



UNIVERSITY OF  
ARKANSAS

DIVISION OF ENROLLMENT SERVICES

# Staff Expectations & Handbook



2022-2023



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# Welcome

Dear New Staff Member:

We welcome you to the Enrollment Services team. The following is a handbook that is intended to serve as a guide for you both at the beginning of your career here and throughout your tenure with us. Please do read it carefully. It will introduce you to the vision and mission of our division. It will also provide invaluable information about dress, emergency plans, office hours, student and family service, and more. This handbook is a supplement to the university's staff handbook. In all cases, university policy takes precedence over this guide.

The handbook can also be used as a quick reference for policies on FERPA, sexual harassment, leave, and annual evaluation. The departments in Enrollment Services (Admissions, Financial Aid, Nationally Competitive Awards, Registrar, Scholarships, and UA Connect) strive to serve all our clients—from prospective and current students and their families to alumni, faculty, and staff—effectively and courteously.

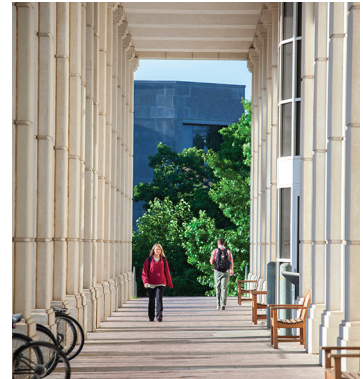
You are joining a wonderful staff community who will be encouraging to you every step of the way. The handbook is a guide, but it is by no means exhaustive, so please connect with coworkers and supervisors whenever you have a question or a concern. We want your experience in your new position to be a great one.

Please let me know if you need assistance in any way. We are here to support you as you work to support the enrollment and retention goals of the University of Arkansas.

Sincerely,



Suzanne McCray  
Vice Provost of Enrollment  
Dean of Admissions



### VISION

Enrollment Services seeks to enroll a diverse group of capable students who will engage and excel at the University of Arkansas, and works to assist these students in achieving their academic and career goals.

### MISSION

The Enrollment Services Division at the University of Arkansas's mission is to enroll and graduate students who will engage fully in academic and service programs, develop intellectually and personally, and contribute to the campus, the state, and the global community. Encouraging academic engagement from a diverse group of communities will create a dynamic educational environment that will promote a broad learning experience for the entire campus community. To carry out this mission, the Enrollment Services Division is comprised of six professional and service-oriented offices: Admissions, Financial Aid, Nationally Competitive Awards, Registrar, Scholarships, and UA connect. Through collaborative efforts, Enrollment Services strives to:

- Promote the University of Arkansas and the pursuit of higher education;
- Foster initiatives that support diversity as a key goal of the University of Arkansas community;
- Attract, admit, and prepare new and returning students for enrollment on campus while working with academic affairs to ensure planned and sustainable growth in accordance with institutional priorities;
- Accurately and efficiently reduce financial obstacles through federal, state, and institutional scholarship and aid programs;
- Commit to preparing traditional and non-traditional students, including returning adult learners, for academic achievement and success in life;
- Assist future, current, and former students as they navigate administrative requirements to achieve their academic goals;
- Ensure accuracy for registration and academic records;
- Commit to retaining students who enroll at the University of Arkansas and assisting them through academic transitions on their path to graduation;
- Prepare students to be nationally competitive;
- Craft and maintain policy that facilitates effective administration to support division goals, including coherence of policy across all divisions;
- Develop innovations in the use of technology and information systems aimed at supporting a research engine for best practices in enrollment services and data-based decision making;
- Increase state and global knowledge by achieving a net increase in Arkansas residents holding bachelor's, master's, and doctorate degrees;
- Support the University's pursuit to become a nationally recognized research institution that puts students first.



## DIVERSITY VALUES STATEMENT AND OPEN-DOOR POLICY

Enrollment Services values diversity and seeks to include and integrate into our team individuals from varied backgrounds and with varied characteristics (such as race, ethnicity, national origin, age, gender, socioeconomic background, religion, sexual orientation, ability, and intellectual perspective).

In keeping with this practice, the Division of Enrollment Services works to establish an office environment founded on inclusivity, teamwork, and collaboration. Each staff member contributes to Enrollment Services' overall mission, to our goals, and to our policy development. We have regular staff meetings where all points of view are encouraged in order to remain a vibrant and engaged staff.

Enrollment Services seeks to recruit and enroll a diverse and academically prepared group of students who will succeed at the University of Arkansas and contribute to a vibrant, inclusive campus. In order to support this work, the division has the following practices related to diversity, equity, and inclusion:

- Staff are required to pursue training related to diversity, equity, and inclusion on a regular basis (every three years minimum). Training is available through official university programs and Human Resources.
- Staff should complete the university's diversity certificate program offered by Human Resources, designed to help staff develop and recognize commitment to the university's diversity initiative.
- Staff are encouraged to complete the Safe Zone Allies program, available through the Center for Multicultural and Diversity Education. This training is required for any staff directly interacting with students and/or families in the course of their job duties (ONCA, Orientation, front desk personnel, Orientation, Financial Aid, Scholarships Office, admission counselors, and all recruitment staff). [hr.uark.edu/working/training/index.php](http://hr.uark.edu/working/training/index.php)
- Enrollment Services joins each February with other campus partners to celebrate the life and accomplishments of Silas Hunt, participating in community outreach and education about Silas Hunt and the Six Pioneers.
- The Office of Admissions, Financial Aid, and New Student Orientation each collaborate with campus partners and student organizations to recruit a diverse and talented group of students to serve as admissions and financial literacy ambassadors, orientation leaders, and peer mentors.
- Enrollment Services regularly ensures that hiring committees include staff members from a variety of backgrounds and experiences in order to support the ongoing recruitment of a diverse, inclusive, and equitable workforce.





- Enrollment Services provides time at each all-staff meeting to discuss issues related to recruitment and diversity, equity, and inclusion in order to maintain an ongoing dialogue regarding the importance of these ideals to the work we do.

We encourage you to explore the many opportunities for diversity, equity, and inclusivity education available to you at the university and to apply those ideas and commitments to your daily work in recruiting students to the University of Arkansas. If you feel uncomfortable discussing something with your immediate supervisor, then we welcome you to talk with a more senior member of your office. For more information, visit [report.uark.edu](https://report.uark.edu).

## PROVIDING EXCEPTIONAL SERVICE AND PROMOTING TRUST

Enrollment Services values service to internal and external constituents. Exceptional service provided over time fosters trust in the division and in the university. Each of us plays a central role in building this trust and promoting the reputation of the university. With this in mind, each member of our staff adheres to the ethics and practices outlined by the American Association of Collegiate Registrars and Admissions Officers (AACRAO).

Please see AACRAO's website and review the professional principles outlined there closely: [aacrao.org/who-we-are/mission-vision-values/ethics-practice](https://aacrao.org/who-we-are/mission-vision-values/ethics-practice).

Promoting trust and transparency begins with the attention to details and accuracy expected of all university employees. If, in the course of your work, you encounter issues that require correction or revision, please know your supervisor is available to help you address these issues through a team approach. Together, we can ensure that we provide exceptional service.

## ENROLLMENT SERVICES STAFF COUNCIL

The Enrollment Services Staff Council was formed at the request of Dr. McCray in 2021 and is charged with making the staff experience among all EMSP employees better. The Council reports and makes recommendations directly to the Vice Provost for Enrollment Services on issues including, but not limited to: staff feedback protocols, staff evaluation systems, staff onboarding strategies. Co-Chairs for the 2021-2022 Term are Malloree Dee Murdock and Rhonda Roberson. If you have any questions, would like to know who your representative is on this council, or are interested in participating in this staff council, please contact either Co-Chair.

### CONDUCT

It is expected that all employees will conduct themselves in a professional manner when dealing with co-workers, internal customers, and external customers.

- Employees should be polite, considerate, and courteous.
- Employees should not use discriminatory actions or language.
- Employees are required to adhere to the University of Arkansas Sexual Harassment Policy. See Appendix I for the complete policy.
- Employees are expected to follow the dress code outlined below.
- Employees should be aware of protecting a student's privacy when working with a student in public. Avoid the opportunity for other persons standing nearby to overhear confidential information.

### OFFICE DECORATION

- Employee work areas should be kept neat and organized. Employees are welcome to decorate their area, although no materials should be displayed that would be offensive to others in respect to sexual conduct, racial bias, or religious or political discrimination.
- Employees should ensure all fans, space heaters, and lights are turned off when leaving their area.
- Lit candles are not permitted.
- Decorations should not distract from the workplace by being excessive.
- Office lights should remain on during normal working hours.

### BREAKS AND MEALS

- You may eat at your desk if your workstation is not in public view.
- Your lunch break should be agreed to by your supervisor to ensure your office is adequately staffed. You may choose a thirty-minute lunch break with two fifteen-minute, non-paid breaks or a one-hour lunch break.
- We encourage you to feel free to take a few minutes to stretch your legs or get a cup of coffee occasionally; however, the division does not have official break periods.

### OFFICE SUPPLIES

Each office in the division provides supplies such as pencils, pens, folders, paper clips, staplers, etc. You should restock your desk supplies as you need. If you notice that a certain item should be re-ordered, please notify your supervisor or the person responsible for purchasing supplies in your office. Since office supplies are the property of the University, you are not allowed to take supplies to your home for personal use.

### USE OF UNIVERSITY VEHICLES

Enrollment Services maintains a limited number of university-owned vehicles for official use only. Official vehicles may not be used for personal business at any time and should only be used to transport university personnel and approved guests. Please see your supervisor for more information. [risk.uark.edu/forms](http://risk.uark.edu/forms)



# Tuition Waiver

The University extends the employment benefit of a tuition waiver as established through Board Policy 440.1, and consistent with the guidelines contained in UA Systemwide Policies and Procedures 445.1. The administration of this employee benefit at the Fayetteville campus is as follows:

## I. ELIGIBLE

- A. See the Related Policy Document: Employee Tuition Waiver Chart for a Definition of Terms regarding eligibility
- B. Full-time (100% appointed)
- C. Active employee (not on leave without pay except workers compensation, military or family leave)
- D. Enrollees must meet normal admissions requirements
- E. Must be employed as of the final day of regular registration following continuous employment in a full-time position with the University for one complete fall or spring semester (see the Related Policy Document: Employee Tuition Waiver Chart for Exceptions to Current Policy)

## II. DISCOUNT

- A. See the Related Policy Document: Employee Tuition Waiver Chart for details regarding waivers for Employees and Spouse or Dependents effective May 1, 2017
- B. As mandated by federal law, the university may be required to withhold or report applicable taxes on the value of educational benefits
- C. Waiver benefits are applicable to:
  - 1. resident (see Board Policy 520.6) tuition only; all applicable fees are to be paid in full for any enrollment for credit classes only
  - 2. audited classes on a space available basis only
  - 3. web based or distance education courses offered through any campus unit of the University of Arkansas or through eVersity
  - 4. specified off-campus classes only if there is sufficient enrollment by full-fee paying students to meet the minimum enrollment (as established by the offering unit) to recover the costs of offering the class
- D: Waiver benefits do not cover:
  - 1. Law School or Medical School
  - 2. self-paced online correspondence courses
  - 3. the receipt of a waiver as both an employee and as a spouse or dependent child of an employee
- E. See the Related Policy Document: Employee Tuition Waiver Chart for Exceptions to Current Policy per UASP 445.1 2. C.
  - 1. enrolled in a degree program at reduced rates under Board Policy 440.1 prior to 05/01/17
  - 2. remain continuously enrolled in the same degree program

## III. EMPLOYEE ENROLLMENT

- A. All enrollment at reduced rates must be approved by an authorized supervisor
- B. Class enrollment is permissible on a space available basis starting after the end of the open registration period for the term; if early registration is required for the relevant degree program, a registration exception can be requested through the appropriate college representative
- C. Total employee enrollment at reduced rates shall not exceed eleven semester credit hours per fall and spring semester; and shall not exceed a total of six semester credit hours during the summer terms
- D. All hours taken above the maximum will be charged at the full rate

#### **IV. WORK ASSIGNMENT RESPONSIBILITY**

- A. This policy does not assume that release time from regular working hours will be automatically permitted, it is a privilege, not a right
- B. Release time must be requested from a supervisor or departmental representative with the authority to grant release time within the requestor's department or unit, and may be subject to additional approval requirements established by the department; granting of release time is at the discretion of the authorized reviewer
- C. When evaluating a request for release time, the supervisor shall consider, among other things:
  - 1. job performance
  - 2. direct applicability of the course work to the position
  - 3. benefit to the employee
  - 4. benefit to the university
  - 5. department's ability to maintain its necessary office hours and functions
- D. Courses taken at the Fayetteville campus during working hours are limited to one course per semester, not to exceed five credit hours
- E. A supervisor may require the employee to take annual leave for the hours spent in class during regular working hours
- F. An employee must schedule annual leave for the full day of intersession courses

#### **V. POSTING THE AWARD**

- A. Employee tuition waivers will be posted by the Treasurer's Office shortly after tuition calculation each semester (the Spring tuition waivers will not post until January to consistently post the taxable benefit each year)
- B. Spouse and dependent waivers will be posted by the Office of Financial Aid on or after the census date
- C. University or state funded scholarships may be awarded to students who are also eligible for a tuition discount. The dependent tuition waiver is first applied to the student's tuition and fees and then the University or state scholarship is applied to any remaining tuition and fees and room and board. The tuition discount and scholarship together cannot exceed the total tuition and fees and room and board for the student.
- D. Students may also be eligible for other state funds such as Arkansas Rehabilitation. The discount and student funds together cannot exceed the total tuition and fees and room and board for the student.

#### **VI. DEFINITIONS**

- A. Regular Working Hours: are defined as working hours the supervisor assigns, usually 8:00 a.m. to 5:00 p.m. for standard shift employees. The lunch period and breaks are considered a part of the normal working day; therefore, a class taken during these times will require release time approval.
- B. Release Time: is defined as time taken during regular working hours when the employee will be taking courses at reduced rates. Release time, if granted at the discretion of the authorized reviewer, can be approved in one of two ways:
  - 1. release from regular working hours, but requiring the employee to take annual leave for all hours in class
  - 2. release from regular working hours without annual leave deductions



## EDUCATION RELEASE TIME DURING WORK HOURS

The University of Arkansas offers full-time employees the ability to further their education with a 90% tuition discount. In order to take advantage of this benefit, employees must be employed as of the final day of regular registration following continuous employment in a full-time position with the University for one complete fall or spring semester and must complete a tuition waiver request for each semester of enrollment. You may take up to 3.75 hours of work release time per week during the fall and spring semester to complete an in-person course, including travel time to and from class. Remote classes can be taken during the work day but are not eligible for the travel time. Self-paced classes are not eligible for release time during the work day, unless there is a scheduled test time that falls within normal working hours. If you need to do homework, study, or take a non-scheduled test, you should use annual leave for this. However, such release time is not guaranteed. Requests to enroll in classes that conflict with your work schedule should be discussed with your supervisor and will be considered based on office coverage and the number of fellow staff members who wish to enroll.

Courses taken at the Fayetteville campus during working hours are limited to one course per semester, not to exceed five credit hours. Normal working hours are defined as 8 a.m. to 5 p.m., including the lunch hour. Employees may take a limited number of additional courses outside of regular working hours but may only take one course requiring work release per semester. You are encouraged to review Fayetteville Policies and Procedures 512.0, which fully outlines the requirements associated with the tuition waiver employee benefit, and to discuss your plans with your supervisor as early as possible.

During the summer, courses generally take more time throughout the week to complete. When feasible, your supervisor may grant your request for release time if you wish to use annual leave for any time out of the office beyond the 3.75 hours normally permitted. Additionally, leave taken to participate in educational activities (such as teaching) for which an employee is compensated should be charged to annual leave.

### SUPERVISION

Enrollment Services is structured to work in a team environment. As such, willingness to help others and work well with the rest of the team is a critical component of our success. Each employee has a direct supervisor to whom they report. In the absence of your direct supervisor, any questions or concerns may be directed to any senior management staff member. Each employee with supervisory responsibilities should complete the Supervisor Development Program offered by Human Resources. Additionally, new supervisors are encouraged to consult with their own supervisor as they develop experience.

Regular, reliable, and non-disruptive attendance is an essential job duty, as is the ability to create and maintain collegial, harmonious working relationships with others. Failure to comply with the conditions of employment or poor work performance may result in the employee being placed on probation or being terminated.

### EVALUATION

Your supervisor completes a yearly evaluation of your work performance. Your ability to work in a team environment is a factor that is used for evaluation purposes during the yearly evaluation process.

- At the beginning of the evaluation period, classified employees' supervisors review the evaluation standards with you so that you are aware of the standards upon which you are evaluated.
- By February 15, non-classified employees will provide their supervisors with a current resume or vita, along with a list of accomplishments from the previous calendar year and a list of goals for the coming calendar year. On or around March 15, your supervisor will meet with you to discuss your performance and evaluation. Evaluations will be managed via Workday.

Each employee is held accountable for the information she or he processes. Accuracy is crucial when adding, changing, or sending information. Employees who are unable to process information correctly are counseled by their supervisor and the employee may be placed on probation. Further errors may result in termination.

If you feel that your supervisor has evaluated you unfairly, you are encouraged to voice that concern. If your supervisor and you do not reach mutual agreement, you are encouraged to contact his or her superior to discuss your concerns.



### OFFICE HOURS

The division's offices may establish working hours as needed to meet their constituents' needs; however, offices will be staffed during the University's normal working hours from 8 a.m. to 5 p.m., excluding University holidays.

### LEAVE REPORTING

You are responsible for requesting time off via Workday and maintaining accurate records of absences. More information is available at [workday.uark.edu](http://workday.uark.edu).

It is your responsibility to ensure that attendance records are accurate in Workday and approved by your immediate supervisor. Correct and report errors as soon as possible. Falsifying time records is ground for disciplinary action.

### LEAVE OF ABSENCE

Requests for annual or sick leave should be given to your supervisor with as much advance notice as possible. If you must miss a day of work unexpectedly, you are responsible for notifying your supervisor of the type of leave you intend to take, preferably by 8 a.m. but no later than 8:15 a.m. Because your supervisor may also be away and because email delivery is sometimes delayed, it is preferred that you talk with a supervisor by phone. If your supervisor finds that you are habitually late to work, you may be subject to disciplinary action. All leave requests will be approved by your supervisor based on factors including, but not limited to, work load, accrued leave time, and office coverage. Leave requests will be denied if the employee has not accrued enough annual and/or sick leave to cover the time requested.

If you are absent because of illness for three or more consecutive days, you should furnish your supervisor written proof of illness from your doctor. In addition, there may be other instances of absences due to illness that may require you to provide your supervisor with written proof of illness from your doctor. Fraudulent claims of illness and sick leave abuse may result in disciplinary action.

Leave without pay is permitted only in certain circumstances. These circumstances include (1) an approved extended absence, requested by the employee, which is in the best interest of the University or which the University is able to accommodate; (2) Necessary absences because of your or your immediate family member's serious health condition or because of disability or personal reasons when the absence extends beyond your available earned annual and sick leave; (3) Leave for the birth or placement of a child with you for adoption or foster care; (4) Military leave that involves active duty or active duty for specialized training; (5) Employees who do not report to work because of inclement weather conditions may elect to use "leave without pay" in lieu of "annual leave" with approval from their supervisor. Absences due to inclement weather will be treated as an "excused absence;" (6) Employees may be placed on leave without pay for disciplinary reasons. Unauthorized leave without pay may result in disciplinary action. For more information visit [hr.uark.edu/working/handbook/7-paid-unpaid-leave/7-13.php](http://hr.uark.edu/working/handbook/7-paid-unpaid-leave/7-13.php)

## OVERTIME

Non-exempt employees are given compensation time for overtime that is worked. For each hour of overtime that is physically worked over the forty hour work schedule, employees are given 1.5 hours of compensatory time. Compensatory time may be used as annual leave; however, a leave request must be submitted and approved. Exempt employees may not accrue overtime.

## INCLEMENT WEATHER

In the event of inclement weather, the university recognizes the need to address how such conditions may affect the overall operations of the institution. This policy is intended to provide guidance in addressing inclement weather conditions. In general, the university must continue certain operations during periods of inclement weather due to the needs of students, the requirements of ongoing research activities, and other factors. The university recognizes, however, the need to exercise caution for the welfare of the university community, including all faculty, students and staff, during adverse weather conditions, as set forth in this policy. Because many university operations continue 24 hours a day, seven days a week, this policy is applicable to all seven days of operation.

Although the university generally expects all employees to make every reasonable effort to come to work on occasions when the university is open during inclement weather, this general expectation is subject to each employee's exercise of their personal judgment and common sense regarding their personal safety under the circumstances and weather conditions. Each employee, therefore, must exercise their personal judgment on whether it is possible to report to work consistent with such considerations. Employees who do not report to work because of inclement weather conditions will be charged "annual leave." With the approval of the supervisor, an employee may elect to use "leave without pay" in lieu of "annual leave." Absences due to inclement weather will be treated as an "excused absence." Extra-help hourly employees who miss work due to inclement weather will not be paid for time missed, unless the inclement weather has affected the operating status of the University for the time they are scheduled to work. Employees are responsible for notifying their supervisor in accordance with departmental policy and guidelines if they do not plan to come to work due to inclement weather. For more information on our inclement weather policy, please see [vcfa.uark.edu/fayetteville-policies-procedures/vcfa/2100.php](https://vcfa.uark.edu/fayetteville-policies-procedures/vcfa/2100.php).

## REMOTE OR HYBRID WORK POLICY

The University of Arkansas permits flexible work arrangements in certain circumstances where it is consistent with the efficient operation of the campus and the effective delivery of services to students and the public. While any University employee may request a flexible work arrangement, not all positions may lend themselves to flexible work. Ultimately, flexible work arrangements may be allowed when consistent with this policy and in the best interests of the University.

Flexible work arrangements are separate and apart from the informal practice of employees occasionally working remotely or working a different schedule with their supervisor's approval on a short term, day-to-day basis. Temporary changes to an employee's regular work schedule in order to adjust for an unplanned, short-notice, or sporadic event can be approved at the department or unit level and should be documented without going through the detailed approval process outlined in this policy. Further, this policy is not intended to address schedule modifications or scheduling assignments made by a supervisor to fulfill operational needs of the work unit. However, anyone working remotely, even if occasionally or sporadically, is still bound by the remote work provisions in this policy. For more information, visit [vcfa.uark.edu/fayetteville-policies-procedures/hmrs/4123.php](https://vcfa.uark.edu/fayetteville-policies-procedures/hmrs/4123.php).



## Communications, Confidentiality & Press

Enrollment Services is a high-profile organization on campus. As such, we strive to provide accurate, error-free, and appealing communications to our constituents. As a general rule, you should consult your supervisor and the director of communications anytime you intend to send a message that will be delivered to more than 10 recipients, excluding business-related, professional listservs.

The Vice Provost of Enrollment Services represents the Division of Enrollment Services to all external stakeholders. Should you receive a request for information outside your reporting line or a press inquiry from any media outlet, you should immediately notify the Vice Provost or her assistant. The Vice Provost's office will work to coordinate a response and assign interviews as needed.

### CONFIDENTIAL INFORMATION

An Enrollment Services employee is responsible for handling confidential information that may only be released or discussed with authorized University personnel. You must maintain the confidentiality of any information you may have access to in the course of your employment. All student records are confidential. It is understood that all information heard, seen, or communicated in any manner is absolutely confidential. Breaches of confidentiality violate not only the University's policies but also state and federal rules, regulation, and laws. Confidential records include, but are not limited to, academic records, admissions applications, appeals and petitions, financial records, award letters, and tax returns.

### ACADEMIC INFORMATION SECURITY

Employees are not permitted, under any circumstance, to access or update their own or any family member's records. Employees should not review a student's record without work-related justification. Employees are not allowed to utilize student information or data for academic or personal research without approval from the Vice Provost of Enrollment Services. Failure to follow these guidelines for processing, viewing, and accessing student information is grounds for immediate termination.

### ELECTRONIC DATA AND WIRELESS COMMUNICATIONS

You will be provided an email account shortly after your date of hire. While email accounts may be used for personal messages, please know that anything communicated using your work-provided email account is the property of the University and subject to requests under the Freedom of Information Act. It is also subject to review by your supervisor. Similarly, if your position requires you to be provided with a cell phone or a tablet, any data transmitted on those devices becomes the property of the University. You should use caution when sending sensitive messages to others: ask yourself, "Would I mind if this were printed in the newspaper?"

### DATA AND EMAIL RETENTION

Data and emails containing data attachments should not be stored within your email or local hard drive but in a folder located on a secure server (such as ITUS, Enrollment Services' secure shared server). You are responsible for archiving any email that is not personal in nature and making that archive available to your supervisor, updated on a regular basis. Emails of a personal nature should be stored in a separate folder in your inbox and be exempted from your archive. Enrollment Services' IT staff can assist you in setting this up. Failure to adhere to this policy may make you ineligible for re-hire at the University.

## COMPUTER AND SOFTWARE POLICIES

Computers are the property of the University of Arkansas. All employees must use only approved, work-related software, and no software should be installed without permission of the employee's supervisor and IT. Employees should never leave their computer or any other electronic device unlocked when not in use. Employees should not use university-owned workstations to access video intended as entertainment or to view other potentially distracting content during normal working hours (e.g. video streaming sites, social media, etc.). Employee logins and passwords should not be shared with other employees. For questions about logins and passwords, please contact the IT Department.

## VIRTUAL MEETING PROTOCOL

- Have your camera on for all enrollment services and campus meetings. This does not apply to large group training meetings or external conferences. Please have your office as the background when possible.
- Avoid comic pictures that represent you or comic backgrounds.
- Dress professionally on camera as you would in person.
- Avoid working on other projects while you are attending a meeting. Please mute yourself, even while typing, while others are speaking.

## MOBILE DEVICES

University paid mobile devices will be provided to employees whose job duties routinely require an employee to be away from their office for significant amounts of time (four-weeks minimum) for travel. Employees who are provided with a University paid mobile device may use the device for personal use, although this is not recommended. When personal use incurs additional costs, a reimbursement shall be made by the employee to the University to cover the added expense within the next billing cycle.

Security sensitive institutional data must be protected from unauthorized disclosure and should not be retained on local or mobile devices. University owned devices should be password protected. Text messages should not be used to send private University data or protected personal information such as social security numbers, passwords, or credit card numbers.

For employees who are not provided a university paid mobile device, the Office of Admission has mobile devices that are available for work-related activities. These devices can be checked out either from the Vice Provost's office or IT department.

## FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects students' rights to privacy for their educational records. The law applies to all schools that receive funds under any program administered by the U.S. Department of Education.

Under FERPA, schools may disclose, without consent, "directory" or "public" information about a student (such as name, address, dates of attendance), provided that the student has reasonable opportunity to restrict, in writing, the disclosure of such information.

Students may elect to restrict only limited information (such as address or phone) or may restrict all directory information from release to campus directories or third parties.

Once the restriction is added to a student's record, the information is considered "confidential." However, University officials with a legitimate need can still access the restricted information.

The University of Arkansas has designated the following as directory information and may release this information, unless the student has submitted a request for non-disclosure:

- Name (Restriction of name will cause all information to be held)
- Address (Includes email address)
- Phone
- Major field of study
- Dates of attendance
- Admission or enrollment status
- Campus
- School, college, or division
- Class standing
- Degrees and awards
- Activities
- Sports
- Athletic information

## DOCUMENTS & RECORDS

Information processed in your office is confidential and must be handled carefully. Papers containing any personally identifiable information (PII) such as name, ID number, Social Security number, or address, etc., must be shredded before being disposed. Documents that you create in the course of your duties at the University should be maintained in a fashion that promotes information security and confidentiality. Information containing PII should not be transmitted via email.

## SOCIAL MEDIA

Social media applications (Facebook, Twitter, Instagram, etc.) provide a great way to interact with colleagues and friends alike. When engaging with social media, you should not present a social media account as an official University presence unless authorized by the University. Similarly, you should take reasonable caution to present your posts as a private individual instead of as an agent of the University. Remember that disclosure of private information about students is strictly forbidden. University social media guidelines may supersede these recommendations and employees should consult with their supervisor and the communications team with any questions that may arise.

## Dress Code

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To many outside the University, employees of Enrollment Services are the first people encountered who represent the University. To faculty, staff, and students, we perform key functions in executing academic policies. Because of the role that we play, we require that all of our staff present a professional and business-like appearance.

The following dress code is meant to assist employees in making decisions concerning appropriate office attire. Since no dress code can cover everything, employees should use their best judgment regarding the professional dress required in our office. In general, employees should plan to dress in attire that conforms to business and business casual standards, as required by their particular duties or obligations. If you are unsure about what is acceptable, please consult with your supervisor.

### GENERAL STANDARDS

- Attire (including footwear) should be clean and suitable for a professional setting. Enrollment Services generally employs business or business casual (e.g. polo shirt and slacks) standards.
- Personal hygiene must be of the highest caliber.
- Clothing should be free of logos, except for seasonal decorations or University of Arkansas related items.
- Tattoos should be covered.

### JEWELRY, PERFUME, COLOGNE, AND AFTERSHAVE

- Jewelry and piercings should be suitable for a professional setting (e.g. business or business casual).  
Tongue piercings should not be worn in this setting.
- Out of respect for others with allergies, strongly scented colognes, aftershaves, or other scented body products should not be used excessively.

### HATS, CAPS, AND HEAD COVERINGS

- Hats and caps should not be worn in the office.
- Head coverings that are required for religious purposes or to honor cultural tradition may be worn.

### JEANS DAYS

To raise money for local charities, the division holds Jeans Day every two weeks. With the donation of a dollar, casual dress standards are acceptable on these days. As always, consult with your supervisor if you are in doubt about what is acceptable attire. On casual day and special event days, employees are encouraged to wear University of Arkansas logos and staff shirts. Employees may wear neat, clean jeans if accompanied by an Enrollment Services staff shirt, a shirt with the University of Arkansas logo, or a polo shirt and appropriate footwear.



## DRESS CODE EXCEPTIONS

Any employee may request an exception to the dress code due to reasons including, but not limited to, type of work required, medical conditions, cultural reasons, or religious reasons. Exceptions should be approved by your supervisor.

- Employees whose work will involve unusual activities (moving offices, cleaning office, moving boxes, etc.) may be exempt from the dress code and follow the guidelines for casual days.
- Employees who must maintain a particular manner of dress or physical appearance in order to comply with their religious doctrine may do so.
- On inclement weather days, staff may wear weather-appropriate footwear, including winter boots.

Resources regarding definitions of business and business casual dress are readily available online. If you have any questions regarding any of the above matters, please feel welcome to discuss them with your supervisor so that there is no misunderstanding and you have all the information you need.

## Appendix I: Sexual Harassment Policy

### UNIVERSITY OF ARKANSAS SEXUAL HARASSMENT POLICY

(Adopted by the Campus Council, February 17, 1994; amended, March 17, 1994; revised November, 2013)

#### POLICY STATEMENT

It is the policy of the University of Arkansas to provide an educational and work environment in which thought, creativity, and growth are stimulated, and in which individuals are free to realize their full potential. The university should be a place of work and study for students, faculty, and staff, which is free of all forms of sexual intimidation and exploitation. Therefore, it is the policy of the University of Arkansas to prohibit sexual harassment of its students, faculty, and staff and to make every effort to eliminate sexual harassment in the university.

The university's prohibition of sexual harassment applies to members of the university community, to visitors to the campus, and to contractors and others who do business with the university or who use university facilities. The policy prohibiting sexual harassment applies regardless of the gender of the harasser or of the person being harassed. The policy applies to sexual harassment that takes place in any relationship, including both those involving a power differential and those between peers, colleagues, and co-workers. The university policy prohibits sexual harassment between or among students, faculty, staff, and others visiting or conducting official business on campus, and in all areas of the university's work and educational environments.

Sexual harassment of employees is a form of sex discrimination prohibited by Title VII of the Civil Rights Act of 1964. Sexual harassment of students is a violation of Title IX of the Education Amendments of 1972. These laws apply to both the university and to individuals. Those who engage in sexual harassment may be subject to legal consequences, including civil and criminal penalties and monetary damages.

Sexual harassment subverts the mission of the university and threatens the careers, educational experience, and well being of students, faculty, staff, and visitors to the campus. In both obvious and subtle ways, sexual harassment is destructive to individual students, faculty, staff, and the academic community as a whole. Sexual harassment blurs the boundary between professional and personal relationships by introducing a conflicting personal element into what should be a professional situation. When, through fear of reprisal, a student, staff member, or faculty member submits or is pressured to submit to unwanted sexual attention, the university's ability to carry out its mission is seriously undermined.

Sexual harassment is especially destructive when it threatens relationships between teachers and students or supervisors and subordinates. Through control over grades, salary decisions, changes in duties or work loads, recommendations for graduate study, promotion, and the like, a teacher or supervisor can have a decisive influence on a student's, staff member's, or faculty member's career at the university and beyond. Sexual harassment in such situations constitutes an abuse of the power inherent in a faculty member's or supervisor's position.

#### DEFINITIONS

Sexual harassment as defined by the U.S. Equal Employment Opportunity Commission and adapted to the academic environment consists of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or written communication of a sexual nature, regardless of where such conduct might occur, when:

- (1) submission to the conduct is made either implicitly or explicitly a term or condition of an individual's employment with the university or of an individual's academic status or advancement in a university program, course, or activity;
- (2) submission to or rejection of the conduct by an individual is used as the basis for employment or academic decisions affecting that individual; and/or
- (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive working or learning environment.

Sexual harassment is distinguished from voluntary sexual relationships in that it introduces such elements as coercion, threat, unwanted sexual attention, and/or promises of academic or professional rewards in exchange for sexual favors. Sexual harassment is unwelcome behavior. Behavior that the courts have found to constitute sexual harassment is usually repeated or continues even after the individual makes it clear that it is unwanted.

Sexual harassment is often divided into two categories: (1) quid pro quo harassment and (2) harassment resulting from a hostile or abusive environment.

Quid pro quo harassment involves an explicit or implied exchange; that is, the granting or denial of a benefit or privilege in exchange for sexual considerations. The harasser uses submission to or rejection of the offensive conduct as the basis for decisions such as employment, promotion, transfer, selection for training, performance evaluation, or the basis for academic evaluation or recommendations.

Court decisions have established that a hostile or abusive working or learning environment may also constitute sexual harassment. While the exact definitions and limits of a hostile or abusive environment continue to be delineated by the courts, case law indicates that such an environment exists when the workplace or educational environment is permeated by discriminatory intimidation, insults, and ridicule, such as sexual innuendos, uninvited sexual advances, sexually suggestive or discriminatory remarks, sexually suggestive or offensive signs, graffiti, or pictures, the use of sexually crude and vulgar language, etc. The U.S. Supreme Court has held that, to constitute sexual harassment, the offensive conduct must be sufficiently severe and pervasive that a reasonable person would find the conditions of the working or learning environment to have been adversely affected. The employee or student must also subjectively perceive the environment to be hostile or abusive. However, it is not necessary that an employee's or student's psychological well being be seriously affected or that she or he suffer injury for a discriminatorily hostile or abusive environment to exist. One utterance of an offensive epithet does not by itself constitute sexual harassment. The Supreme Court has indicated that whether an environment is hostile or abusive can be determined only by looking at all the circumstances, which may include the frequency of the discriminatory conduct; its severity; whether it is physically threatening or humiliating, or a mere offensive utterance; and whether it unreasonably interferes with an employee's work performance or a student's learning.

Examples of behavior that may constitute sexual harassment are included in Appendix A.

## ACADEMIC FREEDOM

Works of art and literature, readings, and other written, auditory, or visual course materials which are used in an educational context, including classrooms, academic offices, and all other learning environments, or which are part of academic or cultural programs, do not constitute sexual harassment, regardless of their sexual, erotic, suggestive, or vulgar content and regardless of whether they may be offensive to some individuals.

## CONSENSUAL RELATIONSHIPS

Consensual sexual relationships between faculty and their students or between supervisors and their employees in some instances may result in charges of sexual harassment.

Consensual relationships may lead other faculty and students or supervisors and coworkers to question the validity of grades, evaluations, and other interactions between the people involved in such a relationship. The integrity of the work of both people in the relationship may be compromised.

University faculty, administrators, and other supervisory staff should be aware that any sexual involvement with their students or employees could subject them to formal action if a sexual harassment complaint is subsequently made and substantiated, and that they bear the greater burden of responsibility should it be proven that the power differential between them made the relationship other than fully consensual. Even when both parties have consented to a relationship, it is the faculty member, administrator, or supervisor who may be held accountable for unprofessional behavior. Other students or employees may allege that the relationship creates a hostile or abusive environment affecting them. Graduate assistants, residence hall staff, tutors, and undergraduate course assistants who are professionally responsible for students will be held to the same standards of accountability as faculty in their relationships with students whom they instruct or evaluate.

When a consensual relationship exists between a student and a faculty member who has control over the student's academic work or status or between an employee and his or her supervisor, the resulting conflict of interest should be addressed in accordance with university policies concerning conflict of interest.

## RESPONSIBILITY TO REPORT

Any student, faculty member, staff member, administrator, or visitor to the campus who has experienced or witnessed sexual harassment is strongly urged to report it. The university must know about incidents of sexual harassment in order to stop them, protect victims, and prevent future incidents.

It is the responsibility of university faculty, administrators, and supervisors to report complaints of sexual harassment that they receive and of possible sexual harassment of which they become aware. When there is a relationship that involves legally recognized professional confidentiality between the complainant and the person to whom the harassment is reported, the report may be withheld at the request of the complainant.

[report.uark.edu](http://report.uark.edu)

## TIMEFRAME FOR REPORTING

Sexual harassment should be reported immediately and must be reported within 180 days of its occurrence. However, under compelling circumstances, a delayed report of sexual harassment may be made, provided it is made within 180 days after a student has graduated from the university or 180 days after an employee has left his or her current position at the university.



## RETALIATION PROHIBITED

University policy and federal law prohibit any form of retaliation against a person who makes a sexual harassment complaint, participates in an investigation of sexual harassment, or participates in formal grievance or disciplinary procedures. Retaliation against a complainant or witness is, in itself, a violation of university policy and the law, and is a serious separate offense.

## FALSE REPORTS OF SEXUAL HARASSMENT

Willfully making a false report of sexual harassment is a violation of university policy and is a serious offense. Any person who willfully makes or participates in making a false or frivolous report of sexual harassment will be subject to disciplinary action.

## REPORTING SYSTEM

Students, faculty members, administrators, staff members, or visitors to the university may report allegations of sexual harassment to an official (hereinafter referred to as the “compliance officer”) who is designated by, and who reports to, the Chancellor. They may discuss with the compliance officer any situation that they believe may constitute sexual harassment. Reports may be made by the person experiencing the harassment or by a third party, such as a witness to the harassment or someone who is told of the harassment. The compliance officer can be reached at the Office of Opportunity and Compliance, 346 N. West Avenue (West Avenue Annex), 479-575-4019, [ttitlevii@uark.edu](mailto:ttitlevii@uark.edu).

## INVESTIGATION OF COMPLAINTS

The compliance officer must investigate every allegation of sexual harassment, including third-party reports. The investigation shall be appropriate to the complaint, taking into consideration its seriousness, the extent to which it is or can be substantiated, and the nature of the resolution desired by the complainant. An initial review to determine whether an investigation is warranted must be initiated within five working days or as soon as possible after the complaint is made.

Upon receiving a complaint, the compliance officer will interview the complainant (and the individual allegedly experiencing the conduct if it is a third-party report) to compile as much specific information as possible, including the nature of each incident, the time, place, actual or potential witnesses, any actions or other responses to the alleged harassment already taken by the complainant, identification of the alleged harasser, and other pertinent facts or allegations.

The compliance officer will explain the university’s obligation to investigate and take appropriate corrective action. The compliance officer will present options for resolution of the complaint, including actions that the aggrieved person can take and methods of informal resolution. The compliance officer will offer information about the availability of counseling and other assistance, as appropriate to the situation.

The compliance officer will meet with the person accused of sexual harassment and present the allegations, indicating whether there are witnesses or other evidence that would appear to substantiate the charge. The alleged harasser may make an initial response to the allegations. If the issue is not resolved at that point or if the compliance officer determines that an investigation is warranted, the compliance officer will proceed with an investigation.

Deans, department heads, chairpersons, directors, and other administrators who are responsible for personnel matters will participate with the compliance officer, as appropriate, in investigating charges of sexual harassment and in the process of resolution of sexual harassment complaints.

Individuals who make complaints of sexual harassment and individuals who are accused of sexual harassment are entitled to a fair and prompt resolution of the complaint that is consistent with the principles of due process. Resolution may be attempted through direct informal action, through an informal resolution process, or through a formal complaint process.

## **INFORMAL RESOLUTION PROCESS**

After the compliance officer has discussed the complaint with the complainant and informed the person against whom a complaint has been made, the complainant may choose to attempt to resolve the matter by addressing the person directly. The compliance officer can suggest methods and models (e.g., writing a letter describing the offensive behavior and its effects on the complainant and requesting that the behavior cease).

If the complainant wishes to attempt to resolve the problem informally, the compliance officer may serve as a mediator, or otherwise assist both parties in coming to an understanding and resolving the problem, with a focus on changing current and future behavior. The compliance officer may take statements or review records from either party and from any witnesses that either party identifies, but the main focus will be on resolution and conciliation. Deans, department heads, chairpersons, directors, or other administrators will be involved, as appropriate, in the informal resolution process.

## **FORMAL COMPLAINT PROCEDURE**

If either party is not satisfied with the result of the informal process or if the complainant chooses, instead, to use a formal University of Arkansas complaint procedure, the compliance officer will help identify the appropriate procedure and explain how to use it. At the discretion of the compliance officer, records concerning the matter may be made available to parties, witnesses, or administrators, as necessary, to properly conduct the investigation during the formal complaint procedure.

If a formal complaint is initiated, at the conclusion of the process, both parties will be informed in writing of the findings of the investigation and reminded of the university's relevant policies, including policies prohibiting retaliation.

In some instances, it may not be possible to determine whether sexual harassment has occurred. Allegations of sexual harassment that are not substantiated are not necessarily false allegations.

## **DISCLOSURE**

Subject to the other provisions of this policy and the requirements of law, every possible effort will be made to ensure that any information received as part of the University's resolution and complaint procedures is treated discreetly. All parties to the complaint will be asked to assist in treating the complaint confidentially. The university's obligation to investigate and to prevent claims of sexual harassment means that it is not possible to guarantee that complaints of sexual harassment will be handled confidentially.

In the interests of fairness and problem resolution, disclosure of complaints and their substance and the results of investigations and complaint procedures, except as compelled by law, will be limited to the immediate parties and other appropriate administrative officials or as necessary to conduct a full and impartial investigation.

## DISCIPLINARY ACTION

Disciplinary action up to and including termination (employees) or dismissal (students) may be taken against persons found to have engaged in sexual harassment or found to have willfully made a false or frivolous accusation of sexual harassment. The specific disciplinary action will be determined by the nature and seriousness of the offense. In all cases where disciplinary action is recommended, pertinent procedures in the Staff Handbook, the Faculty Handbook, the applicable student catalog or handbook and/or the applicable university policies are to be followed.

If a thorough investigation of a complaint substantiates that formal disciplinary action is warranted because either sexual harassment has occurred or a false report of sexual harassment has been made, the compliance officer will report the findings to the appropriate vice chancellor, the Dean of Students, or the Dean of the Graduate School, who is responsible for initiating disciplinary action. Any disciplinary action is subject to all applicable University policies. The disciplinary action shall be implemented within 30 days of the notification to the vice chancellor or dean. The compliance officer will monitor the implementation of the disciplinary process and its timeliness.

## RECORD KEEPING

Investigation records will be kept in employee personnel files only if a complaint of sexual harassment is substantiated and disciplinary action is taken. All other investigation records will be kept only for statistical purposes and to document that the university has responded to complaints. This provision shall not prevent the retention of personnel records where a finding of a violation of the University's Sexual Harassment Policy was not sustained but where administrative action was determined to be appropriate.

Records maintained by the compliance officer to document that the university has responded to all complaints include information concerning the receipt of the complaint, the notification of the person against whom a complaint is made as well as his or her response, the steps taken to investigate the complaint, and indicate whether the complaint was substantiated. All written statements obtained, as well as summaries of witness interviews, will be included in the documentation. If the complaint is substantiated, the records will document actions taken to stop the harassment and to remedy its effects. If the complaint is not substantiated, all records pertaining to the complaint will be marked and treated as confidential, except as required by law or to the extent pertinent to investigation of any subsequent matters.

## STATISTICAL REVIEW

The compliance officer will meet with the Chancellor when deemed necessary by the compliance officer to review any complaints or concerns arising under this policy.

## TRAINING

All organizational units must make reasonable efforts to provide sexual harassment training for their employees each year. All new employees should receive a copy of the Sexual Harassment Policy and sexual harassment training within the first six months of beginning employment. All employees should receive refresher training from the Office of Equal Opportunity and Compliance or its designee every three years. [workday.uark.edu](http://workday.uark.edu)

## Appendix A

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The following are some examples of behavior that the courts have found to constitute either quid pro quo or hostile atmosphere sexual harassment. The list is not inclusive; other behaviors not included on the list may be sexual harassment. And most of the behaviors listed, if they are welcome by the person at whom they are directed, would not be sexual harassment. An important distinction is that sexual harassment must be unwelcome.

Sexual harassment can take many forms. Most sexual harassment falls into three categories: verbal, physical, and written or visual.

Verbal sexual harassment may include, but is not limited to:

- sexual innuendos, comments, and suggestive remarks about clothing, a person's body, or sexual activities;
- suggestive or insulting sounds;
- whistling in a suggestive manner;
- humor and jokes about sex;
- sexual propositions, invitations, or other pressure for sex; and
- implied or overt threats.

In most cases, a single offensive epithet would not constitute sexual harassment.

Physical sexual harassment may include, but is not limited to:

- patting, pinching, feeling, or any other intentional inappropriate touching;
- brushing against the body;
- making obscene or offensive gestures;
- attempted or actual kissing or fondling;
- coerced sexual intercourse; and
- assault. (See the University of Arkansas Sexual Assault Policy)

Written or visual sexual harassment may occur when the following types of materials are directed to a specific individual or when people cannot reasonably avoid seeing them (the list is not inclusive):

- pictures or drawings of a sexual nature;
- sexually derogatory pin ups, posters, cartoons, magazines, or calendars;
- messages, words, comments, rhymes, or other writing of a sexually derogatory or suggestive nature.

NOTE: Some of the forms of harassment described above may constitute criminal behavior.



# PROTECTION OF MINORS ON CAMPUS

The University of Arkansas is strongly committed to maintaining a safe and secure environment for children. This policy briefly summarizes important steps to protect children on campus or participating in programs that may be connected with the University, and to comply with applicable legal requirements and institutional policies.

## I. REPORTING SUSPECTED CHILD MALTREATMENT

If any University employee or volunteer reasonably suspects or observes child maltreatment, he or she should immediately do the following, (and must immediately do the following if a mandated reporter):

1. Report, as required by State law, the suspected maltreatment to the state's Child Abuse Hotline, at 1-800-482-5964. The hotline is toll-free and is staffed 24 hours a day, seven days a week. Mandated reporters may use a report form available online and faxed to 1-501-618-8952 for non-emergency situations.
2. Report the suspected maltreatment to the University of Arkansas Police Department at 911 or 575-2222. This must occur immediately after the Hotline report is made. After receiving a report of suspected maltreatment, UAPD shall promptly coordinate an appropriate response with state officials and local law enforcement, as appropriate. In addition, UAPD shall notify the appropriate vice chancellor for any program, location or employee involved in the allegations.

Again, immediate action is essential to protect children present on the University of Arkansas campus or participating in programs that may be connected with the University and is required by law for mandated reporters. Arkansas law prohibits any person from prohibiting or requiring prior permission for any mandated reporter to make a report of suspected maltreatment. A person, acting in good faith, who makes a report of suspected maltreatment, is immune to suit and to civil or criminal liability for making the report. Likewise, University policy prohibits retaliation against any person who makes a good-faith report of child maltreatment.

Information on who is a mandated reporter and defining child maltreatment is in the attached Appendix A. Failure to report child maltreatment by a mandated reporter may have civil or criminal consequences. Questions regarding mandatory reporting obligations may be directed to the General Counsel's Office at 479-575-5401.

## II. BACKGROUND CHECKS

The University of Arkansas System and this campus have adopted and begun implementing policies requiring certain types of background checks based on job duties. It is important for all units with programs or personnel involving care or supervision of minors to review and ascertain whether they have identified all positions (including part-time and student worker positions) that must be subjected to criminal background checks (including sex offender checks) as part of the hiring process. Questions regarding background checks may be directed to the Office of Human Resources at 479-575-5351.

## III. CAMPS AND OTHER PROGRAMS, ACTIVITIES OR LOCATIONS INVOLVING MINORS

Numerous University units either operate, host programs, or permit third parties to use University facilities involving minors, such as camps. All campus units should carefully review all programs that they operate or host which includes participation by minors, or locations that they control which are frequented by minors, to determine whether additional training or protocols may be needed to help prevent child abuse. For example:

Units that operate their own camps or similar on-campus programs should consider whether further training on preventing child sexual abuse or additional policies governing staffing patterns and interactions between minors and adults is needed. For example, units should prohibit or strictly limit staff from being alone with children, especially in a place that is isolated or not easily visible to others.

Units that operate facilities or locations frequented by children, and where inappropriate interactions could occur, should consider whether additional policies or measures are needed.

Campus units that host camps operated by non-University entities should require that contracts with such entities properly address such elements as criminal background checks, staffing patterns, training, and insurance/liability.

#### **IV. PROCEDURE AND STEPS FOR EMPLOYEES WORKING WITH MINORS**

The following steps are required for individuals who provide care or supervision of minors as part of their University of Arkansas job responsibilities:

1. Background check of employee (per campus policy 402.1); this must occur pre-hire or before existing employee begins new duties involving minors.
2. Give employee copy of the university policy on protection of minors (217.1); Employee signs a form that they have read and understand the policy.
3. Require employee to complete a working with minors live or on-line training program. Contact Human Resources for available programs.
  - Praesidium
  - Recognizing and Reporting Child Abuse: Training for Arkansas Mandated Reporters – [ar.mandatedreporter.org](http://ar.mandatedreporter.org)
4. HR person in hiring unit collects the certificate or otherwise documents completion of on-line course.

#### **V. CAMP AND PROGRAM REGISTRATION**

All camps and similar organized programs for minors 1) conducted by a University unit or 2) using campus facilities with approval of the Board of Trustees under Board Policy 1715.1 must be registered with the University's Office of Human Resources in order to occur; in most circumstances, registration shall occur at least 30 days in advance of the beginning of any camp or program session. Human Resources shall maintain a registry of all such camps and programs and shall verify with organizers that the required background checks have been completed, and that all camp/program staff have completed a training program and received and signed for a copy of the University's reporting policy. Human Resources staff will also be available to confer with camp organizers regarding camp organization and best practices on protection of minors.

The program registration process must be completed in order to conduct any camp or program activities. The registration requirement does not apply to brief programs when participants are escorted by their parents or school staff or to programs conducted for undergraduate students who happen to be minors.

Any other camps or similar organized programs for minors hosted on the University campus must be registered with Human Resources at least 30 days in advance of the beginning of any camp or program session, together with a copy of any contract with the University for such camp or program. Human Resources shall maintain a registry of all such camps and programs.

## Appendix II-A

### Appendix II-A: Mandated Reporters & Child Maltreatment

Arkansas Code § 12-18-402(a) requires certain public officials, including “school officials,”<sup>1</sup> to report instances of suspected child maltreatment. Specifically, Arkansas law requires such “mandated reporters” to report if they: (1) have reasonable cause to suspect that a child has been subjected to child maltreatment or has died as a result of child maltreatment or (2) observe a child being subjected to conditions or circumstances that would reasonably result in child maltreatment. Arkansas Code § 12-18-103(6) defines “child maltreatment” as “abuse, sexual abuse, neglect, sexual exploitation, or abandonment.”

A regulation recently issued by the Arkansas Department of Human Services indicates that “school officials” required to report maltreatment includes “any person authorized by a school to exercise administrative or supervisory authority over employees, students or agents of the school,” and also includes “a volunteer exercising administrative or supervisory authority in a program conducted by a school.”<sup>2</sup> Furthermore, under the regulation, the definition of “school” includes any “[t]wo-year or four-year college or university.”<sup>3</sup> Failure to report child maltreatment by a mandated reporter may have civil or criminal consequences. Aside from persons that are required to report, the Arkansas Code provides that any person who has reasonable cause to suspect or observes child maltreatment may make a report.

I have read and understand the policy.

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Signature

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Date

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Printed Name

Revised December 19, 2013  
Revised October 7, 2013  
Revised September, 2013  
March 2012

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<sup>1</sup> Individuals designated as “mandated reporters” also include, but are not limited to, child care workers, nurses, medical personnel, resident interns, mental health professionals, peace officers, physicians, domestic abuse advocates, rape crisis advocates or volunteers, victim assistance professionals or volunteers, school counselors, social workers, and teachers. Ark. Code § 12-18-402.

<sup>2</sup> Ark. Dept. of Human Servs., Div. of Children and Family Servs., Policy & Procedure Manual, Appendix I: Glossary.

<sup>3</sup> Id.

### EMERGENCY COMMUNICATION & ACTION PLAN

While no one likes to envision emergencies occurring in the workplace, we must acknowledge that emergent situations may happen. The key to safety in such situations is a simple, effective plan that is commonly known among the division's staff. For this reason, the Division of Enrollment Services has developed the following notification and action plan. Your supervisor will review the policy with you every quarter, and we will, as a division, complete exercise drills biannually.

### REPORTING

If you become aware of an emergent situation that does not pose imminent harm to you or others in the office, please notify your supervisor immediately. If a situation presents an immediate threat to you or others, please call 9-1-1 first, then notify UAPD immediately and your supervisor.

After you have notified your supervisor, he or she will then follow the reporting hierarchy as follows.

#### FOR DIVISION-WIDE THREATS AND EMERGENCIES:

Suzanne McCray, 575-4883 or (479) 935-0392

Designee 1, Dave Dawson, 575-5057 or (479) 263-1827

Designee 2, Wendy Stouffer, 575-2711 or (479) 685-4493

Designee 3, Jeremy Burns, 575-7940 or (479) 970-5393

Once the appropriate contact has been made, the resulting plan to follow will be determined by one of the individuals listed above, and that action will be communicated first to the division's staff and then to the Office of the Provost. The division's senior staff will have primary responsibility for ensuring the plan is followed until the conclusion of the emergency.

#### EMERGENCY PLAN 1 - GET DOWN

Causes for a Plan 1 Emergency (P1) include but are not limited to the following.

- Severe straight-line winds
- Severe thunderstorms
- Tornado watches or warnings
- Earthquakes

If you are alerted that P1 is in effect, you should exercise caution to either get to the basement of Silas H. Hunt Hall/Uptown Campus Building East or to the central location on the first floor. If you have a guest, you should explain the emergency and escort the person with you.

The exception to the instructions above is in the event of an earthquake. Should you sense an earthquake occurring, get underneath a door frame or a piece of furniture as soon as possible.



## **EMERGENCY PLAN 2 - GET OUT**

Causes for a Plan 2 Emergency (P2) include but are not limited to the following.

- Fire
- Localized gas leaks
- Hazardous chemical spills
- Poor indoor air quality
- Bomb threats

P2 alerts will provide specific instructions for where to go.

- P2 - Evacuate Building: These circumstances call for you to leave the building and be far enough away that fire or gas leaks will not affect you.
- P2 - Evacuate Locally: These circumstances involve short-term emergencies where it is prudent for you to be off campus. If specific threats are known, your supervisor will have a specified route to follow.
- P2 - Evacuate Campus: These circumstances are rare but serious in nature. They involve bomb threats or long-term environmental hazards. In such circumstances you are expected to make way to your car and exit campus safely. If you do not drive to work, be sure your supervisor is aware of this, and plan to ride with him or her to safety. If circumstances prevent you from doing either, you should exit campus by foot as soon as possible.

## **EMERGENCY PLAN 3 - AVOID, DENY, DEFEND**

- Avoid: Leave the area immediately. If necessary, break windows or glass to get out of the area. Run in the opposite direction of the disturbance or shots, cover your head with books or other items for protection. DO NOT stop running until you are in a safe area. If police officers are in the area, listen and comply with all their commands. Raise your hands or keep them in plain sight so you are not perceived as a threat.
- Deny: If you choose to stay in your room, LOCK YOUR DOOR. Silence your phone, call 911 and give detailed and specific information about the threat to the dispatcher. Do not leave until instructed to do so by police. Stay low to the ground and away from windows. Barricade the doors with anything possible (furniture, chairs etc).
- Defend: If the first two options do not work, defend yourself and those around you. Use any objects available to you to distract or interrupt the actions of the attacker.

## **ALL CLEAR**

As soon as possible following the issuance of an all-clear, you will be notified that you may return to your work station and resume regular duties unless the campus has been evacuated.

## **REPORTING THAT YOU ARE SAFE**

In the event that one of the situations above occurs, a roster will be created for the division that accounts for each of its staff members. You should plan to contact your supervisor to let him or her know whether you are safe. Be sure to plan ahead for this by having your supervisor's contact information stored in your cell phone or

otherwise on your person. If you do not make contact with your supervisor or your supervisor is unable to reach you, you will be assumed missing.

Once all units have reported in, the highest-ranking, available member of the reporting hierarchy outlined above will provide a comprehensive accounting of staff safety to the Office of the Provost.

## Appendix V

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### UNIVERSITY HOLIDAY SCHEDULE

For the most up-to-date schedule of university holidays, please visit the Office of the Registrar's website and review the academic semester calendar. You may access the site by visiting [registrar.uark.edu/academic-dates/administrative-calendar/index.php](http://registrar.uark.edu/academic-dates/administrative-calendar/index.php).

## Appendix VI

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### CRIMINAL ARREST, CHARGES OR CONVICTIONS

University employees must report to their supervisor, within 24 hours or at the earliest possible opportunity thereafter, any criminal arrests, criminal charges or criminal convictions, excluding misdemeanor traffic offenses punishable only by fine. Employees must cooperate fully during any review process undertaken by the university. Failure to make such a report or to cooperate with such a review shall constitute grounds for disciplinary action, up to and including termination.

Staff Handbook: [hr.uark.edu/working/handbook/9-employee-conduct/9-12.php](http://hr.uark.edu/working/handbook/9-employee-conduct/9-12.php)

## Appendix VII

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### ENROLLMENT SERVICES POLICY AGAINST INCENTIVE PAYMENTS

For everyone working in Enrollment Services, effectively serving prospective and current students as well as staff and faculty is our objective. Doing an excellent job is expected as a normal part of our work environment. This work will be evaluated based on the criteria outlined in each staff members' job description and/or performance evaluation criteria. Excellence is defined by serving the members of our campus and prospective student community with accurate and timely information, with integrity and kindness, and with directed efforts that help students succeed in their academic goals. Enrollment Services has enrollment goals, but the evaluations of individual employees is never defined by numbers. No employee in Enrollment Services is hired on commission, receives bonuses or any other kind of incentive pay, either direct or indirect.

### ACKNOWLEDGING YOU HAVE RECEIVED AND REVIEWED THE HANDBOOK

If you have any questions regarding any of the above matters, please discuss them with your supervisor so that there is no misunderstanding. Violating a policy in the handbook could lead to disciplinary action or dismissal.

I hereby acknowledge that I have read and understand the above conditions to my employment in Enrollment Services at the University of Arkansas, and that I agree to abide by these conditions. I understand and will comply with the requirements to maintain confidentiality of all information which I may come to know as a result of my employment in this department.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

# EMPLOYEE RESIGNATION CHECKLIST

EMPLOYEE NAME \_\_\_\_\_

### FRIENDLY REMINDERS

- Your resignation should be in writing and include the last date of employment. Please turn this in to your supervisor.
- If you would like to schedule an optional exit interview with your supervisor, please let them know as soon as possible after your resignation.
- Visit the Campus Card Office and return your university-issued ID.
- If you have purchased a parking permit, please visit the Transit and Parking Office to discuss their return policy.
- If you plan to archive your personal emails or other files, please do so prior to your final day.
- A flash drive will be provided to you to archive any work files or emails that you feel may be helpful to provide to your successor. You will turn this in on your final day along with the other items listed below.
- Work closely with your supervisor to document and archive any information that will be helpful to your successor.
- Your access to university systems will be rescinded at some point during your last day of employment. If you anticipate needing to conduct last-minute business that requires access to these systems, please coordinate this with your supervisor.

### ITEMS TO RETURN IF APPLICABLE

- University-provided P-Card, T-Card, and Voyager Cards (Budgets Manager)  
☐ Received   ☐ Not Applicable   RCVD BY \_\_\_\_\_ DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- Laptop computer and any associated peripherals (Information Technology)  
☐ Received   ☐ Not Applicable   RCVD BY \_\_\_\_\_ DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- Cellular phone, charging cables, and accessories (Information Technology)  
☐ Received   ☐ Not Applicable   RCVD BY \_\_\_\_\_ DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- Computer and any peripherals (Information Technology)  
☐ Received   ☐ Not Applicable   RCVD BY \_\_\_\_\_ DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- Tablet/iPad, charging cables, and accessories (Information Technology)  
☐ Received   ☐ Not Applicable   RCVD BY \_\_\_\_\_ DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- Flash drive containing any files you wish to provide to your successor (Supervisor)  
☐ Received   ☐ Not Applicable   RCVD BY \_\_\_\_\_ DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- Receipt showing all assigned keys have been returned to the key office (Supervisor)  
☐ Received   RCVD BY \_\_\_\_\_ DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- This completed checklist and final, completed leave report (Supervisor)  
☐ Received   RCVD BY \_\_\_\_\_ DATE \_\_\_\_ / \_\_\_\_ / \_\_\_\_



# TRADITIONS A FEW THINGS WE'VE GROWN FOND OF SINCE 1871



*We're proud of our many fun and unique traditions at the University of Arkansas. Here are just a few of the traditions that have shaped the U of A's distinct identity and have united generations of students.*

## Mascot

After a victory over Louisiana State in 1909, Coach Bezdek told the crowd that his team had performed "like a wild band of Razorbacks." In 1910 the student body voted to change the official university mascot from the Cardinal to the Razorback. The official colors of the University of Arkansas remained cardinal red and white.



## Senior Walk

Senior Walk is the University of Arkansas' longest tradition in miles as well as years. We like to say it is concrete proof of our commitment to helping our students succeed. Begun by the class of 1905, the class of 1904 added their names to the sidewalk a few years later. Each graduating class since then has had their names engraved in the walk. More than 200,000 graduates are now listed on Senior Walk.



## U of A Seal

The official seal of the University of Arkansas was designed by Zelma Rothrock in 1923 and adopted by the Board of Trustees that same year. The U of A seal can be found on certificates, legal documents, diplomas, transcripts, and items of an equally official nature.



## Alma Mater

In 1909, Brodie Payne, an alumnus of the University of Arkansas, submitted his song to an ongoing competition to find a University song and won first prize. Henry D. Tovey, who was the director of the Glee Club at that time, set the song to music. In 1931, the University College Song Association in New York reviewed a collection of 500 college tunes, and the U of A Alma Mater was judged to be one of the 25 best college songs in the United States.

## Calling the Hogs



**The Hog Call is one of the most recognizable cheers in all of sports. Here are the basics:**

**1. Raise your arms above your head during the "Wooo" and wiggle your fingers for several seconds.**

**2. Next, bring both arms straight down with fists clenched while yelling, "Pig!"**

**3. Then extend your right arm with the "Sooie!" Repeat these steps two more times and finish by yelling:**

**4. "Razor-Backs" like this: Wooooooooo. Pig! Sooie! Wooooooooo. Pig! Sooie! RAZORBACKS!**