



COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE

**Handbook for Administrative, Managerial,
Professional and Operating Support Staff
Exempt from the Collective Bargaining Process**

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FOREWORD

This Handbook is designed for administrative, managerial, professional, and operating support staff exempt from the collective bargaining process. The employment of each employee is “at will,” as defined by law.

To respond to the changing needs of the marketplace, the needs of the Community College System of New Hampshire (CCSNH) will change over time. As a result, the policies and expectations described in this guide may change. The needs of CCSNH may also require changes among employees in order to operate successfully. Employees are considered “at will” and are not guaranteed continued employment at CCSNH. An employee may also find that employment with CCSNH no longer fulfills his/her needs. In either event, the employment relationship between CCSNH and its “at will” employees is voluntary, and nothing in this guide is meant to change the “at will” nature of that relationship.

Employees covered by the conditions and practices described in this Handbook bear the responsibility for reading and understanding its contents. Employees with questions regarding the contents of this Handbook or the interpretation thereof should consult with their college Human Resources Office and/or the CCSNH Human Resources Office.

This Handbook is not to be interpreted as a contract of employment, or as creating any promises or contractual rights of any kind to employment or benefits of employment. Rather, the information contained in this Handbook are guidelines, which can be changed by the CCSNH at its discretion at any time and without prior notice or agreement. This Handbook supersedes and replaces all previous Handbooks and other statements of CCSNH policy rules and procedures.

This Handbook is to be used for general information only. More specific regarding the legislation that governs the Community College System of New Hampshire (NHRSA 188-F:6), the policies of the Board of Trustees (“BOT”), and the Community College System of New Hampshire (“CCSNH”) can be found via the CCSNH Human Resources website (<http://www.ccsnh.edu/about-ccsnh/human-resources>) and the CCSNH Intranet site (<http://my.ccsnh.edu>).

General information related to each CCSNH college’s academic programs and services, admissions, annual crime statistics (Clery Act), student services, and employment announcements is available on their respective college websites:

Great Bay Community College	http://www.greatbay.edu
Lakes Region Community College	http://www.lrcc.edu
Manchester Community College	http://www.mccnh.edu
Nashua Community College	http://www.nashuacc.edu
NHTI, Concord’s Community College	http://www.nhti.edu
River Valley Community College	http://www.rivervalley.edu
White Mountains Community College	http://www.wmcc.edu

SECTION 1 WELCOME

Welcome Messages

Welcome from Paul Holloway, Chair of the CCSNH Board of Trustees

The Community College System of New Hampshire (CCSNH) is a diverse, dynamic higher education enterprise that requires a competent and committed management team. Over nearly 70 years, the CCSNH has grown to be a full partner in the higher education landscape of New Hampshire and beyond. The strength and vitality of the CCSNH is due to the staff's focus on fulfilling the mission of the Colleges with integrity, tolerance, vision, and passion.

The success and reputation of the CCSNH and its colleges depends on the professional excellence, integrity, honesty and good judgment of each member of the community. As the leaders within the colleges and within the Chancellor's Office, you set the tone through your values, competence, energy, and collegiality in the process of delivering quality services and academic programs to our students. You structure an environment where your colleagues can operate creatively and capably to promote a learning environment.

Everyone who works within the CCSNH contributes to that effort. A successful learning environment requires that all members of the community are valued for their roles. As our highest level managers and support staff, you draw upon the talents and interests of your employees by setting clear goals, encouraging initiative, providing feedback, removing roadblocks, and securing necessary resources. A safe, affirming, and professional work environment in turn allows for a flourishing student learning environment.

This Handbook provides a framework to communicate the philosophy, expectations and environment we seek to foster at CCSNH. On behalf of the Trustees, I thank you for your commitment to the profoundly important mission of educating students. The Trustees join you in this commitment and recognize the role you play in the success of the CCSNH and its colleges.

Sincerely,

Paul Holloway, Chair
Board of Trustees
Community College System of New Hampshire

Welcome from Dr. Ross Gittell, Chancellor of the CCSNH

Dear Fellow Employee,

The Community College System of New Hampshire plays an important role in New Hampshire's economy and community life across the state. Our mission is one of educational and economic access and opportunity, being responsive to the changing needs within our state, and sustaining a high-quality academic experience for students of all ages, backgrounds and aspirations across the state.

Our success in meeting these goals is a result of the contributions made by each employee in our statewide system of community colleges. CCSNH and the State benefit greatly from the talent, dedication and professionalism each of you brings to your work. Each of you plays an important role in ensuring the continued vitality and quality of life in our communities and our state.

Welcome to the Community College System of New Hampshire. I hope your experience here provides you with great professional and personal satisfaction.

Sincerely,

Ross Gittell
Chancellor

SECTION 2 CCSNH OVERVIEW

A. History

The public post-secondary system of two year colleges originated in New Hampshire in 1945 with the establishment of two Trade Schools in Manchester and Portsmouth. These colleges were established to provide trade and vocational training, with first preference given to veterans that were demobilized after World War II. In 1949 the two schools were renamed New Hampshire Technical Institutes.

In 1961 an act was passed entitled, “Technical Institutes and Vocational Technical Schools”, which combined the two Technical Institutes at Manchester and Portsmouth into one facility to be located in Concord. All technical training would be carried out at this new facility.

The two former Technical Institutes would become Vocational-Technical Institutes with the specific responsibility of training skilled workers to meet the occupational needs of the State. The 1961 law provided a plan for the construction of four additional vocational- technical institutes at Berlin (1968), Claremont (1968), Laconia (1967), and Nashua (1971). With the completion of the construction in 1971, the name, “vocational – technical colleges”, was approved by the NH State Legislature. From this fundamental structure and mission, the Community College System of New Hampshire (“CCSNH”) was formed.

In July, 2007, legislation was enacted that created the Community College System of New Hampshire. The New Hampshire Revised Statutes Annotated (RSA), Title XV: EDUCATION, Chapter 188 – F as amended, provide the full details regarding the organization and governance of the CCSNH.

Today, seven independently accredited community colleges (Great Bay CC; Lakes Region CC; Manchester CC; Nashua CC; NHTI, Concord’s CC; River Valley CC; and White Mountains CC) and the Chancellor’s Office (referred to as the System Office) comprise the Community College System of New Hampshire.

B. Mission

The Community College System of New Hampshire will provide comprehensive, market-driven, accessible, quality programs of higher education and services that respond to the changing needs of students, businesses and communities.

C. Vision

The Community College System of New Hampshire will be a key access point for the broad spectrum of New Hampshire learners, providing evolving programs responsive to regional and state social and economic needs. We will be a key community resource woven into New Hampshire's quality of life, providing a seamless pathway of lifelong learning and career development.

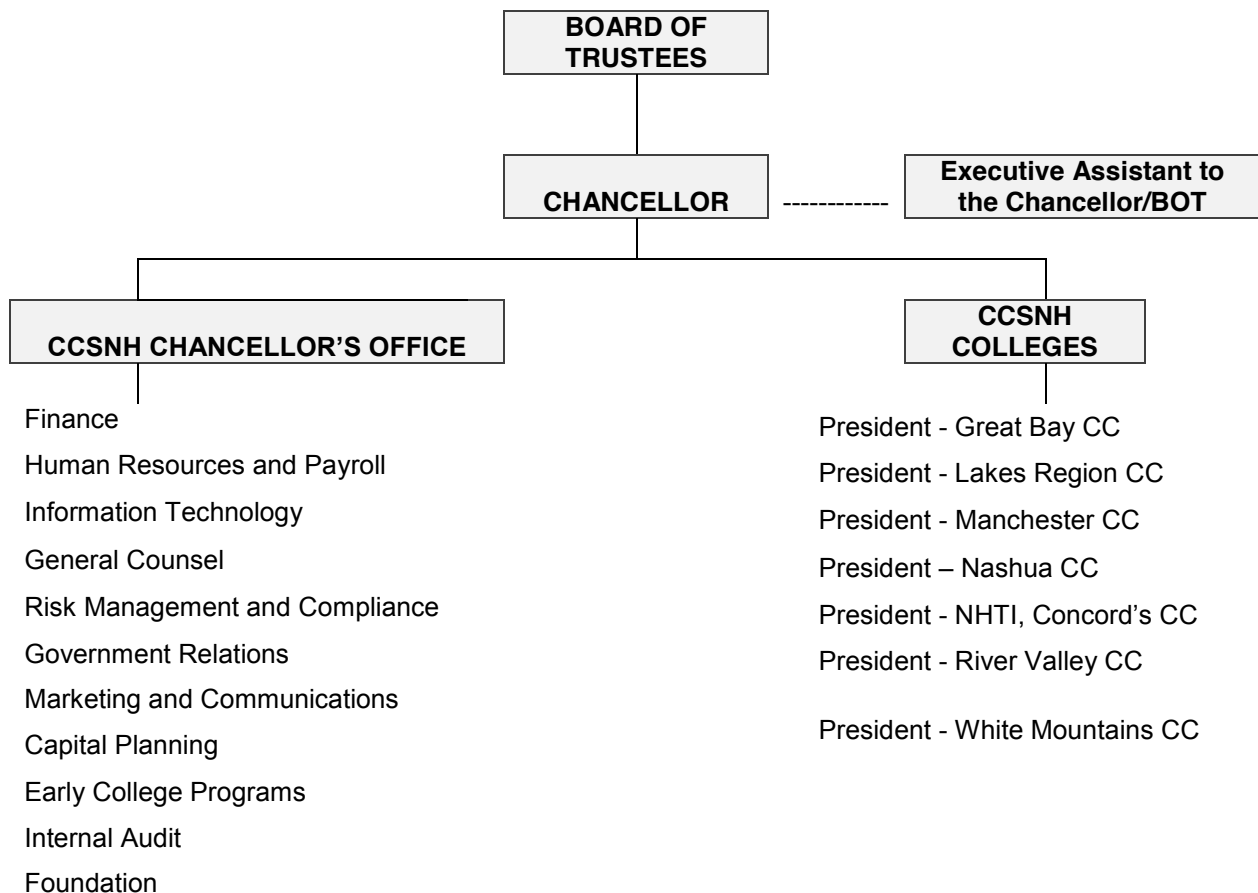
D. Strategic Goals

- Increase enrollment by providing affordable and accessible learning opportunities to NH residents in all regions of the state
- Offer rigorous, accredited programs of career and technical education that prepare NH residents with skills to thrive in the modern-day economy

- Prepare students for successful college transfer and increase opportunities for transfer
- Develop mutually-supportive partnerships with communities, businesses and the state's public secondary school system
- Develop in students a sense of service and a capacity for responsible citizenship
- Implement a statewide, collaborative workforce development system and significantly reduce the number of under-prepared workers in the NH workforce

SECTION 3 GOVERNANCE

A. Administrative Structure



B. Board of Trustees

The Community College System of New Hampshire is governed by a Board of Trustees. Except for the student members, Trustees are appointed by the Governor & Executive Council. By statute, the Trustees represent the areas of Business & Industry, Health Services, Labor, Law Enforcement, Technology, Education, Community Service, High School Career & Technical Directors, Students, Alumni, and the General Public. Additional ex-officio members include the Governor of the State of NH, the Presidents of each Community College, the CCSNH Chancellor and Vice-Chancellor, the Commissioner of the NH Department of Resources and Economic Development, the Commissioner of the NH

Department of Education, and the Commissioner of the NH Department of Employment Security.

The Board operates through a committee structure, with defined areas of committee oversight and reporting responsibilities to the full Board. As of May 17, 2012, the Board committees include Finance, Audit, Facilities & Capital Budget, Governance, Academic & Student Affairs, Personnel, and an Executive Committee.

C. Chancellor & College Presidents

The Community College System of New Hampshire is comprised of seven colleges independently accredited through the New England Association of Schools and Colleges, Commission on Institutions of Higher Education. The Chancellor serves as chief executive of the college system. The Chancellor ensures that CCSNH meets its statutory obligation to, “. . . operate as a well-coordinated system of public community college education. . .” providing centralized administration in the areas of budget, grants, financial aid compliance, legal services, communications, capital planning, human resources, internal audit, information technology, purchasing, payables and receivables, distance learning, foundation, and coordination with other agencies and institutions.

Each College President serves as the chief academic and administrative officer of the college to which he/she is assigned. The College President is responsible for the general administration and supervision of their college-based operations.

D. System Leadership Team

System-wide policy and operational coordination is vested in the Community College System Leadership Team (SLT), comprised of the Chancellor and Vice-Chancellor, the Presidents of each community college, and Chancellor’s senior office staff.

SECTION 4 EMPLOYMENT

A. Equal Employment Opportunity

The CCSNH is committed to providing equal employment opportunities for all employees and applicants. Employment decisions – including hiring, training, and opportunities for advancement – are made on the basis of qualifications and experience, without regard to race, color, religion, national origin, age, sex, disability, genetic information, veteran’s status, marital status, sexual orientation, gender identity or expression, political affiliation, or lawful political activity, or any other impermissible classification as defined by State and/or Federal law.

B. Full-Time Appointments

A full-time appointment is a year-round benefit eligible position.

C. Part-Time Appointments

A part-time appointment is a year-round position established based on a percentage of a full-time work schedule. The benefits for part-time appointments shall be limited by CCSNH policy, as outlined in Section 8 of this Handbook.

D. Hours of Work

The normal workweek for a full-time appointment is either 37.5 or 40 hours per week. Scheduled work hours may vary according to the needs of a particular office or as special situations require. Work beyond the basic work week for non-exempt (hourly) employees will be compensated in accordance with the CCSNH Overtime Policy.

E. Break Time

The CCSNH provides breaks for employees to refresh; break time is not an entitlement. Non-exempt employees may take work breaks of up to fifteen (15) minutes insofar as practicable in the middle of each four (4) hour period of working time. Breaks will be coordinated to ensure appropriate staffing levels in the department. Break time may not be added to time off or used to make up work time missed, nor will an employee be entitled to additional compensation or be credited with leave for time for breaks missed or not taken. We ask that employees be flexible and forego breaks when necessary to assure appropriate coverage and service.

F. Lunch Time

Employees may take a 30 to 60 minute unpaid lunch break. Employees who work more than five (5) consecutive hours must take an unpaid lunch break before the start of the sixth hour of work.

From time to time, at the employee's request and with the manager's approval, a non-exempt (hourly) employee may waive his/her unpaid lunch break. A lunch waiver signoff must be completed and authorized by the hourly employee and his/her manager for each workday in which lunch is waived. In addition, the manager must also confirm the lunch hours worked on the employee's time and attendance record.

G. Performance Evaluations

A formal performance evaluation is the culmination of ongoing informal and formal communication of employee's performance between the employee and the supervisor.

The performance evaluation of confidential personnel will be aligned and linked to the mission, vision, and strategic goals of the CCSNH and College, as applicable, and shall include an assessment of the employee's job duties, responsibilities, and specific annual performance objectives developed with the supervisor. Performance evaluations will be conducted annually.

The formal performance evaluation includes an assessment of the employee's job duties, responsibilities, and specific performance objectives. In addition to general performance observations and assessments, evaluations may include a self-assessment and professional development plan. Such performance evaluations will be conducted by the employee's supervisor, in consultation with the next level supervisor, if applicable.

As part of the formal performance evaluation process, the supervisor will meet with the employee to discuss the employee's job performance, reassess the job goals, and develop performance objectives and responsibilities for the upcoming year. A written evaluation based on this discussion will become part of the employee's official personnel file. The employee shall have the opportunity to comment in writing on the evaluation. If the

employee does not concur with the evaluation's findings, the employee may include an explanation of the reasons for their non-concurrence. Such comments shall be included with the performance review and be included with the designated performance review. The contents of a performance evaluation are not subject to the dispute resolution process.

H. Job Announcements

The CCSNH Human Resources Office is responsible for announcing position vacancies within the CCSNH. CCSNH job announcements shall be posted on the CCSNH website.

I. Institutional Closure

As a condition of employment, all CCSNH employees are expected to work at their assigned times and schedules regardless of weather conditions or other circumstances. It is also expected that all CCSNH institutions will continue to operate by keeping buildings open and providing administrative and operational services. An emergency closing of a college or the System Office will be implemented only under extreme circumstances. An institutional closure may be declared and authorized by the Chancellor or the College President for his/her institution.

In the event of an institutional closure (i.e. closure or delayed opening) each CCSNH institution is responsible for designating those essential personnel who will be required to report to work as scheduled. Non-exempt (hourly) essential personnel will receive premium compensation at the rate of time-and-one-half for their scheduled work hours during the period of a delayed opening or closure. Such premium pay will not be cumulative to overtime wages that may otherwise be owed. Exempt (salaried) essential personnel will receive their regular rate of pay/salary for time worked.

Employees who do not report to work after an official delayed opening or prior to an official institutional closure will be required to utilize accrued leave for the time not covered by the delayed opening or early closing. Employees who are not directly affected by the conditions warranting a delayed opening, early closing, or institutional closure, due to a pre-approved leave or sick day, or who are not scheduled to work during such times, shall not accrue any right to additional time off, and will not be compensated.

In cases when operations are not delayed or closed, employees who are unable to report to work due to weather conditions may use accrued annual leave, personal days, personal leave deducted from sick leave, or compensatory time. Under such circumstances, employees must report absences in accordance with their institution's policy. At the discretion of management, employees may be permitted to make up missed work time within the designated pay week.

SECTION 5 GENERAL EMPLOYMENT EXPECTATIONS

A. Professional Responsibility

As an academic community committed to teaching and service excellence, the CCSNH fosters a professional atmosphere that promotes the highest standards of professional conduct and integrity. It is expected that employees will demonstrate the highest standards of professional behavior; exercise professional judgment; perform their official duties effectively, efficiently, and with honesty, integrity, and fairness; be conscious of the need for the

equitable treatment of all employees and students; and use institutional resources economically.

B. Professional Conduct

It is expected that all individuals representing the CCSNH will conduct themselves ethically, honestly, and with integrity. Employees must transact CCSNH business in compliance with all federal, state, and local laws and regulations related to their positions and areas of responsibility, act in good faith, comply with regulatory and policy requirements, and adhere to all obligations assumed by the CCSNH. Individuals are responsible for keeping current with changes in applicable laws and regulations, and administrators and managers are responsible for monitoring compliance in their areas.

1. *Conflicts of Interest* – It is the policy of the CCSNH that its transactions with individuals and organizations outside of the CCSNH are conducted at all times on an ethical and arms-length basis. To this end, the primary consideration must be in the best interests of the CCSNH and its colleges. Consequently, decisions made in conducting such relationships and transactions must not be influenced by self-interest.

A conflict of interest exists when a person uses his or her influence, knowledge of the CCSNH events, and/or power or position to bring about a direct or indirect personal benefit from any business transaction with the CCSNH other than from his or her regular compensation. In order to avoid conflicts of interest, circumstances actually or potentially involving such conflicts must be promptly and fully disclosed to the employee's supervisor or other college or CCSNH official.

2. *Computer Use* – The CCSNH provides computer resources – including office computers, electronic mail, and remote access to administrative information systems – for business use. The CCSNH has established policies for the acceptable use of computer resources and expects all employees to be familiar with, and abide by, these policies.
3. *Confidential Information* – As a member of the CCSNH community you may be privy to confidential information that is protected from general release by college/CCSNH policy and/or local, state, or federal law (e.g., CCSNH Computer Use Policy, FERPA regulations, or HIPAA regulations). Such information may relate to students, job applicants, employees, finances, intellectual property, labor relations, or CCSNH or college planning. All confidential information must be protected by safeguarding it when in use, storing it properly when not in use, and discussing it only with those who have a legitimate business need to know. Questions regarding the release of confidential information should be directed to CCSNH Office of General Counsel or the CCSNH Office of Human Resources.
4. *Freedom of Expression* - The CCSNH is committed to fostering free expression within the college community and encourages the free and open exchange of ideas, approaches and points of view. It is essential to prevent disruption and permit the efficient and effective operations of the CCSNH that such expressions of ideas or points of view be conducted in a climate of mutual respect, with due regard for the rights of others.

Every member of the CCSNH community has the same rights and freedoms as other citizens. However, when communicating externally, CCSNH employees should take care

to clarify that they are not speaking on behalf of the CCSNH unless they are explicitly authorized to do so in their official capacity on a particular subject.

5. *Gifts and Gratuities* - To avoid the undue influence in decisions related to contractual relationships with vendors and others, the acceptance of any material gift, gratuity, money, or services or goods of \$25 or greater, from a vendor currently doing business with the CCSNH or one of its colleges, or one seeking to do so is prohibited. If questions arise about a proposed gift or gratuity, the proposed recipient should seek advice from the CCSNH Office of Human Resources or CCSNH General Counsel.
6. *Internal Controls* – Internal controls are a keystone to sound business practices. Internal controls are critical to ensure efficient operations, strong fiscal management, accurate financial reporting, asset protection, and compliance with laws and regulations.
7. *Political Advocacy* – Any participation in a political process is to be undertaken as an individual – not as a representative of the CCSNH or its colleges. It is expected that advocacy for a college, System Office, or CCSNH will only occur when you are specifically designated and authorized to do so.
8. *Obligation to Report Suspected Violations* – It is every employee's obligation to report suspected instances of fraud, waste, abuse or violations of laws, regulations, or of System and/or college policies and procedures. Depending upon the nature of the violation, reports may be directed to the employee's College President, the CCSNH Director of Internal Audit, the Associate Vice Chancellor of Human Resources, the Associate Vice Chancellor of Finance, the Chancellor, or the CCSNH Fraud Hotline at 888-571-8826. Calls to the Hotline are anonymous and non-traceable. Callers will never be asked to identify themselves. Examples of situations that may warrant reporting include personal use of CCSNH vehicles, equipment, or supplies; falsification of official documents; contract fraud; conducting personal business on CCSNH time; inappropriate expenditures; waste of resources; destruction or misuse of CCSNH resources; and gross neglect of duty.
9. *Safeguarding/Protecting Assets* – Protecting CCSNH assets is a part of everyone's job, whether the assets be tangible (ex. inventory, buildings, equipment, & vehicles) or intangible (ex. marketing materials, student or employee lists, course materials, or computer software). Such assets belong to the CCSNH and may not be used for personal benefit in any way.
10. *Social Media* – CCSNH or college pages on online social networks (i.e. MySpace, Facebook) are intended to provide the CCSNH or college community with a venue to share information. When participating in a CCSNH or college social networking site, it is expected that you will exercise professionalism, appropriate judgment and restraint, show respect for the opinion of others, and not subject the CCSNH or college to public embarrassment or negative attention.

As a supervisor or administrator, participating in non-work-related (personal/private) social networking sites that encourage "becoming friends" or social interactions with a person you supervise or who is under your administrative direction is strongly discouraged. Such interaction with students is also strongly discouraged. A supervisor or administrator who becomes "friends" or engages in non-work-related social interactions shall bear responsibility for any negative consequences from his/her relationship. The CCSNH has established policies for the use of social media and expects all employees to be familiar with and abide by these policies.

C. Consensual Relationships

A consensual relationship is one in which two people engage in a romantic/sexual relationship. When such a relationship involves people who differ in power within the CCSNH community, it is of special concern because of the potential for conflict of interest and/or abuse of power. Decisions, which must be made free from bias or favor, come under question when made by a person who has a romantic/sexual relationship with a person who may benefit from, or be harmed by, the decisions. The mere appearance of bias, favoritism, or unequal treatment resulting from a consensual romantic/sexual relationship disrupts the academic or work environment and undermines our sense of community, trust, and support.

The CCSNH views consensual relationships as unwise and of a high risk, especially when subordinate employees or students are involved. Therefore, CCSNH prohibits consensual relationships between a supervisor and subordinate employee, a faculty or staff member and any student who is enrolled in a faculty member's class or under the faculty or staff member's supervision, and an administrator and a faculty or staff member under that administrator's direction. A supervisor or administrator involved in a consensual relationship shall bear responsibility for any negative consequences from his/her relationship.

D. Non-Work-Related Solicitation

The CCSNH strives to provide a work environment free of non-work-related interruptions and/or unwelcome solicitation. As such, solicitation of or by CCSNH employees on behalf of non-CCSNH entities during work hours is restricted. All solicitations should take place during non-work hours and may only be posted in designated non-work common areas that do not create an obligation to participate.

A CCSNH college may permit the use of lunchrooms and/or other appropriate common areas for solicitation by, or on behalf of, appropriate non-CCSNH organizations so long as that activity does not interfere with the ability of employees to maintain a work environment appropriate to the conduct of CCSNH's work.

E. Employment of Relatives

Spouses/domestic partners and relatives of employees are encouraged to explore employment opportunities within the CCSNH and will be considered on the basis of professional criteria and qualifications for specified positions. At the same time, the CCSNH recognizes the sensitive nature of having family members employed by the same CCSNH institution. Therefore, the employment of two individuals from the same family is permissible, but under no circumstances may they be placed in a line of supervision resulting in one relative supervising, having management decisions over, or participating in recommendations or decisions concerning pay, performance, or promotion of another relative. This policy applies to all categories of employees including part-time and temporary.

For the purpose of administering this policy, a relative is considered to be a spouse or domestic partner, parent, child, child of a domestic partner, sibling, grandparent, grandchild, aunt, uncle, niece, nephew, cousin, in-law or person(s) residing in the employee's household.

SECTION 6 A FAIR AND SAFE WORKPLACE

A fair, safe, and secure environment is essential for fulfilling the mission of the CCSNH. The CCSNH is committed to equal employment opportunity and compliance with fair employment practices as well as all State and Federal laws prohibiting discrimination. Supervisors must be keenly aware of their obligation to create a work environment that is free from harassment or discrimination. As agents of the CCSNH, supervisors have an obligation to encourage reporting, treat complaints/incidents seriously, respond quickly and appropriately, and respect confidentiality. Retaliation against individuals for raising claims of discrimination is prohibited. Employees are expected to understand and comply with all CCSNH policy prohibiting discrimination and retaliation.

A. Non-Discrimination

The CCSNH adheres to the policy of non-discrimination in all employment areas, including compensation, job evaluation and review, professional development opportunities, and performance evaluations. If you believe that you have been subject to illegal discrimination at work, you should notify your supervisor and/or college or CCSNH Human Resources Officer. Complaints will receive prompt and impartial consideration.

B. Harassment, Intimidation, and Workplace Bullying

The CCSNH will not in any instance tolerate harassment, intimidation, or bullying behavior of any kind. An employee should report any harassing act(s) or pattern of conduct to his/her supervisor or the supervisor's superior, his/her college's human resources officer, or the CCSNH Director of Human Resources. Complaints will be investigated as expeditiously as possible, and with reasonable thoroughness and care to preserve the confidentiality of those involved.

C. Sexual Harassment

The CCSNH's policy on sexual harassment supports a working environment that is free of discrimination and harassment, including freedom from inappropriate or offensive behavior. All employees have the right to work in an environment free of sexually inappropriate behavior. Harassment and discrimination in employment based on sex are illegal under federal and state law and will not be tolerated in CCSNH employment. Every CCSNH employee has a duty to observe the law and will be subject to appropriate disciplinary or corrective action for failing to do so.

Sexual harassment means unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment.

Any supervisor who threatens or suggests, either explicitly or implicitly, that an employee's refusal to submit to sexual advances or other conduct of a sexual nature will adversely affect the employee's job and/or working conditions has committed sexual harassment. Conduct that is considered inappropriate and is prohibited in the workplace regardless of whether it rises to the level of being severe or pervasive includes: verbal abuse of a sexual nature;

unwelcome, offensive sexual flirtation; unwelcome, graphic verbal comments about an individual's body; sexually degrading words to describe an individual; unwelcome brushing, touching, patting, or pinching an individual's body; sexually explicit gestures; the display in the workplace of sexually suggestive, sexually demeaning or pornographic objects, pictures, posters, or cartoons; unwelcome inquiry or comment about sexual conduct or sexual orientation or preferences; or verbal abuse consistently targeted at only one sex, even if the content of the abuse is not sexual.

All complaints of sexual harassment or retaliation will be promptly and thoroughly investigated. Care will be taken in the course of investigations to protect confidentiality to the extent possible. Should it be determined that an employee has violated policy, immediate and appropriate corrective and/or disciplinary action shall be taken. This may include discharge and/or other forms of discipline. The type and extent of corrective action regarding non-employees will depend on the amount of control the agency has over the non-employee.

Complaint Procedures

How to Make a Complaint - Complaints of sexual harassment – or of retaliation for making such complaints – may be made, either in writing or verbally, to the employee's supervisor, the employee's College President or System Office Manager, the employee's College Human Resources Officer or to the CCSNH Director of Human Resources. If an employee's supervisor is involved in the alleged harassment, the employee may submit his/her complaint to the next supervisor in his/her direct chain of command or the College President or System Office Manager for system office employees, who shall be responsible for reporting any complaint received to the College Human Resources Officer or CCSNH Director of Human Resources. All complaints filed will be reported to the CCSNH Director of Human Resources.

Responsibility of Supervisors - Supervisors must exercise reasonable care to prevent and correct any harassing behavior. It is the expectation of CCSNH that supervisors strive to create a working environment that discourages behavior that could be viewed as risky or sexually harassing by clearly informing others about expectations for appropriate professional behavior in the workplace, serving as a role model, and responding to complaints promptly and appropriately.

Supervisors and other responsible college/system office managers who observe, are informed of, or reasonably suspect incidents of possible sexual harassment or retaliation against a person who has reported sexual harassment must immediately report such incidents to the individual's College Human Resource Officer or CCSNH Director of Human Resources. Failure to report such incidents will be considered a violation of this policy and may result in disciplinary action. Supervisors should take effective measures to ensure no further apparent or alleged harassment occurs, pending completion of an investigation.

Retaliation Prohibited - Retaliation of any kind against anyone who is involved in the investigation of – or in making an allegation of – sexual harassment is prohibited and may result in disciplinary action against the retaliator, up to and including termination from employment.

Confidentiality - It is very important that all matters pertaining to a complaint of sexual harassment be kept as confidential as possible and shared only on a need to know basis. Therefore, subject to the limits or requirements of the law, investigations shall be conducted with reasonable care to preserve confidentiality. Only those who need to know in order to accomplish the purposes of the investigation shall be provided with the identity of the

complainant and the allegations. All parties, including the complainant and the alleged harasser contacted in the course of an investigation, shall be advised of the importance of maintaining confidentiality.

Investigative Process - All complaints will be investigated as expeditiously as possible and with reasonable thoroughness. All individuals are required to be truthful, forthcoming, and cooperative in connection with the complaint investigation.

D. Drug-free Workplace

The CCSNH is committed to ensuring a drug-free workplace. Chemical dependency can and does affect work performance and attendance. As a condition of employment, employees are:

- (1) Prohibited from the use, possession, distribution, dispensation, or unlawful manufacture of any controlled substance while on the property of the CCSNH or its colleges, during work hours, or while attending any CCSNH or college sponsored activity or function;
- (2) Prohibited from consuming alcohol while on duty or in the workplace and from reporting to work while under the influence of alcoholic beverages or controlled substances (drugs);
- (3) Prohibited from driving any CCSNH or college-owned vehicle, or driving a personal vehicle while on business for the CCSNH or its colleges, while under the influence of alcoholic beverages or controlled substances (drugs);
- (4) Required to report in writing to the College or CCSNH Human Resources Office any criminal conviction based on the unlawful use, possession, distribution, dispensation or manufacture of a controlled substance where the violation occurred on CCSNH or its college premises or that occurs in the workplace. The reporting of such incidents must occur within five (5) calendar days from entry of the trial court's decision, regardless of whether an appeal is taken.

E. Employee Safety Program

The CCSNH is committed to meet federal, state, and local regulations relating to institutional health and safety. The elimination or reduction of accident-related injuries/illnesses and property damage is a cooperative effort of utmost importance. Our commitment to health and safety can be realized only when each of us accepts responsibility for our own personal safety and the safety of those around us by being aware of and following safety policies and procedures and reporting safety concerns to management. Only if safety is practiced by all can the CCSNH meet its obligations to provide a safe and healthy environment for members of its communities.

F. Americans with Disabilities Act (ADA)

CCSNH is committed to a policy of Equal Employment Opportunity and non-discrimination on the basis of disability in accordance with Federal and State law. For employees who disclose an ADA-qualified disability or impairment supported by appropriate medical documentation, the College Human Resources Officer and the CCSNH Director of Human Resources will provide reasonable accommodation to enable employees to perform the essential functions of their jobs. An employee who elects to disclose an ADA-defined

disability may be required to provide medical information concerning the disability and/or work capabilities.

G. Smoking

As required by law and in recognition of the health hazards of smoking and secondhand smoke, CCSNH prohibits smoking in CCSNH buildings, facilities, and vehicles. Smoking may be allowed only in designated areas as determined separately by each CCSNH college.

H. Workplace Accidents & Injuries

An employee who experiences an injury or illness while at work must immediately report the incident to his/her supervisor and/or to his/her College Human Resources Officer or the CCSNH Human Resources Office. Claims or work-related injuries/illnesses are processed through the CCSNH's Workers' Compensation insurance carrier.

SECTION 7 COMPENSATION

A. Compensation Program

The Board of Trustees (BOT) recognizes that the foundation of a competitive total compensation system includes a comprehensive benefits program and salary structures that include responsible compensation decisions, efficient use of CCSNH resources, compliance with applicable federal and state laws and regulations, and financial feasibility.

The CCSNH will maintain a classification and job evaluation system with the goal of identifying the elements and standards of a job function, establishing relationships among positions, and with internal and external equity. The job evaluation system includes the designation of job descriptions and/or generic job classifications for each position. The CCSNH establishes pay ranges for each position classification. Employees will be paid in accordance with the compensation schedules. Wage schedules are posted on the CCSNH Human Resources website at ccsnh.edu/hr.

B. Starting Salary

Generally, the starting salary for individuals who meet the minimum qualifications for a particular job classification is the minimum of the pay range. Exceptions may be granted for individuals who possess additional qualifications. Such exceptions are subject to CCSNH policies and procedures and the availability of funds.

C. Salary Adjustments

The Board of Trustees shall determine whether salary increases shall be given. Salary increases as authorized by the Board of Trustees will be administered in accordance with established salary guidelines. All salary increases are subject to the availability of funds and salary guidelines. In no instance shall any type of salary adjustment cause your salary or hourly rate to exceed the pay-range maximum. Salary adjustments shall be made in accordance with CCSNH policies and procedures.

D. Overtime

The terms "exempt" and "non-exempt" refer to the status of position under Federal wage and hour laws. Specifically, exempt positions are so called because they are exempt from the

overtime provisions of the law. Exempt personnel generally include administrative, managerial, and professional staff of the CCSNH.

Non-exempt personnel include clerical, technical, and maintenance staff who are paid by the hour and are considered non-exempt under the Federal wage and hour laws. These wage and hour laws require the payment of overtime to non-exempt (hourly) employees for any hours worked in excess of forty (40) hours within the work week. Overtime pay for non-exempt staff shall be calculated at the rate of time and one-half (1 ½) of the employee's regular hourly rate for all hours worked in excess of 40 hours per week.

All overtime must be approved in advance by the employee's supervisor prior to additional hours being worked. Non-exempt employees who work authorized overtime shall receive compensatory time off at the rate of time and one-half (1 ½) for each hour worked in excess of 40 hours per week. A non-exempt employee may not accrue compensatory time in an amount which exceeds the number of hours in that employee's basic work week. If a non-exempt employee is required to work overtime beyond the limits of his/her basic work week, the employee shall receive compensation for such overtime work.

Overtime compensation and compensatory time will be processed in accordance with CCSNH policies and procedures.

SECTION 8 BENEFITS

The purpose of this outline is to provide a brief summary of the CCSNH employee benefits. This outline is not intended to create a contractual obligation for CCSNH. Summary Plan Descriptions for insurance benefits are available. Full-time employees are eligible for most insurance benefits the first day of the month following thirty (30) days of full-time employment (for example, an employee who begins employment on June 15 would be eligible for benefits on August 1).

A. Insurance

1. *Health* - The CCSNH makes available to full-time employees and their dependents a medical/pharmacy benefit plan. The health care option(s), enrollment conditions, level of benefits, cost-sharing, dependent coverage, and employee premium contributions of the medical/pharmacy plan(s) will be implemented in accordance with CCSNH policy.
2. *Dental* - The CCSNH makes available to full-time employees and their dependents a dental benefit plan. The level of enrollment conditions, benefits, cost-sharing, dependent coverage, and employee premium contributions of the dental plan will be implemented for confidential employees in accordance with CCSNH policy.
3. *Long Term Disability Benefits* - The CCSNH makes available to full-time employees a long term disability insurance coverage, the cost of which shall be fully paid by the CCSNH. The long term disability benefits provide employees with up to 60% of basic monthly earnings with eligibility determined following 180 calendar days from the date of disability.
4. *Basic Life and Accidental Death and Dismemberment (AD&D) Benefits* - Full-time employees are provided with basic life and accidental death and dismemberment insurance benefit equal to one times the employee's basic annual earnings, up to a maximum of \$200,000, but no less than a \$25,000 minimum, the cost of which is fully paid for by the CCSNH.

5. *Supplemental Life Insurance* - Supplemental life insurance is voluntary and employee paid at a group rate. Term life insurance and AD&D insurance is available for employees, spouses, and children.
6. *Vision* – The vision benefit plan is voluntary and employee paid. The vision benefit is available for employees, spouses, and children.

B. Retirement Benefits

1. *Defined Benefit Plan* - The CCSNH will maintain the defined benefit plan through the New Hampshire Retirement System for full-time hired before January 1, 2014 and for those persons hired after January 1, 2014 who were enrolled in the NHRS as an active contributing member at the time of appointment. The employee contribution rate is currently set at 7% of gross wages. Such plan participation will be subject to the provisions of RSA 100-A and RSA 188-F, as amended.
2. *Defined Contribution Plan* – The CCSNH will maintain a 403(b) retirement savings plan administered through Fidelity Investments that includes employer and employee contributions for full-time employees hired on or after January 1, 2014. The CCSNH (employer) contribution rate is currently set at 7% of gross wages and the employee rate is currently set at 5% of gross wages. Contributions to the retirement savings plan are tax deferred and made through automatic payroll deductions. Such plan participation will be subject to the provisions of the CCSNH retirement savings plan.
3. *Retirement Health Savings Plan* – As a component to the 403(b) retirement savings plan, referenced in #2 above, the CCSNH will maintain a retirement health savings account that includes CCSNH (employer) contributions currently set at 1% of gross wages. The CCSNH Retirement Health Savings Plan shall be administered through Emeriti Retirement Health Solutions. Such plan participation will be subject to the provisions of the Emeriti Program.
4. *Individual Retirement Accounts* - The CCSNH offers employees the opportunity to save and invest for retirement, tax deferred, through payroll deductions. CCSNH offers two different retirement savings plans - a 457(b) Governmental Deferred Compensation Plan and a 403(b) Retirement Plan administered through Fidelity Investments.

C. Leave (Time Off) Benefits

1. *Holidays* – CCSNH recognizes eleven paid holidays per calendar year. The CCSNH calendar year holidays include New Year's Day, Martin Luther King, Jr./Civil Rights Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, day after Thanksgiving, Christmas Day, and the Chancellor's Holiday, which shall be designated annually. The designation of holidays and processing of holiday pay will be processed in accordance with CCSNH policy.

When a calendar holiday falls on a Saturday, the holiday shall be designated on the previous Friday and when the calendar holiday falls on a Sunday, the holiday shall be designated on the following Monday.

A full-time salaried (exempt) employee who works on a calendar holiday may take another scheduled work day off. When an hourly (non-exempt) employee works on a

calendar holiday, he/she shall receive payment for the holiday at his/her regular rate of pay and in addition, be paid at the rate of time and one half for hours actually worked on the holiday.

A full-time hourly (non-exempt) employee who works other than a Monday through Friday schedule and who is not scheduled to work on a calendar holiday will be given at the discretion of management either (1) another scheduled workday off with pay; or (2) an additional day of pay at his/her regular rate of pay, if funds are available. The holiday compensation for those employees on flexible or alternative work schedules shall be limited to 7.5 hours for 37.5 hour per week employees and eight (8) hours for forty (40) hour per week employees.

2. *Fiscal Year Personal Days* - Full-time employees earn four (4) personal days per fiscal year (July 1 – June 30). Two (2) personal days are earned on July 1 and January 1 of each fiscal year. Fiscal Year (FY) personal days must be requested in whole days and used within the fiscal year in which they were earned. Unused fiscal year personal days shall lapse. FY personal days are earned at 7.5 hours for employees assigned to 37.5 hours per work week and at 8.0 hours for employees assigned to 40 hours per work week.
3. *Annual Leave* – Full-time year round (12 month) employees receive annual leave based on the formula below. Each employee's entitlement is calculated on a bi-weekly basis and credited on the last day of the pay period. Leave accrued at the end of a pay period may not be used prior than the first workday of the following pay period. Annual leave is not earned in pay periods during which the employee was on an unpaid status for 7.5 hours or more. Effective January 1, 2106 annual leave shall be accrued as followed and may be accumulated up to the set maximum accrual levels noted below:

Continuous Years Worked	Hours Accrued Per Pay Period Based on a 37.5 Hour Work Week (1 Day = 7.5 Hours)	Hours Accrued Per Pay Period Based on a 40 Hour Work Week (1 Day = 8.0 Hours)	Days Accrued Per Year	Maximum Accrual
0 thru 1	3.47	3.70	12	12 days
2 thru 8	4.33	4.62	15	26 days
9 thru 15	5.20	5.54	18	30 days
16 thru 20	6.06	6.47	21	35 days
21 plus	6.93	7.39	24	40 days

Granting of Annual Leave - The use of annual leave is initiated by the employee through a properly executed application for leave. Such requests shall be submitted in advance for supervisor approval. Full-time non-exempt (hourly) employees will utilize annual leave in increments of fifteen (15) minutes or more for partial day absences. Full-time exempt (salaried) employees will utilize annual leave in increments of one (1) hour or more for partial day absences; an absence less than one (1) hour does not require the utilization of accrued annual leave. Annual leave for a full day absence shall be utilized at 7.5 hours or 8.0 hours as determined by the classification and work schedule of the position.

Payment of Annual Leave - An employee who resigns, retires, or is dismissed will receive a sum equal to the number of days of annual leave remaining to his/her credit. In the event of death of an employee, a sum equal to the number of days of annual leave remaining shall be paid to his/her estate.

4. **Sick Leave** - Sick leave affords employees protection against lost income from absences due to illness or injury, and full-time year round (12 months) employees shall accrue sick leave based on time worked, pursuant to the formulas below. Sick leave is not intended to supplement other forms of leave. Effective January 1, 2016, employees' sick leave accrual shall be calculated on a bi-weekly basis and shall be credited on the last day of the pay period. Eligibility to accrue sick leave is contingent upon the employee being on a paid status for the entire bi-weekly pay period. Sick leave is not earned in pay periods during which the employee was on an unpaid status for 7.5 hours or more.

Continuous Years Worked	Hours Accrued Per Pay Period Based on a 37.5 Hour Work Week (1 Day = 7.5 Hours)	Hours Accrued Per Pay Period Based on a 40 Hour Work Week (1 Day = 8.0 Hours)	Days Accrued Per Year	Maximum Accrual
0 thru 8	4.33	4.62	15	90 days
9 thru 15	4.33	4.62	15	105 days
16 plus	4.33	4.62	15	120 days

Use of Sick Leave - Accrued sick leave may be used for absences due to personal illness or injury, medical and dental appointments with prior approval; care to an ill or injured family member; personal leave; or death in the employee's family. The CCSNH may place an employee on sick leave when, in the opinion of management, the employee is not fit for duty. Use of accrued sick leave is deducted from the employee's balance based on work days and not calendar days. For the purpose of utilization, sick leave shall be counted as quarters of hours. Sick leave shall not be cumulative beyond the maximum accruals outlined above.

- (a) **Personal Leave** - An employee may use five (5) days of personal leave per fiscal year (July 1 – June 30) to be deducted from accrued sick leave. Such personal leave is noncumulative. The utilization of personal leave granted under this provision shall be requested in advance.
- (b) **Sick Leave to Provide Care to a Family Member** - An employee may use up to seven (7) days of sick leave per fiscal year for the purpose of providing care to an ill or injured family member who is "incapable of self-care" within the meaning of the Family and Medical Leave Act (FMLA), or to accompany such person(s) to healthcare provider visits. In addition to these seven (7) days, an employee may utilize up to fifteen (15) days of sick leave per fiscal year for the purpose of providing care to an ill or injured family member who has an FMLA qualified illness or injury and is "incapable of self-care" within the meaning of the FMLA. This leave shall be counted as part of the employee's FMLA leave entitlement.
- (c) **Bereavement Leave** - An employee may utilize up to five (5) days of sick leave for a death in the employee's family.

Granting of Sick Leave - For an unscheduled absence, notification of absences shall be given on the first (1st) day of absence, prior to the start of the employee's work day. For scheduled absences, notification shall be given as early as possible. To utilize accrued sick leave, the employee must file a written application for leave with his/her supervisor specifying the basis of the request. An employee may be required to furnish management with a certificate from the attending physician or other licensed health care practitioner.

Payment of Sick Leave - Upon resignation or dismissal, the amount of sick leave remaining to an employee's credit shall lapse and will not be paid. In the event of death of an employee

while in service with the CCSNH, a sum equal to the number of days of sick leave remaining shall be paid to the employee's estate. Upon layoff or retirement under the provisions of NHRSA 100-A, an employee shall receive payment in a sum equal to 50% of the number of sick leave days remaining to the employees credit. However, the total number of days eligible for payment shall not exceed sixty (60) days.

Sick leave will be administered in accordance with CCSNH policies and procedures.

5. *Family and Medical Leave Act* - The Family and Medical Leave Act of 1993 (FMLA), as amended, provides eligible employees up to twelve (12) weeks of job protected unpaid leave. FMLA leave may be unpaid and/or paid through the use of an employee's accrued leave. The FMLA allows for an eligible employee to be absent from work for up to 12 weeks in a 12-month period due to his/her own serious health condition, the birth of a child or the placement with the employee of a child for adoption or foster care, the need to care for a family member (child, spouse, or parent) with a serious health condition, or for a military qualifying exigency. The FMLA allows an eligible employee to be absent from work for up to twenty-six (26) weeks to care for a covered service member with a serious injury or illness during a single 12-month period.

Eligibility for benefits in accordance with the Family and Medical Leave Act of 1993 (FMLA), as amended, will be provided in accordance with applicable statutes and shall be subject to applicable CCSNH policies. Employees should contact their Human Resources Officer or the CCSNH Human Resources Office for more detailed information regarding the Family and Medical Leave Act and to discuss individual situations.

6. *Leave of Absence Without Pay* – A full-time employee may be granted a leave of absence without pay for medical, or other appropriate reason, at the discretion of the CCSNH. An approved leave of absence without pay shall not exceed twelve consecutive months, unless otherwise provided by law. During an unpaid leave the employee will not accrue annual leave, sick leave, or personal days and the employee's increment and seniority dates will be adjusted based on the total number of calendar days without pay. During an approved leave without pay an employee has the right to elect to continue his/her health and dental insurance under COBRA at his/her own cost. The continuation of retirement and other benefits shall be processed in accordance with federal laws and/or human resources policies and procedures. An employee who fails to return to work from an approved leave of absence when scheduled shall be considered to have voluntarily terminated his/her employment with the CCSNH.

- (a) *Medical Leave Without Pay* – The CCSNH may grant a medical leave without pay to a full-time employee when (1) he/she has a medical condition which prevents him/her from performing his/her assigned job duties; (2) he/she is not eligible for FMLA leave or has used all FMLA leave; and (3) he/she has exhausted all forms of paid leave including annual leave, sick leave, personal days, and/or compensatory time. A medical leave of absence without pay may be approved until such time as the employee becomes eligible for long-term disability.

To request a medical leave of absence without pay, the employee must provide medical documentation that clearly designates his/her medical condition, the probable duration (start and end date) of the absence from work, and the expected date of return to work. Additional medical documentation shall be required if the employee is unable to return to work as expected based on a prior medical assessment. The CCSNH may request that the employee provide updated medical documentation or participate in a medical evaluation with a physician of its choice, at its cost, for

fitness-for-duty assessment. Prior to returning to work, the employee must provide his/her Human Resources Officer with medical documentation from his/her health care provider that outlines his/her fitness for duty.

7. *Military Leave* - The CCSNH complies with all federal law governing military service, including military leaves of absences, as required by the Uniform Services Employment and Reemployment Rights Act of 1994 (USERRA, 38 U.S.C., Sections 4301- 4334) and any other pertinent legislation.

A full-time employee who is a member of the National Guard or of a reserve component of the armed forces of the United States is entitled to military leave when such duty is in conflict with the employee's regular work schedule. The employee will be entitled to fifteen (15) days of paid military leave per training year to engage in temporary active duty when such duty occurs during the employee's regular work schedule.

A full-time employee who is required to engage in active military duty, and whose military leave has been exhausted for that training year, may request the utilization of accrued annual leave, personal days, compensatory time, or leave without pay, the approval of which shall not be unreasonably withheld. An employee who is in an active military status and who is on an unpaid leave is not entitled to accrue any form of leave. The continuation of health, dental, retirement, and other benefits shall be processed in accordance with federal laws and/or human resources policies and procedures.

In time of armed conflict, members of the National Guard or Armed Forces Reserves who are assigned duties related to notification of next of kin, ceremonial or funeral details shall be released from their regular duties without loss of leave or pay. Such employees shall provide their supervisor with notice as soon as possible as to the date and expected duration of such assignments.

8. *Civil Leave/Jury Duty* - An employee will be granted civil leave without loss of pay or accrued leave when performing jury duty or when subpoenaed to appear before a court, public body, or administrative tribunal. Civil leave is only granted when the time period of service coincides with the employee's regular work schedule. An employee shall report to work when not impaneled for actual service or s/he is on call. Under normal circumstances, the CCSNH will not request that an employee seek a jury duty deferment. However, should the release of an employee create an undue hardship for the employing institution, management may request that the employee provide information to the designated court for deferral consideration. An employee on civil leave must surrender to the CCSNH any fees received for such activity, less mileage reimbursement for use of the employee's own vehicle, when the employee is being paid by CCSNH for such time involved in the activity.
9. *Educational Leave* - The CCSNH encourages participation in educational programs that develop and advance an employee's job-related skills and knowledge, enhance job performance, or prepare the employee for advancement in CCSNH employment. Educational leave with or without pay may be granted, at the discretion of the CCSNH, for the purpose of allowing employees time to further their education through an approved full-time course of study or comparable professional development activity directly related to their work or that of the Community College System. Educational leave will be processed in accordance with CCSNH policies and procedures.

D. Miscellaneous Benefits

1. *Annual Leave Payment for Part-Time Employees* - Part-time employees are not eligible to accrue annual leave. At each anniversary date of employment, a part-time employee will receive an annual leave payment provided that his or her total working time during the preceding year is the equivalent of six (6) months full-time employment or more as determined by the full-time work hours assigned to the position classification.

Part-time employees will be paid for annual leave based on the number of hours worked during the preceding year and years of employment with the CCSNH in accordance with the following schedule. Twelve (12) consecutive months from the anniversary date of employment shall equal one year of service. A part-time employee will not be eligible for any annual leave payment if the employee separates from employment prior to the anniversary date or accepts full-time employment prior to the anniversary date.

Continuous Years Worked	Rate Earned Per Hour	Maximum Days Paid Per Year
0 thru 1	.0461	12 days
2 thru 8	.0577	15 days
9 thru 15	.0692	18 days
16 thru 20	.0807	21 days
21 +	.0923	24 days

2. *Longevity* - A full-time employee who has completed ten years of continuous service will be paid, in addition to his/her normal salary, the sum of \$500.00 annually and an additional \$300.00 for each additional five years of continuous service. An employee is eligible to receive this payment if his/her anniversary date is on or before December 1. Longevity payments will be processed in accordance with CCSNH policy.
3. *Employee Assistance Program (EAP)* - The CCSNH offers an Employee Assistance Program (EAP) designed to provide free, confidential assistance to employees and household members. The EAP is designed to aid employees in dealing with problems that may be affecting job performance and/or personal well-being. The EAP can help with a wide range of issues, including marital or relationship problems, emotional difficulties or stress, drug and alcohol dependency, and financial or family problems. Employees may be granted up to three (3) hours of paid administrative leave per fiscal year (July 1 – June 30) for the purpose of attending appointments with a representative from the CCSNH-recognized Employee Assistance Program (EAP). EAP leave must be coordinated with your supervisor prior to leaving the workplace to attend an EAP meeting. Additional information regarding EAP services may be obtained through your college Human Resources Office or the CCSNH Human Resources Office.
4. *Travel Reimbursement & Advances* - The CCSNH reimburses employees for reasonable and necessary expenses incurred due to authorized CCSNH travel. Employees who travel as part of their job are expected to exercise good judgment when incurring travel costs. All business travel must be pre-approved and prudently planned so that the best interests of the CCSNH are served at the most reasonable costs. The CCSNH shall provide reimbursement for business travel expenses only if such expenses are reasonable, properly authorized, appropriately documented, and within the guidelines of established financial and travel policies and procedures. No costs associated with personal travel will be paid by the CCSNH.

Reimbursement for all business related travel expenses will be processed in accordance with CCSNH policies and procedures.

5. *CCSNH Tuition Benefit – Employees and Dependents*

- (a) Tuition Benefit for CCSNH Employees - Pursuant to NHRSA 188-F:15, II, as amended, full-time employees who have completed one year of previous service at the CCSNH shall be entitled to enroll in any credit or non-credit course offered by a CCSNH College, where the tuition is paid to the CCSNH entity, at a 100% tuition discount and waiver of the Comprehensive Student Services fee and Academic Instruction fee. The employee tuition benefit shall be processed in accordance with CCSNH policies and procedures.
- (b) Tuition Benefit for Dependents of CCSNH Employees - Pursuant to NHRSA 188-F:15, as amended, the dependents of eligible full-time employees may enroll in any of the regular credit courses offered by a CCSNH college at a 50% tuition discount of the current in-state tuition rate. This benefit is not cumulative; that is, if both parents are employed on a full-time basis by the CCSNH, one-half (50%) of the current in-state tuition for their dependent child or children must be paid. The dependent tuition benefit shall be processed in accordance with CCSNH policies and procedures.

6. *Professional Development*

- (a) Tuition Reimbursement - CCSNH institutions may use institutional funds to reimburse eligible employees for tuition costs associated with job-related credit coursework completed in a satisfactory manner at a regionally accredited, degree-granting college or university. Tuition reimbursement shall be subject to the availability of funds and shall be limited to the cost of tuition. Requests for tuition reimbursement shall be processed in accordance with CCSNH policies and procedures.
 - (b) Professional Development – Employees are expected to remain current in their areas of expertise through various professional development opportunities and experiences. CCSNH institutions may use institutional funds to reimburse eligible employees for participation in certain professional development activities. Payment for approved professional development activities shall be subject to the availability of funds.
7. *Flexible Spending Account* - Through payroll deductions, flexible spending accounts enable eligible employees to pay for certain health care expenses not covered or not fully paid by medical, dental and vision plans, and certain over the counter medications (with a prescription) as allowed by the IRS with pre-tax dollars. Dependent care reimbursement is also available through payroll deductions with pre-tax dollars.

SECTION 9 PAYROLL INFORMATION

A. Pay Days

CCSNH employees are paid on a bi-weekly basis in accordance with the designated fiscal year payroll calendar and pay days are on Fridays. The CCSNH pay week begins on Friday at 12:01 a.m. ends on the following Thursday at midnight (12:00 p.m.). Payroll checks will normally not be distributed to employees earlier than the designated pay day. If a payday falls on a holiday, wages will be paid on the immediately preceding business day.

Any applicable compensation for overtime and holidays shall be paid in conjunction with the employee's regular pay check for the pay period in which such work was performed. The CCSNH deducts from pay any required federal (Income and Social Security) taxes, state or

federal wage garnishments, retirement contributions, and health (medical and dental) benefit plan premium contributions. The CCSNH allows for payroll deductions for voluntary benefit programs.

B. Time and Attendance Records

Employment policies and federal and state regulations require that all paid and unpaid work hours be accurately recorded. Time and attendance records are legal documents that must be made available to various governmental agencies responsible for compliance with applicable laws and regulations. Hourly (non-exempt) staff must record the number of hours worked each day as well as record paid time off or unpaid hours. Salaried (exempt) staff are responsible for completing a time record each pay period, which documents the amount of exception time (vacation, sick, personal time) taken during the work period. Employees are responsible for keeping such records in accordance with CCSNH policies and practices. The CCSNH utilizes an automated time and attendance process through ADP for the recording of work hours and exception time.

C. Direct Deposit

CCSNH employees will be paid by direct deposit. For employees who elect to opt out of direct deposit, a paper payroll check will be generated and mailed to the employee's designated work address for distribution.

D. Payroll Confidentiality

Payroll checks, payroll advice forms, and other such payroll documents will be distributed in a manner that maintains the confidentiality of personal and payroll information.

SECTION 10 EMPLOYMENT FILES

A. Personnel Files

A personnel file exists as a record of an individual's employment history, achievements, and activities. The CCSNH maintains an official personnel file for each employee that is maintained at the CCSNH Human Resources Office.

An employee, his/her authorized representative (with written authorization), and appropriate officials of the CCSNH and its colleges shall have the right to access an employee's personnel file. Third parties are not entitled to inspect personnel files, unless otherwise required by law or subpoena. An employee's access to an official personnel file may occur during normal business hours of the CCSNH Human Resources Office with prior arrangement. A single copy of documents requested by the employee shall be provided by the CCSH Human Resources Office without charge.

Medical records are not part of the employee's official personnel file. A separate confidential file shall be maintained by the CCSNH Human Resources Office for documents including medical records obtained in the course of employment including any permitted drug or alcohol testing, first reports of injury, applications and memos of payments related to Workers' Compensation benefits, and requests for reasonable accommodations. Such files shall be available to the employee for inspection and copying.

B. Right to Respond

An employee has the right to respond to performance-related documents placed in the personnel file and such response shall be made part of the personnel file appended to the original material. No material reflecting adversely on an employee's performance or related to any disciplinary action shall be placed in the personnel file until the employee has been given a copy or notified of the material.

SECTION 11 PROBLEM RESOLUTION

The CCSNH is committed to cultivating and maintaining a workplace atmosphere where employees are encouraged to seek solutions to workplace concerns through open communication and professionalism.

When a work-related problem occurs between employees or between an employee and a supervisor, informational discussions should be the first step in resolving the situation.

On those occasions when a work-related problem or concern cannot be resolved between the parties through informational discussion, the employee is encouraged to meet with his or her College or System Human Resource Officer for guidance. In most cases the suggestion will be to meet informally with the next ranking supervisor (in some cases this may be the President or Chancellor). When a dispute is presented to the employee's human resources officer, an official record of the conflict will be documented along with steps of action.

For unresolved problems or concerns, voluntary mediation may be an effective option. Working with the parties in disagreement, the Human Resource Office is available and will arrange such a process through the CCSNH's EAP provider.

If mediation or other actions do not bring about a satisfactory resolution for the employee, a meeting with the employee's College President or Vice-Chancellor for system office employees is a final option. (Note: In cases where the dispute involves the College President, the Vice-Chancellor or Chancellor will serve as the final counsel.)

Final decisions concerning problems or complaints will not be precedent-setting or binding on future decisions unless they are officially stated as CCSNH policy.

SECTION 12 SEPARATION FROM EMPLOYMENT

A. Separation from Employment

The employment of each employee is "at will," as defined by law. "At will" employment means an individual has the right to terminate his/her employment at any time for any reason and the CCSNH has the same right.

It is expected that administrative, managerial, and professional (exempt) staff will provide at least thirty (30) calendar days advance notice of their intention to resign. Non-exempt (hourly) staff shall provide at least two weeks written notice of their intention to resign. Individuals who have tendered their resignation should not plan to use vacation or other forms of unused leave during the notice period. Such notice should be submitted in writing to the employee's supervisor. The employee will provide a copy of his/her resignation letter to his/her college Human Resources Office. The last day of active service is the last day

worked. Any unused forms of leave cannot be used to extend employment or benefits eligibility beyond the last day worked.

In the event of employee termination from CCSNH for any reason, the employee is obligated to pay any outstanding balance for insurance premium contributions, voluntary benefits, or other expenses and the CCSNH is authorized to deduct the amount(s) owed from any salary or accrued leave time which may be due to the employee.

B. Retirement

Employees who work for CCSNH until they are eligible to retire should submit a written retirement notification to their supervisor and the college Human Resources Office as far in advance of the planned retirement date as possible to enable the appropriate processing of retirement benefits. Employees are expected to provide at least thirty (30) calendar days advance notice of retirement.

C. Reduction in Force

Should it become necessary for the CCSNH to separate an individual from employment, the employee's home CCSNH institution will generally provide the employee with as much advance notice as possible if such an event impacts his/her position. A minimum of thirty (30) calendar days written notification of termination of employment will be provided. In the case of part-time staff, although advance notice of layoff is not required, the CCSNH will provide as much advance notice as reasonably possible.

D. Discipline and Involuntary Termination

If an employee's conduct or job performance is not meeting expectations, his/her supervisor will provide the employee with notification as described in policy. This notification will include a description of the deficiency(s), expected improvements, and a time frame in which to achieve them. Discipline may be invoked against an employee for unsatisfactory job performance, failure to comply with managerial directives, rules, regulations, and policies of the CCSNH, misconduct, or other offenses. The CCSNH reserves the right to impose discipline in a manner that allows for immediate termination if, in its sole judgment, the nature of the situation warrants such action.

E. Exit Interviews

An exit interview is a valuable information exchange that provides the employee with important information about benefits at the time of separation and provides source of information to assist the CCSNH in improving employee morale, job satisfaction, and working conditions. The institution's Human Resources Office will coordinate an exit interview prior to the employee's last day of employment. At or prior to the exit interview, all CCSNH property that may have been issued to the employee must be returned.

F. Benefits upon Separation

Normally, the last day of the month of the employee's last day of work is the last day of medical and dental benefit coverage through the CCSNH. The Human Resources Office of the employee's home institution will discuss with the employee their benefits at time of termination. The options concerning the continuation of medical and dental insurance under the provisions of COBRA will be mailed to the employee by the CCSNH's COBRA administrator.

The handling of benefits including leave benefits at the time of separation shall be processed in accordance with CCSNH policy.

Appendix A DEFINITIONS

Appointment: The formal hire of an employee to a full-time or part-time position.

Board of Trustees: As authorized by RSA 188-F, the policy-making and operational authority of the Community College System of New Hampshire who shall be responsible for ensuring that the colleges operate as a well-coordinated system of public community college education.

Chancellor's Office (System Office): The Community College System of NH office which provides centralized administration and oversight. Such administrative functions include: Capital Planning, Collections/Receivables, Early College Programs, Finance, Financial Aid, Foundation, Grants, Government Relations, Human Resources, Information Technology, Internal Audit, General Counsel, Marketing and Communications, Payroll, Purchasing/Payables, and Risk Management and Compliance.

Compensatory Time: Earned time in lieu of overtime pay for non-exempt (hourly) employees.

Exempt (Salaried): Employees who are exempt from overtime regulations in that they are not paid overtime and may not accrue compensatory time.

First Report of Injury: The employer shall complete and file the Employer's First Report of Injury (Form 8WC) with the Department of Labor within five days of notice of employee work injury.

FERPA: The Family Education Rights and Privacy Act of 1974 protects the privacy of educational records, establishes the right of students to inspect and review their education records, and provides guidelines for the correction of inaccurate or misleading data through information and formal hearings. (Public Law 93-380 Section 438(b)(3))

Leave of Absence: An approved period of absence from work or duty, either paid or unpaid, dependent upon the type of leave approved.

Non-Exempt (Hourly): Regular appointments that include clerical, trade, custodial, maintenance, security, and certain technical employees, who are paid by the hour and are considered non-exempt under the Fair Labor Standards Act in that they are entitled to overtime pay/compensatory time when they work more than 37.5 or 40 (dependent upon the salary scale) hours within a week.

Overtime Pay: Pay for authorized work performed in excess of the forty (40) hours per work week for non-exempt (hourly) employees.