



Administrative Policy Employee Responsibilities

Approved By: President

Date Approved: July 24, 2017

1. **Summary:** This policy establishes various responsibilities for employees.
2. **Rationale:** This policy is necessary to ensure a safe, supportive, and productive work environment.
3. **Entities Affected:** Employees
4. **Definitions:** Not Applicable
5. **Policy:**

A. Dress Code

The appearance of College employees is always expected to reflect modesty and professionalism. An unkempt appearance is not acceptable. Naturally, the type of attire worn during working hours might vary according to the nature of the employee's duties. Enforcement of the dress code is the responsibility of each department supervisor.

B. Attendance and Punctuality

Employees are expected to report to work on time each day and to avoid unnecessary absences. Circumstances that may affect their attendance should be discussed with the employee's supervisor. Excessive absenteeism or tardiness for any reason may result in disciplinary action up to and including termination of employment.

Employees who expect to be absent or tardy at any time are required to notify their supervisors prior to the beginning of the scheduled workday or as soon thereafter as is possible. Employees who must leave work for any reason before the end of the scheduled workday, must give advance notice to their supervisors and it must be noted on their time-away work sheet.

To enable Criswell College to operate its business affairs in an efficient manner, employees are directed to keep their supervisor informed of their status when they are off work for extended periods of time because of personal reasons, illness, or injury.

Employees are expected to be at work during all scheduled hours. Scheduled hours may include scheduled overtime. Unexcused absence during such scheduled overtime will be treated like any other unexcused absence. Non-exempt employees are not expected to take work home.

C. Campus Security

A Protection of Personal Property

The safeguarding of personal effects at Criswell College or while on assignment for the institution is the sole responsibility of the employee. The college cannot be held responsible for the loss of personal effects, including cash. Any occurrence of personal theft or vandalism must be reported to Campus Police (x1333).

Unauthorized Personnel

If an employee encounters an unknown or unfamiliar person on the premises during normal office hours, the employee should politely offer to assist or accompany that person to the receptionist lobby on the first floor. Should there be any doubt concerning the safety of such an encounter, the employee should immediately report the situation to Campus Police (ext. 1333).

After-Hours Work

Late night or weekend work hours are discouraged, and under no circumstances should anyone spend the night inside the building without prior approval. In the event late hours are required, they should be limited to nights when classes are in session. Employees are asked to refrain from entering the buildings alone after 10:00 p.m. Extra caution should be exercised during all evening or early morning hours.

D. Safety and Accidents

The employees' safety and well-being are of primary concern to the college, and efforts are constantly made to assure a safe work environment. Employees have a role to play in ensuring that the work environment is safe by reporting hazardous work conditions to their supervisors as they are found.

All accidents or injuries must be reported to an employee's supervisor and Campus Police immediately. The supervisor will prepare an incident report noting the nature and the cause of the accident and the injury incurred. If medical attention is required, employees must use an insurance-approved facility, if possible, in order to qualify for Workers' Compensation coverage. Should an injury require leave, a release from a physician will be required before returning to work.

E. Co-curricular Activities

Co-curricular activities are scheduled at Criswell College to further the academic and spiritual interests of the college. Attendance at these school-sponsored activities will generally be specified during each semester.

F. Public Relations

The official representative of Criswell College to the public is the President. Any activity which may impact the public's perception of the institution must be presented with consistency and with a singular voice. Therefore, all public relation efforts will be facilitated and directed by the President's office or in the absence of the President, the Chief of Staff.

Request for Official Information

No employee will originate or release news which purports to represent the policies, doctrines, procedures, convictions, or activities of Criswell College without the express permission of the President or in the absence of the President, the Chief of Staff. Inquiries from the media (newspaper, radio or television) will be referred to the Director of Communications.

Use of the Criswell College Name and Logo

Prior written approval of the Director of Communications is required before the printing of any material incorporating the name "Criswell College" or any of the various logos/branding elements developed to identify the school.

G. Staff and Student Relations

Development of supportive relationships with students is encouraged. The following guidelines should govern staff involvement with and responsibility to students:

1. Good customer service to students is a priority. Every effort should be made to provide appropriate service to students in a courteous and timely manner.
2. Listening is sometimes the first step in helping a student resolve a problem, and staff must keep in mind college policy and federal law protect a student's rights to privacy on many issues. Directing the student to the appropriate office for help, such as Student Accounts, Registrar, or Student Services, should be the next step.
3. All internal inquiries about students beyond current department permissions should be directed to the Registrar's office. All external inquiries should be directed to the Registrar's office.
4. Students with special needs are to be given every consideration. Within the context of his or her work, staff are encouraged to listen, provide assistance as appropriate, and pray for and with the student.
5. Staff concerns over student behavior or personal needs should be referred directly to the Dean of Students. Any further discussion should involve only the Dean of Students.
6. Staff should avoid any discussion of secondhand information about students.
7. Students will occasionally desire to show appreciation by presenting staff members with small gifts. Criswell College employees may accept such gifts as long as they are of nominal value. An employee should consult with his/her supervisor if there is uncertainty of the appropriateness of accepting a gift. Criswell College staff should be mindful that the acceptance of a gift may create an appearance of a conflict of interest and this appearance should also be weighed in the decision as to whether to accept a gift.

Criswell College prohibits consensual dating as well as intimate and/or sexual relationships between Criswell College employees and any student. This policy is rooted in the recognition that employee-student relationships may be inherently unequal and contain an element of superiority or power or give rise to the perception by others that such a relationship exists. Such perceptions undermine the spirit of trust and mutual respect that is important to the college environment. Any exceptions to this rule must be approved by the divisional Vice President and will be based on one of the following criteria:

1. Both parties are twenty-five (25) years or older; or
2. Parties' ages are within two (2) years of one another.

Exceptions must be approved before any kind of relationship is broached between the employee and student.

H. Personal Business

It is the responsibility of employees to apply themselves diligently to the duties for which they are being paid and to use Criswell College facilities for the purpose intended.

Personal Visits to Employees

Occasional campus visits of family and friends are generally welcome, so long as they are not disruptive to the work that is being done. Visitors should normally check in with the campus receptionist before proceeding to the employee's work area.

For safety, insurance, and other business considerations, visitors present for non-business reasons such as friends, adult relatives, or children should not spend extended periods of time in department work areas. Any extended work time to be spent with personal visitors should first be jointly approved by a supervisor and the Director of Human Resources. Children under the age of twelve (12) should be supervised at all times.

Personal Use of Telephone

College telephones are for business use; however, the college recognizes that there may be certain times when personal employee calls are necessary. When personal calls during work hours are necessary, the calls should be brief, infrequent, and should not interfere with the work of the department. No personal long distance calls should be placed from Criswell College phones.

Personal Use of Copiers and Printers

Duplicating resources in all business offices are intended for the use of Criswell College for official business. Should the need arise for personal copies, reasonable discretion and limitations should be observed. Abuse of this privilege is occasion for disciplinary action up to and including termination. Color copiers should not be used for personal copies.

Vendor Accounts

Business accounts with vendors for such things as book purchases, parcel services, and postage are for business purposes only and are not to be used for personal reasons.

I. Use of Equipment

Equipment and supplies owned by Criswell College may not be used by or loaned to anyone except as required by or in service of the college, unless approved by the Chief Business Officer.

Off-Site Use

No equipment or supplies may be removed from the premises of Criswell College except as required for college-sponsored off-campus activities.

Photo Copy Equipment

All duplicating services in all business offices are intended for official business of Criswell College. Employees may use the copier on occasion for limited personal copy service. However, printing of color copies is limited to business purposes only.

J. Grievance Procedures

Criswell College expects that every decision made in the management of its affairs and the administration of its personnel policies will take into account the individual interests of its employees. Management representatives of Criswell College are expected to treat those under their direction as they themselves, under the same circumstances, would rightfully expect to be treated.

All employees are free to seek information from their immediate supervisors on any matter that is troubling them, or call attention to any condition which may appear to be operating to their disadvantage. Informal discussions between employees and their immediate supervisors when a problem first develops can resolve many problems without delay.

Some misunderstandings are inevitable, and every real or imagined cause of personal dissatisfaction may not be removed by discussions with an immediate supervisor. In such circumstances, the following steps are suggested for employees in resolving problems or concerns:

1. The employee should initiate a discussion with his or her supervisor to see if a resolution can be found to the problem or concern.
2. If the above step is not appropriate or fails to resolve the matter, the employee should take his or her concern to the responsible Vice President to seek a satisfactory solution.

When the process fails after the above steps have been taken, the employee may request further review by the Chief of Staff. The Chief of Staff will seek to render a decision in a timely fashion (normally in consultation with the President) and report the decision to all parties concerned.

It is understood that an employee's standing in Criswell College will not be adversely affected in any way by the use of this Grievance Policy.

6. Procedure:

- a. **Implementation:** Not Applicable
- b. **Responsibility for Compliance:** Chief Business Officer
- c. **Notification:** This policy will be posted on the college’s website and network drive and will be published in its entirety or in summary in the college’s employee handbook.
- d. **Policy Review:** This policy will be regularly reviewed according to the college’s policy review procedure.

For the Office of Institutional Effectiveness and Research only:

Policy version: 2.0	Policy number: 2.054
Related policies:	

Policy History

Version 1.0	Not Available
Version 2.0	July 24, 2017