



**SUFFOLK
UNIVERSITY**

BOSTON

Campus

STAFF HANDBOOK

Boston Campus Staff Handbook

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Introduction and Purpose

The Suffolk University staff handbook provides general information, guidance, and expectations for University staff. In the event of any conflict between this Handbook and any collective bargaining agreement (CBA), the CBA shall control to the employees covered by that agreement.

Nothing in this handbook forms a contract of any kind and any policy herein may be modified, changed, or altered, by Suffolk University at its discretion.

Employment at Will

Employment at Suffolk University is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the University President. This means that either the employee or the employer may terminate the employment relationship at any time, for any reason, with or without notice. No University representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or bi-weekly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

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University Policies

All staff are required to comply with all applicable University policies, regardless of whether those policies are included within or maintained separately from this staff handbook.

University policies, which may impact employees, include without limitation the following:

- Commitment to Equal Opportunity
- Americans with Disabilities Act (ADA) and Reasonable Accommodation
- Non-Discrimination Policy: Commitment to Diversity and Inclusion
- Policies & Procedures Regarding Sexual Misconduct, Relationship Violence, and Stalking
- Policy Against Discrimination and Harassment
- [Conflict of Interest and Gifts](#)
- [Written Information Security Program \(WISP\)](#)
- [Alcohol Policy](#)
- Violence Prevention
- Smoke-free Workplace
- Acceptable Use (technology)
- Service Animals
- [Internet Privacy:](#)
- [Religious Accommodations](#)
- Bias Incidents & Hate Crimes Policy
- Whistleblower Policy
- Employment
- Employee Chosen Name
- Attendance and Punctuality
- Workplace Attire
- Compliance Training
- Benefits
- Paid Time Off
- Leaves of Absence

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Initial Employment

As a new employee, you are joining a diverse, inclusive group of faculty and staff who are committed to Suffolk's vision and mission. The first three months of your time here is an opportunity for you to make sure you are suited to the job you have accepted and for your manager to confirm you have the skills and abilities required for your job. During your initial employment period, be sure to ask questions, check in regularly with your manager and get to know your colleagues and Suffolk in general.

Without limiting the at-will nature of your employment, at any time during your initial employment period, you or your manager may decide you and the job are not suited for each other and may end the employment relationship without notice.

During your initial employment period, you will earn time off benefits but they are not yours to use until you have completed 90 days of employment. If you need to be away from work, you will not be paid for the time not at work. If you have previously scheduled time off, e.g., vacation, during your initial employment period, please discuss this with your manager before you begin work.

Reinstatement

If you are re-hired by Suffolk University into any full- or part-time staff position within 30 days of leaving employment at the University, you will be reinstated. This restores your original date of employment for the purpose of benefits eligibility and seniority. It negates your termination. If you are reinstated, it impacts your benefits as follows:

Vacation. You were paid your accrued, unused vacation time at the time of separation. You will, therefore, have no balance but will begin accruing time immediately.

Health Absence. Any accrued, unused health absence time as of your last date of work will be restored.

Extended Illness Benefit. Any unused Extended Illness Benefit time as of your last date of work will be restored.

Retirement Plan. You will be re-enrolled in the Retirement Plan at the levels in effect as of your last day of work.

Medical & Dental Insurance. You will be reinstated to the medical and dental plans in effect as of your last day of work. Your contribution to the costs of these plans will be reinitiated.

Life Insurance, Long Term Disability Insurance. You will be reinstated in the Life and Long-Term Disability Insurances as of your last date of work.

If you are re-hired after 30 days, you will be considered to be a new employee and will be subject to the benefits practices in effect for all new employees.

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Employment Relationship

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, Suffolk University classifies its employees as shown below. Suffolk may review or change employee classifications at any time.

Exempt. Exempt staff are paid on a salaried basis and are not eligible to receive overtime pay.

Non-exempt. Nonexempt staff are paid on an hourly basis and are eligible to receive overtime pay for all hours worked over 40 in a week.

Part-Time Staff. Staff whose standard hours are less than 30 hours weekly and are employed without an established employment end date. Employees whose standard hours are a minimum of 21 but less than 30 hours generally are eligible for the benefits offered to full-time employees but at a reduced University contribution level, subject to the terms, conditions, and limitations of each benefits program. Staff who work at least 17.5 hours per week are eligible for health absence and vacation benefits on a pro-rated basis, as further described in the University time off policies.

Time-limited Staff. Staff who are hired for a specific limited period of time to fill a temporary project or business need. Time-limited staff typically are anticipated to be employed to work less than 10 months with a defined “start” and “end” date (or longer if temporarily replacing a regular employee on leave). Time-limited staff can be employed on a full- or part-time basis and are still at-will employees.

Intermittent-Seasonal Staff. Staff who fill a need that typically recurs each year with no standard work hours. The anticipated pay and work schedule for the position is described in the offer letter.

Non-Suffolk Student Worker. Staff who are students at institutions other than Suffolk University who work for a specified time with defined scheduled hours, with or without pay. Their work at Suffolk University is incidental to and supportive of their academic program.

Suffolk students employed through a work-study or student employment programs are not considered “Staff” for the purposes of this handbook and should refer to the Office of Student Financial Services for policy and procedures.

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Orientation

Suffolk welcomes you through a collaborative effort between the Human Resources Office, your hiring manager, your new colleagues and others throughout the University. Together, this group prepares for your experience as a new member of our community by providing you with appropriate guidance and information during the first days and months of employment to ensure you have what you need to be successful. As part of your onboarding process, your manager will meet with you to review the *New Employee Checklist*. You will also be invited to participate in the University's *First-Year Experience* program sponsored and facilitated by the Human Resources Office. Your first-year experience involves attending a half-day orientation that generally takes place within your first month of employment. After your half-day orientation and within your first year of employment, you are invited to attend a one-hour meeting each month for a presentation by a Suffolk leader. You are also provided with a learning path in Suffolk's LinkedIn Learning online platform to complete as part of your first-year experience.

Transfer/Promotion

Suffolk University supports career mobility within the University and encourages you to pursue positions for which you have appropriate skills. In general, Suffolk University posts all open positions on its website. When there is a significant business need, Human Resources may authorize a transfer of an employee from one position within a department to another without announcing the vacancy through the posting process.

Employees who meet at least the minimum qualifications of an available and posted position and are in good standing in their current position are eligible for consideration for a transfer or promotion. In general, you should be in your current role for at least six months prior to applying for a new position.

Current employees who apply for a transfer should expect to be contacted by their HR partner within two weeks of submitting their application to discuss their viability for the position. You must inform your current manager before interviewing with a hiring manager for a transfer position.

If the new position you are transferring to or are promoted into requires additional background screening, you are required to successfully complete the necessary screening prior to starting in the new position.

Transfer: A transfer is a lateral move to a vacant position in either your current department or a new department. A transfer will not normally result in a change in compensation.

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Promotion: A promotion is a move to a vacant position at a higher level either within the current department or in a new department. Promotions generally result in a salary increase at the time of promotion.

Job Change: A job change is a revision of your existing job description that does not represent a new position and is not a promotion. Job descriptions can regularly be updated to reflect the duties you are expected to perform to meet the work needs of the department. A job change will not normally result in a change in compensation.

Employee Chosen Name Policy

The Suffolk University community recognizes that faculty and staff may use names other than their legal names to identify themselves. The purpose of the chosen name policy is to foster a campus environment that is inclusive and that encourages self-expression. This may include, but is not limited to, people who use their middle name instead of their first name, people who use nicknames of a legal name, people who use an anglicized name, people who use a former professional name or people who use a name that affirms their gender identity.

The University acknowledges that a chosen first name can and should be used wherever possible in the course of University business and education. Therefore, it is the policy of the University that employees may choose to identify themselves within the University's information systems with a chosen first name in addition to the person's legal last name.

It is further understood that the person's chosen name shall be used in all University communications and reporting except where the use of the legal name is required by University business or there is a legal requirement. Select administrative staff, Campus Safety employees and the individual employee's supervisor(s) will have access to both the legal and chosen name of employees choosing to exercise this option.

The areas in which an employee's chosen first name will appear include:

- Ram ID Card (provided you obtain a new one)
- Online Phone Directory
- Official Employee Email Display Name
- Most Workday Employee Self-Service Navigation Panes

The areas in which an employee's legal name will still appear include, but are not limited to, the following:

- Legal Documents and Reports Produced by the University
- Employment Verifications
- Employment Documents
- Paychecks, W2s, and other Payroll documents
- Benefits Enrollment

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The use of this chosen name should not be created for the purposes of misrepresentation. Inappropriate use of the chosen name policy, including but not limited to avoiding a legal obligation, misrepresentation, and the use of offensive language, including profanity or language, which has the effect of mockery, may be cause for denying the request.

Please be advised that designating a chosen name in the University's records is not the same as legally changing your name through the court system. Your legal name will remain unchanged in all University related systems. Employees who change their legal names through the court system and wish to change their legal name in the University's records need to make the request in the University's Workday system by following the instructions with the *Personal Information* section in your Workday dashboard.

Employees and Tuition Benefits

You have the opportunity to pursue educational opportunities through the University's tuition remission benefit.

Ordinarily, courses may not be taken which conflict with your regular work hours. Your manager may, at their discretion, allow you to take a course during work hours, if the course is not offered outside regular work hours. However, any courses approved by your manager that occur during work hours will require you to make up any hours missed, or your manager may adjust your work hours to accommodate your course schedule.

Your coursework must not interfere with your performance of your regularly assigned responsibilities.

For any global experiences or intensive courses, all staff must use accrued and unused vacation time.

Employment Outside of Suffolk

Employment outside the University must not create a conflict of interest or interfere with your job performance or responsibilities with Suffolk University. Your other job must not interfere with your Suffolk work schedule and cannot be used as an excuse or justification for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, refusal to work overtime or a modified schedule or any other employment-related issue. Refer to the University's [Conflict of Interest Policy](#) for additional guidance.

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Teaching in Addition to Primary Job

Exempt staff. Under appropriate circumstances and with advance permission from your manager, you may teach as a part-time faculty member. This is an opportunity for you to share your knowledge and experience with Suffolk's students but is secondary to your regular role and is a privilege. It is not a right and you are not guaranteed a part-time teaching opportunity. As a staff member teaching part-time, you will be compensated at a rate set by the Dean of the school in which you teach. Teaching and teaching-related activities (preparation, grading, consulting with students, etc.) must not interfere with your regular role or create a conflict between your regular role and your teaching role. In general, all teaching-related activities should occur outside your normal work hours.

Before you may accept a teaching appointment, you must obtain written approval from your manager who will consider:

- Dual role and conflict between your non-teaching and teaching roles;
- Timing of course and office Hours;
- Implications on your work load and on your colleagues; and
- How this may impact your ability to fulfill your primary role.

If the course you teach intersects in any way with your normal business hours, this must also be approved by your manager (in the same written approval), acknowledging the approximate times you will be away from your regular role for teaching, teaching-related, and student support activities and outlining how you will make up the time you are taking from your regular role. This approval should be filed with the appropriate Dean's Office and the Human Resources Office before the start of the semester in which you will teach.

You may teach a maximum of five (5) credits, or equivalent in the case of non-credit courses, per fall and spring semester and four credits in total over the summer sessions. You may teach a maximum of two credits in the winter session.

Non-exempt staff: As a non-exempt staff member you may not teach as a part-time faculty member. Because you typically work the majority of your hours as a non-exempt employee, your time teaching and in teaching-related activities would also be classified as non-exempt, requiring that you to track all your hours and that you be paid overtime for all hours greater than 40 in a week. If a Dean wishes to have you teach on an exceptional basis, the request will be vetted and approved by the Human Resources Office.

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Voluntary Separation from Employment

If you choose to resign from your position at Suffolk University, please give your manager written notice. Your notice period should normally be 10 business days, allowing you adequate time to wrap up your work and transition your responsibilities.

Your date of separation will be your last day actually worked. You may not use your vacation time to extend your date of termination beyond the last day worked.

As part of the separation process, you will receive a separation questionnaire. You will also be invited to have a separation meeting with a human resources partner on or before your last day of work. Your honest feedback on the questionnaire and in your meeting will help the University better understand how it might improve its work environment.

Your manager will also review a separation checklist for you. This is an opportunity to make sure the final details of your transition are managed well.

You will receive your final pay, including any accrued, unused vacation pay, in accordance with the normal pay schedule. Separately, you will receive a letter at your home address outlining how your separation impacts your Suffolk University-sponsored benefits.

Before your last day, please be sure your contact information (mailing address, personal e-mail address and telephone number) is updated in Workday. This is important for you to receive year-end tax documents. You may also change your contact information in the future through Workday. If you need help with your Workday password, please contact helpdesk@suffolk.edu

Involuntary Separation from Employment

The University, at its discretion, may end your employment. This may be done as part of a reduction in the number of employees (overall or in specific work areas) or administrative reorganization, or because of poor performance or misconduct. If you are involuntarily separated from the University, you will receive written notification of the separation. You will receive your final pay, including any accrued, unused vacation pay, on the day your employment ends.

You will also receive a letter outlining how your separation impacts your Suffolk University-sponsored benefits and, as required by law, information about how to apply for unemployment insurance.

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Attendance and Punctuality

You are expected to arrive on time, ready to work, every day you are scheduled to work. Regular and punctual attendance is a critical element of your relationship with the University. If you are unable to arrive at work on time, or if you will be absent for any portion of your scheduled work hours, you must contact your manager as soon as possible. You may discuss with your manager if or how you will be compensated for the day (health absence, vacation or unpaid), depending on the reason for your absence. It is your responsibility to report the time you are absent in Workday.

Frequent absences or tardiness (unexcused absences), or patterns of absence or tardiness, will result in a Letter of Clarification and may result in your involuntary separation from employment. If you fail to report to work or call in to inform the supervisor of your absence for three consecutive days or more, the University will consider you to have voluntarily resigned employment.

Workplace Attire

You should wear clothes in the workplace that provide a neat, clean and professional appearance. Your manager may establish additional guidelines for appropriate attire specific to your area.

Any garment that is worn for religious purposes, to honor cultural traditions or associated with medical treatment is normally allowed and encouraged as well as remaining consistent with safety standards.

No guidelines can cover all contingencies, so employees must exert a certain amount of judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable attire for work, please ask your manager or your HR Partner.

Compliance Training

Suffolk University is committed to promoting a strong culture of compliance with all applicable city, state and federal regulations. You are responsible for being aware of key compliance issues that impact your role daily.

At the time of your initial employment and throughout your employment, you will be required to participate in training, in person or online, to confirm your understanding of key regulations and associated risks for non-compliance within a specified timeframe.

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Working While Impaired

Employees may not report to work or be at work while impaired by alcohol, marijuana, a legally prescribed medication or an illegally obtained substance. If you are found to have reported to work while impaired, you will be subject to corrective action up to and including termination.

If you are taking prescription or over-the-counter drugs that impair your ability to safely perform your workplace duties, you should consider applying for an accommodation in accordance with the Americans with Disability Act, as amended (“the ADA”) and Suffolk policy. Suffolk University is committed to making reasonable workplace accommodations for those who need them.

If you are impaired or reasonably appear to be impaired while at work and/or while participating in a Suffolk activity or event, reasonable actions will be taken to escort you from University property and/or activity or event. Suffolk University Police or emergency personnel may be called immediately if you appear violent, verbally abusive, or threatening, or appear to be having a medical emergency.

Generally, upon your return to work you will meet with your manager and be given an opportunity to explain the situation, after which you will be issued a Letter of Clarification documenting the situation and your response. Further incidents are likely to result in termination of employment.

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Accommodation in the Workplace

Suffolk University is committed to providing reasonable accommodations to help otherwise qualified employees with a disability perform their essential job functions. A reasonable accommodation is assistance or changes to a position or workplace that will enable an employee to do his or her job despite having a disability. Under the ADA, employers are required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary degrees, skills, and experience for the job and who can perform its essential functions, with or without an accommodation.

You may begin to request an accommodation by notifying Human Resources to formally apply for a reasonable accommodation. Your physician will be required to complete Initial Accommodation Request Assessment Form. Once the forms have reached the review process, the Standard will send Human Resources recommendations for accommodation and an interactive conversation will be initiated to begin approval for the accommodation.

Work-related Injuries/ Illness

Your safety at work is important. Should you sustain any work-related injury or illness, however, you must report your injury or illness to your manager immediately and call Human Resources for a copy of the Accident Reporting Form. The form should be completed and sent back to Human Resources for processing with the University's Workers' Compensation insurance carrier.

All employee work injuries/illnesses should be reported within 24 hours from the time a claim/incident occurs. If you are medically unable to report your claim, your manager should call Human Resources to report on your behalf. If you sustain on-the-job injuries or illnesses, you are required to seek treatment.

Employees who miss work because of work-related injuries or illness may be covered by University leave policies and workers' compensation laws. Please refer to the University policies on medical leave, which can be found at:

<https://www.suffolk.edu/about/directory/human-resources-office/time-off-policies>

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Political Activities

Suffolk University encourages civic engagement and political involvement, including campaigning for candidates or issues. Typically, this includes legislative activity or issues subject to a popular vote. However, your political activities must be kept separate and distinct from activities of the University and you may not use University resources for political purposes. When engaged in political activity for candidates or issues, you may not:

- Use the name, seal, images and other media representing the University, or any other reference to the University or its colleges, schools, departments or programs in written materials, including solicitation of funds or goods for political purposes or activities;
- Use University photographs, computers, telephones or any other equipment, technology or supplies;
- Use your University issued email address or the University's email system to send or receive communication;
- Use the University's mail services or the University's address for a return address;
- Use your title other than for identification, in which case it must be accompanied by a statement that you are speaking for yourself and not as a representative of the University;
- Ask another employee to perform tasks in any way associated with political activity while that person is at work;
- Ask any subordinate to perform tasks in any way associated with political activity at any time; and
- Take any action that might implicate the University in any political activities.

If in doubt, please consult with the Office of General Counsel.

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Work Week/Hours of Work

Suffolk University's workweek begins on Monday at 12:01 a.m. and ends at midnight on the following Sunday. The standard workweek for full-time employees is 35 hours worked each week. The standard workday is 8 hours, with a one-hour un-paid meal period, for a total of 7 hours worked time. Exempt employees are generally expected to work at least the standard workweek, and to work as needed to meet job expectations. Non-exempt employees should not work beyond the standard workweek without written approval from an authorized manager.

The University's standard business hours are from 8:45 a.m. to 4:45 p.m. However, your specific schedule may vary depending on the needs of your department, and your manager will notify you if your schedule needs to change on a temporary or permanent basis.

All jobs at the University, especially those that are student-centered, may require work outside standard business hours. In most cases you will have advance notice of non-standard work hours but in some cases they may be emergent.

Work-Life Balance

In today's environment of 24/7 access to communications, it is also important that you maintain balance between your personal life and work life. This is not only good for you; it is good for the University, as employees with balanced lives are typically the most productive and satisfied.

While you may have to work outside of normal hours or work remotely on days the University has emergency closings, you should, in general be able to adequately meet your responsibilities during normal business hours. If your work responsibilities are regularly creeping into your personal time, typically through text messages, e-mails or telephone calls, please discuss with your supervisor how you might minimize these interruptions and competently complete your job duties within normal business hours.

Employees and managers are encouraged to minimize situations where matters that can be appropriately addressed during normal hours are referred to employees or colleagues during off hours due simply to the ease of access to 24/7 communications such as email.

Note to Managers:

Please respect appropriate time boundaries with those you supervise. While you may text or e-mail at times that are convenient for you, please set your expectations about response. For example, you might say, "When I text or e-mail you outside normal business hours I do not expect a response until the next business day. If there is something that is truly emergent, I will either call you or start the message with 'need immediate response.' In that case, I hope you will respond as soon as you see the message and are able to answer."

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If you have concerns that an employee is not meeting his or her obligation to perform occasionally required off-hours work, as defined in the employee's job description, please discuss with your Human Resources Partner.

Emergency Closings, Delays and Early Closure

In the event that weather or other emergency conditions warrant the closing, delayed start, or early closure of the University, official announcements typically will be made via the University Emergency Messaging System, RAVE (to your mobile telephone number), e-mail (to your Suffolk University address) and posted on the University website. Although not an official source of information, closure information will also be sent to local news outlets, which may or may not publish the information. *It is important that you keep your mobile telephone number up-to-date in Workday so you receive RAVE notifications.*

When there is an emergency closing, delayed start or early closure, it applies to all on-campus University activities, including:

- Classes*
- Athletics
- Academic support services (e.g., libraries, Student Success)
- Performances
- Administrative/business offices

*On-campus classes may be replaced by an individual faculty member's contingency plans. Online classes are typically not canceled due to weather.

Weekend and holiday closings or delays are handled in the same manner as weekdays. When an emergency closing is anticipated or announced before the actual closing, you are encouraged to plan to work from home to the extent possible.

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Time Records - Non-Exempt Employees

If you are a non-exempt employee, you are required to enter time (time worked, vacation, health absence, jury duty, and death in family) accurately each day in Workday, and submit for approval at the end of each workweek. These records are used to calculate regular and overtime pay and update vacation and health absence balances.

Overtime - Non-Exempt Employees

Non-exempt employees may be asked to work more than their standard hours when required due to the needs of the business. Time worked over 35 hours and up to 40 hours in a week is paid at your regular rate of pay. Time worked over 40 hours in a week is paid at the statutory overtime rate. Paid time off, such as vacation, health absence, jury duty, and death in family, is not considered time worked for the purpose of calculating overtime pay.

All overtime work must be approved in advance by a supervisor or manager. If you work more than your standard hours in a week without your manager's approval, you will be paid for the time you worked but may be subject to corrective action for failing to follow the advance approval policy.

If you as a non-exempt employee work on a designated University holiday, you will be paid, 1 ½ times your base rate of pay for all hours worked in addition to the holiday pay you receive.

Paychecks

Suffolk University's pay period for all employees is biweekly on Friday. If payday falls on a federal holiday when the University is closed, you will receive your paycheck on the preceding workday. Paychecks are directly deposited into your checking and/or savings accounts. It is your responsibility to verify that your account details are correct in Workday.

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Reductions from Pay/Safe Harbor Exempt Employees

Suffolk University does not make improper reductions from the salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

Permitted Reductions. The FLSA limits the types of reductions that may be made from the pay of an exempt employee. Permitted Reductions include those:

- required by law, e.g., income taxes;
- for employee benefits when authorized by the employee;
- for absence from work for one or more full days due to sickness or disability if the reduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness; or
- to offset for amounts received for Jury Duty, as a witness, or for military pay.

An employee will only be paid for actual hours worked during (i) the week an exempt employee begins work for Suffolk University, (ii) the last week of employment, and (iii) any week in which an employee has been suspended without pay for one or more full days for work-related misconduct. In addition, you may be paid only for hours worked during a period when the employee is using unpaid leave under the Family and Medical Leave Act (FMLA) or when time off is granted as a reasonable accommodation under the Americans with Disabilities Act as amended (ADA).

Improper reductions. If an employee believes that an improper reduction has been taken from his or her pay, the employee should immediately report the reduction to the Human Resources Office. The report will be promptly investigated. If it is found that an improper reduction has been made, the University will reimburse the employee for the improper reduction.

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Performance Management

Your manager is committed to supporting your success as an employee. This includes recognizing and reinforcing your strong performance as well as identifying and encouraging improvement where it is needed. Your manager should provide necessary resources, training and encouragement through regular and ongoing communication and coaching.

Coaching is an ongoing developmental approach that your manager may use to guide and encourage you to achieve performance expectations, which may include, but may not be limited to quality of work, quantity of work and how you approach your work and your interactions with others.

The University performance review process typically occurs annually. This is an opportunity for your manager to formally evaluate your work over the past year and communicate feedback of the totality of your performance. Although the formal review process occurs annually, your manager is expected to check-in with you regularly.

When you are not meeting expectations

The following supervisory tools and methods are options available for University managers to utilize when employees under their supervision are not meeting work expectations, in addition to or instead of other disciplinary actions up to and including termination.

Your manager may coach you when your work performance and/or behavior does not meet expectations. Your manager may discuss areas of concern, the impact of your performance/behavior, and communicate expectations. This is an opportunity for you to work with your manager on the steps you must take to improve your performance. Your manager may follow up with an email to you summarizing the coaching conversation.

If your performance does not improve or improvement is not sustained, your manager may initiate a **Performance Improvement Plan** (PIP), which typically involves some or all of the following process.

Your manager may meet with you to review your prior coaching meeting(s) and discuss ongoing performance issues. The discussion may include:

- **Deficiency statement:** a summary of your performance that is not meeting expectations
- **Measurement:** how your performance will be measured to gauge sufficient improvement
- **Time frame:** the period of time you will have to demonstrate regular and consistent improvement in performance
- **Consequences:** what will happen if your performance doesn't improve

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It may also include:

- Action plan: special training, resources, education, mentoring, or shadowing you will receive to support your improvement
- Feedback meetings: schedule of meetings or follow-ups to check on your progress.

After your meeting, your manager may document the discussion in a **Letter of Clarification**. If the letter is utilized, your manager will give you the letter and ask for your comments/response as well as your signature. The letter and your response, if any, will be included in your employment file.

Your manager may meet with you periodically to review your progress on performance issues identified in the letter of clarification. If you do not demonstrate significant and sustained improvement or if new/additional issues arise; your manager may issue a Second **Letter of Clarification**. Typically, you will be able to comment/respond before you sign. If issued, the letter and your response, if any, will be included in your employment file. If you do not meet the expectations set forth in the aforementioned **Letters of Clarification**, your employment normally will be terminated.

Nothing in the Performance Management or PIP process, if utilized, will change the at-will nature of your employment, nor will it bestow any additional job protection or employment rights.

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Serious Incidents

Without limiting the at-will nature of your employment, certain serious offenses, including those that involve dishonesty, verbal or physical assault any other violence violation of the law, or significant risks to Suffolk University may be grounds for immediate termination of employment.

The University reserves the right to conduct investigations into potential concerns, such as but not limited to potential violations of law or University policy. Alleged serious offenses may require immediate investigatory suspension, with or without pay, while the investigation is conducted to allow time for a thorough investigation pending final determination of an employment action.

Criminal Offenses

You must report any criminal conviction within five days of the conviction. For this purpose, “criminal conviction” means all criminal convictions and pleas that are acknowledgements of criminal responsibility, including but not limited to a plea of nolo contendere, or an admission to sufficient facts that occur on or after the effective date of this policy, registration as a convicted sex offender with any governmental authority as a result of any prior conviction for a sex offense, and/or any convictions or pleas that are acknowledgments of criminal responsibility subject to the jurisdiction of a military court.

Convictions for routine traffic-related infractions (e.g., speeding, unsafe movement, improper equipment) are not required to be reported under this policy unless driving is a part of your regularly assigned job duties. In these circumstances, you must report any traffic-related conviction under the provisions of this policy.

Note: *This policy does not override or limit more stringent policies or protocols which may be applicable to employees (1) who are subject to special licensure or certification; (2) who otherwise occupy positions that are subject to higher standards of disclosure, or (3) who have access to sensitive University facilities.*

The University will review the circumstances of the criminal conviction(s) to assure that the you do not pose an unreasonable safety risk to fellow employees, students, and visitors or indicate conduct that would be inconsistent with the your assigned job duties and your access to University resources or facilities.

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Employment of Relatives and Domestic Partners

For the purposes of this policy, “relatives” include spouse/domestic partner, children, foster children, siblings, siblings-in-law, parents, aunts, uncles, cousins, nieces, nephews or grandparents. A “domestic partner” is generally defined as a person with whom you are in a committed relationship and share a home or living arrangements.

Your relatives and those of your spouse/ domestic partner may be hired by Suffolk University if:

- you are not involved in the hiring decision process
- the persons concerned will not work in a direct supervisory relationship with you (either supervising you or under your supervision)
- the employment will not create actual or apparent conflict of interest or other difficulties in University operations , as determined by the relevant SVP/Dean and Chief Human Resources Officer, in their discretion

If you marry or become involved in a domestic partnership with another employee and have a direct supervisory relationship, or if the marriage/domestic partnership poses difficulties as mentioned above, you must inform your Human Resources Partner and your manager. The University will make reasonable attempts to reassign one of you to another position for which you are qualified, if such a position is available. The person in the non-supervisory position should not suffer professionally if that person is reassigned. If the University determines that no such position is available or the relevant employee does not wish to take the new assignment, one of you must resign from the University.

Workplace Concerns

There may be times when you feel the need to express concerns or complaints in a formal manner. The following procedures are intended to provide a fair and unbiased review of workplace concerns.

If your complaint is regarding harassment, discrimination or retaliation, you should contact your Human Resources Partner, the Title IX Coordinator in the Office of Title IX or the Vice President of Diversity, Access and Inclusion, as applicable.

For other concerns, it is best for you to first discuss your concerns with your manager. Many concerns can be resolved informally when you and your manager take time to review them and discuss options to address the issue. However, if your manager is unable to resolve your concern, your concern is about your manager, or you do not feel comfortable approaching your manager, there are other options. You may schedule a time to discuss your concerns with your manager’s manager to address the issue. Alternatively, you may contact your Human

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Resources Partner for advice and consultation on how to frame your concerns constructively and advocate for resolution.

Employee Records

Employee files are maintained by the Human Resources Office and are considered confidential. In accordance with Massachusetts law, an “employee record” is:

A record kept by an employer that identifies an employee, to the extent that the record is used or has been used, or may affect or be used relative to that employee’s qualifications for employment, promotion, transfer, additional compensation or disciplinary action.

You may review your employee record in the Human Resources Office during normal business hours by appointment or be given a copy of all documents in your record within five business days of your written request. If you believe that information contained in your employee record is inaccurate, you may request removal or correction of the information. The University does not have to agree to this request, but if it does not, you will be entitled to provide a written explanation of your position on the accuracy of the information, which will be added to your employee record.

All benefits information created after September 1, 2016 is kept within Workday and you may view your benefits information by logging in. There are no separate paper benefits records for you after that date.

Your manager and other University officials will only have access to your employee record to the extent it is reasonably necessary for University business.

Reference Requests/Employment Verification

The Human Resources Office is able to provide employment verification, including confirmation of dates of employment and job title, for all active and separated employees. All reference requests should be directed to the HR department. The Human Resources Office will only share other information if you provide a signed release of information.

Employee Notifications

Employee notifications, including required postings, are available on the 11th floor at 73 Tremont Street (near the Human Resources Office). You will also receive employee information through e-mail and University publications.

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Code of conduct

This collection of expectations comprises the Suffolk University Code of Conduct for staff. Conceptually similar standards for faculty are found in the University Faculty Handbook.

These are expectations we hold ourselves to, aspiring always to be our best selves. All Suffolk University staff are expected to conduct their work with professionalism, civility, personal integrity and respect for the rights, differences and dignity of others.

We all aim to:

- strive for excellence
- exercise the highest integrity in all aspects of work
- be open, flexible, realistic, and understanding
- demonstrate professionalism and trustworthiness as a representative of Suffolk University
- understand and follow the policies and procedures of Suffolk University

We aim to be guided by six behaviors, with corresponding expectations of ourselves for each behavior:

Behavior	Expectations
Engagement and Social Responsibility	<ul style="list-style-type: none">▪ Embrace responsibility for our work▪ Work responsibly and collaboratively▪ Be transparent in decisions impacting our community▪ Act ethically, professionally and collaboratively▪ Receive constructive feedback
Integrity	<ul style="list-style-type: none">▪ Perform all professional responsibilities with the highest sense of integrity.▪ Respect and empower our community▪ Maintain objectivity; be free of conflicts of interest in professional responsibilities▪ Uphold our profession's technical and ethical standards▪ Strive continually to improve competence and quality of services▪ Create an open and supportive environment where others are comfortable sharing questions and concerns.

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Communication	<ul style="list-style-type: none"> ▪ Openly share expertise and experience to assure individual and team success ▪ Pursue transparency and open communication. Provide constructive feedback to your colleagues, including supervisors ▪ Seek support when needed ▪ Use technology in a responsible and professional manner
Diversity, Inclusion and Respect for others	<ul style="list-style-type: none"> ▪ Respect the unique cultures, strengths, viewpoints and experiences of others. Welcome and support people of all backgrounds and identities. ▪ Show compassion and tolerance ▪ Promote an inclusive community, building a culture of cooperation among diverse groups
Create opportunities and Help others succeed	<ul style="list-style-type: none"> ▪ Actively and respectfully participate in community discussions and activities ▪ Reach out to others who appear to be struggling ▪ Seek ways to contribute to the success of others ▪ Help other members of the community achieve their career goals
Student-Centered Focus	<ul style="list-style-type: none"> ▪ Provide a student-centered experience ▪ Promote improving conditions for learning so that all students experience a safe, supportive environment ▪ Provide support enabling students to realize their full potential ▪ Establish a network of services and supports ensuring student success by creating a safe and supportive learning environment

Collaboration and mutual respect are central to developing a positive relationship among and between community members. Suffolk University values academic freedom, diversity and inclusion, and respect for all. We strive for a sense of community in which the individual growth of all members is advanced through the cultivation of mutual respect, tolerance, and understanding. We all are working towards a common goal and our ability to excel depends on a collegial environment.

To that end, inappropriate conduct is taken seriously and will not be tolerated. Inappropriate conduct includes, but is not limited to, the following:

- Violation of policies, procedures and practices of Suffolk University, this handbook and/or the employee's school or department
- Physical violence or threats of violence

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- Threatening, humiliating or intimidating behaviors towards others, or any other form of verbal abuse
- Work interference/sabotage/insubordination that prevents or interferes with work getting done or with a productive workplace environment
- Intentional damage to, misuse of or theft of the University or a co-worker's property
- Failure to maintain confidentiality of University information, or of private, personally identifiable information of students or co-workers
- Unauthorized access and use of confidential data.
- Misrepresentation or Falsification of records
- Illegal conduct occurring outside the workplace that bears upon the employee's fitness for employment at the University.
- Illegal use, possession, or sale of controlled substances.

Conduct that is determined by the University to be inappropriate may be subject to disciplinary action up to and including unpaid suspension or termination of employment.

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Suffolk University reserves the right to determine the applicability of any policy to a particular situation and to depart from the guidelines contained in this handbook.

This staff handbook applies to staff subject to a collective bargaining agreement except to the extent inconsistent with or superseded by the terms of the applicable collective bargaining agreement. Nothing in this staff handbook is intended to or creates an employment agreement, express or implied, including without limitation the creation of any obligation or right to the continuation of employment or of any benefit for any period of time. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract.