

# Friends University Student Associate Handbook

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# Friends University Student Associate Handbook

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## Welcome

Congratulations and welcome to Friends University as a student associate. We are excited to have you join our team!

Your time here, as a student associate, will prove to be both challenging and exciting. You will have many questions and learn many new things. Most importantly, you will represent the entire student body to be the outside world by your actions, professionalism, and demeanor. You have been chosen for a very significant role, and the experience here will give you lifelong skills to carry with you after graduating.

This procedure manual will assist you with step-by-step information. If you have any further questions, please contact your supervisor.

## Friends University Mission, Values, and Vision

### **Mission**

Friends University, a Christian University of Quaker heritage, equips students to honor God and serve others by integrating their intellectual, spiritual, and professional lives.

### **Values**

- We believe that the underlying mission of all higher education is the search for truth. Grounded in the Christian tradition and our Quaker heritage, we affirm that truth is of and from God, and that our search is lifelong.
- We insist that the search for truth be characterized by excellence and informed by integrity. Excellence demands that our best is always becoming better, and integrity means that we are honest with ourselves and with others. In our practice of excellence and integrity, we each take responsibility for what we do and say.
- As searchers and learners, we support curiosity and research, and assign great value to diversity of experience. As people who value such diversity and openness, we approach new situations and people with good will and humility. We believe in equity and in the dignity of all people.
- As a community, we accept and cherish our responsibility to care for one another in our learning and working relationships. We understand that a part of that care must be to become better stewards of what we have been given. We take care of the future as if we already are there.

### **Vision**

Friends University will become a regional university with national programs and an international presence.

### **Purpose Statements**

Friends University believes that it can fulfill its mission by adhering to the following purposes:

- To provide the opportunity for high-quality learning experiences
- To encourage exploration of values – personal, ethical, religious and professional – as enriched by the Christian faith
- To provide a liberal arts foundation that will prepare students for life in a diverse and changing world
- To provide liberal arts and professional offerings to a diverse population of students in delivery modes that are appropriate and varied
- To provide a learning environment that encourages open communication, collaboration, ethical standards and lifelong learning

## Work Expectations

### **Office Etiquette**

#### **Communication**

You are a vital part of the smooth operation in this office. It is vital that you communicate clearly and accurately any and all messages, completed tasks/assignments, and other information in a timely manner.

**Remember:** It is far better to write it down and not need it, than to not write it down and not remember it.

#### **Confidentiality**

Confidentiality is a must. There are many things that you may be privileged to that are not public knowledge. Please know that in order to uphold the highest level of confidentiality, there will be many times that doors are closed, conversations are carried on the side, and things you will not be allowed to help with, handle or see. It is also possible, that in extremely confidential situations, you might be asked to step out of the room. Understand that this is **not** personal.

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## Dress Code

Student associates are not required to “dress up”, that is to wear a business suit. However, there is a certain level of professionalism that should be observed at all times. Keeping that in mind, the student associate should:

- Dress tactfully and for success (no holes in jeans, belly button shirts, baseball caps, etc...)
- Other college/university clothing should not be worn.
- Keep hair and nails cleaned and neatly groomed
- Check with your supervisor before wearing anything that might be in question

## Greeting Visitors

All visitors are worthy of the utmost professionalism and courtesy. Everyone who comes into the President’s office should be met with a friendly and sincere “Good Morning” or “Good Afternoon. Determine what the visitor needs and act immediately to best meet those needs.

## Phone Etiquette

### Answering the Phone

“Thank you for calling the \_\_\_\_\_ Office. This is (your name). How may I help you?”

**\*Note:** Make sure to address the caller as “sir” or “ma’am” as applicable.

### Prior to Placing on Hold

“May I place you on hold for a moment?”

**\*Note:** If the caller says “No”, **do not** place them on hold. You may ask if you can take a number and reach them with an answer to their problem and explain why it may be necessary to place them on hold, but do not do so without the caller’s permission.

### Personnel is Unable to take the Call

Please tell the caller “I’m sorry, (*that person’s name*) is unavailable. May I take get your telephone number and have (*him/her*) return your call as soon as possible?”

If you answer a call and are do not know how to answer a caller’s question or request, please do not make up an answer. Inform the caller that you either do not have or know that information and that you would be happy to relay the information and it will be taken care of.

### How to take a phone message

**IT IS VITAL** that messages are taken completely and delivered timely. The following information must be taken from all callers:

- Caller’s name (first and last)
- Caller’s title (if available; such as Dr., Vice President, etc...)
- Caller’s company
- Caller’s telephone number INCLUDING AREA CODE
- Caller’s message or request
- Action to be taken by message recipient

### Placing a transfer call

Always complete what is called a “warm transfer”. This involves five steps:

1. Inform the caller of whom you are transferring them to and why the transfer is necessary.
2. While the caller is on the line, press the “transfer” button once.
3. Dial the extension of the department or person you are calling.
4. When the recipient answers, tell them the situation and the caller’s information as you have it.
5. When the receiving party is ready for the call, press the “transfer” button one time and hang up the telephone receiver.

### Voice Mail – Retrieving

Using either the speaker phone or the handset:

1. Dial x2002

When the automated system answers, complete the following steps to retrieve messages:

2. Enter the password plus the pound sign ---- Your supervisor will give this to you.
3. Say “voicemail” to listen to new messages.
4. Write down the information given before the message is played (i.e. time and date, and telephone number or extension).

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5. Write down all pertinent information: caller's name, company and title, telephone number, reason for calling, and action to be taken.
  - You can skip messages by saying "next".
  - You can repeat messages by saying "repeat."
  - **DO NOT** delete messages, even if you have written down the information unless directed by your supervisor.
  - **\*Note:** The system is information driven – that is, if you need to, listen to the prompts and it will tell you what to do and when.

## Follow up

Usually, unless otherwise directed, there will be no follow up by the student associate. The student associate is responsible for an accurate message and prompt delivery of that message.

## Prospective Students

Students are the heart of this university. That is why it exists. In order to ensure a future for many years to come, it is extremely important that prospective students are treated courteously and professionally. Please follow the same guidelines as noted above (with the exception of offering a drink, unless deemed necessary at the time) to greet prospective students.

## Tours

Tours are given to prospective students that are on campus by the CBASE Admissions Office.

## Training

Your supervisor may require you to attend different types of training held on site.

## Schedule

Your supervisor is counting on your support. As a matter of professional courtesy, the student associate should:

- Set a schedule for the semester
- Notify your supervisor of any changes to the schedule as soon as possible
- Contact your supervisor immediately if not available to work a scheduled time for any reason

## Personal Business

Please discuss with your supervisor the expectations of personal business during working hours.

## Phone Numbers & Emergency Crisis Building Guide

|                                     |                        |              |
|-------------------------------------|------------------------|--------------|
| • Help Desk                         | CAPS/IT 125            | 5SOS (5767)  |
| • COLAT                             | Library 112            | 5997         |
| • Switchboard                       | CAPS/IT 125            | 5000         |
| • Admissions (CBASE)                | Davis 109              | 5100         |
| • Admissions (CAPS/GRAD)            | CAPS/IT Lobby          | 5400         |
| • Casado                            | Casado Lobby           | 5875         |
| • Bookstore                         | Casado 007             | 5869         |
| • Library                           | Edmund Stanley Library | 5880         |
| • Athletics                         | Garvey 101             | 5700         |
| • Fine Arts                         | Riney Fine Arts A2     | 5677 or 5537 |
| • President's Office                | Davis 207              | Ext. 5888    |
| • Registrar                         | Sumpter 115            | Ext. 5400    |
| • Student Account Services          | Sumpter 101            | Ext. 5630    |
| • Financial Aid                     | Davis 209              | Ext. 5200    |
| • Education Office                  | Davis 116              | Ext. 5824    |
| • Alumni Office                     | Davis 211              | Ext. 5525    |
| • Dean of CBASE                     | Davis 313              | Ext. 5567    |
| • Security                          | Energy Center          | Ext. 5911    |
| • Residence Life                    | Village 115            | Ext. 5568    |
| • Counselor & Int'l Student Advisor | Casado 004A            | Ext. 5675    |

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## Emergency Crisis Building Guide

Each office and classroom has a copy of the guide located in a prominent area. There are trained building captains for each of the University's buildings.

## Use of Equipment

Below are examples of "how-to" for office equipment. There may or may not be additional equipment to operate in your area. Please contact your supervisor for additional information, or it may be located in the addendum section of this handbook.

## Ricoh Aficio 2550 copy/scan/print/fax machine.

The printer and scanner settings are generally well established and should not be changed unless by your supervisor.

## Copies

1. On the left hand side of the control panel, push the button marked "Copier"
  2. On the touch pad in the middle of the panel, select your specific settings. For most copies, the settings should be (default): "Text", "Auto Image Density", "Auto Paper Select", and "Full Size" – should all be highlighted in blue
  3. On the key pad on the right, key in the number of copies you want to make
  4. Remove any staples from your originals and ensure that the copies are not sticking to each other
  5. Load the originals face up into the tray on top
  6. Press the green "Start" button
  7. The copies will be delivered in the empty space in the middle of the machine (below the control panel)
  8. To print staples copies, select the staple feature and each set will be stapled for you
- \*If you need to make adjustments to the default settings, read the touch pad in the middle. If you cannot figure it out – ASK the EA for assistance!

## Fax

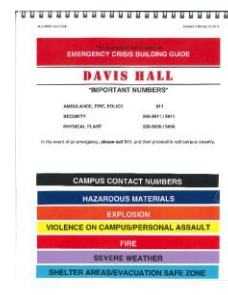
1. On the left hand side of the control panel, push the button marked "Facsimile" (Fax)
  2. Remove any staples from your originals and ensure that the copies are not sticking to each other
  3. Load the originals face up into the tray on top (ORIGINALS MUST BE TURNED LANDSCAPE RATHER THAN PORTRAIT)
  4. On the touch pad in the middle of the panel, select your specific settings. For most faxes, the settings should be (default): "Auto Image Density", "Freq.", and "Mem. Tx" – should all be highlighted in blue
  5. Type "9" then "1" followed by the fax number.
    - a. If it is a long distance number, you must type "9" then "1"+ area code+ number, hit "pause" on the screen, dial the long distance code (the EA will give you this code)
  6. Press the green "Start" button
  7. The originals will run through the scanner (on top) and will be stored in the fax memory until transmission. Upon transmission (or lack of) a confirmation sheet will be dispensed in the copy area in the middle of the machine (below the control panel). A message with "OK" resulting indicates the fax was sent through without problems. Any other message displaying indicates there is an error (the error code sheet will print on the same paper).
- \*\*\*To send the fax right then (live transmission) – follow the above steps **except** on step #4; change the setting from "Mem. Tx." to "Immed. Tx". When the documents scan, you will be able to hear the dial tone and the machine dialing the number. This will take longer, but you will know right away if the fax was successfully transmitted.

## To Scan an Email

1. Place the document face up on the feeder tray (as if you were making a copy)
2. On the left side panel, press the "scanner" button
3. Select the recipient from the pre-programmed choices at the bottom of the screen
4. Press "Sender Name" on the lower right hand side of the screen
5. Select the appropriate name from the pre-programmed choices
6. Press "OK"
7. Press "Start" – an email with the scanned document will be sent

## To Scan to a Drive

1. Place the document face up on the feeder tray (as if you were making a copy)



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2. On the left side panel, press the “scanner” button
3. Select the folder tab and select the correct folder from the pre-programmed choices at the bottom of the screen
4. To include the file name, press “Send File Type / Name” on the lower left side
5. Select “File Name” and enter the file name
6. Press “OK” twice
7. Press “Start” – the scanned document will be sent to the selected drive

## **Possible Daily Duties**

At the beginning of every shift, the student worker may have the following duties:

- Prairie Fire Coffee Pot
  1. Make coffee (decaf – the pot with the orange lid)
  2. Make sure the coffee pot is on the machine with the lid screwed on tight
  3. Place in the pull-out tray in the coffee machine
  4. Flip up the red On/Off button on the top left to turn on the machine (it will light up)
  5. Flip down the black Brew Start button to the right of the On/Off button
- Stock the refrigerator
- Stock the counter condiments (sugar, stirrers, tea, etc...)
- Straighten waiting area reading material and chairs
- Turn on the copy machine (lift the lid only – this will “wake-up” the machine)
- Stock both drawers of the copier with paper
- Take phones off “send call”
- Check voicemail (see procedure)
- There may be dishes to take care of upon arrival and before departing for the day.
- File as needed
- Deliveries as needed
- Other duties as assigned by your supervisor.

## **Policies & Procedures**

### **Student Employment Policy**

#### **Policy Statement and Program Adoption**

Students may be hired for up to **two** concurrent campus jobs. Students may work a *maximum total* of **25 hours per workweek** for all of the active jobs for which they are hired. Exceptions to this weekly limit *may* be granted during the summer break. *Students who do not abide by these limits may lose the privilege of student employment.*

International students are limited to 20 hours of campus work per week as defined by INS regulations.

Students interested in on-campus employment may apply for open, available positions posted online at [www.friends.edu/employment](http://www.friends.edu/employment).

#### **Reason for Policy**

While the University understands the student’s need and willingness to work, the student must understand that he/she is on campus to earn an education and should put their studies first. Students are encouraged to work hours that do not interfere with completing their education successfully. Supervisors should be cognizant of this as well and should be flexible in working with the student’s class and homework schedule. The student should realize that when he/she accepts a campus job, he/she is expected to fulfill the duties and responsibilities of the position. It is the responsibility of the student to find a workable balance between their studies and their employment.

#### **Who Should Know This Policy**

All Faculty, Staff and Student Employees.

#### **Student Employment Classification**

Student employees are classified as temporary part-time and therefore are not normally eligible to receive University benefits. To be eligible for student employment, a student must be degree bound. Students pursuing a degree completion or graduate program may work as a student employee as long as their program is in session. Students who graduate may continue their employment until the beginning of the next academic term.

#### **Employment of Relatives**

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Employment of relatives is allowed at Friends, however, if not closely monitored, employment in the same area of an organization may cause serious conflicts or problems with favoritism and employee morale. In an effort to avoid such problems, the President must approve employment of relatives within the same department. Each situation that involves the employment of relatives (even those that occur after employment has begun,) will be reviewed on a case-by-case basis. However, as a general rule, students are not permitted to be supervised and/or hired by a relative.

Once approval is obtained, the employees must continue with a respectful and productive working relationship. If indications of problems arise, the employment relationship will be reviewed again and will continue at the discretion of the University President.

## **Timesheets**

Student workers should access their timesheet each day they work to make a recording of their time. Falsifying hours on a timesheet is not acceptable and is subject to disciplinary action up to and including termination of employment.

All student workers must maintain an accurate record of his/her hours on the University's student timesheet form. Timesheets are accessible in the student's self-service Banner. Each student will be assigned one timesheet for each student job they hold. On each timesheet, the student is asked to list the time he/she began work for the day and the time he/she stopped working. If the student works for a period of time and leaves to attend a class and then returns, the start and stop times should be noted appropriately. The timesheet is set up to automatically calculate the hours worked per day by the student.

## **Pay Periods**

The pay period begins the 21st of each month and ends on the 20th of each month. Timesheets are to be submitted to supervisors by the 21st of each month, unless called for on an earlier date. Supervisors must electronically approve the student worker's timesheet before payment can be made.

## **Paychecks**

All paychecks and direct deposits are disbursed monthly on the last working day of the month.

Paychecks can be picked up at the cashier's window located on the first floor of Sumpter Hall. If a student would prefer his/her paycheck to be mailed, the student must provide a self-addressed stamped envelope to the Human Resources Department prior to payday.

Should a student find that his/her paycheck is not at the cashier's office on payday, he/she should contact the Human Resources Department during normal business hours at extension 5864 or located on the second floor of Sumpter Hall. Typically, this occurs when the Human Resources Department is missing the individual's timesheet or has incomplete paperwork.

Direct deposit is permitted for student workers. Contact Human Resources for the required paperwork.

Student workers are not eligible to receive a payroll advance.

Contact the Human Resources Office if there are questions or forms needed at Ext. 5864.

## **Harassment Policy**

### **Policy Statement and Program Adoption**

Friends University will not tolerate harassment of or by its employees. Harassment is prohibited in all work situations and encompasses all contact with managers, co-workers, vendors, students or other third parties. Harassment consists of unwelcome conduct, whether verbal, physical, or visual that is based on the employee's status, such as sex, race color, ancestry, religion, national origin, age, disability, marital or other protected status. Harassing conduct may affect tangible job benefits, interfere unreasonably with an individual's work performance, or create an intimidating, hostile, or offensive working environment. Management is authorized to promptly report all harassment incidents to the Human Resources Director and has been instructed to take timely and appropriate action as deemed necessary to correct and eliminate violations of this policy.

### **Sexual Harassment Definition**

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other conduct or communication of a sexual nature when:

1. The employee's submission to such conduct or communication is made either explicitly or implicitly a condition of employment.
2. Employment decisions are based on the employee's submission to or rejection of such conduct or communication.

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3. Such conduct or communication has the purpose or effect of unreasonably interfering with a person's work performance or creating a hostile or offensive work environment.

## **Procedure**

1. The employee or employees involved should immediately report the alleged harassment to their Department Manager (if he/she is not involved in the incident) or to the Director of Human Resources, or to any Cabinet Representative regardless of whether the employee was involved or observed the behavior. If the Department Manager is contacted first, they in turn should immediately contact the Director of Human Resources. Any employee can report a concern about harassment without fear of retaliation.
2. Reports of or observation of alleged harassment as defined by policy shall be documented in writing by the aggrieved party and/or other parties observing the incident. Copies of this written documentation shall be promptly sent to the manager of the department (if he/she is not involved in the incident) and to the Director of Human Resources. Every effort will be made to maintain confidentiality throughout the entire investigative process.
3. The Director of Human Resources or designee will interview all employees involved in the reported incident. Following conclusion of these interviews, written documentation will be prepared for signatures of the appropriate parties.

## **Equal Opportunity/Affirmative Action Policy**

### **Policy Statement and Program Adoption**

Friends University ("University") developed this policy to provide equal employment opportunities to all persons without regard to race, religion, color, sex, national origin, age, disability or Veteran status except where they are bona fide occupational qualifications. In order to carry out this policy it is essential that we remain committed to the mission of Friends University and the following:

1. Recruit, hire, train, and promote persons in all job groups without regard to race, religion, color, sex, national origin, age, disability, or Veteran status.
2. Base decisions on employment so as to further the principle of equal employment opportunity.
3. Ensure that promotion decisions are in accordance with principles of equal employment opportunity by imposing only valid job related criteria for promotional opportunities.
4. Insure that all personnel actions such as compensation, benefits, transfers, layoffs, return from layoff, employer-sponsored training, education, tuition assistance, and social and recreational programs will be administered without regard to race, religion, color, sex, national origin, age, disability or Veteran status.
5. Make good faith efforts to ensure equal employment opportunity extends to all levels of the work force including the developmental and selection processes for university leadership positions.

Friends University is an educational institution that admits academically qualified students without regard to sex, age, race, color, religion, national origin, marital, disability, or veteran status to all the rights and privileges, programs and opportunities generally available to students. Inquiries regarding these policies may be directed to the EEO/Title IX Coordinator of the University.

The overall responsibility for implementing the policy is assigned to the Director of Human Resources. Any inquiries regarding this policy should be addressed to the EEO/Title IX Coordinator of the University, Office of Human Resources, 2100 W. University St., Wichita, KS 67213, (316) 295-5864.

## **Internet and Network Usage Policy**

### **Background and Purpose**

This document constitutes a University-wide policy for the appropriate use of all Friends University computing and network resources. It is intended to provide effective protection of individual users, equitable access and proper management of those resources. These guidelines should be interpreted broadly and are intended to supplement, not replace, all existing laws, regulations, agreements and contracts, which currently apply to those resources.

Access to the Friends University networks and computer systems is a privilege and not a right. Access is granted subject to University policies and local, state and federal laws. The contents of all storage media owned or stored on University computing facilities are the property of the University. Appropriate use should always be legal and ethical, reflect academic honesty, conform to community life standards and the mission of the institution as stated in the University Catalog, and show restraint in the consumption of shared resources. Users should demonstrate respect for intellectual property rights; ownership of data; system security mechanisms; and individuals' rights to privacy, freedom of speech, and freedom from intimidation, harassment, and annoyance.



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The University is not responsible for illegal, unacceptable or unethical use of the information technology environment, including computer and computer networks or electronic communication system.

## **Authorized Use**

Authorized use of Friends University-owned computing and network resources is that which is consistent with the education, research and service mission of the University and with this policy.

The University's networks and computer systems are maintained for use by Users in connection with University-related matters. Authorized Users are any currently enrolled student, active or adjunct faculty member, and full-time or part-time employee. Each User will be authenticated periodically to verify these requirements. While the University will attempt to respect academic freedom in the use of its information technology environment to achieve academic objectives, any User may be denied access to these resources for any reason or for no reason. No denial of access shall be interpreted as any attempt to control academic freedom.

It is the User's responsibility to be aware of the potential for and possible effects of manipulating information, to understand the variable nature of electronically stored information, and to continuously verify the integrity and completeness of information. Users are responsible for the security and integrity of University information stored on University-owned equipment.

## **University Access and Disclosure**

Authorized access to data or information entails both privilege and responsibility, not only for the User, but also for the University. While the University will treat information stored on its equipment as confidential, the University cannot guarantee confidentiality of stored data. Users should be aware that use of one of the data networks, such as the Internet and electronic mail and messages, will not necessarily remain confidential from third parties outside the University in transit or on the destination computer system, as those data networks are configured to permit fairly easy access to transmissions. However, there is no expectation of privacy or confidentiality for documents and messages stored on University-owned equipment. Additionally, email and data stored on Friends University's network of computers may be accessed by the University for the following purposes:

- create backup copies of media;
- troubleshoot unauthorized access and system misuse;
- retrieve business-related information;
- investigate reports of violation of this policy or local, state or federal law;
- comply with legal requests for information; and/or
- reroute or dispose of undeliverable mail.

Users of electronic mail systems should be aware that, in addition to being subject to authorized access, electronic mail in its present form cannot be secured and is vulnerable to unauthorized access and modification by third parties. The University retains the right to monitor and restrict users for any reason, which degrades performance of the information technology environment. Because of the open nature of the Internet, the University cannot be held responsible for what content the User might encounter. The University reserves the right to inspect electronic mail usage by any person at any time without prior notice as deemed necessary to protect business-related concerns of the University to the full extent not expressly prohibited by applicable statutes.

## **Examples of Improper Use**

Though not exhaustive, the following list is provided to emphasize that these activities are NOT allowed on the Friends University networks or computer systems: hacking; unauthorized use of facilities, accounts access codes, privilege, or information; using the Internet for purposes outside of academic, administrative, and research activities; any activity that violates the laws, regulations, and rules, whether federal, state, local or University; willful destruction or damage to computers or data; unauthorized monitoring of communications equipment; violation of network security or attempts to break password restrictions; use of network or computer environment for private enterprise; any use for any private commercial enterprise, monetary gain, or business outside of the University; use of another User's password or any access code; use of electronic mail for the distribution of unsolicited information or advertising; violations of any software licenses or any copyright; violation of any person's or entity's right of privacy; creation or forwarding of chain letters; sending universal or spammed mail; defamation or any conduct that is offensive or threatening to any individual or group; accessing obscene, pornographic, or hate-based material or Web sites; accessing hacker or cracker material or sites; posting, sending, or acquiring sexually-explicit or sexually-oriented material, hate-based material, and hacker-related material; creation, installation or spread of computer virus of any type; attempting system crashes; sharing a User account with another; and unauthorized access to private information or any information belonging to another.

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## **Improper Use Penalties**

The University retains the right to unilaterally limit access to the information technology environment for improper use or for any other reason. All procedures, hearings, evaluations and investigations are at the discretion of the University and need not be provided in any particular situation. Neither the following subsections nor this policy grant Users any right to access Friends University computers and network systems under its control or any right to a review by hearing or investigation when the University denies access to its information technology environment.

- Any violation of these policies should be reported to the head of the Information Technology department. If unavailable, report the violation to one of the following: VP of Administration and Finance or the President's Office.
- In the situation of a student violation, the head of Student Affairs will be contacted for possible disciplinary action under these guidelines.
- Friends University recognizes the occasional use of networks and computer systems for personal matters, however this should be limited to no more than 10% of business usage per IRS rules and regulations. In the situation of employee violations, the Office of Human Resources will be contacted.
- Any employee who violates these policies may be subject to discipline, up to and including termination.
- Willful attempts to bypass security will bring immediate and indefinite termination of access to the information technology environment.
- Any User whose use of Friends University computers and network resources has been limited or terminated or has been denied use and desires to have such action reviewed, should make such request in writing to the head of the Information Technology Department.

## **Limitation of Liability**

Although the University tries to provide a stable and accurate computing environment, from time to time hardware and/or software errors or errors of other types may arise. The University does not warrant the accuracy of its computers, hardware, software, network, communication systems or any part of it, including documentation, advice or consultation. The University does not guarantee access to the information technology environment. The University shall not be liable for any incidental, consequential or actual damages, even if advised of the possibility thereof. In no event shall the University or any employee or department be liable for the failure to provide access to the information technology environment.

## **Confidentiality and Record Privacy Policy**

### **Policy Statement and Program Adoption**

Federal and state law, as well as Friends University customs and practices, require that several types of information and records compiled and maintained by the University be held in confidence, and that these records, and the information contained therein, only be disclosed to certain individuals under certain circumstances. These records and related information, include, but are not limited to, the following:

- student education records;
- information compiled in conjunction with University programs
- faculty information
- University employment records.

The University also creates and compiles proprietary information which has independent value to the University and is not disclosed to the general public.

### **Student Education Records and the Federal Education Rights Privacy Act ("FERPA")**

Federal law mandates that all student education records be treated and maintained as confidential by the University. Therefore, the information contained in a student's education records may not be released to a third party without the written consent of the student. Under FERPA the following information may be disclosed without a written consent, unless an individual student places a prior restriction on the release of such information.

- directory information, including the student's name, local and home address and telephone numbers
- date and place of birth
- major field of study
- participation in officially-recognized activities and sports
- dates of attendance
- degrees and awards received

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- and the most recent previous educational institution attended.

If a student does not wish directory information to be released, this request should be made in writing and directed to the Dean of Students. Only certain individuals within the University community are allowed access to student records; these individuals are only given access to student education records on a need-to-know basis, and such access is limited to job-related and legitimate educational interests. Inappropriate use or misuse of student records is a violation of federal law under FERPA and can result in criminal and/or civil prosecution. FERPA also gives students certain rights to inspect their own educational records in order to ensure that such student's records are accurately maintained. Any student interested in accessing their own student records should contact the Dean of Students.

***Under no circumstances should any student, faculty or staff member give student records information to any other students, to other University employees, or to any person who has not been authorized to receive such information by their position or by their departmental supervisor.***

## ***The University's Proprietary Information***

The University creates and compiles certain proprietary and confidential information that has independent economic value to the University. "Confidential information" includes, but is not limited to, processes, techniques, plans, drawings and designs, specifications, all information which is a "trade secret" as defined in the Uniform Trade Secrets Act as adopted in Kansas, and other intellectual property and related information which is not generally known to the public. Any such information is owned and shall continue to be owned solely by the University. During any person's affiliation with the University and after such affiliation has ended, such person shall not misuse or divulge any confidential information to any person or entity unless such information has become common public knowledge and is thus no longer confidential. Unauthorized disclosure of any of the University's proprietary and confidential information could result in economic damage to the University; persons found to be responsible for any such unauthorized or otherwise improper disclosure of the University's proprietary and confidential information may be prosecuted and adjudged liable for damages, civil penalties, and the University's attorneys' fees.

## ***Duty to Report Receipt/Disclosure***

If any student, faculty member or staff member inadvertently obtains access to any form of private or confidential information, such person should, where possible, return these records or information to the Human Resources Department. Even a person who inadvertently gains access to such information is subject to an obligation not to disclose it to anyone else unauthorized to receive it. Any inadvertent receipt or disclosure of confidential information should be immediately reported to your supervisor.

## **Department Addendums**

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## Acknowledgement Forms

### *Signed Agreement*

I, \_\_\_\_\_, have received and read a copy of the Friends University FERPA, CONFIDENTIALITY AND RECORDS PRIVACY, and INTERNET AND NETWORK USAGE policies.

A copy of this document will be kept on file with the office of \_\_\_\_\_ and a copy will be given to the student associate for their records.

\_\_\_\_\_  
(Student Associate's Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Supervisor's Signature)

\_\_\_\_\_  
(Date)

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## ***Failure to Meet Expectations***

If the guidelines in this training manual are not met, students may expect the following disciplinary actions:

1. The first infraction will be a verbal warning. This entails discussing the matter with your supervisor. Your supervisor will also document the infraction.
2. The second infraction will be a written warning. However, you will still discuss the matter with your supervisor. The infraction will be documented as well. At this time, you will be put on notice that the next infraction will be grounds for termination.
3. The third infraction will be recorded and you will be terminated.

I have read the expectations and disciplinary actions as required by the office. I hereby understand what is expected of me. Failure to meet these expectations will result in the above disciplinary action(s).

Furthermore, I understand that during the first *30 days* of my employment with the office, I may be terminated without any verbal or written warnings.

\_\_\_\_\_  
(Student Associate's Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Supervisor's Signature)

\_\_\_\_\_  
(Date)