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• Nov. 19, 2013: Updated references to probationary period pursuant to legislation (HB 834).
• June 16, 2014: Updated references to grievance policy pursuant to legislation (HB 834).
Welcome from Chancellor Carol Folt

Welcome to Carolina! We’re pleased that you have chosen to join one of the nation’s top public universities. Being part of this great University means more than simply having colleagues and co-workers – joining our community makes you a valued member of the Carolina family.

Great public universities like UNC-Chapel Hill are the best investment in our nation’s future. They educate the majority of college graduates, and produce the research and ideas that will improve lives, open doors, and be a force for good in the world. As a new employee, you join a group of committed individuals who work to make a difference in people’s lives through teaching, research and public service.

Our passion for learning and creating new knowledge and our commitment to excellence are evident in every aspect of University life. This is a very special place, and we take great pride in studying and working at the institution that invented public higher education in the United States.

Congratulations, and thank you – in advance – for your ideas and good work, and your commitment to making our campus community better every day.

Carol Folt
Chancellor

“Hark the sound of Tar Heel voices
Ringing clear and true
Singing Carolina’s praises
Shouting N.C.U.”
Welcome from the Office of Human Resources

No matter what role you’ve been hired to fill here at Carolina, you’re now part of a thriving, exciting place to work. We hope you’ll become involved with the many activities on campus and take advantage of the wide range of resources, programs and events that can enhance your connection to campus.

This handbook provides an overview and introduction to our policies and programs – information that will be important to your employment at Carolina. Please take some time to familiarize yourself with these resources and to prepare yourself for a successful employment experience.

If you need more detailed information about any of the issues outlined in this handbook, we encourage you to talk with your supervisor or HR representative, explore our website or contact the Office of Human Resources for assistance.

We hope that you take pride in being a part of Carolina – both our storied history and our bright future.

Welcome aboard!

—Hark the Sound
UNC-Chapel Hill’s alma mater
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About Carolina

As an employee of The University of North Carolina at Chapel Hill, you’re part of one of America’s leading public universities and the flagship institution of the University of North Carolina system. Carolina prides itself on a strong, diverse student body, academic opportunities not found anywhere else, a value unmatched by any public university in the nation, and a faculty and staff community that is the foundation of our academic excellence.

The Board of Trustees oversees the University’s operations, with specific responsibilities and duties vested in the Chancellor, the Executive Vice Chancellor and Provost, and the various deans and vice chancellors of the University.

Mission

The University’s mission was adopted in November 2009 following approval by the UNC System Board of Governors. It is based on Carolina’s guiding principles of teaching, research and public service.

The University of North Carolina at Chapel Hill, the nation’s first public university, serves North Carolina, the United States and the world through teaching, research and public service. We embrace an unwavering commitment to excellence as one of the world’s great research universities.

Our mission is to serve as a center for research, scholarship and creativity and to teach a diverse community of undergraduate, graduate and professional students to become the next generation of leaders. Through the efforts of our exceptional faculty and staff, and with generous support from North Carolina’s citizens, we invest our knowledge and resources to enhance access to learning and to foster the success and prosperity of each rising generation. We also extend knowledge-based services and other resources of the University to the citizens of North Carolina and their institutions to enhance the quality of life for all people in the State.

With lux, libertas — light and liberty — as its founding principles, the University has charted a bold course of leading change to improve society and to help solve the world’s greatest problems.

History and Traditions

The University of North Carolina at Chapel Hill was the nation’s first state university to open its doors and the only public university to award degrees in the 18th century. Authorized by the N.C. Constitution in 1776, the University was chartered by the N.C. General Assembly Dec. 11, 1789, the same year George Washington first was inaugurated as president. The cornerstone was laid for Old East, the nation’s first state university building, on Oct. 12, 1793. Hinton James, the first student, arrived from Wilmington, N.C., on Feb. 12, 1795.
The University's beginnings are still celebrated annually each Oct. 12 as University Day, with a celebration recognizing faculty, staff, alumni and students, and distinguished speakers.

The school colors of light blue and white were first used around 1800 to distinguish between members of the Dialectic and Philanthropic literary societies. Throughout the nineteenth century, students were required to be members of either the Di or the Phi. The Di’s color was light blue, and the Phi’s was white.

At University commencements, balls, and other social events, the student officials, managers, and marshals wore the color of their society, blue or white. Because the Chief Marshal or Chief Ball Manager represented the whole student body, not just his society, he wore both colors.

When the University fielded its first intercollegiate athletic teams in 1888, the question of what colors to wear had already been answered. Light blue and white had come to symbolize membership in the University, not in a single society.

The University’s nickname of Tar Heels (remember – it’s two words, not one), which also applies to North Carolina citizens, has at least two possible origins. One story hails back to the Revolutionary War and the troops of British General Cornwallis. After fording a river in eastern North Carolina, the British troops discovered their feet covered with tar, a product of North Carolina’s abundant pine trees and one of the state’s most important exports at the time. Some say the clever North Carolinians dumped it in the river to slow down the invading army. The British were said to have observed that if you waded in North Carolina rivers, you would get tar on your heels.

Another explanation comes from the Civil War. A group of North Carolina soldiers scolded their comrades for leaving the battlefield when things got tough. The soldiers threatened to stick tar on the heels of the retreating soldiers to help them stay in the battle. General Robert E. Lee is said to have commented “God bless the Tar Heel boys!” Whatever the reason for the name, our students and sports teams have long worn it with pride.

**Facts and Figures**

UNC-Chapel Hill is regularly listed prominently in national rankings for categories including academic quality, affordability, diversity, engagement, sustainability and international presence. Carolina offers bachelor’s, master’s, doctoral and professional degrees in academic areas critical to North Carolina’s future through its 14 schools and the College of Arts and Sciences.

**The UNC System**

UNC-Chapel Hill is one of the 17 constituent institutions of the University of North Carolina system. Headquartered in Chapel Hill, the system office (known as General Administration, or GA) directs 16 public universities, and the NC School of Science and Mathematics. The system is overseen by the UNC Board of Governors (appointed by the NC General Assembly), as well as the UNC system president and other senior administrative officers.
**About this Handbook**

This employee handbook has been prepared by the University’s Office of Human Resources (OHR) to provide basic information about personnel policies and programs, as well as general information about the University. Its purpose is to answer frequently asked questions, and to describe what it’s like to work at UNC-Chapel Hill.

**Finding More Information**

If you need additional information or have questions about any aspect of your employment, please talk directly with your supervisor or your unit’s HR representative. Each school and division, and many departments, have HR representatives that serve as OHR’s liaisons in individual work units. If your supervisor or HR representative can’t answer your questions, contact the Office of Human Resources.

**Contacting OHR**

If you have questions about the topics in this handbook, or any HR-related policies or programs, please contact the Office of Human Resources for assistance. You can contact OHR in several ways:

- Use our online contact connection tool, http://hrconnect.unc.edu. At this site you can choose from a list of specific topics, select your department, and find the specific person you’ll need to speak with (or their backup).
- View the staff directory on our website, http://hr.unc.edu (keyword: directory)
- Email hr@unc.edu
- Call our main line, 919-843-2300

Throughout this handbook, the abbreviation OHR is used in conjunction with various units of the Office of Human Resources. The contact information above can be used for any OHR unit.
Disclaimer

This handbook is for SPA employees of the University of North Carolina at Chapel Hill. The information contained here is not a contract and is subject to change, at any time, with or without advance notice. Explanations in this handbook cannot alter, modify or change the controlling statutes, regulations or policies in any way, nor can any right accrue by reason of any inclusion or omission of any statement in this handbook. OHR provides this information solely as a service and convenience to employees at the University, as an overview of University policy. Complete policy information is located online at hr.unc.edu, or by contacting the Office of Human Resources or the department in charge of the policy in question, as appropriate.

The policies included in this handbook can be modified by the University at any time, with or without advance notice. The most recent information will always be located on the OHR website, and the most recent version of this handbook will be located online at http://hr.unc.edu (keyword: SPA handbook).
General Information

Alert Carolina

The alertcarolina.unc.edu website is the go-to source for information in an immediate life-threatening or serious situation involving safety on the UNC-Chapel Hill campus. In an emergency, the University will post safety-related announcements at this site, along with updates and resource information. Remember that it may take time in an emergency for authorities to investigate the situation, verify the facts and provide the campus with instructions. Do not call 911 or the University’s Department of Public Safety for general information. This website will provide new details as quickly as possible.

In the event of an emergency, there are two additional means to notify employees and students: sirens across campus, which will sound only if there is a significant emergency or immediate threat to the health or safety of people on campus – such as an armed and dangerous person on campus, major chemical spill or a tornado warning issued for Chapel Hill and Carrboro; and a text message service that faculty, staff and students are encouraged to register for. The University also sends informational emails if an event is not an emergency and does not pose an immediate threat to the campus community, but is of significant interest to the campus.

To register your cell phone to receive text messages from the University, you must have an Onyen. Registration details are available at alertcarolina.unc.edu (see header: Register your cell phone).

More information: alertcarolina.unc.edu

Campus Directory

Every University employee is listed in the online campus directory (directory.unc.edu). Soon after your employment begins, basic information about you (such as your name, department, and work location) is automatically entered into the directory. You can change this information or add to it on the campus directory website. You can also choose to make certain information private, such as your home address. However, because you are a state employee, your name and work location is expected to be publicly available. (More information is available in the “Public Personnel Information” section.)

You should log in to the campus directory and update your home address within the first week of employment so that your information can be correctly transmitted to benefit vendors. Many benefit vendors will send information directly to your home.
You can also register your cell phone to receive Alert Carolina text messages (see above) at the campus directory website.

*More information: dir.unc.edu*

**Campus Sustainability**

The campus Sustainability Office ensures that Carolina is environmentally and ecologically friendly. In 2001, UNC-Chapel Hill became the first university in North Carolina to hire a full-time sustainability coordinator. The Sustainability Office oversees a number of sustainability initiatives involving staff, faculty and students as well as ongoing efforts to engage and educate the campus community, and promotes ecological integrity, economic prosperity and social equity across the campus.

*More information: sustainability.unc.edu*

**Departmental Requirements**

While the University has certain requirements for all employees, each department has the ability to put specific work rules and procedures in place that relate to the department’s specific business needs. Your supervisor will inform you of any departmental requirements that affect your position. These departmental requirements may include completing certain training (for example, HIPAA and/or FERPA training), signing a departmental confidentiality form, working a specific schedule, and other legitimate business requirements. Employees in research-related positions may also have special training requirements (for example, conflict of interest, or COI, training). If you have questions, talk with your supervisor.

**Job Categories**

There are a couple of terms you’ll often see over the course of your employment at Carolina: SPA and EPA. Both of these relate to the State of North Carolina Human Resources Act (formerly known as the State Personnel Act), and define the different kinds of employment at UNC-Chapel Hill. SPA employees are Subject to the Personnel Act, and are commonly known as “staff” employees. EPA employees are Exempt from the Personnel Act and are members of one (or both) of the following groups: EPA Faculty (professors, assistant professors, etc.) and EPA Non-Faculty (including Senior Academic and Administrative Officers, research, and instructional employees).

Different SPA positions may have different conditions of employment, depending on the classification of the position, the role of the position in the employing department and specific position responsibilities. You received the Conditions of Employment document (CoE) that applies to your position at your orientation session.

The Fair Labor Standards Act (FLSA) applies to all SPA positions. This federal law governs the way you are paid for your work – either on an hourly or salaried basis. FLSA divides positions into two groups – those that are exempt from the act (salaried), and those that are non-exempt (hourly paid). Employees who are FLSA non-exempt and work more than 40 hours in one week must be paid overtime, either at the premium rate of time-and-a-half in wages, or in paid time off (comp time), at the discretion of the department. FLSA exempt employees do not earn overtime or comp time.

The FLSA is federal legislation, and the terms “exempt” and “non-exempt” used in regard to how you are paid for your work refer to the FLSA, and not North Carolina’s State Human Resources Act. If you don’t know whether your position is designated as exempt or non-exempt, ask your supervisor or HR representative.

*More information: hr.unc.edu (keyword: wage-hour)*
Parking

Parking on campus is limited, and each department has guidelines on employee parking eligibility. Your supervisor or your department’s parking coordinator will assist you in getting a permit or finding an alternative parking option. Permit costs are based on a sliding scale relative to your annual salary, and are automatically deducted from your paycheck.

If parking is not available or if you choose not to purchase a permit, there are multiple options open to you. Park and ride lots, free Chapel Hill Transit buses, ridesharing, and other commuter alternatives are readily available. Most of campus is easily accessible for bicycle riders as well.

More information: www.dps.unc.edu

Pay Periods/Paychecks

SPA employees are paid on Fridays on a bi-weekly cycle, 26 times each year. You are required to enroll for direct deposit and to have your checks electronically deposited in your bank account.

More information: payroll.unc.edu

Person ID (PID)

You were assigned a Person ID (PID) number when you were hired. This is your individual identification number and is used wherever possible instead of your Social Security number. Your PID is on the CoE document that you received on your first day of employment, and is also shown on your UNC OneCard (see below).

More information: pid.unc.edu

Onyen (Only Name You’ll Ever Need)

Your Onyen is your unique computer identification at the University, and you can use it to gain access to various electronic resources on campus. It is associated with your PID, and has its own password. For security reasons, your Onyen password must be changed every 90 days.

When you change your Onyen password, you will also have the opportunity to confirm your Alert Carolina status and phone number for text messages.

While some departments and systems may have different user IDs, many campus systems use the Onyen for access.

More information: onyen.unc.edu

Safety Requirements

UNC-Chapel Hill is committed to providing a safe and healthful environment for all persons associated with the University, including permanent and temporary faculty, staff, students, visitors, volunteers and members of the Chapel Hill community. Every employee is responsible for their personal health and safety requirements, as well as the protection of fellow employees and the public.

The University’s Environment, Health and Safety Department (EHS) is responsible for overseeing and providing safety training for all employees. A variety of online training is available based on your work environment and position needs. Your supervisor can help you determine whether specific training modules are needed. Instructor-led training and self-study programs in certain areas are also available.
While safety training is required for all new employees, your position may also require annual training or topic updates. Your supervisor will let you know if this is required for your position.

More information: ehs.unc.edu

**UNC OneCard**

Your UNC OneCard is your official University identification card. All employees and students have one, and you should carry yours with you. Depending on your job and department, your OneCard may be used for building access, identification and other uses.

Your OneCard can also be used as a library card on campus, for recreation privileges at campus locations (additional fee required) and for purchases at Student Stores and Carolina Dining locations, which are then deducted from your paycheck each payday (pre-registration required). Your PID is also conveniently printed on your OneCard. Your OneCard is the property of the University and must be returned to your department on your last day of employment.

More information: onecard.unc.edu

**Workplace Dress**

In general, employees are expected to wear business attire appropriate to their role at the University. However, your department may have certain requirements – such as a uniform, lab coat, safety-required apparel or equipment, or other special needs – or allow business casual dress. Talk with your supervisor to determine what your department considers appropriate workplace dress.
University Policies to Know

Campus Policies Website

The campus policies website provides a central location for most campuswide policies. It is located on the University’s main website, www.unc.edu. From this single location you can find policies on conduct, discrimination and harassment, human resources, campus life, research, finance, and other areas. In addition, the OHR website offers detailed information on policies dealing with employment, employee relations, classification and compensation, benefits, and other aspects of your employment with the University.

More information: www.unc.edu/campus/policies

Policy on Prohibited Harassment & Discrimination

The University is committed to providing an inclusive and welcoming environment for all members, where decisions affecting employment and education are based on an individual’s abilities and qualifications. Because of this commitment, and in accordance with all applicable laws, it is the University’s policy to offer access to educational programs and activities and to employment terms and conditions without regard to race, color, gender, national origin, age, religion, creed, genetic information, disability, veteran’s status, sexual orientation, gender identity or gender expression1 (otherwise known as “protected status”).

This means that, based on University policy, only relevant factors are to be considered in decisions relating to education and employment, and that performance and conduct standards are applied consistently, without regard to any of the above protected statuses.

The University recognizes the rights of all members of the University community to learn and work in an environment that is free from harassment and discrimination based on their protected status as described above. Any harassment or discrimination of University students and employees, including permanent and temporary faculty, EPA non-faculty, SPA employees, post-doctoral scholars, and student employees, is prohibited.

This policy also prohibits retaliation against an individual who in good faith uses the procedures described in the policy and/or participates in any investigation related to an allegation of prohibited harassment or discrimination.

1The University’s policy prohibiting discrimination on the basis of sexual orientation, gender expression and gender identity does not apply to the University’s relationships with outside organizations, including the federal government, the military, ROTC and other employers.

More information: www.unc.edu/campus/policies/harassanddiscrim.pdf
Adverse Weather Policy

The Adverse Weather policy provides leave to SPA employees when the University is closed due to inclement weather, when you cannot report to work due to inclement weather or when you must stay home to care for your children because schools are closed due to inclement weather. For University closings, you receive paid leave. If the University remains open, you can use available vacation leave or accumulated paid time off (PTO) – such as compensatory (comp) time – to cover the absence. You can be advanced paid leave to cover the absence, which must be “made up” within one year. See the policy (link below) for details on how time can be made up.

To determine the current adverse weather status of the University, call the Adverse Weather and Emergency Phone Line at 919-843-1234 to hear a recorded message. During adverse weather incidents, status updates will also be communicated on the University’s homepage at http://www.unc.edu. You can also tune in to local news reports. Remember, though, that announcements of state government closings do not include the University. UNC-Chapel Hill will have a separate listing.

Depending on position requirements, some employees may be designated as “emergency employees.” Emergency employees must report to work even if the University is closed and receive hour-for-hour time off for each hour worked during the closing, known as “Adverse Weather Equal Time Off.” This time must be used within one year or it is forfeited. Your supervisor will inform you if your position is designated as “emergency.”

More information: hr.unc.edu (keyword: adverse weather)

Americans with Disabilities Act and Veterans’ Policies

The University of North Carolina at Chapel Hill as a federal contractor maintains an Equal Opportunity and Affirmative Action Program for Individuals with Disabilities. Under this program the University will not discriminate against any employee or applicant for employment because of a physical or mental disability or because he or she is a disabled veteran, veteran of the Vietnam Era or other qualified veteran in regard to any position for which the employee or applicant for employment is otherwise qualified. The University agrees to take affirmative action to employ, advance in employment and otherwise treat qualified disabled individuals, qualified veterans and veterans of the Vietnam Era without discrimination based upon their disability or veteran’s status in all employment practices. The University will recruit, hire train and promote persons in all job titles, and ensure that all other personnel actions are administered, without regard to disability or veteran’s status; and ensure that all employment decisions are based only on valid job requirements.

In accordance with the Americans with Disabilities Act (ADA) and state law, the University has also established a Reasonable Accommodations in Employment Policy. Under this policy the University will provide reasonable accommodations in employment to qualified individuals with disabilities, unless the accommodation would impose an undue hardship on the operation of the University’s business or would change the essential functions of the position.

A campus accessibility map is available at maps.unc.edu.

More information: equalopportunity-ada.unc.edu

Policy on Illegal Drugs

You are responsible, as a North Carolina citizen, for knowing about and complying with the provisions of North Carolina law that make it a crime to possess, sell, deliver or manufacture those drugs designated collectively as “controlled substances” in Article 5 of Chapter 90 of the NC General Statutes. Any member of the University community who violates that law is subject both to prosecution and punishment by the civil authorities and to disciplinary proceedings by the University, up to and including dismissal.
UNC-Chapel Hill provides information about drug counseling and rehabilitation services that are available to members of the University community through campus-based programs and through community-based organizations. Persons who voluntarily take advantage of University services are assured that applicable professional standards of confidentiality will be observed.

More information: www.unc.edu/campus/policies-illegal_drugs.html

Fireworks, Firearms and Other Weapons

It is a felony, punishable by fine and/or imprisonment, to possess or carry, openly or concealed, any gun, rifle, pistol, or other firearm of any kind, or any dynamite cartridge, bomb, grenade, mine, or powerful explosive on the University campus, in any University-owned or operated facility, or at a curricular or extracurricular activity sponsored by the University.

It is a Class 1 misdemeanor, punishable by fine and/or imprisonment, to possess or carry any BB gun, stun gun, air rifle, air pistol, bowie knife, dirk, dagger, slingshot, leaded cane, switchblade knife, blackjack, metallic knuckles, razors and razor blades (except for personal shaving), fireworks, or any sharp-pointed or edged instrument (except instructional supplies, unaltered nail files, and clips and tools used solely for preparation of food, instruction, and maintenance) on the University campus or in any University-owned or operated facility.

Violation of the above policy will be cause for disciplinary action, up to and including dismissal and/or legal action.

More information: www.unc.edu/ugradbulletin-appendix.html#fireworks

Improper Relationships between Students and Employees (“Amorous Relationships”)

The University prohibits its employees from having an amorous or sexual relationship with any students they evaluate or supervise by virtue of their teaching, research, administrative or other employment responsibility. Such relationships are also prohibited between employees and students who are minors below the age of 18. Employees may not supervise or evaluate students to whom they are related by blood, law or marriage.

If you know of or reasonably suspect an improper relationship, notify your supervisor or department head immediately. If you are uncomfortable doing so, notify your OHR Employee & Management Relations Consultant at 919-843-3444.

More information: hr.unc.edu (keyword: improper relationship)

No Smoking Policy

The University is dedicated to maintaining a healthy work and learning environment. Smoking is prohibited inside all University-owned and-operated facilities. Smoking is also prohibited in state-owned vehicles and in the outdoor areas controlled by the University, up to 100 feet from any University facility. A map is available at http://ehs.unc.edu/healthy/docs/smoking_map.pdf. This policy applies to all employees, visitors, patients and students.

The University supports employees’ efforts to quit smoking and offers resources for smoking cessation on the Environment Health and Safety Department website (http://www.ehs.unc.edu).

Any University employee who violates the no smoking policy should be reminded of the policy and asked to comply by putting out the lighted tobacco product. If an employee refuses to comply with the policy, notify the immediate supervisor of the noncompliant employee. The immediate supervisor will follow-up to remind the employee about the policy and available resources. Continuing violations may also result in appropriate corrective action under the applicable disciplinary policy.
Additionally, the Department of Public Safety may issue citations to anyone who violates this policy.

More information: www.unc.edu/campus/policies/no_smoking_policy.htm

Obligation to Report Crimes or Suspicious Events

Everyone in the Carolina community has a vested interest in ensuring that our campus is a safe and secure environment. If you witness a crime or any suspicious activity, you have a responsibility to report that situation to the appropriate campus authority.

- Crimes in progress should be reported to UNC Public Safety by calling 911.
- Suspicious activity can be reported to UNC Public Safety at 919-962-8100, to your supervisor or other member of management in your organization, or to the OHR Employee & Management Relations unit at 919-843-3444 (during business hours).

If any employee reasonably suspects a child has been abused or neglected by a parent, guardian or caregiver, under North Carolina law, there is an additional obligation to report that suspicion to a county department of social services. The telephone number of the Orange County Department of Social Services is 919-249-2800 or 919-968-2000. Its web address is http://www.co.orange.nc.us/socsvcs/child_protective_services.asp.

According to Orange County’s website, “[r]eports of abuse and neglect are accepted 24 hours a day including weekends and holidays. If you are reporting a suspected case of abuse after hours, please call 911 and ask for the on-call social worker.”

If there is a suspicion or observation of a child being harmed by anyone, Public Safety should be contacted by dialing 911. In addition, if the report involves another University employee, a report should also be made to the University’s Equal Opportunity/ADA Officer, Ann Penn (919-966-3576).

Under North Carolina law, persons who make reports to the county department of social services in good faith are immune from civil or criminal liability. Additionally, the University’s policy against retaliation also applies to this reporting.


Campus Safety Report

The University is committed to ensuring a safe and secure environment for all members of the campus community. UNC-Chapel Hill’s annual security report is available online at the Department of Public Safety website or as a hard copy by request to the Department of Public Safety (DPS). The report, required of all universities by federal law, discusses crime statistics, procedures for reporting suspicious or criminal activity, security, police authority, crime prevention strategies, university policies on substance abuse and sexual offenses, workplace violence and fire safety.

More information: http://www.dps.unc.edu/securityreport/

Personal Use Policy

As University employees, and employees of the State of North Carolina, we must be aware of our actions and any effect these might have on the public trust. This means that use of University facilities, vehicles and equipment, including but not limited to, telephones, computers, fax machines and other supplies, should be for official purposes only.

The use of the University’s resources and services for non-official purposes is permitted only in compliance with the following criteria:
• The cost to the University must be negligible.
• The use must not interfere with a University employee’s obligation to carry out University duties in a timely and effective manner. Time spent engaged in the non-official use of University resources is not considered to be University work time.
• The use must in no way undermine the use of University resources and services for official purposes.
• The use neither expresses nor implies sponsorship or endorsement by the University.
• The use must be consistent with state and federal laws regarding obscenity, libel, or the like, and state and federal laws and University policies regarding political activity, the marketing of products or services, or other inappropriate activities.
• Users should be aware that internal or external audit or other needs may require examination of uses of University resources or services and should not expect such uses to be free from inspection.

In addition, Information Technology Services (ITS) at the University provides a series of policies and guidelines concerning acceptable use of the University’s electronic resources and data networks.

More information: financepolicy.unc.edu/105

**Political Activity**

Political activity by University employees is regulated by federal and state law and University policy. You may not use University funds, vehicles, equipment, supplies, or other resources in connection with partisan political activities. This includes the use of University electronic resources and mail services.

You cannot take any active part in managing a political campaign, campaigning for political office, or otherwise engaging in political activity while on work time. Also, you must not use your state position, state funds or state property for a partisan election.

More information: hr.unc.edu (keyword: political)

**Privacy of Electronic Information**

Appropriate use of University electronic resources includes instruction, research, service and the official work of the offices, departments, recognized student and campus organizations, and other agencies of the University, and as described above, incidental personal usage by faculty, staff and students. The University’s e-mail system, and all messages sent and received using that system, remain the property of UNC-Chapel Hill, and therefore is not “private” or “personal” to its employees. Electronic mail and other data stored on University computers may constitute a public record like other documents subject to disclosure under the North Carolina Public Records Act or other laws, or as a result of litigation. In addition, e-mail is not a secure form of sending sensitive information, and should not be used for the transmission of Social Security numbers, credit card numbers, or any other confidential or easily abused information.

More information: www.unc.edu/campus/policies/elec_info.html

**Protection for Reporting Improper Government Activities**

The University strongly encourages you to report to your supervisor, department head, or other appropriate authority any and all of the following: violation of state or federal law, rule or regulation; fraud; misappropriation of state resources; substantial and specific danger to the public health and safety; gross mismanagement, gross waste of monies, or gross abuse of authority.
Further, it is state policy that employees should be free of intimidation, harassment or fear of discharge from service when reporting matters of public concern, including offering testimony to or testifying before appropriate legislative panels.

More information: www.unc.edu/campus/policies/protect_report.html

Public Personnel Information

As a state employee, some of your employment information is considered public information. This information must be released upon request from any individual or organization. The following information is considered public and will be released without notification to you:

- Name
- Age (not date of birth)
- Date of original employment or appointment
- Terms of any contract by which the employee is employed, whether written or oral, past and current, to the extent that the agency has the written contract or a record of the oral contract in its possession
- Current position
- Title
- Current salary
- Date and amount of each increase or decrease in salary at the University
- Date and type of each promotion, demotion, transfer, suspension, separation, or other change in position classification at the University
- General description of the reasons for each promotion at the University
- Date and type of each dismissal, suspension, or demotion for disciplinary reasons. If the disciplinary action was a dismissal, this also includes a copy of the written notice of the final decision of the head of the department setting forth the specific acts or omissions that are the basis of the dismissal
- Office or station to which the employee is currently assigned (this includes work-related contact information, such as department address, department telephone and fax numbers, and e-mail address)

Information not specifically listed above is considered confidential under state law, and is released only as explicitly authorized by the North Carolina Human Resources Act.

More information: hr.unc.edu (keyword: personnel information)

Reporting of Criminal Convictions

The University is committed to ensuring a safe and secure environment for its faculty, staff, students, visitors, and others who may receive services from or have contact with University employees.

Therefore, you are required to report any criminal convictions or pleas that are acknowledgements of criminal responsibility within five days to your supervisor or the Office of Human Resources. Each report will be individually examined to determine its effect on your position, and to determine what action, if any, is required.

Convictions for routine traffic-related infractions (e.g., speeding, unsafe movement, improper equipment) are not required to be reported unless driving is a required part of your regularly assigned job duties.

More information: hr.unc.edu (keyword: convictions)
Workplace Violence Policy

For violent acts in progress or immediate threats: Call 911 (UNC Public Safety).
For potential threats: Call 919-843-3444 (OHR/Employee & Management Relations)

The University is committed to providing a workplace that is free from violence by establishing preventative measures, by holding perpetrators of violence accountable, and by providing assistance and support to victims. Workplace violence includes, but is not limited to, intimidation, bullying, stalking, threats, physical attack, property damage, or domestic and family violence. This includes acts of violence committed by or against University employees. Such incidents may also involve students, clients, visitors or vendors. An act of off-duty violent conduct may also be included under this policy. Any form of violence as defined in this policy may be cause for disciplinary action, up to and including dismissal, as unacceptable personal conduct.

More information: hr.unc.edu (keyword: violence)
Employment Information

Attendance and Work Schedules

Your job is important, and your co-workers and customers are depending on you. If you will be late or absent for any reason, notify your supervisor immediately.

The standard workweek at the University is a 40-hour week that begins on Monday and ends on the following Sunday. Full-time SPA employees typically work a 40-hour week, at eight hours per day (excluding meal period). Your work schedule, including starting and ending times and workdays, will be dependent on your duties and specific departmental business needs, and will be explained in detail by your supervisor.

More information: hr.unc.edu (keyword: wage-hour definitions)

Career Banding Classification System

Each SPA position is classified into one of the more than 160 position types that exist within the state personnel system. The classification process involves looking at the position description and then designating the best match of job family, branch, role and competency level. The University’s classification system is commonly known as “career banding,” because the classification process creates “bands” of different position types. Each group of positions also has an associated pay band (see “Compensation” section.)

Through this classification process, each position is associated with a set of specific competencies, or certain skills and abilities required to successfully perform the position. If the duties of the position change significantly, it can be reclassified to a more appropriate branch/role and/or competency level.

More information: hr.unc.edu (keyword: career banding)

Flexible Work Arrangements

Department management may use flexible work arrangements to meet the needs of both the department and employee. Departments are strongly encouraged to be as flexible as possible in allowing for alternative work schedules, but department management is ultimately responsible for setting work assignments and schedules based on the operational needs of the department. There are three major types of work arrangement flexibility -- flexible work hours, flexible work schedules, and flexible work locations.

Flexible hours are temporary changes in an employee’s regular work schedule to adjust for an unplanned or short-notice event, such as meeting a deadline or dealing with a home repair. Flexible schedules allow adjust-
ments to an employee’s regular work schedule on a recurring basis, such as meeting daycare or carpool schedules. Flexible locations are adjustments to the employee’s regular workplace to allow for specific needs.

More information: hr.unc.edu (keyword: flexible work)

**Internal Job Opportunities**

The University usually has open positions available. Employees who are interested in promoting or transferring into another position are encouraged to apply by checking the open positions listing at www.jobs.unc.edu and completing the online application process.

If selected, giving a minimum of two weeks’ notice to your current supervisor is the standard practice when moving into a new position. Therefore, if you accept a different position at the University, you are encouraged to discuss this with your current supervisor immediately to ensure as smooth a transition as possible.

**Layoff**

On occasion, the University has to end employment due to a reduction in force (layoff). A layoff might become necessary because of a reduction in work or funds, abolishment of a position, or other significant change in duties or organization. If you are notified of a layoff, you will be given a minimum of 30 calendar days of notice in advance of your last day. After the layoff is effective, you may continue to receive one year of employer contributions for employee health insurance coverage, as well as payout of vacation leave. You may also be eligible for up to four months of severance pay, based on total state service and/or age.

More information: hr.unc.edu (keyword: layoff)

**Leaving the University**

When you end your employment with the University, it’s important to understand how your benefits are affected and what is required for you to do at the end of your employment. A resource document is available on the OHR website that answers many of these important questions. In addition, you can also consult with your supervisor or HR representative. A confidential exit survey is available to provide feedback about your employment experience at the University.

More information: hr.unc.edu (keyword: leaving)

**Nepotism**

Family members or others who share a comparable relationship cannot occupy a position of influence over each other’s employment, promotion, transfer, salary administration or other related management decisions.

Applicants are required to disclose family members or closely affiliated persons working at the University, and identify their departments on the University employment application.

In addition, to avoid both the appearance and occurrence of inappropriate favoritism affecting work relationships, and in accordance with the University’s anti-nepotism policies, amorous relationships between supervisors and subordinates are prohibited. Amorous relationships between supervisors and subordinates exist when two persons voluntarily have sexual relations or are otherwise engaged in a romantic courtship.

If you know of or reasonably suspect an improper relationship, notify your supervisor or department head immediately. If you are uncomfortable doing so, notify your OHR Employee & Management Relations Consultant at 919-843-3444.

More information: hr.unc.edu (keyword: nepotism)
Other Employment Inside or Outside the University

You should notify your supervisor if you have another position (full- or part-time) either inside or outside the University. You may not accept paid outside employment that results in a direct conflict of interest or would compromise your role as a University employee, or if it would create an adverse effect on your primary position at the University. You are required to complete the appropriate form as noted below to request permission for outside work prior to beginning the work.

The University recognizes three types of outside employment, with different notification/approval needs:

- **Additional Employment** is work within the University, but outside your home department and regular work schedule. This may be due to specialized knowledge or abilities not readily available otherwise. Additional Employment requires approval by your department head, the head of the requesting department, and OHR Employment & Staffing prior to any work occurring. More information: hr.unc.edu (keyword: additional employment)

- **Dual Employment** is work for another state agency or university. This may be due to specialized knowledge or abilities not readily available otherwise. A Dual Employment request must be approved by your department head, the department head of the requesting agency/university, and OHR Employment & Staffing prior to any work occurring. More information: hr.unc.edu (keyword: dual employment)

- **Secondary Employment** is other employment outside of state agencies or universities. A request form must be submitted to your supervisor, who will assess any effects of your proposed secondary employment. If none exist, then your supervisor will sign the form. More information: hr.unc.edu (keyword: secondary employment)

Performance Management

The SPA performance management system ensures that you have clear expectations for your job duties and requirements, and that regular feedback is given on your performance in a fair and consistent manner.

The performance management cycle runs from June 1 through May 31 each year and includes four major areas: work plan, performance appraisal, employee competency assessment and development plan. However, supervisors are expected to provide feedback on your work performance throughout the year.

- The work plan shows how well your job duties are to be done to be considered satisfactory, in the form of several “principal functions,” or individual performance expectations. Your supervisor will develop or modify your work plan and discuss it with you at the beginning of your employment, each year at the beginning of the cycle, or if any significant changes are made during the year.

- The annual performance appraisal is completed each year at the end of the cycle, or by May 31. The review uses a five-point scale, and you will receive a rating for each individual principal function, as well as an overall rating. Your supervisor will schedule time to discuss your appraisal and answer questions.

- The annual performance appraisal also includes your employee competency assessment (ECA). This is a review of the competencies assigned to your position’s branch, role and competency level, and your supervisor’s evaluation of how well you have demonstrated those competencies. The ECA has a three-point scale and you will receive a rating for each individual competency, as well as an overall rating.

- Development activities for the coming year can be listed on the review form as well. A development plan is required if one or more principal functions are rated below the “Good” level.

- Your supervisor may also perform “mid-cycle reviews” within the performance year. Some departments require these. In addition, employees who received one or more ratings lower than “Good” on their annual performance appraisal are required to have at least one mid-cycle review the following year.

More information: hr.unc.edu (keyword: performance management)
Probationary Periods

As a new SPA employee, pursuant to legislation passed by the N.C. General Assembly in 2013, you have a probationary period of two years from your hire date. Employees in their probationary periods receive leave, total state service credit, retirement and health benefits. They are not eligible for severance pay or priority reemployment consideration.

More information: hr.unc.edu (keyword: probation)

Timekeeping and Time Information Management (TIM)

SPA non-exempt (hourly paid) employees are required to track their work time and leave use using the University’s Time Information Management (TIM) system. SPA exempt (salaried) employees are required to track only their leave in TIM. Your supervisor will show you the best way to access TIM and explain the requirements for entering time and leave. You are responsible for ensuring that your time and/or leave are accurately entered and tracked in TIM.

TIM will show your leave balances and any paid time off you have earned, including comp time. SPA non-exempt employees who are eligible for overtime or special pay will see that automatically flagged in TIM as well.

Each department has a TIM administrator who is responsible for ensuring the TIM system is properly used and maintained. If you have a question, talk with your supervisor or your department’s TIM administrator.


Total State Service and Creditable State Service

While you work for any state agency or university, you automatically accrue total state service. Total state service is used to determine your eligibility for longevity pay, vacation leave earnings, service awards and other programs.

You will also accrue creditable state service, which is the length of time you have made contributions to the Teachers’ and State Employees’ Retirement System (TSERS). This service time determines your eligibility for retirement and your pension amount. Accrued sick leave may be added to creditable state service when you retire.

More information: hr.unc.edu (keyword: state service)

Unpaid Volunteers, Interns and Visiting Scholars

The University recognizes that there are benefits gained from unpaid volunteers, interns and visiting scholars. To ensure campus safety and security, it is mandatory that persons serving in one of these roles for more than seven calendar days must be approved in advance by OHR Employment & Staffing and complete a request, waiver of liability and a criminal background check before beginning the assignment. This policy does not apply to paid positions, students, or to certain other groups. Current employees cannot perform unpaid work if the volunteer service is the same or similar as their paid job responsibilities.

More information: hr.unc.edu (keyword: volunteer)
Compensation

Career Banding Compensation System

Each job family identified by the state has an associated pay band. Each pay band is further broken down by branch/role and competency level. Pay bands are determined by the Office of State Human Resources (OSHR) on the basis of comparisons to similar positions in the same geographic area. Managers and supervisors are responsible for making fair and consistent compensation decisions and being able to explain those decisions. In general, compensation decisions are made on the basis of four pay factors:

- Financial resources, or available budget
- Appropriate market rate, or the pay rates for similar positions in the local, state or national markets
- Internal pay alignment, which considers pay rates of others in similar positions in your department
- Required competencies, or the requirements of the position applied to the position competencies as demonstrated by the employee

More information: hr.unc.edu (keyword: career banding)

Compensatory Time and Overtime Pay

SPA non-exempt (hourly paid) employees who work more than 40 hours in a work week are compensated with either compensatory (comp) time or overtime pay. Department management decides which of these methods will be used, based on available funds and the unit’s business needs. If you are a non-exempt employee, you are expected to obtain approval from your supervisor prior to accruing overtime or compensatory time.

Compensatory time is paid time off equal to one and a half times the number of hours worked over 40 in a work week. Comp time must be used within 12 months of the date on which it was accrued or it will be paid out. You cannot carry more than 240 hours of comp time; any time you earn in excess of 240 hours must be given as overtime pay. You are required to use your comp time before you can use any of your vacation leave for an absence. You can see your accrued comp time totals in TIM.

Overtime is paid at a rate equal to one and a half times the hourly pay rate for each hour over 40 hours worked in a work week. The additional pay is included in the paycheck for the pay period in which the overtime was worked.
SPA exempt (salaried) employees are not eligible for overtime pay or comp time. In non-routine situations where an exempt employee has worked a significant amount of time outside of the regular work schedule, managers and supervisors have discretion to allow scheduling flexibility to account for these specific circumstances.

More information: hr.unc.edu (keyword: comp time)

Longevity Pay

When you accrue 10 years of qualifying total state service, you are eligible for longevity pay. This is equal to a percentage of your base annual salary (minus statutory deductions), and will be received as a separate check on the payday for the pay period in which your eligibility date falls. The percentage of base annual salary ranges from 1.5 to 4.5 percent depending on your years of service.

More information: hr.unc.edu (keyword: longevity)

Salary Increases

General, or across-the-board, salary increases for all state employees can be allocated by the NC General Assembly. These are known as LSIs, or Legislative Salary Increases, and if allocated, are generally effective at the beginning of the state’s fiscal year (July 1 of each year). When the General Assembly approves an LSI, this is factored into the career banding pay bands, so your pay band does not change.

On occasion, the Office of State Human Resources may adjust pay bands in response to market rate changes. This does not have an effect on your individual pay rate.

You may become eligible for a salary increase as the result of additional duties, a promotion or other change in your position or competency levels.

More information: hr.unc.edu (keyword: salary increase)

Special Pay Programs

Certain SPA non-exempt (hourly paid) positions may be eligible for special pay programs, such as on-call pay, emergency call-back pay, and shift premium pay. If your position is eligible for any of these programs, your supervisor will inform you.

- On-call pay is compensation for an employee who must remain available to be called back for work on short notice if the need arises.
- Emergency call-back pay is compensation for an employee who is requested to respond (either by returning to the workplace or working by phone or computer) on short notice in an emergency work situation.
- Shift premium pay is additional compensation for positions that are required to work more than half of a regularly scheduled shift between 4 p.m. and 8 a.m.

More information: hr.unc.edu (keyword: wage-hour policy)
Work Environment

**Disciplinary Action**

Disciplinary processes for SPA employees are meant to be corrective in nature, not punitive. Disciplinary action can be initiated for unsatisfactory or grossly inefficient job performance and/or unacceptable personal conduct.

There are four types of disciplinary action:

- Written warning
- Suspension from work without pay for one work week
- Demotion in classification, duties and/or pay
- Dismissal from employment

Disciplinary actions become “inactive” if 12 months have passed with no other disciplinary actions taken or if the supervisor provides notification that the issues have been resolved. Inactive actions are removed from your personnel file unless connected to a dismissal.

For conduct incidents or for grossly inefficient job performance, discipline up to and including dismissal is possible on a first offense depending upon the severity of the event. Discipline for unsatisfactory job performance is successive and requires at least three disciplinary incidents: the first incident must result in a written warning, the second incident may result in a written warning, suspension or demotion, and the third incident may result in dismissal from employment.

Before any SPA permanent employee can be suspended, demoted or dismissed, the supervisor must hold a “pre-disciplinary conference” (PDC) with the employee to provide an opportunity to address management’s concerns before the disciplinary decision is made. A staff member of OHR’s Employee & Management Relations unit must be present at the conference.

More information: hr.unc.edu (keyword: disciplinary process)

**Facilitation Services**

At UNC-Chapel Hill, a good relationship between a supervisor and employee, or between two or more employees, is based on mutual trust and respect. If you have any problem concerning your working conditions or work environment, discuss it first with your supervisor. In most cases, the issue can be cleared up quickly.

However, if additional assistance is needed, OHR’s Employee & Management Relations staff is available to discuss workplace issues with you. E&MR provides informal facilitation services to help supervisors and employ-
eee work together to resolve workplace disputes. A facilitation is a structured conversation with two or more University employees, managers, or both, facilitated by an E&MR staff member, to find acceptable solutions regarding a communication or work issue.

*More information: hr.unc.edu (keyword: facilitation)*

**Grievance Policy**

Whenever possible, the University prefers to resolve workplace conflicts informally. However, the University’s grievance policy for SPA employees provides a way to have your issues heard and considered promptly and fairly, and without fear of retaliation.

SPA permanent employees can grieve a number of issues, including certain policy violations, harassment, discrimination or retaliation. Upon completion of their probationary period, SPA permanent employees may grieve certain disciplinary actions and annual performance appraisals. Employees have 15 calendar days to file a grievance from the date of the incident that they are grieving.

The first step in the formal process is a mediation session between the employee and a member of management, usually the direct supervisor. If mediation does not resolve the issue, then the second step in the process is a panel hearing.

The employee and a representative of the employee’s management (generally the direct supervisor or second-level supervisor) present their information to a panel of three volunteer SPA permanent employees. The panel reviews the materials presented and writes a report and recommendation to the Chancellor or designee, who then makes the final decision for the University on the issue. Certain issues can be appealed to the state’s Office of Administrative Hearings after the completion of the internal process.

By state regulation, the grievant cannot be represented by an attorney during the internal process. However, Employee & Management Relations can provide additional resources to grievants to assist them with preparing their cases.

*More information: hr.unc.edu (keyword: grievance)*

**University Ombuds Office**

The University Ombuds Office is a confidential, impartial, informal and independent resource. All Carolina staff, faculty, administrators and students are welcome to come and talk in confidence about any campus issue, concern, problem, question or dispute. The Ombuds office supplements, but does not replace, the University’s formal channels. Any employee communication with the Ombuds office is “off the record” and does not put the University on formal notice of a problem.

Services provided by the Ombuds office are voluntary and free.

*More information: ombuds.unc.edu*
Benefits and Employee Programs

Enrolling in Benefits Programs

As a new SPA employee, you must enroll in your desired benefits programs in the first 30 days of your employment with the University. Coverage for most programs begins the first of the month following your hire date, except for retirement, which begins as of your hire date.

If you or a covered dependent experience a change in status, you can make changes to your existing coverage within 30 days following the effective status change date.

More information: hr.unc.edu (keyword: benefits enrollment)

Eligibility

Permanent full-time SPA employees working 30 or more hours per week are eligible for all benefits offered by either the University or state.

Permanent part-time SPA employees working 20-29 hours per week are eligible for all benefits except mandatory retirement and 401(k). The employee must pay the full cost of health coverage.

Your spouse is eligible for coverage under all benefit programs. Domestic partner coverage is available on three programs – United Concordia dental insurance, Reliance Standard AD&D coverage, and MetLife group term life insurance – and domestic partners can also use the Employee Assistance Program. Dependent children are eligible for coverage on all plans up to age 19, and coverage may continue up to age 26.

More information: hr.unc.edu (keyword: benefits eligibility)

Health Insurance

Two NC SmartChoice Preferred Provider Organization (PPO) plans with varying benefits are available: the Basic (70/30) and Standard (80/20) plans. The Basic plan has higher copays, coinsurance and deductibles, but lower monthly premiums. The Standard plan has a greater coverage level, but also higher monthly premiums.

Both PPO plans are underwritten by the State Health Plan of North Carolina and administered by Blue Cross Blue Shield of North Carolina. You may choose to use in-network or out-of-network providers.

The University contributes to the monthly cost of coverage for permanent full-time employees. Permanent part-time employees are eligible for health insurance; however, they are responsible for the total cost.
Your spouse and dependents are also eligible for coverage.

More information: hr.unc.edu (keyword: health insurance)

**Dental Insurance**

The University offers both low and high option plans. Both options cover diagnostic, preventive and basic services, with the high option also providing major services and orthodontic care. Under each option, you can visit any dental provider.

You pay the full cost of coverage. Your spouse or domestic partner and your dependents are also eligible for coverage.

More information: hr.unc.edu (keyword: dental)

**Vision Insurance**

The Vision Care Plan offers the option of full coverage for vision care services and materials from a network of more than 1,800 vision providers, which includes ophthalmologists, optometrists and optical companies.

You pay the full cost of coverage. Your spouse and dependents are also eligible for coverage.

More information: hr.unc.edu (keyword: vision)

**Cancer Insurance**

The Cancer Insurance plan provides benefits to pay for expenses related to cancer and 29 other specified diseases. This plan is intended for use in conjunction with a comprehensive medical plan and/or a healthcare flexible spending account. It is not a comprehensive medical insurance program.

You pay the full cost of coverage. Your spouse and dependents are also eligible for coverage.

More information: hr.unc.edu (keyword: cancer)

**Critical Illness Insurance**

The Critical Illness program complements medical coverage, but does not replace it. The coverage pays a lump sum when a covered person experiences a medical condition outlined in the plan.

You pay the full cost of coverage. Your spouse and dependents are also eligible for coverage.

More information: hr.unc.edu (keyword: critical illness)

**Flexible Spending Accounts**

Through the NCFlex program, the University offers both Health Care and Dependent Day Care flexible spending accounts. You must re-enroll in the program each year.

- Health Care Flexible Spending Account: The Health Care flexible spending account is a pre-tax benefit to reimburse employees for out-of-pocket medical expenses. This program is designed to supplement medical, dental and vision plan coverage by providing reimbursement for services not covered (or partially covered) by a comprehensive plan. The reimbursement amount is based solely on an employee’s pre-tax contributions to the spending account. Employees decide on the amount of their annual contribution, which must be at least $120 per year. If the funds are not used during the year, they are forfeited.
• Dependent Day Care Flexible Spending Account: The Dependent Day Care Flexible Spending Account (DDCFSA) offers tax-free reimbursement for child care and dependent adult day care expenses. The Dependent Day Care Flexible Spending Account is designed to benefit employees with young dependent children or disabled dependents of any age. Employees decide on the amount of their annual contribution. The annual contribution must be at least $120 per year and no more than $5,000 per year. If the funds are not used during the year, they are forfeited.

More information: hr.unc.edu (keyword: flexible spending)

Mandatory Retirement

Effective Jan. 1, 2013, newly hired SPA employees will be able to choose to participate in either the University of North Carolina Optional Retirement Program (ORP) or the Teachers’ and State Employees’ Retirement System (TSERS). Full-time permanent employees must choose to participate in one of these two retirement programs. SPA employees hired prior to Jan. 1, 2013, are required to enroll in TSERS. Regardless of which plan you are enrolled in, you are required to contribute six percent of your salary on a pre-tax basis. Both plans are also funded by University contributions.

TSERS is a defined benefit plan. Under this type of plan the benefit you receive at retirement is based on a formula. This formula considers your years and months of creditable service, your age, and your average final compensation. To receive benefits at retirement, you must have 10 years of creditable state service if you joined TSERS on or after August 1, 2011. As a member of TSERS, you are also eligible for retiree medical coverage at retirement through the State Health Plan if you retire with 20 years of creditable state service if you were first hired on or after October 1, 2006.

The ORP is a defined contribution plan. Under the ORP, you control your investment choices, distribution methods and retirement goals, whereas the State controls the investments under TSERS.

You are fully vested in the value of the University’s contributions after five years of participation. There are no age or service requirements to meet in order for a vested participant to begin receiving a benefit. ORP members are also eligible for retiree medical coverage at retirement through the State Health Plan if you retire with 20 years of creditable state service.

More information: hr.unc.edu (keyword: retirement)

Supplemental Retirement Programs

You are encouraged to supplement your state and federal retirement benefits by participating in one or more of the supplemental retirement savings programs available. Voluntary supplemental retirement plans offer significant tax advantages and can be a significant part of your retirement planning process. The University offers the following programs:

• North Carolina 401(k) Plan (both pre-tax and Roth after-tax)
• UNC System Voluntary 403(b) Program (both pre-tax and Roth after-tax)
• North Carolina 457(b) Deferred Compensation Plan

The annual contribution limits to all three plans are set annually by the IRS. No matching funds are available.

More information: hr.unc.edu (keyword: retirement programs)

Life Insurance

The University offers a choice of group term life insurance programs – through either MetLife or ING. Both programs offer you the flexibility to change your level of coverage as your needs change. The coverage levels and amounts are different for each plan.
You pay the full cost of coverage based on age and salary. Under MetLife, you can also purchase coverage for your spouse or domestic partner, as well as your dependents.

More information: hr.unc.edu (keyword: life insurance)

Will Preparation

If you enroll in MetLife’s life insurance coverage, you and your spouse or domestic partner can take advantage of a will preparation service offering reduced fees through a network of participating attorneys.

More information: hr.unc.edu (keyword: group life)

Liability Insurance

The State of North Carolina provides statutory liability coverage in the amount of $1,000,000 per claim for all state employees. In addition, the University provides also excess liability insurance coverage up to $10,000,000 per occurrence at no charge.

Coverage is also not just limited to claims resulting in property damage or bodily injury. Rather, the insurance policy responds when the University is legally obligated to pay damages “resulting from a wrongful act(s) committed by the employee.” This coverage also responds to claims or lawsuits filed anywhere in the world.

More information: financepolicy.unc.edu (keyword: 1404)

Long Term Care Insurance

Long-term care is extended care you would receive at home, in an assisted living or nursing facility, adult day care or hospice. All actively-at-work benefit-eligible employees and retirees of the State Health Plan, spouses, parents, parents-in-law, grandparents and grandparents-in-law, children 18 and older and their spouses are eligible to enroll.

You pay the full cost of coverage.

More information: hr.unc.edu (keyword: long term care)

Disability

The Disability Income Plan of North Carolina (DIP-NC) provides benefits to eligible employees who become continuously unable to perform the duties of their usual occupation due to a mental or physical incapacity while actively employed. The University pays the full cost for this program.

All permanent full-time employees who work 30 or more hours per week are automatically enrolled in this program. You are covered under the Short-Term Disability plan after one year of membership service in TSERS or participation in the ORP. You are covered under the Long-Term Disability plan after five years of participation in TSERS or the ORP.

In addition, you can elect supplemental disability benefits from Liberty Mutual (for TSERS members) or The Standard (for ORP members) to bridge the income gap and provide additional benefits (for an additional cost).

- Short-Term Disability (DIP-NC): Benefits require a 60-day waiting period and then are equal to 50 percent of salary up to $3,000 per month.
- Long-Term Disability (DIP-NC): Benefits are equal to 65 percent of your annual base rate of compensation up to a maximum of $3,900 a month. If approved, the benefit continues as long as you remain permanently disabled and until you qualify for an unreduced service retirement.
• Supplemental Disability (Liberty Mutual or The Standard): Income benefits are equal to 66 2/3 percent of your basic monthly earnings, up to a maximum of $10,000 a month. This program will coordinate with other income programs, including the DIP-NC program, once you are eligible for benefits. There is a 90-day waiting period before benefits become payable. You pay the full cost of coverage; rates are determined by your annual income. For ORP members enrolled in The Standard, retirement plan contributions from both the employer and the employee are also continued while you are disabled and receiving benefits from this plan.

More information: hr.unc.edu (keyword: disability)

**Accidental Death and Dismemberment**

The State of North Carolina provides all employees a $10,000 core AD&D benefit at no cost. This coverage must be elected during your first 30 days of employment.

The University also offers employees a choice of additional accidental death & dismemberment (AD&D) coverage through either Reliance Standard or AC Newman. This insurance program provides a benefit if you suffer a loss as the result of a covered accident while you are insured under the plan. It also pays a benefit if you suffer certain disabling injuries while covered. The coverage is effective 24 hours a day, 365 days a year. It includes accidents on or off the job, while traveling by car, plane, train, boat or any other public or private form of transportation.

Both programs offer you the flexibility to change your level of coverage as your needs change. You can elect coverage in amounts up to $500,000.

You pay the full cost of coverage based on coverage amount selected. Under Reliance Standard, you can purchase coverage for your spouse or domestic partner, as well as your dependents. Under AC Newman, you can also purchase coverage for your spouse and dependents.

More information: hr.unc.edu (keyword: accidental death)

**Workers’ Compensation**

The Workers’ Compensation program, administered by the Environment, Health and Safety Department, provides benefits to any employee who suffers disability through accident or occupational disease arising out of, and in the course of, his or her employment. This law applies to all University employees, whether full-time, part-time or temporary.

If you are injured on the job during regular business hours, you must notify your supervisor and seek medical attention at the University Employee Occupational Health Clinic (UEOHC) at 145 Medical Drive. Based on the nature of the injury, if you are required to miss work, there are certain leave procedures that must be followed. Your supervisor or HR representative will be able to assist you if these apply.

More information: ehs.unc.edu/workplace_safety/worker_comp/

**Educational Programs**

The University offers a variety of educational assistance programs to help you and your spouse and dependents with the costs of additional or higher education.

• Application Fee Waiver: This program allows permanent employees to waive fees for applying for admission to an undergraduate or graduate program at UNC-Chapel Hill, or for applying for admission to credit programs through the Friday Center for Continuing Education. The waiver must be requested from the appropriate admissions office prior to paying any application fee. Fees cannot be waived or reimbursed retroactively.
• Student Fee Waiver: This program allows eligible permanent employees and their spouses to waive certain University student fees (e.g., Student Health Service, athletic passes, Student Recreation Center, etc.). It does not apply to other fees required by specific schools or departments. To participate, you must work 30 hours per work week or more for the entire semester during which the fees are waived.

• Tuition Waiver: This program provides an opportunity for eligible permanent employees to have the tuition waived for a course taken at any of the constituent institutions of The University of North Carolina System. Participation is voluntary and courses may be taken for career development or for personal interest. Tuition charges will be waived for up to two courses per academic year and may be applied to courses that are appropriations-funded, such as regular undergraduate- and graduate-level courses, online courses, self-paced courses and independent studies courses. This includes enrollment in credit-earning courses through the Friday Center. Tuition may be waived for more than one course in the same academic term. To participate, you must work 30 hours per work week or more for the entire semester during which tuition is waived.

• Educational Assistance Program: Provides reimbursement and/or leave time for academic coursework or degree programs considered beneficial to both you and the University (job-related) and that enhance your knowledge or skills in an area directly related to your current job classification or job progression. The program is available to permanent employees, as well as probationary and trainee employees after satisfactory performance for at least three months, as determined by management.

• North Carolina’s National College Savings Program: This program gives you the ability to invest money via payroll deduction to pay qualified higher education expenses of designated beneficiaries on a flexible basis that results in certain tax savings according to federal and North Carolina tax laws. You choose how much to contribute and determine the investment direction of those funds.

• UNC Family Fund Scholarship: This scholarship was established in 2004 to provide support to the children of employees of UNC-Chapel Hill. The scholarship, which is need-based, may be used for study at any accredited North Carolina post-secondary public institution. This includes any of the 16 institutions in the UNC system, as well as local community and technical colleges.

• Employee, Spouse, and Dependent Undergraduate Scholarship: This program was created to provide financial assistance to eligible employees and their dependents pursuing an undergraduate degree at UNC-Chapel Hill. The amount of the scholarship award is contingent upon financial aid availability and covers in-state tuition and required fees for the courses, less the amount covered by the Tuition Waiver program. Permanent SPA employees working full- or part-time (20 hours or more per week) with a minimum of one year continuous service – or the spouse or dependent child of an eligible employee – are eligible to apply for financial assistance under this program. You or your spouse or parent must remain a permanent employee of UNC-Chapel Hill during any period for which a scholarship is awarded. Termination of employment will require repayment of scholarship funds.

More information: hr.unc.edu (keyword: educational programs)

Emergency Loan Program

The Emergency Loan program was established to provide employees with an alternative to borrow money for short-term emergency situations, defined as unforeseen, unplanned and unavoidable events. Examples of situations warranting the use of an emergency loan may include a family medical emergency, threatened foreclosure or eviction from a primary residence, emergency automobile repairs, or termination of utilities.

Permanent employees with at least 12 months of continuous University service are eligible to apply for an interest free loan of no more than $500. Temporary employees are not eligible for emergency loans. Only one loan can be issued to you during a 12-month period. Loans are repaid by payroll deduction over the next five months at most.

More information: hr.unc.edu (keyword: emergency loan)
**Employee Assistance Program**

For immediate assistance, call 877-314-5841 or visit www.guidanceresources.com (company ID: Tarheels).

If you need help with life issues – from financial pressures to workplace stress and family dealings – the UNC-Chapel Hill Employee Assistance Program (EAP) is available. The EAP is a confidential counseling and resource program provided by ComPsych that is designed to help University employees and their families deal with both personal and work-related concerns. The EAP is available 24 hours a day, seven days a week for you, your dependents and anyone living in your home. Once you contact the EAP, you are eligible for three free visits per topic of concern.

EAP counselors can help with personal or work-related stress, substance abuse or other concerns. The EAP also offers a variety of legal and financial resources, including reduced fees for consultations with attorneys or financial counselors.

*More information: hr.unc.edu (keyword: EAP)*

**Employee Discounts and Perks**

Working at Carolina gets you more than a paycheck. You can take advantage of a variety of discount programs for employees that include arts and entertainment, intercollegiate athletics action and other products and services.

Options include reduced-price tickets for certain Carolina Performing Arts performances and Playmakers Repertory Theatre; reduced prices for season tickets for Carolina football and men’s basketball, as well as free entry to Carolina’s Olympic sports teams; special rates at the Morehead Planetarium and Science Center; and many other options.

*More information: hr.unc.edu (keyword: discounts)*

**State Employees’ Credit Union**

The State Employees’ Credit Union (SECU) is available to you and your immediate family as a benefit of your state employment. SECU provides all major banking services and operates a branch just off campus on Pittsboro Street, as well as several ATMs on campus. There are also SECU branches and ATMs throughout the local area and across the state.

*More information: www.ncsecu.org*

**Recognition Programs**

The University recognizes the collective contributions of all employees to its mission, and encourages opportunities to acknowledge those efforts. To attract and retain the best employees, we must aim to create an environment where employees feel appreciated for their contributions.

Carolina offers several campus-wide awards and recognition programs, in addition to programs conducted by individual schools, divisions or departments.

- University awards include programs such as the Chancellor’s Award for Excellence; the Massey Distinguished Service Award; the Excellence in Management Award; and the Bryan Public Service Award. For more information on these and other University awards, visit hr.unc.edu/benefits/work-life-and-wellness/rewards-and-recognition/CCM1_028714.

- Star Heel awards are provided to departments to recognize and reward excellent employees. Departments have the flexibility to choose award criteria and timing. The Star Heel program is sponsored by TIAA-CREF.
• Service awards recognize and appreciate the long-term service of permanent employees. The program recognizes employees at five-year intervals; employees are inducted into the Carolina 20-Year Society during the year of their 20th service anniversary.

More information: hr.unc.edu (keyword: rewards)

Work/Life Programs

The University offers a variety of programs focused on helping you balance the responsibilities of work and personal life. Ensuring balance starts with offering exciting and meaningful career opportunities – matched with opportunities to grow personally, spend time with friends and family, and explore life.

• Child Care Resources: The University offers child care referrals and financial assistance on a sliding scale based on household income. In addition, the University Child Care Center is a popular daycare option for Carolina families. Students and other members of the campus community also make themselves available for child, elder and pet care on the Helping Heels provider list (participants are not screened prior to inclusion).

• Elder Care Resources: The University’s Employee Assistance Program (EAP) offers elder care resource and referral services. Elder care providers are also part of the Helping Heels provider list.

• Flexible Work Arrangements: Depending on your department’s business needs and the specific demands of your position, your department’s management may determine that a flexible work arrangement is appropriate for you. Talk with your supervisor about flexible work arrangements – on either a short- or long-term basis – to see if this opportunity is possible.

More information: hr.unc.edu (keyword: work-life)

Wellness Programs

The University’s wellness program, known as Work Well, Live Well, is committed to supporting you as you strive to improve or maintain your overall health and wellness. The program provides support on the path to excellent health and well-being through four tenets: Mind, Body, Balance and Community.

The Work Well, Live Well website, go.unc.edu/workwell, includes a variety of resources to address each of the four tenets. A campus-wide wellness committee guides the program and ensures that programs are widely applicable to all employees. There is also a newsletter (subscribe at the website above).

More information: hr.unc.edu (keyword: wellness programs)
Leave and Holidays

Holidays and Holiday Pay

The state provides 12 paid holidays each calendar year. The Office of State Human Resources allows the University to modify its holiday schedule, provided that the total number of paid holidays for the calendar year is the same as other state agencies. Typically, the University does not observe the Veterans’ Day holiday on Nov. 11. Instead, that holiday is moved to provide an additional holiday during the winter break (Christmas) holiday period.

Holiday calendars are usually published by the Office of Human Resources during the summer of the preceding year (for example, the 2013 holiday calendar is generally published in the summer of 2012). All permanent employees are eligible for paid holidays.

In some cases, due to the requirements of your department or your position, you may be required to work on a holiday. You will always be informed of this in advance. If you are required to work on a paid holiday, you will receive holiday premium pay (time and a half for all hours worked on the holiday) and holiday equal time off (for each hour worked on the holiday up to eight hours).

More information: hr.unc.edu (keyword: holidays)

Vacation Leave

Vacations can be taken at any time during the year with approval from your supervisor, who will try to suit your personal plans to the extent possible. Vacation leave must be scheduled in advance, providing as much notice as possible. Your department may have certain procedures for requesting leave. Ask your supervisor or HR representative.

All SPA permanent employees are eligible for vacation leave. Full-time employees accrue vacation leave on a formula based on years of state service (see table on next page). Employees who work less than 40 hours per week accrue vacation leave on a prorated basis.

Up to 240 hours of vacation leave can be carried over at the end of each calendar year. All vacation leave above that limit is automatically converted to sick leave each Jan. 1. If you leave state service, you will be paid for your unused vacation leave, up to 240 hours.
<table>
<thead>
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<tr>
<td>5-10</td>
<td>136 Hours</td>
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<td>10-15</td>
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<td>184 Hours</td>
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<tr>
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More information: hr.unc.edu (keyword: vacation)

### Sick Leave

All SPA permanent employees are eligible for sick leave. Full-time employees accrue eight hours of sick leave per month worked. Permanent part-time employees accrue sick leave on a prorated basis.

Sick leave can be used for your personal recovery from an illness, or to take care of an immediate family member. Sick leave can also be used for medical or dental appointments, or in the event of the death of an immediate family member. The University is required to assess whether a FMLA qualifying condition exists if you are absent and/or require modification to your work schedule in excess of 10 days in duration.

Sick leave is accumulated indefinitely without maximum as long as you are employed by the state. In addition, if you have accrued more than 240 hours of vacation leave at the end of a calendar year, the excess vacation leave is converted to sick leave effective Jan. 1.

For TSERS members, sick leave can be credited toward years of service when planning for retirement. If you leave state service before retirement, sick leave is not paid out.

More information: hr.unc.edu (keyword: sick leave)

### Community Service Leave

The University recognizes the importance of community involvement and encourages employees to participate in volunteer activities by providing flexibility in work schedules and paid leave opportunities. In addition, Community Service Leave is a paid-time-off program for participation in the educational process of children through the high school level; other community service volunteer activities for non-profit organizations, including disaster relief; non-partisan election volunteer duties, and blood, bone marrow and/or organ donation. Community Service Leave cannot be used for partisan political activities.

There are specific events that are not covered by Community Service Leave, so please review the policy prior to planning or requesting this leave. Community Service Leave must be approved in advance by your supervisor.

SPA permanent employees who work more than 20 hours a week are eligible to earn Community Service Leave.

More information: hr.unc.edu (keyword: community service leave)

### Family & Medical Leave (FMLA)

FMLA provides 12 work weeks of unpaid leave in any 12-month period for you to use (if you meet eligibility requirements) for your own serious health condition or the serious health condition of a spouse, child or parent, or for childbirth, adoption or foster care placement. FMLA leave is triggered by you experiencing a qualifying medical condition as defined in the FMLA policy, whether this leave is requested or initiated by you. The University is required to assess whether a FMLA qualifying condition exists if you are absent and/or require modification to your work schedule in excess of 10 days in duration.

When on FMLA leave, you may concurrently use available paid leave, leave without pay, or donated voluntary
shared leave (for approved recipients only). Your job and health insurance benefits are protected while you take FMLA leave regardless of whether FMLA is taken as paid or unpaid leave.

SPA employees who have been in pay status at least half-time for the previous 12 months are eligible for FMLA. Even if you do not meet the work time requirements for FMLA, you can still take up to 12 weeks of leave, if approved, for the birth or adoption of a child.

More information: hr.unc.edu (keyword: FMLA)

Voluntary Shared Leave

Voluntary shared leave allows one employee to assist another employee in the case of a prolonged medical condition that exhausts the employee’s available leave and would otherwise force the employee to be placed in leave without pay status, resulting in a loss of income and benefits. A qualifying condition may be one that affects the employee or an immediate family member.

Permanent SPA employees are eligible to participate in the shared leave program (both by donating and receiving). This policy does not apply to incidental, normal and/or short-term medical conditions. Approval of a shared leave request is at your supervisor’s discretion.

Employee medical information is confidential. If you are approved for the shared leave program by the Office of Human Resources, only a statement that you are qualified for the program needs to be made. You and your department are responsible for identifying potential donors. No one can directly or indirectly make any attempt to intimidate, threaten, or coerce any other employee for the purpose of soliciting leave. The Office of Human Resources cannot solicit leave. The establishment of a leave “bank” for use by unnamed employees is prohibited; donated leave cannot be held and must be donated on a one-to-one personal basis as it is received.

If you wish to donate leave, you cannot donate more than five days of sick leave per year to a single non-family recipient. The minimum donation is four hours. (The rules for donating leave to an immediate family member are different; please see the Voluntary Shared Leave policy for additional information.)

More information: hr.unc.edu (keyword: shared leave)

Other Leaves of Absence

The University also makes available a number of different types of leave for employees. These include leave programs such as:

• Civil Leave
• Military Leave
• Family Illness Leave

More information on each is available in the Leave and Holidays section of the OHR website.

More information: hr.unc.edu (keyword: leave index)
Training & Development

Available Courses

The Training & Talent Development unit in the Office of Human Resources offers a number of courses for employees – free of charge. Courses are designed to develop and enhance essential workplace skills and increase job effectiveness.

New course lists are published twice each year, in December and June. Subjects range from interpersonal skills courses to project management to HR policy and procedures. Training time is generally considered work time with your supervisor’s approval.

For more information on specific courses, schedules and registration instructions, visit http://www.training.unc.edu.

More information: www.training.unc.edu

Supervisory and Leadership Development Programs

Emerging leaders at the University are invited to apply for the University Leadership Education and Development (ULEAD) program, a nine-week program held annually for talented employees who are nominated by their managers. Participants must have three years total managerial experience, with one year being at UNC-Chapel Hill, and must have direct responsibility for at least one supervisor or a University-wide program. Classes include Crucial Conversations training, plus sessions on negotiation, strategic planning and more.

More information: hr.unc.edu (keyword: training)

FERPA Training

Certain positions are required to take part in training regarding the Family Educational Rights and Privacy Act (FERPA), which protects the privacy of student education records by establishing standards for the disclosure of student records data. If your position involves FERPA training, your supervisor will inform you of training schedules and requirements.

More information: registrar.unc.edu/academic-services/ferpa/
HIPAA Training

Certain positions are required to take part in training regarding the Health Insurance Portability and Accountability Act (HIPAA), one purpose of which is to protect health information by establishing transaction standards for the exchange of health information, security standards, and privacy standards for the use and disclosure of individually identifiable health information. If your position involves HIPAA training, your supervisor will inform you of training schedules and requirements.

More information: www.unc.edu/hipaa/training.htm
Glossary: Useful Acronyms, Words and Phrases

Alert Carolina: The University’s notification process for emergencies or dangerous situations. Depending on the situation, alerts are provided by email, text message or sirens located around campus. You are strongly encouraged to sign up for text message alerts at alertcarolina.unc.edu.

Career Banding: The University’s classification and compensation system for SPA employees.

Chancellor: The Chancellor is the chief administrator for the University. The Chancellor reports to the University’s Board of Trustees and to the President of the UNC System.

ConnectCarolina: The University’s student recordkeeping system, now being implemented for finance and human resources recordkeeping throughout campus.

DPS: The University’s Department of Public Safety, responsible for law enforcement on campus, as well as transportation and parking administration.

DTH: *The Daily Tar Heel*, the University’s student newspaper, published every weekday during the fall and spring semesters and weekly during summer sessions.

EAP: The University’s Employee Assistance Program, managed by ComPsych/Guidance Resources. The EAP is available to you and your dependents, along with any residents living in your house, to provide mental health support, legal and financial resources.

ECA: An Employee Competency Assessment, the means by which your supervisor evaluates your demonstrated competencies against the required competencies of the position. Your supervisor is responsible for determining your demonstrated competency level for each of the competencies required in the position, using a 1-3 rating scale.

EO/ADA Office: The Equal Opportunity/ADA Office at the University provides leadership and guidance in support of the University’s commitment to equal opportunity, affirmative action and diversity. The EEO Office is separate from the Office of Human Resources, but the two organizations work closely together to promote equity and fairness for employees.

EHS: The University’s Environment, Health and Safety department, responsible for oversight of safety issues at the University, including safety training for all employees.

EPA: Employees who are Exempt from the (State) Personnel Act. These employees are members of one (or both) of the following groups: EPA Faculty (professors, assistant professors, etc.) and EPA Non-Faculty (including Senior Academic and Administrative Officers, research, and instructional employees).

EPAWeb: The University’s current human resources information system of record for EPA employees.

FLSA (exempt and non-exempt): The Fair Labor Standards Act is a federal law that governs the way you are paid for your work – either on an hourly or salaried basis. The FLSA divides positions into two groups – those that are exempt from the act (salaried, do not earn overtime), and those that are non-exempt (hourly paid, earn overtime if worked).

FMLA: The Family & Medical Leave Act, a federal law that provides 12 work weeks of unpaid leave in any 12-month period for an eligible employee to use for their own serious health condition, the serious health condition of a family member, or the birth, adoption, or foster care placement of a child.

General Administration: The UNC System office, also known as GA, which oversees all the constituent institutions of the University of North Carolina system. General Administration is located just off campus in Chapel Hill.
HR Connect: A web-based tool that allows employees to easily find the appropriate contact in the Office of Human Resources for specific issues.

HR Representative: Unit-based liaisons between individual departments, schools or divisions and the Office of Human Resources. Along with supervisors, HR representatives are generally one of the first stops for employees with questions about HR issues.

HRIS: The University’s current human resources information system of record for SPA employees.

ITS: The University’s Information Technology Services department, responsible for computer and network operations.

LSI: Legislative Salary Increase, a salary increase granted by the NC General Assembly to all state employees. In years where an LSI is granted, it typically is effective on July 1, the beginning of the state’s new fiscal year.

NCFlex: A group of state-provided benefits for all employees, including dental, vision, cancer and critical illness insurance and flexible spending accounts, among other benefits.

Non-Faculty: A designation for EPA employees who are not members of the faculty. The term “non-faculty” is also occasionally used as a collective term referencing all employees who are not faculty, including SPA (staff) employees and EPA non-faculty employees.

OHR: The University’s Office of Human Resources, the central Human Resources organization for UNC-Chapel Hill.

Ombuds Office: A confidential, impartial, informal and independent resource for Carolina staff, faculty and students to talk in confidence about any campus issue, concern, problem or dispute. The Ombuds office supplements, but does not replace, the University’s formal channels.

OneCard: The official University identification card.

Onyen: Only Name You’ll Ever Need, or your computer identification at the University. You will use it to gain access to various electronic resources on campus. For security reasons, your Onyen password must be changed every 90 days.

OSHR: The Office of State Human Resources, an agency that oversees personnel policies and programs for SPA employees throughout the state. The Office of Human Resources at the University is granted authority by OSHR to administer these policies. (Until 2013, OSHR was known as the Office of State Personnel [OSP].)

PID: Person ID, a nine-digit number given to each employee when they are hired and each student when they begin their Carolina career. This is your individual identification number and is used wherever possible instead of your Social Security number.

PTO: Paid Time Off, a collective term that includes vacation and sick leave, as well as holidays.

SHP: The State Health Plan, the state-provided health insurance for all state and University employees.

SPA: Employees who are Subject to the Personnel Act, commonly known as “staff” employees.

TIM: Time Information Management, the University’s electronic work time and leave use recordkeeping system. SPA non-exempt (hourly paid) employees use TIM to track both time and leave; SPA exempt (salaried) employees are required to track only their leave in TIM.

TSERS: The Teachers’ and State Employees’ Retirement System, the state retirement system for all SPA state and University employees.

UNC-Chapel Hill: The shorter term referencing the University of North Carolina at Chapel Hill, one of the 17 constituent institutions of the University of North Carolina system.
**UNC System:** The 16 state universities in North Carolina, as well as the North Carolina School of Science and Mathematics. UNC General Administration (GA) provides administrative governance for the system, with the oversight of the UNC Board of Governors (BOG).

**University Gazette:** The faculty/staff newsletter for employees, published every two weeks during the academic year and monthly outside those times.

**Vesting:** A term that describes when an employee is eligible to receive certain employer-provided retirement contributions and benefits. If you became a member of TSERS prior to August 1, 2011, retirement benefits are fully vested after you complete five years of membership service. Retirement benefits for anyone who becomes a member of TSERS on or after August 1, 2011, will not be vested until you have completed 10 years of service.

**Work Plan:** A document that shows how well your job duties are to be performed to be considered satisfactory, in the form of several “principal functions,” or individual performance expectations. Your supervisor will develop or modify your work plan and discuss it with you at the beginning of your employment, each year at the beginning of the cycle, or if any significant changes are made during the year.