



# Staff Handbook



Updated: July 2021

## **TABLE OF CONTENTS**

### **INTRODUCTION**

- Purpose of Handbook
- College Mission Statement
- College Vision Statement
- Core Values
- The Educated Person
- Expected Institutional Commitment to the Community
- NCC Diversity Plan

### **CAMPUS FACILITIES**

- College Facilities
- Walter R. Peterson Library & Media Center
- Campus Bookstore

### **CAMPUS SAFETY AND SECURITY**

- Campus Security Authorities
- Emergency Response Procedures
- NCC Alerts System
- Pet Policy/Service Animal Policy

### **CCSNH POLICIES AND RESPONSIBILITIES**

- Workplace Conduct Policy
- Drug-free Workplace Policy
- Professional Development Assistance Policy
- Tuition Benefit Policy
- Tuition Reimbursement Policy

### **ORGANIZATIONAL STRUCTURE**

- CCSNH Organizational Structure
- CCSNH Committees and Teams
- College Organizational Structure
- College Committees and Teams

## **NCC POLICIES AND PROCEDURES**

- Payroll Policies & Procedures
- Business Office Purchasing Procedures
- Professional Development Procedures
- NCC Equity and Grievance Policy
- Non-Discrimination Policy
- Title IX Policy and Sexual Harassment Formal Grievance Procedures
- Campus Closures, Delayed Openings and Early Releases
- Employee Parking Policy
- Professional Attire Policy
- Smoking Policy
- Annual Leave Request Policy
- Animals on Campus Policy
- Vehicle Usage Policy
- Use of College Facilities/Solicitation Policy
- Student Recruitment Policy

## **INFORMATION TECHNOLOGY**

- The Information Technology Infrastructure
- Internet/Computer Usage Policy
- Instructional Technology

## INTRODUCTION

Nashua Community College (NCC) faculty and staff members are responsible for knowing and for following the policies and procedures contained in the *NCC Employee Handbook*. If a conflict exists between a policy stated in the Community College System of New Hampshire Policy Manual and *Handbook*, the Community College System of New Hampshire Policy Manual will take precedence.

Nothing in the *Handbook* should be interpreted as to create any right or benefit not duly authorized as provided by law, or which is contrary to any law, policy, rule or regulation of the State of New Hampshire or of the Community College System of New Hampshire. No statement in the *Handbook* should be interpreted as restricting the authority of the Community College System of New Hampshire as conferred by the New Hampshire Legislature.

Even though the material in this version of the *Handbook* was verified for accuracy, errors may have occurred. Please submit corrections or changes to the Human Resources Office or [NCCHR@ccsnh.edu](mailto:NCCHR@ccsnh.edu). Our appreciation and gratitude is extended to the persons who helped to compile and to review this document.

**While the *Handbook* may contain a number of statements of policy and/or procedures, it does not purport to include all available information. More precise information may be obtained from appropriate campus personnel, other official publications or from the college website.**

### PURPOSE

The purpose of the *Handbook* is to provide the additional information needed by faculty and staff members to fulfill their responsibilities in an effective and efficient manner. The *Handbook* contains information regarding the structure, organization, policies and procedures of the Community College System of New Hampshire (CCSNH), applicable Federal and State of New Hampshire laws, and internal policies and procedures developed by the College.

To act in an environmentally-friendly manner, and to insure that the *Handbook* is current, the contents of this document will be stored and updated in an electronic format by the College's Human Resources Office. The *Handbook* is available online via the College's website at <http://nashuacc.edu/about/hr-employment>, or can be obtained from the Human Resource Office in an electronic (PDF) or hard copy if necessary.

NCC and the CCSNH keep updated documents online, and they are available through their respective websites. The chart below is designed to provide the most up-to-date information for employees, and many of these online documents may be mentioned throughout this handbook. It should be understood that all online documents should be considered to be the most current policy and/or procedure, and take precedence over the information listed in this document.

Document/Publication	Web Link	Notes
Nashua Community College: <i>Student Handbook</i>	<a href="http://nashuacc.edu/download-forms-publications">http://nashuacc.edu/download-forms-publications</a>	Document available under the heading: <b>PUBLICATIONS</b>
Nashua Community College: <i>Faculty Handbook</i>	<a href="http://nashuacc.edu/about/hr-employment">http://nashuacc.edu/about/hr-employment</a>	Document available under the heading: <b>FACULTY GUIDELINES</b>
Nashua Community College: <i>Course Catalog</i>	<a href="http://nashuacc.edu/academics">http://nashuacc.edu/academics</a>	Document available under the heading: <b>COURSE SCHEDULE</b>
CCSNH: <i>Staff Collective Bargaining Agreement</i>	<a href="http://nashuacc.edu/about/hr-employment">http://nashuacc.edu/about/hr-employment</a>	Document available under the heading: <b>STATE EMPLOYEES' ASSOCIATION LINK (STAFF AND ADJUNCT FACULTY)</b>
CCSNH: <i>Faculty Collective Bargaining Agreement</i>	<a href="http://nashuacc.edu/about/hr-employment">http://nashuacc.edu/about/hr-employment</a>	Document available under the heading: <b><u>NH HIGHER EDUCATION UNION LINK (FACULTY)</u></b>
CCSNH: <i>Managerial and Confidential Employee Handbook</i>	<a href="http://nashuacc.edu/about/hr-employment">http://nashuacc.edu/about/hr-employment</a>	Document available under the heading: <b>CCSNH MANAGERIAL &amp; CONFIDENTIAL EMPLOYEE HANDBOOK</b>
CCSNH: <i>Adjunct Faculty Collective Bargaining Agreement</i>	<a href="http://nashuacc.edu/about/hr-employment">http://nashuacc.edu/about/hr-employment</a>	Document available under the heading: <b>STATE EMPLOYEES' ASSOCIATION LINK (STAFF AND ADJUNCT FACULTY)</b>
CCSNH: <i>Mission, Vision and Strategic Goals</i>	<a href="https://www.ccsnh.edu/mission-65-by-25-goals/">https://www.ccsnh.edu/mission-65-by-25-goals/</a>	<b>DIRECTLY AVAILABLE FROM LINK</b>
CCSNH: <i>Employee Benefits Information</i>	<a href="https://www.ccsnh.edu/about-ccsnh/human-resources/employee-benefits/">https://www.ccsnh.edu/about-ccsnh/human-resources/employee-benefits/</a>	<b>DIRECTLY AVAILABLE FROM LINK</b>

<b>CCSNH: <i>Human Resources/Payroll Contact Information</i></b>	<a href="https://www.ccsnh.edu/about-ccsnh/human-resources/contact-information/">https://www.ccsnh.edu/about-ccsnh/human-resources/contact-information/</a>	<b>ALL CCSNH CONTACTS DIRECTLY AVAILABLE FROM LINK</b>
<b>Federal: <i>Family Education Rights and Privacy Act (FERPA)</i></b>	<a href="https://ed.gov/policy/gen/guid/fpco/ferpa">https://ed.gov/policy/gen/guid/fpco/ferpa</a>	<b>DIRECTLY AVAILABLE FROM LINK.</b>
<b>Federal: <i>Campus Security/Clery Act Info</i></b>	<a href="https://www2.ed.gov/admins/lead/safety/campus.html">https://www2.ed.gov/admins/lead/safety/campus.html</a>	<b>DIRECTLY AVAILABLE FROM LINK.</b>
<b>Federal: <i>Family and Medical Leave Act</i></b>	<a href="https://www.dol.gov/general/topic/benefits-leave/fmla">https://www.dol.gov/general/topic/benefits-leave/fmla</a>	<b>DIRECTLY AVAILABLE FROM LINK.</b>
<b>Federal: <i>Americans with Disabilities Act</i></b>	<a href="https://www.dol.gov/general/topic/disability/ada">https://www.dol.gov/general/topic/disability/ada</a>	<b>DIRECTLY AVAILABLE FROM LINK.</b>
<b>Federal: <i>Title IV Policy</i></b>	<a href="https://www2.ed.gov/policy/highered/leg/hea08/index.html">https://www2.ed.gov/policy/highered/leg/hea08/index.html</a>	<b>DIRECTLY AVAILABLE FROM LINK.</b>
<b>Federal: <i>Title VII Policy</i></b>	<a href="https://www.eeoc.gov/laws/statutes/titlevii.cfm">https://www.eeoc.gov/laws/statutes/titlevii.cfm</a>	<b>DIRECTLY AVAILABLE FROM LINK.</b>
<b>Federal: <i>Title IX Policy</i></b>	<a href="https://www2.ed.gov/about/offices/list/ocr/docs/tix_dis.html">https://www2.ed.gov/about/offices/list/ocr/docs/tix_dis.html</a>	<b>DIRECTLY AVAILABLE FROM LINK.</b>

**COLLEGE MISSION STATEMENT**

Nashua Community College provides quality, academically rigorous, higher-education programs focused on the diverse needs of students and the community.

**COLLEGE VISION STATEMENT**

Nashua Community College (NCC) will continue to be the preferred provider of two-year, post-secondary education in the Nashua Region and evolve with the educational needs for lifelong learning.

## **CORE VALUES**

The college community endeavors to guide and inspire a mindset of success in our students. Our core values help students to:

- Commit to the successful completion of a program at NCC;
- Communicate effectively in writing and speaking;
- Collaborate with others in group projects;
- Create new ideas and works;
- Challenge themselves to ask questions and to think critically.

## **THE EDUCATED PERSON**

Nashua Community College helps students improve their lives and become more responsible as informed citizens and educated persons. The college community has defined a set of essential skills to maximize one's role as a contributing member of society. Among those skills are communications, information literacy, scientific reasoning, quantitative analysis, ethical responsibility, critical thinking, global connectedness, and tolerance for ambiguity.

## **EXPECTED INSTITUTIONAL COMMITMENT TO THE COMMUNITY**

The College fulfills its mission and commitment to the community as determined by the extent to which the institution:

- Engages in programs and activities that expand access to higher education for the Nashua region
- Offers college-preparatory instruction that readies underprepared students for success in college-level work
- Provides students with a variety of academic support, academic advising, and student development services
- Offers students the opportunity to contribute to the well-being of others through service learning and volunteerism
- Prepares individuals for employment in business, health sciences, human services, computer-related occupations, engineering and industrial technologies, and public service
- Offers transfer opportunities to degree programs at other institutions through a sequence of appropriate major field and general education courses
- Engages in economic development and continuing education activities to meet the needs of business, industry, and government while enhancing employee skills and enriching their lives
- Collaborates with visual and performing arts organizations in the community to elevate the human spirit, broaden student horizons, and enrich the community.

## **DIVERSITY PLAN**

### **Goal I: Promoting Diversity at the College**

- Formulate and distribute a formal diversity plan for the College.
- Hire outside speakers/consultants to educate faculty and staff about matters/issues regarding diversity, tolerance, harassment and discrimination.

- Emphasize to students the College's diversity policies during new student orientation.
- Evaluate the outcome of the College's diversity efforts periodically and report progress to the College community.

**Goal II: Recruitment and Retention of Underrepresented Students**

- Increase efforts to recruit and to retain students of underrepresented groups.
- Involve current and former underrepresented students in the effort to recruit new underrepresented students.
- Prohibit use of language, physical action, and audio/visual material either insensitive to diversity tolerance or considered an act of harassment.
- Evaluate the outcome of underrepresented student recruitment and retention efforts periodically and report progress to the College community.

**Goal III: Recruitment and Retention of Underrepresented Employees**

- Encourage applications from underrepresented groups in all recruitment advertisement.
- Advertise job openings in media or through channels that reach underrepresented groups.
- Involve current minority employees in the effort of recruiting new personnel.
- Prohibit use of language, physical action, and audio/visual material either insensitive to diversity tolerance or considered an act of harassment.
- Evaluate the outcome of minority employee recruitment effort periodically and report progress to the College community.

**Goal IV: Promoting diversity through curricula and instruction**

- Incorporate into instruction materials important work accomplished by persons of diverse background.
- Incorporate into instruction materials relevant information of interest to students of diverse background.
- Invite guest lecturers of diverse backgrounds to participate in instructional activities.
- Evaluate the outcome of instructional diversity enhancement efforts periodically and report progress to the College community.

<b>CAMPUS FACILITIES</b>
--------------------------

**COLLEGE FACILITIES**

The College has physical resources that are consistent with institutions of higher education. Two classroom buildings contain nineteen general classrooms, twenty program-specific classrooms and laboratories, the Academic Support Center, Advising Center, the Walter R. Peterson Library & Media Center, administrative and faculty offices, the Maintenance Department, Stock Control, and the Bookstore.

The original 60,000 square-foot facility was built in 1970, a 20,000 square-foot automotive building was added in 1975, and a 33,000 square-foot addition to the original building was completed in 1985. The 18,000 square-foot Walter R. Peterson Library & Media Center was dedicated in 2000. There is parking for 520 vehicles including parking for handicapped persons. A small portion of land with an access road is leased to Sprint for a communications tower.

The Wellness Center opened in the fall of 2008. The Wellness Center contains a gymnasium, a walking track, a workout room, and the Service Learning department. The Center also provides a cafeteria and room for club activities.



Since 2002, major renovations in the main building have included air-conditioning in classrooms, asbestos abatement, installation of a sprinkler system and new suspended ceilings, installation of new carpets in classrooms and corridors, the addition of lounge furniture in corridors, replacement of tile floors with terra cotta around the atrium and in the old cafeteria area, and installation of new corridor lighting.

Classrooms and laboratories in the Automotive Building have been painted, and new ceilings and lights have been installed. Air-conditioning has also been added.

In June 2009, the New Hampshire Legislature approved capital improvement funds to construct a new health and science academic building which opened in the Fall 2010. The HSH facility houses a nursing simulation suite and classrooms, 9 general classrooms, 4 science laboratories, a 300-seat lecture hall/auditorium and faculty offices.

College facilities meet the requirements of the New Hampshire Department of Public Works and local building codes. The College is handicap accessible, and the ADA-compliant elevator in the Wellness Center will also serve the main building.

### **WALTER R. PETERSON LIBRARY AND MEDIA CENTER**

The Walter R. Peterson Library & Media Center incorporates traditional print collections with media and electronic information to meet the college information demands and to support all academic programs. The Library & Media Center contains approximately 17,000 volumes, 240 journals, 1,600 videos, and it provides seating for 150. Hours of operation are Monday through Thursday 7:45am-8:00pm, Friday 7:45am-5:30pm, and Saturday 9:00am-1:00pm.

The 18,000 square-foot Library & Media Center incorporates traditional library services with media and information technology. The main reading room contains book collections, carrels, tables, and comfortable seating. The Mary Milliken Memorial Serials Room contains journals, a photocopier, a microform printer, and a few computers.

The twenty-one station Electronic Classroom serves as a laboratory for information literacy classes and as an open computer laboratory. The Faculty Resource Room is used by adjunct faculty members as an office and as a computer laboratory to develop computer-related coursework.

The Library & Media Center also provides media services on campus. All classrooms and laboratories are equipped with LCD projectors, computers, DVD, and audio with *Polyvision Eno* interactive whiteboards.

### **CAMPUS BOOKSTORE**

The Campus Bookstore is located in the Main Building next to Admissions and offers textbooks, books, and course materials and supplies, as well as clothing and apparel items for purchase. The Campus Bookstore also has rental options and online ordering available for students.

## CAMPUS SAFETY AND SECURITY

In consideration of the health and safety of students and employees, Nashua Community College maintains a Campus Safety Office, located in room 124 in the main building. Telephone numbers for the Campus Safety Office and for individual Campus Security Officers are available at the NCC website and are posted throughout the campus. Campus Security maintains a daily log of events which is available for public view in the Campus Safety Office. NCC Identification cards, as well as NCC parking permits, are also available at the Campus Safety Office. The Nashua Community College Security Report is published annually and is made available online on the Campus Safety and Security webpage at <http://www.nashuacc.edu/about/campus-safety-and-security>

The Campus Safety Department operates during the normal operating hours of the college, and employs five (5) security officers to cover all open times of the campus. Officers conduct vehicle and foot patrols on campus, enforcing Nashua Community College policies and regulations, as well as notifying Law Enforcement Authorities of any on-going or reported crimes on campus or on property controlled by the campus. Although campus safety officers do not have arrest powers, the Campus Safety Department maintains a strong working relationship with the Nashua Police Department and maintains a formal written memorandum of understanding (MOU) with the Nashua Police Department. The campus is monitored by a state of the art video surveillance system which records video activity in and around the campus 24 hours a day.

### **CAMPUS SECURITY AUTHORITIES (CSA)**

In compliance with the Clery Act of 1998, the college has identified several members of the staff and faculty as Campus Security Authorities or CSA's. An updated list of CSA's is posted on bulletin boards throughout the campus and is available online at the college website at <http://www.nashuacc.edu/about/campus-safety-and-security>. The role of the CSA is to provide a conduit for staff, faculty, and students to report any crime committed on campus grounds or on grounds controlled by the college. CSA's report these crimes to law enforcement through the NCC Security office. CSA's may also assist an individual in making an *anonymous* crime report when requested to do so.

### **EMERGENCY RESPONSE PROCEDURES**

NCC has established an Emergency Operations Plan (EOP) to address extraordinary circumstances wherein the lives and property of individuals could be placed imminent danger. Public portions of the EOP 'Basic Plan' are published on the NCC website as referenced above.

For purposes of the Emergency Operations Plan, evacuation operations are either classified as "Standard" or "Extraordinary". "Standard" refers to a total or partial evacuation of one or several facilities to an assembly area within walking distance. A Standard evacuation can be classified as either Precautionary (preplanned) or Emergency. "Extraordinary" refers to a total evacuation of the Nashua Community College complex by all employees and visitors to a location a minimum of 5 miles from the campus facility.

In some situations, evacuation may not be the safest alternative to the emergency. In these cases, a "Lockdown" or "Shelter in Place" action may be ordered. During a Shelter in Place emergency, faculty, staff, and students should close and secure the doors and place objects in front of the doors to create a barricade and remain in place

until the threat has subsided or until notified by a competent authority to move to a safer location. A Shelter in Place notification is broadcast through the campus wide public address system. A message is also sent via cell phones (*text and voice messages*), landlines, and e-mail systems to all employees and student subscribers of the NCC alert system.

## **NCC ALERTS SYSTEM**

NCC Alerts is the College's emergency notification system that helps to ensure rapid and reliable mass communication to students, faculty, and staff. The NCC Alert system is designed to communicate with cell phones (text and voice messages), landlines, and e-mail systems, should a crisis, emergency situation or weather closure/delay occur on the NCC Campus. All NCC employees need to register themselves for the system upon hire. Employees can register for NCC Alerts by visiting <https://www.getrave.com/login/nashuacc> and can keep their information updated online directly from the site.

**For the complete listing of all campus safety and security procedures, please visit:**  
<http://www.nashuacc.edu/about/campus-safety-and-security>.

## **PET POLICY/SERVICE ANIMAL POLICY**

Animals and pets are not permitted in campus buildings, with two exceptions: any guide dog, signal dog or other animal individually trained (or undergoing training) to assist an individual with a disability, and dogs registered by Faculty and Staff with Campus Safety. Service dogs must be identified while on campus wearing the appropriate service dog attire. Service animals in training must receive prior approval of the President's Office before coming onto campus. This request should be initiated in writing to the attention of the college President. This policy applies to all students, faculty and staff. Students in violation of this policy will go through the judicial process as outlines in the Student Handbook. In the case of faculty or staff, violations shall be reported to the appropriate supervisor to initiate corrective action.

**Service Animal Policy-** The term "service animal" means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition. (Federal Regulation Title 28 → Chapter I → Part 36 → Subpart A → §36.104). The types of service animals this policy addresses are listed here:

- **Guide Dog-**A dog that is trained to serve as a travel tool for individuals who are blind or have low vision.
- **Hearing Dog-**A dog trained to alert deaf persons or those with significant hearing loss, to sounds such as knocks on doors, fire alarms, phone ringing, etc.

- **Service dog (assistance dog)**-A dog trained to assist a person with a mobility or health impairment. Types of duties the dog may perform include carrying, fetching, opening doors, ringing doorbells, activating elevator buttons, steadying a person while walking, assisting a person to get up after a fall, etc.
- **Sig (signal) dog**-A dog trained to assist a person with autism. The dog makes a person aware of movements, which may appear distracting to others and are common to those with autism. A person with autism may also have deficits in sensory input and may need service animals to provide similar assistance as is provided to a person who is blind or deaf.
- **Seizure response dog**-A dog trained to assist persons with seizure disorders. The method by which the dog serves varies depending on the individual's needs. Some dogs are able to predict seizures and provide advanced warning.

### **NCC Requirements of Service Animals and Their Handlers**

- The service animal must be registered through the Disability Services Office and the Security Office.
- The service animal must have all veterinarian recommended vaccinations to maintain the animal's health and prevent contagious diseases. Documentation of vaccinations must be provided in advance.
- The service animal must be licensed and have tags in accordance with applicable state and local laws. Documentation of animal licensing must be provided in advance to NCC. NCC also reserves the right to request proof of licensing anytime during the animal's residency.
- The service animal must be on a leash, harness or tether at all times. Exceptions may occur when the animal is performing a specific duty that requires it to be unleashed or where the nature of the documented disability of the handler precludes adherence to this requirement.
- The handler must be in full control of the animal at all times.
- The care and supervision of a service animal is solely the responsibility of its handler. The handler must (1) always carry equipment sufficient to clean up the service animal's feces whenever the animal and handler are on NCC campus; and (2) be responsible for the proper disposal of the animal's feces and for any damage caused by the waste or its removal.
- The service animal must be well-behaved. The handler must ensure that the animal refrains from behavior that threatens the health and safety of others.
- The service animal whose behavior poses a direct threat to the health or safety of others or is disruptive to the NCC community may be excluded, regardless of training or certification.

<b>CCSNH POLICIES AND RESPONSIBILITIES</b>
--

The Community College System of NH administers and maintains all system-wide policies and procedures for all seven campuses. For a complete listing of all CCSNH system and Board of Trustees policies in downloadable format, please visit <http://www.ccsnh.edu/about-ccsnh/board-policies-system-policies-and-fees>.

### **CCSNH WORKPLACE CONDUCT POLICY**

#### **I. Policy Statement**

The Community College System of New Hampshire (CCSNH) is committed to creating and maintaining a positive and productive learning environment for students, a professional setting for its employees, and a community atmosphere grounded in mutual respect, dignity, and integrity. In light

of these objectives, CCSNH prohibits: 1) all manner of discrimination in the administration of its education and employment programs and practices on the basis of unlawful criteria including race, color, religion, national or ethnic origin, age, sex, sexual orientation, marital status, disability, gender identity or expression, genetic information, and veteran status, as defined under applicable law; and 2) will not in any instance tolerate harassment, intimidation or bullying behavior of any kind.

Also see Policy CCS 323.02, Title IX/RSA 188-H Sexual Misconduct and Grievance Procedure (Employees).

### **Policy Purpose**

The purpose of this policy is to establish and communicate to all employees:

- The type of conduct that is prohibited by this policy;
- The responsibility of supervisors, managers, and executives to establish a learning and work environment that is free from harassment and discrimination and to encourage reporting of discriminatory conduct, harassment, intimidation and bullying;
- The responsibility of executives to treat complaints and incidents of discrimination, harassment, intimidation and bullying seriously, and to respond quickly, impartially, and appropriately to such complaints and incidents;
- The responsibility of all employees to support a learning and work environment that is free from discrimination, harassment, intimidation, and bullying, to report incidents of discrimination, harassment, intimidation, and bullying, to cooperate with investigations of such complaints and incidents, and to respect confidentiality; and
- The responsibility of all employees to refrain from retaliatory conduct against individuals raising claims of discrimination, harassment, intimidation, and bullying, or against individuals participating in investigations of such claims.

### **Scope of Policy**

This policy applies to all CCSNH and College employees, students (when acting in the course of employment with CCSNH), contractors, and any other person whose conduct affects the learning and work environment, at the place of work and/or in the course of employment.

### **Definitions**

Bullying and harassment are both defined as repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment that unreasonably interferes with an employee's work performance, a student's educational program or activity, or creates an intimidating, hostile, or otherwise offensive environment.

Verbal bullying and harassment: Slandering, ridiculing, or maligning a person or their family or associates; persistent name calling that is hurtful, insulting or humiliating; using a person as the target of jokes; obscene, abusive, and offensive remarks or nicknames; shouting or raising voice at an individual in public or private; constant criticism on matter(s) unrelated or minimally related to the person's job performance or job description; public reprimands.

1. Physical bullying and harassment: Pushing, shoving, kicking, poking, tripping, assaulting, or threatening physical assault, damage to a person's work area or property; unwanted physical contact, physical abuse, or threats of physical abuse to an individual or an individual's property (*i.e.*, defacing or marking up property).
2. Gesture bullying and harassment: Nonverbal threatening or obscene gestures; glances that can convey threatening messages.
3. Other bullying and harassment: Socially or physically excluding or disregarding a person in educational and/or work-related activities; not allowing the person to speak or express themselves (*i.e.*, ignoring or interrupting); public humiliation in any form; deliberately interfering with mail or other communications; spreading rumors or gossip regarding individuals; encouraging others to disregard a supervisor's instructions.

Intimidation is defined as intentional inappropriate behavior that would cause a person of ordinary sensibilities to fear injury or harm (physical or mental), or material and detrimental loss to the person.

#### Sexual Misconduct (including Sexual Harassment):

Sexual misconduct is defined in CCS Policy 323.02 – Title IX/RSA 188-H Sexual Misconduct Policy and Grievance Procedure (Employees). Sexual misconduct which is determined to fall within the definitions of Title IX sexual harassment shall be addressed by the grievance procedure in that Policy. Any sexual misconduct which does not meet the definitions of Title IX sexual harassment shall be addressed by the procedure in this policy.

Discriminatory conduct is defined as treating or proposing to treat someone unfavorably or subjecting someone to unwelcome conduct because of race, color, religion, national or ethnic origin, age, sex, sexual orientation, marital status, disability, gender identity or expression, genetic information, and veteran status. Unwelcome conduct may include, but is not limited to, offensive jokes, slurs, epithets, or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance.

#### **Prohibited Conduct**

CCSNH prohibits bullying, harassment, intimidation, and discriminatory conduct including sexual misconduct, sexual harassment, and all manner of discrimination on the basis of unlawful criteria including race, color, religion, national or ethnic origin, age, sex, sexual orientation, marital status, disability, gender identity or expression, genetic information, and veteran status, which affects the learning or work environment.

#### **Retaliation Prohibited**

Retaliation of any kind against anyone who is involved in making/reporting a complaint or the investigation of a suspected violation of this policy is prohibited.

#### **Responsibility of Supervisors, Managers and Executives**

Supervisors, managers, and executives are responsible for promoting a learning and work environment that is free from harassment and discrimination by exercising reasonable care to prevent and correct any behavior which may violate this policy, and encouraging reporting of discriminatory conduct, harassment, intimidation, and bullying.

Supervisors, managers, and executives (Responsible Officials) who observe, are informed of, or reasonably suspect incidents of possible discrimination, harassment, intimidation and bullying, or retaliation are required to report such incidents as soon as possible to the College Human Resource Officer or CCSNH Director of Human Resources (or the appropriate Title IX Coordinator if sexual misconduct is involved). Failure to report such incidents will be considered a violation of this policy and may result in disciplinary action. Responsible Officials must take effective measures to prevent further discriminatory conduct, harassment, intimidation, bullying, or retaliation pending completion of an investigation.

### **Reporting of Complaints or Incidents**

If possible, employees are encouraged to try to resolve issues among themselves, but if that is not appropriate or is not successful, employees are encouraged to make complaints or reports of incidents of discrimination, harassment, intimidation and bullying, or retaliation related to such complaints or reports either in writing or verbally, to an employee's supervisor, department manager, College Human Resource Officer or CCSNH Director of Human Resources. Complaints or reports involving possible sexual misconduct must be reported to the appropriate Title IX Coordinator for assessment as to which policy applies. Any complaints or reports of sexual misconduct that are not made directly to a Title IX Coordinator, must be reported by the person receiving the complaint or report to the appropriate Title IX Coordinator.

All complaints and reports received at the College level shall be reported to the CCSNH Director of Human Resources.

### **Investigations of Complaints and Reports of Incidents**

All complaints and reports of incidents will be investigated as expeditiously as possible (and in accordance with the applicable procedure), with reasonable thoroughness and particular care to preserve the confidentiality of all persons involved. All employees who are contacted by an investigator are expected to be truthful, forthcoming, and cooperative in connection with the investigation.

Allegations of sexual misconduct that meet the definition of Title IX sexual harassment under CCS Policy 323.02 shall be addressed by following the grievance procedures in CCS Policy 323.02.

All other allegations of misconduct in the workplace as defined in this policy, including discriminatory conduct, harassment (including non-Title IX/NH RSA 188-H sexual misconduct/harassment), intimidation, bullying, or retaliation shall be addressed through this Policy.

#### **A. Preliminary Review Process**

For reports or complaints covered by this Policy, the College Human Resources Officer, with the assistance of the CCSNH Director of Human Resources, will evaluate the facts reported to determine the nature, extent and period covered in the report. Based upon the evaluation and consultation as appropriate, the College Human Resources Officer, in consultation with the CCSNH Director of Human Resources, may propose an informal resolution to the employee and/or supervisor.

If the issue cannot be resolved or is not appropriate for informal resolution, the matter will be referred to the President of the College or the Chancellor as appropriate to commence a formal investigation.

#### **Investigation Process**

## **1. Appointment of Investigator**

Upon determination by the President or Chancellor that a formal investigation is appropriate, the President or Chancellor will appoint an impartial investigator to determine whether the alleged acts occurred and if so, whether the conduct violates CCSNH policy.

### **Notice of Investigation**

Upon appointment of the investigator, the President or Chancellor shall notify the complainant and respondent (the person who is alleged to have engaged in the prohibited conduct) in writing. The written notification shall provide an overview of the alleged prohibited conduct, the policy implicated, the name of the investigator, and the anticipated duration of the investigation.

### **Representation at an Investigative Interview/Meetings**

An employee shall be entitled to representation at an investigative interview or meeting. Such representation shall be handled in accordance with CCSNH policies and the provisions of collective bargaining agreements, as applicable. The representative's role at an investigative interview or meeting is solely to support the employee, not to speak for the employee, who shall provide their own account of the matter(s) under investigation.

### **Time to Complete Investigation**

All investigations shall be completed within sixty (60) calendar days unless exceptional circumstances justify an extension of time. Notice of an extension shall be provided in writing by the President or Chancellor, as applicable, to the complainant and respondent before the expiration of the sixty (60) day period and shall set forth the reasons for the extension and the date of anticipated completion.

### **Confidentiality of Investigation**

Investigations shall be conducted with particular care to preserve the confidentiality of all persons involved, to the extent possible for a thorough investigation.

### **Suspension Pending Completion of Investigation**

CCSNH may suspend an employee, with or without pay, for a limited period of time (typically up to 30 calendar days) when 1) allegations of misconduct made against the employee are related to the employee's duties and responsibilities and require an internal investigation; and 2) the nature of the allegations warrant the removal of the employee from the work site. In such cases, the employee shall be available at a location acceptable and accessible to CCSNH and investigators for the duration of the investigation. An extension of a suspension for one or more additional periods not exceeding 30 calendar days each may be granted with the approval of the CCSNH Director of Human Resources, provided that at the end of the initial period of suspension with pay, 1) the conditions set forth above continue to exist; and 2) the investigation has not been completed.



If, at the conclusion of the investigation, it is determined that no disciplinary action is warranted, an employee who was suspended without pay shall be returned to paid status and shall be entitled to any lost compensation for their regular appointment during the period of suspension.

### **Notice of Investigative Findings**

Upon completion of the investigation, the investigator shall prepare a report of findings and conclusions for submission to the College President or Chancellor. The findings of fact shall be determined by a preponderance of the evidence. Upon receiving the report, the College President or Chancellor shall provide written notice of the investigative findings to both the complainant and respondent.

### **Administrative/Disciplinary Actions**

Violation of this policy will result in appropriate administrative and/or disciplinary action consistent with the rules and regulations governing employees of CCSNH and its Colleges, which may include discharge of employees.

## **CCSNH DRUG-FREE WORKPLACE POLICY**

**Purpose:** The CCSNH is committed to ensuring a drug-free workplace.

**Legal Requirements:** In accordance with the Drug Free Workplace Act of 1988 (Pub. L. No. 100-690, Title V, Subtitle D) employees are prohibited from the unlawful manufacture, distribution, dispensing, possession, or use of any controlled substance in the workplace. Chemical dependency can and does affect work performance and attendance.

### **Requirements:**

As a condition of employment employees are:

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

### **Sanctions:**

- Conviction of a drug-related crime shall be a basis for disciplinary action, up to and including termination.

- A notice of the drug conviction shall be placed in the employee's personnel file in accordance with normal disciplinary procedures.
- Conviction of a drug-related crime shall require the employee to utilize the services of the CCSNH's employee assistance program and successfully complete an approved drug abuse assistance or rehabilitation program recommended by the EAP as a condition of continued employment.

**Programs:** The CCSNH and its colleges shall initiate a drug-free awareness program which informs CCSNH employees of the dangers of drug abuse in the workplace; the CCSNH rules and policies requiring a drug-free workplace; or the availability of employee assistance programs; and of the penalties that may be imposed for abuse violations occurring in the workplace.

## **CCSNH PROFESSIONAL DEVELOPMENT ASSISTANCE POLICY**

**Purpose:** The Community College System of New Hampshire (CCSNH) recognizes and supports both career and job related professional development activities. CCSNH institutions, may at their option, use departmental funds to provide financial assistance for employee participation in professional development activities. Professional development is intended to be the continuing responsibility of both the employee and the institution.

**Authority:** The Chancellor or his/her designee shall approve/disapprove the professional development requests of the college presidents and system office personnel. The Chancellor shall delegate to each college president the authority to approve/disapprove professional development requests of his/her college personnel. The college president may delegate the approval/disapproval of professional development requests and the oversight of the institution's professional development program to a designee or a staff development committee.

### **Program Eligibility:**

- All full-time and part-time employees, except adjunct faculty, are eligible to receive financial assistance for participation in professional development activities.
- Adjunct faculty shall be eligible to participate in college or department sponsored in-service trainings or educational programs. Financial assistance for participation in professional development activities may be approved at the discretion of the college president as determined by demonstrated need and benefit to the institution.
- An employee must have satisfactory job performance in their current position to be eligible for professional development assistance. Participation in professional development activities should not in any way interfere with the employee's ability to perform his or her job.
- Requests for grant-funded professional development assistance must be consistent with the goals and objectives of the grant program.

### **Program Guidelines:**

- Professional development activities may include, but are not limited to, non-credit courses, workshops, seminars, conferences, and lectures offered at institutions outside of the CCSNH and participation in professional and technical association meetings.

- Financial assistance will be provided for those professional development activities that will benefit the institution and the employee in terms of increased knowledge, abilities, and skills. Assistance may be denied in cases where management determines that the proposed professional development activity is not of sufficient benefit to the institution or is not consistent with the goals and objectives of the grant funding source.
- Financial assistance for professional development activities may be granted for registration and travel costs only. Expenses associated with travel shall be reimbursed in accordance with state and federal regulations, system and college travel policies and procedures, and the collective bargaining agreement. Reimbursement for books, tools or learning aids is not permitted, unless permissible through grant funding.
- The provision of professional development assistance shall be subject to the availability of funding and/or based upon institutional priorities. Staff development opportunities and budget allocations shall be determined by each institution and shall be consistent with policies in force by the Board of Trustees and CCSNH.

### **Procedures:**

- To be considered for professional development assistance, an employee must complete a Request for Professional Development Funds form.
- For professional development activities that are being held “out-of-state,” the employee must complete a Request for Out-of-State Travel form. Reimbursement for travel expenses shall be reimbursed in accordance with state and federal regulations, system and college travel policies and procedures, and the collective bargaining agreement.
- Authorization for a professional development activity must be received prior to registering or confirming travel arrangements. The completed forms as referenced in A and B above, must be completed, signed, and dated by the employee and be approved by the employee’s supervisor and the institution’s appointing authority (i.e. Chancellor, College President) or his/her designee (i.e. Institutional Staff/Professional Development Committee) . The approval/disapproval of professional development assistance may be based on the needs and priorities of the college and/or department, the individual, the availability of funds and/or the consistent application of policy.
- Once approval has been granted, the institution shall provide written notification to the employee documenting the approved professional development request. The written authorization notice shall designate the authorized travel destination, dates of travel, and funding allocation, as well as, provide information pertaining to the requirements for reimbursement. Authorization for the pre-payment of registration fees and/or air travel tickets may be granted. A copy of the approved Request for Professional Development Funds and the Request for Out-of-State Travel shall be provided to the employee along with the written authorization notice. If the request is denied, the request shall be returned to the employee indicating that the request was not approved and the reasons(s) for the denial.
- The original authorized Request for Professional Development Funds and the Request for Out-of-State Travel shall be forwarded to the institution’s business office. Copies of the approved request shall be provided to the employee’s supervisor, and the institution’s human resources office. The business office shall be responsible for ensuring the completion of the required purchasing forms (IHR’s) that result in payment of billed registration fees and/or travel costs and the reimbursement of authorized travel and/or training expenses to the employee.
- For non-grant and grant funds, the institution’s business office shall be responsible for entering the approved obligation into Banner Finance and then forwarding the original approved requests with all related documentation and a copy of the written authorization notice as issued to the employee to the CC System Office Budget Department for auditing and processing.

- For reimbursement of authorized training and/or travel expenses, the employees shall be required to complete a Payment Voucher – Travel, (Form #A-4) and provide a certification of completion or proof of attendance, as authorized by the sponsoring organization. Expenses shall be reimbursed in accordance with state and federal regulations, system and college travel policies and procedures, and the collective bargaining agreement. The original completed documentation shall be forwarded to the institution’s business office for approval and then forwarded to the appropriate department within the CC System Office for the final auditing and processing of payments.

**General Provisions:**

- Professional development expenses shall not be reimbursable if the employee has not received advanced/prior approval for the professional development activity or voluntarily cancels his/her participation in the authorized activity.
- If an employee voluntarily cancels his/her participation in a pre-approved professional development activity, he/she shall be responsible for the reimbursement of any costs incurred by the employer. Due to extenuating circumstances, exceptions may be authorized by the Chancellor for college presidents and system office personnel or by the college president for designated college personnel.
- Participation in a professional development activity/program that is not required by the institution/college (employer) shall be considered voluntary. Voluntary attendance at a professional development program occurring outside of or after the employee’s normal work hours shall not be considered as working time.
- Attendance shall not be considered voluntary if it is required by the employer. Mandated attendance at a professional development program occurring outside of or after the employee’s normal work hours shall be considered hours worked and will be calculated accordingly.

**Reporting:**

- The college president or designee shall be responsible for maintaining professional development records for college personnel on funding allocations and costs and the educational/training activities. Records on each employee who receives staff development funds shall also be maintained and shall include information on what program the employee participated in (program title, dates, location and sponsor), cost of the program, and completion.
- The CCSNH Director of Human Resources shall be responsible for maintaining professional development records for system office personnel on funding allocations and costs, and educational/training activities. Records on each employee who receives staff development funds shall also be maintained and shall include information on what program the employee participated in (program title, dates, location and sponsor), cost of the program, and completion.
- Each institution shall provide an annual report to the BOT Personnel Committee designating the authorized professional development activities at the college for the prior fiscal year. Such reports shall be directed to the CCSNH Director of Human Resources on or before August 15.

**For specific forms and compliance documentation please visit <http://www.ccsnh.edu/human-resources/professional-development-and-training> for more information.**

## CCSNH TUITION REIMBURSEMENT POLICY

**Purpose:** The Community College System of New Hampshire (CCSNH) recognizes and supports the need for the continued professional growth of its faculty and staff. CCSNH institutions may, at their option, use institutional funds to reimburse eligible employees for tuition costs associated with credit coursework completed in a satisfactory manner at a regionally accredited, degree-granting college or university.

**Policy:** It is the intent of this policy to encourage and support educational opportunities of full time employees that will benefit the CCSNH, further the System's mission and strategic goals, enhance employees' current job performance, and improve options for career advancement. Tuition reimbursement is the financial support for approved educational courses that are job-related or are part of a degree, professional certification, or licenses program. Tuition reimbursement shall be subject to the availability of funds and shall be limited to the cost of tuition.

**Authority:** The Chancellor or his/her designee shall approve/disapprove the tuition reimbursement requests for the college presidents and system office personnel. The Chancellor shall delegate to each college president the authority to approve/disapprove tuition reimbursement requests of his/her college personnel. The college president may delegate the approval of tuition reimbursement requests and the oversight of the institution's professional development program to a designee or a staff development committee.

### Program Eligibility:

- Full-time employees who have completed twelve months of continuous employment and have satisfactory job performance in their current position shall be eligible for tuition reimbursement. In exceptional circumstances a college president or Chancellor, in the case of system office personnel and presidents, may waive the service eligibility requirement for tuition reimbursement. When service eligibility requirements are waived, an explanatory justification statement approved by the college president/Chancellor shall be forwarded to the CCSNH Human Resources Office.
- Requests for tuition reimbursement must be for credit courses that are directly related to the employee's existing job or career path or are part of an undergraduate or graduate degree, professional certification, or licensing program. Job-related courses are defined as those in which the course content is directly related to the employee's present duties and responsibilities or is needed to maintain or improve skills required by the institution or meet the express requirements of the CCSNH or of a law or regulation. Courses that are not directly related to a specific job, but form part of a job-related degree program (career related), also qualify for this benefit. Coursework undertaken by an employee for self-enrichment does not qualify.
- Courses eligible for reimbursement must be for college credit(s) from a regionally accredited, degree-granting college or university. This includes classroom and on-line courses. Associate degree level coursework taken at an institution outside of the CCSNH shall only be reimbursed when the equivalent course is not offered at a CCSNH college. No auditing of courses is permitted.
- Requests for tuition reimbursement must be made, and approval granted, prior to the start of the course.

### Procedures:

- Requests for reimbursement for the tuition cost shall be initiated by the employee. To be considered for tuition reimbursement, an eligible employee must complete a Request for Tuition Reimbursement and a Tuition Reimbursement Agreement and submit these forms along with material describing the

course and/or program to his/her supervisor for initial approval. If financial assistance is being requested through the use of Carl Perkins Grant Funds, a Carl Perkins Professional Development Grant Authorization Form must also be completed.

- For initial approval, the supervisor shall review the request to determine job relatedness, benefit to the institution, and that the proposed course meets the criteria for reimbursement. The supervisor shall forward all approved tuition reimbursement requests along with supporting documentation to the institution's appointing authority (i.e. Chancellor, College President) or his/her designee (i.e. Institutional Staff/Professional Development Committee) for final approval and funding allocation. If the request is rejected, the request shall be returned to the employee indicating the reasons(s) for the denial.
- Once final approval has been granted, the institution shall provide the employee with written notification of the approved tuition reimbursement request. The written notification shall designate the authorized coursework and funding allocation, as well as provide information pertaining to the requirements for reimbursement. A copy of the approved Request for Tuition Reimbursement and a Tuition Reimbursement Agreement shall be provided to the employee along with the written notice.
- The original authorized Request for Tuition Reimbursement and Tuition Reimbursement Agreement shall be forwarded to the institution's business office. Copies of the approved tuition reimbursement documents shall be provided to the employee's supervisor, the institution's human resources office, and the CCSNH Director of Human Resources. For non-grant and grant funds, the institution's business office shall be responsible for entering the approved obligation into Banner Finance.

#### **Reimbursement:**

- Tuition reimbursement shall be limited to eight credit hours per semester/term.
- Reimbursement shall be for tuition costs only. Expenses associated with fees, travel, books, or incidental items are non-reimbursable.
- Reimbursement may be obtained for courses taken and completed with a final grade of "C" or better for undergraduate work and a grade of "B" or better for graduate level work. In cases where the grading system is Pass/Fail, Satisfactory/Unsatisfactory, etc., the employee must receive the grade that gives credit for the course.
- Reimbursement for courses taken more than once will not be provided.
- The provision of tuition reimbursement shall be subject to the availability of funding and based upon institutional priorities. The amount of reimbursement shall be contingent upon institutional budget allocations.

#### **General Provisions:**

- The employee is no longer eligible for tuition reimbursement if he/she does not complete the course satisfactorily, drops or withdraws from the course(s); or leaves the employ of Community College System before completing the course. Employees who receive a grade of "Incomplete" will be reimbursed only when the grade for the course has been changed to a grade of "C" or better for an undergraduate course or a grade of "B" or better for a graduate course. In cases where the grading system is Pass/Fail, Satisfactory/Unsatisfactory, etc., the employee must receive the grade that gives credit for the course.
- Participation in credit coursework shall be considered voluntary. Voluntary education time occurring outside or after regular or normal work hours is not considered time worked.

- Courses may not be taken during work hours if they are available during the employee's non-work hours. For credit courses offered only during work hours, the employee's supervisor may grant approval for the employee to participate in class during his/her scheduled work hours. In considering such requests, the employee's supervisor must verify that the employee's attendance at class will not adversely affect his/her job performance or department services or productivity. For courses approved to be taken during work hours, the employee shall use appropriate leave or, if approved by their supervisor, adjust their work schedule to make up the time taken during their work day. The employee shall be required to make up work time during the designated pay week.

**Payment:**

- Within 30 days after the completion of the course, the employee is responsible for providing documentation of the successful completion of course(s) approved for reimbursement to the institution's business office for processing. Such documentation must include proof of the paid tuition bill, evidence of successful completion of the course (college transcript, grade report, or certification of course completion), and the approved Request for Tuition Reimbursement and Tuition Reimbursement Agreement.
- The institution's business office shall be responsible for forwarding the original authorized tuition reimbursement request along with all related documentation to the CCSNH System Office Budget Department for auditing and the processing of payment.

**Reporting:**

- The college president or designee shall be responsible for maintaining records for college personnel on education and training activities, funding allocations and costs, and each employee who uses the program, including information on what program the employee participated in (program title, dates, location and sponsor), cost of the program, and completion.
- The CCSNH Director of Human Resources shall be responsible for maintaining records for system office personnel on education and training activities, funding allocations and costs, and each employee who uses the program, including information on what program the employee participated in (program title, dates, location and sponsor), cost of the program, and completion.
- Each institution shall provide an annual report to the BOT Personnel Committee designating the authorized professional development activities at the college for the prior fiscal year. Such reports shall be directed to the CCSNH Director of Human Resources on or before August 15.

**Tax Consideration:** The taxability of tuition reimbursements is subject to the provisions of the Internal Revenue Code. Employees should obtain advice from tax counsel as to the reporting and deductibility of educational expenses reimbursements. Generally, educational expenses qualifying as job-related are not reportable by the State as income to the employee. It is the employee's responsibility as an individual taxpayer to review the current tax codes as they relate to his/her particular situation.

**For specific forms and compliance documentation please visit <http://www.ccsnh.edu/human-resources/professional-development-and-training> for more information.**

## **CCSNH TUITION BENEFIT POLICY**

### **Authority:**

- In accordance with RSA 188-F:15, II, the Board of Trustees has the authority to allow full-time employees who have one year of previous service at the Community College System, free tuition, and to the dependents of such employees a 50 percent discount of tuition, at the Community College System of New Hampshire colleges.
- The CCSNH Director of Human Resources is responsible for the administration of the tuition benefit plan and for determining the eligibility for tuition benefits for system office employees and their dependents.
- The College President or his/her designee is responsible for determining the eligibility for tuition benefits for his/her college employees and their dependents.

### **Employee Tuition Benefits:**

- For the purpose of the tuition benefit, an eligible employee is defined as a full-time CCSNH employee, who has completed one year of service/work and has satisfactory job performance in his/ her current position. Participation in the tuition benefit plan should not in any way interfere with the employee's ability to perform his or her job.
- For eligible full-time employees, the tuition benefit covers enrollment in any credit or non-credit course, including workshops and seminars, offered by CCSNH colleges, where the tuition is paid to a CCSNH entity. The tuition benefit includes a 100% tuition discount and the waiver of any mandatory fees generally required of other students.

### **Dependent Tuition Benefits:**

- The dependents of an eligible full-time employee may enroll in any of the regular credit courses offered by a Community College System of New Hampshire college at one-half (50%) of the current in-state tuition rate. This benefit is not cumulative; that is, if both parents are employed by the CCSNH, one-half (50%) of the current in-state tuition for their dependent child or children must be paid.
- For the purpose of the tuition benefit, an eligible dependent is defined as:
  - Spouse: A spouse is any person who is legally defined as a spouse or civil union partner by the State of New Hampshire. Documentation that verifies marriage or civil union may be required.
  - Children: For the purpose of this benefit, children are considered dependent if, on the first day of classes for the semester, they have not reached the age of twenty-three (23); are unmarried; and are listed on the most recent income tax return of the employee, the employee's spouse, or the employee's civil union partner; or are dependent on the employee for more than half of their financial support for the calendar year. Documentation that verifies IRS dependent status may be required.
- Paid Tuition Benefits for Children of Deceased Employees: Children of deceased employees who, at the time of death, were employed by the CCSNH on a full-time basis and had completed at least one year of full-time service/work, are entitled to the same tuition benefits as indicated above.



**Conditions:** The tuition plan does not apply to courses offered by other educational institutions on the campuses of the Community College System of New Hampshire.

**Procedures:** To be considered for the tuition benefit, an employee must complete a Tuition Benefit Authorization Form and forward the completed form to the CCSNH Director of Human Resources or the College President of the employing institution for employment verification. For final processing, the employee is responsible for directing the authorized form and course registration form to the CCSNH college offering the course(s).

**Termination:** An employee who terminates employment with the CCSNH during a semester in which the tuition benefit is being used shall be responsible for a pro-rated portion of the benefit provided to the employee, spouse, and/or dependent children.

**Taxability:** The CCSNH will comply with all state and federal laws regarding the taxation of tuition benefits.

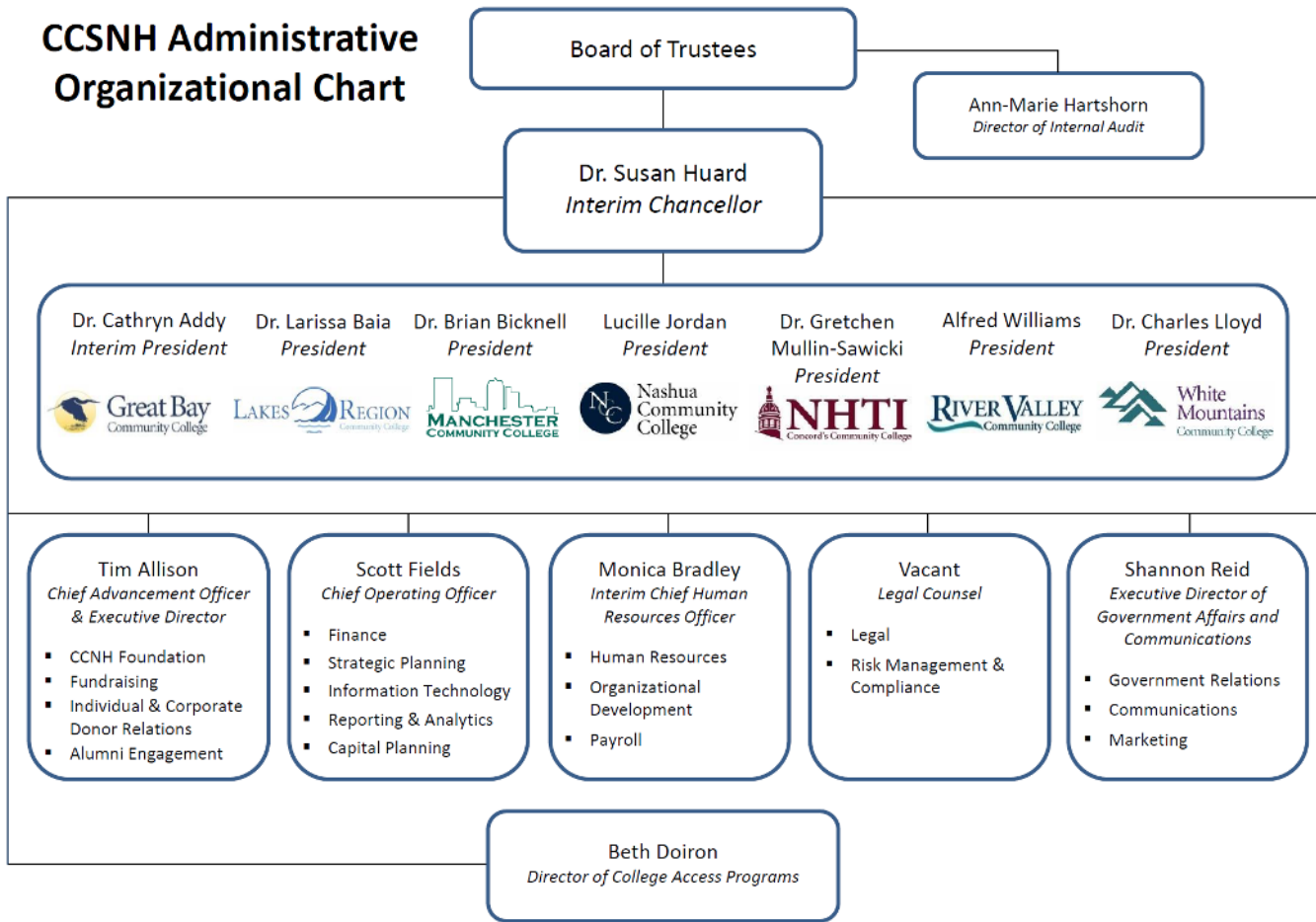
**For specific forms and compliance documentation please visit <http://www.ccsnh.edu/human-resources/professional-development-and-training> for more information.**

<b>ORGANIZATIONAL STRUCTURE</b>
---------------------------------

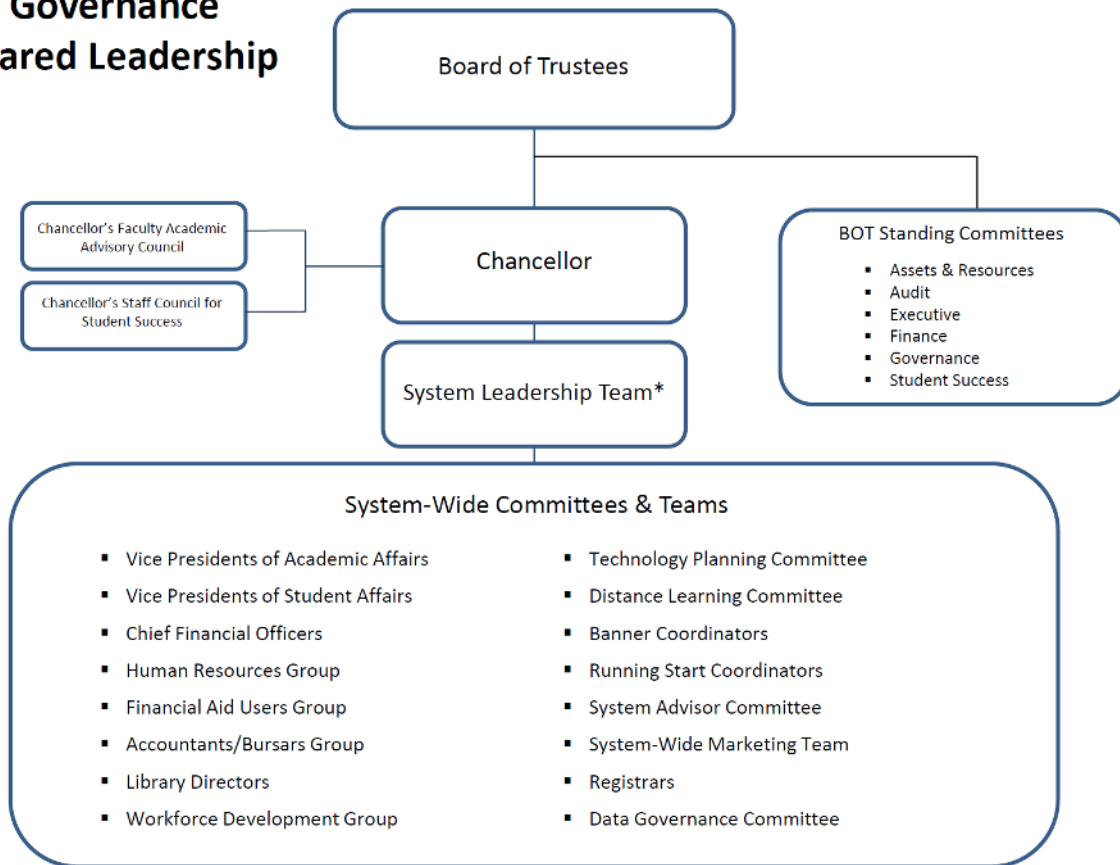
**CCSNH ORGANIZATIONAL STRUCTURE**

CCSNH is a public system of higher education consisting of seven independent colleges, plus local academic centers. The System is led by a Board of Trustees, a Chancellor, and the College Presidents. CCSNH is organized pursuant to NH RSA 188-F. The Chancellor's Office is located in Concord on the campus of NHTI. The CCSNH operates under a structure of shared governance in conjunction with all seven community college campuses, the Board of Trustees and the Chancellors Office as indicated below. **This information is kept current and updated on the employee intranet, *MyCCSNH***

# CCSNH Administrative Organizational Chart



## CCSNH Governance and Shared Leadership



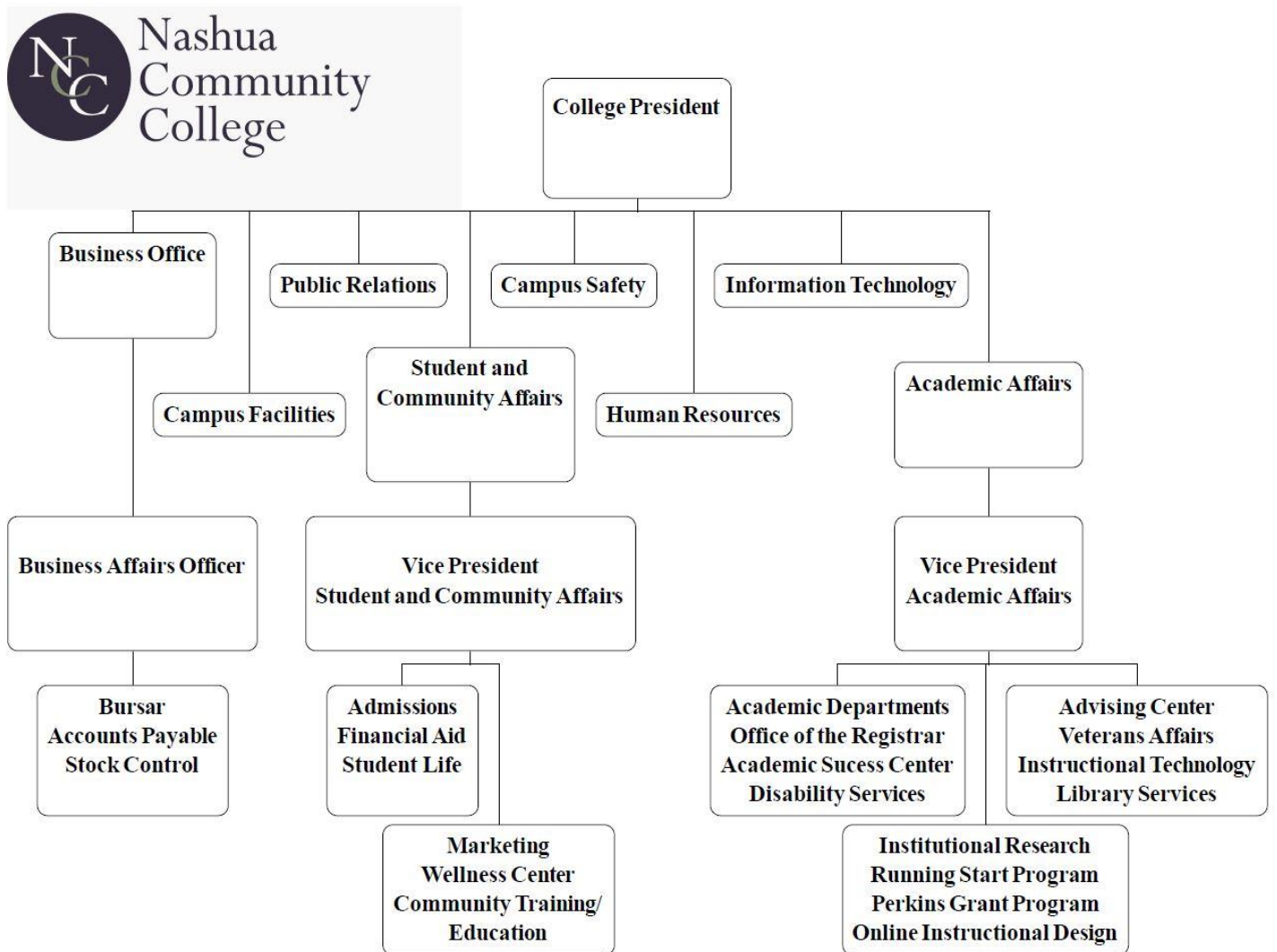
### SYSTEM-WIDE COMMITTEES & TEAMS

- **Chancellor’s Faculty Academic Advisory Council** provides direct input to the Chancellor and to the Board of Trustees on system-wide faculty issues. Comprised of faculty representatives from each college, Chancellor, and a member of the BOT.
- **Chancellor’s Staff Council for Student Success** provides direct input to the Chancellor and to the Board of Trustees on matters of student support and student success. Comprised of staff representatives from each college and the System Office, Chancellor, and a member of the BOT.
- **Vice Presidents of Academic Affairs** confers on matters related to academic instruction, programs, and services at the colleges and makes recommendations on related policies and procedures. Comprised of the colleges’ VPAs and facilitated by two Presidents.
- **Vice Presidents of Student Affairs** confers on student matters within the colleges and makes recommendations on related policies and procedures. Comprised of the colleges’ VPSAs and facilitated by two Presidents.

- **Chief Financial Officers** discusses system-wide and college budgeting, accounting, and other financial matters. Comprised of the colleges' Business Affairs Officers/CFOs and System Finance staff.
- **Human Resources Group** discusses programs, compliance, and best practices. Represented by colleges' HR staff, System HR staff, and payroll.
- **Financial Aid Users Group** discusses financial aid issues, compliance and best practices. Comprised of college and System financial aid staff.
- **Workforce Development Group** meets regarding strategy and best practices for industry engagement, partnership, and service. Comprised of business training center and workforce development staff at the colleges and the System office.
- **Accountants/Bursars Group** discusses accounting and financial operations policies and best practices. Comprised of colleges' accountants and bursars.
- **Technology Planning Committee** facilitates the flow of technology planning and deployment. Comprised of System IT staff and college IT staff.
- **Distance Learning Committee** discusses best practices as related to academic technology and the delivery of distance learning education. Includes college and System staff.
- **Banner Coordinators** collaborates on database updates, planning, and solutions. Comprised of college Banner coordinators and System staff.
- **Running Start Coordinators** resolve common issues related to the delivery of the Running Start program and ensures the quality, integrity and timely delivery of the courses. Comprised of college Running Start coordinators and System staff.
- **System Advisory Committee** is cross-college and cross-functional that advises, integrates, and implements technology in alignment with system policies.
- **System-Wide Marketing Team** Reviews marketing activities and suggests direction and priorities for future activities. Comprised of System and college marketing staff.
- **Registrars** discuss common issues among the colleges and shares best practices. Comprised of colleges' registrars and System staff.

- **Data Governance Committee** is cross-functional of stewards at System and colleges that works to consolidate, improve, and design data architecture.
- **Library Directors** meet regularly to solve issues related to system wide library resources and share best practices for delivery of information support services. Comprised of system Library Directors and other library staff as needed.

## NASHUA COMMUNITY COLLEGE ORGANIZATIONAL STRUCTURE



## COLLEGE COMMITTEES AND TEAMS

All NCC committees have goals that support the mission and purposes of the College, and the committees and teams are established by the President's Council. Committees are asked to distribute meeting minutes via email to foster campus communication and collaboration.

**College Advisory Board:** The President is assisted by a College Advisory Board whose members advise her regarding the development of the institution and is comprised of members of Greater Nashua business & industry, city and state government, higher education, and public schools. The President, VPAA, VPSCA, AVPAA, Business Affairs Officer, and other membership is determined by the College President. These individuals provide counsel to the President with respect to the College's external relationships, implementation of marketing strategies, recommendations about facilities, reviews of college programs, fund-raising and related initiatives, and other matters as requested by the President and/or the System Board of Trustees.

**Leadership Team:** The members of the NCC Leadership Team include the President, Vice President of Academic Affairs, Vice President of Student and Community Affairs, Business Affairs Officer, and the Senior Human Resource Officer. The Leadership Team provides general oversight of College operations, establishes strategic direction, provides oversight of financial matters, and addresses confidential personnel matters as needed.

**Academic Leadership Team:** This team is comprised of the Vice President of Academic Affairs, Associate Vice President of Academic Affairs and the Department Chairs of each Academic Focus Area. Academic Department Chairs are responsible for curricula, personnel, laboratories and equipment, and budgetary expenditures for their respective departments. The CCSNH and the State Employees' Association have defined the administrative responsibilities and duties of Department Chairs in the inforce *Collective Bargain Agreement*. In addition, this team helps to aid the Vice President of Academic Affairs in decisions regarding the academic structure and integrity of the institution.

**President's Council:** The President's Council serves as a decision-making body in all institutional matters with the exception of personnel issues. The council is designed to share information among departments and help to prioritize budgetary decisions on department equipment purchases. Academic Department Chairs, Administrative Department Heads, and members of the Leadership Team serve on the President's Council.

**Curriculum Committee:** The Curriculum Committee meets monthly or more frequently if necessary. Membership is selected from Program Coordinators, Department Chairs, and other full-time faculty. The VPAA attends Curriculum Committee meetings and reviews the results of meetings. The Curriculum Committee plays a significant role in maintaining the academic integrity of the institution. The Committee reviews all degrees, certificates, and courses for the following elements: changes in program title, shifts in program emphasis, additions and deletions of courses, changes in course outlines, major changes in course content, sequencing of courses including prerequisites and co-requisites, changes in course numbers and titles, award of credit for courses, internships, and laboratory or clinical/fieldwork experiences, adherence to degree and certificate requirements.

**Compliance/Enrollment Management Team:** The Compliance Team meets regularly to address financial aid matters. The purpose of the team is to ensure that the College is in compliance with financial aid laws and regulations. It acts as a communication vehicle for coordinating compliance and enrollment efforts among departments such as financial aid, business office, student affairs, academic affairs, and IT. The team is comprised of representatives from the Business Office, Financial Aid Office, the Registrar's Office, and Students Services. The President also serves on this team.

**Human Rights/Equity Committee:** The mission of this committee is to aid and guide the college to fundamentally and intrinsically promote a concept of "inclusiveness versus exclusiveness" for all students, faculty, staff, and guests to the campus. It is comprised of faculty, staff, and an ad-hoc student representative, who meet once a semester and on an as-needed basis as issues/concerns are presented.

**Safety Committee:** The campus safety committee is comprised of volunteer faculty and staff members, the Director of Facilities, the Human Resources Director and is led by the Chief of Security at Nashua Community College. This committee meets to discuss campus safety concerns and review policies and procedures to maintain compliance with all applicable federal, state and local safety guidelines.

**Ethical Research Board:** The primary purpose of this committee is to protect the rights and welfare of human research subjects by ensuring that physical, psychological, legal, financial, emotional, and/or social risks to subjects are minimized, and when present, justified by the importance of the research, and agreed to by subjects (informed consent). All NCC research activities proposing to involve human subjects must be reviewed and receive written, unconditional approval from the ERB before commencing.

**Graduation Committee:** The graduation committee is comprised of members of the Registrar's office, Student Services Department, Academic Affairs office, the Business Office and volunteer staff and faculty members and is tasked with planning and development the graduation ceremony at NCC each year. The Vice President of Academic Affairs and the College President also attend these meetings to stay apprised of any issues or decisions that need to be addressed.

**Academic Advisory Boards:** Many academic programs have their own community advisory boards that provide curriculum specific information in regards to their programs and industry requirements. These boards generally consist of Program Coordinators and members from business and industry, government, community agencies, health care, and the like, and keep the programs relevant and in line with current and industry standards.

**Sunshine Committee:** The Sunshine Committee is a staff/faculty-organized group designed to spread good cheer and recognize the milestones of our colleagues. The committee hosts on-campus events, such as "Friendly Fridays" (refreshment and conversation in different offices on Fridays) and off-campus activities, such as "Paint Night." Membership is \$10 a semester or \$20 a year. It is open to full-time faculty members and full and part-time staff members.

## NCC POLICIES & PROCEDURES

### PAYROLL POLICIES & PROCEDURES

Employees of the NCC campus are paid bi-weekly on the Friday of each scheduled pay period for the fiscal year. The requirement of completing an electronic timesheet is based on an individual employees' salary schedule and labor grade. All part-time employees are required to complete an electronic timesheet for each scheduled payroll period.

***Electronic Timesheet Preparation and Submission:*** All electronic timesheets need to be approved at the end of each Thursday shift preceding a scheduled Friday pay date. Employees are responsible for the electronic approval and submission of their own timesheets and must prepare them for their supervisor to sign off at the end of each pay period.

#### ***Accrual of Leave Time:***

Full time employees acquire annual leave, fiscal year bonus leave, and sick leave throughout the fiscal year. Annual, fiscal year bonus, and sick time taken during a scheduled pay period should be entered into the electronic timesheet prior to approval. Fiscal year bonus time must be utilized in full-day increments

**Leave Slip Request Forms:** Full time employees who wish to utilize their acquired annual, fiscal year bonus, sick or compensatory leave time are required to submit a leave slip request form for that scheduled pay period. It is the responsibility of the employee to complete and submit a leave slip for any annual, fiscal year bonus, or sick time taken. Leave slip request forms must be approved and signed by the employees' immediate supervisor prior to any time taken, with the exception of sick leave time.

Employees requesting sick leave should complete a leave slip request on the first day of their return to work. Employees are only allowed to use leave time that they have already acquired and cannot "borrow" against future time accumulated to cover during a period of inclement weather. All completed leave slip requests should be submitted electronically to the Human Resources office by the end of each shift on the Thursday preceding a scheduled Friday pay date.

**Holidays:** The CCSNH provides compensation for 11 paid holidays throughout the fiscal year for all full-time employees. Covered part-time employees are also eligible for holiday pay according to the guidelines of the current Collective Bargaining Agreement.

## BUSINESS OFFICE PROCEDURES

### Purchasing:

1. Check that the purchase you are making is within the purchasing guidelines below\*:

IF	THEN
The purchase is less than \$5,000	Use the appropriate method to initiate purchase or to pay for goods or services: <ul style="list-style-type: none"> <li>• P-Card (some services/commodities may not be purchased by P-Card. Please see P-Card procedures to confirm)</li> <li>• Direct Pay Invoice</li> <li>• Requisition Form/Purchase Order</li> </ul>
The purchase is between \$5,001 - \$25,000	Obtain three quotes and then use one of the appropriate methods listed above to initiate purchase.
The purchase is over \$25,000 NOTE: The review and approval of proposed contracts, leases, or arrangements in the amount of \$100,000 or more and/or such proposed instruments that may be unusual by complexity or intent must be approved by the Board of Trustees Finance Committee.	College completes and receives necessary approvals on requisition and provides technical specifications for item(s) requested. Documentation is forwarded to the Chancellor's Office and the college business office initiates a formal bid process in consultation with the Chancellor's Office Purchasing Administrator or determines if an exception to bid is appropriate.

**\*Note:** Any technology or software purchases need approval from the NCC IT office. All software purchases require an OIT justification form, which can be obtained in the IT office. That purchase will also have to be approved by the CIO in Concord. Any technology purchase that is over \$2,000 needs to follow the same process.



2. **If the purchase you wish to make is for a service, you will need to:**
  - a. Obtain an initial quote for the service.
  - b. Check your department budget to make sure you have funds available and email Laurie Berna in the Business Office for funding approval.
  - c. Obtain a Certificate of Liability from the Vendor.
  - d. Make sure the vendor you have selected is an approved vendor by accessing the State of NH vendor site at: [https://das.nh.gov/purchasing/Contracts\\_posteddte.asp?sort=cna](https://das.nh.gov/purchasing/Contracts_posteddte.asp?sort=cna)
    - If they are not an approved vendor, you will need to ask them to complete our ALTW9 and ACH form (See Attached) or submit their own W9.
  - e. Once approved, place your order for the service.
    - If a PO (purchasing invoice) number is required by the vendor, please use the original quote number or the date and your initials. For example: 101918LAB
  - f. **Please note that catering is considered a “service” and services cannot be paid for with a PCARD.**
  - g. If you are purchasing food for a meeting, you must submit an agenda and a list of meeting attendees to the Business Office for processing.
  
3. **If the purchase you wish to make is for an order that can be paid for with a PCARD, you will need to:**
  - a. Obtain an initial quote for the purchase.
  - b. Check your department budget to make sure you have funds available.
  - c. Make an appointment with Toni Mason (for all grant-funded requests) or Eileen Flight in the Business Office to make the PCARD purchase for you.
  - d. Submit an original invoice, quote, email documentation and receipt with your department funding information to the person in the Business Office who made the PCARD purchase for you.
  - e. If you are purchasing food for a meeting with a PCARD, you must submit an agenda and a list of meeting attendees to the Business Office for processing.
  - f. **Remember: any purchase made with a PCARD can take up to two weeks before it reduces your department budget so please keep this in mind when reviewing your budget for future purchases.**
  
4. **If the purchase you wish to make requires a check to be mailed to the vendor (Direct Pay) you will need to:**
  - a. Obtain an initial quote for the purchase.
  - b. Check your department budget to make sure you have funds available.
  - c. Submit the original invoice upon receipt with your department funding information (for example: Fund 171100 is for NCC and the department code 17SAO would be for the Student Affairs Office) to the Business Office.
  - b. Make sure the invoice also includes the signature and date of the budget manager, with a notation of “OK TO PAY” and attach all relevant back up information for this purchase, such as quotes, emails, packing slips etc. Make sure the signature is readable if not print out your name next to your signature.

**Please note: All grant purchases and purchases with a System PO need an IHR!**

**Shipping and Receiving:** If you have ordered something that is being shipped to NCC, please contact the Business Office.

## CAMPUS CLOSURES, DELAYED OPENINGS AND EARLY RELEASES

As a condition of employment, all NCC employees are expected to work at their assigned times and schedules regardless of weather conditions or other circumstances. At times the college may close due to an emergency or extreme weather condition, when it is determined that the health or safety of employees would be placed at risk, or that conditions or events prevent the performance of regular operations, services, and/or programs. In such situations, an official college closure will be authorized by the College President or appointed designee.

**Campus Notifications:** The college will utilize the *MyNCC app* to notify employees when official college closures and/or delayed openings occur. In addition, official college closures will be announced on the NCC website and reported in the list of closures found on the WMUR website at <https://www.wmur.com/weather/closings>.

**Essential Employees:** At the time of an official college closure, management will identify those “essential” employees who will be required to report to work as scheduled to perform their assigned duties. Essential personnel will be compensated for hours worked during the period of an official college closure at the premium pay rate in accordance with CCSNH policies and procedures and the provisions of the collective bargaining agreements, as applicable.

**Non-Essential Employees:** At the time of an official college closure, “non-essential” employees will be relieved of their assigned work duties and considered absent with pay for their assigned work period impacted by the period of the official college closure.

**Employees not affected by closure:** Employees that are not directly affected by the conditions warranting the official college closure are expected to work at their assigned times and schedules.

### **Examples of employees not directly affected by the conditions warranting the official college closure may include:**

- Employees on approved leave
- Employees approved to work remotely;
- Employees attending approved off-site professional development events;
- Employees engaged in approved business travel; or
- Employees scheduled to work at an offsite location.

**Unpaid lunch periods:** For employees who are not required to report to or remain at work because of an official college closure, the employee’s unpaid lunch period will be considered as non-work time and will not be compensated for in any manner. During an official college closure, an unpaid lunch period will be handled as follows:

- When an official college closure extends over an employee’s entire assigned work period, the employee will be paid for his/her regularly assigned work hours. Such paid time does not include an employee’s unpaid lunch period, as that is considered non-working time.
- When an official college closure involves a delayed opening and results in a partial work period of less than five (5) consecutive hours, the unpaid lunch period will be deducted from the time period of the college closure associated with the employee’s assigned work hours.
  - For example: if an official college closure establishes a delayed opening at noon, this will require an employee (who is assigned to an 8 am – 4 pm work schedule) to report to work at

the time of the institutional opening (noon) and his/her unpaid lunch period of one-half (½) hour will be deducted from the time period of the college closure.

- When an official college closure involves an early release and results in a partial work period of less than five (5) consecutive hours (and where the unpaid lunch period has not yet been deducted due to a work period of less than five (5) consecutive hours of work), the unpaid lunch period will be deducted from the time period of the institutional closure associated with the employee's assigned work hours.
  - For example: if an official college closure establishes an early release at noon, this will require an employee (who is assigned to an 8 am – 4 pm work schedule) to work until noon and his/her unpaid lunch period of one-half (½) hour will be deducted from the time period of the institutional closure.

## PROFESSIONAL DEVELOPMENT PROCEDURES

Contact the HR office for the **NCC Pre-Approval form for Professional Development Requests** or download it from the HR page on our website at <http://www.nashuacc.edu/about/hr-employment>.

- Complete the pre-approval form and submit it to your department manager to obtain authorized signatures.
- Submit the completed form (with back-up information on your request attached) to the HR office for approval.

When your request is approved, you will need to complete the **NCC Professional Development packet** available by contacting the HR office or can be downloaded at <http://www.nashuacc.edu/about/hr-employment>:

- Complete the professional development packet in its entirety and supply all necessary documentation requested.
- Return the completed professional development packet and all necessary documentation back to the HR office.
- If the packet is not completed in full, you will receive it back from the HR office as only completed packets (with appropriate back up documentation) can be submitted to the Business Office for processing.
- You will receive your letter of approval from the HR office and then can start making your travel arrangements.
- **If PCARD purchases are necessary to complete your travel arrangements, please setup a time with Toni Mason (for all grant-funded requests) or Eileen Flight in the Business Office for assistance.** Please make sure to have your pre-approval form and any other documentation pertaining to the purchase with you at this meeting.
- Upon return, please contact the Business Office to submit your eligible receipts for reimbursement within 10 business days.

If your request for professional development funds is not approved, you will receive a notification in writing from the HR office.

## **NCC EQUITY & GRIEVANCE POLICY**

### **Human Rights/Equity Committee Reporting Procedures**

The Nashua Community College Human Rights/Equity Committee (HREC) is sensitive to the threat and/or embarrassment an individual may experience in coming forward with a complaint regarding discriminatory behavior. The reporting procedures outlined below are designed to provide a safe, confidential, and supportive environment in which an individual may discuss his/her concerns. This committee has been put in place for use by students, faculty, staff and administration.

Complaints of discrimination, or of retaliation for making such complaints, may be reported directly to NCC's Human Rights/Equity Committee Chairperson at [NCCHREC@ccsnh.edu](mailto:NCCHREC@ccsnh.edu). Complaints may also be reported to any member of the HREC or NCC's faculty, staff, or administration, who will then refer the complaint(s) to the Committee Chairperson. Each reported complaint will be followed up by the Committee Chairperson or designee in a timely manner.

Any NCC student or employee who has observed or is aware of discriminatory behavior and/or retaliation for reporting said discriminatory behavior should report this to the Human Rights/Equity Committee Chairperson or other HREC representative.

No one shall be required to file a complaint with an individual who is hostile to him/her and/or who engages in, or has been alleged to have engaged, in conduct which could be considered discriminatory.

### **Initial Reporting**

The individual with the complaint is encouraged to contact NCC's Human Rights/Equity Chairperson at [NCCHREC@ccsnh.edu](mailto:NCCHREC@ccsnh.edu) to arrange for a meeting. This communication and meeting will be confidential and considered an informal review or discussion of the incident. An attempt to resolve the alleged complaint within ten (10) working days will be initiated by the Committee Chairperson. If a resolution cannot be reached through these informal means, a formal investigation will be launched, with the permission and written request of the complainant. Every attempt will be made to maintain the anonymity of the individuals involved, and each complaint will be handled as confidentially and expeditiously as possible.

### **Formal Investigations**

Formal reporting procedures must be initiated within one year of the alleged violation. Investigations shall be conducted with particular care to preserve the confidentiality of all persons involved. Only those who have an immediate need to know (including, but not necessarily limited to, the investigator(s), the grievant (s), the respondent(s), and College President) shall be provided with the identity of the grievant, the respondent, and the allegations.

All involved persons shall be afforded the opportunity to submit information relevant to a complaint. All parties contacted in the course of an investigation shall be formally advised of the necessity of confidentiality and that any breach of confidentiality shall be treated as misconduct subject to disciplinary action. The investigation will be conducted within thirty (30) calendar days of receipt of a written complaint. If additional time is required to ensure a thorough investigation, this time may be extended. Upon completion of the investigation, a written report will be submitted to the College President and will be disclosed to the grievant and respondent. If the investigators have determined that the complaint was proven valid by a preponderance of the evidence, the investigators' report to the College President shall be accompanied by a recommendation for corrective and/or

disciplinary action determined according to the totality of the circumstances uncovered during the investigation. In making a recommendation for corrective and/or disciplinary action, the investigators may consider (but not limit themselves to) the following factors:

- the severity of the offense
- the frequency and duration of the prohibited conduct
- the extent to which the misconduct, however minor, serves to create an intimidating campus environment for the grievant, or otherwise increases the difficulties of education or job performance for the grievant.

The College President will take the report and its recommendations under advisement and make a decision regarding any corrective and/or disciplinary action that may be taken. The time between submission of the report to the College President and the commencement of corrective and/or disciplinary action shall be no longer than 21 calendar days. The College President will provide the Human Rights/Equity Chairperson with written documentation of the decision regarding corrective and/or disciplinary action at the time of or prior to the commencement of disciplinary action. Both the grievant and the respondent will be informed of the College President's decision.

## NON-DISCRIMINATION POLICY

Nashua Community College does not discriminate in the administration of its admissions and educational programs, activities, or employment practices on the basis of race, color, religion, national or ethnic origin, age, sex, sexual orientation, marital status, disability, gender identity or expression, genetic information, or veteran status. This statement is a reflection of the mission of the Community College System of NH and Nashua Community College and refers to, but is not limited to, the provisions of the following laws: Title VI and VII of the Civil Rights Act of 1964, The Age Discrimination Act of 1967, Title IX of the Education Amendment of 1972, Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act of 1975, Section 402 of the Vietnam Era Veteran’s Readjustment Assistance Act of 1974, and the NH Law Against Discrimination (RSA 354-A).

354-A). The NCC Equity Committee is designated to coordinate compliance with the Non-Discrimination Policy and handles all concerns of discrimination not covered under Title IX.

The following persons have been designed to handle inquiries regarding the Non-Discrimination Policy:

<p><b>Kyle Metcalf, Chairperson</b>  NCC Equity Committee  Nashua Community College  505 Amherst St.  Nashua, NH 03063  <a href="mailto:NCCHREC@ccsnh.edu">NCCHREC@ccsnh.edu</a>  (603) 897-9988  <a href="#">Equity Grievance Policy</a></p>	<p><b>Lizbeth Gonzalez</b>  Title IX Coordinator  Nashua Community College  505 Amherst St.  Nashua, NH 03063  <a href="mailto:lgonzalez@ccsnh.edu">lgonzalez@ccsnh.edu</a>  (603) 578-8928  <a href="#">Title IX Grievance Policy</a></p>
<p><b>Catherine Barry</b>  NCC Human Resources Director</p>	<p><b>Jodi Quin</b>  Section 504 Coordinator</p>

<p>Nashua Community College  505 Amherst St.  Nashua, NH 03063  <a href="mailto:cbarry@ccsnh.edu">cbarry@ccsnh.edu</a>  (603) 578-8900 ext. 1766</p>	<p>Nashua Community College  505 Amherst St.  Nashua, NH 030631  <a href="mailto:jquinn@ccsnh.edu">jquinn@ccsnh.edu</a>  (603) 578-8996</p>
--	---

Inquiries may also be directed to:

<p><b>Sara A. Sawyer</b>  CCSNH Director of Human Resources  Community College System of NH  26 College Drive  Concord, NH 03301  <a href="mailto:ssawyer@ccsnh.edu">ssawyer@ccsnh.edu</a>  (603) 230-3503</p>	<p><b>NH Commission for Human Rights</b>  2 Industrial Park Drive  Concord, NH 03301  <a href="mailto:humanrights@nh.gov">humanrights@nh.gov</a>  (603) 271-2767  TDD 1-800-735-2964</p>
<p><b>Equal Employment Opportunity Commission  Boston Area Office</b>  JFK Federal Building  15 New Sudbury Street, Room 475  Boston, MA 02203-0506  <a href="mailto:info@eeoc.gov">info@eeoc.gov</a>  1-800-669-4000  TTY 1-800-669-6820  ASL Video (844) 234-5122  FAX (617) 565-3196</p>	<p><b>Office for Civil Rights,  Boston Office  US Department of Education</b>  8<sup>th</sup> Floor  5 Post Office Square  Boston, MA 02109-3921  <a href="mailto:OCR.Boston@ed.gov">OCR.Boston@ed.gov</a>  (617) 289-0111  TTY 1-800-877-8339  FAX (617) 289-0150</p>

## TITLE IX POLICY AND SEXUAL HARASSMENT FORMAL GRIEVANCE PROCEDURES

CCSNH and its Colleges, including Nashua Community College, are committed to creating and maintaining a positive and productive learning environment. In furtherance of this objective, CCSNH prohibits discrimination in the administration of its education programs and activities based on sex including conduct that constitutes sexual harassment. CCSNH also prohibits retaliation against anyone who is involved in the making or reporting of a complaint or investigation or hearing of a formal complaint of sexual harassment. The more information, faculty should refer to [Title IX Policy and Sexual Harassment Formal Grievance Procedures](#)

## EMPLOYEE PARKING POLICY

The NCC campus does not have a designated staff parking area. Parking spaces are available on a first-come, first-served basis. Employees may park in any designated area, with the exception of the "State Vehicle Only" or "reserved" spaces, located directly in front of the West and Main entrances to the building. These spaces are

reserved for CCSNH vehicles and employee vehicles only, and any non-CCSNH or employee vehicle parked in one of these designated spaces may be towed at the owner's expense. Employee parking is also not permitted in spaces designated for "visitors", located in front of the Main Building.

Employees must clearly display their NCC parking permit in their vehicle at all times while on campus, and must adhere to all traffic laws while operating their vehicle on campus grounds. The campus speed limit is clearly posted at 15 MPH. Employees are responsible for the safety and security of their own vehicles.

## **PROFESSIONAL ATTIRE POLICY**

All employees at the NCC campus are expected to maintain a professional and neat appearance that is appropriate for the position held and the nature of work being performed. Employees having personal contact with customers, vendors, and/or the public must be particularly conscious of maintaining an appearance that presents the business image desired by the College.

If an employee is participating in meetings, appointments, and/or other public or external events, they should dress in professional attire for their scheduled activity. In accordance with this policy, sleeveless dresses or shirts and knee length dress shorts may be worn as professional attire. Stained, torn, or faded clothing or footwear, or casual attire (graphic t-shirts, sneakers, halter tops, or short shorts, etc.) shall not be permitted. Jeans will be permitted on designated "dress down" days and must be appropriate for the nature of work being performed. If you have any questions regarding professional attire please contact your supervisor or the HR office.

## **SMOKING POLICY**

The NCC campus is designated as a smoke-free facility and smoking is not allowed on the college premises. In accordance with this policy, the term *NCC college premises* includes all land, buildings, facilities, and other property in the possession of, or owned, used, or controlled by the CCSNH colleges (including adjacent streets and sidewalks).

This policy has been enacted to promote the health and well-being of the students, faculty, staff, and general public and as such it is expected that all employees will comply with this order. However, the smoking policy is equipped with one area of exception, as smoking is only allowed inside personal vehicles parked in designated parking areas on campus grounds. Disposing of tobacco products on campus grounds is considered a violation of this smoking policy.

## **ANNUAL LEAVE RECOMMENDATION POLICY**

Due to the nature of our academic environment and schedule, the NCC campus is especially aware of the needs of our students at certain times throughout the year. As the month of August is an extremely busy time in preparation for the fall semester, it is our policy to request that any employees in the following areas do not utilize their annual time during this month: Business Office, Financial Aid, Registrar, and Student Services.

In order to ensure that all employees are allowed a sufficient respite from their work for their health and well-being, it is the request of the college that any employee in the above listed areas that would like to utilize their annual leave in the summer, do so in the months of June and/or July, preferably in 2-week increments. This practice directly enhances the services for our students and provides the support necessary for a smooth transition into our fall semester.

In recognition that extenuating circumstances may occur, employees that need to utilize their annual time during this period may request authorization for approval in advance with the College President.

## **ANIMALS ON CAMPUS POLICY**

This policy is intended to control the nuisance and potential health and safety hazard created by domestic animals (e.g. dogs, cats, livestock) and wild animals (e.g. raccoons, skunks, opossums) on campus. Animals and pets are not permitted in campus buildings, with two exceptions: any guide dog, signal dog or other animal individually trained (or undergoing training) to assist an individual with a disability, and dogs registered by Faculty and Staff with Campus Safety. Service dogs must be identified while on campus wearing the appropriate service dog attire. Service animals in training must receive prior approval of the President's Office before coming onto campus. This request should be initiated in writing to the attention of the college President. This policy applies to all students, faculty and staff. Students in violation of this policy will go through the judicial process. In the case of faculty or staff, violations shall be reported to the appropriate supervisor to initiate corrective action.

## **VEHICLE USAGE POLICY**

The College offers a fleet of vehicles for use by employees when engaged in approved, work-related activities off campus. Employees must adhere to the following, or usage of these vehicles may be prohibited.

### **How do I reserve a NCC vehicle?**

- To reserve any NCC vehicle, sign the vehicle reservation book and maintain your Vehicle Use Form in the security office.
- NCC vehicles must be picked up on the day of travel, unless otherwise approved by the College President.
- Vehicle keys and the vehicle information binder can be picked up in the Maintenance Office.
- The Mobil gas card may be obtained from the Business Office at the time of departure.
- If there are no NCC vehicles available for your trip, travel reimbursement is available only if you have received prior written approval from the President or Business Affairs Officer:
  - If approved for reimbursement, you must submit a copy of your current insurance coverage to the Business Affairs Officer 24 hours prior to your departure.
  - If approved for reimbursement, you must see the Security Office to complete the Vehicle Availability Form 24 hours prior to your trip or you will not be eligible for reimbursement.

### **What are the general rules for NCC vehicle usage?**

- You need to take the vehicle that you signed up for, there are no substitutions.
- There is no smoking in any of the NCC vehicles.
- Use of alcohol is strictly prohibited in any of the NCC vehicles.



- Non-CCSNH employees are not allowed in the NCC vehicles at any time, however, students directly involved with campus activities are allowed as passengers.
- NCC Vehicles are to be used for work or business related travel purposes only.

**Are there any safety procedures I should be aware of?**

- Completion of the online Defensive Driving course is required every three years in order to be eligible to drive any NCC car. The course information can be obtained through the Human Resources Office.
- If you are requesting the usage of any NCC vehicle and have not completed a Defensive Driving course, you must complete the course prior to your travel.
- You may not take your own vehicle without prior written approval from the President or Chief Financial Officer in order to be reimbursed for your mileage.
- Always wear seatbelts when using any NCC vehicle and ensure that any of your passengers do as well.
- Any moving traffic violations or parking violations are the sole responsibility of the vehicle operator and not that of NCC.
- Drive safely at all times, we want you to return to the workplace unharmed!

**What about gas for the NCC car?**

- Fill the gas tank prior to your return to campus, using the Mobil credit card. (see above on how to obtain it)
- Remember to take the gas receipt from the pump as you are responsible for the purchase.
- All gas receipts must be submitted to the Business Office for processing. Please print the vehicle number on the receipt and attach it to the Vehicle Use Form.
- If there is no receipt attached to your Vehicle Use Form, you may be responsible for the entire cost of the gas purchase.

**What do I do when I return from my trip?**

- NCC vehicles are to be returned to the designated parking area in front of the Main Building.
- Return the keys and vehicle information binder to the Maintenance Office.
- Return the Mobil credit card, gas receipt, and Vehicle Use Form to the Business Office.
- Note any noticeable problems with the vehicle on the Vehicle Use Form prior to returning the form, credit card, and keys to the respective offices.
- Please be courteous and remove all your trash from the vehicle.

**What if I am involved in an accident while using the car?**

- In event of an accident, please refer to the insurance documents located in the glove compartment of each NCC vehicle.
- Report the accident as soon as possible to the Security Office and complete a Vehicle Accident Form. A copy of the accident form will be forwarded to the Chief Financial Officer. You may be contacted directly if more information is required for insurance purposes.

## **USE OF COLLEGE FACILITIES/SOLICITATION POLICY**

As community resources, the Colleges make their facilities available for public use as long as such use does not interfere with the primary purpose of education or compromise the safety and security of students, faculty or staff. The College reserves the right to deny any use it deems not in the best interest of the College or inconsistent with its values and mission.

The College, at its discretion, may make facilities available for local non-profit agencies without charging a full rental fee.

Individuals or organizations seeking access to College facilities for specific use or in order to meet with or make solicitations to students, faculty, or staff are required to request access from the Office of the President or designee. Failure to do so may result in a request to vacate the campus immediately.

No unapproved commercial solicitations will be permitted in classrooms or offices. An approved business or organization may be allowed to set up a table and display in a public space for a designated period of time.

The use of college facilities is subject to the following stipulations that will be incorporated in a contract between the college and the contractee:

1. Facilities must be used with due discretion and care.
2. There must be no interference with the educational schedule or undue demands made on college personnel.
3. One member of the user group is to be designated and authorized to act as the person with primary group responsibility.
4. Although classroom and other facilities may be made available at less than the full rental fee, the using group is responsible for meeting the following costs:
  - Meals and rental fee: meal charges and room rent shall be established by the college administration, with modifications approved by the President or designee.
  - Staff time: when staff (faculty, clerical, custodial) time is required over and above the normal day's activities, expenses related to such time will be charged to the using group.
  - The cost of police coverage.
  - Any damage arising from facilities usage.
  - Any special services required or arising as a result of the usage.

## **STUDENT RECRUITMENT POLICY**

Nashua Community College follows a strict a code of ethics in the recruitment of students. As part of efforts to eliminate unfair, deceptive, and abusive marketing aimed at prospective students, Nashua Community College:

1. Bans inducements, including any gratuity, favor, discount, entertainment, hospitality, loan, transportation, lodging, meals, or other item having a monetary value of more than a de minimis amount, to any individual or entity, or its agents including third party lead generators or marketing firms other than

salaries paid to employees or fees paid to contractors in conformity with all applicable laws for the purpose of securing enrollments of students or obtaining access to funds.

2. Refrains from providing any commission, bonus, or other incentive payment based directly or indirectly on securing enrollments or federal financial aid to any persons or entities engaged in any student.
3. recruiting, admission activities, or making decisions regarding the award of student financial assistance; Refrains from high-pressure recruitment tactics such as making multiple unsolicited contacts, including contacts by phone, email, or in-person.

## INFORMATION TECHNOLOGY

### THE INFORMATION TECHNOLOGY INFRASTRUCTURE

The CCSNH System IT Department is responsible for WAN infrastructure, network switching connectivity, Internet access, and student and employee email accounts. The System is also responsible for implementation, training, and upgrades of *Banner*, *Banner Web*, and *Blackboard*. System personnel approve campus-level computer and peripheral purchases above a set threshold.

The College IT Department is responsible for LAN infrastructure, local connectivity, and domain account creation for staff and faculty. The IT Department is responsible for the installation, maintenance, and replacement of IT equipment and telephone service on campus. The IT Department is responsible for the installation, maintenance, and replacement of the security cameras and emergency messaging systems. Finally, IT maintains the message display system and printing services for the campus.

The College maintains seven general computer laboratories:

- Room 102 Computer Science
- Room 104 Business Studies
- Room 132 Library Electronic Classroom
- Room 166 Business Computer Applications
- Room 170 Machine Design Technology/CADD
- Room 171 Computer Science
- Room 310 Assorted Programs

The College also maintains computers in eight specialty laboratories:

- Room 89C Aviation
- Room 100 Academic Success Center
- Room 232 Electro-mechanical Laboratory
- Room 134 Library Faculty Resource Room
- Room 145 Machine Tool Laboratory
- Room 146 Machine Tool Laboratory
- Room 220 Physics Laboratory
- Room 307 Computer Science

The College uses the *Windows 10* operating system and will most likely continue to migrate to the latest Windows platform. Wireless connectivity is available throughout campus for faculty, staff and students.

## **INTERNET/COMPUTER USAGE POLICY**

The purpose of this policy is to encourage the responsible use of CCSNH and member campus technology resources consistent with expectations for the appropriate conduct of the members of our campus communities. This policy is intended to provide guidance to CCSNH technology users. While this policy and its addendum are intended to provide guidance, it is impossible to contemplate all potential applications since technology and applications consistently change. If an employee is unsure whether any use or action would constitute a violation of this policy, contact your campus Information Technology department or the System Office for assistance. In cases not covered explicitly by the CCSNH Acceptable Use policy, the System Office determination will prevail. Access to CCSNH technology resources is a privilege, not a right. This privilege is extended to all users including faculty, staff, students, alumni/ae, and affiliated individuals and organizations. CCSNH's technology resources include computing facilities, telecommunications and network services, video network services, web page servers, equipment, software, applications, information resources, printing and scanning services, and user and technical support provided by Information Technology staff. Accepting access to these technology resources carries an associated expectation of responsible and acceptable use. Failure to abide by the responsibilities articulated below may result in loss of privileges.

**Responsibilities:** Users of CCSNH technology resources have a shared responsibility with our Information Technology staff to maintain the integrity of our systems, services, and information so that high quality and secure services can be provided to everyone. Toward this end, all users shall:

- a. Comply with posted policies governing use of computing and printing facilities.
- b. Respect all contractual and license agreements, privacy of information, and the intellectual property of others.
- c. Comply with federal, state, and local regulations regarding access and use of information resources (e.g., policies regarding Federal Copyright Act, The Family Education Rights and Privacy Act, Gramm-Leach-Bliley Act, codes of professional conduct and responsibility, etc.).
- d. Maintain and secure your own system accounts (including files and data associated with those accounts); this includes taking action to backup your files and data as appropriate.
- e. Exercise due diligence in protecting any computer you use to connect (either through dial-up, VPN or any other means) to the CCSNH network from viruses, worms, and security vulnerabilities by maintaining and regularly using anti-virus software, installing available security updates/patches for your operating system and any applications you use, and avoiding the installation of un-trusted programs on your computer.
- f. Take precautions to keep your technology accounts (computer, network, Blackboard, Banner, etc.) secure.
- g. Do not share privileges with others. Your access to technology resources is not transferable to other members of the CCSNH community, to family members, or to outside individuals or organizations. If someone wishes access to CCSNH's technology resources, s/he should contact the CCSNH Information Technology Office by sending email to [ITSupport@ccsnh.edu](mailto:ITSupport@ccsnh.edu)
- h. Ensure that any and all of your web pages and blogs reflect the highest standards of quality and responsibility. As page or blog owner, you are responsible both for the content of your web page

or blog and for ensuring that all links and references from these are consistent with this and other policies, copyright laws, and applicable local, state, federal laws. CCSNH hosted web pages and blogs are not to be used for commercial purposes or for activities unrelated to the educational mission of the college without written authorization from the CCSNH.

- i. Ensure that any contributions of information to WIKIS reflect the highest standards of quality, accuracy, and responsibility.
- j. Understand the implications of sharing information or data via the Internet, e-mail, Instant Messaging, social networks or other services that are either open to access by others, or that can be viewed and/or forwarded to others.

**Enforcement of this Policy:** CCSNH reserves the right to monitor the System network and systems attached to it, and to take actions to protect the security of the CCSNH systems, information, and users.

- a. Reporting Violations or Suspected Violations:
  - College Personnel: Report violations to your immediate supervisor, Vice-President of Academic Affairs or President.
  - System Office Personnel: Report violations to your immediate supervisor, Vice-Chancellor or Chancellor.
  - Students: Report violations to your College Vice-President of Academic Affairs or President.
- b. Response to Violations: The CCSNH Information Technology office will investigate and respond to reports of violations or suspected violations and include appropriate CCSNH offices as necessary. As part of this response, Information Technology reserves the right to immediately disconnect any system or terminate user access to protect the security of the CCSNH systems, information, and users.
- c. Sanctions: Violation of this policy may result in the immediate termination of access and/or disciplinary action by CCSNH including, but not limited to restriction to all CCSNH technology resources and/or denial of employment opportunities with CCSNH. As a recognized agent under the Digital Millennium Copyright Act, CCSNH will act in accord with the provisions of this act in the event of notification of alleged copyright infringement by any user.
- d. Compliance: All users who access or use CCSNH Information Technology resources must agree to comply with the CCSNH Information Technology Acceptable Use Policy. (also referenced in Student Handbook Section 730.08)

#### **Addendum A: Example Violations of Acceptable Use Policy**

The purpose of this addendum is to provide examples of violations of CCSNH's Acceptable Use Policy. The following is not an exhaustive list and if you are unsure whether any use or action would constitute a violation of this policy, please contact your campus Information Technology department or the System Office for assistance. In cases not covered explicitly by the CCSNH Acceptable Use policy the System Office determination will prevail.

#### **Authorized Access/Accounts**

- Attempting to obtain unauthorized access or circumventing user authentication or security of any host, network or account. This includes accessing data not intended for the user, logging into a server or account you are not expressly authorized to access, or probing the security of systems or networks.
- Supplying or attempting to supply false or misleading information or identification in order to access CCSNH's technology resources.
- Sharing your passwords or authorization codes with others (computing, e-mail, Blackboard, Banner, etc.).
- Using technology resources for unauthorized uses.
- Logging onto another user's account (without the permission of the account owner)
- Sending e-mail, messages, etc. from another individual's or from an anonymous account.
- Unauthorized use of CCSNH registered Internet domain name(s).
- Changing your issued machine name to a name that is different from that assigned by CCSNH or campus Information Technology departments without authorization.
- Connecting computers or other devices to the CCSNH network that have not been registered with, or approved by, CCSNH.

## Services

- Attempting to interfere with service to any user, host, or network. This includes "denial of service" attacks, "flooding" of networks, deliberate attempts to overload a service, port scans and attempts to "crash" a host.
- Use of any kind of program/script/command designed to interfere with a user's computer or network session or collect, use or distribute another user's personal information.
- Damaging a computer or part of a computer or networking system.
- Knowingly spreading computer viruses.
- Modifying the software or hardware configuration of a CCSNH owned computer with malicious intent
- Excessive use of technology resources for "frivolous" purposes *unrelated to the academic or administrative work of the Colleges*, Examples are game playing (local or networked), downloading of music/video media files, using peer to peer file sharing programs, listening/watching streaming audio/video feeds (Internet radio, Internet TV, YouTube, etc.). These examples can cause congestion of the campus network and Internet connection or may otherwise interfere with the academic and administrative work of others, especially those wanting to use public access PCs or network and Internet resources.
- Violating copyright laws.
- "Hacking" on computing and networking systems.
- Using technology resources (networks, central computing systems, public access systems, voice and video systems) for new technologies research and development without review and authorization from the CCSNH Information Technology office.
- Deployment of wireless access points (WAPs) without review and authorization from the CCSNH Information Technology office.

## Software, Data & Information

- Inspecting, modifying, distributing, or copying software or data without proper authorization, or attempting to do so.
- Violating software licensing provisions.
- Installing software on public access and other CCSNH owned computers without appropriate authorization from the CCSNH Information Technology office.
- Installing any diagnostic, analyzer, "sniffer," keystroke/data capture software or devices on CCSNH owned computer equipment or on the CCSNH network.

- Breaching confidentiality agreements for software and applications; breaching confidentiality provisions for institutional or individual information.

### **Email/Internet Messaging/Voice Mail/Voice Services**

- Harassment or annoyance of others, whether through language, frequency or size of messages, or number and frequency of telephone calls.
- Sending e-mail or voice mail to any person who does not wish to receive it, or with whom you have no legitimate reason to communicate.
- Sending unsolicited bulk mail messages ("chain mail", "junk mail" or "spam"). This includes bulk mailing of commercial advertising, informational announcements, political tracts, or other inappropriate use of system e-mail distribution lists. Forwarding or otherwise propagating chain e-mail and voice mail and pyramid schemes, whether or not the recipients wish to receive such mailings. This includes chain e-mail for charitable or socially responsible causes.
- Malicious e-mail or voice mail, such as "mailbombing" or flooding a user or site with very large or numerous items of e-mail or voice mail.
- Forging of e-mail header or voice mail envelope information. Forging e-mail from another's account. Sending malicious, harassing, or otherwise inappropriate voice mail from another's voice lines.
- Falsely representing opinions or statements on behalf of CCSNH or others.

### **CCSNH hosted Web Pages, Blogs, Wikis, Servers and general content**

- Posting content on your web page, blog, or wiki that provides information on and encourages illegal activity, or is harassing and defaming to others.
- Linking your web page, blog, or wiki to sites whose content violates CCSNH policies, local, state, and/or federal laws and regulations.
- Running websites, blogs, or wikis that support commercial activities or running server systems under the CCSNH registered domain name, CCSNH.EDU or variation thereof, without authorization.
- The use of the CCSNH name, seals, images and text are the property of CCSNH and shall not be used without the written permission of CCSNH.

### **Listservs, Bulletin & Discussion Boards**

- Posting a message whose subject or content is considered unrelated to the subject matter of the listserv, bulletin or discussion board to which it is posted. For moderated listservs, the decision as to whether a post is unrelated will be made by the moderator. For listservs that are not moderated and discussion boards, we employ the practice of "self-policing" -- that is, members serve as moderators, commenting (to the sender, to the list) about inappropriate posts.
- Posting chain letters of any type.
- Forging header information on posts to listservs, bulletin or discussion boards.

## **INSTRUCTIONAL TECHNOLOGY**

The college provides technology assistance for faculty who require it before, after, or during their instruction time. Technical support with classroom technology and with Blackboard is available to faculty and training is provided in face-to-face and online formats. Technical support is also provided for events in the auditorium and conferences rooms when necessary.