

COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE

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

**Approved by the CCSNH Board of Trustees: June 28, 2012
Date of Last Revision: May 28, 2021**

TABLE OF CONTENTS

Foreword	4
Section 1 - Welcome	5
Chairman of the Board	5
Chancellor	6
Section 2 - Overview	7
History	7
Mission	7
Vision	7
Strategic Goals	7

o u 4 3 a -

.....yiSteeoe L3(ncad)(rmr)4(shi)6tp Teoame

4

Section 3-4(2)13()JTJET0.00000912 0 612 792 reW*nBT/F2 11.04 Tf1 0 0 1 12558 127.14 Tm0 40 G(-)JTJE

FOREWORD

This Handbook is designed for administrative, managerial, professional, and operating support staff exempt from the collective bargaining process. 7KH HPSOR\PHQW RI HDFK HPSOR\HH

SECTION 1 WELCOME

Welcome Messages

Welcome from Kathy Bogle-Shields, Chair of the CCSNH Board of Trustees

The Community College System of New Hampshire (CCSNH) is a diverse, dynamic higher education

Welcome from Dr. Susan D. Huard, Interim Chancellor of the CCSNH

Dear Colleagues,

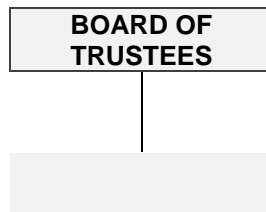
The Community College System of New Hampshire plays an important role in New
+ D P S V K L U H ¶ V H F R Q R P \ D Q G F R P P X Q L W \ O L I H D F U R V V W K H V W D W
economic access and opportunity, being responsive to the changing needs within our state, and
sustaining a high-quality academic experience for students of all ages, backgrounds, and aspirations
across the state.

Our success in meeting these goals is a result of the contributions made by each employee
in our statewide system of community colleges. CCSNH and the State benefit greatly from the

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

SECTION 3 GOVERNANCE

A. Administrative Structure



Career & Technical Directors, Students, Alumni, and the General Public. Additional ex-officio members include the Governor of the State of NH, the Presidents of each Community College, the CCSNH Chancellor, the Commissioner of the NH Department of Resources and Economic Development, the Commissioner of the NH Department of Education, and the Commissioner of the NH Department of Employment Security.

The Board operates through a committee structure, with defined areas of committee

As part of the formal performance evaluation process, the supervisor will meet with

SECTION 5 GENERAL EMPLOYMENT EXPECTATIONS

A. Professional Responsibility

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

B. Professional Conduct

It is expected that all individuals representing the CCSNH will conduct themselves ethically, honestly, and with integrity. Employees must transact CCSNH business in compliance with all federal, state, and local laws and regulations related to their positions and areas of responsibility, act in good faith, comply with regulatory and policy requirements, and adhere

and points of view. It is essential to prevent disruption and permit the efficient and effective operations of the CCSNH that such expressions of ideas or points of view be conducted in a climate of mutual respect, with due regard for the rights of others.

Every member of the CCSNH community has the same rights and freedoms as other citizens. However, when communicating externally, CCSNH employees should take care to clarify that they are not speaking on behalf of the CCSNH unless they are explicitly authorized to do so in their official capacity on a particular subject.

5. Gifts and Gratuities - To avoid the undue influence in decisions related to contractual relationships with vendors and others, the acceptance of any material gift, gratuity, money, or services or goods of \$25 or greater, from a vendor currently doing business with the CCSNH or one of its colleges, or one seeking to do so is prohibited. If questions arise about a proposed gift or gratuity, the proposed recipient should seek advice from the CCSNH Office of Human Resources or CCSNH General Counsel.
6. Internal Controls ±Internal controls are a keystone to sound business practices. Internal controls are critical to ensure efficient operations, strong fiscal management, accurate financial reporting, asset protection, and compliance with laws and regulations.
7. Political Advocacy ±Any participation in a political process is to be undertaken as an individual ±not as a representative of the CCSNH or its colleges. It is expected that advocacy for a college, System Office, or CCSNH will only occur when you are specifically designated and authorized to do so.
8. Obligation to Report Suspected Violations ±, W LV HYHU\ HPSOR\HH¶V REOLJ suspected instances of fraud, waste, abuse or violations of laws, regulations, or of System and/or college policies and procedures. Depending upon the nature of the YLRDOWLRQ UHSRUWV PD\ EH GLUHFHWG WR WKH HPSOR\ Director of Internal Audit, the Associate Vice Chancellor of Human Resources, the Associate Vice Chancellor of Finance, the Chancellor, or the CCSNH Fraud Hotline at 888-571-8826. Calls to the Hotline are anonymous and non-traceable. Callers will never be asked to identify themselves. Examples of situations that may warrant reporting include personal use of CCSNH vehicles, equipment, or supplies; falsification of official documents; contract fraud; conducting personal business on CCSNH time; inappropriate expenditures; waste of resources; destruction or misuse of CCSNH resources; and gross neglect of duty.
9. Safeguarding/Protecting Assets ±3 URWHFWLQJ &&61+ DVVHWV LV D SDU whether the assets be tangible (ex. inventory, buildings, equipment, & vehicles) or intangible (ex. marketing materials, student or employee lists, course materials, or computer software). Such assets belong to the CCSNH and may not be used for personal benefit in any way.
10. Social Media ±CCSNH or college pages on online social networks (i.e., MySpace, Facebook) are intended to provide the CCSNH or college community with a venue to share information. When participating in a CCSNH or college social networking site, it is expected that you will exercise professionalism, appropriate judgment, and restraint, show respect for the opinion of others, and not subject the CCSNH or college to public embarrassment or negative attention.

As a supervisor or administrator, participating in non-work-related (personal/private) social networking sites that encourage ³ E H F R P L Q J I U S C I A O N E A C T I O N S U with a

person you supervise or who is under your administrative direction is strongly discouraged. Such interaction with students is also strongly discouraged. A supervisor or administrator who becomes

For the purpose of administering this policy, a relative is considered to be a spouse or domestic partner, parent, child, child of a domestic partner, sibling, grandparent, grandchild, aunt, uncle, niece, nephew, cousin, in-law, RU SHUVRQ V UHVLGLQJ LQ WKH H household.

G. Smoking

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

Non-exempt personnel include clerical, technical, and maintenance staff who are paid by the hour and are considered non-exempt under the Federal wage and hour laws. These wage and hour laws require the payment of overtime to non-exempt (hourly) employees for any hours worked in excess of forty (40) hours within the work week. Overtime pay for non-exempt staff shall be calculated at the rate of time and one-half (1.5x) the regular hourly rate for all hours worked in excess of 40 hours per week.

Overtime pay shall be calculated at the rate of time and one-half (1.5x) the regular hourly rate for all hours worked in excess of 40 hours being worked.

maximum of \$300,000, but no less than a \$25,000 minimum, the cost of which is fully paid for by the CCSNH.

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

B. Retirement Benefits

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

C. Leave (Time Off) Benefits

1. Holidays ±CCSNH recognizes eleven paid holidays per calendar year. The CCSNH calendar year holidays include 1 H Z < H D U ¶ V ' D \ 0 D U W L Q / X W K H U . L Q J - Presidents ¶ Day, Memorial Day, Independence Day, Labor Day, Veterans ¶ Day, Thanksgiving Day, day after Thanksgiving, Christmas Day D Q G W K H & K D Q F, H O O R U which shall be designated annually. The designation of holidays and processing of holiday pay will be processed in accordance with CCSNH policy.

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

A full-time salaried (exempt) employee who works on a calendar holiday may take another scheduled workday off. When an hourly (non-exempt) employee works on a calendar holiday, he/she shall receive payment for the holiday at his/her regular rate of pay and in addition, be paid at the rate of time and one half for hours actually worked on the holiday.

A full-time hourly (non-

annual leave. Annual leave for a full day absence shall be utilized 8.0 hours as determined by the work schedule of the position.

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

4. Sick Leave for Full-time Employees - Sick leave affords employees protection against lost income from absences due to illness or injury, and full-time year-round (12 months) employees shall accrue sick leave based on time worked, pursuant to the formulas below. Sick leave is not intended to supplement other forms of leave. Sick leave accrual shall be calculated on a bi-weekly basis and shall be credited on the last day of the pay period. Eligibility to accrue sick leave is contingent upon the employee being on a paid status for the entire bi-weekly pay period. Sick leave is not earned in pay periods during which the employee was on an unpaid status for 8.0 hours or more.

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

Use of Sick Leave - Accrued sick leave may be used for absences due to personal illness or injury, medical and dental appointments with prior approval; care to an ill or injured family member. Full-time exempt (salaried) employees will utilize sick leave in increments of one (1) hour or more for partial day absences; an absence less than one (1) hour does not require the utilization of accrued sick leave. Sick leave for a full day absence shall be utilized 8.0 hours as determined by the work schedule of the position. The CCSNH may place an employee on sick leave when, in the opinion of management, the employee is not fit for duty.

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

To request a medical leave of absence without pay, the employee must provide medical documentation that clearly designates his/her medical condition, the probable duration (start and end date) of the absence from work, and the expected date of return to work. Additional medical documentation shall be required if the employee is

the Comprehensive Student Services fee and Academic Instruction fee. The employee tuition benefit shall be processed in accordance with CCSNH policies and procedures.

- (b) Tuition Benefit for Dependents of CCSNH Employees - Pursuant to NHRSA 188-F:15, as amended, the dependents of eligible full-time employees may enroll in any of the regular credit courses offered by a CCSNH college at a 50% tuition discount of the current in-state tuition rate. This benefit is not cumulative; that is, if both parents are employed on a full-time basis by the CCSNH, one-half (50%) of the current in-state tuition for their dependent child or children must be paid. The dependent tuition benefit shall be processed in accordance with CCSNH policies and procedures.

5. Professional Development

- (a) Tuition Reimbursement - CCSNH institutions may use institutional funds to reimburse eligible employees for tuition costs associated with job-related credit coursework completed in a satisfactory manner at a regionally accredited, degree-granting college or university. Tuition re

B. Time and Attendance Records

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

RULJLQDO PDWHULDO 1R PDWHULDO UHIOHFWLQJ DGYHUVH
to any disciplinary action shall be placed in the personnel file until the employee has been given a copy or notified of the material.

SECTION 11 PROBLEM RESOLUTION

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

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

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

For unresolved problems or concerns, voluntary mediation may be an effective option. Working with the parties in disagreement, the Human Resource Office is available and will arrange such a process WKURXJK WKH & 6 1 + ¶ V (\$ 3 SURYLGHU

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

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

SECTION 12 SEPARATION FROM EMPLOYMENT

A. Separation from Employment

The employment of HDFK HPSOR\HH LV 3DW ZLGOW ZLVOGH IHLQSIGRER HQ
means an individual has the right to terminate his/her employment at any time for any reason and the CCSNH has the same right.

It is expected that administrative, managerial, and professional (exempt) staff will provide at least thirty (30) calendar days advance notice of their intention to resign. Non-exempt (hourly) staff shall provide at least two weeks written notice of their intention to resign. Individuals who have tendered their resignation should not plan to use vacation or other forms of unused leave during the notice period. Such notice should be submitted in writing

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

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

B. Retirement

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

C. Reduction in Force

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

D. Discipline and Involuntary Termination

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

E. Exit Interviews

An exit interview is a valuable information exchange that provides the employee with important information about benefits at the time of separation and provides source of information to assist the CCSNH in improving employee morale, job satisfaction, and working conditions. The L Q V W L W X W L R Q \ V + X P D Q 5 H V R X U F H V 2 I I L P r i o r t o L O O F W K H H P S O R \ H H \ V O D V W A G O p r i o r t o t h e P e r i o d R e v i e w C a l CCSNH property that may have been issued to the employee must be returned.

F. Benefits upon Separation

Normally, the last day of the month of the H P S O R \ H H CCSNH of work is the last day of medical and dental benefit coverage through the CCSNH. The Human Resources Office

the provisions of COBRA Z L O O P D L O H G W R W K H H P S O R \ H H E \ W K H & & 6 1
The handling of benefits including leave benefits at the time of separation shall be processed

Appendix A

DEFINITIONS

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

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

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

Compensatory Time: Earned

Appendix B

Payment of Sick Leave Upon Separation of Employment Due to Layoff
Effective July 1, 2021 ± June 30, 2023

Effective July 1, 2021 through June 30, 2023, upon separation of employment due to layoff the provisions of Section 8.C.4, Payment of Sick Leave shall be amended to the following:

Should it become necessary for CCSNH to lay off a full-time confidential employee from active service (employment) for any or no reason, the employee will receive a payment equal W R R I W K H D P R X Q W R I D F F U X H G V L F N O H D Y H U H P D L G
However, the total number of days eligible for payment shall not exceed ninety (90) days.