leave the University.

It will be the employee's responsibility to provide annual proof of continuing professional status, to be included in the departmental personnel file. If an employee's certification expires without renewal, his/her incentive will be revoked.

Credit courses in an academic degree program: With the approval of your supervisor and the Dean, employees who work 100 percent time and who meet University academic requirements, may enroll in one course to a maximum of 5 hours per week which meets during the normal work schedule. We encourage employees to take advantage of this offer to further education. The fees for University courses are reduced by one-half, and the hours in class must be made up by both exempt and nonexempt staff members, at a time mutually convenient for you and your supervisor. Employee must submit a completed Request for Faculty/Staff Fee Waiver form to the Registrar's Office prior to the beginning of classes. If the form is not on file prior to the beginning of classes, the employee/student will not be granted the waiver of fees.

Educational Attainment Incentive Plan: Individual courses leading to degree attainment may be paid for by the department as part of the employee's training plan *if related to the employee's duties and part of a professional development plan for the employee*. The appropriate unit head or his/her designee must approve training plans prior to scheduled courses to ensure adequate staffing and budgetary considerations. This information should also be provided to the Human Sciences Personnel Director (Jacque Lochmiller).

Employee Dependent Child Waiver Benefit:

Beginning fall 2017, dependent children of OSU employees will be eligible to receive a 100% undergraduate student resident tuition waiver for OSU-Stillwater and OSU-Tulsa courses. Information is available at: <https://hr.okstate.edu/employee-dependent-child-waiver-benefit>.

## **THE OFFICE ENVIRONMENT**

### **Supplies and Equipment**

Each department/administrative unit maintains its own office supplies.

Our College and its various departments operate on a very limited budget. Our ability to provide the necessary supplies and equipment is often dependent on our ability to conserve and use items wisely. We appreciate your attention to eliminating waste. Your supervisor will appreciate any suggestions you might have for savings.

### **Space, Noise, Temperature**

Cooperation from everyone in the College is essential to minimize discomfort and distractions.

Noise from talking, piped in music, or a radio should not disturb others. If the room temperature is uncomfortable, check with your supervisor to decide whether it should be reported to OSU Facilities Management. Effective July 1, 2008, OSU became a tobacco free campus as a result of recommendation from the Student Government Association, Faculty Council and Staff Advisory Council and is consistent with OSU's ongoing effort to create a healthier campus.

### **Contacts (Business)**

Staff members are expected to know, and follow, accepted business telephone standards. If you need or desire extra training in this, your supervisor will arrange it. Because we communicate with persons outside the department constantly, we take telephone etiquette seriously.

Incoming mail is delivered and outgoing mail picked up once a day at approximately 3:00 p.m. This schedule may vary depending upon University mail delivery. You may send stamped personal mail and OSU business correspondence through our daily campus mail pickup. Preferred correspondence formats will be explained to you by your supervisor, and you may wish to insert sample copies in a separate section of this guide.

Visitors to the office will be directed to the appropriate functional area for the service they require. It is important to maintain a professional image by not being loud, opinionated, or sarcastic, or by sitting or standing around as though we are over staffed. Eating at your desk in a public space while the office is open is discouraged. Drinking coffee, tea, pop is acceptable if it does not become your center of attention and the attention of others by being in the way, and does not jeopardize the safety of office equipment. Drinks should be kept away from computers.

### **The Office (Appropriate Dress)**

The College of Human Sciences has frequent contact with other employees and persons from outside the University. Professional discretion is to be exercised in dress. A neat, well-groomed appearance creates a positive reflection on the University, the College, and the Department. Dress and grooming should fit the business surrounding the activities. Casual jeans, shorts, and similar attire are not appropriate. If you have a question regarding appropriate dress, you might want to discuss it in your area staff meeting or privately with your supervisor.

If you are in a departmental office or other high customer contact areas, you are frequently held to a higher standard than many other areas of the campus. Professional discretion is to be exercised in dress. A neat, well-groomed appearance creates a positive reflection on the employee as well as the University and the department and should be appropriate for your particular work environment. Safety precautions should receive primary consideration.

Employees may wear more casual attire on Friday as a part of Spirit Day. Spirit Day attire should be "OSU" shirts, plain orange or black shirts, with clean jeans or casual pants in good condition. Athletic shoes are acceptable and must be in a good, clean condition. Jeans that are frayed, patched, or extensively faded are not appropriate. No matter what day of the week, one should always dress in a manner that would be acceptable if an impromptu meeting with the President, Provost, Dean or donor was announced, to which you would be required to attend.

### **Attendance, Punctuality, Leave**

Because we serve the campus community, availability to help when they need us is critical, and our standards for attendance and punctuality are high. The College of Human Sciences operates on an 8:00 a.m. to 5:00 p.m. work schedule, Monday through Friday. Your supervisor will discuss specifics of your work schedule with you.

It is important that you notify your supervisor as soon as possible prior to a planned absence or if you will be late for work.

### **Overtime**

As a general rule, overtime is not approved except in extreme situations. If it is necessary for you to work overtime, your supervisor will notify you as far in advance as possible. A standard work week within the University is from midnight Friday to the following midnight Friday. A full-time employee in the College will be scheduled to work 40 hours a week. When a nonexempt employee works more than 40 hours in a work week, he or she must be paid time-and-one-half for all hours over 40 or receive compensatory time at the one-and-one-half rate at a time that is mutually agreeable with the department. Overtime must be approved **in advance** by your supervisor. Because overtime develops when you have *worked* over 40 hours, it is not likely to accumulate in weeks where there is a holiday or when you have annual or sick leave as part of the week.

Our exempt positions are not eligible to receive overtime because their assigned duties are at least 80 percent administrative and/or professional, as defined in the federal Fair Labor Standards Act.

### **Flex-time**

Flex-time is the re-arrangement of your 40 hours within the work week. When you have a temporary need for flex-time, you must get approval from your supervisor who will consider whether your schedule change would interrupt the work flow. Normally flex-time will not exceed more than several hours a month. When the department has a special temporary need to change your scheduled work time because of unusual projects or deadlines, you will be notified as far in advance as possible.

Exempt staff are expected to work whatever hours are necessary to accomplish the duties of their position, based on a 40-hour week. The normal 8:00 - 5:00 work hours will be the general guideline. However, the exempt staff member will use personal discretion, based on project needs, as to what hours and how many hours to work in a particular week. Unusual or extended variations should be



discussed with your supervisor. When exempt staff work over 40 hours in a week, it is not policy to take the equivalent hours off the next week.

### **Recording Time and Leave**

Non-exempt employees record their hours worked and leave taken in Banner Self Services – Employee, and the typical reporting interval is two weeks. Times of beginning and ending work should be recorded in Banner by the employee as they occur each day. Additionally, these employees maintain a record of their hours worked and leave taken in an Excel timesheet on the same two-week schedule. The time sheet is necessary, by law, to record time worked and leave taken. At the end of the pay period, employees print their Excel timesheets and give them to their respective supervisor to review and sign. Time sheets must be turned in to your supervisor by 10:00 am on the Monday following the end of the pay period.

Falsification of time on a time sheet is a serious matter and could lead to termination. To misrepresent records to cover time not worked or work done and time not reported are considered a falsification of time records. Please do not take these records lightly.

Exempt employees record their leave taken in Banner Self Services – Employee, and the reporting period is from the 16th of a month to the 15th of the following month. This schedule will allow any leave issues from the leave reports to be included in the current monthly payroll calculation. Leave reports must be submitted in Banner by 10:00 am on the first work day following the 15<sup>th</sup>.

Bi-weekly checks are disbursed on Friday, exactly two weeks after the close of the pay period. Monthly checks are disbursed on the last working day of the month.

## **EMPLOYEE LEAVE**

### **Holiday Leave**

The following holidays are observed by the University:

Martin Luther King Day	Thanksgiving Day
Memorial Day	Friday following Thanksgiving Day
Independence Day	Six workdays at Christmas/New Year's*
Labor Day	

\*includes one mandatory annual leave day

Consult the Human Resources web site for specific dates. If you are on Leave Without Pay prior to or following a holiday, you need to check with your supervisor to determine if you are eligible for holiday pay.

Part-time employees are paid for holidays only if they are regularly scheduled to work the day on which the holiday falls.

### **Annual Leave: Vacation**

Annual Leave accumulates each pay period depending on your length of service. OSU Policy 3-0705 and 3-0275 outline leave guidelines for nonexempt and exempt staff, respectively.

Each month as part of your Payroll Advice, you will receive a leave statement which lists the amount of annual, sick, and compensatory time that you have taken and accumulated during the year. You and your department should monitor the accumulation to be sure you don't reach the maximum and lose time. The computer report will also warn when maximum accumulation is nearing. The maximum annual leave is the amount for two years at your current accumulation rate.

Annual leave is scheduled by the department, with consideration given whenever possible to meet your needs and the work requirements of your functional area of several employees; preference will be given to that employee with highest seniority provided such requests were made at the same time. Certain times of the year are very difficult times for vacations, particularly from mid-August to mid-September, the week before finals, the first and last weeks of the semester, and weeks which are especially eventful for your area. Requests for annual leave are made in writing to your supervisor using the College half-sheet leave form.

If nonexempt staff resign during the three-month probation period, they will not be paid for accrued annual leave. You cannot be paid for vacation or annual leave in lieu of taking such leave.

### **Sick Leave**

Sick Leave is available to staff for non-work-related medical needs. Accumulation of sick leave for full-time employees is 14.67 hours a month to a limit of 1600 hours (200 working days). Your sick leave may also be used to care for a person in your immediate family, defined as father, mother, sister, brother, husband, wife, son, daughter, grandfather, grandmother, grandson, granddaughter, or corresponding in-law relationships.

When you are ill, be sure to call your supervisor or have someone call for you, to report the reason for your absence. Illness or incapacity which extends beyond a brief period of work days may at times need certification from the physician. Certification from the physician may be requested at any time. Please note that while accumulated sick leave is there to be used when you are ill, patterns of illness keeping all sick leave exhausted may diminish or destroy your value as an employee in the department. Doctor's appointments can usually be scheduled at a time that is convenient to you and the department. Sick leave is requested/reported to your supervisor on the College leave form.

Sick leave balances are not paid at termination. It can, however, be used to your advantage at retirement or in the event of a disability claim.

### **Other Leave**

Funeral leave is paid up to three working days upon the death of a person in the immediate family, or one day if the relative is not in the immediate family. If three days are not sufficient, a request may be made for additional time. Immediate family is defined as father, mother, sister, brother, husband, wife, son, daughter, grandfather, grandmother, grandson, granddaughter, or corresponding in-law relationships.

Jury duty leave and leave when subpoenaed as a witness are paid leave, and you may keep any payment they give you. Paid leave is not granted for personal litigation.

Normally the polls are open before and after work in sufficient time that it will not be necessary for you to be absent from work to vote. If you need work time off to vote, please discuss this with your supervisor *in advance*.

Oklahoma law provides 20 working calendar days of paid military leave per federal fiscal year. Official orders must be presented to the department when requesting military leave.

At times, particularly in winter, inclement weather may make travel to the campus difficult. If the President does not announce a general closing, and you are unable to get to work, you may use annual leave, compensatory leave, or leave without pay to cover the absence. Check with your supervisor if there is an unusual circumstance. Be sure, as always, to call in if you cannot get to the office. If you are ill on a day of poor weather conditions, it is important to differentiate between illness and weather conditions.

Personal catastrophes such as fire, flood, or tornado are covered by paid administrative leave. In the case of such an event, you may receive pay for up to three working days.

## **EMERGENCIES**

### **Fire and Smoke Alarms**

When our smoke alarms sound, leave the building immediately by way of the stairs and exit the building. If a disabled person is in the office at the time, the functional supervisor in the assisting area will be responsible for seeing that s/he is helped to an exit. If the supervisor is absent, others in the area are to assist. Do not use the elevators.

The Director, Assistant Director, or supervisor in charge shall check to see that everyone in the department is out and close all doors upon leaving. All members of the department are requested to meet on the lawn/sidewalk next to the Public Information Building.

### **Tornado Warning and Severe Weather**

If a tornado warning sounds, take shelter in the basement.

If an ice or snow storm occurs during working hours, a supervisor may grant annual leave to those who need to leave, after determining there will still be work coverage for the area.

### **Illness or Accident While at Work**

If you become ill and are unable to drive, your supervisor will find someone to take you home. If you have an accident at work you will be taken to the Student Health Center for first aid if required.

### **Called Home by Emergency**

Tell your supervisor, or his/her supervisor, before you leave.

### **Violence by Office Visitor**

Occasionally a visitor may become unruly and refuse to leave the department after completion of routine business. If a person does not respond to a request for departure or if you have a person that you do not feel you are able to deal with effectively, please refer that person to your supervisor, who will, if necessary, call Security (x4-6523) for assistance.

### **Emergency Phone Numbers**

Emergency - **911** - Campus Fire, Police, Ambulance  
OSU Student Health Center - 4-7026  
Stillwater Medical Center - 372-1480

A smart-phone App (Orange Shield) is a great resource for OSU faculty, staff, and students. It is recommended that you install this App for quick access to OSU emergency services.

## **CAMPUS ACTIVITIES AND BENEFITS**

### **Identification Card**

As a regular employee of OSU, you will be issued a picture identification card. The card expires when you leave regular OSU employment. It can be used to receive certain campus services such as parking, library, and reduced-price athletic season tickets. It should be turned into your supervisor along with any keys if you terminate employment with OSU.

Your employee ID can be used to purchase a permit to park on the campus. There are designated lots identified around the campus.

### **Athletic Tickets**

Your employee ID can be used to purchase two season tickets at reduced cost.

## **RESIGNATIONS**

Your position is important to the overall operations of the department. If you resign from the department, it is desirable that you give at least two weeks' notice (one month if exempt). A resignation letter should be written and submitted to your supervisor in order to begin the paperwork to re-fill the position.

Any staff member who is absent without an authorized leave of absence for three consecutive workdays shall be deemed to have abandoned the position and to have resigned from the University.

On your last day you will need to turn in any office/building keys to your supervisor; you will also need to turn in your identification card if you will no longer be working on campus.