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GENERAL INSTITUTIONAL POLICIES
General Introduction

The Southern New Hampshire University Employee Handbook contains employment policy and has been prepared to provide information regarding the policies and procedures that apply to Faculty, Exempt 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.

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 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.

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. For more information on Workday please see the Workday support page under the Human Resources staff tab on mySNHU.
Article I. General Employment Policies

Section 1.01 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 statement 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 forgoing. 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 1.02 Equal Employment Opportunity and Non-Discrimination

In recognition of its responsibility not only to its faculty, staff and students, but also to the communities in which it operates, Southern New Hampshire University reaffirms its continuing commitment to afford qualified or qualifiable individuals an equal opportunity to compete for employment and advancement within the University. To assure equal employment opportunity, there shall be no discrimination concerning any individual or group because of race, color, sex, religion, national origin, citizenship, marital status, disability, age, gender identity or expression, sexual orientation, veteran/military status or genetic information. The following individuals have been designated to handle inquiries regarding Southern New Hampshire University non-discrimination policies: Chief Human Resources
Section 1.03    Americans with Disabilities Act (ADA)

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

Section 1.04    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 premises, with the exception of service animals providing Americans with Disabilities Act (ADA) approved reasonable accommodations for a person with disabilities.

Section 1.05    Employment and Orientation of New Employees

The overall responsibility for the employment and orientation of new faculty and staff members rest 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 1.06 Definitions Relating to Employment Status

Southern New Hampshire University classifies non student categories of employees as either exempt or non-exempt as determined by the Fair Labor Standards Act. Non-exempt employees are eligible to receive overtime for hours worked in excess of 40 in a work week. Exempt employees are not eligible to receive overtime pay. 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 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 less than six months in a temporary capacity.

(c) Half-Time (HT) Employees
Classification of positions in which the employee is hired to work a consistent, routine schedule year round; 20-28 hours per week.

(d) Other Part-Time Employees
Classification of positions in which the employee is hired to work a consistent, routine schedule year round; typically less than 20 hours per week or a consistent routine schedule during a specified season or irregular schedule which is driven by business demand.

Section 1.07 Conflict of Interest

Employees have an obligation to conduct business 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 external business dealings. 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.

Outside employment that constitutes a conflict of interest is prohibited. 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.

Section 1.08   Immigration Law Compliance

The University is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee upon employment must establish employment eligibility by completing the employee portion of the I-9 Employment Verification form that same day; and producing any combination of original documents required by the I-9 form within three (3) business days. The I-9 form must be signed by the employer or a third party authorized representative. Instructions on the completion of I-9s is part of the onboarding process within Workday.

Section 1.09   Suspension of Normal Operations

(a)   Purpose
While Southern New Hampshire University never stops operating, we recognize that in the event of an emergency, such as a power failure or hazardous weather conditions that certain accommodations may be made for local employees to ensure the safety of our students and employees. We understand that severe situations may result in road, school or child care facilities closures, even as Southern New Hampshire University remains open for regular business.

In these situations, the University may make a decision to provide work-from-home accommodations, delay the opening of offices, partially close offices or completely close offices.

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 on classes and decisions on offices are separate and distinct determinations.
This policy is not applicable to remote based employees who do not physically work on the University campus or a University office.

(b) Notification
To learn of any office closures or delayed office openings, employees should sign up for SNHU Alerts. To sign up for alerts login to mySNHU, on the left hand side under Public Safety click on SNHU Alerts to enroll.

Based on the office location or emergency situation, different closure decisions may apply. When registering for SNHU Alerts, select the location you would like to receive alerts on. The SNHU Alert system will be continuously updated to provide updates for all shifts. Alert announcements will be made no later than 2 hours prior to the start of a shift.

(c) Work from Home
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 New Hampshire. During times of inclement weather or hazardous road conditions, while offices may not officially close, employees may be requested by their manager to work from home and not drive into the office. 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 see 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 record the appropriate number of accrued leave hours for this absence.

(d) Office Closures
In the event a determination is made that an office will be closed or an opening delayed due to an emergency or hazardous weather conditions, employees may be expected to work from home during this time. Guidelines and directions regarding working from home will be provided by your manager and/or dedicated Human Resources Business Partner.

In the event of a delayed opening, partial closing or closing, regular full-time and half-time employees who are not required to report to work or who are not required to work at home during the closure, will be paid at their regular rate for their regularly scheduled hours while the university is closed. Time entry code is School Closure.

Regular full-time and half-time non-exempt employees who are required to work, as directed by their manager, during a delayed opening, partial closing or 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. Time entry code is Closure Worked. Any other scheduled hours, will be paid at the regular hourly rate using the time entry code of School Closure.

Employees who are required to work and are not available to work from home 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.

(e) Essential Personnel
During times of an emergency or hazardous weather conditions, certain employees may be deemed as “Essential Personnel.” Employees who are essential will be notified of such by their manager. Essential employees are required to report to work 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. Time entry codes will be School Closure and Premium Pay for essential personnel.

(f) Safety
The safety of employees is paramount to Southern New Hampshire University. 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 office, they are expected to contact their manager before the start of their normal working hours and to take the appropriate number of accrued leave time hours for their absence.

For more information specific to your department or business unit please refer to your direct manager.

Section 1.10 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 self and others. The University strives to provide 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.

Possession of a firearm or weapon on property owned or controlled by Southern New Hampshire University is prohibited. The prohibition applies regardless of any permit to carry a firearm. The prohibition does not apply to law enforcement officers authorized to possess a firearm. Any exception must be requested and approved in writing by the Director of Public Safety.

Safety and Health Policies may be found on the mySNHU portal under Workplace 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 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.
Section 1.11  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 provisions of the law as it refers to the unlawful possession, sale, manufacture, use or distribution of alcohol and other drugs. 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 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 and prescription drugs or alcohol. 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. All employees are responsible to reviewing and complying with the terms of the policy found here:

http://it.snhu.edu/hr/SNHU%20Drug%20and%20Alcohol%20Policy.pdf

Section 1.12  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 the right of confidentiality and they must sign a consent authorization form for any information to be released.
Section 1.13 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 and 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 1.14 Updating Employee Records

Employees are responsible for updating their personal data using self-service functionality within Workday to update personal information, for example legal name and address changes. Additionally, employees may submit requests for benefit changes, life beneficiary changes and emergency contact changes.

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

Section 1.15 Corrective Action / Disciplinary Notices / Discharge

Supervisors are responsible for corrective action of 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 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, not agreement or disagreement, of 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 1.16 Personal Appearance and Conduct**

All employees are expected to dress professionally and in accordance with the type of position held. Some areas of the University may require employees to wear uniforms. Care of the uniforms shall be the responsibility of the employee.

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.

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, discourages personal relationships with students and with employees with whom you 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.
Section 1.17  Policy against Discrimination and Harassment

Southern New Hampshire University (SNHU) seeks to provide all employees a work environment that encourages productive activity and mutual respect. To accomplish this, SNHU will not tolerate discrimination or harassment described in this policy by any person and will deal severely with anyone who engages in discrimination or harassment. Therefore, it shall be SNHU's policy to prohibit discrimination or harassment of employees based upon their race, color, sex, religion, national origin, citizenship, marital status, disability, age, gender identity or expression, sexual orientation, veteran/military status or genetic information. Sex discrimination encompasses sexual harassment and sexual violence and is prohibited under Title IX.

Harassment is serious or pervasive and offensive conduct directed toward an employee because of his/her race, color, sex, religion, national origin, citizenship, marital status, disability, age, gender identity or expression, sexual orientation, veteran/military status or genetic information. Most harassment starts out as offensive and inappropriate conduct which will not be tolerated by SNHU. In many cases, the person who is offended can stop the conduct by telling the other person that he/she is offended and expects the other person to stop; the person must immediately stop that conduct. SNHU encourages this kind of forthright communication. SNHU wants to assure that all employees are not subjected to harassment or inappropriate conduct; however, if the offensive behavior continues, the offended person should contact his/her supervisor and/or the designated Human Resources Business Partner for assistance.

Sexual harassment is difficult to define. It generally is serious or pervasive offensive conduct which is directed toward an employee because of his/her sex and is unwelcomed by the employee. It also generally has a sexual or sexist component. Certain conduct is more offensive to some people than others. However, the basic guideline which SNHU will follow is that physical touching not required by the job is not appropriate. Likewise, discussions, jokes or remarks involving sex, sexual matters, propositions, physical makeup or gender-stereotyping are prohibited. While impossible to list all types of prohibited conduct, the following are examples of such behavior:

- unnecessary touching
- brushing against someone
- comments or slurs of a sexual or sexist nature
- cartoons or pictures that deal with a sexual or sexist subject
- pressuring someone to go on a date
- dirty or offensive jokes or comments of a sexual or sexist nature
Anyone who has information regarding any prohibited conduct described above should notify his/her supervisor or designated Human Resources Business Partner. The supervisor will involve Human Resources as soon as he/she is aware of a situation of harassment or inappropriate behavior by another employee, supervisor or non-employee. Once notified, the Human Resources Business Partner will undertake a prompt, equitable and impartial investigation of the conduct, keeping information as confidential as possible. All persons involved in the investigation must cooperate fully, deliver truthful statements and use their best judgment under this policy. Individuals who participate in the investigation shall not be retaliated against in any way. Those who engage in retaliatory behavior will be subject to disciplinary action. Any person who is found to be responsible for harassment or inappropriate conduct will be subject to appropriate discipline, the severity of which will be decided upon by the Vice President of Human Resources and/or the authorized delegated authority. Discipline could involve, as an example, a warning, suspension, demotion or discharge. If the responsible individual is a non-employee, SNHU will take appropriate steps to protect the employee.

In addition to the above, if you believe you have been subjected to sexual harassment, you may file a formal complaint with the appropriate government agencies. Using the SNHU complaint process does not prohibit you from filing a complaint with external agencies.

Section 1.18 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 (the 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 encourage to review the policy which can be found on the mySNHU portal page under University Administrative Policy Library:
Section 1.19    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 or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board, or a 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.

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 Millyard Creative (COCE) or SNHU Marketing/Communication (On Campus).

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 does not comply with federal, state and local laws and regulations, and with 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.

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 polices, 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, or the Employee Handbook. To the extent that any provision in this policy is inconsistent with those documents, their 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 an 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 approving 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 post becomes widely known 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.

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**Section 1.20 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:

1. The individual is retiring from the University with 10 or more years of service.
2. For faculty, the individual shall normally have achieved the rank of professor.
3. 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 1.21 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 increment.

An employee who is subsequently rehired after a break in service of one year or less will receive credit for the prior service.
Section 1.22  Smoking Policy

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

- All work areas. “Work areas” are defined as any enclosed location, permanent or temporary, where faculty or staff – including students – performs any work-related duty in the course of their employment.

- Public areas such as hallways, classrooms, bathrooms, and 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 eliminate individuals 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.

Section 1.23  Performance Management

A performance management process has been established for non-faculty staff. All areas of performance will be addressed during the process including strengths and areas where performance can be developed. In addition, goals from the previous evaluation cycle will be reviewed and new goals will be established for the upcoming evaluation cycle. A self-assessment and development tool is available to support the performance management process. The guidelines and evaluation forms are available on the mySNHU portal page under Human Resources.
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 and must have had a satisfactory performance evaluation for the current calendar year.

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 partner.

Section 1.24 Position Classification

Position descriptions are developed to describe the essential functions of each position and are submitted by the manager to the designated Human Resources Business Partner. The initial evaluation will include a review of the appropriateness of the current classification or a new classification based on internal and external benchmarks, market data and FLSA regulations. Following initial review the job description will be forwarded to the appropriate classification advisory committee for evaluation. The classification committee will follow established guidelines and processes in the evaluation of job descriptions. Re-classification requests may be submitted to the appropriate Human Resources Business Partner once in a twelve month period.

Section 1.25 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 personal development and career opportunities are known.

Notices of job opportunities are 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. Individuals currently on a Performance Improvement Plan (PIP) will not be considered for posted positions. Reference and background checks may apply.

To be considered for a posted position, employees must formally apply using the Southern New Hampshire University’s employment applicant tracking system. Employees are expected to notify their current manager of their application to any positions no later than one business day of an application being submitted.

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. Transfers will generally take place after a two week notice period. However, the specific timing should be worked out between 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 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 1.26   Employment Identification**

(a)  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 requested 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, are not to be altered, 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 the One Stop Office.
Section 1.27  Business System Use

(a)  Computer and Network Use
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 the IT policies including Network User Policy, found on the mySNHU portal under Information Technology Services.

https://my.snhu.edu/Offices/ITS/CIS/Pages/default.aspx

(b)  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 an SNHU cell phone are responsible for following all requirements and usage under the agreement.

(c)  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.

Section 1.28  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 the United Way solicitations and other 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 1.29  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. 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

Section 1.30 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 on mySNHU Human Resources portal page under Employment Information.

Article II. Employee Group Benefits

Section 2.01 Overview

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 mySNHU Benefits portal page under the employee benefits lounge.
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 cover all employees in the manner prescribed by law.

Section 2.02 Legislated Benefits

(a) 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 experiences 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 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 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 less 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 may not be able to temporarily 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.

(b) Unemployment Compensation
Employees of the University are eligible to apply for unemployment compensation
benefits. Those who leave the employment of the University because there is a “lack
of work” may be entitled to these benefits.

(c) 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.

(d) 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. The following qualifying events will initiate COBRA:

1. Termination of employment (voluntary or discharge, other than gross
   misconduct);
2. Employees’ entitlement to Medicare;
3. Reduction in work hours, resulting in loss of benefit eligibility;
4. Death of covered employee (COBRA for eligible dependents);
5. Divorce or legal separation from covered employee (COBRA for eligible
dependents);
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.

(e) 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 Military Family Leave 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 Eligibility
An employee will be considered eligible if they have worked for at least one year (which need not be continuous), and have worked 1,250 hours over the previous 12 months, and work within 75 miles of a worksite where there are at least 50 employees.

1. Eligible employees may be granted up to 12 weeks of job protected unpaid leave in a 12 month period for the following events:
   a. The birth and first year care of the employee’s child;
   b. The adoption or foster placement of a child in the employee’s home;
   c. The care of a spouse, child or parent with a serious health condition;
   d. The employee’s own serious health condition.
   e. The qualifying exigency of a spouse, son, daughter, or parent in the National Guard or Reserves or active service member who has been notified of an impending or call to covered active duty status, in support of a contingency operation.

Leave Entitlement Considerations:
- For purposes of this policy, a twelve-month period is measured backwards from the first day of leave.
- Leave for the birth and first year care of a child or the adoption or foster placement of a child may commence any time within 12 months of the birth or placement.
- FMLA is not gender specific and therefore either parent is eligible for the leave. If both spouses are employed by the University within the same unit, additional considerations due to business needs may apply.
• 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.

2. An eligible employee who is the spouse, son, daughter, parent or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of duty on covered active duty may be granted up to 26 weeks of unpaid leave in a single twelve month period. A recovering service member is someone who has suffered an injury or an illness while on covered active duty that may render that person unable to perform the duties of the member’s office, grade, rank or rating.

3. A veteran who is undergoing medical treatment, recuperation or therapy for serious injury or illness that occurred any time during the five years preceding the date of treatment from a serious illness or injury sustained in the line of duty on covered active duty may be granted up to 26 weeks of unpaid leave in a single twelve month period.

FMLA Requests for Leave
1. Request for leave, when foreseeable, shall be in writing on the appropriate SNHU Leave Request forms. Please contact the Benefits Office for the appropriate forms. Information provided should be sufficient enough to reasonably determine whether FMLA may apply. The University may deny or limit leave taken depending on how much leave the employee has taken in the twelve months immediately preceding the request.

2. If the need for a leave is foreseeable, employees must give thirty (30) days’ notice to their supervisor. However, when planning medical treatments, employees should consult with their supervisor and make reasonable efforts to schedule leave which will not disrupt departmental operations, subject to the approval of the healthcare provider.

3. If unforeseen events occur and it is not feasible to provide such advance notice, notice is to be given as soon as practicable. For example, generally employees must notify their supervisor one hour before the normal start of work day.

FMLA Health Care Provider Certification
1. If an employee seeks leave for a serious health condition (as defined under the Act), medical certification for leave 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 to the validity of a medical certification, a second and perhaps third opinion may be requested at the University’s expense.

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 one continuous period of time) or reduced leave for their own or a covered relation’s serious health condition, or the serious health condition of a qualified recovering service member, provided intermittent or reduced leave is certified as being medically necessary and a description of the expected duration and schedule is provided. The minimum leave increment is one quarter (¼) hour.

2. Employees may take intermittent leave to support a spouse, son or daughter, or parent in the National Guard or Reserves due to a qualifying exigency resulting from the covered family member’s active military duty (or call to active duty status) in support of a contingency operation.

3. Intermittent and reduced leave will not be available for the birth, adoption or foster placement of a child in an employee’s home and the first year care of that child.

4. An employee requesting an intermittent or reduced leave may be temporarily transferred to an alternative position with equivalent pay and benefits as long as the employee is qualified for this position and the position better accommodates the recurring periods of leave. Approved intermittent leaves for an employee’s own serious health condition will be paid in the same manner as a certified disability leave. Full time employees subject to intermittent absences up to 160 hours will be paid under salary continuation. Absences in excess of 160 hours and not more than 320 hours will be paid under Short Term Disability.

FMLA - Substituting Paid Leave Time
1. Employees who have accrued PTO will be required to substitute such leave for all or part of any leave related to the birth (unless disabled), adoption or placement of a foster child in the employee’s home.

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

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

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.

FMLA - Returning to Work

1. 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, then the University’s obligation to maintain group insurance benefits and reinstatement ceases.

2. An employee returning from leave prior to the exhaustion of protected FMLA will be reinstated to the same or equivalent position with the same benefits, pay and other terms and conditions of employment.

3. 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 to secure an opportunity within the University. If following the two week unpaid leave, the employee has not secured a position, the employee’s employment status will be terminated.

4. An employee returning to work 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. Typically 1-2 weeks prior to the exhaustion of FMLA leave.

FMLA - Compliance and Enforcement

The University will not interfere with, restrain, or deny the exercise of an employee’s right provided under 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.

Unauthorized Leave of Absence
Employees who do not provide a completed medical certification to our third party administrator within the first 30 calendar days of being absent will be considered on an unauthorized leave and will be provided with notice of impending termination, and will be subject to termination. It is the employees’ responsibility to provide all requested medical documentation to our third party administrator, which may require appropriate follow up with medical providers.

Section 2.03 Leaves

When the need for an employee leave arises, both the supervisor and employee are responsible for communicating, requesting and seeking approval with the Benefits Partner. If the request for leave falls under a disability leave or an FMLA leave, in addition to contacting the Benefits Partner, the employee will be required to work with a Third Party Administrator designated by the University to certify the medical need and to make a determination whether the Family and Medical Leave Act is applicable. The employee will be notified directly by the Third Party Administrator.

Employees must complete and submit an online Request for Leave of Absence found on the Employee Benefit Lounge on the mySNHU Benefits Portal page. 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.

In the case where an employee experiences an unplanned absence from work three days or more the employee will be required to provide a physician’s statement indicating a return to work authorization.

While on leave, employees do not accrue time off (PTO) for any 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.

(a) Adoption Leave
Adoption leave is available for full-time employees who serve as the primary caregiver associated with the placement of a child under the age of six. A "primary caregiver" is defined as someone who has primary responsibility for the care of a child immediately following birth/adoption. Upon approval, the primary caregiver
will be eligible for up to 20 consecutive paid business days at the employee’s current rate of pay and is not charged against the employee’s PTO accrued time.

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 four weeks prior to the commencement of the anticipated leave. If eligible and approved, an Adoption leave will run concurrently and may only be combined with FMLA leave or unpaid leave of absence not to extend beyond a total of 12 weeks. Eligibility requirements must be met.

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. If both parents are employees, only one may access the paid benefits under this leave.

(b) Parental Leave

Parental leave is available for full-time employees who serve as the secondary caregivers associated with the birth of an employee’s own child or in connection with the placement of a child under age six. The secondary caregiver provides the supporting role to the birth mother or the adoptive mother/father as declared on the adoption paperwork. A Parental leave, if approved, provides up to 10 consecutive paid business days at the employee’s current rate of pay and is not charged against the employee’s PTO accrued time.

Parental 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 four weeks prior to the commencement of the anticipated leave. If eligible and approved, a Parental leave may only be combined with an FMLA or unpaid leave of absence not to extend beyond a total of 12 weeks, eligibility requirements must be met.

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. If both parents are employees, only one may access the paid benefits under this leave.

(c) Disability Leave

Disability leave requests are appropriate in situations when a full-time employee is expected to be absent from work for medically necessary procedures for a period of more than seven (7) 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.

An employee on full or partial disability leave when salary increases are effective will not receive any adjustment to the disability pay. Employees will receive a salary adjustment for any hours they work while on partial disability.

Salary continuation, short term and long-term disability benefits are not payable for work-related disabilities, as work-related disabilities are filed under Worker’s Compensation.

(d) **Salary Continuation Program**
Disability leave certified by our Third Party Administrator are eligible for benefits under the Salary Continuation Program. During a certified disability leave, the first 30 days will be considered an elimination period and the employee will be eligible for salary continuation. The salary continuation benefit will be equal to 100% of base wages for the first 30 days.

For purposes of this policy, any day in which the employee is absent for any period of time due to a physician-approved disability will be applied as a full day of elimination.

When a disability leave certification is pending, the employee will continue to 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.

(e) **Short Term Disability Benefits**
Short Term Disability benefits apply to employees with a minimum of 90 days of full-time service prior to the start of the leave.

Short Term Disability benefits commence on the 31st day of a certified disability leave or at 161 hours of an approved intermittent FMLA leave for an employee’s own disability. The short term disability benefit is equal to 60% of base wages to the maximum allowed for up to 150 days.

(f) **Long Term Disability (LTD)**
Following a certified disability leave of 180 days, full-time employees will be moved to an inactive status. Inactive employees are not eligible to receive employee
benefits and continuation options for employee benefits are available under COBRA.

Employees are eligible to apply for long term disability benefits through Third Party Administrator. Approval must be received before LTD benefits commence. Additional information is available on the Employee Benefit Lounge found on mySNHU Benefits portal page.

(g) **Bereavement Leave**
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.

Full-time and half-time employees may take up to six work days (five days for ten-hour/day-four day/week employees), in the event of a death in the immediate family. Immediate family is defined as spouse, domestic partner, parent, step-parent, sibling, step-sibling, child, step-child, grandparent, step-grandparent, parent-in-law, step-parent in-law, sibling-in-law, step-siblings in-law, child-in-law, step-child in-law, grandchild, step-grandchild and other family member living in the immediate household.

Bereavement leave may be granted for other relatives or close friends upon request for the amount of time needed to attend services not to exceed one day. Bereavement leave for full-time and half-time employees will be paid without deduction from accrued time off and should be entered in Workday as “bereavement leave”.

For purposes of overtime calculation, bereavement leave is considered time not worked.

(h) **Jury Duty Leave**
An employee called to jury duty must inform the employee’s immediate supervisor as soon as notification is received. Each employee shall request from the Clerk of the Court a statement of time served and provide such information to the supervisor. 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. For purposes of overtime calculation, jury duty is considered time not worked.

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

An employee who is absent from work for qualified military service may take a Military Leave of Absence from employment if certain conditions prescribed under the Uniformed Service Employment and Reemployment Rights Act of 1994 (“USERRA”) are met. For these purposes, the term “qualified military service” means the performance of duty on a voluntary or involuntary basis with the United States Armed Forces.

The Uniformed Services Employment and Re-employment Rights Act of 1994 (USERRA) provides for military leaves of absences and re-employment of eligible employees when they return from military duty without any loss of seniority, status or pay. Eligible full-time employees include those who perform duty, voluntary or involuntary, in the uniformed services including active duty, active duty for training, inactive duty training (such as drills), initial active duty training and the period for which a person is absent from a position of employment for the purpose of an examination to determine fitness to perform any such duty.

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) for annual military duty for training purposes per fiscal 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 military leave for a period of three weeks (15 business days) per fiscal year up to a maximum of 18 weeks (90 business days). After the maximum weeks 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 they are unpaid for time away.

A request for time off for annual military duty for training purposes or for active military duty in support of a contingency operation 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.

Reinstatement conditions

- Employees absent for less than 90 days will be restored to the same position.
- Employees absent for more than 90 days will be restored to the same or an equivalent position. However, periods of service must not exceed 5 years.
• It is expected that the employee reports back to his or her job on a timely basis as follows:
  o If the absence was 1 to 30 days, the Employee must report back to work on the first regularly scheduled workday following completion of the leave
  o If the absence was 31 to 180 days, the Employee must report to work within 14 calendar days following the completion of the leave
  o If the absence was over 180 days, the Employee must report to work within 90 days following the completion of the leave.

Coverage for health benefits under the Group Benefit Plan may be continued through COBRA. COBRA coverage can be continued for up to 24 months for a Military Leave. Regular coverage for active employees will be reinstated as of the return to work date. For additional information regarding continuation coverage during your Military Leave of Absence, please refer to the Group Benefit Plan.

(j) Internship Leaves

Full-time Exempt Professional Staff may apply for internship leave (without pay) after four (4) years of full time service to the University.

Internship leave will be in writing and submitted to the appropriate administrators for a decision by the appropriate division leadership. Requests must be made on or before December 1 of the year prior to which the leave will occur.

Internship leaves will be for a period of up to one year and will count as time for seniority and time in service for sabbatical leaves. In unusual circumstances, internship leaves may be renewed for a second year; but the second year will not be counted for seniority or time in service for sabbaticals. The President must approve all internship leave renewal requests.

After an internship leave has been approved, a written agreement is made between the employee and University via a template provided by Human Resources regarding the dates and terms under which the leave is granted. This agreement obligates the University to return the employee to the employee’s original position or to a similar position.

During an internship leave benefits will continue without interruption. The employee shall remain responsible for the employee’s share of the benefit premiums. These benefits are provided with the agreement that the employee shall return to the University for at least one year or shall reimburse the University’s share of the benefits provided while on leave.
(k) **Sabbatical Leave**
Sabbatical leaves for full-time Professional Staff are granted on the merit of the applicant’s proposal. Sabbatical leaves may be limited by the resources of the University and/or the impact that may result from the absence of a key professional.

Full-time Professional Staff may apply for a sabbatical leave during or after four consecutive years of full-time service to the University. Subsequent sabbatical leaves may be requested during or after four additional years of full-time service following the return from sabbatical.

A candidate must submit an application for sabbatical with supporting material that demonstrates the substance of the requested sabbatical, including the benefit of the sabbatical to the professional development of the individual and its benefit to the University.

Application materials must be received on or before December 1. The appropriate Vice President will review the request with the President and inform the employee of the decision.

Sabbatical leaves for full-time Professional Staff normally are for three (3) months with full salary and benefits or for six (6) months with half salary and full benefits.

The staff member is expected to file a final report on their sabbatical within three (3) months of their return. This report will be filed with the appropriate Vice President, Dean or Director.

(l) **Personal Leave without Pay**
Personal leaves of absence without pay may be approved for a period of up to 6 months for paternity, adoption, extended maternity (after disability has expired), political leave, personal and/or family reasons. Employees taking unpaid leave 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.

Nothing in this agreement shall obligate the University to return the employee to the employee’s position. However, the University will endeavor to return the employee to the same or to a similar position if one is available.

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. In this instance, the employee will reimburse the University for their cost of the 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 2.04 Retirement Plan

The University has established a Defined Contribution Retirement Plan 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 2.05 Tuition Benefits

(a) 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 IRS dependent children. The tuition benefit is applied to for-credit courses and is limited to 2 courses per term. Exclusions under this benefit includes: Doctoral programs, course audits, non-credit course, special programs, books, fees and other charges. The SNHU tuition benefit will not be in addition to any external tuition benefit for example, a military tuition benefit. Tuition benefit 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 which 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 on the next page*. 

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**Full-Time Employee Benefit/Eligibility Guidelines:**

1. Employees are eligible for the tuition benefit as soon as employment begins.
2. An employee’s spouse/domestic partner may take courses after the employee has completed six months of full-time employment.
3. 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.
4. 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;
5. 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;
6. 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;
7. 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](#).

**Taxable/Non Taxable Tuition Benefit Chart:**

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

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

**(b) Dependent Tuition Benefits at Other New Hampshire Colleges**

Several private colleges within the New Hampshire College and University Council (NHCUC consortium) offer the opportunity for IRS dependent children of full-time employees, with 12 months of service, to attend undergraduate programs of study. Benefits are not guaranteed and are at the discretion of the participating New Hampshire Colleges. For more information on this program and a link to the NHCUC website, please visit the Tuition page on the [Employee Benefit Lounge](#).
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 (with one year of full-time service as of Sept. 15th of the scholarship academic year the tuition benefit is being applied for), their spouse/domestic partner and their dependent children (as defined by the IRS) are eligible. Students must apply and scholarships are not guaranteed. For more information on this program and a link to the CIC Tuition Remission website, please visit the Tuition page on the Employee Benefit Lounge.

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 (with one year of full-time service as of Sept. 15th of the scholarship academic year the tuition benefit is being applied for), their spouses/domestic partner and their dependent children (as defined by the IRS). These scholarships are not guaranteed and may vary annually depending on the balance required to continue membership in the TE Program. For more information on this program and a link to the TE website, please visit the Tuition page on the Employee Benefit Lounge.

Southern New Hampshire University supports continued education by offering a tuition benefit to eligible part-time employees. The tuition benefit will be applied to for-credit courses only. Exclusions under this benefit includes: Doctoral programs, course audits, non-credit course, special programs, books, fees and other charges.

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 which 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.

Part-Time Employee Benefit/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 during any academic term 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 tuition benefit. The benefit will apply to the course that commences first;

4. Upon separation, 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 Employee Benefit Lounge.

(f) 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 an SNHU doctoral program may be provided to exempt employees pursuing terminal degrees. The following tuition reimbursement policy is designed to facilitate job-related professional development.

(i) Eligibility
Full-time exempt-salaried 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 exempt 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 your 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 at each successive supervisor through the Senior Leader. All proposals so approved 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. Exempt employees whose proposals are approved will be notified on or around June 1st.

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

(iii) Reimbursement
Exempt 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 one year 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.
Exempt 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 class, the professional employee must submit to the appropriate HR 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 2.06 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](http://www.anthemeap.com).

**Section 2.07 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
Section 2.08 Meal Discounts

The University faculty/staff ID card enables full-time and half-time employees to receive a discount in Southern New Hampshire University dining venues under the following guidelines.

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.

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

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 2.09 Vendor Discounts

From time to time discount programs are made available to employees of the University by community businesses. As these offerings change frequently employees may obtain current information on the Employee Benefit Lounge found on the mySNHU portal page under Benefits.

The University store is located in the Student Center on the Main Campus and offers employees a discount on gift and text book purchases. A University faculty/staff ID is required.

Article III. Payroll and Time-Off Policies
Section 3.01 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 University designated holiday or a bank holiday, employees will be paid on the business day prior to the holiday.

Pay schedules are available on the Payroll Services portal page on mySNHU.

The work week begins Sunday at midnight and ends Saturday at midnight. 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 need. 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 may impact pay processing so this should be considered.

Non-exempt hourly 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. Non-exempt hourly 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 refers to the recording of time worked and/or time taken 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 by establishing payroll deadlines to ensure employees are properly paid. Employees can view time off balances within Workday. Altering, falsifying, or tampering with time records may result in disciplinary action, up to and including termination of employment.

(c) Overtime and Premium Pay
Overtime pay is not permitted without prior authorization by the Supervisor. When equivalent time off during the same work week is not possible, non-exempt hourly staff members will be compensated at the overtime rate of time and one half for the following conditions:
• Hours worked beyond 40 in a work week. For the purposes of this policy, the following time off items will be considered hours worked; Holiday, School Closure and PTO.

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

• Hours worked on a Holiday or Sunday except when Sunday is a regularly scheduled workday.
• In the event of the suspension of normal operations, premium pay may apply. Please refer to the policy entitled Suspension of Normal Operations.

(d) Pay Statements and Distribution
The University offers online access to view and print pay statements within Workday.

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 within Workday the correct and accurate banking information. Incorrect information will cause the funds to be returned to the University.

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 that the most current mailing address is on file. If a paycheck is lost or stolen, employees should contact the Office of Payroll Services at payroll@snhu.edu for assistance.

(e) Philanthropy through Payroll Deductions
Employees may contribute to University Institutional Advancement through payroll deduction. Further information can be obtained through the office of Institutional Advancement.

Section 3.02 Time- Off Policies

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 full-time benefit eligible employees to use for planned and unplanned absences. Use of all PTO time requires the approval of the supervisor.

(a) **Full-time Exempt Staff Paid Time Off**

Active full-time exempt staff accrue PTO based on the following guidelines:

(i) **PTO Accrual Rates**

Twelve (12) month professional staff accrue PTO, per academic year, based on years of service as follows:

- Employees under 10 years of service may 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 as of 8/31 each year may accrue PTO up to 30 days/240 hours, at an accrual rate of 9.231 per bi-weekly pay period.

Ten (10) month professional staff accrue PTO, per academic year, based on years of service as follows:

- Employees under 10 years of service may accrue PTO up to 14 days/112 hours, at an accrual rate of 4.308 per bi-weekly pay period.
- Employees over 10 years of service as of 8/31 each year may accrue PTO up to 17 days/136 hours, at an accrual rate of 5.23 per bi-weekly pay period.

Please note: Professional staff employees employed as of 9/1/15 will show an adjusted accrual rate used for this 2015 transition year to this new plan. Please refer to Q&A provided in the fall of 2015 for clarity.


**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 manager approval, department staffing needs and established departmental procedures including black-out periods.

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. A doctor’s certificate will be required for an unplanned absences in excess of three consecutive workdays.
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.

Employees are able to carry a balance of 40 days (320 hours) at any point in time. PTO will not continue to accrue until the maximum balance is reduced. PTO time lost while at the maximum balance will not be reinstated.

Accrued PTO will be paid upon resignation or dismissal.

(b) Full-Time Non-Exempt Hourly Staff Paid Time-Off (PTO)

(i) PTO Accrual Rates
Employees begin accruing PTO upon their first full pay period. The employee will accrue PTO bi-weekly at a rate of 7.08 hours up to a maximum of 184 hours per year. The maximum PTO accrual an employee can have at any given time is 240 hours. Once the maximum of 240 hours is reached, PTO will not continue to accrue until the maximum balance is reduced. PTO time lost while at the maximum balance will not be reinstated. PTO will not accrue during any pay period in which the employee did not work or 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. Accrued PTO will be paid upon separation.

(ii) 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. PTO is subject to manager approval, department staffing needs and established departmental procedures including black-out periods.

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. A doctor’s certificate will be required for an unplanned absences in excess of three consecutive workdays. Employees must use all PTO time before time off without pay can be considered. 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.

(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 and will accrue up to 60 hours of PTO
annually or 2.307 hours per pay period. The maximum PTO accrual an employee can have at any given time is 80 hours. The use of PTO time must be approved in advance by the employee’s supervisor. PTO hours can be used for holidays, vacation, personal or sick time out of the office and will be tracked through Workday. PTO approval is at the discretion of the supervisor. No buy-back provisions are available.

(d) Other Part-Time
Classification of positions in which the employee is hired to work a consistent, routine schedule year round; typically less than 20 hours per week or a consistent routine schedule during a specified season will accrue up to 16 hours of PTO annually. No buy-back provisions are available. Adjunct Faculty and Temporary employees are not eligible for any PTO plans and do not accrue time.

(e) PTO Buy-back Program
Annually, the University, with supervisor approval, will consider full-time employee requests to buy-back up to 40 hours of PTO. Employees may submit requests under the provisions of the buy-back program if they have at least one year of service, a minimum of 40 PTO hours available in addition to the total hours of PTO buy-back time requested (maximum 40 hours). Requests must be submitted to the supervisor and Human Resources utilizing the provided on-line request as designated no later than December 1st. Approved buy-back payments will be made in January. Employees at a Vice President level or above are not eligible for this program.

(f) VTO Program
Southern New Hampshire University recognizes the importance of serving the communities in which we live and work. The Volunteer Time Off program affords 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, and does not accrue from year to year.

(ii) Process
Employees should first discuss with their manager anticipated volunteer time off as approval is at the discretion of the manager 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.

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.

**Holidays**

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

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

1. At times, due to business needs, the University may require an employee to work on an observed holiday. Full-time non-exempt employees who are required and pre-approved by their supervisor to work on an observed holiday will receive premium pay at time and one half of their regular hourly rate of pay for the hours worked on the holiday in addition to holiday pay.
2. Full-time non-exempt employees whose normal work schedule does not include an observed holiday, will be paid 8 hours for the holiday.
3. Full-time employees who are on an unpaid leave are not eligible to receive holiday pay.
4. Part-Time non-exempt employees are not eligible for holiday pay, however if required and pre-approved by their supervisor to work on an observed holiday
will receive premium pay at time and one half of their regular hourly rate of pay for the hours worked on the holiday.

5. Observance of religious holidays will be honored, upon supervisory approval. Employees will be required to use accrued time off for such observances.

Article IV. Separation

Section 4.01 Separation from Employment

(a) Types of Separation

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

Involuntary Separation
The University has the right to terminate any employee at-will, 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.

In some cases, an appeal process may apply. Contact Human Resources for assistance.

(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.

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.

(i) **References Following Separation of Employment**
All requests for employment references should be referred to Human Resources.

(ii) **Re-Employment**
Former employees who departed from the University under satisfactory circumstances may be re-employed.

**Article V. Grievance**

**Section 5.01 Grievance Policy for Non-Contracted Employees**

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 alleging the same grievance.

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

(a) **Procedure**

(i) **Informal Procedure**
The grievant(s) will first try to resolve the grievance by meeting with those directly involved.

(ii) **Formal Procedure**

**Step One**

A. The grievant shall submit the grievance in writing to his/her supervisor and copy their Human Resources Business Partner within thirty (30) calendar days following the existence of the situation giving rise to the grievance. If the grievance is with the employee’s immediate supervisor, the grievance should be directed to the next level manager.
B. The written grievance shall state the nature of the grievance including the relevant facts, provisions of the handbook alleged to have been violated and the adjustment sought.

C. The supervisor shall arrange a meeting with the grievant. The meeting shall be held within ten (10) calendar days of the receipt of the grievance. A written response to the grievance shall be forwarded to the grievant within seven (7) calendar days after the meeting.

D. In the event the grievance is not resolved the grievant may present the grievance to the appropriate division leader within (10) days following the supervisor’s response.

Step Two
A. A grievance filed by an employee who reports directly to the division leader shall be filed directly at step two after attempting to resolve the grievance informally.

B. The division leader or designee shall arrange a meeting with the grievant to be held within ten (10) calendar days of receipt of the grievance. A written response to the grievance shall be forwarded by the division leader to the grievant within seven (7) calendar days after the meeting.

Step Three
A. If the grievance is not resolved at step two, the grievant may present the grievance to the president within ten (10) calendar days of the division leader response.

B. The President or designee shall arrange a meeting with the grievant to be held within ten (10) calendar days of the receipt of the grievance.

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

(b) Time Limits
A. Failure by the grievant to comply with the time limitations of the formal procedure (Step One, Section A), shall preclude any subsequent filing of the grievance.

B. Failure by the grievant at any step of this procedure to appeal within the specified time limits shall be considered acceptance by the grievant 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 to proceed to the next step.
D. The time limits in this formal procedure may be extended by written mutual agreement.

The filing or pendency of a grievance under the provisions of this formal procedure shall not prevent the University from taking the aggrieved action subject to the final decision of the grievance.

All correspondence by both parties in this procedure shall be sent via University provided email account with delivery receipt requested, certified mail, return receipt requested, or receipted hand delivery, as is most appropriate for the phase of the grievance.

**Section 5.02 Grievance Policy for Contracted Employees**

Contracted employees should refer to the Southern New Hampshire University Professional Employees Association Agreement for specific details.
Article VI. General Institutional Policies:

The following are links to general institution policies and disclosures provided in accordance with the Higher Education Opportunity Act.

Family Educational Rights and Privacy Act (FERPA) – http://it.snhu.edu/HR/ferpa.htm

Sex Offender Registry – Megan’s Law - http://www.snhu.edu/6008.asp

Consumer Information - http://www.snhu.edu/15088.asp
(Policies include, but are not limited to; Drug and Alcohol Prevention, The Jeanne Clery Disclosure of Campus Security Policy and Statistics Act, Southern New Hampshire University Emergency Preparedness)

Office of Public Safety - https://my.snhu.edu/Offices/PublicSafety/Pages/default.aspx
Emergency Management: https://my.snhu.edu/Resources/EmergencyManagement/Pages/default.aspx
SNHU Care Team: https://my.snhu.edu/Resources/SNHUCareTeam/Pages/default.aspx

University Administrative Policy Library -
https://my.snhu.edu/staff/UAPL/ViewPolicies/Pages/default.aspx

Code of Ethical Conduct -

Information Technology Solutions - Policies
https://my.snhu.edu/Offices/ITS/CIS/Pages/default.aspx

All employees are required to read, understand, and abide by the above policies and information in the same manner as all other policies contained in this handbook.