



SPA Employee Handbook

This handbook contains brief summarized statements of policies, procedures, and programs that are applicable to those University staff members who are subject to the State Personnel Act. Such staff members may be referred to as "classified" or "SPA." Please understand that these statements are intended to serve as an overview and do not, in many cases, provide detailed information. For this reason, you are encouraged to visit the Human Resources Department website (<http://www.hr.uncc.edu/>) for online access to all Human Resources, University and State policies applicable to SPA employees. For employees without access to computers, departments normally have copies of these policies on hand. In the event you cannot locate hardcopy policies, please feel free to contact the Human Resources Department at 687-2276 for assistance.

The information contained in this booklet is subject to change by the proper authorities. It should be understood that explanations in this booklet cannot alter, modify, or otherwise change the controlling legal documents or general statutes in any way, nor can any right accrue by reason of any statement or omission of any statement in this booklet.

The University of North Carolina at Charlotte
Office of the Chancellor

Dear Colleagues:

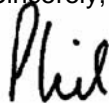
Welcome to UNC Charlotte! You are joining the University at one of the most exciting and challenging times in our history as we expand our student enrollment, academic programs, research and technology transfer, and outreach to the community. We are pleased to have you with us.

This handbook contains valuable information about your position, various personnel policies, and a brief summary of your benefits. It's designed to answer many of the questions you may have about your employment with the University. If you have questions that aren't answered here, be sure to talk with your supervisor or a member of the Human Resources Department staff. They will be happy to help you.

I hope you will find your employment challenging and rewarding. We encourage you to enhance your career opportunities at the University by continuing your education and training, both on and off the job.

I look forward to working with you to ensure our continued excellence as an institution of higher education and as a friendly and collegial place to work.

Sincerely,



Philip L. Dubois
Chancellor

Key Telephone Numbers

Academic Affairs (Vice Chancellor's Office) 687-2224
Affirmative Action Office 687-2804
Alumni Affairs 687-7799
Athletics 687-49ER
Benefits Office 687-4271
Business Affairs (Vice Chancellor's Office) 687-2234
Campus Police 687-2200
Development and Alumni Affairs (Vice Chancellor's Office) 687-2622
Disability Services 687-4355
Employee Assistance Program (Off Campus) (1-877) 327-7658
Employment Hotline 687-2075
Facilities Management 687-2155
Human Resources (Associate Vice Chancellor) 687-4269 (Employment Information 687-2276)
Identification Card Office 687-2492
Inclement Weather 687-2877
J. Murrey Atkins Library 687-2030
Lost and Found 687-8300
Mail Services Center 687-2350
Main Campus Number 687-UNCC (8622)
Parking Services Office 687-4285
Records and Registration 687-3487
Safety Office 687-4291
State Employees' Credit Union 549-5822
Student Affairs (Vice Chancellor's Office) 687-2206
Student Health Services 687-4617
UNC Charlotte Foundation 687-2271
University Relations and Community Affairs (Vice Chancellor's Office) 687-2256
Voicemail 687-3500

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INTRODUCTION

About the University of North Carolina at Charlotte

The University – Mission Statement

INTRODUCTION

About The University of North Carolina at Charlotte

The University of North Carolina at Charlotte traces its beginning to 1946. Soon after World War II ended, the University of North Carolina at Chapel Hill opened centers in Charlotte and other cities around the State to meet the enrollment demands of returning veterans.

The Charlotte Center offered evening classes in the old Central High School Building. During that first year, Bonnie E. Cone taught mathematics, and in 1947 she was asked to head the center. By 1949 enrollment pressure from the veterans had diminished, and plans were made to close the Charlotte Center.

Charlotte's education and community leaders knew, however, that the growing city needed a state-supported college, and in 1949 they were successful in persuading the state legislature to establish Charlotte College as a two-year institution. Bonnie Cone became president of the new institution, which offered a college transfer program. Early on, recognizing the need for more educational opportunities, the city's leaders began pressing for a four-year institution.

In 1963, the legislature elevated Charlotte College to a four-year, state-supported institution. At about the same time, guidelines were established for the creation of additional University of North Carolina campuses. The informal process began in 1963, and on March 2, 1965, the legislature approved the conversion of Charlotte College to the University of North Carolina at Charlotte. The formal transition took place July 1, 1965.

Bonnie Cone was named acting chancellor of the University and served in that capacity until D. W. Colvard became the University's first chancellor in April 1966. Cone then became vice chancellor for student affairs and community relations. Colvard and Cone worked closely with W. Hugh McEniry, the University's first vice chancellor for academic affairs to establish high standards for the young institution.

In the fall of 1967, the University secured Southern Association of Colleges and Schools accreditation, retroactive to 1965. Academic departments were organized into a divisional structure in 1968-1969, with the divisions becoming colleges in 1970-1971. The first graduate programs were established in 1969-1970, the same academic year in which the first residential students arrived on campus. UNC Charlotte, along with all state-supported senior institutions, formed the 16-campus UNC system in 1972.

In January 1979, E.K. Fretwell became UNC Charlotte's second chancellor, followed by James H. Woodward who came to UNC Charlotte in 1989 as the third chancellor. The University's fourth and current chancellor, Philip L. Dubois came to Charlotte in 2005. On October 8, 1993, the University of North Carolina Board of Governors approved UNC Charlotte's first doctoral programs. UNC Charlotte was recognized by the State as a doctoral/research intensive university in 2000.

Today, UNC Charlotte's enrollment is approximately 22,000, making it the fourth-largest campus in the UNC system. The campus is expected to grow to 25,000 students by 2010. More than 2,400 full-time faculty and staff rank UNC Charlotte as one of the largest employers in Mecklenburg County.

The University – Mission Statement

UNC Charlotte is North Carolina's urban research university. It leverages its location in the state's largest city to offer internationally competitive programs of research and creative activity, exemplary undergraduate, graduate, and professional programs, and a focused set of community engagement initiatives. UNC Charlotte maintains a particular commitment to addressing the cultural, economic, educational, environmental, health, and social needs of the greater Charlotte region.

In fulfilling this mission, we value:

- Accessible and affordable quality education that equips students with intellectual and professional skills, ethical principles, and an international perspective.
- A strong foundation in liberal arts and opportunities for experiential education to enhance students' personal and professional growth.
- A robust intellectual environment that values social and cultural diversity, free expression, collegiality, integrity, and mutual respect.
- A safe, diverse, team-oriented, ethically responsible, and respectful workplace environment that develops the professional capacities of our faculty and staff.

To achieve a leadership position in higher education, we will:

- Implement our Academic Plan and related administrative plans.
- Rigorously assess our progress using benchmarks appropriate to the goals articulated by our programs and in our plans.
- Serve as faithful stewards of the public and private resources entrusted to us and provide effective and efficient administrative services that exceed the expectations of our diverse constituencies.
- Create meaningful collaborations among university, business, and community leaders to address issues and opportunities of the region.
- Develop an infrastructure that makes learning accessible to those on campus and in our community and supports the scholarly activities of the faculty.
- Pursue opportunities to enhance personal wellness through artistic, athletic, or recreational activities.
- Operate an attractive, environmentally responsible and sustainable campus integrated with the retail and residential neighborhoods that surround us.

WORKING AT THE UNIVERSITY

Diversity

Drug-Free Workplace

Equal Employment Opportunity/Affirmative Action

Unlawful Workplace Harassment

WORKING AT THE UNIVERSITY

Diversity

The University is committed to providing a workplace in which all individuals are treated respectfully and equally. We celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

Drug-Free Workplace

The University is dedicated to maintaining a drug-free workplace. Under the personal conduct disciplinary process, anyone reporting to work under the influence of alcohol or illegal drugs or using alcohol or illegal drugs on the job may be dismissed without warning. Drug abuse may be cause for criminal prosecution by government agencies, in addition to disciplinary action by the University.

Individuals who suspect they may have a drug or alcohol problem are encouraged to seek help through the Employee Assistance Program before the problem affects their job performance. More information on this program is found later in this handbook under "Staff Services."

Equal Employment Opportunity/Affirmative Action

The University of North Carolina at Charlotte is committed to equal opportunity for all its people and to nondiscrimination in all areas in which it provides services to the community. The University recruits, hires, trains, and promotes to all job levels the most qualified persons without regard to the race, color, religion, sex, national origin, age, sexual orientation, or any nonrelevant disability of the individuals involved. Neither these nor any other factors that are not relevant to an employment, training, compensation, benefits, or education decision are used by the University in any of its activities.

The University is committed to the effective implementation of its equal employment opportunity policy and to aggressive affirmative action efforts in all areas and at all levels of employment. This standard is based on the premise that effective education depends on the quality of the faculty and staff and that faculty and staff members can render the best service when they work under employment conditions that are conducive to maintaining high-quality performance. The continued high quality of the University depends, in part, on the successful recruitment and retention of ethnic minority group members and women for positions in which they have been underrepresented in the past.

Any staff member who feels he or she has been discriminated against because of race, color, creed, religion, national origin, sex, age, physical handicap, or sexual orientation can (1) bring the matter to the attention of the EEO/AA programs and compliance administrator in the Human Resources Department, (2) employ the University's grievance and appeal procedures by contacting the employee relations director in the Human Resources Department, or (3), in certain cases, appeal directly to the State Personnel Commission for relief.

Unlawful Workplace Harassment

The University is committed to ensuring an environment for faculty, staff, and students that is fair, humane, and respectful - an environment that supports and rewards performance and learning on the basis of relevant considerations, such as ability and effort. Behaviors that inappropriately assert sexuality as relevant to performance are damaging to this environment.

Sexual harassment is a violation of both law and University policy and will not be tolerated. Sexual harassment is a particularly sensitive issue that may affect any member of the University community and as such will be dealt with promptly and confidentially by the University administration.

In addition to sex, harassment based on race, color, creed, religion, national origin, age, disability or sexual orientation is also not tolerated. Complaints alleging unlawful workplace harassment can be filed with the Director of Employee Relations in the Human Resources Department.

INITIAL EMPLOYMENT

New Employee Orientation

Benefits Orientation

Credentials Verification

Establishing Identity and Employment Eligibility

Probationary Period

INITIAL EMPLOYMENT

New Employee Orientation

Shortly after being hired, new staff members will be asked to complete a web based on-line orientation program consisting of modules that provide information on benefits, staff relations, occupational safety, and the various policies and procedures that affect employment. In addition to the on-line modules, new employees will also be scheduled by the Human Resources Department to attend an orientation session to receive additional information regarding their employment and benefits as well as have the opportunity to ask questions. If you are unable to attend the scheduled orientation program and would like to reschedule, please contact the Human Resources Department (687-2276).

Orientation is generally held on the first Wednesday of every month.

Benefits Orientation

During initial employment processing, all new SPA staff members will be scheduled to attend an orientation program that provides helpful information on the various benefit options available to State employees. This orientation is designed for employees who are scheduled to work 30 or more hours per week. Employees working 20-29 hours per week who wish to participate in this session should contact the Benefits Office (687-4271).

Orientations are generally held on the first Tuesday and the third Wednesday of each month.

Credentials Verification

Educational credentials and certifications are verified shortly after the start of employment. If a falsification of the employment application is discovered, disciplinary action (including written reprimand, reduction in pay, demotion, or dismissal), may be considered. Factors such as the effect of the false information on the hiring decision, the advantage gained over other applicants, and the effect on starting salary are considered in determining disciplinary action.

Establishing Identity and Employment Eligibility

Federal law requires employers to verify the work authorization of all employees. Therefore, your employment is contingent upon your ability to provide acceptable documentation of identity and employment authorization within three days of your official date of employment. The University requires all newly hired staff to complete and sign U.S. Citizenship and Immigration Services (USCIS) Form I-9 verifying employment eligibility in the United States during initial employment processing.

Additionally, your employment is contingent upon confirmation of an acceptable work status by the Basic Pilot program as administered by the U.S. Department of Homeland Security. Employees must remain legally eligible to live and work in the United States consistent with U.S. immigration and other laws. Failure to meet any of these requirements may result in the termination of employment.

A valid driver's license and an original social security card are typically submitted as documentation to support identity and employment eligibility. Other forms of documentation, such as a United States passport, unexpired foreign passport, or certified birth certificate are also acceptable.

Individuals unable to provide acceptable documentation within three days of beginning employment should not be allowed to return to work until the documentation is recorded.

As a University 'best practice' to assure accurate payroll tax and retirement system reporting, all staff members are strongly encouraged to present an original social security card at the time of employment.

Probationary Period

All new staff members are required to serve a probationary period of no less than three months, and no longer than nine months, with six months serving as the usual period.

The probationary period is designed to allow the employee time to adjust to the new position, to learn performance expectations, and to become familiar with the University, while also providing the supervisor with an opportunity to evaluate the employee's capabilities. Employees are eligible for permanent appointment once all performance expectations have been met and all credentials have been verified.

Probationary employees, whose job performance or personal conduct is considered unsatisfactory or unlikely to meet acceptable standards, may be dismissed from employment at any time. Employees dismissed under such conditions may appeal the decision, provided they allege unlawful employment discrimination.

EMPLOYMENT POLICIES

Dual Employment

Secondary Employment

Employment of Relatives

Adverse Weather

Notice of Resignation

EMPLOYMENT POLICIES

Dual Employment

Dual Employment occurs when one State agency or University desires the services of an employee of another State agency on a part-time, consulting, or contractual basis. Generally, you cannot be additionally “employed” by another University department or by another State agency as a staff employee. Such Dual Employment is permitted only in certain circumstances and only with advance approval by the two departments or agencies involved and the Associate Vice Chancellor for Human Resources.

Secondary Employment

For any SPA permanent employee, your assigned duties and responsibilities to the University are considered as your ‘primary’ employment. Any other employment in which an employee chooses to engage is considered ‘secondary’ in nature. If a second job with another employer is contemplated, and is to be performed outside normal working hours, applicable regulations require that any such arrangements be approved by the department head and the Associate Vice Chancellor for Human Resources before any secondary employment is undertaken. The purpose of this approval process is to assure that secondary employment does not have an adverse effect on primary (University) employment and does not create a conflict of interest. Secondary employment policies apply only to second jobs paid from non-State sources of funding.

Employment of Relatives

Members of your immediate family may be employed with the University provided that such action will not result in one family member supervising another member of the immediate family. No family member may occupy a position which has influence over another member’s employment, transfer, promotion, salary administration, or other related management or personnel considerations.

‘Immediate family’ is defined as: wife, husband, mother, father, brother, sister, son, daughter, grandmother, grandfather, grandson, granddaughter, and step-, half- and in-law relations of this same list. Employment restrictions might also include others living within the employee’s household or otherwise so closely identified with the employee as to suggest the potential for difficulty in the employment relationship.

Adverse Weather

In the event of adverse weather conditions, the University operates on its normal schedule unless the chancellor (or vice chancellor designee) announces that the University is closed or the schedule is modified (such as a delay in opening or an early closing).

You are not expected to be on campus when the University is closed, unless:

- You receive advance written standing instructions issued by the appropriate vice chancellor requiring you to report to work on your regular schedule in spite of an emergency closing.
- You receive from an appropriate supervisor special notice by telephone or other means to report to work in spite of the closing.

An announcement that the University is closed should be interpreted to mean that faculty and staff whose jobs have not previously been designated as “essential to the operation of the institution” are encouraged to remain at home. Those persons designated as “essential” and others contacted to report to work are expected to reach the campus as expeditiously as possible, using normal precautions dictated by the adverse weather. Leave earning employees will be paid for time missed when the university is closed. Essential employees who report to work will receive compensatory time for the time worked during the

closing in accordance with Policy Statement #13 – Campus Operation in Adverse Weather or other Unusual Conditions.

If classes are cancelled but the university remains open as an optional work day, employees designated as “essential” are required to report to campus. Other employees may report to campus or may elect to remain at home. Employees missing work on an optional work day must charge time to bonus/vacation leave or make up their time in accordance with the Policy Statement #13 – Campus Operation in Adverse Weather or other Unusual Conditions.

Public announcements of closing are made with the cooperation of radio stations WBCY/WBT (FM 108, AM 1110), WFAE (FM 90.7), WSOC (FM 103, AM 930), WROQ (FM 95), WEZC (FM 104), and WPEG (FM 98). Television stations WBTV (CBS), WCNC (NBC), and WSOC (ABC) also carry announcements.

Other sources of information include the university website, www.uncc.edu, the inclement weather hotline, (704) 687-2877 and the information desk at Cone University Center.

Notice of Resignation

If you leave the University, please make every effort to give your supervisor a written notice of resignation two weeks or more before your last day of work. You should also schedule a meeting with the Benefits Office to review your options regarding your health, medical, and other university benefits. Employees who are transferring to another state agency are strongly advised to make the Benefits Office aware of the transfer to insure proper transfer of leave credits. With the exception of retirements and transfers, the last day an employee actually works, or the last day of the month if the last day worked is the last working day in the month, is considered the date of separation.

Not reporting to work for three consecutive workdays without notifying your supervisor is considered a voluntary resignation without notice. Therefore, it is vital that you notify your supervisor should you need to miss work prior to or at the beginning of your workday.

WORKPLACE POLICIES, PROGRAMS, AND SERVICES

Breaks and Meal Periods
Confidential Information
Dress Code
Mail Services Center
Media Contacts
Performance Management Program
Political Activity
Safety and Health Program
Smoking
Telephone Calls, Use of Personal Communication
Devices and Email
Uniforms
University/State-Owned Vehicles
Use of University Computer and Other Electronic Equipment
Wellness Program
Workers' Compensation and Medical Payments

WORKPLACE POLICIES, PROGRAMS, AND SERVICES

Breaks and Meal Periods

If workload allows and working conditions warrant it, departments may grant one fifteen-minute paid break during any work period of four consecutive hours. Breaks are a privilege and may not be added to meal periods, used to shorten the workday, taken in conjunction with any type of leave, or combined. Breaks are optional, not required, and may be allowed at the discretion of the department's supervisor.

Meal periods are, at a minimum, thirty minutes, during which you are completely free of assigned work. Full-time staff and part-time staff working more than four hours a day generally receive one hour for meals. Meal periods may not be used to shorten the workday or taken in conjunction with any type of leave. It is expected that employees who work more than five hours per day be given a minimum of a thirty minute meal period.

Confidential Information

In the course of performing your job duties, you may be exposed to information considered confidential. You are expected to keep such information confidential and adhere to proper procedures in handling such information. If you are not sure about whether or not certain information is considered confidential, you should discuss it with your supervisor.

Dress Code

You are expected to wear clothing appropriate to your job. Some departments provide guidelines or have adopted informal dress codes. In any case, if management considers clothing to be inappropriate, the individual involved may be warned or sent home to change. Such absences are charged to the individual's vacation/ bonus leave or leave without pay.

Mail Services Center

The University Mail Service handles official University mail, including delivery of incoming U.S. mail, pick-up and processing of out-going U.S. mail, and distribution of inter-office (campus) mail. Outgoing U.S. mail departs from the campus daily at 6:00 p.m. To guarantee pick up all mail should be submitted to the Mail Services Center prior to 4:30 p.m.

Media Contacts

It is not uncommon to see local and/or national media on campus. University employees who are contacted by the media regarding university related business and/or issues should refer such contacts to the Public Relations Department.

Performance Management Program

Supervisors work closely with their staff members to assist them in improving their work performance. This is a shared process whereby the supervisor and the individual staff member plan work and review work performance together.

Work plans show not only what is to be done, but how it is to be done. From time to time, events may necessitate work-plan enhancements. On such occasions, the supervisor and staff member meet to make any necessary adjustments. At least twice a year, during the interim review period and at the end of the annual performance management cycle, supervisors hold formal performance review meetings with each member of their staff. Overall performance, including strengths and deficiencies, and personal development plans are discussed.

Staff members who receive an overall performance rating of "Good, meets expectations or higher" are eligible for a performance salary increase. The amount of such an increase is determined by the performance rating and the amount of funding allocated by the North Carolina Legislature.

Political Activity

You are free to inform yourself and vote as you wish on all political issues. As State employees, however, staff members may not:

- Take an active part in managing a campaign, campaign for political office, or otherwise engage in political activity while on duty.
- Use their authority or position or use State funds, supplies, or vehicles to secure support for or to oppose any candidate, party, or issue in a partisan election.
- Promise rewards, threaten loss of job, or coerce any State employee to support or contribute to any political issue, candidate, or party.

Violations may be grounds for disciplinary action, which may include dismissal in cases of deliberate or repeated violation.

Safety and Health Program

The chancellor has appointed a safety and health committee to provide guidance and planning for campus safety and health awareness. In addition, departments are strongly encouraged to develop departmental safety committees to further promote accident prevention.

The Safety and Environmental Health Office inspects each facility or department periodically and conducts training in all phases of safety, including but not limited to hazard communication, fire safety, hazardous material management, industrial hygiene, safety awareness, and accident prevention.

Certain areas of the University have procedures and features that require special attention to increase safety and reduce the risk of injury. The management in each operational unit is responsible for enforcing safety and health standards and supplying proper support and training to any involved staff members. Certain tasks require the use of personal protective equipment.

All accidents, injuries, and near misses must be reported as soon as possible to supervision. Each incident is investigated thoroughly to determine cause and prevent recurrences. Every member of the University community shares the responsibility for maintaining a safe and healthful campus environment and reducing or eliminating known hazards. If you recognize an unsafe or unhealthful situation, immediately inform a supervisor. In addition, you are expected to observe all safety rules, report any unsafe conditions, and ask questions if you are uncertain about potential hazards.

Smoking

To promote a healthy working and learning environment, smoking is prohibited in all public areas inside campus buildings.

Note: Different rules apply to campus student residence facilities.

Telephone Calls, Use of Personal Communication Devices and Email

Personal telephone calls during working hours are occasionally necessary; however, long distance or toll calls of a personal nature may not be made at the University's expense at any time. All long distance calls for University business must be made through the State Telecommunications Services (STS) network. Directions for placing long distance calls are printed in the campus telephone directory.

Use of personal communication devices (cell phones, pagers, text messaging devices, etc.) during working hours should be limited. Employees are asked to be respectful of others in the workplace and insure such devices do not create a disturbance, interfere with meeting performance expectations, or intrude on the privacy of others in the university community.

You will be assigned an email account for the purpose of conducting university business. The account belongs to the university and emails sent and received are stored on university servers. Personal use of email accounts should be limited and should not interfere with your normal work duties. Use of email to send or receive material that is inappropriate or may be offensive to other members of the university community is subject to disciplinary action. For more information on email, please contact the Information Technology Services Help Desk (687-3100) or visit their website at <http://www.its.uncc.edu/>

Uniforms

Some members of the University staff are furnished uniforms, which are the property of the University and must be returned if the staff member leaves university employment.

University/State-Owned Vehicles

If you are asked to travel in connection with your job, check with your supervisor for current travel regulations. It may be necessary to use a State vehicle to conduct State business. If you are required to use a personal vehicle to conduct State business, you are reimbursed on a per-mile basis. If out-of-town travel is required, you are reimbursed for meals and lodging. Visit the Financial Services website at <http://www.finance.uncc.edu/> or check with the Accounts Payable Office in the Controller's Office (687-4089) for complete travel information.

Vehicles must be operated safely at all times, and all traffic and civil laws must be obeyed, including speed limits. Failure to observe these laws may result in disciplinary action.

Use of University vans requires a special Van Driver Authorization Card obtained through the Safety and Environmental Health Office.

Use of University Computers and Other Electronic Equipment

Most university employees have access to a university computer and/or other electronic equipment (such as digital cameras, scanners, printers, etc.) in their workstation. All employees have access to personal computers and other electronic equipment located in the library and computer labs on campus. Employees may use computers in the library and/or computer labs for personal reasons before or after normal working hours as long as the use does not create a conflict with their employment or is used inappropriately. Under no circumstances may university computers be used by employees to gamble, participate in illegal activities, or in any other way an employee's supervisor may feel is detrimental to the employee's employment or may harm the reputation or standing of the university in the community. Policy Statement #66, Responsible Use of Computing and Electronic Communication Resources, provides additional information on the computer use policies of UNC Charlotte.

Wellness Program

Program goals are to provide educational information and encourage better health practices. Workshops, seminars, and special events focus on five areas: self-responsibility, nutritional awareness, physical fitness, stress management, and environmental sensitivity. The Human Resources Department has additional information about the program.

Workers' Compensation and Medical Payments

You are fully covered under workers' compensation laws for disability benefits and medical care at the University's expense for job-related injuries or occupational diseases.

Student Health Services on campus is the primary contact for initial treatment of anyone injured on the job. Follow-up treatment may be provided either at Student Health Services or in an appropriate specialist's office as directed by Student Health Services. If Student Health Services is closed, the injured person should be taken to the Carolinas Medical Center-University emergency room. In the event of serious injury, if in doubt or time is considered to be critical, the injured person should be taken directly to the emergency room.

All accidents and injuries, no matter how slight, must be reported immediately to your supervisor. The Safety and Environmental Health Office is responsible for filing all claims under Workers' Compensation and must be notified immediately of any accidents. If you are injured on the job, you will be advised of your leave options, disability payments from Workers' Compensation, and payments for medical services.

GETTING PAID

Payday

Overtime Pay

Shift Premium Pay

Holiday Premium Pay

Emergency Call - Back Pay

Longevity Pay

Pay for Unused Vacation Leave

GETTING PAID

Payday

Staff members are normally paid twice monthly, on the last working day before the sixteenth of the month and on the last working day of the month.

Overtime Pay

Staff members employed in a position that is subject to the overtime provisions of the Fair Labor Standards Act (FLSA subject) must complete and sign a weekly time record, which is submitted to the supervisor for review. It is the supervisor's responsibility to certify that the record is accurate.

No more than forty hours a week are to be worked without prior approval by the supervisor. In the event a FLSA-subject staff member works more than forty hours in a week, the University compensates overtime work on a compensatory-time basis. If the employee is unable to take compensatory time off, he or she is compensated at a rate of time-and-a-half for time worked over forty hours. Compensatory time earned should be taken at a time convenient for the department but before the end of the following month, if possible. In all cases, compensatory time must be paid if not taken within twelve months from date work is performed or for amounts exceeding 240 hours.

To pay a staff member for overtime, the supervisor secures budget authority from the vice chancellor of the division or the vice chancellor's designee. This is necessary in part because the University's allocation of State funds does not specifically designate funds to pay for overtime.

Certain positions are exempt from FLSA overtime provisions on the basis of professional, administrative, or executive criteria. Staff members employed in FLSA-exempt positions do not submit time records and do not qualify for overtime pay under FLSA overtime provisions.

Shift Premium Pay

Shift premium pay is provided for evening or night-shift work if a majority of the hours are worked between 4:00 p.m. and 8:00 a.m. on a regular, recurring basis. Shift premium pay applies to positions through pay grade 69. The salary grade maximum does not apply in the occupational area of Nursing, Physician Extender or in Data Processing. Shift premium pay applies only to actual hours worked, thus excluding vacation and sick leave, holidays, and so on.

Holiday Premium Pay

If you are **required** to work on a designated holiday, you will receive premium pay equal to one-half of your regular straight-time hourly rate for the hours actually worked in addition to your regular salary. In addition, holiday time off (eight hours) is granted at a time convenient to the department.

FLSA-exempt professional, administrative, and executive staff are eligible for holiday premium pay.

Emergency Call-Back Pay

Emergency call-back pay is typically associated with specifically designated critical technical trade positions, which are not exempt from FLSA overtime provisions. Professional, administrative, and executive positions, which are FLSA exempt, are generally considered to be on call twenty-four hours a day and do not receive additional compensation for work performed before or after regular working hours or on non-working days.

If FLSA overtime provisions apply to your position and you are required to respond to an emergency call back to perform necessary work at a time other than during your regularly scheduled hours of work, you may receive compensatory time or cash payment. You are guaranteed compensation for a minimum of two hours on each occasion.

Longevity Pay

To reward long-term service, classified (SPA) staff members who have completed ten or more years of service are eligible to receive longevity pay. During the month of the anniversary date (ten years or more), an additional annual payment based on a percentage of base salary is made according to the following schedule:

Years Of Service	Longevity Pay
10 but less than 15	1.50 percent
15 but less than 20	2.25 percent
20 but less than 25	3.25 percent
25 or more	4.50 percent

Longevity pay is a form of bonus, which increases total income, but does not increase base salary.

Pay for Unused Vacation Leave

If you leave the University, you are paid for any unused vacation leave, up to a maximum of 240 hours. Payments are based on salary in effect on the last day of service with the University. If you leave the University and accept employment with another State university or agency, all vacation and sick leave may be transferred to your leave account with the new university or agency, subject to approval by the State organization to which you transfer.

COMPENSATION AND SALARY ADMINISTRATION

Job Classification

Job Posting

Initial Salary Determination

Legislative Cost of Living Increase (COLA)

Career Growth and Merit Pay

Promotion

Range Revision

Position Reclassification

In-Range Salary Adjustments

Career Progression Adjustments

COMPENSATION AND SALARY ADMINISTRATION

Job Classification

To perform their prescribed functions, University departments and offices establish permanent (or time-limited permanent) positions, which typically are funded from State allocations, grants, and contracts, or a combination of such sources. Once funding is secured, a job description is developed describing the general duties and responsibilities of the position. Based on the job description and any other pertinent information, the position is classified using the State's classification systems for Career Banding and Pay Grades. For every career band and graded classification, there is an established:

- Minimum education and experience requirement.
- Career Band or Pay grade (salary range).

Job Posting

When a new position is established (funded and classified) or an existing permanent position vacancy is expected, the job is posted on campus, including an announcement in the Campus News and on the job board in the Human Resources Department. Job postings can also be located at the Human Resources Department website at (www.uncc.edu/jobs). In some cases, recruiting is limited to current University staff. At other times, recruiting is open to both on-campus and off-campus applicants.

Initial Salary Determination

Once the evaluation of candidates for an open position is completed, the selecting official informs the Human Resources Department and makes a salary recommendation for the selected candidate. If the recommended salary can be justified on the basis of the candidate's education and experience which reflect demonstrated job-related competencies, salary equity with other similar University positions, current job market factors, and availability of funds, the recommended salary is approved. This becomes the base salary for the employee and remains unchanged until any of the following occur.

Legislative Cost of Living Increase (COLA)

Each year the North Carolina General Assembly determines across-the-board salary COLA increases for all permanent State employees. This determination is essentially based on the State budget submitted by the governor and approved by the legislature. Customarily, the increase is a percentage of pay, but on occasion it is a fixed amount added to base salary.

Career Growth and Merit Pay

In addition to COLA, the general assembly may also provide annual funding for performance-based salary increases. Such increases are tied to the overall performance rating employees receive during their annual performance review, as administered through the University's performance management program. Depending on their overall performance and the amount of funds allocated to the University by the legislature, employees who "meet expectations" may qualify for Career Growth, and those "exceeding standards" may qualify for a merit pay increase, if approved by the General Assembly.

Promotion

Employees may apply for other positions that become available on campus. If an employee is selected for another position that is classified at a higher pay grade or Career Band, the selecting official may recommend a salary increase within established State guidelines. In general, the guidelines allow for a maximum salary increase based on:

- The employee's demonstrated competencies and relevant qualifications.
- The availability of funds.
- Salary equity considerations.

Range Revision

The Office of State Personnel conducts an annual labor market review of selected job classifications. These studies occasionally result in a "salary range revision," which is a change in salary range for selected State classifications, as approved by the State Personnel Commission. Typically, a salary range revision provides management with an opportunity to recommend a salary adjustment for staff members employed in such positions. Salary adjustments that result from a salary range revision are not rewards for job performance or the assumption of greater responsibility. Rather, such adjustments are a result of market conditions and are intended to maintain competitive pay levels. Other factors considered in recommending the amount of salary adjustment include job performance, current salary within the range, and salary equity among affected staff.

Position Reclassification

If it appears that the duties and responsibilities of a position change substantially, department and office heads are encouraged to notify the Human Resources Department. A classification analyst reviews the position to determine if the current classification is still appropriate. If it is determined that the position should be reclassified to a higher grade, or that the required competencies for the position require a different career band or competency level, the department then has an opportunity to recommend a salary adjustment for the position incumbent. Such adjustments are governed by State guidelines, which include such factors as the staff member's competencies and qualifications, fund availability, and salary equity.

In-Range Salary Adjustments

Salary adjustments up to 10% of the employee's base salary within a 12-month period may be received for employees in positions in the graded system for the following reasons:

- a substantive change in duties and responsibilities which would not result in a reclassification to a higher graded job class;
- internal equity which normally exceeds a 10% differential; or
- market conditions where no Special Entry rate has been designated or implemented for the job class or class series.

Career Progression Adjustments

Salary adjustments may be received for the following reasons:

- a substantive change in the level of competency(ies) which would not result in a reclassification to a higher career band grade; or
- a salary that is low relative to its respective market reference rate. Consideration for market adjustments are usually due to prior funding constraints that have not allowed increases to keep pace with the career progression and/or increased competencies of employees.

YOUR BENEFITS

Health Insurance

NCFlex Program

Post-Tax Life Insurance

Retirement Program

Social Security

Disability Income Plan of North Carolina

Other Disability Plans

Other Voluntary Benefits Programs

Sheltered Savings/Investment Programs

College Foundation of North Carolina 529 Plan

Unemployment Compensation

YOUR BENEFITS

Complete information about all your benefits is available from the Benefits Office, located on the second floor of the King Building.

Health Insurance

Your choices for health insurance coverage under the State Health Plan are:

- The Teachers' and State Employees' Comprehensive Major Medical Plan (Indemnity Plan), or
- Smart Choice Basic PPO
- Smart Choice Standard PPO
- Smart Choice Plus PPO

Any health insurance election you make in a given plan year may be changed during the next annual enrollment period. Typically open enrollment is conducted in March for coverage to begin in July.

If you are permanent full-time (employed at least thirty hours a week for nine months or longer), the University pays the employee's individual premium as follows:

• State Health Plan	100%
• Smart Choice Basic PPO	100%
• Smart Choice Standard PPO	100%
• Smart Choice Plus PPO	88%

The employee is responsible for full cost/premiums of dependents on all plans.

If you are permanent part-time (employed at least twenty but less than thirty hours a week), you are eligible for health insurance, but you must pay the full cost of your coverage.

To avoid the pre-existing condition limitation, you must enroll for coverage within thirty days after you begin work.

NCFlex Program

NCFLEX offers eight popular pre-tax benefits:

- Dental Plan
- Vision Care Plan
- Supplemental Medical
- Cancer Insurance
- Accidental Death and Dismemberment
- Group Term Life Insurance
- Health Care Flexible Spending Account
- Dependent Day Care Flexible Spending Account

All NCFlex benefits operate on a calendar year basis – January 1 through December 31.

You are eligible to participate in NCFlex if you are a University employee working 20 or more hours per week in a permanent, probationary or time-limited position. If you enroll during annual enrollment, your participation is effective January 1. *If you are a newly hired employee, your participation begins the first day of the month after you sign your enrollment form.*

Post-Tax Life Insurance

Voluntary Post-Tax Group Life Insurance is available to you and your eligible dependents. You pay the full cost of any coverage you elect.

Retirement Program

If you are working thirty or more hours a week for a stated period of nine months or longer, you are considered full-time staff and are required to participate in the Teachers' and State Employees' Retirement System (TSERS). You and the University share the cost of providing for your future financial security.

TSERS is a defined benefit plan, which means that plan benefits are based on a specific formula that takes into account your years of service, age, average final compensation, and the multiplier (that is, a stated percentage of your average final compensation) in effect at the time you retire. Retirement eligibility is based on age and years of creditable service (that is, any period during which you contribute to the TSERS, measured in years and months).

After one year of service with the University, you are eligible for a death benefit if you die while actively employed or within 6 months of retirement. Your designated beneficiary will receive a single lump sum payment equal to your annual salary, with the minimum death benefit being \$25,000, and the maximum benefit not exceeding \$50,000.

An informative booklet titled "Your Retirement Benefits" is available on the NC Department of State Treasurer website <http://www.treasurer.state.nc.us>.

Social Security

All University employees are subject to the provisions of the federal social security program. Both you and the University make contributions in your name to this program, which are in addition to contributions to a University retirement program.

Disability Income Plan of North Carolina

When you participate in the University retirement program, you are eligible for disability benefits at no additional cost.

- After one year of service, you qualify for short-term disability benefits, which are available for a twelve-month period.
- After five years of service, you qualify for long-term disability benefits, which are paid as long as the disability continues or until you are eligible for retirement.

Other Disability Plans

- University law enforcement officers are covered by a separate insurance plan, which provides certain temporary disability and death benefits at no cost to participants.
- A voluntary supplemental disability plan is available to all staff members. Coverage and premiums may vary with salary and length of service. Evidence of insurability may be required.

Other Voluntary Benefit Programs

You may also participate in the following voluntary benefit programs:

- **Automobile Insurance** - is available at discount rates. Coverage and premiums vary, depending on the number of vehicles and persons insured, amount of coverage elected, insurance points, and so on. You may enroll at any time, and premiums are paid through payroll deduction.
- **Homeowners, Renters and Personal Property Insurance** - is available at a cost determined by the amount of coverage elected, type of construction, fire protection provided and other variables. You may enroll at any time, and premiums are paid through payroll deduction.
- **Long Term Care** – is available through payroll deduction to cover expenses for you or your family member's future care including, but not limited to nursing home, home health care, hospice, respite and an assisted living facility.

Sheltered Savings/Investment Programs: 403b, 457, and 401k Plans

You may participate in a variety of programs that enable you to save money for your future financial security and, at the same time, reduce your current taxable income.

Several pre-tax annuity programs [IRC 403(b)], a deferred compensation plan [IRC 457], and a tax deferred investment plan [IRC 401(k)] are available to all University employees. All contributions to these plans are made through payroll deduction.

College Foundation of North Carolina 529 Plan

Employees are eligible to participate in the College Foundation of North Carolina's 529 Plan through payroll deduction in order to save for college expenses of dependents. Forms and materials are available in the Benefits Office.

Unemployment Compensation

University staff members are covered by unemployment insurance and are advised to contact the local office of the Employment Security Commission upon termination.

TAKING TIME OFF

Leaves

Vacation Leave

Sick Leave

Family and Medical Leave

Community Service Leave

Civil Leave

Military Leave

Other Leave Without Pay

Voluntary Shared Leave

Volunteer Emergency Services Leave

Holidays

TAKING TIME OFF

Leaves

Leave of any kind generally must be earned before it is taken. Whenever possible, leave requests should be approved in advance by the appropriate supervisor. In all cases, however, leave is granted only with the supervisor's approval. If approval for a leave is not granted, any absence from work is not authorized and will be considered unexcused (non-pay status). Staff members who do not have accrued leave should discuss the matter with their supervisor if leave without pay becomes necessary.

Exempt staff members (that is, those who are exempt from the overtime provision of the Fair Labor Standards Act (FLSA)), who sometimes work more than the standard forty-hour workweek, must use approved vacation or sick leave when they are absent for an entire day. When reporting to work but working less than a full eight-hour day, they may not be charged for vacation or sick leave, provided forty or more hours are worked during the workweek in which the absence occurs (at supervisor's discretion).

Supervisors receive a monthly accounting of leave taken.

Vacation Leave

Full-time permanent and probationary staff earn vacation leave according to the following schedule:

Total Years Of State Service	DAYS/YEAR	HOURS/YEAR	HOURS/MONTH
Less than 2 years	11 3/4	94	7.833
2 but less than 5	13 3/4	110	9.167
5 but less than 10	16 3/4	134	11.167
10 but less than 15	19 3/4	158	13.167
15 but less than 20	22 3/4	182	15.167
20 years or more	25 3/4	206	17.167

Permanent and probationary part-time staff (twenty or more hours a week) are granted leave on a pro-rata basis.

Vacation leave can be used for other personal reasons requiring your absence from work and must be approved in advance by your supervisor. To earn leave for the month, you must be in paid status for one-half or more of the working days in the month. Vacation leave can be accumulated without any applicable maximum until December 31 in each calendar year. On December 31, if you have more than 240 hours of accumulated leave, the excess is converted to sick leave, and only 240 hours are carried forward to January 1 of the following year.

If you leave the University, you are paid for any unused vacation, up to a maximum of 240 hours. You may consider donating any excess balance of vacation leave to an approved participant in the Shared Leave Program.

Sick Leave

Sick leave is earned at the rate of eight hours monthly, or ninety-six hours annually, and may be accumulated indefinitely and used to extend creditable service at retirement. Part-time staff (twenty or more hours a week) are granted sick leave on a pro-rata basis. Sick leave may be used for the following purposes:

- Injury or illness that prevents you from performing your usual duties, including the actual period of temporary disability connected with childbirth and recovery from childbirth.
- Medical appointments.

- The illness or death of a member of your immediate family, defined as your husband or wife, parents, children, brother, sister, grandparents, and grandchildren, and including step, half, and in-law relationships.

Should you not be able to report for work for any reason, it is expected you will notify your supervisor (normally by phone but other methods, such as email, may be used if your supervisor approves), prior to the beginning of your work day. If you know in advance that you will be absent and requesting sick leave, you are expected to notify your supervisor as soon as possible (such as absences for medical appointments).

If you leave the University, you are not paid for any unused sick leave, but the leave may be reinstated to your account if you return to State employment within five years.

Sick leave is also subject to supervisory approval. Your supervisor may ask for documentation relating to sick leave.

Family and Medical Leave

Permanent staff members who have been employed with the University for at least one year and worked at least 1,040 hours (half time) during the preceding twelve months are entitled to a maximum of twelve weeks of family and medical leave during any twelve-month period, in accordance with the Family and Medical Leave Act of 1993 (FMLA).

The leave may be paid, unpaid, or a combination of paid and unpaid, and you may request family and medical leave for one or more of the following reasons:

- To care for a newborn, or newly placed foster or adopted child.
- To care for a spouse, child, or parent with a serious health condition.
- You own serious health condition.

If both you and your husband or wife are employed by the University, each of you may have a total of twelve weeks leave. If you both take six weeks of leave for the birth of your child, each of you could later take an additional six weeks because of a personal illness or to care for a sick child.

If the entire period of Family and Medical Leave is covered in a paid leave status, your health benefits are continued at the same level and under the same conditions as if you were at work. However, should any part of the Family and Medical Leave period result in leave without pay, the employee will be responsible for the cost of any deductions necessary to keep employee or family-elected coverage in place.

Leave beyond the twelve-week period (with no sick or vacation leave balances available) is administered as leave without pay, and you are required to pay for total health premiums during such periods.

Forms for requesting family and medical leave are available from the Human Resources website <http://www.hr.uncc.edu/forms.htm#Benefits> or you may contact the Benefits Office at (704) 687-2892.

Community Service Leave

You may take up to twenty-four hours of paid community service leave each calendar year to:

- Meet with a teacher or administrator of any elementary, middle, or high school or day care center with regard to your child.

- Attend any nonathletic function that is part of the school's academic or artistic program in which your child is participating.
- Perform school or other community volunteer work, such as mentoring, regardless of parental status.

The twenty-four hours of leave is prorated for part-time staff. New full-time staff are credited at the rate of two hours per month of community service leave for the remaining time in the calendar year when they begin their employment with the University. Any such leave not taken in the calendar year is forfeited.

Civil Leave

You are given leave with pay to serve on jury duty, and the time is not charged against accumulated leave time. You are entitled to any juror's pay you receive, in addition to your regular salary for the period.

If you attend court:

As part of your job, no leave is required; however, any court fees received must be given to the University.

As the result of a private lawsuit or as a witness of a federal, state, county, or city government, you may be given leave with pay. Any fees received must be given to the University, or you may use vacation leave and keep any fees received.

Military Leave

Leave with pay for up to 120 hours each Federal fiscal year, (October 1 through September 30) shall be granted to members of the uniformed services for active duty training and inactive duty training. Vacation/bonus leave or leave without pay may also be used for reserve functions. Leave should always be coordinated in advance with supervisors, when possible.

Reserves ordered to State or Federal active duty shall receive up to thirty (30) calendar days of pay based on the employee's current annual State salary. After the thirty (30) day period, members shall receive differential pay for any period of involuntary service when the military base pay is less than the employee's annual State salary. When called to Federal active duty, the State will continue to pay the employee portion of medical coverage in the State Health Plan for at least 30 days from the date of the active service. You may continue medical benefits after the 30 days by paying the full premium (employer and employee, if any) yourself.

Military leave without pay is granted for one enlistment period of service, not to exceed four years. If reinstatement is applied for within ninety days from the date of discharge, accumulated sick leave is reactivated. Any mandated salary increases that would have been necessary become effective when enlistees return to work. Leave benefits are not accumulated during military leave without pay. Enlistees receive credit from the retirement system while they are away from their jobs, provided they return to State employment within two years of their discharge date.

Other Leave Without Pay

Permanent and probationary staff members may be granted leave without pay for the following purposes:

- Education that will better equip them for the performance of their duties and responsibilities.
- Special work for the federal government.
- When the University is to profit by the experience gained or the work performed.

- Vacation or any other reasons the University deems justified.

Requests for leave without pay must be made in writing and approved by the supervisor and the Benefits Office.

Unless an extension is requested and approved, failure to report for work at the expiration of a leave of absence may be treated as a resignation.

Voluntary Shared Leave

This program allows any leave earning employee the opportunity to donate vacation leave to a co-worker who has run out of personal accrued time due to a serious medical condition for themselves or an immediate family member, that requires the employee's absence for a prolonged period of time (defined as 20 consecutive workdays or more - there are rare exceptions). To qualify, you must be in a permanent, probationary, or trainee appointment and in leave-earning status. Only family members may donate sick leave under the shared leave program, all others donate vacation leave.

To participate in the shared leave program, an Application for Shared Leave must be submitted to the Benefits Office, and approved by the employee's supervisor and the Benefits Office. A doctor's statement to support the reason for excessive absenteeism is mandatory for consideration of participation.

The minimum amount that may be donated is four (4) hours. Donation must be made to a specific person who has been approved for participation in the program. The University does not permit leave "banking," time donated is used for purposes supported by the doctor's note only or returned to the donor.

Volunteer Emergency Services Leave

The University grants time off with pay to participants in volunteer emergency services within the immediate area. If you are involved in such work (for example, rescue squads and volunteer firefighting), discuss the situation with your supervisor and/or department head.

Questions about all types of leave should be directed to the Benefits Office, located on the second floor of the King Building (687-4271).

Holidays

Full-time staff receive a minimum of eleven paid holidays each year. State employees in other agencies normally receive the following holidays:

- New Year's Day
- Martin Luther King's Birthday
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving (two days)
- Christmas (two or three days)

Because the University is on a year-round, twenty-four-hour basis, however, it operates on a different holiday schedule, which is announced before the beginning of the calendar year. Typically, we may be open for work on Memorial Day, Good Friday and Veteran's Day. In return, the University normally uses those paid holidays in conjunction with Christmas and New Year's to close for a week called Winter Break. Your supervisor can answer any questions you may have about holidays as they affect your department.

Permanent part-time staff receive paid holidays on a pro-rata basis. Temporary staff members are not eligible for paid holidays.

PROFESSIONAL DEVELOPMENT

Training Programs

Educational Assistance Program

Tuition Waiver Program

Office of State Personnel Development Programs

Transfers

PROFESSIONAL DEVELOPMENT

Training Programs

The cornerstone of the training and development program is the biannual offering of on-campus workshops to all staff members. A catalog of workshops and on-line training covering a wide range of professional development topics, including workplace skills, supervisory development, and certain work-related University policies and procedures is available on the university's website at <http://www.hr.uncc.edu/Training/index.asp>. This catalog is updated each semester. You are encouraged to attend the workshops, which are scheduled during regular work hours, with the approval of your supervisor. A limited number of catalogs are printed and made available to those employees who do not have regular access to a computer.

In addition to the scheduled workshops, the on-line training offers you the opportunity to learn when it is convenient for you, either on or off campus. The Staff Training and Development Office also maintains a library of books, tapes, and videos on a wide range of topics. These materials are available for check out in the Human Resources Department.

Educational Assistance Program

Full- and part-time SPA staff members on permanent status (once the probationary period has been completed) are eligible to participate in the educational assistance program, which is designed to help maintain and improve skills, knowledge, or ability directly related to current position or classification. The approval of your supervisor or department head is required **before** you enroll in a course. Courses must be related to the current job being performed or required as part of a degree program relevant to your current job. Approval for the courses is based on job-relatedness and the availability of funds in your department's operating budget for reimbursement of related expenses.

Courses may be taken during non-working hours at any approved educational institution, including state universities, community colleges and state-funded technical colleges anywhere in North Carolina. If a desired course is not available after working hours, your supervisor may grant leave to allow attendance. Provided you successfully complete course work, you are reimbursed for tuition and fees (within set guidelines) for a maximum of twenty semester hours or thirty-two quarter hours of credit, but for not more than four courses in a fiscal year.

Tuition Waiver Program

The tuition waiver program provides free tuition privileges to permanent, full time faculty and staff members. Up to three classes may be taken during an academic year (however, no more than two classes may be taken in the fall/spring semesters and no more than one class may be taken during the summer). Academic courses taken through the tuition waiver program do not have to be work related. In order to use this benefit, you must also gain admission to the university - either as a special student, undergraduate, or graduate student. Contact the training and staff development manager (687-2636) in the Human Resources Department, or visit their website at <http://www.hr.uncc.edu/Training/index.asp> for complete information.

Office of State Personnel Development Programs

Management development programs are offered periodically through the Office of State Personnel. Programs are announced to administrators and department heads, who select members of their staff to attend. Lists of course offerings are also available on the website of the Office of State Personnel <http://www.osp.state.nc.us/>. For more information, contact the training and staff development manager (687-2636) in the Human Resources Department.

Transfers

The Human Resources Department encourages you to pursue transfer or promotional opportunities whenever posted positions would provide a chance to grow personally or professionally. State employees

receive priority consideration for promotional opportunities when "substantially equal" to any external candidate being considered. Supervisors are expected to select the best-qualified candidates.

You are also encouraged to strengthen your knowledge and work skills to prepare for higher-level positions when opportunities arise.

Open positions are listed each week on the University website <https://jobs.uncc.edu/>. You may inquire about classified staff vacancies by contacting the staff employment director (687-4272) in the Human Resources Department.

EMPLOYEE RECOGNITION

Employee Suggestion Program

State Employees' Award for Excellence

John R. Larkin Award

Service Awards/Staff Recognition

EMPLOYEE RECOGNITION

Employee Suggestion Program

The State of North Carolina believes in rewarding employees who make constructive suggestions that result in monetary savings. If you make a suggestion that is adopted into practice, you may receive up to three days of leave, a cash award, and other types of recognition. Cash awards are possible for a percentage of savings realized during the first year of a suggestion's implementation. Suggestion forms are available from the Human Resources website <http://www.hr.uncc.edu/staffinfo.htm> or you may contact the employee recognition coordinator (687-4269) in the Human Resources Department.

State Employees' Award for Excellence

The University participates in the State Employees' Award for Excellence program, which recognizes and expresses appreciation for outstanding achievements of State employees. It is the highest honor a State employee can receive. The University may submit up to five nominations to acknowledge the meritorious or distinguished accomplishments of permanent members at any level of the University staff.

John R. Larkin Award

The John R. Larkin award is given annually to a NC state government employee with a minimum of two years of service. The employee is nominated by his/her manager, supervisor or agency head for meeting the following criteria:

- Has made an effort to improve human and race relations in state government.
- Exemplifies commitment to human and race relations in his/her community.
- Increased understanding or resolved conflicts between people of different racial and ethnic backgrounds, or helped heal wounds created by racial or ethnic discord.

To learn more about the John R. Larkin award contact the employee recognition coordinator in the Human Resources Department (687-4269).

Service Awards/Staff Recognition

The University presents service awards to staff members at the completion of their first five years of service and every five years thereafter. Awards are based on total years of employment within the State system. An annual staff recognition luncheon is held to honor staff members with ten or more years of State service for their loyalty and dedication. The luncheon and awards are the highlight to a week's worth of events and activities called Staff Recognition Week.

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STAFF RELATIONS

Employee Relations Office

Honest and direct communication between employees and supervisors is encouraged. However, there are times when employees may not feel comfortable talking with their supervisor or need some help and guidance in dealing with a work related issue or personal problem affecting their work. The staff in the Employee Relations Office (King Building) is available to assist employees with concerns regarding their work performance, work environment, policy interpretation, problems with co-workers, disciplinary actions, and other such matters. The Employee Relations staff can also help mediate issues between employees and their supervisors or co-workers.

Performance Coaching/Counseling

Supervisors are encouraged to counsel and coach employees who are not meeting performance expectations or have engaged in inappropriate behavior. Usually, supervisors document such counseling/coaching sessions with a letter or email which includes what an employee needs to do to correct such performance and/or conduct issues. These sessions and documents are intended to correct issues before formal disciplinary action is taken and are not considered "written warnings". If a performance or conduct issue is severe, or if it is reasonable to expect that the employee is aware of expectations but chooses not to meet them, a supervisor may elect to proceed to formal discipline without first having a counseling/coaching session with an employee.

Disciplinary Action and Dismissal Procedure

The University has a progressive discipline policy that is designed to help staff members remedy unsatisfactory work performance or unacceptable personal conduct. The emphasis is on working out problems and restoring harmony and productivity to the workplace. Disciplinary measures are to be equitable and free of prejudice or favoritism. Written warnings, suspension, demotion, and dismissal are all considered formal disciplinary actions.

Job Performance

Before being dismissed for unsatisfactory job performance, permanent staff members must have:

- at least two active written warnings within an eighteen month period, or one active written warning and one other disciplinary action, and
- have an opportunity to participate in a Pre-disciplinary conference. The pre-disciplinary conference allows the employee to present any reasons as to why the dismissal should not occur prior to a final decision being made.

Personal Conduct

Staff members may be demoted, suspended, or dismissed without prior warning if their personal conduct disrupts work, jeopardizes the safety of persons or property, or creates other serious problems.

Right of Appeal

Permanent staff may appeal a dismissal, demotion or suspension without pay through the University's grievance and appeal procedure. Probationary employees have access to the grievance process for allegations of discrimination.

University Grievance Procedures

To maintain a harmonious and cooperative relationship between the University and its staff and in accordance with the provisions of the State Personnel Act (SPA), the University has established grievance procedures to provide for the orderly settlement of problems and differences. The grievance process consists of the following three steps:

- Step 1 - informal discussion of the grievance.

- Step 2 - filing a formal grievance.
- Step 3 - review by the staff grievance committee.

Each supervisor and staff member has an obligation to make every effort to resolve problems as they arise, and the University encourages the resolution of grievances on an informal basis whenever possible. However, when a complaint cannot be resolved informally, the grievance procedure will be used to seek a fair and timely solution.

Permanent full- and part-time SPA staff with a complaint or dissatisfaction arising from an interpretation, application, or a claim of violation of a provision of any policy, rule, or regulation applicable to University employment have the right to present their grievance in accordance with these procedures, free from interference, coercion, restraint, discrimination, or reprisal.

Probationary employees also have access to the grievance procedure, but termination and extension of the probationary period are not grievable issues.

All formal grievances must be presented within 15 calendar days of the occurrence that gives rise to the grievance or within ten working days of the date the staff member had reason to know of the occurrence.

Grievances Alleging Discrimination

A job applicant, staff member, or former staff member who has reason to believe that employment, promotion, or transfer has been denied or that a demotion, layoff, or termination of employment is because of age, race, sex, national origin, religion, creed, political affiliation, or disability, except where specific age, sex, or physical requirements constitute a bona fide occupational qualification necessary to proper and efficient administration, have the right to file a grievance directly with the State Personnel Commission. At the sole option of the grievant, such grievances may be filed using grievance procedures established by the University. A grievant must file any grievance alleging illegal discrimination by the University within fifteen calendar days or with the State Personnel Commission within thirty calendar days of the date he or she had knowledge of the alleged discriminatory action.

Because of the sensitive nature of situations involving unlawful workplace harassment and other forms of discriminatory personal behavior and to ensure the speedy and confidential resolution of these issues, the University has established a unique, informal mediation procedure that is in addition to the grievance procedure for handling complaints involving unlawful workplace harassment. This informal procedure may be used in lieu of Step 1, informal discussion of the grievance procedure. However, at the option of the grievant, complaints of unlawful workplace harassment may proceed directly to Step 2, filing a formal grievance.

Grievances Other Than Alleged Discrimination

Grievances involving performance pay disputes that have not been resolved by the administrative review procedures of the Performance Management Program may result in review by the staff grievance committee. Performance evaluation/pay disputes are defined as complaints concerning the amount of a performance increase/bonus or a complaint regarding an overall performance appraisal rating which would affect an employee receiving an increase.

Grievances involving a dismissal action or a disciplinary action taken as an outcome of a student grievance procedure also proceed directly to review by the staff grievance committee.

You may obtain a complete copy of the University's grievance procedures for SPA employees in the Human Resources Department (687-2804) on the second floor of the King Building or on the Human Resources website at <http://www.hr.uncc.edu/Policies/PIMS.htm>.

Career Employees

The State of North Carolina allows disciplinary appeal and grievance rights directly to the State Personnel Commission by workers who achieve status as career employees. Career status applies to the following:

- Employees in a permanent appointment who have been continuously employed by the State in a SPA position for the immediately preceding twenty-four months.

The State prohibits employers from transferring, demoting, or dismissing career employees without just cause. A written notice of explanation should be provided to a career employee in advance of any disciplinary action to transfer, demote, or dismiss the employee. Otherwise, grievance procedures are available to appeal such actions.

Exit Interviews

Staff members who leave the University are asked to complete an exit interview by the benefits counselor before their departure. These interviews provide an opportunity for the administration to gain valuable information and recommend any changes that might make the University a better place to work.

STAFF SERVICES

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Credit Union

Employee Assistance Program

Food Service

Identification Cards

Parking

State Employees Association of North Carolina

Executive Committee of the Staff Organization

Use of University Facilities

Mail Services

U.S. Savings Bonds

STAFF SERVICES

Campus News

The Campus News, a weekly newsletter, is published on-line for the benefit of members of the University community. The newsletter provides information about holiday schedules, changes in the benefit program, job vacancies, new employees, training programs, and other items of interest.

Credit Union

A branch of the State Employees' Credit Union offering a full range of banking services, including payroll deduction for savings and repayment of loans, is located adjacent to the University.

Employee Assistance Program

The Employee Assistance Program (EAP) was established to provide short-term counseling and referral services to members of the University community who may be experiencing personal problems, including emotional, alcohol and drug abuse, and marital or other family problems. Services are provided on a confidential basis and are free of charge and are available to all full and part-time permanent staff and their dependents.

The program is administered by Deer Oaks, a behavioral health organization. To obtain assistance, contact Deer Oaks toll free at 1-877-EAP-SOLV (1-877-327-7658). Assistance can be provided over the phone or Deer Oaks can refer individuals to resources closer to the university or their home. Deer Oaks also maintains a website (www.EAPNC.com, username and password: EAPNC) containing information on a wide variety of topics.

Food Service

Through what is known as the "declining balance program," you can save on food service purchases on campus. "Declining Balance" is cash dollars credited to your University ID card, which can be used as a credit card at any food service location on campus, except mobile carts. There is a minimum deposit of \$25, and there is no expiration date for participation. The Auxiliary Services Department (687-2138) has complete information about the program.

Identification Cards

A University ID card permits you to check out books from the library, use the gymnasium facilities, obtain a parking permit, and other services as may be available to staff. Your husband, wife, domestic partner and children may also obtain ID cards that allow them to use the library and gymnasium. Forms from which the card is made are available in the Human Resources Department and the card itself (including a photograph) is prepared in the Identification Card Office (687-2492), which is located on the lower level of the Cone University Center. Cards are issued for a stated period of time or on an indefinite basis, depending on your period of employment.

To obtain a family ID card, you pay a user fee at the library or gym and then present the receipt at the Identification Card Office.

Parking

There is no free parking on campus, and all vehicles must display a current decal and park in the visitors parking deck or at a parking meter.

Parking decals are available at the Parking Services Office in the Auxiliary Services Building (687-4285), and you may buy a magnetic gate card that admits you to gated lots. Full-time staff may have decal and card fees deducted from their pay. You receive a copy of the "Traffic and Parking Information" booklet when you buy a parking decal.

Failure to pay parking violations or initiate a timely appeal may result in the penalty amount being withheld from your paycheck.

Note: A University ID card is required to buy a parking decal.

State Employees Association of North Carolina (SEANC)

SEANC serves as a full-time voice for State employees. Association lobbyists work for salary increases, retention and expansion of benefits, job protection, and career opportunities. In addition, life, automobile, and homeowners insurance is available at reasonable rates. A \$5,000 accidental death and dismemberment insurance policy and statewide discounts on merchandise are included in the membership fee. All staff members are eligible to join. Membership information is available from the Benefits Office, located on the second floor of the King Building.

Executive Committee of the Staff Organization

The Executive Committee of the Staff Organization is a University organization of SPA and EPA Non-Teaching employees elected by their peers. The Committee provides a way through which staff members can express their views on matters involving the University and offers staff members a way to discuss issues that affect the University community.

The Chancellor has given the Organization the authority and responsibility to bring to the attention of the administration matters of general concern of staff members.

Use of University Facilities

Your University ID card gives you and your family/domestic partner access to the library, gymnasium, pool, tennis courts, and other University facilities. Locker and towel services are also available for a fee. Complete information about these facilities is available in the administrative offices of the individual facilities.

Mail Services

The University Mail Center, which offers most standard postal services, is located in the Bookstore building. Hours are 8:00 a.m. to 5:00 p.m.

U.S. Savings Bonds

You may buy U.S. savings bonds through payroll deduction. The Benefits Office has complete information.

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SPA EMPLOYEE HANDBOOK

Although the University of North Carolina at Charlotte intends to continue indefinitely the programs described in this booklet, the University necessarily reserves the right to amend, modify, or discontinue them at any time and for any reason.

In addition, nothing in the descriptions of these programs guarantees your right to employment with the University or any other employer.