



UNIVERSITY OF
ARKANSAS

Enrollment Services **STAFF HANDBOOK**



2025-2026

Last updated on 06/12/2026

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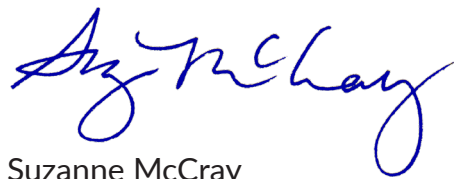
Welcome

Welcome to the Enrollment Services team. The following handbook offers an introduction to key policies, procedures, and guidelines designed to help you as you begin your new role. The information outlined here is meant to supplement the University of Arkansas staff handbook, hr.uark.edu/handbook/index.php, and in all cases university policy takes precedence over this guide.

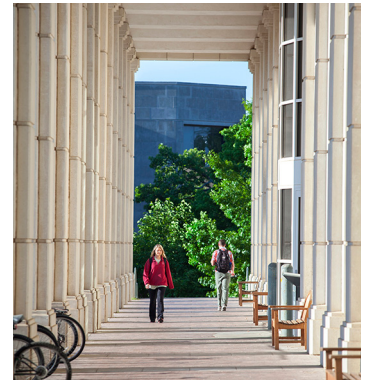
You are joining a dedicated and friendly staff community who will support and encourage you throughout your career at the university. As you have questions or concerns, connect with your supervisor and coworkers for help and additional information.

And, of course, please let me know if you need assistance in any way.

Sincerely,



Suzanne McCray
Vice Provost of Enrollment
Dean of Admissions and Nationally Competitive Awards



Enrollment Services at the University of Arkansas seeks to enroll, support, and graduate students who will engage fully in academics and campus life, develop intellectually and personally, and contribute to the campus, state, nation, and beyond. The U of A's land-grant, flagship mission to teach, discover, and serve begins with our students, and Enrollment Services strives to help create a dynamic academic community through outstanding service to prospective and current students, their families, and educational partners.

Enrollment Services includes:

- The Office of Admissions (Recruitment, Transfer Central, Campus Visits, New Student Orientation)
- The Office of the Registrar
- The Office of Financial Aid & Academic Scholarships
- Student Information Systems
- The Office of Nationally Competitive Awards

Working collaboratively, Enrollment Services:

- Promotes the University of Arkansas and the pursuit of higher education
- Recruits, admits, and supports new and returning students
- Works with university leadership to establish sustainable enrollment goals in accordance with institutional priorities
- Supports prospective, current, and former students as they navigate academic and administrative requirements
- Ensures accuracy for registration and academic records
- Prepares students to be nationally competitive
- Develops, maintains, and innovates student information system technology to effectively serve campus and follow best practices in enrollment management and data-driven decision making
- Strives to increase state and global knowledge by achieving a net increase in the number of Arkansas residents with bachelor's, master's, or doctoral degrees
- Supports the university's efforts to become a nationally recognized research institution that puts students first.

PROMOTING TRUST THROUGH EXCEPTIONAL SERVICE

Enrollment Services staff interact regularly with prospective students, their families, educational partners, and the campus community. Each of us should strive to conduct our work with professionalism and integrity, knowing that we represent the university (and each other) to a broad audience and have a responsibility to build trust by providing exceptional service. Our actions have the potential to create lasting effects – both positive and negative – on the academic and professional careers of the students we serve.

With this in mind, our staff follows the ethics and practices outlined by the American Association of Collegiate Registrars and Admissions Officers (AACRAO): aacrao.org/who-we-are/mission-vision-values/ethics-practice.



CONDUCT

Conduct expectations in Enrollment Services are straightforward and focused on professionalism, collegiality, collaboration, and exceptional customer service. Key expectations include, but are not limited to, the following guidelines:

- Communicate politely and professionally at all times, regardless of circumstance.
- Avoid discriminatory language and behavior.
- Adhere to the University of Arkansas' Sexual Assault and Harassment Policy (Fayetteville Policies and Procedures 418.1). See policies.uark.edu/fayetteville-policies/oeoc/4181-20170109.php for additional details.
- Protect student privacy and confidential data in keeping with university policy. Refer to the university staff handbook section "Handling Confidential Information" for general guidance: hr.uark.edu/handbook/handling-confidential-information.php. See also Information Technology Services' "Handling Sensitive University Data": its.uark.edu/accounts-security/cybersecurity/sensitive-university-data.php.
- Practice regular, reliable, and non-disruptive attendance.
- Strive to create and maintain collegial, harmonious working relationships with others.

SUPERVISION

Enrollment Services is structured to work in a team environment. Each staff members' willingness to help others and work collaboratively is critical to our success. In your role, you report to a direct supervisor who is responsible for providing direction, support, and guidance as you complete your job duties and advance your career with Enrollment Services. In the absence of your supervisor, or should you feel uncomfortable addressing a given topic with your supervisor, you may address questions or concerns to any senior management staff member. For additional guidance, see report.uark.edu.

Employees with supervisory responsibility: If your new role includes supervisory responsibility, make plans to complete the Supervisor Development Program offered by Human Resources. Learn more at hr.uark.edu/employee-resources/career-development.php.

EVALUATION

You will participate in a performance evaluation each year. The evaluation process is collaborative, based on your job description, and led by your supervisor, who will work closely with you to assess your work for the past calendar year and identify areas of exceptional performance and opportunities for continued improvement. You will also work with your supervisor to articulate performance goals for the next calendar year.

For more information about performance management at the University of Arkansas, visit: hr.uark.edu/employee-resources/performance-management.php.

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

TRAINING AND PROFESSIONAL DEVELOPMENT

As you onboard to your new position, your supervisor will arrange an appropriate training schedule designed to introduce you to your work and responsibilities. You may also be connected to a staff partner who will serve as an additional resource as you orient to working in Enrollment Services.

- As you progress in your role, your supervisor will work collaboratively with you to identify ongoing opportunities for training and professional development. Additionally, the university offers a range of professional development courses as part of the Employee Development Program (EDP). To learn more about EDP, visit edp.uark.edu.

A Note About Required Trainings:

A part of your role, you will occasionally be assigned required trainings by Human Resources. All trainings will be listed in Workday along with their associated due dates. Completing required trainings is a basic job duty, and timely completion is mandatory.

WORK AREAS, OFFICE SPACE, SUPPLIES

Keep your work area clean and organized. You are welcome to decorate your space, provided decorations do not create distraction or otherwise hinder daily work. Decorations should be in keeping with office work and should not display offensive material related to sexual conduct, racial bias, or religious or political discrimination.

Lit candles are not permitted. Office lights should remain on during normal business hours and be turned off when leaving. Consult your supervisor before adding a personal fan or space heater to your work area.

Enrollment Services provides applicable office supplies for staff. Contact your supervisor if you need supplies, and please note that supplies are the property of the university and not for personal use.

OFFICE DECORATION

- Employee work areas should be kept neat and organized. Employees are welcome to decorate their areas in keeping with our work goals; 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, and doors should be open (in Silas Hunt Hall) when not in a meeting or at lunch.

DRESS CODE

Enrollment Services staff should follow a business or business-casual dress code as appropriate to their role and responsibility. As a public-facing unit, staff attire should always reflect professionalism and good judgment.

General Standards:

- Attire should be suitable for professional work environments.
- Clothing should be clean, neat, and in good condition.
- Acceptable attire includes dress pants, slacks, chinos, skirts, or professional dresses.
- Acceptable tops include collared shirts, blouses, sweaters, knit tops, and other professionally appropriate shirts.
- Footwear should be well-maintained and consistent with a neat appearance.

Things to Avoid:

- Clothing with inappropriate or offensive content or logos unrelated to the University of Arkansas.
- Shorts, sweatpants, athletic wear, or leggings without a longer top.
- Clothing that does not offer adequate coverage.
- Hats, caps, and head coverings (other than those required by religious or cultural observation).
- Strongly scented colognes, perfumes, lotions.

Exceptions:

Exceptions to this dress code are allowed, in consultation with your supervisor, for reasons including, but not limited to:

- Religious or cultural observation.
- Type of work required (i.e. moving equipment, loading/unloading materials).
- Inclement weather.

Jeans Day:

Enrollment Services raises funding for local non-profit organizations through a bi-weekly “jeans day.” On these days, you have the option to wear clean, well-maintained denim and a University of Arkansas themed shirt and donate \$1 to a fund reserved for purchasing holiday gifts and household supplies as part of a larger donation coordinated by Enrollment Services.

USING PAID TIME OFF

You are responsible for communicating variations in your normal schedule to your supervisor and for requesting and documenting time off in Workday. All leave requests should be communicated to your supervisor with as much advance notice as possible. If you need to miss work unexpectedly, you should notify your supervisor no later than 8:15 a.m. on the day of absence.

Your supervisor will consider and approve or deny leave requests based on factors including, but not limited to, work load, accrued time off, and office coverage. You may not take leave when you have not accrued sufficient time off, other than in exceptional circumstances outlined in the following “Leave of Absence” section. Under certain circumstances, such as absence because of illness for three or more consecutive days, you may be required to furnish your supervisor written proof of illness from a healthcare provider. Fraudulent use of sick leave may result in disciplinary action.

- For more guidance regarding using paid time off, see hr.uark.edu/benefits/time-off.php.

LEAVE OF ABSENCE

Extended leave of absence and leave without pay are 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) Inclement weather leave (6) Leave without pay for disciplinary reasons. Unauthorized leave without pay may result in disciplinary action.

- For complete leave policies, see hr.uark.edu/benefits/time-off.php.

OVERTIME

If your role is classified as non-exempt, you will receive 1.5 hours compensation for each hour of physical time worked above 40 hours per work week. Compensatory time may be used in lieu of annual leave, with an approved leave request. Employees in exempt roles are not eligible for overtime.

- For guidance on overtime, see the staff handbook, section 5, “Scheduling Policies”: hr.uark.edu/handbook/index.php.

FLEXIBLE WORK ARRANGEMENTS

The University of Arkansas permits Flexible Work Arrangements (FWAs) when they are consistent with the efficient operation of the campus and the effective delivery of services to students and the public. Flexible work arrangements may be allowed when consistent with this policy and in the best interests of the university and Enrollment Services. Not all positions are eligible for FWAs, and new employees are not eligible for FWAs within the first 90 days of employment. Regardless of any FWA you may establish, you are expected to attend in-person meetings as directed by your supervisor.

Review the Flexible Work Arrangement policy here: policies.uark.edu/fayetteville-policies/hmrs/4123.php.

INCLEMENT WEATHER

In the event of Inclement Weather or Emergencies, 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 and Emergency conditions. In general, the university must continue certain on-campus operations during periods of Inclement Weather and Emergencies 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 Inclement Weather and Emergencies, as set forth in this policy. Therefore, the University may elect to shift to Inclement Weather/Emergency Operations, where on-campus operations deemed not inclement weather/emergency essential will operate in a remote status, utilizing the procedures detailed in Fayetteville Policies and Procedures 211.0. Because many university operations continue 24 hours a day, seven days a week, this policy is applicable to all seven days of operation.

The university generally expects all employees to make every reasonable effort to come to work on occasions when the university is open and not in Inclement Weather/Emergency Operations. Subject to all other provisions of this policy, benefits eligible employees who do not report to work because weather or emergency conditions when the university is open and not in Inclement Weather/Emergency Operations 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." Except for those whose positions require them to be present on campus regardless of weather or emergency conditions, absences due to Inclement Weather or an Emergency will be treated as an "excused absence." 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 weather or emergency conditions.

Enrollment Services staff are not weather essential employees.

View the full policy here: policies.uark.edu/fayetteville-policies/vcfa/2100.php.

HOLIDAYS

The university observes specific holidays on their specified calendar date and reserves others for the winter break. For a complete listing of the holiday schedule, visit policies.uark.edu/fayetteville-policies/vcfa/4092.php.

During winter break, the university closes for an extended period and employees are required to use up to 16 hours of annual leave, with certain exceptions. Prior to December each year, speak with your supervisor to ensure you have adequate annual leave or a plan in place to work remotely during winter break.

TUITION WAIVER & EDUCATIONAL RELEASE

The University of Arkansas offers full-time employees the opportunity to advance their education with a 90% tuition discount and up to 3.75 hours per week in educational release. In general, eligibility begins once you are continuously employed in a full-time position for one complete fall or spring semester.

Prior to registering for classes, you should discuss your plans with your supervisor and carefully review information provided by Human Resources related to the employee discount, spouse/dependent discount, staff senate scholarship program, and exclusions and limitations: hr.uark.edu/benefits/tuition.php.

In addition to the guidance provided by Human Resources and Board Policy 440.1, be aware of the following Enrollment Services guidelines:

Your supervisor reserves the right to deny your request for educational release time. Supervisors make the decision to approve or deny a work release request based on factors including, but not limited to, workload, office staffing needs, travel schedules, etc. Discuss your planned coursework with your supervisor with as much advanced notice as feasible.

- Coordinate with your supervisor and the Office of the Treasurer to complete a tuition waiver request prior to each semester of enrollment.
- You may take up to 3.75 hours of work release time per week during the fall and spring semesters to complete in-person coursework, including travel time to and from class.
- You may take up to 3 hours of work release time per week to participate in synchronous online coursework. The typical 0.75 hours of travel time may not be used.
- You may not take work release time to participate in non-synchronous online coursework, except in the event of a synchronous scheduled test time.
- Courses taken at the Fayetteville campus during working hours (8 a.m. – 5 p.m.) must be limited to one course per semester, not to exceed five credit hours.
- You are obligated to take annual leave for any time spent on coursework (in class, testing, completing homework, studying) beyond 3.75 hours of work release.
- You may take additional coursework outside of working hours, but your overall courseload must not interfere with work responsibilities.

If you have any questions or concerns regarding your eligibility for the employee tuition waiver or educational release time, your supervisor will be happy to assist you.

TEACHING A COURSE

During your time in Enrollment Services, you may have the opportunity to teach a course or serve as an instructor in University Perspectives, etc. Generally speaking, teaching engagements are encouraged and supported, provided they do not interfere with your primary job responsibilities. Employees who plan to teach courses during regular business hours should consult with their supervisor prior to finalizing plans and will be required to use annual leave to cover class time and any work time spent preparing to teach.

MEDIA RELATIONS

As a public-facing unit at the University of Arkansas, Enrollment Services often communicates externally and receives media requests for information and comment. As a matter of policy, any media inquiry you receive should be shared with your direct supervisor and the Vice Provost of Enrollment, who represents Enrollment Services to external media.

ARKANSAS FREEDOM OF INFORMATION ACT (FOIA)

As employees of a public institution, Enrollment Services staff members are subject to the Arkansas Freedom of Information Act (FOIA). Like other higher education institutions that receive state funding, the University is subject to the Arkansas Freedom of Information Act of 1967 (FOIA), among other public records statutes. The Arkansas FOIA defines public records, outlines the response process, and notes applicable exemptions. Records requests should be handled with a sense of urgency because the statute requires immediate access unless the record is in active use or storage or exempt from disclosure. Penalties for failure to comply with the Arkansas FOIA may include misdemeanor or felony charges.

Any citizen of the state of Arkansas, not just members of the media, may request public records under the Arkansas Freedom of Information Act. FOIA requests may potentially be sent to any staff member.

In general, all non-personal written documents (including email, chat, and text messages) are subject to FOIA discovery. As such, take care that your communications remain consistently professional. Use caution when sending sensitive information to others.

Responding to FOIA requests:

A department or individual who receives a FOIA request should do the following:

Immediately notify your supervisor and the Vice Provost, as well as the university's Custodian of Records of each unit or the Campus Coordinator, who serves as the central point of contact for public records requests. For assistance, call 479-575-5555.

Emailed requests should be immediately forwarded to **FOIA@uark.edu**.

More information is available at **publicinfo.uark.edu/public-records-and-information/faculty-and-staff-guide-to-foia.php**.

COMMUNICATIONS (PHONE, EMAIL, TEXT, AND SOCIAL MEDIA)

You are expected to practice professionalism and good judgement when communicating on behalf of Enrollment Services. To the best of your ability, information you communicate to others should be free of error. As a key part of your role, you are responsible for promoting the reputation of the University of Arkansas and building trust with internal and external constituents. Additionally, any message or data communicated using university resources, including your email account and work-provided laptop, is subject to review and end-point management by the university.

A Note on Social Media:

If you engage with social media, you are obligated to avoid presenting your social media presence as representing the University of Arkansas or expressing official opinion of any sort on behalf of the university.

Instead, take care to present your posts as those of a private individual.

Additionally, be advised Board Policy 456.1 regarding political activity often intersects with social media use for staff members. Per policy, university employees, as citizens, have the right to engage in political activity. However, no employee may involve the institution's name, symbols, property, or supplies in political activities. Review this policy at uasys.edu/wp-content/uploads/sites/16/2018/04/465.1-Political-Activity.pdf.

If you have questions or concerns regarding communicating on behalf of Enrollment Services in your role, speak with your supervisor.

CONFIDENTIALITY

Given the nature of our responsibilities, Enrollment Services employees have access to a range of confidential and protected information. You are obligated to protect the confidentiality of all information you access during the course of your work, including, but not limited to, academic data, health data, and other personally identifiable information. Breaches of confidentiality violate university policy and state and federal guidelines and are grounds for disciplinary action.

Familiarize yourself with protocol for handling sensitive data by visiting its.uark.edu/accounts-security/cybersecurity/sensitive-university-data.php.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT

Though not the only policy governing confidentiality for Enrollment Services, the Family Educational Rights and Privacy Act (FERPA) is perhaps one of the most commonly applicable. FERPA is a federal law that protects students' rights to privacy for their educational records and applies to all institutions that receive funding under any program administered by the U.S. Department of Education.

Under FERPA, most student education records are considered confidential and institutions may not disclose protected academic data to third parties without express consent from students. This protection for college education records begins when the student enrolls in a higher education institution, regardless of the student's age. While schools may disclose directory/public information such as name, address, and dates of attendance, students have the right to restrict in writing the disclosure of that information.

At the U of A, students may use a process in Workday to allow disclosure of academic information to designated third-party individuals, such as family members.

Learn more about FERPA at registrar.uark.edu/student-records/ferpa.

LIMITED ACCESS TO STUDENT AND ACADEMIC INFORMATION

Depending on your role, you will be given limited access to academic data in Workday and other student information databases (i.e. Slate, Perceptive Content). You are only permitted to access records for which you have a work-related reason. Employees are not permitted to access or edit their own academic record or those of family members.

You will receive appropriate training regarding database systems used by Enrollment Services and will be given role-based limited access necessary to complete your daily work. If, in the course of your work, you need additional access or find that you have access unnecessary or inappropriate to your role, you should notify your supervisor. Failure to follow policies related to processing, viewing, and accessing student information is grounds for immediate termination.

DATA SECURITY

You are expected to always follow the university's code of computing practices. Familiarize yourself with those guidelines at its.uark.edu/about/policies/code-computing-practices.php.

Given that you will regularly interact with confidential data during the course of your work, you are expected to follow additional guidelines outlined in Fayetteville Policies and Procedures 912.0, "Highly Sensitive Data Clean Desk and Clear Screen Policy," available at policies.uark.edu/fayetteville-policies/uits/9120.php.

Enrollment Services staff should also practice the following security measures to protect student data:

- Data attachments containing identifiable student information should never be stored locally on your desktop, laptop, tablet, mobile phone, or other device.
- Data attachments containing identifiable student information should not be transmitted via email.
- Do not retain emails containing identifiable student information.
- Do not share passwords for your university account with any other individual, including other staff.
- Lock unattended computers when you leave your desk.
- Remember that not all data is digital – any paper documents containing personally identifiable information or other confidential information must be shredded and disposed of securely.
- Report any concerns to ascrit@uark.edu.

DEVICE POLICIES

Depending on your role, you will be issued one or more university-owned computer and may also be issued a mobile device. Any device you are issued remains the property of the University of Arkansas and is subject to security and end-point management by Information Technology Services. For this reason, you are encouraged to only use your university-owned devices for work and not personal reasons.

Only use your university-owned devices for professional and not for personal reasons. As such, university-owned devices should not be used to access social media sites or to stream video entertainment media (i.e. Netflix, etc.) at any time, including during any lunch hour or other authorized break.

To protect against incidental or intentional unauthorized access, all devices should be password protected, and sensitive data should not be stored locally on any device. You may not install unauthorized software on a university-owned device or otherwise alter the device without express permission from the IT team responsible for managing that device. Should your devices become lost or damaged, notify your supervisor immediately.

Please note that your university-owned computer may have protective measures that personal devices often do not. For this reason, personal devices should not be used to access protected or highly-sensitive data stored on university-owned devices or servers. If you have a business reason to access such information using your personal device, please contact ascrit@uark.edu for guidance.

SECURITY CAMERA POLICY

As with many spaces on the university campus, Silas Hunt Hall is monitored using a security camera system. UAPD and specific Enrollment Services staff members maintain this system. Staff with access include the vice provost of Enrollment Services, associate vice provosts, building executives, and select members of the IT team. Security footage may be reviewed by approved staff in certain cases, including suspected theft, resource misuse, and other legitimate reasons. Requests to review footage must be made in writing to your immediate supervisor, who will then relay your request to the appropriate staff member for approval. Each time security footage is reviewed, the following information must be documented via email with the director of information systems: 1) reason for review, 2) name of staff requesting review, 3) time of review, 4) time frame of footage reviewed.

Emergency Readiness

The University of Arkansas has many resources available to ensure a safe working environment for staff. Ensure you have registered your mobile device with campus' RazALERT emergency and inclement weather communication system. You are encouraged to review campus safety and security plans at safety.uark.edu.

In the case of emergencies, Enrollment Services staff follow the plan outlined below:

REPORTING

If you become aware of an emergency situation that does not pose an immediate threat to you or others in the office, notify your supervisor. If a situation presents an immediate threat, call 911, then notify UAPD immediately and your supervisor or one of the emergency contacts below. As needed, follow the response plans outlined.

EMERGENCY CONTACTS

Suzanne McCray: (479) 575-4883, Cell - (479) 935-0392, HUNT

Dave Dawson: (479) 575-5057, Cell - (479) 263-1827, UPTE

Wendy Stouffer: (479) 575-6870, Cell - (479) 685-4493, HUNT

Jeremy Burns: (479) 575-7940, Cell - (479) 970-5393, HUNT

Gary Gunderman: (479) 575-4652, Cell - 479-409-5162, UPTE

Matt Hargis: (479) 575-5242, Cell - (479) 966-7224, HUNT

RESPONSE PLAN 1

Follow Response Plan 1 for emergencies such as, but not limited to:

- Severe storm
- Severe wind
- Tornado watch/warning
- Earthquake

In the case of storms, severe winds, or tornadic activity, exercise caution and move to either the basement or first floor of Silas Hunt Hall/Uptown Campus Building East. If you have a guest, explain the plan to them and escort them to the specified safe location.

In the case of an earthquake, exercise caution and move beneath a door frame or a piece of furniture as soon as possible.

RESPONSE PLAN 2

Follow Response Plan 2 for emergencies such as, but not limited to:

- Fire
- Localized gas leaks
- Chemical spills
- Compromised indoor air quality
- Bomb threats

Response Plan 2 will be communicated with specific additional instructions.

- Evacuate Building: Leave the building and move far enough away that you are safe from fire, gas leaks, etc.
- Evacuate Locally: In the case of a short-term emergency that requires you to briefly move off campus to a nearby location, your supervisor will provide direction about destination and route to follow.
- Evacuate Campus: Rare but serious in nature, some emergencies require you to leave campus for longer terms. If you do not drive to work, please ensure your supervisor and coworkers are aware and plan to ride together to safety. If circumstances prohibit you from driving or riding off campus, exit by foot as quickly and safely as possible.

RESPONSE PLAN 3

Follow Response Plan 3 in case of an active threat on campus. Learn more about responding to active threats at safety.uark.edu/emergency-preparedness/emergency-procedures/index.php#active-threat.

- 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.

REPORTING THAT YOU ARE SAFE

In the event an emergency occurs and you reach safety or an all clear is issued, contact your supervisor as soon as possible to inform them you are safe. Enrollment Services leadership will coordinate to account for all staff members.

All supervisors should contact their direct reports to confirm safety and relay important information.

TITLE IX POLICY FOR COMPLAINTS OF SEXUAL ASSAULT AND OTHER FORMS OF SEXUAL HARASSMENT

The University of Arkansas, Fayetteville does not discriminate on the basis of sex in the education programs and activities that it operates and is prohibited from doing so by Title IX of the Education Amendments of 1972, 20 U.S.C. § 1681 et seq., and the U.S. Department of Education's implementing regulations, 34 CFR Part 106. The University's nondiscrimination policy extends to admission, employment, and other programs and activities. Inquiries regarding the application of Title IX and 34 C.F.R. Part 106 may be sent to the University's Title IX Coordinator, the U.S. Department of Education Assistant Secretary for Civil Rights, or both.

Review the full policy, including definitions, reporting procedures, and more at policies.uark.edu/fayetteville-policies/oeoc/4181.php.

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.

As an employee in Enrollment Services, you are required to complete mandated reporter training and to familiarize yourself with policy regarding the protection of minors on campus: policies.uark.edu/fayetteville-policies/vcac/2171.php.

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.

Learn more at policies.uark.edu/faculty-handbook/2-academic-responsibilities/31.php.

ENROLLMENT SERVICES POLICY AGAINST INCENTIVE PAYMENTS

No employee in Enrollment Services is hired on commission, receives bonuses or incentive pay, either direct or indirect, related to enrollment goals.

Appendix II-A: Mandated Reporters & Child Maltreatment

Arkansas Code § 12-18-402(a) requires certain public officials, including “school officials,”¹ 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.”² Furthermore, under the regulation, the definition of “school” includes any “[t]wo-year or four-year college or university.”³ 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.

Signature

Date

Printed Name

Revised December 19, 2013

Revised October 7, 2013

Revised September, 2013

March 2012

¹ 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.

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

³ Id.

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 _____

Thank you for reading this document carefully. We are delighted you have joined the Enrollment Services team and look forward to working with you throughout your tenure here.

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.
- 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 clinched 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!



UNIVERSITY OF
ARKANSAS

Enrollment Services

STAFF HANDBOOK