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EMPLOYEE
HANDBOOK

snhu
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Introduction

Southern New Hampshire University’s success is driven by the talented people we attract, develop, and retain. The Human Resources Team is committed to providing a best-in-class employee experience. We partner with members of the University community to foster a work environment that drives engagement, collaboration and innovation. We succeed when our employees succeed.

Human Resources provides SNHU faculty and staff with services and solutions in recruitment, employment, compensation, benefits, employee relations, policy development and interpretation, learning and development and human resources information systems. Our work in these areas aligns with the University’s mission and goals.

Southern New Hampshire University utilizes Workday as our Human Resources Information System. This self-service system allows faculty and staff to have secure 24/7 access to their personal employee data, benefit elections, and pay information.

Human Resources utilizes the SNHU Service Portal as a one-stop-shop to access HR related content and resources anytime, anywhere. The Service Portal includes knowledge articles with intuitive search capabilities that enable you to easily find topic resources within the Knowledge Base including job aids, FAQ’s, articles and more. This self-service platform will also enable you to contact Human Resource Specialists via the Service Catalog. Click Here to log into mySNHU which will direct to the Service Portal to learn more.

The Southern New Hampshire University 2019 Employee Handbook contains employment policy and has been prepared to provide information regarding the policies and procedures that apply to Faculty, Exempt Staff and Non-Exempt Staff of Southern New Hampshire University. For those employees defined as contracted Faculty and contracted Professional Staff covered by the Agreement between Southern New Hampshire University and the Southern New Hampshire University Professional Employee Association, in those areas where this handbook and the Agreement address the same issue, the Agreement prevails.

Employee Acknowledgement

It is the employee’s responsibility to read this handbook, any policies referenced within this handbook, and revisions to this handbook as they occur. To view policies set forth by the University by Department, please visit mySNHU and select “University Administrative Policy Library” under the staff tab. Employees should contact Human Resources with questions as they arise.

The policies set forth in this handbook can be corrected, modified, revoked, or added to by management at any time without prior notice to the employees, except as otherwise stated in specific subsections of this handbook. Where certain summaries or notations of regulations included in this handbook conflict with or do not fully explain the law, the applicable law shall prevail.

SNHU Mission & Vision

In 2015, the SNHU mission was revisited to emphasize our commitment to learner success.

SNHU’s mission statement reads:

Southern New Hampshire University transforms the lives of learners. Our success is defined by our learners’ success. By relentlessly challenging the status quo and providing the best support in higher education, Southern New Hampshire University expands access to education by creating high-quality, affordable, and innovative pathways to meet the unique needs of each and every learner.

SNHU Vision: Make the world a better and more just place through our work, one learner at a time.
Why does SNHU exist? SNHU transforms the lives of our learners. Our success is defined by our learners’ success.

What does SNHU do? SNHU expands access to education by providing high-quality, affordable, and innovative pathways that meet the needs of each learner.

How does SNHU transform the lives of learners? We provide the best support in higher education. We focus on each learner. We relentlessly challenge the status quo.

SNHU Core Values

SNHU’s core values guide the university’s actions and serve as cultural cornerstones. They can never be compromised and are the source of our differentiation as a university. Our core values are:

- **EXUDE PASSION**
  We are passionate about our mission, learner success, and our employees, and it shows in all we do.

- **CHALLENGE THE STATUS QUO**
  We push the limits of the status quo every day through innovation, forward-thinking, creativity, risk-taking, and grappling with the systemic barriers that many of our learners face.

- **DO THE RIGHT THING EVERY TIME**
  We demonstrate a strong commitment to integrity and ethics. We do the right thing for our learners, employees, and community.

- **EXHIBIT GRIT**
  We are tenacious, persevering, never cut corners, and always maintain a laser focus on the details.

- **EMBRACE DIVERSITY**
  We encourage and respect diverse identities, ideas, and perspectives by honoring difference, amplifying belonging, engaging civilly, and breaking down barriers to bring our mission to life.

Section 1. Institutional Policies

Section 1.01 University Administrative Policy Library

The University Administrative Policy Library is a compilation of regulations and policies approved by the President, Leadership Team and University’s Board of Trustees. The Library includes administrative, financial and operational policies. For ease of future reference, a regulation, policy, or procedure contained in this library will be referred to as a policy.

New or revised policies will be posted to the University Administrative Policy Library website. If you have questions about the present status of a particular policy, please consult the responsible Officer (named in the policy) or appropriate office. All policies are subject to amendment.

All employees are responsible for reviewing and complying with the terms of the policies found here:

[https://my.snhu.edu/staff/UAPL/Pages/default.aspx](https://my.snhu.edu/staff/UAPL/Pages/default.aspx)
**Section 1.02 Non-Discrimination, Equal Access, & Equal Opportunity Statement**

Consistent with all applicable federal and state laws, rules, regulations and ordinances (e.g. Title III, Title VI, Title VII, Title IX, Section 504 of the Rehabilitation Act, and the Americans with Disabilities Act as amended), and in recognition of its responsibilities to its faculty, staff, and students as well as to the communities in which it operates, Southern New Hampshire University reaffirms its continuing commitment to afford qualified or qualifiable individuals equal access and equal opportunity within the University. To ensure equal access and equal opportunity, Southern New Hampshire University shall not discriminate against any individual or group because of race, color, creed, ethnicity, sex, religion, national origin, citizenship, marital or parental status, disability (including intellectual disability), age, gender, gender identity or expression, sexual orientation, pregnancy, veteran/military status, genetic information, or on any other legally prohibited basis.

**Contact Information**

**EMPLOYEES**

Chief Human Resources Officer  
2500 North River Road, Manchester, NH 03106  
603.314.7820  
To access complainant protocol, click here

**ONLINE STUDENTS**

Dispute Resolution  
2500 North River Road, Manchester, NH 03106  
855-414-6142  
[Online – Incident Form]

**CAMPUS STUDENTS**

Public Safety  
2500 North River Road, Manchester, NH 03106  
603.645.9700  
[ Campus - Incident Form]

**Title IX – sexual misconduct, sex discrimination or sexual harassment**

Inquiries should be addressed to:

Title IX Coordinator/Equity Officer  
The Green Center  
2500 North River Road  
Manchester, NH 03106  
titleix@snhu.edu  
603.644.3188

**Disability Discrimination**

Inquiries should be addressed to:

ADA/504 Compliance Coordinator  
2500 North River Road, Manchester, NH 03106  
adacompliance@snhu.edu  
603.645.9664

Inquiries concerning the application of non-discrimination policies may also be addressed to:
For SNHU’s Statement of Non-Discrimination for employees covered by the SNHU Professional Employees Association Agreement, see Article II.A of the SNHU Professional Employees Association Agreement.

**Section 1.03 Discrimination and Harassment**

**A. Protocol Document**

For more information and for access to SNHU’s Discrimination Complaint Protocol document, please visit:
https://www.snhu.edu/consumer-information/non-discrimination-equal-access-and-equal-opportunity-statement

**B. Procedure for Resolution of Sexual Discrimination and Harassment Claims**

More information about the procedure for sex and gender discrimination, including sexual harassment and sexual assault, is provided in the University’s Sexual Misconduct Policy below:

**C. Retaliation Statement**

The University will not in any way retaliate against or tolerate retaliation against an individual who reports a perceived violation of this policy, participates in any investigation, or otherwise opposes perceived discrimination, harassment, sexual assault, or retaliation, including as a witness. The University will also not retaliate against or tolerate retaliation against anyone associated with the individual who engages in such protected conduct, such as a family member. Retaliation is a serious violation of this policy, as well as federal, state, and local law. Anyone who believes he/she is a victim of retaliation should report the matter immediately according to the same procedures provided in this Handbook for making complaints of discrimination, harassment, or sexual assault. Any person found to have retaliated against another individual will be subject to the same disciplinary action provided under this policy for other violations.

**D. Jeanne Clery Act**

The Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act requires that institutions which participate in Federal student aid programs provide information to the public regarding campus safety and security policies, procedures and statistics. Policy information found in the site below include but are not limited to: Drug and Alcohol Prevention, Title IX – Sexual Misconduct and The Jeanne Clery Disclosure of Campus Security Policy and Statistics Act.
http://www.snhu.edu/consumer-information/security-reports-jeanne-clery.

**Section 1.04 Code of Ethical Conduct Policy**

Southern New Hampshire University (the University) is committed to creating and maintaining an environment of integrity and highly ethical conduct. This includes a commitment to being fair, honest and impartial in our dealings and to respecting the rights and dignity of all persons. Every member of the University community bears responsibility for promoting a positive and ethical environment at the University in the performance of his or her responsibilities. Access to sensitive and confidential information must not be used for personal gain or shared outside the purpose of the scope of work. Employees are strictly forbidden to access and make changes to the student systems for themselves, friends or family members. Employees that are students must go through the regular student process for grades, enrollments, class drops, etc.

All employees are responsible for reviewing and complying with the terms of the policy found here:
Section 1.05 Conflict of Interest Policy

It is Southern New Hampshire University's intent to avoid conflicts and the appearance of conflicts between interests of the University and the personal interests of faculty, staff and members of the University’s Board of Trustees. Therefore, when any University business transaction under consideration presents the potential for a Conflict of Interest, or the appearance of one, the faculty, staff or Board Member concerned shall not be directly involved in the transaction, and the University shall act in accordance with the following guidelines and procedures. Employees are encouraged to review the Conflict of Interest Policy which can be found on the Service Portal under University Administrative Policy Library or via this link:


Section 1.06 Whistleblower Policy

Southern New Hampshire University strives to foster a community steeped in honesty, integrity and transparency. The University relies on its stakeholders to advance those values and to identify potential obstacles to the University’s ability to operate ethically and in compliance with applicable laws, regulations and University policies. Providing a safe and non-retaliatory environment is our shared obligation.

The University has adopted this Whistleblower Policy for purposes of: (i) outlining the University’s formal systems and processes for Community Members to report actual or suspected illegal or unethical conduct or violations of the University’s policies and (ii) encouraging and enabling Community Members to raise questions or concerns to the University in good faith about illegal or unethical conduct or violations of the University’s policies. Employees are encouraged to review the Whistleblower Policy which can be found on the Service Portal under University Administrative Policy Library or via this link:


Section 1.07 Americans with Disabilities Act (ADA)

Southern New Hampshire University is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA").

A. Discrimination and Harassment Claims

It is Southern New Hampshire University’s policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual’s disability or perceived disability and to prohibit adverse employment actions related to an individual’s disability or perceived disability.

For more information about Southern New Hampshire University’s Equal Employment Opportunity and Non-Discrimination Statement; Southern New Hampshire University’s Policy Against Discrimination and Harassment; and Southern New Hampshire University’s procedures for resolving discrimination and harassment claims related to disabilities or perceived disabilities, please refer to Sections 1.02 and 1.03 of the Employee Handbook.

B. Reasonable Accommodation

Consistent with this policy of non-discrimination, Southern New Hampshire University will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, provided that such accommodation does not constitute an undue hardship to the university.

Employees who believe they need a reasonable accommodation to perform the essential functions of their job should contact the designated Human Resources Business Partner. The designated Human Resources Business Partner shall appropriately review such requests and share their decision with the employee.
C. Appeal Process

If an employee has a complaint about an accommodation or a decision related to an accommodation, the employee should direct such complaints to the designated Human Resources Business Partner, who shall advise the employee of the applicable appeals procedures.

Appeals for all employees will have an initial first step review by the HR ADA Review Committee. To request an appeal, employees should submit their reason(s) for the appeal and provide any supporting documentation to their HR Business Partner. During this appeal process, employees will be requested to attend a committee meeting to present additional evidence to support the need for their requested accommodation. This ADA Review Committee is comprised of the Associate Vice President of Total Rewards and the Assistant Vice President of HR for each business unit. Employees will be notified of the result of their appeal in writing and advised that further appeals may be taken through the appropriate Grievance Procedures depending upon whether they are covered under the SNHU Professional Employees Association contract or if they utilize the non-covered employee grievance process.

Section 1.08 Family Educational Rights and Privacy Act (FERPA)

Enacted in 1974 and sometimes referred to as the Buckley Amendment, the Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records.

The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. As a recipient of federal funds, SNHU staff and faculty must comply with the law.

Please visit the links below for important information concerning FERPA:
https://my.snhu.edu/Offices/Registrar/Documents/FERPA%20Annual%20Notification%20of%20Rights%20and%20SNHU%20Directory%20Information.pdf

Section 1.09 Immigration Law Compliance

In compliance with the Immigration Reform and Control Act of 1986, a Form I-9 must be completed and retained for all employees to document employment eligibility. New employees must complete Section 1 of the Form I-9 on or before their first day of employment. Specific documentation must then be presented to an authorized representative to complete section two of the form. Instructions regarding how to complete the Form I-9 are provided to employees within the onboarding module in Workday.

Employees that have temporary employment authorization will be contacted by Human Resources prior to the expiration of their employment authorization documentation. Section 3 of the Form I-9, Reverification and Rehires, must be completed by an authorized representative prior to the expiration of the original employment authorization documentation. If Section 3 is not completed and received prior to the expiration date of the original documentation provided, the employee cannot continue employment with the University.

Section 1.10 Social Media Policy

In the rapidly expanding world of electronic communication, social media can mean many things. The term “social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log, blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board, or chat room, whether or not associated or affiliated with SNHU, as well as any other form of electronic communication.

The use of social media presents risks and carries with it certain responsibilities. To assist employees who work for Southern New Hampshire University in making responsible decisions about the use of social media, we have established the following policies regarding the appropriate use of social media.

This policy applies to all employees of Southern New Hampshire University.

A. SNHU Policies for Employee Social Media Use

1. University employees cannot establish any social media account in the name of or on behalf of Southern New Hampshire University without the direct permission of authorized representatives of SNHU Marketing.
2. Social media accounts established by SNHU are to be used for SNHU purposes only. Use for communications and postings that are not directly related to a SNHU business purpose are prohibited.

3. Employees must report unauthorized uses of SNHU social media or SNHU social media accounts to socialmedia@snhu.edu.

4. Employees are expected to be attentive and careful in their use of social media. Employees should be aware that their use of social media may be perceived as representing SNHU and should tailor their use accordingly.

5. An employee should not use social media in a manner that violates federal, state or local laws and regulations, or SNHU policies.

6. An employee should not use social media in a manner that violates the copyright, trademark, or other intellectual property rights of any person or entity, or otherwise violates their legal ownership interests.

7. University employees must be cognizant of their roles as brand ambassadors, and engage in social media practices that best reflect the university and its mission. As such, an employee should not use ethnic slurs, profanity, personal insults; material that is harassing, defamatory, fraudulent or discriminatory; or other content or communications that would not be acceptable in a SNHU workplace under SNHU policy or practice.

8. An employee should not violate the terms of contracts governing the use of any social media content, including but not limited to, software and other intellectual property licenses.

9. An employee must maintain the confidentiality of SNHU proprietary, private or confidential information. Proprietary information may include information regarding the development of systems, processes, products, know-how, training and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.

10. An employee should not use university e-mail addresses to register on social networks, blogs or other online tools utilized for personal use.

This list is not exhaustive. Questions about particular uses of social media or particular social media should be directed to socialmedia@snhu.edu.

B. Legal Disclaimer About Employee Rights

This policy is not intended to govern employees’ establishment or use of personal social media accounts for personal purposes, outside the workplace and using non-university information systems. However, some such personal uses of social media may reflect on SNHU or appear to represent SNHU or to be on behalf of SNHU. In addition, accessing and using personal social media accounts by means of SNHU information systems is subject to SNHU policy. For these reasons, SNHU employees are expected to comply with all SNHU policies, as well as the following standards, when using personal social media accounts under such circumstances.

Nothing in Southern New Hampshire University’s social media policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment. SNHU Employees have the right to engage in or refrain from such activities.

In addition, nothing in this Policy should be construed as limiting the Freedom of Expression defined in the Southern New Hampshire University Professional Employees Associate (SNHUPEA) Agreement. To the extent that any provision in this policy is inconsistent with that document, the Southern New Hampshire University Professional Employees Associate (SNHUPEA) Agreement provisions shall control.

Use of university information systems - SNHU employees have no expectation of privacy with respect to their personal use of social media or personal social media accounts accessed by means of university information systems, or with respect to personal social media content so accessed. They should not expect or assume privacy or confidentiality with respect to any such personal social media use or social media content, except as provided by law.

Your views do not represent the university - Postings and user profiles on personal social media accounts must not state or imply that the views, conclusions, statements or other social media content are an official policy, statement, position, or communication of Southern New Hampshire University or represent the views of SNHU.
If a SNHU employee has not received express permission from the administration to speak on behalf of the University, any user profile, biography, or posting on a personal social media account that identifies that person as a SNHU employee must include a qualifying statement in substantially the following form: “The views I express on this site are my own and do not reflect any official view or position of Southern New Hampshire University.”

**Remember that we have a dedicated social media team tasked with responding to inquiries or criticism** - SNHU has specific social media teams that are responsible for communicating with and engaging students and the general public through our social media accounts. To avoid confusion and ensure that consistent, brand-focused and approved communication ensues, we ask that you not attempt to respond to social media inquiries or comments directed specifically to SNHU.

**Legal liability** - Recognize that you are responsible for anything you write or present online, and your words or actions may create personal legal liability. Employees can be disciplined by the University for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment. You can also be sued by company employees, competitors, and any individual or company that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.

**Common sense guidelines** - Think twice before posting. Privacy does not exist in the world of social media. Consider what could happen if a given post was widely circulated and how that may reflect both on the poster and the university. Search engines can turn up posts years after they are created, and comments can be forwarded or copied. If you wouldn’t say it at a conference or to a member of the media, consider whether you should post it online.

### Section 1.11 Solicitation and Distribution of Materials

In the interests of operating efficiently and for the comfort, convenience and goodwill of other employees/students, no employee/student/non-community member may engage in solicitation on University premises or electronically. An exception to this policy will be community based charitable campaigns approved through the President’s Office.

Donations or gifts solicited for retirements, marriage or other special occasions, however, are considered appropriate and will be allowed. The appropriate department must first approve any festivities.

### Section 1.12 Employee Background Checks

Southern New Hampshire University is committed to protecting the security, safety and health of students and employees, safeguarding the assets and resources of the University, and protecting our brand. To ensure this, the University has chosen to implement a background check policy.

The purpose of this policy is to establish consistent and non-discriminatory guidelines for background checks as part of the selection process for employees and contingent workers. Background investigations confirm a candidate’s qualifications, credentials and suitability relative to the requirements of the position for which they are being considered. Background checks are regulated by federal and state statutes, such as the Fair Credit Reporting Act, The Americans with Disabilities Act, and Equal Employment Opportunity legislation.

Employees are expected to review and understand the policy guidelines which can be found on the mySNHU portal page under University Administrative Policy Library: [https://my.snhu.edu/staff/UAPL/ViewPolicies/Human%20Resources%20Policies/Administration/SNHU_Background_Check_Policy.pdf](https://my.snhu.edu/staff/UAPL/ViewPolicies/Human%20Resources%20Policies/Administration/SNHU_Background_Check_Policy.pdf)

### Section 1.13 Grievance

**A. Grievance Policy for Non-Contracted Employees**

A “grievance” is any dispute or difference concerning the interpretation, application, or claimed violation of any University policy.

Grievances involving claims of discrimination, harassment, sexual misconduct, or retaliation will be handled pursuant to Section 1.03 and 1.07. For information about the procedures applicable to claims involving discrimination, harassment, sexual misconduct, or retaliation, see Section 1.03.
It is the objective of the University to encourage the prompt and equitable resolution of grievances. A grievance may be filed by an individual or by a group of individuals alleging the same grievance. No employee shall be subjected to discrimination or adverse treatment by the University, managers, or other employees for participating in a grievance procedure.

i. Informal Procedure

The grievant(s) will first try to resolve the grievance by meeting with the supervisor for the area involved. The grievant(s) can initiate this step by either speaking directly with the supervisor for the area involved or speaking with the appropriate Human Resources Business Partner(s), who can facilitate this informal procedure.

ii. Formal Procedure

If the informal procedure fails to yield an outcome mutually agreeable to the grievant(s) and the applicable supervisor, the grievant(s) may undertake the formal procedure to resolve their grievance.

Step One

a. The grievant(s) shall submit a written, signed explanation of the grievance to his/her/their supervisor(s) and copy his/her/their Human Resources Business Partner(s) within thirty (30) calendar days following the situation giving rise to the grievance. If the grievance is with an employee’s immediate supervisor, the grievance should be directed to the next level manager. Note, however, that if a grievance is filed by an employee who reports directly to the division leader, the formal grievance procedure begins at Step Two of this Formal Grievance Procedure.

b. The written explanation of the grievance shall state the nature of the grievance including the relevant facts and the person(s) against whom the grievance is filed, list the provisions of the handbook alleged to have been violated, and detail the remedy sought. The grievant(s) should also submit any relevant documents.

c. The supervisor(s) (or next-level manager(s)) shall arrange a meeting with the grievant(s). The meeting shall be held within ten (10) calendar days of the receipt of the grievance. The supervisor(s) (or next-level manager(s)) shall conduct further investigation, as necessary. A written response to the grievance shall be forwarded to the grievant(s) within seven (7) calendar days after the meeting. This response may, among other actions, identify procedural deficiencies with the grievance, such as a lack of standing under this policy, a failure to file in a timely fashion, a failure to adequately state the nature of the grievance, or a failure to include necessary factual information and/or respond to the substance of the grievance.

d. In the event the grievance is not resolved by this initial formal step with the supervisor, the grievant(s) may present the grievance to their appropriate division leader within (10) days following the receipt of the response.

Step Two

A. The division leader or designees shall arrange a meeting with the grievant(s) to be held within ten (10) calendar days of receipt of the grievance. The division leader or designees shall conduct further investigation, as necessary. A written response to the grievance shall be forwarded by the division leader to the grievant(s) within seven (7) calendar days after the meeting. Note that the Formal Grievance Procedure begins at this Step Two if the grievance is filed by an employee who reports directly to the division leader.

Step Three

A. If the grievance is not resolved at Step Two of this Formal Grievance Procedure, the grievant(s) may present the grievance to the SNHU President within ten (10) calendar days of receiving the division leader’s response.

B. The President or designee shall arrange a meeting with the grievant(s) to be held within ten (10) calendar days of the receipt of the grievance. The President or designees shall conduct further investigation, as necessary.

C. The President or designees will send a final written answer to the grievant(s) within seven (7) calendar days after the meeting. The decision of the Present or the President’s designees is final.

iii. Time Limits

A. Failure by the grievant(s) to comply with the time limitations of the Formal Grievance Procedure listed in Step One, Section A shall preclude any subsequent filing of the grievance.

B. Failure by the grievant(s) at any step of this procedure to appeal within the specified time limits shall be considered acceptance by the grievant(s) of the decision rendered at the last step.

C. Failure by the University at any step to communicate its decision within the specified time limits shall permit the grievant(s) to proceed to the next step.

D. The time limits in this formal procedure may be extended by written mutual agreement of the parties.

The filing or pendency of a grievance under the provisions of this Informal or Formal Grievance Procedure shall not prevent the University from taking the aggrieved action subject to the final decision regarding the grievance.
All correspondence by both parties under this procedure shall be sent via University provided email account with delivery receipt requested; certified mail with return receipt requested; or receipted hand delivery, as is most appropriate for the phase of the grievance.

A fellow employee may accompany a grievant to any meeting to provide support. However, the employee providing support, cannot actively engage in the proceeding. These proceedings are not to be regarded as adversarial and are not subject to the legal procedures of a court of law. The presence of legal counsel is not permitted.

B. Grievance Policy for Contracted Employees

Contracted employees should refer to the Southern New Hampshire University Professional Employees Association Agreement for the applicable grievance policy and procedures.

Section 1.14 Employee Health and Safety Policy

The personal health and safety of each employee in the Southern New Hampshire University community is a shared responsibility. Each employee has the responsibility to perform their job in a safe and responsible manner, using good judgment while being aware of the health and safety of themselves and others. The University strives to promote safety and health awareness in the workplace and to provide mechanical and physical facilities that meet safety standards and practices.

Providing a healthy and safe work environment requires the commitment of both the individual employee and the University. The objective of our combined efforts is to keep the number of disabling injuries and illnesses to a minimum with the ultimate goal being no work-related accidents and injuries.

Please visit the link below for important Safety and Health Policies:

http://ggbportal.com/aDNygFo5zhkkBUv/index.php/humanresources/safety

The University’s health and safety program includes:

1. Providing mechanical and physical safeguards to meet safety and health standards.
2. Conducting safety and health inspections to identify and correct unsafe working conditions or practices.
3. Providing health and safety practices training.
4. Developing and enforcing safety and health rules that require employee adherence as a condition of employment.
5. Investigating accidents to correct problems and prevent future occurrences.

Employees are expected to recognize normal safety procedures and to take care that any unsafe conditions are immediately reported to the supervisor. Employees must report any work-related injuries immediately, but no later than 48 hours from the time of the injury, to their supervisor and the Benefits Partner. Any hazardous conditions causing injury should be addressed and corrected immediately or as soon as feasibly possible. Horseplay and practical joking can result in serious injuries or death and will be subject to severe disciplinary measures. The University expects normal housekeeping procedures that contribute to the greater safety of all individuals to be performed regularly. Equipment and clothing should be appropriate to the task being performed in order that all safety measures may be duly recognized.

A University safety committee exists to address safety standard practices. Employees may contact the Safety Committee at safetycommittee@snhu.edu. Safety policies and procedures may be found on the mySNHU portal page under University Workplace Safety.

A. Drug and Alcohol Policy

In accordance with the Drug-free Workplace Act of 1988 and Drug-Free Schools and Communities Act Amendments of 1989 - Public Law 101-226 - House Bill 464, faculty and staff are responsible for knowing and complying with the SNHU Drug and Alcohol Policy. Any employee who violates pertinent federal, state and/or local law, either within the academic community of Southern New Hampshire University, or in a manner that otherwise affects the academic community, thereby violates Southern New Hampshire University policy and will be subject to disciplinary procedures up to and including termination. Employees are expected to present and conduct themselves in a courteous and professional manner at all times. Employees should report to work fit for duty and free of any adverse effects of illegal drug use or alcohol. Employees who are prescribed prescription drugs that have a significant adverse impact on the employee’s ability to perform their job
functions should discuss their particular situation with their Human Resources Business Partner. Employees who are impaired due to their use of illegal drugs, legally prescribed drugs or alcohol violate the policy and may be subject to disciplinary procedures up to and including termination. Southern New Hampshire University explicitly prohibits the use of alcohol on work time unless at a recognized work event where moderate alcohol consumption has been approved by senior leadership in advance.

B. Communicable Disease Policy

Southern New Hampshire University seeks to protect the health and safety of each individual, as well as the campus community. This policy applies to students, faculty and staff of Southern New Hampshire University and aims to reduce everyone’s risk of exposure to any communicable disease. Communicable diseases referred to in this policy and mandatory reporting requirements are defined by the State Division of Public Health.

Employees of the university shall comply with all State and Federal regulations as well as university requirements regarding infection control. When a SNHU faculty or staff member contracts a communicable disease, the disposition of the case will be determined by guidelines dictated by the State Division of Public Health. Faculty and staff of the University have a right to confidentiality and they must sign a consent authorization form for any information to be released.

C. Workplace Smoking Policy

For the safety and health of all, the policy of the institution is to minimize the effects of smoking in the SNHU workplace buildings, as required by state legislation (RSA 155:64-77). Smoking is prohibited in the following areas:

- All SNHU building “work areas” are defined as any enclosed location, permanent or temporary, where faculty, staff or students perform any work-related duty in the course of their employment.
- Public areas are areas such as hallways, classrooms, bathrooms and the Student Center. This policy does not supersede rules for areas where smoking is prohibited by fire, safety, and health codes or business necessity. Any other smoking policies that departments are currently enforcing should be reviewed for consistency with this statement. If you notice that proper receptacles are not available in areas where smoking is allowed, please inform the facilities department or a safety committee member as soon as possible.
- Public entrances and exits to SNHU buildings will be free from smoke up to 25 feet (as recommended by the AMA). The intent of this smoking restriction is to prevent individuals from congregating while smoking at any building entrance or exit. Individuals should respect the rights of others and extinguish all smoking materials in the proper receptacles prior to arriving at an entrance/exit.
- All Athletic Fields.
- To comply with the New Hampshire Indoor Smoking Act, Southern New Hampshire University will not permit smoking, including e-cigarettes, in any of its public/common facilities, work areas, including each of the continuing education centers, and other office locations.

D. Pets in the Workplace

Southern New Hampshire University prohibits bringing a pet (a domestic animal kept for pleasure or companionship) to work or having a pet in Southern New Hampshire University controlled buildings and or on Southern New Hampshire University controlled premises, with the exception of service animals providing Americans with Disabilities Act (ADA) approved reasonable accommodations for a person with disabilities. Refer to section 1.07 for further information concerning Americans with Disabilities Act.

E. Possession of Firearms

Possession of a firearm or weapon including explosives, knives and other weapons that might be considered dangerous or that could cause harm is prohibited on property owned or controlled by Southern New Hampshire University or at company sponsored events. University property includes all university-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the university’s ownership or control. In addition, this policy applies to all university-owned or leased vehicles and all vehicles that come onto university property. The prohibition applies regardless of any permit to carry a firearm, however the prohibition does not apply to law enforcement officers authorized to possess a firearm entering the premises within their scope of duty. Any exception must be requested and approved in writing by the Director of Public Safety.
Section 1.15 Professional Expectations

A. Appearance

All employees are expected to dress professionally and in accordance with the type of position held. If dress is deemed not professional or appropriate for the workplace, the manager will have a discussion with the employee to review workplace dress expectations. Additionally, some areas of the University may require employees to wear uniforms. Care of the uniforms shall be the responsibility of the employee.

B. Workplace Conduct

Employees are expected to conduct themselves in a professional and courteous manner at all times. Employees shall demonstrate good judgment in all workplace interactions. Inappropriate workplace conduct will be dealt with on an individual basis and may involve disciplinary procedures.

A workplace is defined as an establishment or facility at a particular location containing one or more work areas. Remote work locations including an employee’s home office can also be defined as a workplace. This policy also applies to situations where employees are representing SNHU at offsite work related events.

Employees have an obligation to conduct business in the best interests of Southern New Hampshire University in connection with matters arising from or related to their employment and other University activities and within guidelines that prohibit actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of the University’s internal and external business and operational dealings. As a result, employees must not engage in external activities that interfere with their obligations to the University, damage the University’s reputation, compete with the university’s interests or can reasonably be viewed as doing so.

For the purposes of this policy, a relative is any person who is related by blood or marriage or whose relationship with the employee is similar to that of persons who are related by blood or marriage. An immediate family member may not be hired if the employment would a) create either a direct or indirect supervisor/subordinate relationship with a family member or b) create an actual conflict of interest or the appearance of a conflict of interest. The aforementioned criteria will also be considered when assigning, transferring or promoting an employee. Southern New Hampshire University generally prohibits individuals from being in a supervisory capacity over family members or those with whom they have a sexual or romantic relationship. This includes the direct manager, as well as anyone in the overall reporting line/chain of command. Any such relationship must be disclosed to the appropriate Human Resources Business Partner immediately. Each situation will be reviewed on a case-by-case basis and an appropriate course of action determined, which may include an attempt to move one of the parties outside of the reporting line if possible. Violation of any of the foregoing requirements may lead to disciplinary action up to and including termination. Employees who develop personal relationships with other employees or students must be aware that these relationships can easily lead to misunderstandings and misinterpretations regardless of the individuals’ intent. Because personal relationships may interfere with job performance, employees must be cautious and recognize the potential difficulties that may result from such relationships. The University, therefore, strongly discourages close personal relationships with students and employees with whom you have or may have a reporting relationship. Should relationships interfere with the productive employment and professionalism of the workplace or result in the appearance of favoritism in dealings with other employees, disciplinary action up to and including dismissal may be warranted.

Employees may not receive any income or material gain from individuals outside the University for materials produced or services rendered while performing their University positions. Any potential conflicts of interest should be disclosed to the senior leader in the department. Employees are strongly encouraged to disclose any financial interest or external activity that could present an actual conflict of interest or commitment or might reasonably be perceived to create either. Failure to disclose an actual or potential conflict of interest or commitment may result in corrective action up to and including termination.

The University discourages personal gifts and favors from vendors and/or other entities with whom the University does business or who may be seeking our business. Personal gifts and meals of more than a nominal value should be declined or returned to avoid any appearance of a potential conflicts.

Employees may assume outside consulting and other professional activities, provided such commitments do not interfere with University obligations or constitute a conflict of interest. Prior to accepting a teaching or other appointment at another college or university, all full-time employees must seek approval from their manager and if necessary, their next level manager. University services and resources shall not be used in support of private, income-producing activities. If an
employee uses such services and resources without prior approval, he/she shall reimburse the University, and, may be subject to disciplinary action.

C. Attendance

Employees are expected to report to or begin work as scheduled, on time and prepared to start work. Employees are expected to be actively working whether on-site or remotely for their entire work schedule. Unplanned absences and use of PTO will be monitored. During the occurrence of an unplanned absence the employee must contact their supervisor or designee within one half hour prior to their normal starting time or according to the department’s established protocol. Additionally, the employee will provide the reason for the absence and the expected return time and date.

In situations involving an unplanned absence of 3 consecutive work days or more due to medical related reasons, a doctor’s certificate will be required to return to work.

D. Computer and Network Use

The Computing and Infrastructure Services team provides and supports the technology foundation at SNHU and offers personal assistance to the university community regarding their technology needs.

Users of Southern New Hampshire University equipment, software and computer accounts are to follow acceptable standards of ethics and conduct in their use of computing resources. Employees are expected to read and understand applicable IT policies including the Network User Policy.

E. Use of Phone and Mail Systems

Telephone and mail systems are provided for business related use only and the University reserves the right to monitor usage. Employees issued a SNHU cell phone are responsible for following all requirements and usage and terms under the agreement.

Section 1.16 Public Safety

Our Public Safety Department is committed to the safety and well-being of the University Community. Its goal is to provide quality public safety services based on community policing principles. By partnering with the community, the Public Safety Department can promote a safe and secure educational, cultural and working environment for students, faculty, staff and visitors. Please visit the link below for important information concerning emergency management:

https://my.snhu.edu/Resources/EmergencyManagement/Pages/default.aspx
Section II. General Employment Policies

Section 2.01 At-Will Employment

Except as provided in the Agreement between Southern New Hampshire University and the Southern New Hampshire University Professional Employee Association, none of the University’s policies, procedures or practices, including those set forth in this University Employee Handbook are to be viewed as a contract or as creating any promises or contractual rights of any kind. Rather, they are guidelines which can be changed by the University at its discretion at any time and without prior notice or agreement. The University Employee Handbook supersedes and replaces all previous handbooks and other statements of University policy rules and procedures. Only the President of the University or designee has the authority to enter into a contract of employment for any specified period or to make any promises contrary to the foregoing. Any such agreement or promise shall not be enforceable unless set forth in writing and signed by the President of the University or designee.

The employment of each person is “at will,” which means employment may be terminated at the employee’s option or the University’s option, at any time, for any reason or no reason, with or without cause.

Nothing contained in this handbook or any other manual or policy, work rule or oral or written statement of the University is to be viewed as a contract or as creating any promises or any contractual right of any kind to employment or benefits of employment.

Section 2.02 Suspension of Normal Operations

A. Purpose

Southern New Hampshire University has students across the country and as such must continue to service and support these students even in the event of an emergency. In the event of an emergency that may impact our campuses or business sites, such as a power failure or hazardous conditions or extreme weather conditions, business operation decisions may be made for local non-remote employees to ensure the safety of our students and employees.

If hazardous conditions are expected, management may proactively work with employees to ensure proper preparations have taken place to allow for productive work from home arrangements. When an office is open, if an employee determines that their personal circumstances would not allow for safe travel to or from the work site or in cases of employees who work remotely, but due to limited access to technology are unable to perform the duties of their position, the employee is expected to contact their manager before the start of their normal working hours and to take the appropriate number of accrued PTO hours for their absence. For more information specific to your department or business unit please refer to your direct manager.

In severe conditions, in addition to work from home accommodations, the University may make a decision to delay the opening of offices, partially close offices or completely close offices and work sites. These decisions are communicated through SNHU Alerts.

University decisions to delay or cancel classes on campus or at centers, do not translate to the delayed opening, early closure or closure of offices. Decisions related to classes and decisions related to offices are separate and distinct.

This policy is not applicable to remote based employees who do not physically work on the University campus or a University office.

B. SNHU Alerts - Notification

To learn of any Office Closures, delayed office openings or Work from Home directives, employees should sign up for SNHU Alerts. To sign up for alerts log onto mySNHU. On the left hand side under Public Safety, click on SNHU Alerts to enroll.

Based on the office location or emergency situation, different SNHU Alert decisions may apply. When registering for SNHU Alerts, select the location for which you would like to receive alerts. The SNHU Alert system will continuously update to provide information for all shifts. In most cases, SNHU Alert announcements will be made no later than 2 hours prior to the start of a shift. If you have a question or require clarity, you should reach out to your manager.
C. SNHU Alert - Work from Home

During times of inclement weather, power failure or other hazardous conditions, while offices may not officially close, employees may be requested to Work from Home to avoid driving to their work location. In these situations, employees will be paid their regular rate of pay for time worked from home. If an employee does not have the ability or resources to work from home, they should consult with their manager for direction. If an employee is not available to work in these situations, this will be considered an absence and the employee should enter the appropriate number of PTO hours for this absence.

D. SNHU Alert – Full or Partial Office Closures

In the event that a determination is made that an office, division, work site or University will be closed, either partial or full due to an extreme condition or emergency, severe hazardous conditions or a natural disaster, employees may be expected to work from home during this time. Guidelines and directions regarding working from home will be provided by managers and/or dedicated Human Resources Business Partners. In the situation of an employee unable to work due to unplanned or an unforeseen situation or inability to work due to work environment or lack of technology, it is expected the employee will utilized accrued PTO time.

Employees on a pre-approved absence should treat this time as time off and record the appropriate number of accrued PTO hours.

**Hourly Non-exempt Employees**

When an SNHU Alert advises that there is an official full or partial closure, regular hourly non-exempt full-time and half-time employees who are not considered essential personnel and as such are not required to report to the work site or notified by their manager that they are not required to Work from Home during the closure, will be paid at their regular hourly rate for their regularly scheduled hours while the office, division, work site or university is closed. The applicable time entry code is “School Closure”.

Regular hourly non-exempt full-time and half-time employees who are notified that they are required to work from home and as such not required to report to the work site as directed by their manager, during a full or partial closing will receive pay at the rate of time and one-half their normal rate of pay. Pay at the rate of time and one-half will be paid only for hours actually worked during a designated closure. In this situation employees do not enter “School Closure”, but instead use the time entry code “Closure Worked” to enter hours worked during the closure.

**Salaried Non-exempt Employees**

When an SNHU Alert advises that there is an official full or partial closure, salary non-exempt employees who are not required to report to work or who are not required to work from home during the closure will be paid for the hours and no time entry is required.

Salaried non-exempt employees who are required to work, as directed by their manager, during a full or partial closure will receive pay at the rate of time and one-half their normal rate of pay. Pay at the rate of time and one-half will be paid only for hours actually worked during a designated closure. During a partial closure, employees will enter the hours worked during the closure using the time entry code of “Closure Worked-SN”.

E. Essential Hourly Non-Exempt – Required on Site

During times of an emergency or hazardous weather conditions, certain hourly non-exempt employees may be deemed “Essential Personnel.” Employees who are essential will be notified by their manager. Employees who have been directed to work from home are not considered “Essential Personnel”. Essential employees are required to report to the work site to ensure continuous student service, operations and required maintenance tasks are performed on site. Essential personnel are paid time and one-half of their regular rate of pay for the hours in which work is performed during closure as well as straight time pay for their regularly scheduled shift. For essential hourly non-exempt employees, the applicable time entry codes include “School Closure” and “Closure Worked Essential”. In the case of a closure, essential Hourly Non-Exempt employees will record total hours worked utilizing the “School Closure” time entry code and additionally, will enter the total number of hours worked including in and out work times utilizing the “Closure Worked Essential” time entry code.

Essential personnel who are not available to work during these periods or are on a pre-approved absence should treat this time as time off and record the appropriate number of accrued PTO hours.
Section 2.03  Employee Referral Program

From time to time, Southern New Hampshire University offers an employee referral bonus program which affords employees the opportunity to refer an applicant for employment with the University. If an active referral bonus payment is currently in place, the details may be found in the SNHU Service Portal.

Section 2.04  Employment Verification Requests

Organizations, such as, financial institutions and residential property managers routinely contact employers for information on an employee’s work history and/or salary as permitted.

All requests of this type should be requested through the SNHU Service Portal.

Section 2.05  Employment and Orientation of New Employees

The overall responsibility for the employment and orientation of new faculty and staff members rests with the unit’s management team and Human Resources.

Managers are encouraged to develop an onboarding plan to assimilate the employee to the unit and Southern New Hampshire University. The manager is encouraged to meet with the employee to establish performance expectations and goals for the upcoming performance evaluation period.

Section 2.06  Definitions Relating to Employment Status

Southern New Hampshire University classifies non-student categories of employees as either salaried exempt, salaried non-exempt or hourly non-exempt as determined by the Fair Labor Standards Act. The Fair Labor Standards Act (FLSA) establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in federal, state and local governments. FLSA provides guidance to determine whether a position is exempt from overtime and minimum wage requirements (i.e. not eligible) or whether they are non-exempt (i.e. eligible).

In keeping with FLSA regulations, the following employee classifications have been established: A non-exempt employee under the FLSA means an employee is eligible for overtime after working more than 40 hours in a work week (or as defined by state law).

Exempt employees are not eligible to receive overtime pay. An exempt position must meet the executive, administrative and/or professional exemptions duties test and must meet the exempt salary threshold as defined by the Department of Labor to be exempt for overtime. All exempt employees at SNHU are paid on a salaried basis and do not record time worked.

Full-time undergraduate and graduate day students are only eligible to hold student positions and are ineligible to hold other positions.

Employees will be informed of their employment status when hired or when they move into a new position.

A.  Full-Time Regular Employees

Classification of positions in which the employee is hired to work in a 40-hour per week budgeted, benefit eligible position.

B.  Temporary Employees

Classification of positions in which the employee will typically work for a period of no more than 90 days in a temporary capacity.

C.  Contingent Workers

Contingent workers are individuals employed through vendors or in some cases are self-employed. These individuals perform work for the University for a limited specific period of time and as such are not considered employees of the University.
D. **Half-Time (HT) Employees**

Classification of positions in which the employee is hired to work a consistent, routine schedule year round, averaging between 20-28 hours per week.

E. **Less Than Half Time (LHT)**

Classification of positions in which the employee is hired to work a consistent, routine schedule year round, averaging less than 20 hours per week.

F. **Pro-Re-Nata (PRN) Staff**

Classification of positions in which the employee is hired to work an irregular schedule driven by business demand. Schedules or assignments are not routine or consistent or work. Employees in this classification are not considered regular employees due to their work schedule. Within this classification, there are two distinct types of PRN employees:

- PRN Staff
- PRN Adjunct Faculty

### Section 2.07 Classification and Compensation Program

The primary objective of the SNHU Classification and Compensation Program is to support the organization’s mission and values by providing an equitable, systematic classification of jobs that enable SNHU to attract, retain, and develop a diverse, highly qualified, and talented workforce. SNHU strives to deliver salary that is competitive, sustainable, and fiscally responsible. The compensation structure and policies reflect the breadth and complexity of the work performed in positions across the University, while accounting for the unique sets of skills and responsibilities of the employees in those positions.

The purpose of the Program is to guide decisions regarding SNHU job classification and compensation actions related to hiring, promotions, classification and other salary increases, with the primary goal of ensuring compliance with applicable laws such as the Fair Labor Standards Act (FLSA), Equal Employment Opportunity Program, the Equal Pay Act and applicable law.

The Program applies to regular, full-time staff positions, excluding senior leader positions, highly-compensated classified positions and other specialized positions that fall outside of the structure. To the extent that any portion of the Program is deemed inconsistent with the provisions of the SNHU Professional Employee Association Agreement, the agreement will prevail.

Additional information on the SNHU Classification and Compensation Program can be found in the [SNHU Service Portal](#).

### Section 2.08 Promotions and Transfers

Southern New Hampshire University is committed to providing opportunities for employees to develop in their current positions and through promotion and/or departmental transfer opportunities. Employees are encouraged to maintain an open dialog with their manager to ensure that employees are aware of opportunities for personal and career development.

Notices of job opportunities are generally posted on our employment website for a period of five business days. Under extenuating circumstances, the five-day posting period may be waived or shortened.

Active employees are eligible to apply for posted positions once they have satisfactorily completed nine (9) months in their current position. Please speak with your HR Business Partner before applying. Job changes may require reference and background checks.

To be considered for a posted position, employees must apply within Workday. Employees are expected to notify their current manager that they are applying for another position internally prior to submitting their application no later than one business day after submitting an application.

As a University with multiple functional divisions, it is important that mutual respect and cooperation exists between units. When an employee accepts a new position in another unit, the two units involved will work together to identify a transfer date in coordination with the designated Human Resources Business Partner and/or with a Talent Acquisition Specialist. Transfers will generally take place after a two week notice period. However, the specific timing should be mutually agreed upon by the current and new manager and in extenuating circumstances take place within no more than four weeks.
Promotions to a position carrying a higher job classification/level will normally receive a salary increase. Transfers to a position carrying the same classification level will normally not be eligible for an increase in salary. Transfers to a position with a lower classification level normally will result in a decrease in salary.

Section 2.09  Workplace Access

A.  Company Key Distribution

All keys are distributed by the Office of Facilities Management. Individuals are responsible for all keys issued. Supervisors are responsible for the return of keys upon an employee’s separation from the University.

B.  I.D. Cards

All non-remote full-time and half-time employees must obtain a picture identification card. This identification card ensures workplace security and access while also permitting employees to use the library, athletic facilities, and to attend University-sponsored functions.

Employees may also be asked to show their identification card at other times. It is recommended, therefore, that employees have their identification card with them at all times. Identification cards are the property of the University, for the employee’s use only, are not to be altered or shared with others, and must be returned to the University upon termination of employment. In case of lost or stolen cards, it is the employee’s responsibility to notify their HR Business Partner.

C.  Parking

Upon employment, employees are assigned designated parking areas and are issued parking decals or passes according to the campus in which they work. All employees shall display their parking permits properly when parked in their designated parking lot. If a vehicle does not properly display a permit or is inappropriately parked and is not corrected, the vehicle will be subject to towing and/or corrective action. Southern New Hampshire University will not be liable for any damage or theft caused to any motor vehicle, or contents thereof, while parked in a Southern New Hampshire University owned or leased parking lot or garage.

Specific parking spaces are reserved in some lots for the physically disabled and are marked by signs. This parking is available only for disabled persons.

All employees are expected to review and comply with parking policies for their work location and/or any SNHU location(s) they visit in the performance of their duties. Violations of parking violations may result in disciplinary action. Click here to view the Millyard parking policy. Click here to view the Campus parking policy.

D.  Access to Personnel Files

Employee personnel files are the property of Southern New Hampshire University and are kept confidential.

Requests to review the contents of one’s own personnel file may be directed to the designated Human Resources Business Partner. Within reason, requests to review the contents of one’s own file will be accommodated as soon as practical. Employees may request a copy of their personnel file and the current reasonable rate may be charged to duplicate the contents of the file. An employee shall be permitted to make hand-written notes from the file but shall not be permitted to remove the file or any of its contents.

If, upon review of one’s personnel file, the employee disagrees with any of the information contained in the file, and the employee and supervisor cannot agree upon removal or correction of such information, then the employee may submit a written statement explaining the employee’s version of the information together with evidence supporting such version. Such statement shall be maintained as part of the employee’s personnel file, shall be included in any transmittal of the file to a third party, and shall be included in any disclosure of the contested information made to a third party.
Section 2.10 Updating Employee Records

Employees are responsible for updating their personal data, such as legal name and address changes, using the self-service functionality within Workday. It is imperative to update your address when you move to ensure proper payroll withholding and other government notifications. Please know that if an address is incorrect, tax corrections cannot be made once a payroll has been processed. Additionally, employees may submit requests for benefit changes, life beneficiary changes and emergency contact changes through Workday.

All changes are reviewed and approved or denied based on the data submitted.

Section 2.11 Service Recognition

Service recognition and awards programs have been developed to express appreciation for the special contribution that long-term employees make to the growth and development of the University. Annually, service awards are presented to full-time and half-time employees for each five-year service increments.

Section 2.12 Emeritus Policy

The granting of emeritus status is an honor bestowed by the University’s Board of Trustees. The Board, upon the recommendation of the President and Personnel Committee, may confer emeritus status upon a member of the University community.

- The criteria for the conferral of emeritus status are as follows:
- The individual is retiring from the University with 10 or more years of service.
- For faculty, the individual shall normally have achieved the rank of professor.
- The individual has given the University distinguished service over an extended period of time.
- The granting of emeritus status is an honorary title. Honorees are listed in the University catalog.

In addition, those holding emeritus status receive a permanent University ID card that entitles them to free campus parking, use of the University library and access to the athletic complex. Emeriti may request business cards and are encouraged to participate in the life of the University.

Section 2.13 Performance Engagement

A performance engagement process has been established for non-faculty staff. All areas of performance will be addressed during the process. In addition, goals from the previous evaluation cycle will be reviewed and new goals will be established for the upcoming evaluation cycle. The guidelines and evaluation process are administered by Human Resources.

A. Salary Adjustments

On an annual basis the University considers a general salary adjustment for non-contracted employees. If approved by senior leadership, full-time, half-time and less than half-time employees, who meet eligibility requirements shall receive the general increase effective September 1. To be eligible, employees must have been employed by the University on or before June 1 of the current performance year, occupy a regular full or half time/less than half time position as of June 1 of the current performance year and must have a successful performance rating for the current performance year. Additionally, general salary adjustments exclude PRN part time employees, temporary and seasonal employees. Program guidelines exclude individuals at the executive leadership level and other designated roles as deemed to fall outside of the compensation and other salary guidelines administered by Human Resources.

Employees who have received an overall performance rating that indicates the need for improvement (NI) will be placed on a Performance Improvement Plan (PIP) and will not receive the general salary increase. However, an additional evaluation may be conducted at the mid-year cycle. If performance has improved and performance has been sustained, then the individual may receive the general increase effective on the first of the month following their mid-year review in coordination with the Human Resources Business Partner.
B. Corrective Action / Disciplinary Notices / Discharge

Supervisors are responsible for corrective action involving their employees in consultation with the designated Human Resources Business Partner. While the University may generally work with employees to improve performance through a performance improvement plan (PIP) and/or prior warnings, it reserves the right to suspend, discharge or otherwise discipline an employee at any time. Original disciplinary notices must be sent to the designated Human Resources Business Partner for inclusion in the employee’s personnel file. The notice is to include the employee’s comments and signature. An employee’s signature simply acknowledges receipt of the notice and an understanding of its contents, not agreement or disagreement with its contents. The University retains the right to take disciplinary action up to and including termination for serious infractions, misconduct, violations of rules or safety measures, or for other performance issues.

Involuntary resignation or immediate termination for conduct, actions, or performances that violate or conflict with the policies of the University may occur without warning. Examples of reasons for dismissal include but are not limited to: Cause (serious misconduct, dishonesty, unethical, unprofessional, insubordinate or dangerous behavior), Poor Performance (incompetence, failure to meet set standards, excessive absenteeism) or Record (omission of specified information or falsification of employment records).

An employee terminated for disciplinary reasons will receive neither notice nor pay in lieu of notice and may not be eligible for unemployment benefits.

Section 2.14 Separation from Employment

A. Types of Separation

Voluntary Resignation

Resignation and retirement are voluntary termination of employment initiated by the employee. Employees planning to leave the University should submit a written resignation to Human Resources and their manager.

Involuntary Separation

The University has the right to terminate any at-will employee, with or without cause at any time.

Conduct, actions, or performances that violate or conflict with the policies of the University may be grounds for immediate termination and may be without warning. Examples of reasons for dismissal include but are not limited to: Cause (serious misconduct, dishonesty, unethical, unprofessional, insubordinate or dangerous behavior), Poor Performance (incompetence, failure to meet set standards, excessive absenteeism) or Record (omission of specified information or falsification of employment records).

The University retains the right to take disciplinary action up to and including termination for serious infractions, misconduct, violations of rules or safety measures, or for other serious performance issues.

An employee terminated for disciplinary reasons will receive neither notice nor pay in lieu of notice, and may not be eligible for unemployment benefits. The University complies with all Department of Labor regulations. In some cases, an appeal process may apply. Contact Human Resources for more information.

B. Notice of Separation

Upon notification, an exit interview with Human Resources is encouraged regardless of the reason for termination.

Full-time and half-time staff may resign or retire by submitting a written 14 day notice to the appropriate supervisor and Human Resources.

The notice period shall be a working notice during which the employee will not be eligible to use any PTO. PTO will not at any time extend the length of employment for benefit purposes.

C. Re-Employment

Former employees who departed from the University under satisfactory circumstances may be considered for re-employment. Reference and background checks may apply.

The employee’s rehire date will be reflected in the Hire Date field and Continuous Service Date field in Workday. The Continuous Service Date is used for service recognition and for programs such as PTO accruals, tuition eligibility and other
programs that have eligibility requirements based on service. Note: The SNHU Retirement Plan benefit has specific re-employment service date criteria. To be eligible for an adjusted service date employees must have held a regular full-time position previously and be rehired into a regular full time position with a break in service less than 12 months.

Section 2.15 Employee Engagement

The University has committed to promote a culture of employee engagement through active listing, continuous feedback, ongoing coaching and open communication.

Southern New Hampshire University annually participates in the Great College to Work For survey. This survey seeks feedback from faculty and staff of higher education institutions across the United States to provide insights on the quality of the workplace experience and their institution’s policies and benefits.

Additionally, the University seeks employee feedback through regular employee pulse surveys. These surveys will help the University to gain a deeper understanding of our working culture.
Section III.    Employee Group Benefits

Section 3.01 Overview

The University provides a comprehensive group benefit program for all full-time employees. This comprehensive program includes medical, dental, vision, flexible spending accounts, life insurance, short term and long term disability. A number of the programs, such as Social Security, Workers’ Compensation and Unemployment Insurance, are considered legislated benefits and cover all employees in the manner prescribed by law.

The University reserves the right at any time to add, amend or eliminate all or part of the employee benefits set forth in the Handbook. This section contains only a summary of benefits; refer to the plan documents available on the Benefits portal page under the employee benefits lounge for in-depth information.

Section 3.02 Legislated Benefits

Southern New Hampshire University seeks to ensure regulatory compliance and as such takes the necessary steps to comply with relevant laws, polices, and regulations, both at the federal and state level.

A. SNHU Group Benefit Plan – Legal Notices and Documents

Each year SNHU is required to file and distribute information on each of our benefit plans with the Employee Benefits Security Administration, a division of the U.S. Department of Labor. To view these notices and reports, visit the Employee Benefits Lounge.

B. ACA

Under the Patient Protection and Affordable Care Act (ACA), individuals are required to have health insurance while large employers are required to offer health benefits to their full-time employees. If you are covered under a SNHU Medical Insurance plan, our medical provider is required to provide covered employees with a 1095-B. Additionally, as required under ACA, full time employees will receive form 1095-C.

C. Workers’ Compensation

The University carries workers’ compensation insurance to cover claims arising from job-related injuries or illnesses.

Any injury, illness or incident involving an employee must be reported immediately or within 48 hours to the employee’s supervisor and the Benefits Partner. When the employee is unable to report the injury, the supervisor will contact the Benefits Partner.

1. Work-related injury, illness or incidents must be reported via phone, email, fax or in person within 48 hours, regardless of whether the worker sustained an injury requiring medical attention;

2. Employees who experience a work-related injury, illness or incident must complete a Notice of Accidental Injury and Workers’ Compensation Report within 48 hours.

3. The employee’s supervisor will complete a Supervisor’s Report of Accident Investigation and return it to the Benefits Partner within four (4) calendar days of the injury;

4. A member of the University’s Joint Loss Safety Committee will be designated to review the details of the injury and investigate further if necessary.

5. Workers’ Compensation benefits are approved and paid by the Workers’ Compensation insurance carrier. Benefits are paid only while the employee is under the care of a physician, and include wage payment equal to 60% of gross wages and 100% payment of medical expenses incurred solely due to work-related injuries/illnesses under the provisions of the law;

6. Salary continuation benefits for full-time employees are not payable in conjunction with a work-related disability.

7. If an employee will be absent fewer than fourteen (14) calendar days due to the physician approved disability, accrued time off (PTO) may be used towards the first three days missed. Subsequent days missed will be paid by
the Workers’ Compensation insurance company. If the physician returns the employee to temporary alternative duty work within five days of the date of injury, the insurance company will pay benefits back to the date of injury. If an employee is absent for fourteen (14) days or longer, workers’ compensation will be paid retroactive to the first day absent. Therefore, accrued time will not be used.

8. The University’s group benefit program for full-time employees continues during a Workers’ Compensation absence. During this time the employee is responsible for the employee’s share of benefit premiums.

9. The University offers temporary alternative duty work opportunities in those instances when an employee temporarily may not be able to resume their full duties after a work-related accident or injury. This program is designed to enable the injured employee to return to work on a reduced capacity basis until the employee can resume full duty work.

For more information on specific benefits and limitations, contact a Benefits Partner.

D. Unemployment Compensation

Unemployment compensation is administered by the State in which the individual is employed and provides partial income replacement to employees who lose their jobs through no fault of their own. This benefit applies to all faculty and staff who receive wages from SNHU. It does not apply to student workers.

E. Social Security and Medicare

The University matches employees’ contributions to the Federal Social Security and Medicare Programs under the federal formula. Retirement and disability benefits are made available under this program according to the rules and regulations of the Social Security Administration and Medicare.

F. Health Insurance Continuation (COBRA)

The Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1986 and as amended requires employers to offer continued health coverage for full-time covered employees and their dependents in certain circumstances where they would otherwise lose coverage. Continued health coverage, if elected, would be at the full cost of the health insurance plus administrative fees as applicable. This coverage is limited for a specific number of months based on the qualifying event. Employees and their dependents must elect coverage within 60 days of the date the election notice is provided.

The following qualifying events will initiate COBRA:
Termination of employment (voluntary or discharge, other than gross misconduct);
Employees’ entitlement to Medicare;
Reduction in work hours, resulting in loss of benefit eligibility;
Death of covered employee (coverage under COBRA for eligible dependents);
Divorce or legal separation from covered employee (coverage under COBRA for eligible dependents);
Child of covered employee loses dependent status.

If a qualifying event outlined above should occur please notify Human Resources as soon as possible so you can be informed of the applicable benefits under this law.

G. Family and Medical Leave Act (FMLA)

The provisions of this policy are intended to comply with the Family and Medical Leave Act of 1993 and as amended to include the Military Family Leave provisions effective 2008 and the Fiscal Year 2010 National Defense Authorization Act (H.R.2647). Any terms used from the Act will be defined by the Act. To the extent that this policy is ambiguous or contradicts the Act or U.S. Department of Labor regulations, the language of the Act or regulations will prevail. FMLA may be concurrent with other eligible leaves. Please refer to section 3.03(e) for more information.
Section 3.03 Leaves

Leave types include disability, military, parental, adoption, and others as outlined in this section. When the need for an employee leave arises, the employee is responsible for communicating with their supervisor and the Benefits Partner.

To be considered for a leave, employees, in a timely manner, must complete and submit an online request form available on the Employee Benefit Lounge. Requests for leaves, when foreseeable, shall be made 30 days prior to the start of leave. Leave requests are reviewed by the employee’s supervisor and Benefits Partner for consideration. If the leave request type is for disability or eligible under the Family and Medical Leave Act (FMLA), in addition to working with the Benefits Partner, the employee will be required to work with a Third Party Administrator designated by the University. The Third Party Administrator’s role will be to certify the medical need and to make a determination whether FMLA is applicable.

It is the employees’ responsibility to provide all requested medical documentation to the third party administrator within 15 calendar days, which may require appropriate follow up with medical providers.

Employees who do not submit a request for leave or provide completed medical certification to our third party administrator within the first 15 calendar days of being absent will be considered on an unauthorized leave and provided with notice of impending termination.

While on leave, employees do not accrue time off (PTO) for any full pay period that they are on leave. Upon return from leave, there will be no retro-active time accruals. Additionally, depending on the type of leave, employees will be required to use accrued time, as unpaid time is not allowed if accrued time is available. Negative PTO may not be utilized while on leave. SNHU designated holidays that fall within an approved leave of absence are paid as part of the approved leave. Holidays do not extend the length of a leave. Holidays that fall within an unpaid leave of absence are unpaid.

Leave benefits are not payable for work-related disabilities, as work-related disabilities are filed under Worker’s Compensation.

During the period of leave, benefits for full-time staff will continue without interruption. The employee shall remain responsible for the employee’s share of the benefit premiums.

Various state laws mandate a variety of different leaves. Southern New Hampshire University complies with these state laws. For questions, please contact the Benefits office.

A. Disability Leave

Disability leave requests will be reviewed for eligibility for regular employees who are unable to perform their regular job duties due to a non-work-related illness or injury when their doctor certifies their full disability for a period of seven or more consecutive calendar days.

Disability leaves will be evaluated and certified by the University’s Third Party Administrator. Employees seeking Disability Leave are expected to comply with the Third Party Administrator’s process, including providing appropriate medical support within the timeframe identified. Throughout the leave the Benefits Partner and/or the Third Party Administrator may ask for additional certification. Failure to comply with the process and/or to provide appropriate medical documentation, could result in the claim being denied, and the employee being required to report back to work within 24 hours. Failure to do so could result in termination of employment.

During the disability leave for a full-time employee, all group insurance benefits continue without interruption. The employee remains responsible for the employee’s share of the benefit premiums.

When an employee is on a disability leave and holds an additional position within the University, such as adjunct instructor, the employee is considered medically disabled, and as such, is not permitted to perform work for the University.

Paid Disability Leave which may include Salary Continuation and Short Term Disability, if approved, may last up to 180 calendar days in total. Paid Disability Leave will run concurrent with The Family Medical Leave Act – FMLA, which provides job and benefits protection (not pay) for up to 12 weeks.

Upon the end of a medical disability period, appropriate medical documentation certifying the employee’s fitness for duty must be provided. Employees are then expected to return to work on their next scheduled business day. If the employee is unable to return to work due to the need for a reasonable accommodation, they should contact their HR Business Partner immediately. If an employee fails to follow these steps, there will be no guarantee of reinstatement to the same or equivalent position and may result in employment termination.

In the case where the employee has exhausted FMLA, is still on disability, and is not expected to return in the foreseeable future, the employee will continue on leave and their position will be filled. If fitness for duty is provided at a later date, prior to the maximum of 180 calendar days of disability, the employee will be granted a two-week unpaid leave period to
secure a job opportunity within the University. If following that two-week unpaid leave, the employee has not secured a position, the employee’s employment with the University will be terminated.

i. **Salary Continuation Program**

Salary continuation benefits apply to employees with a minimum of 90 calendar days of regular full-time service prior to the start of the leave.

Disability leave certified by our Third Party Administrator is eligible for payment under the Salary Continuation benefits. The salary continuation benefit will be equal to 100% of base wages for the first 30 calendar days.

When a disability leave certification is pending, the University will utilize accrued time such as PTO, and if exhausted, time will be unpaid. Upon certification, accrued time will be re-instated to the first day of leave.

ii. **Short Term Disability**

Short Term Disability benefits apply to employees with a minimum of 90 calendar days of regular full-time service prior to the start of the leave.

Short Term Disability benefits commence on the 31st calendar day of a certified disability leave. The short term disability benefit is equal to 60% of base wages to the maximum allowed for up to 150 calendar days.

iii. **Long Term Disability**

Following a certified disability leave of 180 calendar days, eligible employees with a minimum of 90 calendar days of regular full-time service prior to the start of the leave can apply for long term disability benefits through a Third Party Administrator.

The Long Term Disability benefit is equal to 60% of base wages to a maximum monthly benefit of $10,000. When an employee reaches the 180th day of a disability leave, they are moved to a terminated status, are not eligible for the general merit increase, and are no longer eligible to receive employee benefits. Continuation options for employee benefits are available under COBRA.

If needed, long term disability benefits can continue to normal Social Security retirement age. Please contact Human Resources for a full list of specific maximum payment durations based on age at time of disability. Additional information is available on the [Employee Benefit Lounge](#).

B. **Adoption Leave**

Adoption Leave benefits apply to employees with a minimum of 90 calendar days of regular full-time service prior to the start of the leave.

Adoption Leave is available for full-time employees who serve as the primary caregiver associated with the legal placement of a child(ren) under the age of six. A "primary caregiver" is defined as someone who has primary responsibility for the care of a child immediately following the legal placement of a child for adoption. Upon approval, the primary caregiver will be eligible for up to 6 consecutive weeks of paid leave. Weeks 1-4 will be paid at 100% of employees' current rate of pay. Weeks 5-6 will be paid at 60%. Adoption Leave is available no more than once in a 12 month period. In the case where an employee has already taken time under the Foster Care or Parental Leave for the same child(ren), Adoption Leave will not be granted. If both parents are employees, only one may access the paid benefits under this leave.

Adoption Leaves must be submitted through the [electronic leave request process](#) to the Benefits Partner and the employee's supervisor along with the necessary supporting documentation as required. Requests normally are made at least 30 days prior to the commencement of the anticipated leave.

Adoption Leave will run concurrently with FMLA Leave, if eligible, not to exceed a total of 12 weeks.

i. **Adoption Assistance**

SNHU recognizes the particular investment of time and financial resources normally necessitated by the adoption process. The University may provide monetary assistance in support of regular full-time employees’ adoption efforts. [Click here](#) learn more about this program, including the application process.
C. Foster Care Leave

Foster Care Leave benefits apply to employees with a minimum of 90 calendar days of regular full-time service prior to the start of the leave.

Foster Care Leave is available for full-time employees who serve as the primary caregiver associated with the legal placement of a child(ren) under the age of six for foster care. Upon approval, the primary caregiver will be eligible for up to 6 consecutive weeks of paid leave. Weeks 1-4 will be paid at 100% of employees’ current rate of pay. Weeks 5-6 will be paid at 60%. Foster Care Leave is available no more than once in a 12 month period. If both parents are employees, only one may access the paid benefits under this leave.

Foster Care Leave must be submitted through the electronic leave request process to the Benefits Partner and the employee’s supervisor along with the necessary supporting documentation as required. Requests normally are made at least 30 days prior to the commencement of the anticipated leave.

Foster Care Leave will run concurrently with FMLA Leave, if eligible, not to exceed a total of 12 weeks.

D. Parental Leave

Parental Leave benefits apply to employees with a minimum of 90 calendar days of regular full-time service prior to the start of the leave.

Parental Leave is available for full-time employees who serve as the secondary caregiver associated with the birth of their own child or the initial legal placement of a child under age six through adoption or foster care. The secondary caregiver provides the supporting role to the birth mother or the primary adoptive or foster parent as declared in the legal paperwork. Upon approval, the secondary caregiver will be eligible for up to 4 consecutive weeks of paid leave at 100% of the employees’ current rate of pay. Parental Leave is available no more than once in a 12 month period. If both parents are employees, only one may access the paid benefits under this leave.

Parental Leave must be submitted through the electronic leave request process to the Benefits Partner and the employee’s supervisor along with the necessary supporting documentation as required. Requests normally are made at least 30 days prior to the commencement of the anticipated leave.

Parental Leave will run concurrently with FMLA Leave, if eligible, not to exceed a total of 12 weeks.

E. Military Leave

An employee who is absent from work for service in the uniformed services may take a Military Leave of Absence from employment at the University and may be entitled to reemployment upon return from service if certain conditions prescribed under the Uniformed Service Employment and Reemployment Rights Act of 1994 (“USERRA”) are met.

USERRA provides for reemployment of employees who are absent from work for service in the uniformed services when they return from such service without any loss of seniority, status, or pay. The provisions of this policy are intended to comply with USERRA. Any terms used from USERRA in this policy will be defined by USERRA. To the extent that this policy is ambiguous, the language of USERRA or related regulations will prevail.

i. Military Leave Eligibility

Employees eligible for Military Leaves of Absence under this policy include employees who will be absent from work for the performance of voluntary or involuntary duty in a uniformed service, including absences for:

- active duty
- active duty for training
- inactive duty training (such as drills)
- initial active duty training
- full-time National Guard duty
- the period for which an employee is absent for the purpose of an examination to determine fitness to perform any such duty
- the period for which an employee is absent for the purpose of performing funeral honors duty as authorized under USERRA.
ii. Military Leave Overview

SNHU Military Leave policies differ depending upon the type of service for which leave is requested and the full or part time status of the employee.

Eligible full-time employees who are members of the National Guard or a reserve component of the United States Armed Forces will be provided time off with pay for a maximum of three weeks (15 business days up to a maximum 120 hours) for annual military duty for training purposes per calendar year provided the duty is obligatory to maintain military status. For any period of time spent on military duty in excess of the maximum paid time allowed, employees may use accrued time (PTO) or elect leave without pay.

Eligible full-time employees who commence leave for active military duty in support of a contingency operation including military actions, operations or hostilities against an enemy of the United States or against an opposing military force will be provided extended paid military leave for a period of three weeks (15 business days up to a maximum 120 hours) per calendar year up to a maximum of 18 weeks (90 business days up to a maximum of 720 hours). After the maximum time of paid leave, the employee may choose to use accrued time (PTO) or elect leave without pay. Although part time employees are eligible to request time off for active military duty, such leave is unpaid.

A request for time off under this provision should be made to the employee’s immediate supervisor at least two weeks in advance of the duty, if practicable. The request should include the dates of departure and return and should be accompanied by a copy of the official orders.

Any employee who is absent by reason of service in the uniformed services shall be deemed to be on leave of absence while performing such service. These employees are entitled to other such rights and benefits not determined by seniority as are generally provided by SNHU to employees having similar seniority, status, and pay who are on leave of absence under other contracts, agreements, policies, practices or plans.

iii. Military Training Leave

Eligible full-time employees who are members of the National Guard or a reserve component of the United States Armed Forces will be provided time off with pay for a maximum of up to 15 business days up to a maximum 120 hours per calendar year.

Time off for military training purposes can be requested through Workday utilizing the Military Training time type.

For any period of time spent on military training in excess of the maximum paid time allowed, employees may use accrued time (PTO) or elect leave without pay.

iv. Military Leave-Contingency Operations

For contingency operations, eligible full-time employees who commence leave, will be provided paid military leave for a period of 90 business days up to a maximum of 720 hours.

For active military duty leave in support of a contingency operation, requests need to be made using the online Request for Leave form. Requests should be made at least two weeks in advance of the duty if practicable and should include the dates of departure, return, and be accompanied by a copy of the official orders.

After the maximum time of paid leave, the employee may choose to use accrued time (PTO) or elect leave without pay.

v. Part-Time Employee Requests

Part time employees are eligible to request unpaid time off for active military duty using the Request for Leave form as noted above.

vi. Reemployment

SNHU reemployment conditions are governed by USERRA and do not depend on the full or part time status of the employee seeking reemployment.

Upon the completion of a period of service in the uniformed services, the employee will notify Human Resources Business Partner of the employee’s intent to return to a position of employment with the University.

- For periods of service in the uniformed services lasting fewer than 31 days, the employee must report to work at the University
  - Not later than the beginning of the first full regularly scheduled work period on the first full calendar day following the completion of the period of service and the expiration of eight hours after a period allowing
for the safe transportation of the employee from the place of that service to the employee’s residence; or
  o As soon as possible after the expiration of the eight-hour period referred to above if reporting within the period referred to above is impossible or unreasonable through no fault of the employee.

- For employees who are absent from employment for a period of any length for purposes of an examination to determine the employee’s fitness to perform service in the uniformed services, the employee must report to work at the University
  o Not later than the beginning of the first full regularly scheduled work period on the first full calendar day following the completion of the period of service and the expiration of eight hours after a period allowing for the safe transportation of the employee from the place of that service to the employee’s residence; or
  o As soon as possible after the expiration of the eight-hour period referred to above if reporting within the period referred to above is impossible or unreasonable through no fault of the employee.

- For periods of service in the uniformed services lasting more than 30 days but fewer than 181 days, the employee must provide notice to the University of the employee’s intention to return to work
  o By submitting a written request for reemployment to the office of Human Resources no later than 14 days after the completion of the period of service; or
  o If submitting the written request within the 14-day period is impossible or unreasonable through no fault of the employee, the employee should provide notice on the next first full calendar day when submission of such request becomes possible.

- For periods of service in the uniformed services lasting more than 180 days, the employee must provide written notice to the University of the employee’s intention to return to work
  o By submitting a written request for reemployment with the office of Human Resources no later than 90 days after the completion of the period of service.

SNHU may require that written requests for reemployment include various types of documentation establishing that:

- The employee’s reemployment request is timely
- The employee has not exceeded a five-year cumulative service limitation, subject to the exceptions detailed in USERRA
- The employee’s entitlement to reemployment benefits under USERRA have not been terminated
- Employment application has been updated and reemployment processes have been completed

vii. **Position under Reemployment**

Provided that the cumulative length of the employee’s absence and of all previous absences from a position of employment with the University due to service in the uniformed services does not exceed five years, subject to narrow exceptions detailed in USERRA:

- An employee who has completed a period of service in the uniformed services lasting fewer than 91 days will be restored to the position in which the employee would have been employed had the employment not been interrupted by service in the uniformed services.
- An employee who has completed a period of service in the uniformed services lasting more than 90 days will be restored to the position in which the employee would have been employed had the employment not been interrupted by service in the uniformed services or to an equivalent position.

The University retains the right under USERRA to decline to reemploy a person if the University’s circumstances have changed so much as to make reemployment impossible or unreasonable; if the previous employment was for a brief, nonrecurring period and there was no reasonable expectation that employment would continue indefinitely; or, in certain circumstances described in USERRA, if such employment would impose an undue hardship on the University.

It is expected that all employees under this policy will report back to their jobs on a timely basis.

viii. **Rights and Benefits Upon Reemployment**

An employee who is reemployed after service in the uniformed services is entitled to the seniority and other rights and benefits determined by seniority that the employee had on the date of the commencement of service in the uniformed services plus the additional seniority and rights and benefits that the employee would have attained if the employee had remained continuously employed.

During the period of service in the uniformed services, the employee may elect to continue University health plan coverage. When the service is for fewer than 31 days, the employee is required to pay only the employee’s portion of the insurance
premium. Thereafter, the employee may elect to continue healthcare coverage under USERRA, but the employee may be required to pay up to 102% of the full premium under University plan coverage. The maximum period of coverage under USERRA is 24 months. However, if coverage is terminated at the employee’s option, the University may not impose a waiting period for benefit reinstatement upon return to employment. The employee may also elect to continue coverage under COBRA for periods of service lasting more than 30 days. For additional information regarding continuation coverage during your Military Leave of Absence, please refer to the Group Benefit Plan.

F. **Family and Medical Leave Act (FMLA)**

The provisions of this policy are intended to comply with the Family and Medical Leave Act of 1993 and as amended to include the Military Family Leave provisions effective 2008 and the Fiscal Year 2010 National Defense Authorization Act (H.R.2647). Any terms used from the Act will be defined by the Act. To the extent that this policy is ambiguous or contradicts the Act or U.S. Department of Labor regulations, the language of the Act or regulations will prevail. FMLA may be concurrent with other eligible leaves.

**i. FMLA Eligibility**

1. Eligible Employees. An employee will be considered eligible:
   a. If the employee has worked at the University for at least one year (which need not be continuous), AND
   b. If the employee has worked at the University at least 1,250 hours over the previous 12 months, AND
   c. If the employee works at a worksite at which the University employs 50 or more employees or the total number of employees employed by the University within 75 miles of that worksite is 50 or more.

**ii. Types of Leave under FMLA**

1. Eligible Events. Eligible employees may be granted up to 12 weeks of job-protected unpaid leave in a 12-month period for one or more of the following events:
   d. The birth and first year care of the employee’s child;
   e. The adoption or foster placement of a child in the employee’s home;
   f. The care of a spouse, child, or parent with a serious health condition;
   g. The employee’s own serious health condition;
   h. A qualifying exigency arising out of the fact that the employee’s spouse, child, or parent is on covered active duty in the Armed Forces (including regular and reserve components of the Armed Forces) or who has been notified of an impending call or order to covered active duty.

2. Servicemember Family Leave. An eligible employee who is the spouse, child, parent, or next of kin of a covered servicemember may be granted up to 26 weeks of unpaid leave in a 12-month period. This type of leave is only available during a single twelve-month period.
   a. A covered servicemember includes:
   b. Members of the Armed Forces, including the National Guard or Reserves, recovering from a serious injury or illness; or
   c. A veteran who is recovering from a serious injury or illness incurred by the veteran in the line of duty on active duty and who was a member of the Armed Forces, including the National Guard or Reserves, at any time during the period of 5 years preceding the date on which the veteran undergoes medical treatment, recuperation, or therapy for the serious injury or illness

3. Other Considerations.
   a. The entitlement to leave for the birth and first year care of the employee’s child and the adoption or foster placement of a child in the employee’s home expires at the end of the 12-month period beginning on the date of such birth or placement.
   b. Combined Leave. An eligible employee shall be entitled to a combined total of 26 workweeks of leave under Sections II.1 and II.2 in the single 12-month period permitted for Servicemember Family Leave.
   c. If both spouses are employed by the University and both are entitled to FMLA leave:
The aggregate number of workweeks of leave to which both may be entitled may be limited to 12 workweeks during any 12-month period if such leave is taken for the birth, adoption, or foster placement of a child in the employee's home or to care for a sick parent.

The aggregate number of workweeks of leave to which both may be entitled may be limited to 26 workweeks during the single 12-month period permitted for Servicemember Family Leave if such leave is taken for Servicemember Family Leave or a combination of (i) Servicemember Family Leave and (ii) leave taken for the birth, adoption, or foster placement of a child in the employee's home or to care for a sick parent.

d. For purposes of this policy, a twelve-month period is measured backwards from the first day of FMLA leave. Notwithstanding this rule, the single 12-month period used for calculating Servicemember Family Leave begins on the first day the eligible employee takes FMLA leave to care for a covered servicemember and ends 12 months after that date.

### iii. FMLA Requests for Leave

1. Employees must complete and submit an online Request for Leave of Absence found on the Employee Benefit Lounge. Requests, when foreseeable, shall be made 30 days prior to the start of leave. Employees will be required to work with the University's Third Party Administrator to certify the medical need and to make the determination whether the Family Medical Leave Act is applicable. Leave time may be denied or limited depending on how much FMLA leave the employee has taken in the 12 months immediately preceding the request.

2. When planning medical treatments related to the employee's own or the employee’s covered family member's serious health condition or the care of a covered servicemember, employees should consult with their supervisors and make reasonable efforts to schedule leave when it will minimize disruption to departmental operations, subject to the approval of their healthcare providers.

3. If the need for leave is foreseeable, employees must give thirty (30) days' notice to their supervisor. An exception is made for notice for leave due to the covered active duty of a family member, when notice should be given as soon as practicable. For other types of leave, if unforeseen events occur and it is not feasible to provide 30 days' advance notice, notice is to be given as soon as practicable.

### iv. FMLA Health Care Provider Certification

1. If an employee seeks leave for their own or a covered relation's serious health condition or for Family Servicemember Leave, whether medical certification for leave is required will be determined by the University's Third Party Administrator. The Third Party Administrator will determine when recertification is required.

2. If there is doubt as to the validity of a medical certification, a second and perhaps third opinion may be requested at the University's expense.

3. Employees who do not provide a completed medical certification to the University's Third Party Administrator within the first 30 calendar days of absence will be considered on an unauthorized leave, will be provided with notice of impending termination, and will be subject to termination. It is the employee's responsibility to provide all requested medical documentation to the University's Third Party Administrator, which may require appropriate follow up with medical providers.

### v. FMLA Intermittent and Reduced Leave

1. Employees may take intermittent leave (i.e. leave taken in separate blocks of time due to a single injury or illness rather than taken as one continuous period of time) or reduced leave:

   - Due to their own or a covered relation's serious health condition, provided that intermittent or reduced leave is certified as being medically necessary and a description of the expected duration and a schedule of planned medical treatment is provided, if applicable. The minimum leave increment is one quarter (¼) hour.

   - For Servicemember Family Leave, provided that intermittent or reduced leave is certified as being medically necessary and a description of the expected duration and a schedule of planned medical treatment is provided, if applicable. The minimum leave increment is one quarter (¼) hour.

   - Due to the qualifying exigency arising out of the fact that the employee’s spouse, child, or parent is on covered active duty in the Armed Forces (including regular and reserve components of the Armed Forces) or who has been notified of an impending call or order to covered active duty, provided that the employee gives reasonable notice and provides appropriate supporting certification.
2. Intermittent and reduced leave will not be available after the birth, adoption, or foster placement of a child in an employee’s home and the first-year care of that child.

3. An employee requesting intermittent or reduced leave for their own serious health condition, a covered relation’s serious health condition, or for a Servicemember Family Leave, may be temporarily transferred to an alternative position with equivalent pay and benefits that better accommodates recurring periods of leave.

4. Approved intermittent leave(s) for a full time employee’s own serious health condition(s), when not a continuation of a full disability leave, will be paid at 100% of employee’s current rate of pay up to an employee maximum of 160 hours of FMLA intermittent absences. In cases of absences in excess of 160 hours, employees must use accrued PTO.

vi. **FMLA - Utilizing Paid Time Off (PTO)**

1. Employees who have accrued PTO will be required to use this time once paid leave is exhausted for all or part of any leave related to the birth of the employee’s child or the adoption or placement of a foster child in the employee’s home.

2. Employees seeking leave due to the serious health condition of a spouse, parent, or child or to care for a covered servicemember will be required to use accrued PTO for the period certified to be medically necessary.

3. Employees seeking leave for their own serious health condition will be required to use accrued PTO if the serious health condition is not certified as a disability. If certified, the employee will be required to substitute salary continuation and short term disability benefits for the period certified to be medically necessary.

4. Employees who have accrued PTO will be required to use this time for all or part of any Family Servicemember Leave.

vii. **FMLA - Continuation of Benefits**

1. Group Insurance benefits for full-time employees will continue for an employee during leave on the same basis as if the employee had continued in active employment. The University will continue to pay the employer’s share of the group insurance premium and the employee portion will continue to be taken as long as the employee is paid. If the employee is not receiving pay, the benefits portion will go into arrears and will be taken upon the commencement of pay.

2. The University may attempt to recover its share of premiums paid during the leave if the employee fails to return to work after leave or returns but fails to remain at least thirty calendar days, unless the reason the employee does not return to work is due to the continuation, recurrence or onset of their own serious health condition, the serious health condition of the employee’s covered family member, the serious injury or illness of a covered servicemember or another reason beyond the employee’s control.

3. An employee is not obligated to continue group health benefits while on leave. The employee will be guaranteed reinstatement of benefits upon return from leave.

viii. **FMLA - Returning to Work**

1. An employee returning from leave prior to the exhaustion of protected FMLA benefits will be reinstated to the same or equivalent position with the same benefits, pay and other terms and conditions of employment. However, the University retains its rights not to reinstate certain highly compensated employees under narrow exceptions detailed in the FMLA.

2. FMLA’s reinstatement guarantee applies only when the employee returns immediately from FMLA leave, not from any other kind of leave taken after exhaustion of the employee’s FMLA entitlement.

3. The University may require periodic reports from the employee while on leave to determine the employee’s status and intent to return to work. If the employee indicates an intention not to return to work, the University’s obligation to maintain group insurance benefits and reinstatement ceases.

4. Following exhaustion of FMLA, and with appropriate medical documentation certifying the employee’s fitness for duty, employees have 24 hours to return to work. If an employee fails to do so, there will be no guarantee of reinstatement to the same or equivalent position. Employees in this case will be provided a two-week unpaid leave period to secure an opportunity within the University. If following that two-week unpaid leave, the employee has not secured a position, the employee’s employment at the University will be terminated.
5. An employee returning to work after taking leave for the employee’s own serious health condition will need to provide the University Third Party Administrator and Benefits Partner with a release to return to work from the employee’s healthcare provider in advance of the end of the FMLA leave. Most employees provide this release 1-2 weeks prior to the exhaustion of FMLA leave.

ix. FMLA - Compliance and Enforcement

The University will not interfere with, restrain, or deny the exercise of an employee’s rights provided under the FMLA. An employee will not be discharged or discriminated against by any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

G. Jury Duty Leave

An employee called to jury duty must inform and provide documentation to their immediate supervisor as soon as notification is received. It is expected that with due consideration to time and travel factors, an employee will return to work when a court recess releases the employee from jury duty.

Full-time employees will receive full pay during jury duty and should be entered in Workday as “Jury Duty”. For purposes of overtime calculation, jury duty is not considered time worked.

Employees who are subpoenaed to testify in a court case would utilize accrued time such as PTO.

H. Unpaid Personal Leave

Personal leaves of absence without pay may be approved for a period of up to 6 months for employees who have completed three (3) or more years of service with the University. Total combined leave duration may not exceed 6 months. Employees will be required to exhaust any accrued time. During the period of leave, benefits for full-time staff will continue without interruption. The employee shall remain responsible for the employee’s share of the benefit premiums.

When the need for an employee leave arises, both the supervisor and employee are responsible for communicating, requesting and seeking approval in writing with the Benefits Partner. Requests normally are made at least two weeks prior to the commencement of the anticipated leave if the leave is to be less than one (1) month. If the leave is to be longer than one (1) month, the request must be made at least one (1) month prior to the proposed start of the leave. The division leader shall have the authority to make the final approval.

Once the leave has been approved by the division leader, a written agreement will be made indicating the date and conditions under which the leave will commence and the date and conditions under which the employee is to return to work. A template can be obtained through Human Resources and the approved agreement will be placed in the employee’s file in Human Resources.

The agreement does not obligate the University to return the employee to the same position. Although, the University is not obligated to return the employee to their original position or a similar position, it may, at its discretion do so.

Upon return from the leave, all seniority and applicable benefit status will continue as they were prior to the leave. If the employee does not return to work on the agreed return date, or returns but does not remain at work for thirty (30) days, it shall be deemed a voluntary termination and are responsible for the cost of benefits provided while the employee was on leave.

The Benefits Partner will review any potential coordination of leaves including the Family Medical Leave Act.

Section 3.04 Retirement Plan

The University has established a Defined Contribution Retirement Plan (401a) designed to provide eligible employees with additional income during their retirement years. This benefit is 100% employer funded and does not require or allow any employee contributions. Additional information about the Retirement Plan is available on the Employee Benefit Lounge. Full and half-time employees may be eligible for this benefit under the provisions of the plan.
Section 3.05 Tuition Benefits

A. Internal Tuition Benefits for Full-Time Staff

Southern New Hampshire University supports continued education by offering a tuition benefit to full-time faculty and staff, their spouse/domestic partner, and their IRS dependent children. Exclusions under this benefit include: Doctoral programs, course audits, non-credit courses, special programs, books, fees and other charges. Tuition benefits will be coordinated with the benefits office and credit office. Courses are permitted on a space-available basis, and courses are to be taken outside of the normal working hours (i.e., employees are not permitted to take a course that interferes with the normal work schedule).

When applicable, this benefit is subject to IRS tax rules and requirements. For additional information please review the taxation chart below*.

i. Full-Time Employee Benefit/Eligibility Guidelines

1. The tuition benefit is applied to for-credit courses and is limited to 2 courses per term.
2. Employees are eligible for the tuition benefit as soon as employment begins.
3. An employee’s spouse/domestic partner may take courses after the employee has completed six months of full-time employment. Continuous service date will be applied if the break in service is less than 12 months.
4. An employee’s dependent children (under age 24 and an IRS dependent) may take courses as soon as the employee has completed six months of full-time employment.
5. An employee’s dependent child who has not yet graduated from high school may take one course in each continuing education term (limited to one course per family per term). Documentation that verifies IRS eligibility may be required;
6. IRS dependent children enrolled in a Southern New Hampshire University full-time degree granting program at the time of an employee’s death will be given the opportunity to continue tuition free within their current program as long as the employee had at least six months of employment;
7. Upon separation of employment, an employee’s tuition benefits will be granted only if the class is beyond the Add/Drop deadline. If employment ends prior to the Add/Drop deadline, tuition benefits will not be extended for either the employee or the employee’s dependents.
8. Employees are subjected to the same academic standards as students and will be subject to the same disciplinary procedures.

For more information on this program and to request the tuition benefit, please visit the Tuition page on the Employee Benefit Lounge.

<table>
<thead>
<tr>
<th>Course/Type</th>
<th>Employee</th>
<th>Spouse</th>
<th>Domestic Partner</th>
<th>Dependent Children</th>
</tr>
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<tbody>
<tr>
<td>Undergraduate</td>
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<td>Non-taxable</td>
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<tr>
<td>Graduate&lt;IRS Limit</td>
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<tr>
<td>Graduate&gt;IRS Limit</td>
<td>Taxable</td>
<td>Taxable</td>
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</tbody>
</table>

All other programs unless specifically exempted under IRS code are subject to taxes.

B. External Tuition Scholarship Application Programs

The external tuition programs that Southern New Hampshire University currently participate in offer the opportunity for eligible full-time employees to apply on behalf of their IRS dependent children, for a limited number of tuition scholarships. These scholarships are for full-time, undergraduate degree programs at participating institutions. Scholarships are awarded by the importing school (school in which the applicant is applying to). These opportunities are very competitive as they are open to all institutions participating across the country. There is no guarantee. It is highly recommended that students apply for admission and all other financial aid and scholarships available at the schools they wish to attend.
Eligibility

Due to each program’s requirements, in some cases, only a limited number of scholarship applications are granted the opportunity to be submitted to the importing school. Eligibility to apply to these programs is limited to active, full-time employees with one year of continuous full-time service as of Sept. 15 of the scholarship academic year you are applying for. If awarded, continued eligibility, including full-time service of the employee, is required. To be considered for one of these programs, students must apply for admission to the importing school (school in which the applicant is applying to). For more information on this program, including links to each program’s website, and to request the tuition benefit please visit the Tuition page on the Employee Benefit Lounge.

i. NHCUC Tuition Program

Several private colleges within the New Hampshire College and University Council (NHCUC consortium) offer the opportunity for IRS dependent children of eligible full-time employees to apply for scholarships for full-time undergraduate programs of study. Benefits are not guaranteed and are at the discretion of the participating New Hampshire Colleges. Colleges currently participating in the program are: Colby - Sawyer College, Franklin Pierce University, New England College, Rivier University, St. Anselm College and Southern New Hampshire University. For more information on this program and a link to the NHCUC Tuition Remission Program website visit the Tuition page on the Employee Benefit Lounge.

ii. CIC Tuition Exchange Scholarship Program

Southern New Hampshire University participates in the nationwide CIC Tuition Exchange Program through the Council of Independent Colleges (CIC). Over 400 institutions participate in the exchange program. The CIC Tuition Exchange Program is open to eligible full-time employees, their spouse/domestic partner and their dependent children (as defined by the IRS). Students must apply and scholarships are not guaranteed.

iii. Tuition Exchange Program

The Tuition Exchange Program (TE) provides the opportunity to apply for a scholarship at one of the 600+ colleges and universities located in 47 states. The TE is open to eligible full-time employees (subject to seniority based on continuous full-time service), their spouses/domestic partner and their dependent children (as defined by the IRS). The eligibility for scholarship application is not guaranteed and may vary annually depending on the balance required to continue membership in the TE Program. Availability also varies annually depending on the program limitations and restrictions.

C. Tuition Benefits for Eligible Part-Time Staff

Southern New Hampshire University supports continued education by offering a tuition benefit to eligible part-time employees after 90 days of employment. The tuition benefit will be applied to for-credit courses only. Exclusions under this benefit includes: Doctoral programs, course audits, non-credit courses, special programs, books, fees and other charges. Part-time employees are permitted to enroll in courses on a space-available basis, and courses are to be taken outside of the normal working hours (i.e., employees are not permitted to take a course that interferes with the normal work schedule). This benefit, when applicable, is subject to IRS tax rules and requirements. For additional information please review the taxation chart on the previous page.

i. Eligibility Guidelines:

1. Regularly scheduled part-time employees must have 90 days of active service preceding the term/semester in which they are requesting the tuition benefit.

2. Benefits are available for the employee only and do not extend to the employee’s spouse, domestic partner, dependent children or other dependents;

3. Tuition benefits are available for one for-credit course per academic term up to 4 per year and are subject to IRS taxation rules and requirements. In the event of overlapping academic terms (i.e. day school and continuing education), only one course will be eligible for the tuition benefit. The benefit will apply to the course that commences first;

4. Upon separation, continuing tuition benefits will be granted only if the class is beyond the Add/Drop deadline.

5. Employees are subjected to the same academic standards as students and will be subject to the same disciplinary procedures.
For more information on this program and to request the tuition benefit, please visit the Tuition page on the Employment Benefit Lounge.

D. **Dependent Tuition Scholarship Opportunities for Part-Time Staff**

Southern New Hampshire University will offer up to two tuition scholarships annually for full-time, undergraduate, campus-based degree programs to IRS dependent children under the age of 24 of eligible Part-Time employees. All students must first apply for admission to Southern New Hampshire University. Students are also encouraged to apply for financial aid.

Part-Time employees who have 2 years of service with 1,000 hours or more in each year and are expected to continue to work a consistent part-time schedule are eligible for this benefit.

Any employee who separates employment before an eligible participant begins the academic year under this program will no longer be eligible. If the employee is separated from employment during academic year in which a participant is receiving the scholarship, the scholarship will be continued through the end of the semester in which employment separation occurred.

E. **External Tuition Assistance for Exempt Non-Contract Professional Staff**

In support of the University’s commitment to professional development, under certain conditions, the opportunity for tuition support at other colleges and universities or at a SNHU doctoral program may be provided to professional non-contracted employees pursuing terminal degrees. The following tuition reimbursement policy is designed to facilitate job-related professional development.

i. **Eligibility**

Full-time professional non-contracted employees of the University who have been employed continuously for a minimum of one year at the start of the fiscal year in which benefits will be paid may be considered for participation in the External/Doctoral Tuition Reimbursement Program. The degree program must be related to the professional non-contracted employee’s current position within the university.

ii. **Application**

All proposals for tuition support must be submitted through the immediate supervisor on or before February 1st of the year prior to the fiscal year, July 1-June 30, in which the study is to be conducted. Proposals must include the following points:

1. The institution that is to be attended;
2. The degree program in which to be enrolled;
3. The anticipated completion date of the program;
4. Progress intended to be made toward the completion of the program over the next fiscal year (July 1- June 30);
5. The anticipated tuition costs to be incurred over the next fiscal year;
6. The total anticipated costs for the entire program;
7. The benefits that will be personally derived through participating in this program;
8. The benefits that the university will derive from supporting participation in this program;
9. The job-relatedness of the degree program.

Proposals for tuition support must be approved by the immediate supervisor and by each successive supervisor through the Senior Leader. All approved proposals will be reviewed by the Senior Leadership Team for final consideration. Please note that this benefit is not guaranteed and that preparing a proposal does not guarantee an award. It is leadership’s discretion to approve or deny any proposal. Professional non-contracted employees whose proposals are approved will be notified on or around June 1st.

After the approval of a proposal, professional non-contracted employees will be required to submit a new proposal for each subsequent fiscal year in which reimbursement will be sought.

iii. **Reimbursement**

Full time professional non-contracted employees whose proposal for external tuition benefits have been approved will be reimbursed up to 50% of their tuition costs up to a pre-approved annual limit. Other costs of attendance including books,
application fees, student activity fees, testing fees, parking, interest or drop charges, travel, meals and lodging will not be reimbursed.

Employees seeking reimbursement should request the Tuition Reimbursement Request Form from Human Resources and submit it along with proof of tuition charges, payment and verification of course completion to the appropriate Human Resources Business Partner for processing. Employees must be actively employed at time of payment to receive their reimbursement.

iv. Repayment

Employees who voluntarily leave Southern New Hampshire University within 6 months of a tuition reimbursement will be required to return 100% of the reimbursement to the university for the most recent 6 months prior to resignation.

Any tuition that must be repaid to Southern New Hampshire University will be deducted from the professional employee’s final pay. To facilitate the deduction from final pay, any professional employee approved by SNHU for tuition reimbursement will sign the Deduction Authorization form on the last page of this policy. Any additional remaining amount must be paid within 30 days of the termination date.

Full time professional non-contracted employees who are terminated for cause or for poor performance prior to completing a course will not be reimbursed.

v. Taxes

The Economic Growth and Tax Relief Reconciliation Act of 2001 made the exclusion for employer-paid education (under IRC 127) permanent and extends it to employer-paid graduate education, effective for expenses relating to courses beginning after 2001. The limit per year is $5,250. If applicable, taxes relating to tuition reimbursement are the professional employee’s responsibility. Any expenses that do not qualify under the policy will be included as gross income and income tax will be withheld.

vi. Procedure

Upon completion of the course, the professional employee must submit to the appropriate Human Resources Business Partner itemized expense statements.

Payment will be made as soon as administratively possible. Reimbursement is subject to appropriate taxation.

All policies are subject to change at any time and without advance notice. The policy is not intended to create or constitute a contract between Southern New Hampshire University and its employees.

Section 3.06 Employee Assistance and Work/Life Program

Southern New Hampshire University’s Employee Assistance & Work/Life Program (EAP) is designed to provide assistance through confidential consultation to employees and their household members. The University provides this benefit to provide support to employees who may struggle with work/life balance issues and to assist employees who may find that personal difficulties can sometimes adversely affect their job performance.

Employee Assistance & Work/Life Program services are available to all full-time and half-time employees and their immediate household members. Contact information is available on the Employee Benefit Lounge portal or through the vendor’s website at: www.anthemeap.com.

Section 3.07 Athletic Facilities Privileges

Full-time employees as well as their eligible family members are welcome to use the University campus athletic facilities during times when intercollegiate and intramural events are not scheduled. A pass for eligible family members may be obtained from the Athletics Office.

Eligible Half-time employees as well as their eligible family members are welcome to use the athletic facilities during times when intercollegiate and intramural events are not scheduled. A pass for eligible family members may be obtained from the Human Resources.

Additional on-site Athletic Facilities are available. Conditions apply and are limited to active employees.
Section 3.08 Meal Discounts/Penmen Cash

Penman Cash is a place for students, faculty and staff to manage their campus card account online. Full-time and half-time employees may receive a discount in Southern New Hampshire University dining venues when they use their staff ID card for payment under the following guidelines:

This discount does not apply to the purchase of bulk food, grocery or convenience items.

Employees may add money (Penman Cash) to their ID card, via the web, on-site terminals or the One Stop office on campus. To access information regarding your staff ID/Penman Cash go to http://bit.ly/penmencash.

Upon separation of employment, employees may be reimbursed for any money remaining on the ID card. Employees may also elect to have any remaining money transferred to another active employee’s ID card.
Section IV. Payroll and Time-Off Policies

Section 4.01 Payroll Policies

A. Pay Schedules/Work Weeks/Rest Periods

All employees are paid one week in arrears on a bi-weekly basis, every other Friday.

If the pay day falls on a bank holiday, employees will be paid on the business day prior to the holiday.

Pay schedules are available on the SNHU Service Portal by searching “pay dates”.

The work week begins Sunday at midnight and ends Saturday at 11:59 p.m. Overtime eligibility will be based on the hours worked within this range. If a worker begins a shift before midnight and the shift ends after midnight the hours will be assigned to the appropriate calendar day.

A typical full-time work week consists of eight hours per day, five days per week. Many departments have varying start and end times based on business needs. For some departments, the work week may consist of ten hours per day, four days per week. In consultation with a Human Resources Business Partner, Supervisors may authorize a flexible work schedule. Situations are normally on a temporary basis. Changes to work schedules must be communicated in advance to Human Resources to ensure the employee is paid correctly and limit any impact to pay processing.

Non-exempt employees may be granted a rest period/break of no more than ten minutes during the first four hours and another ten-minute rest period for each additional four hours worked. All non-exempt employees are required to take one-half hour (unpaid) for a meal break if working more than five (5) consecutive hours.

B. Time Records

Time records refer to the recording of time worked and/or time off as appropriate. The recording of time worked and time off is managed through Workday. Employees are responsible for submitting accurate time records. Supervisors are responsible for examining these records for accuracy and approving or denying requests. It is considered best practice to record time as it is worked and submit as it is recorded. The established payroll deadline for approvals is no later than 10:00 AM every Monday unless otherwise notified by Payroll. This will ensure employees are properly paid on time.

Altering, falsifying, tampering with or failing to record hours worked or approve time records within the required payroll schedule may result in disciplinary action, up to and including termination of employment.

C. Overtime Pay

Positions determined to be covered under the mandatory overtime provisions of the Fair Labor Standards Act (FLSA) are overtime eligible. Overtime pay is not permitted without prior authorization by the Supervisor. Overtime without supervisor approval can be subject to disciplinary action up to and including termination. When equivalent time off during the same work week is not possible, overtime eligible employees will be compensated at the overtime rate of time and one half for the following conditions:

- Hours worked beyond 40 in a work week or as determined by state overtime rules. For the purposes of this policy, the following time off items will be considered hours worked; Holiday, School Closure and PTO.

- Overtime pay is automatically calculated for hourly non-exempt employees, and as such, no time entry code is required. Salary non-exempt employees require a time off entry code of “Additional Hours” unless flex time has been provided within the same workweek.

- Note: Time spent on electronic communications outside of regularly scheduled work hours for work purposes is considered hours worked and is compensable. This time must be approved in advance by your supervisor.

D. Premium Pay

Premium Pay is compensated at time and one half for the following conditions:

- Hours worked as required on a SNHU observed Holiday.
Eligible employees include full-time and part-time hourly non-exempt staff (excluding seasonal and temporary) and salaried full-time non-exempt staff.

- Full time and part time hourly non-exempt staff record these hours with the time entry code of “SNHU Holiday Worked”.
- Salaried non-exempt staff record these hours with a time off code of “SNHU Holiday Worked-SN” unless flex time has been provided within the same work week.

- Hours worked on a Sunday, except when Sunday is a regularly scheduled workday.

- Eligible employees include regular full-time hourly non-exempt and full-time salaried non-exempt staff (excluding temporary staff)
  - Full-time hourly non-exempt staff record these hours with the time entry code of “Off Schedule Sunday Hours”.
  - Salaried non-exempt staff record these hours with the time entry code of “Additional Hours” unless flex time has been provided within the same work week.

- In some cases, hours worked in the event of suspension of normal operations may be eligible for premium pay when an employee is required to work or is considered an essential personnel. Please refer to the policy entitled Suspension of Normal Operations for specifics (Section 2.02).

E. Travel: Determining Compensable Time for Non-Exempt Employees

Southern New Hampshire University is committed to fair and equitable treatment and compensation of our employees. To ensure this and to comply with the Department of Labor’s travel standards, the University has chosen to implement a Travel Pay Policy for employees in non-exempt positions determined to be covered under the mandatory overtime provisions of the Fair Labor Standards Act (FLSA).

https://my.snhu.edu/staff/UAPL/ViewPolicies/Human%20Resources%20Policies/Administration/SNHU_Travel%20Pay%20Policy%20for%20Non-exempt%20Employees.pdf

F. Pay Statements and Distribution

The University offers online access to view and print pay statements within Workday.

Employees who have not yet established direct deposit as their pay distribution method will receive a live paycheck. Paychecks are generated by a third party vendor and are mailed to the employee’s mailing address on file within Workday. It is important that employees ensure the most current mailing address is on file. It is imperative to update your address when you move to ensure proper payroll withholding. Tax corrections cannot be made once a payroll has been processed. If a paycheck is lost or stolen, employees should contact the Office of Payroll Services by opening a case within Service Now.

G. Direct Deposit

Employees are highly encouraged to elect direct deposit as their pay distribution method as it is the most convenient and secure method. It is recommended when establishing a direct deposit to complete the process no later than one business week prior to the next available pay date. To ensure that funds are received in a timely manner, employees have the responsibility for establishing the correct and accurate banking information within Workday. There are two steps required when setting up a direct deposit; (1) establish banking information and (2) establish the payment elections. If the second step is not completed the direct deposit will not occur and a live check will be issued. Incorrect banking information will cause the funds to be returned to the University.

H. W2 Distribution

W-2’s are mailed by our Payroll partner, ADP. Additionally individuals have access to W-2s online. To log in or register as a new user please go to https://online.adp.com/ipay/login.html.

Registration Pass Code: SNHU-online

I. Philanthropy through Payroll Deductions

Employees may make financial contributions to the university through payroll deduction. Choose a specific scholarship or fund, or give to the SNHU Fund to help meet the most urgent needs of the University. Contact the Office of Institutional Advancement at giving@snhu.edu or 603-645-9799, or complete the form online at http://bit.ly/SNHUpayrolldeduct.
Section 4.02  Paid Time-Off Policies (PTO)

The University believes time away from work is important to the well-being of employees and supports a work life balance. PTO ( Paid Time Off) is an inclusive time off plan in which hours are accrued for eligible employees to use for planned and unplanned absences. Use of all PTO time requires the approval of the supervisor.

Adjunct instructors, faculty and temporary employees are not eligible for PTO plans and do not accrue time.

A. PTO Utilization

Employees are required to use accrued PTO when taking time off. The use of PTO should be planned for and scheduled in advance whenever possible. Employees must use all PTO time before time off without pay can be considered. PTO is subject to supervisor approval, department staffing needs and established departmental procedures including black-out periods.

When changes to employment status occur, such as full-time to part-time, PTO accruals are adjusted. In the case of full-time to part-time, in order to transition to the new part-time accrual, employees will receive a payout of their full-time PTO balance. In the case of part-time to full-time status changes, unused part-time PTO accruals are added to the new full-time PTO accrual plan. If an employee moves to a status that does not accrue time, unused PTO balances will be paid out.

PTO will not accrue when there is an occurrence of paid or unpaid leave. Employees should ensure that their PTO balance provides for adequate reserves to cover all situations that require time off from work.

Employees will be subject to disciplinary procedures, up to and including termination, for excessive absences, other than approved leaves, based on the department’s expectations.

Accrued PTO will be paid upon resignation or dismissal.

B. Regular Full-Time Staff Paid Time Off

All regular active full-time salaried exempt, salaried non-exempt and hourly non-exempt staff accrue PTO based on the following guidelines:

Twelve (12) month salaried exempt, salaried non-exempt and hourly non-exempt staff accrue PTO, based on years of service as follows:

- Employees under 10 years of service accrue PTO up to 25 days/200 hours, at an accrual rate of 7.693 per bi-weekly pay period.
- Employees over 10 years of service accrue PTO up to 30 days/240 hours, at an accrual rate of 9.231 per bi-weekly pay period. Accrual rates will be set effective September 1 of each year at which time those who will reach 10 years of service in the upcoming year will transition to the new accrual rate.

Ten (10) month salaried staff accrue PTO, based on years of service as follows:

- Employees under 10 years of service accrue PTO up to 14 days/112 hours, at an accrual rate of 4.308 per bi-weekly pay period.
- Employees with 10 years or more of service accrue PTO up to 17 days/136 hours, at an accrual rate of 5.23 per bi-weekly pay period. Accrual rates will be set effective September 1 of each year at which time those who will reach 10 years of service in the upcoming year will transition to the new accrual rate.

Employees continue to accrue PTO up to a maximum of 40 days/320 hours at any point in time. Once the maximum accrual of 320 hours is reached, PTO will stop accruing and will not resume until the maximum balance is reduced.

In situations of urgent need (other than leaves), employees may, with supervisor approval, carry a negative balance up to a maximum 80 hours. Negative balances are monitored with the expectation that the employee will move to a positive balance within a timely manner. Upon separation, any negative balance will be deducted from the employee’s final pay.

Incidental medical time for salaried non-exempt employees may be used for occasional pre-planned medical appointments. Time requested must be in increments of less than 2 hours, approved in advance by a supervisor based on business needs, and is not subject to PTO utilization. As incidental medical time should be used within reason, instances of ongoing appointments related to a medical condition should be discussed with a benefits partner as leave options may apply.
C. Half-time Hourly Staff Paid Time Off

Employees who are classified as half-time, work a standard schedule of 20-28 hours per week consistently throughout the year will accrue up to 60 hours of PTO at an accrual rate of 2.31 hours per pay period. The use of PTO time must be approved in advance by the employee’s supervisor.

Employees continue to accrue PTO up to a maximum of 80 hours. Once the maximum accrual of 80 hours is reached, PTO will stop accruing and will not resume until the maximum balance is reduced.

In situations of urgent need (other than leaves), employees may, with supervisor approval, carry a negative balance up to a maximum of 20 hours. Negative balances are monitored with the expectation that the employee will move to a positive balance within a timely manner. Upon separation, any negative balance will be deducted from the employee’s final pay.

D. Other Part-Time (LHT and PRN Staff)

Classification of positions as outlined in Section 2.05 may accrue up to a maximum of 16 hours of PTO. The use of PTO time must be approved in advance by the employee’s supervisor.

Eligible employees continue to accrue PTO up to a maximum of 40 hours. Once the maximum accrual of 40 hours is reached, PTO will stop accruing and will not resume until the maximum balance is reduced.

In situations of urgent need (other than leaves), employees may carry a negative balance up to a maximum of 16 hours with supervisor approval. Negative balances are monitored with the expectation that the employee will move to a positive balance within a timely manner. Upon separation, any negative balance will be deducted from the employee’s final pay.

E. PTO Buy-back Program

Annually, the University will make a determination whether to offer the PTO buy-back opportunity to full-time employees. If approved, full-time employees may request to buy-back up to 40 hours of accrued PTO. Eligibility includes a minimum one year of service, a minimum of 40 PTO hours available in addition to the total hours of PTO buy-back both at the time requested and at the time of payout (maximum 40 hours). Communications regarding this program will typically be announced each December. Employees at a Vice President/equivalent level or above are not eligible for this program.

Section 4.03 Bereavement

Southern New Hampshire University understands the deep impact that death can have on an individual or family. To support employees, the University provides time for employees to grieve, make arrangements and attend services. Expressions of sympathy associated with a death of an employee’s immediate family members are encouraged to be arranged within the department.

In the event of a death in the immediate family, full-time and half-time employees may take between one and six work days* as needed to allow for funeral preparations, attending services and to attend to any other immediate post-death matters.

*In the case of a 10 hour/4 day work schedule, the employee would be eligible to take between 1 and 5 days.


Bereavement leave may be granted for other relatives or close friends upon request for the amount of time needed to attend services typically not to exceed one day. Bereavement leave for full-time and half-time employees will be paid without deduction from accrued time off. Hourly non-exempt employees should use the time entry code of bereavement when recording their time in Workday. Salary non-exempt employees should use the time off entry code of bereavement when recording their time in Workday.

For purposes of overtime calculation, bereavement time is not considered time worked.
Section 4.04 VTO – Community Service Program

Southern New Hampshire University recognizes the importance of serving the communities in which we live and work. The Volunteer Time Off program affords full-time employees the opportunity to become involved in non-profit charitable organizations, lending their voluntary support to programs that positively impact the quality of life within communities.

i. Eligibility

All full-time regular employees of Southern New Hampshire University who are actively employed as of January 1st of each calendar year are eligible for 8 hours of paid VTO. Full-time employees hired between January 2nd and the end of December will be eligible for 4 hours of paid VTO. VTO time will be refreshed at the beginning of each calendar year as unused time does not carry over from year to year.

ii. Process

VTO requests should be requested and approved in advance of time taken. Employees should first discuss with their supervisor anticipated volunteer time off as approval is at the discretion of the supervisor based on the needs of the business. Employees will request the time off in Workday utilizing the VTO code. VTO may be used during the employee’s scheduled workweek to support a non-profit charitable organization.

Employees who participate in the VTO program will receive an on-line survey to identify the volunteer organization, time committed and other specific information relative to their volunteer service.

The pay rate will be the employee’s current base pay on the day VTO is taken. Volunteer time is considered time not worked and therefore is not counted towards overtime.

VTO cannot be adjusted retro-actively.

Employees assume liability in the event of an injury/accident while volunteering time to a charitable organization.

VTO time does not impact other time off accruals.

Section 4.05 Holidays

The University’s holiday policy includes up to 10 paid holidays for full-time employees each calendar year. Each year Human Resources posts a schedule of the SNHU designated holidays on the HR Service Portal page. If any national holiday falls on a Saturday or Sunday, the holiday will be observed on another day as designated by SNHU.

Typically, SNHU designated holidays include:

- New Year’s Day
- Memorial Day
- 4th of July
- Labor Day
- Fall Holiday
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve (unless otherwise indicated)
- Christmas Day
- New Year’s Eve (unless otherwise indicated)

1. For each of these designated holidays, employees will receive a maximum daily rate of 8 hours that will auto-populate regardless of their work shift.

2. At times, due to business needs, the University may require an employee to work on a SNHU designated holiday. Full-time salary non-exempt and hourly non-exempt employees who are required and pre-approved by their supervisor to work on a SNHU designated holiday, will receive premium pay for the hours worked on the SNHU designated holiday, in addition to holiday pay.
   - Hourly non-exempt, enter time worked using the time entry code “SNHU Holiday Worked”.


Salaried non-exempt enter time worked using the time off code “SNHU Holiday Worked-SN” unless flex time has been provided within the same work week.

3. When a SNHU designated holiday occurs outside of a full-time employee’s work schedule the employee will be paid for the holiday and will be assigned an alternate day in coordination with their manager in the same work week. The alternate day will be approved by the employee’s supervisor, must be within the same work week as the holiday and cannot be postponed to another work week. When this is not feasible due to work schedule or business demands, the supervisor should contact the appropriate Human Resource Business Partner.

4. SNHU designated holidays that fall within an approved leave of absence are paid as part of the approved leave. Holidays do not extend the length of a leave. Holidays that fall within an unpaid leave of absence are unpaid.

5. Part-time non-exempt employees are not eligible for holiday pay. However, if required and pre-approved by their supervisor to work on an SNHU observed holiday part-time non-exempt employees will receive premium pay for the hours worked on the holiday, by entering the time entry code “Holiday Worked”.

6. Observance of religious holidays will be honored, upon supervisory approval. Employees will be required to use PTO for such observances.
### Addendum

This section is provided to reference noteworthy modifications or additions to this year’s employee handbook.

<table>
<thead>
<tr>
<th>Section Title</th>
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<td><strong>Introduction</strong></td>
<td>Overview of SNHU Service Portal</td>
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| **Section 1.02**  
Non-Discrimination, Equal Access & Equal Opportunity Statement | Reference to University Policy Site |
| **Section 1.05**  
Conflict of Interest Policy | Reference to University Policy site |
| **Section 1.15 (B)**  
Workplace Conduct Policy | Expanded workplace supervisor and employee expectations |
| **Section 2.07**  
Position Classification | Updated to reflect the modernization of the SNHU Classification and Compensation Program. Effective August 15, 2019. |
| **Section 2.15**  
Employee Engagement | Introduction to Peakon Employee Engagement pulse survey |
| **Section 3.02 (A)**  
SNHU Group Benefit Plan – Legal Notices, Documents and ACA | Accessing legal benefit notifications |
| **Section 3.03 (A)**  
Leaves | Clarifying medical certification requirements prior to disability leave. |
| **Section 3.03 (B)**  
Adoption Leave | Effective March 15, 2019, the Adoption Leave benefit has been expanded from four weeks to six weeks of paid leave. This enhancement is for eligible new adoption leave requests that begin March 15th or later. Additionally, requests for adoption assistance will be considered effective March 15th. For additional details, please refer to this section of the handbook. |
| **Section 3.03 (C)**  
Foster Care Leave | Effective March 15, 2019, Foster Care Leave will now be available, providing up to 6 weeks of paid leave. This enhancement is for eligible new foster leave requests that begin March 15th or later. |
| **Section 3.03 (D)**  
Parental Leave | Effective March 15, 2019, the Parental Leave benefit has been expanded from two weeks to four weeks of paid leave. This enhancement is for eligible new parental leave requests that begin March 15th or later. |
| **Section 3.05 (D)**  
Dependent Tuition Scholarship Opportunities for Part–Time Staff | Introducing Dependent Tuition Scholarship Opportunities for Part-time Staff |
| **Section 4.01 (H)**  
Payroll | Outlining process for W2 Distribution |
| **Section 4.02**  
Paid Time Off | Alignment of our two paid time off plans (Full-Time Hourly and Full-Time Salaried) effective August 25, 2019 |

All employees are required to read, understand, and abide by the policies contained in this amended handbook effective March 15 2019 as with all University policies.