



Human Resources and Equal Opportunity

A photograph of two women sitting at a table, looking at a document together. The woman on the left is smiling broadly and looking towards the woman on the right. The woman on the right is looking down at the document. The background is a blurred office setting.

# Employee Handbook

## **A WARM WELCOME TO THE SALEM STATE UNIVERSITY COMMUNITY!**

On behalf of the Salem State University community, I welcome you to a place full of rewarding and enriching experiences.

We are a student-centered community. Our primary mission is to engage and support our students as they move through their academic programs, and to provide the support services that serve this central goal. It is all of our jobs to assist students and applicants in whatever way we can. To this end, we suggest that you take the opportunity to learn about the functions of university offices and familiarize yourselves with staff so you will be able to help both enrolled and prospective students you may encounter in the classroom, in the office, in the cafeteria, or in other locations throughout campus.

We are a diverse community, and we celebrate and value that diversity. We have students and employees from a variety of racial, ethnic and religious backgrounds; we have students and employees with a variety of abilities and disabilities; we have students and employees, both male and female, in all levels of student leadership and employment positions; we have straight, gay, lesbian, bisexual, transgendered, and transsexual employees and students. We are intentional about fostering this diversity in all recruitment, employment and admissions decisions. It is our belief that this diversity enriches us all, and prepares our students more fully for the increasingly global world in which they live and work.

We are a community that understands the importance of role modeling for our students, and make mentoring our students everyone's responsibility.

We are a community that works together and values teamwork. The building of collegial relationships between all groups across the university is an important goal.

We are a community that does its best to communicate effectively. Electronic communication has become the order of the day, and much of the most updated information about offices and services can be found on the university's website, salemstate.edu. Please explore the site frequently for detailed information on policies and for descriptions of services offered across campus.

As you begin or continue your employment at Salem State University, we hope you find this handbook a useful guide. It is intended to provide you with useful information about the practices, policies and benefits available to you as a university employee. Please read it carefully, and refer to it whenever questions arise. It is possible that some important information may have been omitted, as it is a developing document subject to change. The most up-to-date version of the handbook can always be found on the human resources and equal opportunity website; you will be notified by email whenever changes are made. If you have comments or suggestions as to how this handbook can be more useful, please address your comments to the director of human resources and equal opportunity.

The contents of this handbook are guidelines, which may change from time to time. The handbook contains brief statements of policies; more complete policy details can be obtained from human resources & equal opportunity, your collective bargaining agreements and the university website. Collective bargaining agreements contain the official conditions of employment for bargaining unit members, and this handbook does not supersede these agreements. A copy of the collective bargaining agreement (union contract) that governs your conditions of employment may be obtained from your union representative. If handbook statements are found to be in conflict with existing or future state or federal laws, regulations, policies, or procedures, the latter shall supersede and prevail over

handbook statements.

A last, and most important, word about the Salem State University community and the use of this handbook: We are a community that strongly respects the rights of every individual. This handbook discusses a number of policies that relate to your rights. Any questions or discomfort about your rights should be addressed to Beth Marshall, assistant vice president of human resources & equal opportunity, at x6022 or to your union representative. All of these individuals are here to assist you and, at your request, advocate for you. Your union representatives are elected by the members of their respective unions. They are volunteers who seek these positions because of their commitment to protecting your rights.

The names and extensions of your union representatives are listed below:

**AFSCME** (American Federation of State County and Municipal Employees), Unit I - Office Support Staff  
– Julie Curtis, x6199

**AFSCME** (American Federation of State County and Municipal Employees), Unit II - Custodial, Trades and Campus Police – Dan Musto, x6199

**APA** (Association of Professional Administrators, Massachusetts Teachers Association) –  
Administrators – Stephen Turcotte, x6029

**MSCA** (Massachusetts State University Association, Massachusetts Teachers Association) – Faculty (day and evening) and Librarians – Amy Everitt, president, x6366; Paul McGee, grievance officer, x6366.

We are pleased that you have chosen to become a member of our community, and wish you well as we work together to provide our students the best possible experience.

*Patricia Maguire Meservey*

Patricia Maguire Meservey  
President

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## History and Mission of Salem State University

The 160-year evolution of Salem State University reflects the growth of its mission to provide a high-quality, student-centered public education to those who will become the next generation’s leaders. As the university has grown, so, too, has its mission; critical components of its goal today are to serve as a resource to advance the region’s cultural, social and economic development and to prepare a diverse community of learners to contribute responsibly and creatively to our global society.

From its beginnings as a small teaching university for women to the large, diverse and comprehensive academic institution it is today, Salem State, while remaining true to the values of its founders, continues to look forward, adapting to society’s changing needs while ensuring the intellectual and material well-being of the North Shore region of Massachusetts and beyond.

Born of the humanitarian endeavors of Horace Mann, the institution originally known as Salem Normal School welcomed its first class of "young ladies who wish to prepare themselves for teaching" on September 14, 1854. Only the fourth such institution in Massachusetts and the tenth in America, it was welcomed by the city of Salem with open arms, with the city generously endowing its first site at One Broad Street. The city and school quickly developed a mutually beneficial partnership that continues to thrive to this day.

With the demand for teachers increasing nationwide after the Civil War, Salem Normal School prospered and by 1871 had doubled its capacity. The student body became coeducational in 1898, and added a commercial curriculum, the first of its kind in American public higher education.

By 1932, the course of study lengthened to four years and Salem Normal School became Salem Teachers College. Over the next several decades, the college continued to respond to the growing needs of the commonwealth and added numerous academic programs and majors while significantly expanding its physical plant. In 1960, its name was changed again, to Salem State College.

On July 28, 2010, recognizing the depth and breadth of its programs and academic offerings, Massachusetts Governor Deval Patrick signed into law a bill designating Salem State part of a new state university system. On October 26, 2010, the college officially became Salem State University.

Salem State's evolution into a respected, comprehensive institution of higher education owes its continued success to the vision of its faculty, students and staff, the partnership of community and



university and the accomplishments and loyalties of alumni worldwide. Serving some 10,000 students in graduate and undergraduate programs, it is the largest institution of public higher education on the North Shore of Massachusetts. One hundred and sixty years later, Salem State continues to promote the tradition of excellence envisioned by its founders as it increases its impact on the region and in the commonwealth.

## **Policy Information**

### **Notice Concerning Employment**

Your employment at Salem State University is entered into voluntarily, and you are free to resign at any time. Similarly, the university is free to terminate an employment relationship at any time if it believes it is in the best interest of the university. While we hope our relationship will be long and mutually beneficial, it should be recognized that neither you nor Salem State University has entered into any contract of employment, expressed or implied.

### **Equal Employment Opportunity and Affirmative Action**

Salem State University is an equal opportunity employer and is committed to providing a working environment that values the diverse backgrounds of all people. The university is committed to assuring that the environment that we work in supports and values our increasingly global and diverse world. The university believes that the diversity of socioeconomic, racial, ethnic, religious, gender, sexual orientation, age and disability backgrounds of members of the university's staff and student body enriches the institution and its various constituencies. The university does not tolerate any behavior or actions based in bigotry that has the effect of discriminating against any member of the university community.

All benefits, privileges and opportunities offered by Salem State are available to all employees and students on a non-discriminatory basis in accordance with specific laws, regulations and policies that regulate the governance of the university. The university is committed to taking affirmative action with respect to its policies regarding recruitment, selection, promotion, training, rates of pay, and other forms of compensation. All matters relating to employment are based upon the employee's ability to perform her/his job as well as her/his dependability and reliability once hired.

### **Discrimination Complaints**

Any complaints involving discrimination on the basis of race, color, creed, religion, gender, gender identity, genetic information, sexual orientation, age, national origin, disability, marital, or veteran status, should be addressed to the assistant vice president of human resources and equal opportunity at extension 6022. Salem State makes its discrimination complaint procedure available to both students and employees. Your name or inquiry will not be released to anyone without your permission. All allegations will be investigated thoroughly and, if necessary, appropriate corrective action will be taken.

In addition to the complaint process, this office provides confidential consultations on matters regarding discrimination at the extension above.

### **Employees with Disabilities**

The Americans with Disabilities Act (ADA) is a federal law that provides opportunity and access to employment, facilities, services, and transportation to all persons with disabilities as defined by the ADA who are otherwise qualified persons. A disability is defined as a physical or mental impairment that substantially limits one or more of an individual's "major life activities." The ADA prohibits discrimination in employment against a qualified individual with a disability. A person who is disabled will be considered a "qualified individual" if s/he is able to perform the essential functions of the employment position either with or without a reasonable accommodation.

If you or a member of your staff needs a reasonable accommodation in order to perform the job, you

should contact human resources and equal opportunity at extension 7229. You will be asked to request an accommodation in writing, and to provide substantiation of your disability from your health care provider along with that provider's recommendations regarding the need for accommodation. All information that you and your health care provider give us will be maintained in a separate file and will be held in the strictest of confidence.

## **Sexual Harassment**

Sexual harassment consists of unwelcome verbal, non-verbal and physical behavior of a sexual nature that has the effect of interfering with a person's academic, employment or other status, or of creating a sexually intimidating, hostile or offensive environment.

Sexual harassment incidents can involve a male harasser and a female victim, a female harasser and a male victim and also same gender harassment.

Salem State University prohibits any member of the university community—male or female—from sexually harassing another employee, student or other person having dealings with the institution. The university is committed to providing a working, living and learning environment that is free from all forms of sexually abusive, harassing or coercive conduct.

We seek to protect the rights of all members of the university community (faculty, librarians, administrators, staff, and students) and other persons having dealings with the institution so that they may be treated with respect and dignity.

Whenever it has been properly determined that sexual harassment has occurred, the university will take prompt and corrective action including appropriate disciplinary action. Any member of the university community or any applicant for employment who believes s/he has been a victim of discrimination may initiate an informal claim or formal complaint as outlined in the university's discrimination complaint procedures. Further advice or information may be obtained by contacting the assistant vice president of human resources at extension 6022. A complete copy of the policy prohibiting sexual harassment is available in human resources and equal opportunity.

## **Acceptable Use Policy**

Information technology services displays its "acceptable use policy" on its user support website. All employees are responsible for fully adhering to this policy. Additional policies are being developed and will be available on the information technology website. Please check it regularly to assure complete compliance.

## **Alcohol and Substance Abuse**

The use of illicit drugs and alcohol at Salem State, on university property or at university activities impairs the safety and health of employees, lowers the productivity and quality of work performed and undermines the public's confidence in the university. Only in an environment free of substance abuse can Salem State fulfill its mission of developing the professional, social, cultural, and intellectual potential of each member of this community.

The unlawful possession, use or distribution of illicit drugs and alcohol on university property or as part of any university activity is prohibited. All members of the university community—faculty, staff and administrators—are urged to carefully and seriously reflect on their personal responsibility to remain drug free, and demonstrate care and concern for others through timely intervention, support and referral.

## **Campus Security and Right-to-Know Act**

Salem State University campus police work to preserve and protect life and property, prevent and detect criminal activity, maintain public order, and provide service to the Salem State community. The



department's primary objective is to provide a safe environment in which members of the university community can pursue and engage in academic, social and cultural activities in an atmosphere of safety and security.

All campus police officers have attended the Massachusetts Criminal Justice Training Academy. Campus police officers constantly patrol all university facilities and grounds in order to provide safety and protection for all members of the university community. Campus police work in conjunction with local, state and federal public safety divisions in areas of mutual concern.

Upon request, campus police will provide a personal safety escort service for members of the university community. On-foot escorts are provided (with specific restrictions) between North Campus, the O'Keefe Center, South Campus, and shuttle stops. If you need an escort, you should call campus police. If they are unable to provide an escort for any reason, a telephone will be made available for you to call for alternate plans.

Campus police annually publishes campus crime statistics and the university's policies relating to crime and crime prevention. Employees may obtain a copy of the report by contacting them at extension 6511. Please see the campus police website for further information.

### **Emergency Policy and Procedures**

In any emergency situation, contact campus police at extension 6111 to obtain an ambulance or transportation to the nearest hospital emergency room.

### **Conflict of Interest**

All university employees are subject to Massachusetts' Conflict of Interest Law. The purpose of this law is to ensure that public employees' private financial interests and personal relationships do not conflict with their public obligations. The law is broadly written to prevent public employees from becoming involved in a situation that could result in a conflict or give the appearance of a conflict. It restricts what a public employee may do on the job, after hours and after leaving public service. Some of these statutes relate to the conduct of affairs within an academic community. The State Ethics Commission has published pamphlets with information on the law; these are available at human resources and equal opportunity. In addition, Salem State has published its own "Guidelines for Prohibitions against Conflict of Interest," which is available in human resources and equal opportunity and on the human resources website. The responsibility for compliance and the penalties for violation fall solely on the individual; however, the integrity of the entire community is put at risk if any of its members are guilty of unlawful conflicts. Please take the time to familiarize yourself with this policy.

### **State Ethics**

The state ethics statute (chapter 268A of the General Laws) has been newly amended in ways that are of present importance to the university. The statute was amended to impose on all state agencies and on all state employees affirmative obligations designed to ensure that no state employee is ignorant of any statutory requirement pertaining to ethical standards or conflicts of interest.

We are required to supply state employees the summary description of the statute. This can be found on our web-site at [http://www.salemstate.edu/assets/images/HR/Summary\\_of\\_the\\_Conflict\\_of\\_Interest\\_Law\\_for\\_State\\_Employees\\_revised\\_2013-05-10\\_Final.pdf](http://www.salemstate.edu/assets/images/HR/Summary_of_the_Conflict_of_Interest_Law_for_State_Employees_revised_2013-05-10_Final.pdf). Every employee must acknowledge receipt of the summary, either electronically or in paper form. For those summaries distributed electronically, a return email or a "read receipt" are both sufficient records of acknowledgment. For those distributed in paper form, return of the "acknowledgment of receipt" that appears at the end of the summary itself is needed.

**In addition to distributing the summary description of the statute, public institutions must ensure that every state employee participate in the online training program within one's first month of**

**employment.** The online training program is posted on the State Ethics Commission's website at [www.mass.gov/ethics](http://www.mass.gov/ethics). Every employee must provide the university a certificate of completion for the training.

This certificate is generated at the end of the online program. Once you've completed the training, please print the certificate at the end of the program and submit that to human resources and equal opportunity. For the university's purpose, this training includes every person who serves on a full-time, part-time or intermittent basis, however appointed, and whether paid or unpaid. It includes certain volunteers, and it includes all trustees. References to university employees in what follows should therefore be understood to mean all these persons

### **Political Activity**

There are specific laws imposed on state employees with respect to their participation in political activities on the local, state and federal level. These laws cover such topics as: prohibitions against public employees soliciting political contributions; solicitation in a public building; the seeking of elective office by public employees; and participation in partisan political activity. If you are involved, or are thinking of becoming involved, in any type of political activity, please contact human resources and equal opportunity for further information.

### **Tobacco-Free Campus**

On September 1, 2011, Salem State joined over 260 colleges and universities nationwide that have implemented a tobacco-free environment for their respective campuses. Smoking cessation programs for our employees are offered through the employee assistance program (EAP). Please call EAP, which is a free and confidential service to Salem State University employees and their household members, at 1.800.828.6025 and ask how their healthy start program can help you stop smoking.

### **Social Security Numbers**

The university makes use of social security numbers in many of the records it keeps. Since it does, the university requires its students and its employees to make their social security numbers known to it; the disclosure of social security numbers to the university is mandatory.

The university uses social security numbers for various tax records and filings that are required under state and federal tax laws. It also uses them for all student records, including student financial aid records, and it uses social security numbers for employee identification on certain personnel records.

The university requires that social security numbers be made known to it in accordance with the requirements of federal and state tax laws, certain laws that govern student financial aid and various policies it has adopted under provision of state law that govern institutions of higher education. In certain circumstances records disclosed to third parties (other government agencies or private service providers) contain social security numbers as identifiers. Tax records transmitted to the Internal Revenue Service, documents transmitted to insurers in connection with workers' compensation and other insurance claims and documents transmitted to financial custodians in connection with pension benefits and withholdings are examples of this kind of disclosure.

The university treats every individual's social security number as information that is personal and confidential. Every social security number is kept as a part of the university's confidential records, and is only used in the manner described above.

### **Hiring Policy and Procedures**

The hiring policy and procedure at Salem State University follows the format of—and is in compliance with—the equal opportunity hiring procedures of the Commonwealth of Massachusetts. It has been developed in accordance with past practices at Salem State and its organizational structure and with a

concern for issues of employee morale, applicable collective bargaining agreements and fair practices. All persons with responsibilities under these procedures are required to adhere to the provisions of the collective bargaining agreement appropriate to the position for which that person is being hired. For details, contact assistant vice president of human resources and equal opportunity, Beth Marshall at extension 6022.

## **General Information**

### **Holiday Break**

Salem State University has observed in the past an energy conservation and cost savings program that entails closing the majority of buildings on campus during the last week of December. A variety of leave options are available to employees, depending on their bargaining unit. Check with your supervisor or with human resources and equal opportunity (or its website) for details.

### **Employee Classifications**

For the purpose of clarification, the following designations have been assigned to employees at Salem State University: 1) administrators; 2) faculty and librarians; and 3) staff (also known as classified staff).

Administrators include the president, assistant to the president, executive vice president, provost, vice presidents, associate and assistant vice presidents, chief information officer, deans, associate and assistant deans, directors, associate and assistant directors, staff associates and staff assistants, and other administrative employees.

Faculty/Librarians include all members of the teaching faculty and professional librarians.

Classified Staff include clerical and technical employees, campus police, maintenance, power plant personnel, custodians, non-professional library staff, and other support staff.

Questions regarding classification should be addressed to human resources and equal opportunity.

### **Employee Data Changes**

Keeping your personnel file up-to-date is important with regard to pay, deductions, benefits, and other matters. Coverage or benefits that you and your family receive could be negatively affected if the information in your personnel file is incorrect. If you have a change in name, address, home telephone number, person to call in case of emergency, number of dependents, marital status, change of beneficiary, or exemptions on your tax forms, please be sure to inform human resources and equal opportunity, in writing, as soon as possible. Many of these forms can be found on the human resources and equal opportunity website. In addition, if you are in a position that requires that you hold any kind of license, it is your responsibility to notify your supervisor immediately of any change in licensure status or loss of license.

### **Personnel Records**

The official personnel files for administrators and staff are located in human resources and equal opportunity. Faculty and librarian personnel files are kept in the office of the vice president, academic affairs. Graduate and continuing education faculty files are maintained in those offices. These files contain the official record of your employment history with the university.

You may review information kept in your own personnel file by contacting the office that holds it.

### **Employee Liability Coverage**

As employees of the Commonwealth of Massachusetts, you are protected from personal liability as long

as you are not negligent in the performance of your job. Any claims against employees while they are “on duty” will be handled by the attorney general’s office.

Questions about employee liability should be addressed to the director of purchasing and materials management.

### **Inclement Weather and Emergency Closing**

In the case of inclement weather or an emergency situation that necessitates closing the university or cancelling classes, the decision to close will be made by the president or her designee. When an announcement is made to close the university, those individuals designated as essential personnel must work their scheduled tour of duty despite weather conditions or class cancellations (unless otherwise notified by their appropriate administrative area supervisor). All those not designated as essential personnel should not report for work.

When circumstances require a delayed opening, the earliest delayed opening will be at 10:30 am. Essential personnel must report to work at their regular reporting time or earlier if required by their appropriate administrative area supervisor. All other employees report to work at the time of reopening. Any employee who is not at work due to authorized vacation, sick, personal, or other leave will NOT be granted excused time in place of that leave.

Announcements will be made as early as possible on the following radio and television stations: WRKO (AM680), WBZ (AM1030), WBOQ (FM104.9), WHDH-TV (Channel 7), WCVB-TV (Channel 5), WBZ-TV (Channel 4), WLVI-TV (Channel 56), and WFXT-TV (Fox 25). The main university number, 978.542.6000, and salemstate.edu will also provide a message with respect to the status of delayed openings or closings.

There may be occasions during inclement weather or other emergency situations when the university is open. If the university is open, all employees are expected to report to work or notify their appropriate area supervisor that they are requesting to use available leave.

### **Parking**

All employees of the university must register their automobiles with campus police annually if they plan to park on campus. Parking decals or hanging placards will be issued to them. The university’s parking decal should be placed on the automobile as directed. Some parking lots are restricted and controlled by gates. Campus police will issue gate control cards to those employees authorized to park in these restricted lots. Unauthorized vehicles parked in restricted areas or vehicles found in violation of campus parking regulations will be towed.

### **Performance Evaluations**

Faculty and Librarians: Faculty and librarians are evaluated according to a procedure as defined in the Board of Higher Education (BHE)/Massachusetts State University Association (MSCA) collective bargaining agreement.

Administrators: Unionized administrators are evaluated at the mid-point and end-point of their provisional service period and then annually in accordance with the procedures outlined in the BHE/APA agreement for unionized administrators; non-unit administrators will be evaluated annually.

Classified Staff: Unionized and non-unit staff are evaluated during the probationary period and annually thereafter. During the probationary period, after completion of the first three months of employment, there is an evaluation by the immediate supervisor. In addition, there is an evaluation within one month prior to the completion of the seven-month probationary period. The immediate supervisor indicates her/his recommendation for retention or termination of the new employee at that time. Annual performance evaluations are completed thereafter by the supervisor 60 days prior to the anniversary date of entry into

the position. Employees promoted, laterally appointed or laterally transferred are evaluated at the end of a three-month trial period.

For more specific information about evaluations, please refer to your collective bargaining agreement or contact human resources and equal opportunity.

## **Unions**

Most positions at Salem State University are covered by a collective bargaining agreement. If your position is covered by such an agreement, you will receive all the rights and privileges afforded by that contract. As a condition of employment, you will be required to pay a membership or agency fee that can be deducted from your paycheck. For further information, contact your appropriate union representative. Your position might be covered by one of the following unions: American Federation of State, County and Municipal Employees (AFSCME/AFL/CIO), Association of Professional Administrators (APA/NEA/MTA), or Massachusetts State University Association (MSCA/MTA/NEA).

Detailed grievance procedures are covered in each of the collective bargaining agreements. Contact your union representative for a copy of your union agreement. If your position is not covered by collective bargaining, you may contact human resources and equal opportunity for further information.

## **Fringe Benefits**

### **Credit Union**

Employees may become members of the Metro Credit Union, the credit union for Massachusetts state employees. For information about this program, call 1.800.700.7733 or 617.723.5555.

### **Deferred Compensation Program**

All part-time, temporary or seasonal employees of Salem State University who are not participating in the state retirement system are required to contribute at least 7.5 percent of their compensation to the commonwealth's deferred compensation plan. This mandatory contribution is in accordance with the Omnibus Budget Reconciliation Act of 1990 (OBRA) and subsequent Massachusetts general laws. The necessary enrollment forms are provided at the time of hire, and contributions are automatically made through payroll deduction.

You are not required to pay any current federal or state income tax on your plan savings. The amount you save in your deferred compensation account is subtracted from your income before your federal and state tax is calculated. You may increase your contribution higher than the mandatory 7.5 percent under the voluntary OBRA plan, but there is a maximum contribution limit.

There are two conditions under which you can withdraw your funds from the plan: 1) separation from service; or 2) severe financial hardship. When you permanently discontinue service from the Commonwealth of Massachusetts, you must decide either to begin receiving payments or to defer the commencement of payment to a fixed future date. Upon payment of benefits, you will pay taxes on the amount received. If you fail to make your election by the required time, you will be paid according to the plan's automatic payout option. Please contact human resources and equal opportunity or customer service for Great-West Financial at 1.781.581.0223 for more detailed information on this OBRA plan.

This deferred compensation plan is also an optional salary reduction program for state employees who are members of either the Massachusetts state employees retirement system or the optional retirement plan. Informational pamphlets about this program are available at human resources and equal opportunity; employees may also call the customer service number for Great-West Financial at 1.781.581.0223.

### **Dental Care Insurance**

Dental care coverage is available to employees, their spouses and children in accordance with collective bargaining agreements or the non-unit employees' benefits package. Various health and welfare trust funds were created through these agreements to offer coverage at minimal or no premium cost to the employee. Eligibility requirements and covered benefits differ by fund. Information is available from the benefits coordinator in human resources and equal opportunity.

### **Dependent Care Assistance Program**

The dependent care assistance program (DCAP) allows you to set aside up to \$5,000 of your income to pay for child care or other dependent care expenses on which you will not pay taxes. Through payroll deductions, you may contribute a pre-tax amount to a reimbursement account to pay for dependent care expenses you would otherwise have to pay out of pocket. If you wish to take advantage of this benefit, please budget carefully; any funds you have placed in this account will be lost if not expended by March 15 of the year following the one in which the funds were withheld.

To determine if you meet the qualifications for this program and for additional information, contact human resources and equal opportunity.

### **Health Care Spending Account (HCSA)**

The Massachusetts Group Insurance Commission (GIC) has expanded its pre-tax offerings to include a health care spending account (HCSA) administered by benefit strategies. Through this benefit, active benefited employees can pay for non-covered health care expenses and non-covered dental and vision care expenses on a pre-tax basis, reducing their federal and state income taxes.

Expenses must be medically related. Examples include:

- Physician office and prescription drug co-payments
- Medical deductibles and coinsurance
- Eyeglasses and contact lenses not covered by your health or vision plan
- Orthodontia and dental benefits not covered by your dental plan

All active state employees who are eligible for health benefits with the GIC are eligible for HCSA (whether or not they carry their health insurance through the commonwealth).

Employees must work at least 18.75 hours in a 37.5 work week or 20 hours in a 40-hour work week to qualify. Those wishing to take advantage of this benefit should budget carefully. Any funds that have been placed in this account will be lost if not expended by March 15 of the year following the one in which the funds were withheld.

### **Health Insurance**

Salem State University provides a variety of health insurance plans to eligible employees, their spouses and dependents under the age of 19 through the Massachusetts Group Insurance Commission (GIC). Plans are available to full-time and some part-time employees whose employment contract provides for fringe benefits. Individual and family plans are offered.

Unmarried dependents age 19 or over can remain on employees' insurance up to age 26 if the employed parent completes a "Dependent Age 19 or over Application for Coverage." See the "answers to common questions" section on GIC's website [mass.gov/gic](http://mass.gov/gic) or contact the benefits coordinator in human resources and equal opportunity.

The many health insurance plans and options available today can be confusing and complicated. The benefit decision guide, available in human resources and equal opportunity, has information that can help employees choose the right plan. This guide may also be found on the GIC website listed above (GIC



plans/benefit decision guides). Human resources and equal opportunity also has booklets available that provide more complete information on each individual plan.

### **Life Insurance**

A basic life insurance program (\$5,000 term life and accidental death and dismemberment) is provided at a low cost premium to full-time and part-time employees whose employment contract provides for fringe benefits. Participants in a health insurance plan at the university are automatically covered for this. Optional life insurance equal to eight times an employee's annual base salary may also be purchased.

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

All full-time and part-time employees whose employment contract provides for fringe benefits are eligible for long-term disability insurance. This can be obtained by completing the appropriate form (available from human resources and equal opportunity), and agreeing to a payroll deduction to pay the premium. Under this policy, if an employee is disabled for an extended period of time, he/she will receive a certain percentage of his/her basic weekly salary up to a maximum weekly benefit. The cost varies according to one's age and salary.

New hires can obtain this insurance without proof of good health. Employees who enroll after their 10-day new hire period must provide proof of good health.

### **Retirement Plan**

Membership in the Massachusetts State Employees Retirement System (SERS) is mandatory for all employees with fringe benefits who work at least half-time, with the exception of full-time faculty and some executive administrators hired after November 1985. Faculty members may participate either in SERS or in the Optional Retirement Program (ORP).

SERS is a defined benefit plan; ORP is a defined contribution plan. Under ORP, faculty may select from four benefit plans (Fidelity, Lincoln National, TIAA-CREF, or Valic Retirement). Employees enrolled in the ORP plan can opt to change to a new mutual fund-based plan or remain in their current one.

### **Social Security**

The Commonwealth of Massachusetts has elected not to participate in the social security system. Therefore, Salem State University employees are exempt from social security (FICA) deductions. However, Massachusetts state employees hired on or after April 1, 1986 do have Medicare taxes withheld from their earnings. State employees hired prior to April 1, 1986, who have no break in service during their employment with the commonwealth, are exempt from Medicare tax withholding.

### **Tax-Deferred Compensation Program 457(b)**

A 457(b) plan is a valuable opportunity for all employees of an educational institution to save pre-tax dollars toward retirement. Effective January 1, 2002, contributions to a 457(b) plan have no impact on 403(b) program contributions. Employees can contribute the maximum allowed each year to both plans. There are additional catch-up provisions available; these allow employees can save even more prior to retirement.

Information is available through the human resources and equal opportunity benefits coordinator at extension 6030, or by calling Great-West Financial at 781.581.0223.

### **Tax-Sheltered Annuities**

Salem State University offers all employees the opportunity to accumulate personal savings for retirement, without federal income tax withholding, through the re-direction of a portion of pay into one or

more tax-sheltered annuities (403b). Earnings on these annuity contributions are free of current federal income tax; taxes are levied when the employee withdraws funds from her/his account. Employees select and contact an approved commonwealth vendor of their choice and present a salary reduction agreement to the payroll office or to human resources and equal opportunity.

Enrollment and 403B summary plan information is available through the benefits coordinator in human resources and equal opportunity.

### **Tuition Waivers/Remissions**

Tuition waivers/remissions are available for benefited university employees and their spouses and children who meet eligibility requirements. Eligibility information is available in human resources and equal opportunity.

The Massachusetts Board of Higher Education's tuition remission benefit is available for university employees, their spouses and dependent children after the benefited employee has completed six months of service or one academic semester. The tuition remission may be applied toward classes at any Massachusetts state university, community college or the University of Massachusetts (excluding the M.D. program).

Tuition waivers are available for MSCA and APA employees at Massachusetts state universities, community colleges and the University of Massachusetts (excluding the M.D. program) with no waiting period. The spouse and non-dependent children of all benefited employees may attend Massachusetts state universities only (with no waiting period).

### **Unemployment Compensation**

If you become unemployed, with no assurance of a continued contract, you may be eligible for unemployment compensation for a limited period of time. Under certain conditions, unemployment compensation provides temporary income for workers who have lost their jobs. To be eligible you must have earned a certain amount in wages and be willing and able to work. The university provides an informational pamphlet on how to file for unemployment compensation to each employee who leaves Salem State.

### **Workers' Compensation Insurance**

The Massachusetts Workers' Compensation Law is an insurance plan that is supervised by the state and one hundred percent (100%) paid for by Salem State University. This law was designed to provide you with benefits for any injury you may suffer in connection with your employment. Under the provisions of the law, if you are injured while at work you are eligible to apply for workers' compensation.

It is imperative that you contact human resources and equal opportunity when an injury occurs on the job. In addition, the state has issued directives on obtaining medical treatment under the rules of workers' compensation. An injured employee (or her/his doctor) must obtain approval through the state's utilization review board before seeking or continuing medical treatment.

In case of an emergency, the utilization review board must be contacted within 24 hours of treatment. Their number is 800.266.7991.

Any injury is covered if it is determined to have been caused by the employee's job; this includes everything from injuries requiring simple first aid to more serious accidents. Illnesses may also be covered if they are determined to be related to the employee's job.

Coverage begins as soon as employees commence their jobs and continues for the duration of their Salem State employment. Employees are completely covered irrespective of length of employment and amount of earnings.

All injuries, no matter how slight, must be reported immediately to an employee's supervisor and human resources and equal opportunity office to assure consideration under workers' compensation insurance. In an emergency, campus police should be contacted at extension 6111 to obtain an ambulance or transportation to the nearest hospital emergency room. For more information, please contact human resources and equal opportunity at extension 7229.

## **Leave Benefits**

### **Administrators' Leave Benefits (APA), Summary of**

The following summarizes the sick leave, sick leave bank, personal leave, bereavement leave, and vacation leave for administrators covered by the agreement between the Massachusetts Board of Higher Education and the Association of Professional Administrators/NEA/MTA. The full text of these benefits may be found in the collective bargaining agreement.

#### Sick Leave

Sick leave is accumulated each pay period based on a rate of 15 days (7.5 hours per day) per year. No credit is given for hours on leave without pay or absent without pay. If an administrator leaves after having worked most of the day, it is generally considered flexible scheduling.

#### Sick Leave Bank

Administrators may sign up for membership in the sick leave bank upon employment. Membership becomes effective when the administrator has accumulated six sick leave days; one of these sick leave days is then donated to the bank. Annual open enrollment for membership takes place in September of each year. Thereafter, whenever the accumulation of days in the bank falls below 25, any member wishing to remain a member must donate another sick leave day to the bank. A member who has been off the payroll for five days after using her/his total leave accumulation may draw upon the sick leave bank within the limits provided by the APA/board agreement. Administrators should be aware that no one can draw upon the bank more than the equivalent of two work years in any five-year period.

#### Personal Leave

New hires:

- If hired on or before January 31, receive 22.5 hours (three days) personal leave
- If hired between February 1 and April 30, receive 15 hours (two days)
- If hired after May 1 and before August 30, receive 7.5 hours (one day)

After their initial hire, all employees receive 22.5 hours personal leave at the beginning of each calendar year (January 1). These must be used by the end of each year (December 31). Personal leave not used by December 31 is forfeited. Personal leave is taken in one-day increments.

#### Bereavement Leave

Administrators are allowed to take up to:

- Seven days for the death of a spouse, domestic partner, child, stepchild
- Four days for the death of a parent, stepparent, brother, stepbrother, sister, stepsister, grandparent, grandchild, parent of a spouse or person living in the immediate household of either the administrator or of his domestic partner or spouse
- Two days for the death of a son-in-law, daughter-in-law, or the spouse, brother, sister, grandparent, or grandchild, the brother or sister of his spouse or domestic partner
- Two hours is also granted to attend the funeral of a colleague at the university

In the event that the interment of or memorial service for any of those named above occurs at a time

beyond the bereavement leave granted, the employee may request to defer one of the days to the later date.

#### Vacation Leave

Vacation leave is accrued each pay period based on hours worked. The limit on accumulated vacation leave is 480 hours. Any time earned over 480 hours is credited to sick leave. The conversion of vacation time in excess of 480 hours will be converted to sick leave in April and October of each year. Vacation days may be used in half-hour increments.

Vacation accrual rates are based on years of service. Less than one year of service=20 days/year.

- From one to eight years = 22 days/year
- From eight to 16 years = 23 days/year
- From 16 to 25 years = 25 days/year
- 25 years and up = 30 days/year

#### **Administrators' Leave Benefits (NON-UNIT), Summary of**

The following summarizes the sick leave, personal leave, funeral leave, and vacation leave for non-unit administrators. The full text of these benefits may be found in the benefits package for non-unit administrators, available from the office of human resources and equal opportunity.

#### Sick Leave

Sick leave is accumulated each pay period based on hours worked during the pay period. The rate is based on 15 days per year. An administrator leaving early after having worked part of the day generally uses flexible scheduling.

In the event of continued illness or disability, the president may grant, upon written request, additional sick leave of not more than 60 days annually. The president may also grant, upon written request, sick time in addition to the above in the event of long-term illness or disability.

#### Personal Leave

On January 1, administrators are credited with 22.5 hours of personal leave that cannot be carried over into the next calendar year. Personal leave is taken in one-day increments.

#### Bereavement Leave

Employees are granted:

- Four days for the death of a spouse, child, stepchild, parent, stepparent, brother, sister, grandparent, grandchild, spouse's parent, person for whom employee is the legal guardian, or person living in the employee's household
- One day for the death of spouse's brother, sister, grandparent or grandchild

#### Vacation Leave

An administrator who has served within the commonwealth or any of its cities, towns or municipalities shall receive vacation allowance credited as follows:

- Less than eight years = 22 days/year
- Eight to 16 years = 23 days/year
- 16 to 25 years = 25 days/year
- 25 years and up = 30 days/year

Vacation leave can be used in half-hour increments.

#### **Classified Staff Leave Benefits (AFSCME and Non-Unit), Summary of**

The following summarizes the sick leave, sick leave extension, personal leave, vacation leave, floating holidays, and bereavement leave for classified staff covered by the agreement between the Massachusetts Board of Higher Education and the American Federation of State, County and Municipal Employees (AFSCME) or the non-unit staff benefits package. Unit I staff are clerical and technical employees on a 7.5-hour workday. Unit II staff are maintenance and security employees on an eight-hour workday. The full text of these benefits may be found in the above-stated collective bargaining agreement or the non-unit staff benefits package.

#### Sick Leave

Sick leave is accumulated based on each hour worked during the pay period. The accrual rate is based on 15 days per year. Sick leave may be used in a minimum of quarter-hour units. Sick leave may be granted:

- If an employee cannot perform her/his duties because of personal illness or injury.
- When the spouse, child or parent of either an employee or her/his spouse, or relative living in the immediate household of an employee is ill
- To keep appointments with health care professionals. In such instances the normal requirement of advance notice will be at least five working days.

The maximum of 10 days per fiscal year may be used except in cases of demonstrated medical emergency or life threatening/terminal illness, in which case the employee may use up to 15 days.

#### Sick Leave Extension

##### AFSCME

Five working days after exhausting all sick leave, vacation leave and personal leave, an AFSCME bargaining unit member is eligible for an extension of sick leave. The unit member must be employed for a minimum of 12 consecutive months prior to beginning an extension. Extensions are granted only for personal illness, not for an employee on industrial accident leave. Extensions may be available for a period of up to 60 days annually beginning on the date of the first extension. A unit member may request an extension on the request for extension of sick leave form (available in the office of human resources and equal opportunity). All requests are forwarded to the university president for action. The effective date of an approved request will be the beginning of the sixth day of unpaid leave.

##### Non-Unit

In the event of continued illness or disability, the president may grant, upon written request, additional sick leave of not more than 60 days annually.

#### Personal Leave

##### New Hires:

If hired between January 1 and March 31:

- Unit I receives 22.5 hours personal leave.
- Unit II receives 24 hours personal leave.

If hired between April 1 and June 30:

- Unit I receives 15 hours.
- Unit II receives 16 hours.

If hired between July 1 and September 30:

- Unit I receives 7.5 hours.
- Unit II receives 8 hours.

If hired between October 1 and December 31:

- Both Unit I and Unit II receive 0 hours.

After their initial hire, Unit I employees receive 22.5 hours personal leave and Unit II employees receive 24 hours at the beginning of each calendar year; all personal leave must be used by the end of each calendar year (December 31). Personal leave not used by December 31 is forfeited. Personal leave may be used in quarter-hour increments.

#### Bereavement Leave

Staff are allowed to take up to:

- Seven days of leave for the death of a spouse, child and stepchild
- Four days of leave for the death of parent, stepparent, brother, stepbrother, sister, stepsister, grandparent, grandchild, parent of a spouse or person permanently residing in the immediate household
- Two consecutive days of leave for the death of an employee's son-in-law or daughter-in-law or of the spouse's brother, sister, grandparent or grandchild
- One day off for the death of an employee's aunt, uncle or cousin, and spouse's brother-in-law or spouse's sister-in-law

#### Vacation Leave

Vacation leave is earned based on years of "creditable service" and is accrued each pay period based on the hours worked during that pay period. The calculated time between the employee's first working day at the university and the end of each month is the employee's "creditable service". Employees have the "creditable service" established on June 30, 1994 or thereafter.

Absences for illness in excess of available sick leave may be charged to personal days, then to vacation days.

AFSCME and non-unit classified employees may carry no more than 480 vacation hours for Unit I and 512 hours for Unit II. Vacation credits over these amounts will be converted to sick leave. This conversion will take place in April and October of each year. Leave may be used in quarter-hour units.

Vacation accrual rates are based on "creditable service":

- Less than 4.5 years = 10 days/year
- 4.5 years up to 9.5 years = 15 days/year
- 9.5 years up to 19.5 years = 20 days/year
- 19.5 years and more = 25 days/year

#### **Faculty/Full-Time and Librarian Leave Benefits (MSCA), Summary of**

The following summarizes the sick leave, sick leave bank, personal leave, floating holiday, funeral leave, and vacation leave for full-time faculty and librarians covered by the agreement between the board of higher education and the Massachusetts Teachers Association/NEA. The full text of these benefits may be found in the collective bargaining agreement.

#### Sick Leave

Sick leave is accumulated each pay period and is based on 10 days per year for a full-time faculty member. Sick time is accumulated during the academic year (nine months).

Librarians accumulate sick time each pay period based on 15 days per year. Librarians accumulate sick time over a 12-month period. Sick time may be used in half-hour increments.

#### Sick Leave Bank



Any employee who becomes a member of the bargaining unit after September 1 in any work year will become a member of the sick leave bank by donating one day of sick leave accumulation to the bank on the date s/he first accrues at least one day of such leave, unless s/he has elected in writing not to become a member during the preceding 30 days. On October 1 of each academic year, a faculty member or librarian who is not already a member of the sick leave bank will become a member by donating one day of her/his sick leave accumulation to the bank unless during the preceding 30 days s/he elected in writing not to become a member of the bank. Thereafter, whenever the accumulation of days in the bank falls below 50, members will be notified that one day of their sick leave will be assigned to the bank unless the member, within 15 days, provides written notice not to continue as a member of the bank.

A member who has been off payroll for five days after using her/his total sick accumulation may request to draw upon the sick leave bank as needed within the limits provided by the MSCA/board agreement. Faculty and librarians should be aware that no one can draw upon the bank more than the equivalent of two work years for any single illness or injury in a five-year period. Faculty and librarians should consult article IV of their contract for further details.

#### Personal Leave—Librarians only

On each January 1, librarians are credited with three personal days. Any personal leave not taken by December 31 will be forfeited.

#### Personal Leave—Faculty only

At the beginning of each semester, a full-time faculty member will receive one personal day. Personal leave earned in the fall semester must be used by December 31. Personal leave earned in the spring semester may be carried over to the following fall semester. No personal leave may be carried over from the previous calendar year.

#### Bereavement Leave

Faculty and librarians are allowed to take up to:

- Seven days off for the death of a spouse, domestic partner, child, or stepchild
- Four days off for the death of a parent, brother, sister, grandparent, grandchild, spouse or domestic partner's parent, grandparent, grandchild, domestic partner's child or stepchild or of a person, living in her/his immediate household
- Two days for the death of a spouse or domestic partner's brother or sister
- A unit member may have up to three hours to attend the funeral of a colleague or former colleague after filing a notice with the vice president of academic affairs.

#### Vacation Leave—Librarians only

Vacation leave is credited each bi-weekly pay period. Vacation leave in excess of 64 days will be converted to sick leave in April and October of each year. The limit on accumulated vacation leave is 64 days unless there is a prior agreement with the Dean of the Library and vice president, academic affairs.

Vacation accruals are based on years of service:

- Less than eight years = 22 days/year
- Eight to 16 years = 23 days/year
- 16 to 25 years = 25 days/year
- 25 years and up = 30 days/year

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

Under the Family and Medical Leave Act (FMLA), eligible employees are entitled to family leave a) for incapacity due to pregnancy, prenatal medical care or childbirth; b) to care for the employee's child after birth or placement for adoption or foster care; c) to care for a parent or spouse who has a serious health condition; or d) for a serious health condition that makes the employee unable to perform her/his job.

When the employee is ready to return to work, s/he must be returned to the same or a comparable position without loss of seniority.

The FMLA requires up to 12 weeks of unpaid leave to be granted to employees who have more than one year of service and have worked at least 1250 hours over the previous 12 months. Any paid leave taken for FMLA purposes will be counted toward the 12-week FMLA entitlement. These 12 weeks of leave do not have to be taken at one time. The 12 weeks of leave can be spread out over a 12-month period. Employees must get certification by a health care provider that the employee or her/his child, parent or spouse does, in fact, have a serious health condition, the condition's expected duration and the need for the employee to be absent from work to attend to the family member.

Effective January 16, 2009, the provisions of the Family and Medical Leave Act (FMLA) of 1993 were revised and amended to include coverage for certain types of leaves of absences that may be related to immediate family members serving or having served in the armed forces.

The new procedures are as follows:

Eligible employees covered under FMLA who have a spouse, son, daughter or parent on active duty or call to active duty status in the National Guard or reserves in support of the contingency operation may use their FMLA 12-week entitlement to address certain qualifying exigencies.

These qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment re-integration briefings.

The Family and Medical Leave Act (FMLA) also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is defined as a current member of the armed forces, including a member of the National Guard or reserves, who has a serious injury or illness that was incurred in the line of duty on active duty and that may render the service member medically unfit to perform the duties for which the service member is undergoing medical treatment, recuperation or therapy, is in outpatient status or is on the temporary disability retired list.

A form to request FMLA and to obtain the certification is available through human resources and equal opportunity. Human resources and equal opportunity will also be glad to answer any questions employees may have on this policy. Please contact Pat Hanson in human resources and equal opportunity at extension 7229.

Although the FMLA requires only unpaid leave, it does impose certain requirements with respect to benefits. Employees are permitted to continue to participate in health benefits plans.

## **Holidays**

The university observes the following legal holidays as paid holidays for benefited employees:

|                        |                  |
|------------------------|------------------|
| New Year's Day         | Independence Day |
| Martin Luther King Day | Labor Day        |
| Washington's Birthday  | Columbus Day     |
| Veteran's Day          | Patriots' Day    |
| Thanksgiving Day       | Memorial Day     |
| Christmas              |                  |

## **Jury Duty**

If you are called for jury duty, you will be allowed to take the necessary time to do so. As a state employee, you may be eligible for leave with pay while serving on a jury. You must notify your supervisor when you receive the notice of jury duty by presenting a copy of it to your supervisor. Do not fill out a

request for leave form.

On any day or half-day you are not required to serve on a jury, you will be expected to return to work. In order to receive payment for the work day on which you had juror service, you must present a juror service certification to your supervisor, who will then submit it to payroll.

This document is issued by the court following juror service and should be given to your supervisor as soon as you receive it. An employee who incurs jury duty fees shall remit receipts for these fees to human resources and equal opportunity if they are less than the regular salary paid to the employee.

### **Other Leaves**

Numerous types of leaves of absence are available to benefited employees depending on their collective bargaining unit. Some examples (although not applicable to all collective bargaining units) are educational, sabbatical, military, domestic violence, catastrophic illness, maternity, family, personal, and parental leave. The appropriate collective bargaining agreement or non-unit employees benefit information will have details on what leaves are applicable to administrators, faculty, librarians, or classified staff.

### **Small Necessities Leave Act (SNLA)**

In addition to the FMLA, the Commonwealth of Massachusetts has enacted the Small Necessities Leave Act (SNLA), which expands on the rights granted by the Family and Medical Leave Act. The SNLA grants eligible employees a total of 24 hours of unpaid leave during any 12-month period over and above the leave granted under the FMLA. The types of leave covered by this act include those for a.) educational advancement of the employee's child, b.) routine medical or dental appointments and c.) accompanying an "elderly relative" (a defined term in SNLA meaning someone at least 60 years old and related by blood or marriage) to medical or dental appointments or for the purpose of other professional services relating to elder care. Eligible employees are defined under the FMLA description.

### **University Services**

The following is an abbreviated list of services and procedures we feel might be helpful to employees and to their work with students. Many of the offices have websites that may be consulted for more detailed information.

#### **Bookstore**

The services of the university bookstore, located on Central Campus, are available to all employees. For personal purchases, show your Salem State ClipperCard and receive a 10-percent discount on general reading books, paper products, supplies, clothing, and gifts.

For faculty, course material orders are submitted with the chairperson's signature and are received in the bookstore early in the semester preceding the course offering (contact the bookstore for specific dates.) Course materials can be ordered online at [salemstateshop.com](http://salemstateshop.com) or by sending in an order form that can be obtained from the academic department or from the course materials manager at the bookstore (0198txt@follett.com).

#### **ClipperCards**

Salem State University ClipperCards (identification cards) are required for all university employees. The ClipperCard is for accessing select office, various classrooms and building entry on campus, the Gasset Fitness Center, the Library (Berry & Noble Libraries) and for ClipperCash sales as well as various memberships and discounts for Commonwealth of Massachusetts employees. In order for you to receive a ClipperCard, your supervisor will enter your information into the Employee Management System (EMS). The ClipperCard is issued by the ClipperCard office located at the dining commons/room 106. Call the

ClipperCard office for office hours at extension 2273. As an incentive for employees to use their cards instead of cash both on and off campus, the ClipperCard office will deposit an additional **10%** employee bonus ClipperCash to your account when you make a deposit! What a deal! To make a deposit simply visit [salemstate.edu/get](http://salemstate.edu/get) and sign in using your Navigator login.

## **Marketing and Creative Services**

Marketing and Creative Services functions as the in-house agency for all media, design and print, electronic marketing, advertising, copy editing and copy writing, social media, website content strategy, and photography. The department is also responsible for implementing and managing the Salem State brand. It collaborates daily with academic, administrative and student partners to manage on-campus resources to meet specific project goals. There is no charge for these services; individual departments are, however, responsible for printing, photography and other agreed-upon costs.

As the university's in-house professional design service, the department's designers create and produce projects ranging from brochures, invitations and posters to 54-page magazines. Please note that all graphic design work with the exception of materials developed by student groups should be sent to marketing and creative services. Although most design projects can be printed onsite at the university's copy center, some projects may be sent off campus to be printed by one of the university's approved vendors. The creative services team works with all campus communities to finish projects on time and on budget.

Marketing manages all advertising for the campus community. It works with departments to determine the goals of their advertising campaigns and assists in the production of advertisements, including print placement, online displays, search terms, and email blasts.

Marketing oversees content on the university's website and social media sites as an inspiring, high-quality information resource for the public, including prospective students of all disciplines, press, alumni, and donor audiences, and for internal resources. It offers its in-house expertise to develop website content strategy as well as resources and education for creating a social media presence on behalf of Salem State University.

Salem State does not have a staff photographer, but does hire a variety of talented photographers throughout the year. Photo shoot costs vary and will be billed to the department requesting the service.

More information, including the university's current style guide, "do-it-yourself" templates and an online project intake form can be found at [salemstate.edu/design](http://salemstate.edu/design).

Marketing writes and edits many university materials. It also manages the university's writing style guide, and asks the campus community to adhere to the standards.

Marketing also manages all general public relations efforts for the university (art and athletic programs have separate departments to manage their PR). This work includes developing an outreach plan to promote an activity, event or academic research to crisis communication. The department also maintains an online faculty resource list that helps reporters identify academic experts. Employees contacted by the media—or needing assistance promoting an activity—should contact Karen Murray Cady at 978.542.7500.

## **Counseling and Health Services**

The Counseling and Health Services provides a range of medical and mental health services to all SSU students including: evaluations, episodic treatment and referrals. Located in the Ellison Campus Center on North Campus, the office is open weekdays from 8 am to 5 pm. Students can call and make an appointment at their convenience. Urgent visits are available during office hours if needed. Visits are confidential and most services are free of charge; some procedures may be billed to student's health insurance at no cost to the student. Faculty and Administrators are welcome to contact CHS for consultation if they are concerned about a student's behavior or wellbeing, or are interested in health,

substance abuse, wellness or mental health information. Occasionally CHS staff will provide guest lectures for academic classes upon request. For additional information, go to [salemstate.edu/chs](http://salemstate.edu/chs) or call 978 542 6413 or 978 542 6410.

### **Cultural Events**

Salem State University is committed to serving both its own community and the greater North Shore area as a cultural center. The Salem State Foundation, for instance, sponsors the Salem State Series, bringing two to three speakers of national prominence to Salem State University each year. Many Salem State employees support this effort through their purchase of tickets or through service as volunteer ushers. In addition, the Center for the Creative and Performing Arts sponsors and coordinates a myriad of cultural events on campus. Information on events is occasionally sent out by email, and is always available via the electronic calendar of events on the university's website.

### **Employee Assistance Program**

The Employee Assistance Program (EAP) is a confidential program designed to assist faculty, staff and administrators at all levels in coping with personal and work-related problems. Salem State University recognizes that its employees are its greatest asset. Everyone experiences personal problems that may affect their general well-being and performance. We believe it is important to provide a service that addresses these problems. Confidentiality is one of the most important aspects of the program. If you contact the Employee Assistance Program directly, no one at the university will know about it unless you tell them. No information concerning the nature of your problem will be released without your written consent. The university has contracted the services of an off-campus provider to deliver this service.

Employees may use the university's EAP program for three visits at no cost. The provider makes every effort to refer employees to a health care professional who can be compensated through the employee's health insurance if additional visits are necessary. For the initial consultation, the employee may be given release time during working hours if requested. The university's EAP provider is:

The Wellness Corporation  
512 West Main Street  
Shrewsbury, MA 01545  
800.828.6025  
508.842.2780

### **Energy Conservation**

In the interest of conserving energy to the maximum extent possible, the university may institute a number of programs to reduce consumption of our natural resources and save on energy costs. These may include maintaining heating and cooling systems at a reasonable level, establishing a rideshare program and closing most buildings during the last week of December. Information on heating and cooling systems is available from facilities, and information on the holiday closing is available from human resources and equal opportunity.

### **Food Services**

On the North Campus, the dining commons serves meals at moderate prices. A faculty and staff dining room is available on the upper North Campus level. A food court is available during the regular academic year. At South Campus, a cafeteria is located on the first floor of the Harrington Building. At Central Campus, a food court is located on the first floor of Building One. Vending machines are available in the Sullivan Building, Meier Hall, the Harrington Building, and the academic building. In addition, the food services vendor on campus (Chartwells) provides catering services for group functions upon request. Their office is located off the food court near the switchboard office.

### **Information Technology Services (ITS)**

Information technology services (ITS) provides support for the university's technology needs. Located on Central Campus, its services include the acquisition and support of computer software and hardware, network requests, project management, Peoplesoft support, technology training, and Web development among others.

ITS can help with telecommunications and network needs as well. Contact them via email at [it-helpdesk@saalemstate.edu](mailto:it-helpdesk@saalemstate.edu) to coordinate telephone and voicemail service and to request a repair or move. Their phone directory is available at [saalemstate.edu/people](http://saalemstate.edu/people). For projects that require network support or changes, contact ITS at the help desk for an estimate. Technicians are available to assist with other supported services such as email, file sharing, print sharing, Internet and wireless services, and Navigator access. Computer hardware support, software installations and laptop support are also provided. Contact the help desk directly to create a ticket for repair services. Laptops may be brought to the ITS offices at Central Campus Stanley Building room 119 during business hours.

Faculty can get technical support to integrate technology into their course curricula. Our faculty team supports all aspects of eLearning (Blackboard formerly WebCT), the university's online course management system. In addition, we offer support for implementing new technologies such as podcasting, wikis, and blogs. A great new feature: apply for your faculty Web page at [saalemstate.edu/webaccount/](http://saalemstate.edu/webaccount/) Call or email us with your questions, we're happy to help!

Not only does the ITS department support faculty and staff, there are 10 academic computer labs on campus; four of these, located in MH210, SB109C, HB100, and CC129, are specific open access labs for student use. The hours of operation may be found on the information technology webpage at [saalemstate.edu/labs](http://saalemstate.edu/labs).

Need a video? Help with smart classroom equipment? Media services is also included under the umbrella of information technology services. It offers help with classroom presentation systems, audio-visual equipment loans and video production services.

Located on the first floor of Meier Hall in room 101C (the media services equipment room), it also offers operation training, basic troubleshooting for problems associated with projection systems in classrooms and laptop, projector and camera loans to faculty and staff. The ClipperCard is required for borrowing privileges.

Media engineering, located in Meier Hall 126, can provide help with training, troubleshooting problems and the repair of projection systems within meeting rooms and classrooms.

Video services is located in Meier Hall 114. This area houses a TV studio (MH103) and provides on-location video production, Web conferencing and video editing. Staff assistance is provided in the development and production of instructional programs and presentation materials.

For more information, contact the help desk via email at [it-helpdesk@saalemstate.edu](mailto:it-helpdesk@saalemstate.edu) or call 978.542.2036 and press two.

### **Campus Ministries**

Campus ministries are located in Meier Hall 245, and are available to employees as well as students. The ministry supports all faiths and is under the general supervision of Chaplain Laura Biddle. The campus community is also welcome to use the ecumenical prayer room located in Meier Hall 222. Campus ministries can be reached by calling extension 6129.

### **Library**

The Frederick E. Berry Library and Learning Center on North Campus is open seven days a week. Hours are: Monday through Thursday, 7:45 am-2 am; Friday 7:45 am-7 pm; Saturday, 11 am-5 pm; and



Sunday, noon to 1 am. Any changes in hours will be posted at the entrance to the library and on the library website ([saalemstate.edu/library/3824.php](http://saalemstate.edu/library/3824.php)). During final exam periods the library is open twenty-four hours a day. Subject specialist librarians are available for assistance with research needs; inquire at the service desk on the main floor. For in-depth research assistance, schedule an appointment with a professional librarian on staff.

The library has a core collection of over 300,000 volumes of print materials and another 300,000 electronic books to support academic programs. In addition to its own collection, the library provides access to other library collections electronically and through membership in several consortia. Students, faculty and staff of Salem State University with a current validated ID may borrow library materials from Salem State or through interlibrary loan. Library materials circulate for three weeks and may be renewed a total of two times. The library also has a collection of over 57,000 electronic journals and 400 print journals. The periodicals list is available on the Berry Library webpage.

The webpage provides direct links to databases, the library catalog, staff and departmental information, directions to the library, and Internet resources. The address of the Berry Library website is [saalemstate.edu/library](http://saalemstate.edu/library). Most databases are available by using a Web browser from either on- or offcampus. The library's online catalog accesses over three million items in the NOBLE database. Remote access requires a current Salem State email account. North of Boston Library Exchange (NOBLE) is a consortium of academic and public libraries located north of Boston. The NOBLE catalog and the library website serve as gateways to the Internet and World Wide Web.

The Berry Library offers interlibrary loan (ILL) to obtain materials available in other libraries. ILL forms are available at the service desk upon presentation of a valid Salem State ID. ILL requests may also be made electronically from the Berry Library website or by email to [ssuILL@saalemstate.edu](mailto:ssuILL@saalemstate.edu). NOBLE requests are delivered by courier usually within a few days. Requests for materials outside of NOBLE may take from one to two weeks.

The library offers reasonable accommodations to users with disabilities. For the visually impaired the library offers an Optelec print enlarger, audio books and Zoom, a reading/voice output software on one work station. In addition, the library has Jaws for Windows and Kurtzweil 3000 software with scanner. It also offers email reference from its website to assist hearing-impaired users.

### **Lost and Found**

Campus police maintains a lost and found center. Items turned in there or found by department personnel are held for 30 days (90 days for property with an estimated value over \$100 or with obvious sentimental value). Stop by the station or call the non-emergency number (978.542.6511) for questions about lost property and to turn in found property.

### **Mail Services (Official University Mail Only)**

Mail services, which deals with university- related business only) is located at Central Campus, and may be reached at extension 6012. Specific information relative to mail services on campus can be found online at [saalemstate.edu/4221](http://saalemstate.edu/4221). The procedures required for processing inter-campus and outgoing mail are described in the user's guide. Please refer to this for detailed information, including the proper way to address inbound mail, or call mail services at extension 6012. Mail will arrive faster if addressed correctly.

Incoming mail from the U.S. Post Office is processed daily between 6:30 and 10 am. Inter- campus mail is processed throughout the day. Departmental mail may be picked up any time after 10 am. The deadline for outgoing metered mail is 2:30 pm., Monday - Friday.

### **Maintenance and Repairs - HELP Line**

To improve customer service, a special campus-only telephone extension is provided to report EMERGENCY facility issues. Dial 4357 (H-E-L-P) from any campus telephone to request EMERGENCY

custodial, maintenance, plumbing, electrical, heating, or elevator service. Please note: The HELP line can only be used from campus telephones. All routine and planned services should be requested by means of the request-for-services form, which is available online at [salemstate.edu/facilities/8579.php](http://salemstate.edu/facilities/8579.php) or by going to the offices & services directory at the bottom of the Salem State homepage and clicking on 'facilities'. The password for the online system is "help". Problems encountered after 5 pm or on weekends that need to be attended to immediately should be referred to campus police, extension 6111.

### **Mass Buying Power (Consumer Referral Service)**

Mass Buying Power is a consumer referral service available free of charge to all employees as a fringe benefit program. It is not available to students or to departments for institutional purchases handled on purchase orders.

Mass Buying Power has agreements with vendors, dealers and stores throughout the commonwealth that provide employees with substantial discounts on new cars, trucks, travel, household appliances, furniture, tires, boats, computers, sound equipment, window treatments, carpets, replacement doors and windows, home mortgages, and more.

Use of Mass Buying Power services is at the discretion of each employee, and no guarantee of volume has been made. Purchases are the sole responsibility of the individual. A referral discount certificate will be issued to the individual employee. This procedure must be followed in order to obtain the Mass Buying Power discount. No discount will occur if an individual contacts a dealer without the proper certificate.

To use Mass Buying Power Consumer Referral Service contact:

Mass Buying Power  
1076 Washington Street  
Hanover, MA 02339  
Phone: 781.829.4900  
Fax: 781.829.0150

### **Notary Public**

A number of employees who have a notary seal are willing to notarize limited numbers of documents for employees. Human resources and equal opportunity has a list of notaries public available on campus. Please contact extension 6123 for more information.

### **Disability Services**

If you are in communication with a student who identifies her/himself as having a disability that needs to be accommodated, please refer the student to disability services on the ground floor of the Frederick E. Berry Library and Learning Commons, room G020. Faculty should request the "faculty accommodation approval letter" from any student who requests an accommodation for a disability. This letter provides the accommodations that have been specifically approved for that student. Faculty should not make accommodations for students that have not been approved by disability services. If there is a suspicion that a student who is performing poorly in a course may have a disability, contact disability services at extension 6217.

### **Payroll**

Payroll is located on the second floor of the administration building. The university payroll is run on the Commonwealth of Massachusetts Human Resources Compensation Management System, which serves the majority of state agencies. Time sheets must be submitted weekly. The timekeeper in each area has instructions concerning time sheets and exceptions reporting. Payroll is disbursed biweekly, and all benefited employees are required to sign up for direct deposit. Checks are deposited into accounts every other Friday. Pay advices can be viewed online at [mass.gov/massshr](http://mass.gov/massshr). It is convenient and accessible with

an Internet connection 24/7 wherever you are in the world. Below are the instructions to access SSTA:

Go to the massHR website at [mass.gov/massshr](http://mass.gov/massshr).

Click on the 'enter my time and attendance' button.

Your User ID is your Employee ID.

Your initial password is your employee ID + the last four digits of your social security number.

After initial login, you will be prompted to change your password and select and answer a secret question.

Click on the self-service link on the menu to the left.

To access your time sheet, click 'report time'. To change your personal information, click 'personal Information'. To review your paycheck, click 'payroll and compensation'.

All additional compensation payments must be made through the payroll system and require a separate hiring action. Any changes in deductions or insurance payments must go through human resources and equal opportunity.

For problems or questions concerning payroll issues, contact Janette Redding at extension 2711.

### **Preschool Program**

The Salem State Preschool is an NAEYC accredited, licensed and professionally staffed facility serving children between the ages of two years nine months and five years old. Full-time students with children receive first priority for enrollment, followed by faculty and staff. When space is available, alumni and members of the Salem community may apply to enroll their children.

The program was established in 1970, and serves as one of Salem State's four laboratory schools. As such, it provides students and faculty from a variety of departments opportunities for field work, student teaching, observation, and research. The preschool has adapted its philosophy and curriculum based on the Reggio approach.

The program also supports a strong working relationship among children, teachers, parents, and the community, and there are many ways for parents to participate and be involved. The program reflects the university's mission of education, service and research. For information, contact the preschool program director at 978.542.6408, or visit the website at [salemstate.edu/preschool](http://salemstate.edu/preschool).

### **Purchasing and Materials Management**

Purchasing and materials management is responsible for the day-to-day operation of all university procurement. Purchase requisitions are created and can be accessed online via PeopleSoft and are processed by the purchasing and materials management department. A procurement credit card (Procard) is used to purchase items and services with approved vendors. Purchasing personnel also send out bid requests and handle returned goods authorizations.

Staff are encouraged to make purchases through one of the buying groups available to the university: the Commonwealth of Massachusetts (Department of Procurement and General Services), the Massachusetts Higher Education Consortium or the Educational and Institutional Cooperative. These buying groups save money by getting the best possible discounts, and save time and money by eliminating the need to go out for bids. More information on these buying groups can be found at [salemstate.edu/3478.php](http://salemstate.edu/3478.php). For purchases over \$10,000, use of either one of the buying groups or an RFP is required

Purchasing and materials management is located on the second floor of the administration building. For more information on purchasing, buying groups, procurement procedures, bid procedures, available contracts, or vendor information, call extension 6152.

### **Shuttle Bus Schedule**

Shuttle buses run every 10 to 15 minutes Monday through Friday during the academic year between South Campus, North Campus, Central Campus, and the O'Keefe Center. The shuttle stops are at Horace Mann School (Loring Ave), Meier Hall (Lafayette Street), Peabody Hall (University Drive), the O'Keefe Center (Forest Avenue), the upper O'Keefe Center parking lot (Broadway), Bates Complex (South Campus commons building), and the Harrington Building (South Campus). Every effort is made to ensure uninterrupted service. All employees and students are encouraged to use the shuttle bus, which is a free service to the university community. A current schedule is always available on the campus police website.

A shuttle service between Salem State and downtown Salem and between Salem State and the two local malls is also available. The downtown shuttle bus leaves from Central Campus and goes directly to the Salem Depot (train and bus station).

Downtown shuttle hours:

- Weekdays from 7 am to 9 am and again from 3 pm to 5 pm. The shuttle also runs between campuses from 7 pm to 1 am

Mall Shuttle Hours

- Fridays, Saturdays and Sundays, the shuttle runs to the North Shore Mall and the Liberty Tree Mall
- Starting at 7 pm on Fridays, 1 pm on Saturdays and 2 pm on Sundays.

Questions about the shuttle service should be directed to Michael Haggstrom at extension 2204.

### **Travel Program**

The university does not employ a travel agency to arrange business travel for its employees when they are traveling as individuals. Employees are to make their own arrangements for business travel following the procedures outlined in the Salem State University travel policy. All group and student travel must be booked through the Durgan Travel Agency, the university's authorized travel agent for this purpose.

Employees should consult the Salem State University travel policy for additional information on travel requirements and services. This publication is available on the purchasing and materials management department website at [saalemstate.edu/3475.php](http://saalemstate.edu/3475.php).

### **Athletics and Recreation**

Athletics and recreation serves the academic, intercollegiate and recreational needs of the Salem State University community by providing a variety of educational, social, recreational, and athletic programs. It strives to offer a total educational experience with quality opportunities that inspire, educate, motivate, and empower individuals to be positive contributors to Salem State University and the greater global community.

#### **Harold E. and Marilyn J. Gassett Fitness and Recreation Center**

The Gassett Fitness Center is a state-of-the-art facility that provides top-tier exercise equipment, locker rooms, studios for group exercise, and yoga and specialty programs, as well as two recreational courts for informal recreation (pick-up basketball and volleyball). Additional programming includes recreational swim, recreational skate, pick-up hockey, and intramural sports. The fitness center offers a variety of programs and services to encourage a healthy lifestyle, and meet the needs and interests of all members of the Salem State University community.

For questions or more information, please call athletics at 978.542.7260, or the Gassett Fitness Center at 978.542.4442.