UNC Department of Communication

ADMINISTRATIVE POLICY AND PROCEDURE MANUAL

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Policy Number/Version   100/1
Policy Title   **General Office Policies**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

The Department of Communication defers to applicable Arts & Sciences and UNC policies and procedures.

Policies in this section are intended to define how university policy are implemented at the department level and are not intended to overrule any governing institutional policies.

Institutional Policies

This is a list of links to overarching policies and procedures members of the department are expected to review and fellow:

http://policies.unc.edu/

Academic Policies

Environmental Health and Safety Policies: http://ehs.unc.edu/manuals/

Facilities Services Policy: http://www.fac.unc.edu/PlansPolicies

Records Retention and Disposal Policy: http://library.unc.edu/wilson/uarms/

University Policies

Facilities Use Policy: http://policies.unc.edu/policies/fac-use/

No Smoking Policy: http://policies.unc.edu/poliicies/no-smoking/

Personal Use: http://fincnacepolicy.unc.edu/policy-procedure/1056-persibak-use-policy/

Sustainability Policy: https://policies.unc.edu/files/2013/05/sustainability.pdf

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Policy Number/Version	101/1
Policy Title	**Approval of Policies and Procedures**
Preparer/Approver	Penny Harris/Patricia Parker, Chair
Effective Date/Version Date	November 16, 2015/November 16, 2015

Policy Statement

All department policies and procedures must be approved by the Department Chair prior to coming into effect. Department Policies and Procedures must be developed in accordance with all superseding school, campus, university policies and in accordance with the laws of the State of North Carolina and federal laws.

Scope

This applies to all personnel in the Department of Communication.

Procedure

In order to develop a new policy, the policy must be originated through the Business Officer who will draft the language of the policy for review by the Chair.

The Chair may choose to distribute the policy for general comment, or approve without review.

Once approved the policy will be published and distributed to the personnel in the department, as defined in the scope section of the policy.

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Policy Number/Version   102/1
Policy Title   **Administrative Organization**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date   November 16, 2015/November 16, 2015

Policy Statement

The organization structure of the department must be approved by the Department Chair and managed by the Business Officer. The organizational chart must be updated at least annually.

Scope

This applies to all department employees

Procedure

The current administrative organization hierarchy of the Department of Communication is maintained in the manager's folder on the share drive. For a copy please see the Business Officer.

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Policy Number/Version   103/1
Policy Title   **Regular Office Hours**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

The department defines regular office hours as between the hours of 8:00 am – 5:00 pm, Monday through Friday. During these hours offices will be open for business. Offices will be closed during recognized holiday period as defined by the University of North Carolina.

Scope

This applies to all members of the Department of Communication who conduct business with the main administrative and faculty offices located in Bingham and Swain Halls.

Procedure

The Department Chair approves the definition of regular office hours.

Any exceptions for SHRA Employees working outside of regular office hours are to be pre-approved by the Business Officer. Employees may not maintain a regular working schedule outside of these hours.

No employees will be permitted to work during holiday periods, as defined by the University.

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Policy Number/Version   104/1
Policy Title   **Telephone Usage/Bills**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

Employees must use university phone lines for university business; no personal use is allowed unless preapproved by the Business Officer or related to a personal emergency. Employees found to be using university phone lines for personal use will be required to reimburse the department for the cost of phone calls/line usage and may face disciplinary action.

Phone bills must be reviewed at least quarterly by the Accounting Technician and Business Officer and will be distributed to the owners of the phone line to verify that no personal calls were made.

Scope

This applies to all employees of the Department of Communication.

Procedure

On a quarterly basis,

1. The Accounting Technician prints the phone bills for the preceding 3 months.
2. Each bill is reviewed for excessive activity, call patterns and international calling. Any irregular patterns are highlighted on the bill and discussed with the Business Officer.
3. The bills are distributed to the employee for signature and explanations of irregular calling activity.
4. The employee returns the bill the Accounting Technician for filing.

Policy Number/Version   105/1
Policy Title   **Office Maintenance**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

All employees must ensure that office equipment, offices and hallways and other spaces are properly maintained. Employees are personally responsible for maintaining their own work spaces. All administrative staff are responsible for ensuring that shared spaced and hallways are properly maintained.

The Business Officer is responsible for ensuring that the office is properly maintained, and delegates the Administrative Support Associate as the primary point of contact for facilities management.

Scope

This applies to all employees of the Department of Communication.

Procedure

Individual Responsibility

Employees are responsible for maintaining personal workspaces to ensure that the environment is properly maintained, free from hazards, and avoids the potential for loss of information. The following items are not allowed in personal workspaces (per UNC Fire Safety Policy):

- Electric Space Heaters
- Coffee Pots that do not have an automatic shut off timer

Housekeeping empties individual waste bins from Bingham and Swain Hall every morning. It is recommended that individual waste bins be placed in Bingham and Swain hallway each evening so degradable food stuffs, etc. are disposed of and emptied daily to avoid odor, etc. Any waste paper that potentially contains private, confidential or other sensitive data should be disposed of in the shredder located in Bingham 115.

Common Areas

It is the collective responsibility of the employee of the department to ensure that common areas are maintained. Any issues related to safety or maintenance should be reported to the Administrative Support Associate or the Business Officer who will ensure that maintenance issues are resolved.

In accordance with UNC Fire Safety Policies on Exit ways and Egress Safety employees must make sure that hallways and exit doorways are maintained in a safe manner. This means that employees must not place any items in hallways or stairways, including movable furniture, items pending surplus, recyclables or hazardous materials in hallways or stairways. If an employee sees an item that is impeding the hallway it must be moved to a safe location.

Surplus

The Administrative Support Associate is responsible for processing items pending surplus or trash in a timely manner and ensuring that these items are not left. If a faculty member or Business Officer identifies an item that needs to be sent to surplus, paperwork must be processed within 5 working days, and the item removed from the building within 30 working days.

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Policy Number/Version   106/1
Policy Title   **Mail and Facsimile Distribution**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

Mail and Facsimiles received by the department must be distributed to the appropriate parties on a daily basis. The Administrative Support Associate is responsible for the distribution of all incoming and outgoing mail and facsimiles.

Scope

This applies to the Administrative Support Associate, Undergraduate Student Services Specialist and Graduate Student Services Specialist. The Business Officer will monitor and ensure this policy is being maintained.

Procedure

Mail

Incoming mail will be collected daily by the Administrative Support Associate and distributed to the appropriate mailboxes in the common work area. If the Administrative Support Associate is out of the office then the Undergraduate Student Services Specialist will collect and distribute the mail.

Facsimiles

Facsimiles will be distributed at least daily by the Administrative Support Associate. If the Administrative Support Associate is out of the office then the Graduate Student Services Specialist will collect and distribute the facsimiles. If an individual is expecting the facsimile it is expected that the individual will check with the Administrative Support Associate for receipt in real time and collect the information from the machine.

Under no circumstances should facsimiles be left on the machine at the end of the working day.

Policy Number/Version   107/1
Policy Title   **Phone Coverage**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

The department central phone line must always be covered by the Administrative Support Associate during the regular office hours. In the event the Administrative Support Associate is absent, the department will defer this phone line to the Undergraduate Student Services Specialist to ensure this phone line is covered.

Scope

This applies to the Administrative Support Associate, Undergraduate Student Services Specialist and Graduate Student Services Specialist. The Business Officer will monitor and ensure this policy is being maintained.

Procedure

Phone Coverage Schedule

The Administrative Support Associate maintains and ensures the central phone line is covered during regular office hours.

The Administrative Support Associate will notify the Undergraduate Student Services Specialist and the Business Officer when the central phone line needs to be deferred.

Phone Coverage Procedure

1. If the Administrative Support Associate is going on a planned absence, he/she should communicate with the Business Officer and the Undergraduate Student Services Specialist 24 hours prior to the planned absence to initiate the phone coverage schedule.
2. If the Administrative Support Associate is on an unplanned absence, the Business Officer will notify the Undergraduate Student Services Specialist of the absence to initiate the phone coverage schedule.
3. The Graduate Services Specialist will serve as the backup for the Undergraduate Student Services Specialist.

Policy Number/Version   108/1
Policy Title   **Emergency Protocols and Contacts**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

The department must maintain an Emergency Action Plan in accordance with UNC Environmental Health and Services Policy. The plan must be filed annually with UNC Environment Health Services.

Scope

This applies to all employees of the department.

Procedure

Emergency Action Plan

A paper copy of the Emergency Action Plan will be held by the Administrative Support Associate at the Front Desk for employee review and training.

The Department will designate the following employees as Emergency Coordinators as of the version date of this policy:

Administrative Support Associate: Samantha Fowler
Business Officer: Penny Harris

The Emergency Action Plan will be updated anytime there is a change in personnel or at least annually by the Emergency Coordinators.

Policy Number/Version   200/1
Policy Title   **Human Resources**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date   November 16, 2015/November 16, 2015

Policy Statement

The Department defers to applicable Arts & Sciences and UNC policies and procedures regarding human resources management.

Policies in this section are intended to define how university policy are implemented at the department level and are not intended to overrule any governing institutional policies.

Institutional Policies

This is a list of links to overarching human resource policies and procedures members of the department are expected to review and follow:

Administrative

Faculty Policies: http://academicpersonnel.unc.edu/faculty-policies-procedures-guidelines/

Human Resource Policies: http://hr.unc.edu/policies-procedures-systems/

Post-Doctoral Scholars Policies: http://research.unc.edu/offices/postdoctoral-afairs/policies/

Provost Policies (Tenure): http://provost.unc.edu/policies/

University

Conflict of Interest: http://policy.sites.unc.edu/files/2013/04/Individual-COI-Policy.pdf

External Professional Activities (Faculty and EPA NON Faculty):
http://policies.unc.edu/policies/external-activities/

Improper Relations between Students and Employees: http://hr.unc.edu/policies-procedures-systems/spa-employee-policies/employee-relatins/improper-relationships-between-students-and-employees/

Nepotism: UNC System Policy:
http://www.northcarolina.edu/policy/index.php?pg=dl&id=328&format=pdf&inline=1

Non Discrimination: http://pollicies.unc.edu/policies/nondiscrim/

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Policy Number/Version   201/1
Policy Title   **Time Reporting**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date   November 16, 2015/November 16, 2015

Policy Statement

All employees in the department must use the Time Information Management system to record worked and leave time. Employees must record time at the following frequencies:

SHRA Non-Exempt	Employees will be required to use the time stamp function or the input function to enter time on a daily basis. Actual time of entry and exit must be input, including lunch and leave.
SHRA Exempt	Employees will be required to use the input function to enter leave on a weekly basis.
EHRA Faculty/Non Faculty	Employees/Faculty are required to enter leave on a monthly basis.

Scope

All employees in the department.

Procedure

SHRA Non-Exempt – Time Stamp Process

SHRA Non-Exempt Employees who are required to use the Time Stamp process must use the computer log in function to manage their time in and out of the office. Employees who forget to use the Time Stamp Entry must email the Business Officer to confirm the missing entry. Employees who forget to use the Time Stamp function on more than two occasions in one week will be given a disciplinary warning.

SHRA Non-Exempt – Direct Entry

SHRA Non-Exempt employees who are required to use the direct entry method, must submit time in the system on a daily basis. It is expected that employees enter accurate time in and out times in the nearest minute. Employees who do not input accurate times, are consistently delinquent in time entry or who have tardiness issues may be required to use the Time Stamp system.

SHR Exempt/EHRA Non Faculty/EHRA Faculty

These employees are required to enter time in the TIM system for the purpose of recording Leave. The HR facilitator will request manual leave reports from the employees on a monthly basis using a manual form. Employees will submit leave reports by the end of the preceding month. These reports will be compared to the information in the TIM system for auditing purposes.

Policy Number/Version   202/1
Policy Title   **Leave Requests**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

All requests or notification for leave must be made in advance, and in accordance with university policies and procedures for leave reporting. For EHRA Faculty, EHRA Non Faculty and SHRA Exempt staff the Department Chair approves all leave requests. For SHRA Non-Exempt employees, the Business Officer approves all leave requests which are submitted in TIM.

Scope

All employees in the department

Procedure

EHRA Faculty, EHRA Non Faculty and SHRA Exempt

Exempt employees will submit leave requests 30 days in advance to ensure that adequate coverage is in place.

SHRA Non-Exempt

SHRA Non-Exempt employees must abide by the following notification periods:

Vacation – Notify Business Officer at least 7 days by TIM request in advance of proposed vacation. Vacation requested in a period shorter than 7 days may be denied.

Sick – Notify Business Officer of an absence due to unexpected sickness before the start of the employee's schedule or as soon as possible, if you are unable to communicate.

All Other Time – All other time off must be reported to the Business Officer in a reasonable time period – in general 7 days in advance.

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Policy Number/Version 203/1
Policy Title   **Compensated Time**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

Any employee working additional hours outside of the normal work schedule may be eligible for Compensated Time. Any request to work additional hours for Comp time must be pre-approved by the Business Officer.

Scope

All hourly paid employees (SHRA Non-Exempt Employees)

Procedure

On some occasions SHRA Non-Exempt Employees may be asked to work additional hours outside of their normal work schedule. If such a request is made, the employee or faulty member must make the request directly to the Business Officer at least 24 hours prior to the work taking place.

Any hours worked without prior approval will result in disciplinary action.

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Policy Number/Version   204/1
Policy Title   **Working Hours Schedule**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

The working schedule for all SHRA Non-Exempt Employees is 40 hours per week. Employees are expected to work 8 hours per day, and take a 60 minute lunch break.

Scope

 All hourly paid employees (SHRA Non-Exempt Employees)

Procedure

SHRA Non-Exempt employees must met with the Business Officer at the beginning of the year to establish a work hours schedule. The work schedule start time begins at 8:00 am and ends at 5:00 pm. The department defines regular office hours as between the hours of 8:00 am – 5:00 pm, Monday through Friday.

Each employee is expected to take a 60 minute lunch break away from their work station. In accordance with university policy, employees may not use lunch breaks to shorten the workday.

Employees who deviate from their work schedule may do so after approval from the Business Officer.

Employees who arrive after their start time will be considered tardy, and will be required to take vacation or make up the time at the end of the day. Employees will be given 15 minutes leeway on arrival time to account for delays in bus transportation, etc.; this time must be made up at the end of the workday. Employees arriving less than 30 minutes late may make up the time at the end of the workday (not during lunch). Employees arriving more than 30 minutes late must take vacation or other accrued leave. Routine tardiness will result in disciplinary action.

SHRA Non-Exempt Employees are not permitted to work from home (telecommute), unless pre-approved by the Business Officer in advance.

Policy Number/Version   205/1
Policy Title   **Work Plans/Performance Management**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date November 16, 2015/November 16, 2015

Policy Statement

All SHRA Performance Plans/Performance Management reviews must be completed by the Supervisor and approved by the Department Chair.

Scope

This applies to all SHRA Employees

Procedure

The following is the process for completing work plans:

1. The Supervisor completes the Performance Plan.
2. The Supervisor forwards the Performance Plan to the Department Chair for review and approval.
3. The Supervisor meets with the employee to review and discuss the Performance Plan.

Links

UNC Policies and Procedures: Performance Management Policy (SPA)

Policy Number/Version   206/1
Policy Title   **Community Service**
Preparer/Approver   Penny Harris/Patricia Parker, Chair
Effective Date/Version Date   November 16, 2015/November 16, 2015

Policy Statement

All employees must report Community Service Activities to the Business Officer at least 30 days in advance.

Scope

All Community Service Leave eligible employees

Procedure

At 30 days before Community Service Leave request date:

1. Employee notifies the Business Officer by email of intent to take Community Service Leave, describing the date of requested leave, number of hours of leave, name and address of the organization, and the type of leave request:
   a. Option A: School Involvement/Community Services Organizations/Public Universities, Community College and State Agencies
   b. Option B: Mentoring/Tutoring
   c. Option C: Literacy Program
2. The Business Officer approves or denies the request and informs the employee of the decision.
3. The Business Officer inputs approved requests into the Community Service Log, which is made available for inspection to the state

Links

http://hr.unc.edu/policies-procedures-systems/epa-nonfaculty-employee-policies/eave/community-service-leave/#Policy_Details

Policy Number/Version	207/1
Policy Title	**HR Administration**
Preparer/Approver	Penny Harris/Patricia Parker, Chair
Effective Date/Version Date	November 16, 2015/November 16, 2015

Policy Statement

The Human Resources functions for faculty and staff of the Department are completed by the Business Officer. This policy gives authority to the Business Officer to process transactions under the approval of the Department Chair. All Human Resource functions for student employees of the Department are completed by the HR facilitator.

Scope

All employees of the Department

Procedure

The Business Officer has the following responsibilities for Human Resources:

- Appointments
- Reappointment
- Promotions
- Recruitments
- Position Creation/Consultation
- Performance Management Cycle
- HR Policy and Procedure Policy and Procedures
- Leave Tracking and TIM
- Standardization of HR Business Practices
- Training/HR Best Practices
- Visa Processing
- On-Boarding/Off Boarding
- TIM Support
- FMLA/ADA/Special Leave
- Personnel/Payroll Liaison
- Communications