Part 4 Administrative and Instructional Support: Policies and Procedures

4.1 Secretarial Services

During the academic year full-time academic secretaries are stationed in the R. R. Hodges Chapel/Fine Arts Center, Faculty Hall, Founders Hall, Free Enterprise Business Center, Hyson Campus Center, Jennie K. Moore Family and Consumer Sciences Center, Prince Student Union, and Regents Hall to serve instructional needs of the faculty. Limited summer help is also available. Each school has an administrative secretary who reports to the school dean who monitors workload and job priorities.

Faculty should make it a practice to prepare and submit work to the school’s administrative secretary with enough lead-time that the quality of the work is not jeopardized, the department morale is not threatened, nor the timely anticipation of other faculty penalized. Since each secretary’s time is distributed among several faculty members, it is especially important that a spirit of cooperation and sharing prevail. Student secretarial help is used to supplement these services. Secretaries are not permitted to proctor (or grade) tests either in the classroom or in the office. If a student needs to take a test outside of the classroom, the Testing Center may be contacted to administer the test.

4.2 Administrative Computing Services

The University maintains a centralized computing system to handle administrative record keeping and to process management data. The integrated system is designed to handle payroll, accounts payable, general ledger and other aspects of fiscal management, including church budget and donor accounts. The system also maintains all aspects of students’ records, including billing, financial aid, registration, and student academic records. Recruitment and admission data are processed on the system.

Special reports can be secured by contacting the Director of Administrative Computing or campus administrative computing offices.

4.3 Personal Computers, E-mail, and Internet Access

The offices of administrative faculty, full-time faculty, and part-time faculty are provided with personal computers linked to departmental printers and the campus computer network. The network permits users to share files, to send and receive electronic mail, and to access the Internet through the campus network.

The use of personal computers, e-mail, and Internet access should be primarily directed toward one’s instructional or administrative responsibilities. Because of repair costs and insurance coverage, personal and network computers belonging to the University may not be taken off campus for faculty work without prior approval of the Vice President for Academic Affairs and Vice President for Finance and Treasurer.

Individuals who have special computing needs or are experiencing computer or network problems should contact the Director of Instructional Technology or Director of Network Computing for assistance.

4.4 Copy and Print Services

The Printing and Mailing staff, located in the Lakeholm Building basement, supervise all copying services, along with tracking charges for printing. The Printing and Mailing office is equipped with a Xerox Nuvera 120 printing system for black and white copies, and a Xerox DocuColor 240 for
color copies. These machines are networked; faculty and staff may send jobs directly to the printers through the campus network.

The Nuvera 120 has stapling and binding capabilities and runs at approximately 120 copies a minute. The Printing and Mailing office does encourage a 24-hour turn-around time, and may require more than 24 hours during high volume times throughout the school year (e.g., beginning of each term, mid-term, final examination week, etc.) or when the equipment is being serviced. Departments are charged $.045 per copy and $.07 for duplexed (double-sided) copies.

The Docucolor 240 can produce Power Point and other color transparencies. Color copies are charged at various prices depending on size and number. Individuals may call the Printing and Mailing staff for pricing information.

If one is not at an MVNU networked computer and needs a black and white or color job printed, please email the job to printjobs@mvnu.edu as an attachment. All printing and mailing staff have access to this account.

The satellite copy machines (called multifunctional machines) are found in departmental locations on campus. The current charge per copy on the multifunction machines is $.06 per page; these charges are billed to the departmental account by Printing and Mailing. The faculty member is responsible for abiding by current copyright laws pertaining to copying various documents for classroom use.

Personal materials copied are to be paid for at the time of service ($.10 a copy) and are not to be charged against departmental accounts. Each multifunctional machine is programmed with a specific number for personal copies, (available from your department secretary or Printing or Mailing), with payment expected when copies are made. An individual account number may be secured from Printing and Mailing which will allow a monthly billing for personal copies made with payment expected upon receipt.

Copy and print charges for graduate educational preparation are normally personal expense items not to be charged to departmental instructional budgets. A reduced rate of $.05 per copy/print for personal education items will be given if Printing and Mailing is contacted prior to copying/printing the work.

Print jobs are tracked through software called PCounter. Before printing, the user will be asked to select the appropriate budget (departmental or personal) to which the job should be charged. Departmental jobs are charged at $.06/page; personal print jobs are charged at $.10/page. Personal prints will be charged out on a monthly basis through email notification.

4.5 Office Supplies

Requests for ordinary office and classroom supplies are submitted to the Heritage Bookstore by e-mail (type “MVNU bookstore”) in the “to:” field or in person. School or departmental secretaries can pick up items needed by faculty or request that materials be delivered to the school department. These items are billed to the appropriate school or department budget. Departmental purchases receive a 25% discount on most office supplies. Secretaries are not to be sent off campus for supplies during office hours.

4.6 Enerazan Yearbook

Each administrative unit, each school, and the Athletic Department receive one complimentary copy of the Enerazan yearbook. Yearbooks may be made available to individual faculty and staff for purchase from the yearbook staff.
4.7 Purchasing Procedure

Within the limits of the appropriate budget, purchases are generally made by four methods:

Check Requests

Check request forms are used for:
- graduate assistance;
- honoraria;
- memberships;
- postage;
- reimbursement for supplies under $50;
- subscriptions; and
- travel-related expenses.

The forms for these are available from the Academic Affairs Office. Directions for completing the form are provided on the reverse side of the form. A cash advance is available from the Accounting Office for miscellaneous travel expenses when requested with the form.

The accounting staff, via the administrative computer, writes checks on Tuesdays and Thursdays. To have a check included in the batch check run, the Accounting Office needs to receive the approved check request by 12:00 noon the day before (i.e., by noon on Monday or Wednesday). Printed checks are generally available after 3:30 p.m. on the days that checks are processed and printed.

The Vice President for Academic Affairs must approve all check requests drawn from academic department accounts prior to the disbursement of monies. Check requests cannot be used to purchase materials and supplies or to pay invoices for these items.

Purchasing Cards

Some individuals have been assigned purchasing or travel and entertainment cards to be used for purchases specific to their departmental functions. These cards have restrictions and limits, and their use is subject to the guidelines set forth in the Purchasing Card Policy and Procedures Manual located in the Accounting Office.

Purchase Requisitions

Purchase requisitions are used to purchase all goods (except office supplies ordered from the Heritage Bookstore), equipment, furniture, and services totaling more than $250. The purchase requisition form is to be used for all equipment and furniture, including that less than $250.

Small Purchase Orders

Small purchase orders are used to purchase all goods and services totaling less than $250, including orders that require prepayment (generally less than $100).

4.8 Faculty Use of and Responsibility for Equipment

The University operates on a limited budget, but the administration makes an effort to supply each department with the equipment necessary for a full program of work. Since it is expensive to replace stolen or abused equipment, everyone having charge of equipment should see that it is safely stored when not in use.
The University purchases and maintains a wide variety of tools and equipment. This includes maintenance equipment, audiovisual equipment for educational media use and computing equipment. Faculty members may request and check out equipment needed for instructional purposes only. The equipment is not available and is not loaned for personal, church or outside organizational uses.

4.9 Facility Service

Building maintenance is under the direction of the Director of Facility Management. This includes new construction, maintenance, housekeeping, and motor pool.

4.9.1 Routine Maintenance Procedures

Service requests are placed on the online Facility Services Request System. This is an automated system. When a request is received the system sends a predetermined date back to the requestor. The completion date is a computerized response and requests cannot always be filled within the time frame assigned. Routine requests are taken by the online system only. No requests are to be placed by students. (The resident directors are responsible to place students’ requests.)

4.9.2 Non-routine Maintenance Procedures

For repairs and maintenance that are not routine and require large dollars (building of shelves, bulletin boards, painting of offices, etc.) an online Service Request needs to be submitted. This request may be approved or denied depending on the need and the building budget. An estimated time may not be given at time of submission.

4.9.3 Routine Housekeeping Procedures

The custodian that is assigned to that particular building handles routine housekeeping matters. Questions pertaining to housekeeping should be directed to the Supervisor of Housekeeping.

4.9.4 Requests for Tables and Chairs

Requests for tables and chairs should be made online through the Facility Service Request System. All requests should allow a two (2) week advance notice.

4.9.5 Motor Pool Requests

Motor pool requests are made through the coordinator at x1075. Call ahead to check availability of vehicle. Large demands are made throughout the year by the Athletic Department. In the event that a vehicle cannot be supplied, the University pays mileage for the employee to drive his/her vehicle or, if necessary, a rental vehicle is an option. The University cannot guarantee enough vehicles to meet peak demands since this would make the overall cost prohibitive. Drivers must be certified and 20 years old to drive and MVNU owned vehicle. Contact motor pool for details on becoming certified.

4.9.6 Charter Bus Requests

Charter bus requests are also handled through Motor Pool. Call ahead for the availability and the cost. Most bookings need to be at least three (3) months in advance. Cancellations can be very expensive.
Departments are charged accordingly for use of vehicles. Charges are based on the type of vehicle used and total trip mileage. Outside rental charges are to be charged directly to the department involved.

4.10 Keys

The Director of Safety and Security issues keys. Keys should not be loaned or used in any manner that would encourage unauthorized entry to buildings or duplication of keys. Faculty members shall not give keys to students. Key request forms may be obtained in the Office of the Vice President for Academic Affairs.

4.11 Mail

Faculty mail is distributed to and picked up from the various office suites once a day between 10:00 a.m. and 12:00 noon. If one has mail that needs to go out that day after mail has been delivered, it can be taken to the campus post office or to printing and mailing. Outgoing mail leaves campus about 3:30 p.m. daily.

Student mail is placed in the campus post office boxes by approximately 11:00 a.m., Monday through Friday. Student mail should be addressed with the student’s full name and campus mail box number. The campus Post Office, located in the Hyson Campus Center, sells stamps, mails packages, and provides the usual postal services to members of the campus community.

Bulk mailing instructions may be obtained from the Printing and Mailing Department in the Lakeholm building basement at ext. 4452. A U. S. mailbox is located in front of Faculty Hall with a 9:30 a.m. collection time.

Departmental mail should be marked with the department’s name or account number in the upper right or left hand corner for proper billing or for return mail, if needed. Personal mail can also be mailed from office complexes, but faculty members are responsible for the postage.

4.12 Telephone

Faculty offices are equipped with a digital telephone with voice mail for the faculty member’s convenience. Training sessions for new faculty are held as needed. User guides are available upon request by calling the switchboard. Training sessions are held or special instructions are distributed in written form when telephone system features and options are upgraded.

Long distance calls are made by dialing 9 (outside line), 1 (long distance), area code, number and, after a signal, the four-digit departmental account number. Local calls are completed by dialing 9 followed by the number. No account code is necessary. A campus telephone directory is published at the beginning of each academic year.

Long distance calls for departmental use are automatically billed to departments. Personal long distance calls should be billed to a personal calling card, and not to University accounts.

4.13 Automobile Registration and Parking Regulations

The University expects faculty, staff, and students to support institutional goals that ensure a safe and secure educational environment for the campus community. Consequently, Mount Vernon Nazarene University’s traffic and parking policies apply equally to faculty, staff, students, and campus visitors. Please refer any questions regarding ticketing for traffic violations or concerns about policies to the Director of Safety and Security.
All faculty and staff driving automobiles on campus must register these automobiles with the Security Office. No charge is made for parking registration, but failure to complete parking registration is subject to the appropriate fine.

Faculty, staff, and students are subject to the parking and traffic provisions as stated in the automobile regulations. A copy of these regulations may be obtained through the Security Office or from the Student Handbook section of the University website.

4.14 Notary Public

An employee in the Business Affairs Office is a certified notary public. Faculty members or their dependents may obtain notary services free of charge. All documents to be notarized must be signed in the presence of the notary public.

4.15 Flower/Gift Policy

Illness

When an employee is hospitalized, the department secretary or supervisor should notify the Human Resources Office and request that flowers be sent from the University. The Assistant to the Director of Human Resources places the order and makes arrangements for payment. Department personnel are not to order flowers or gifts and charge them to their departmental accounts. Any other expenditure for an employee illness (additional flowers, gifts, cards, etc.) must be considered personal and cannot be charged to any University budget. The Assistant to the Director of Human Resources also sends flowers to retirees who are hospitalized.

Bereavement

When a death occurs (employee, spouse, child, father, mother, father-in-law, mother-in-law), the department secretary or supervisor should notify the Human Resources Department to request that flowers be sent. The Assistant to the Director of Human Resources places the order and makes arrangements for payment. Department personnel are not to order flowers or gifts and charge them to their departmental accounts. Any other expenditure for an employee bereavement (additional flowers, gifts, cards, etc.) must be considered personal and cannot be charged to any University budget. The Assistant to the Director of Human Resources sends flowers in the event of the death of a retiree or retiree’s family member.

Exceptions

The Student Development Office, the coordinators of graduate programs, and the Associate Vice President for Adult and Graduate Studies provides flowers for a student-related death or illness. The Chaplain’s Office, the Institutional University Advancement Office, and the Business Affairs Office also, on occasion, sends flowers for non-student, non-employee death or illness (e.g., death or illness of a major vendor, or in the immediate family of a major vendor for the University). On rare occasions, a department as a “thank you” for services performed when no remuneration was provided may send flowers or a gift.

4.16 Gift Policy for Departing/Retiring Employees

Gift for Departing Employees

The University may provide a farewell gift for departing employees. The cost of the gift is related to the years of service. Due to IRS regulations, neither cash nor gift certificates may be given; the
purchase of a gift is necessary. Amounts available from University funds are shown on the next page.

<table>
<thead>
<tr>
<th>Gift for Departing Employees</th>
<th>Maximum Cost of Gift</th>
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<tbody>
<tr>
<td><strong>Full-Time Employees</strong></td>
<td></td>
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<tr>
<td>1-4 years</td>
<td>$10.00 per year</td>
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<tr>
<td>5-9 years</td>
<td>$15.00 per year</td>
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<tr>
<td>10 years or more</td>
<td>$20.00 per year</td>
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<tr>
<td><strong>Part-Time Employees</strong></td>
<td></td>
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<tr>
<td>1-4 years</td>
<td>$5.00 per year</td>
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<tr>
<td>5-9 years</td>
<td>$7.50 per year</td>
</tr>
<tr>
<td>10 years or more</td>
<td>$10.00 per year</td>
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<tr>
<td><strong>President</strong></td>
<td>To be determined by the Executive Committee of the Board of Trustees</td>
</tr>
</tbody>
</table>

Any additional cost involved (departmental party, lunch, dinner, more expensive gift, etc.) may be charged to the department’s rewards and recognition budget (without exceeding the budget for the year) or the division vice president’s discretionary budget (with prior approval from the vice president).

**Gift for a Departing Board Member**

For one (1) through nine (9) years of service a certificate is issued and recognition given. For ten (10) years or more, a plaque will be given in recognition. The President’s Office keeps records on the Board member’s length of service. Every November, at the Board/Faculty dinner, recognition is to be given to certificate and plaque holders. For those Board members entitled to the plaque, the University pays mileage from anywhere on the East Central Educational Region to the dinner and pays one night’s lodging. Credit is given for all terms of service. The terms need not be consecutive.

**Gift for Retiring Employees**

The term retirement means leaving the employment of the University at age 62 or above and having completed ten years of service, or a person under age 62 leaving the University due to disability, either on “disability” or “retirement status.”

The University may provide a farewell gift for retiring employees. The cost of the gift is related to years of service. Due to IRS regulations, neither cash nor gift certificates may be given; the purchase of a gift is necessary. Amounts available from University funds are shown in the table below.

<table>
<thead>
<tr>
<th>Gift for Retiring Employees</th>
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<tbody>
<tr>
<td><strong>Years of Service</strong></td>
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<tr>
<td>10 – 14</td>
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<tr>
<td>15 – 19</td>
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<tr>
<td>20 – 24</td>
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<td>25 – 29</td>
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<td>30 or more</td>
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</table>

Any additional cost involved (e.g., departmental party, lunch, dinner, more expensive gift, etc.) may be charged to the department’s rewards and recognition budget (without exceeding the budget for the year) or the division vice president’s discretionary budget (with prior approval from the vice president).
The University provides the funds for a retirement reception. The University also provides a plaque for ten (10) or more years of service. When a person has served twenty (20) years or more, in addition to the personal plaque, their names and dates of service are listed on a special continuing plaque to be placed in the chapel or Lakeholm Administration Building.

**Gift for a Retiring President**

The Executive Committee of the Board of Trustees determines the gift for a retiring president.

**Deceased Employees**

A person who dies while an employee of the University will have an appropriate gift and recognition plaque for the years of service given to the immediate family. (This policy was approved by the President’s Administrative Cabinet on September 13, 2001, and is to be reviewed every 4 years thereafter.)

4.17 Rewards/Recognition Policy

Recent IRS rulings consider cash rewards and recognitions, gift certificates, and other cash-in-kind transactions as taxable income subject to withholding. In light of this ruling, the University has adopted the following policy related to rewards and recognitions.

The University provides funding to allow certain supervisors to reward employees under their supervision for excellent performance, extra effort, completion of major projects, attainment of established goals, etc. The budget funds are under the direction of each senior administrator, with the Vice President for Academic Affairs delegating control to school deans, and the Associate Vice President for Adult and Graduate Studies, Vice President for Campus Ministries, Vice President for University Relations, Vice President for Finance and Treasurer, and Vice President for University Advancement, delegating control to the mid-level managers in their respective divisions.

A fixed amount of $40 per person per year is allocated to the budget (or main budget, if more than one) for each responsible supervisor on the basis of the number of regular full-time and part-time faculty and staff in the school or department. These funds are allocated to the 6421 line and are not to be charged to the 6707 travel and entertainment line, or other budget lines. No funds may be moved from any other budget category to this one, nor may unused funds from this category be moved to another budget category.

Supervisors are given authority to administer the program, and are requested to use fairness and discretion in the use of funds. Receipts are required for all expenditures. Examples of possible use for reward and recognition funds include: small gifts (excluding wages, cash, gift certificates, payment on accounts, or other cash-in-kind transactions), cards, balloons, trophies, restaurant and carry-out meals, food, paper supplies, and decorations for a party. The funds are not intended as a source for such personal events or gifts as for a birthday, wedding, baby shower, or Christmas. Funds should not be used to supplement the University’s funds given for retirement or departure gifts, for flower for illness or bereavement, all of which are covered under different budget lines.

4.18 Scheduling of Campus Facilities

The use of campus facilities is generally restricted to faculty, staff, and students for University-related activities. When using classrooms, auditoriums, athletic centers, or other facilities for meetings or activities other than instruction, you are to obtain clearance through the proper office listed below, in order to prevent scheduling conflicts.
Whenever facilities are used, all items that have been moved must be returned to their proper place directly after use. Items may not be moved between buildings without the prior approval of Housekeeping. Auditoriums and rooms should be closed at the proper times and the keys returned to the proper person immediately.

All uses of the facilities must be in keeping with and support the University’s mission and lifestyle guidelines and are under the supervision of the Director of Business Services.

Reservations that are not directly related to a University-sponsored function are subject to approval and may be assessed a fee for use.

### 4.19 Campus Facility Use by Off-Campus Groups

Requests for use of campus facilities for off-campus groups are evaluated in relation to their ultimate benefit to the University program. The standard practice is to charge off-campus groups for facilities use; therefore off-campus groups are to contact the Facilities Coordinator in the Academic Affairs Office to schedule campus facilities. The Facilities Coordinator schedules for retreats, organized groups, etc. and assesses appropriate rental fees.

Facilities are not available for activities of a commercial nature such as sales groups, home-based selling parties, etc.