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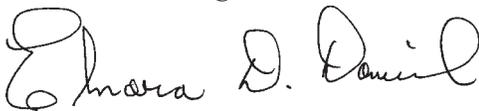
Dear New Employee:

I am pleased to welcome you to the Chicago State University (CSU) community. The knowledge, competencies and work ethic that you bring to our university each play a critical role in ensuring that CSU's campus environment maintains the highest standards of academic excellence and is always a professional, safe and supportive one. These factors are the basic prerequisites to enhancing a strong institution. Each and every employee plays a critical role in creating this campus environment.

This handbook is provided to familiarize new civil service employees with CSU employment guidelines, policies and procedures. It has been created to serve as a guide for practices and procedures within the workplace. The information contained herein is designed to assist in your overall professional development, as well as your understanding of day-to-day university procedures. This handbook is not a substitute for policies of the State Universities Civil Service System of Illinois or for the CSU Board of Trustees Manual. Should you have any additional questions or concerns that are not addressed in this handbook, please contact the Office of Human Resources on the second floor of the Cook Administration Building, Suite 203, or at ext. 2040.

On behalf of the entire CSU family, I wish you success and fulfillment in achieving your professional goals.

With best regards,



Elnora D. Daniel
President



The History of Chicago State University

Chicago State University opened its doors as a teacher training school in a leaky railroad freight car in Blue Island, Illinois, on September 2, 1867. Today, in contrast, the university is a fully accredited public, urban institution located on 161 picturesque acres in a residential community on the South Side of Chicago. During the year of its founding, CSU enrolled 62 students. The current student enrollment is nearly 7,000.

The path from then until now has been marked by change. During its 135 years, CSU has changed its name, focus, governance and location. But with each transition the university has kept sight of its mission and enhanced its services to Chicago and its surrounding communities.

Under the name of Cook County Normal School, the school found its first permanent home in 1870. Daniel S. Wentworth was the institution's first principal. The original building contained 27 rooms and a model grammar school. A few years later, Cook County Normal School added a dormitory that earned it a jump in enrollment and a national reputation. The school was acquired by the Chicago Board of Education in 1897, and renamed Chicago Normal School. In 1913, it became Chicago Normal College and later Chicago Teachers College.

A major change, reflected in a broadening of the college's curriculum, came in 1965 when control of the school passed into the hands of the State of Illinois. The revamped institution was renamed Illinois Teachers College: Chicago South. Soon after, the legislature acted to remove the title of "teachers college" from all state colleges and universities. In 1967, the school became Chicago State College. Throughout the 1960s, Chicago State expanded its academic programs and began to move toward fulfilling its new, more comprehensive role as a liberal arts institution. The school was renamed Chicago State University in 1971.

In November 1972, the university made a monumental move from its 6800 S. Stewart Street campus, where it had been located for 102 years, to its present location at 9501 S. King Drive, 12 miles from the Loop. A new student union and a 360-bed residence hall opened in August 1995, giving CSU students an opportunity to experience the convenience of living on campus in an enriched academic, social and cultural environment.

Today, CSU is governed by a Board of Trustees appointed by the Governor of Illinois. The university's four colleges - Health Sciences, Arts and Sciences, Business and Education - offer 36 undergraduate and 20 graduate degree-granting programs. In addition, CSU has a Division of Continuing Education and Nontraditional Programs that reach out to the community with extension courses, distance learning and not-for-credit programs.

From its humble origins, Chicago State University has evolved into an outstanding, nationally acclaimed university that provides a value-added education for all who enter its hallowed halls. Consistently evolving to reflect state-of-the-art trends in higher education, Chicago State University continues to move, with confidence, through the 21st century.



The university has adopted a Code of Excellence that encourages respect for cultural diversity, the preservation of human dignity and the pursuit of academic excellence.

Chicago State University Code of Excellence

As a Member of the Chicago State University Community, I pledge the following:

I will practice personal and academic integrity.

Dishonesty of any kind, including the practice of plagiarism or copying another person's scholarship, lying, deceit, excuse making, and disloyalty in personal relationships is not acceptable.

I will respect the dignity of all persons.

Behaviors which compromise or demean the dignity of individuals or groups, including hazing, intimidating, taunting, teasing, baiting, ridiculing, insulting, harassing, and discriminating are not acceptable.

I will respect the rights and property of others.

All forms of theft, vandalism, arson, misappropriation, malicious damage to and desecration or destruction of property are not acceptable. Any behavior which violates persons' rights to move about freely, to express themselves appropriately and to enjoy privacy is not acceptable.

I will strive for true cultural diversity and learn to accept and value the difference of others.

Denial of equal rights and opportunities for all regardless of their age, sex, race, religion, disability, ethnic heritage, socioeconomic status, affectional preference, political, social or other affiliation or disaffiliation is not acceptable.

I will respect the basic human rights.

Behaviors which are inconsiderate, insensitive, inhospitable, or inciteful, or which unjustly or arbitrarily inhibit another's abilities to feel safe or welcomed in the pursuit of appropriate academic goals are not acceptable.

I will strive for personal and academic excellence.

Alliance to these ideals obligates us to be responsible for our own actions and deeds, take ownership of our education, pursue Scholarship and abide by all university rules and procedures.

I will strive to abide by the principles of this code and will encourage others to do the same.



STATE UNIVERSITIES CIVIL SERVICE SYSTEM

Created by state law, the State Universities Civil Service System of Illinois is separate and distinct from any other state municipal or federal system. It was established to provide uniform and sound human resources administration in all state universities in Illinois. Governed by a merit board, it ensures that all certifications, appointments and promotions are made solely on the basis of merit and fitness as determined by examination, except those positions specifically exempted by statute.

Civil Service employees of CSU are subject to the Statute and Rules of the State Universities Civil Service System of Illinois and to the CSU Board of Trustees policies.



The University and You

This handbook is a guide for a successful transition into the CSU workforce. It is our intention to provide the basic ideas and particular information that will help in this process.

The university is an innovative institution of higher learning with emphasis on high retention of its student population. Job performance and personality have a direct bearing on the image you project of the university community. We expect our employee's conduct to be courteous, efficient and concerned.

Your manner of dress should conform to the function of your job. Whatever your position, neatness and good grooming are expected.

The State of Illinois' tax dollars, in general, comprise your salary and purchase the equipment and materials you use to do your work. Consequently, you are expected to use these with reasonable care, practice economy and avoid waste to ensure that the maximum value is obtained from every dollar spent. Give a fair day's work for a fair day's pay. A great deal can be accomplished through the cooperation and dedication of each employee.

Drug and Alcohol Abuse Policy

Pursuant to the Drug-Free Workplace Act of 1988, (41 U.S.C., Section 701, et. seq.), and the Drug-Free Schools and Communities Act of 1989, (34 C.F.R. 86 et. seq.), it is the policy of CSU that the unlawful manufacture, distribution, possession and/or use of alcohol and illegal drugs, on property owned or controlled by the university or as part of any activity of the university, is strictly prohibited. Any violation of this policy *will* result in disciplinary actions in accordance with the CSU Board of Trustees Regulations and the collective bargaining agreement.

As a condition of employment, each employee, including student employees, must abide by the terms of this policy and must notify their department chairperson or supervisor of any drug statute

conviction within five (5) days after such conviction. A conviction includes finding of guilt, a plea of nolo contendere, or imposition of a sentence by any state or federal judicial body.

The university will notify the appropriate federal agency of the employee's drug conviction. The university will take disciplinary action against the convicted employee or student. Possible disciplinary sanctions for failure to comply with this policy, including failure to notify the university of a conviction, may include one or more of the following: (1) probation; (2) suspension; (3) mandatory participation in and satisfactory completion of a drug/alcohol abuse program or rehabilitation program; (4) recommendation for professional counseling; (5) referral for prosecution; (6) letter of warning; or (7) termination.

Smoking Policy

The university adheres to the Illinois Clean Indoor Air Act (P.A. 86-1018). The university recognizes the use of tobacco as a health hazard. In this policy, the university limits its concerns to tobacco use as it affects nonsmokers in the workplace. Smoking is only permitted in designated areas identified with a smoking permitted sign. *Smoking is prohibited in all other campus areas, including private offices.*

Handling Confidential Information

While working at CSU many employees will come in contact with confidential information. Any employee with access to such information is required to withhold this information from persons not authorized to receive it.

Office of Human Resources

The mission of the Office of Human Resources is to assist the university with its various operating units in achieving its human resource needs by employing dedicated, caring and culturally diverse employees. This task is accomplished by: (1) recruiting, hiring, developing and retaining qualified individuals for all positions covered by the State Universities Civil Service System; (2) managing a classification and pay system for all positions covered by the State Universities Civil Service System; (3) housing all employee records and processing all transactions which affect employee status; (4) processing employee benefits, such as insurance, retirement, tax-sheltered annuities, workers' compensation, disability leave and tuition waivers; (5) collecting and maintaining job descriptions for all administrative and civil service employees; and (6) negotiating and implementing six collective bargaining agreements. Questions or comments concerning the Civil Service System or university policies and procedures are welcome.

EMPLOYMENT SERVICES

Employment Services consists of recruitment, interviewing, placement, testing and maintaining eligible civil service registers. Also, counseling is provided for employees and supervisors regarding appointments, employee relations, promotions, transfers or other personnel actions.

THE APPLICATION PROCESS

Civil service positions are filled through the civil service register. The testing process creates a register that serves as a resource of available candidates for employment. The testing process also ranks individuals for consideration of open positions. The first step in applying for a position is the application process. An employment application must be completed fully and honestly. If it is discovered that the information given is false or fraudulent, the application will be rejected and employment terminated.

CLASSIFICATION/WAGE AND SALARY ADMINISTRATION

Classification Services determines the proper class for positions, which is based on analyzing assigned duties and responsibilities. Wage and Salary Services conducts wage surveys and develops, maintains and monitors compensation rates for all civil service negotiated and non-negotiated personnel.

BENEFITS SERVICES

Benefits Services consists of State of Illinois Group Insurance Programs (dental, health, life) retirement, tax-sheltered programs, workers compensation, disability, bereavement leave, savings bonds and credit union.

LABOR RELATIONS

The Office of Human Resources provides employment counseling and participates in contract negotiations, resolution of grievances, arbitration and salary review of union employees.

STAFF TRAINING AND DEVELOPMENT

Staff training and development integrates the personal goals of the employee with those of the university through employee orientations, personal and professional development seminars and workshops, job skill sessions, performance evaluations and exit interviews.

RECORDS

The Records Area, located in the Office of Human Resources, maintains the official university personnel files for all employees. It is the employee's responsibility to immediately notify the Records Area of any change in their name, marital status, address, telephone numbers, number of dependents, academic degrees and other recognitions received.

Employees may review their file, but under no circumstances will an employee in a nonsupervisory status be allowed to remove or view documents from the file without authorization from the Director of Human Resources.

Union Participation

Several unions represent classifications of employees at CSU. The university neither favors nor opposes union membership; it is a matter of the employee's own choice. Information will be provided at the time of your employment if your classification is represented by a union.

University Property

University property is not to be used for any purpose other than official business and under no circumstance is university property to be taken from the campus without appropriate authorization. Violators will be disciplined, terminated and/or prosecuted.

Internal Policies

ABSENCES FROM WORK

Employees must notify their supervisor at least one-half hour prior to the beginning of a work shift if they are unable to report for duty for any reason. Failure to properly notify the supervisor or their designee within the department may result in a non-approved absence. Vacation time or any foreseeable absence must be planned with and approved by the employee's supervisor prior to taking time off. The university reserves the right to approve or disapprove employee requests for absences.

HOURS OF WORK

The standard work week for all full-time non-exempt employees shall be 35 hours, except for those classifications covered by union agreements which state 40 hours. All exempt employees shall work at least 37.5 hours per week. Supervisors may consider reasonable requests from employees for flexible hours.

PAY PERIODS

All employees shall receive their pay checks semi-monthly, usually on the 15th and the last day of the month. Pay schedules are published by the

Payroll Office on an annual basis.

Your paycheck will show the gross amount earned for the pay period and all mandatory and voluntary deductions. Examples of such deductions include federal and state withholding tax, retirement, insurance premiums, U.S. Savings Bonds and credit union fees.

TIME CARDS

The actual hours worked are reported on time cards, in ink, by the employee and then submitted to their supervisor for approval. After the time cards are approved by the supervisor, it is the supervisor's responsibility to send the cards to the Payroll Office. Supervisors must ensure that all time off, excused and unexcused, is reported on the card. Any correction must be initiated by the supervisor.

Time cards are used by the Payroll Office to determine the amount of an individual's paycheck and the balance of all unused sick and annual

leave. All time cards must be in the Payroll Office before 5:00 p.m. on payday. Late time cards will be processed on the next payroll cycle.

RELEASE TIME

A civil service employee may be permitted to be temporarily absent from his/her duties to participate in university services, including committee and governance activities, subject to the approval of the employee's supervisor. Release time shall be made available only for activities which bear direct relationship to the mission and welfare of the university, and when schedules can be arranged so that there is no substantive interference with the employee's primary responsibilities.

LUNCH PERIODS

Lunch periods are unpaid and shall be taken during the middle of the work shift. They are thirty (30) minutes in duration.



REST PERIODS

In the interest of increased efficiency and good morale, employees are permitted a rest period of fifteen (15) minutes during each half day of work at times arranged by their supervisor. The rest periods shall be preceded and followed by an extended period of work; thus, it may not be used to cover an employee's late arrival or early departure, nor may it be regarded as accumulative if not taken.

TARDINESS

It is important that an employee notify his/her supervisor as soon as possible if he/she cannot report to work on time. Repeated tardiness is grounds for disciplinary action.

TERMINATION OF EMPLOYMENT

If an employee plans to terminate employment, the supervisor should be notified at least two weeks in advance to make arrangements for a replacement. Supervisors or exempt administrative personnel should provide at least one month's notice.

Call the Office of Human Resources as soon as possible to arrange for the following: (1) to schedule an exit interview; (2) to formally submit a statement of resignation; (3) to receive instructions for completing the Separation Checklist; (4) to receive information regarding your insurance coverage; and (5) to obtain information about retirement contributions. It is the employee's responsibility to return all university property or materials assigned before the last day of employment. Failure to submit all documents for separation will stop payment of your final paycheck, including any accrued leave pay.

The Office of Human Resources is located in the Cook Administration Building, Suite 203. For more information call the Office of Human Resources at (773) 995-2040 during regular business hours between 8:30 a.m. and 5:00 p.m. Monday through Friday.

Wage and Salary

HIRING RATES

The university establishes wage/range rates for each non-negotiated classification. Hiring rates for each non-negotiated classification will be at the minimum of the established range. An exception may be made if the new employee has more experience and/or education than is required for the position.

Hiring rates for each negotiated and prevailing rate classification are determined by contract as authorized by the CSU Board of Trustee.

PROBATIONARY INCREASES

All non-negotiated employees are eligible for a probationary increase at the end of the probationary period, provided they are not hired at a salary higher than the first quartile of the salary range.

ANNUAL INCREASES

Contingent upon the availability of appropriated funds, continuing non-negotiated employees will receive an annual salary adjustment.

PROMOTIONAL INCREASES

All promoted non-negotiated employees will be eligible to receive an appropriate increase. At no time will a promotional increase be above the maximum of the range.

OVERTIME COMPENSATION

The university, like other institutions of higher learning, is subject to the overtime requirements of the Federal Fair Labor Standards Act. The law requires payment of overtime to employees considered "nonexempt" and defines all individuals who are considered exempt.

The federal law requires the payment of overtime at 1.5 times the employee's normal rate of pay for all hours worked in excess of 40 hours per week. However, any hours worked between 35 and 40 hours per week are paid in accordance with the pertinent provisions of Board of Trustee Regulations or the appropriate contractual agreement.

Compensatory time (comp time) may be authorized by the supervisor in advance of the time worked. It is paid time-off granted to nonexempt employees as compensation for work performed in excess of the standard work week at the request of the supervisor.

Comp time is issued at 1.5 times the normal hours worked (e.g. one hour of overtime equals 1.5 hours of comp time). In order for comp time to be recognized as official, supporting documentation of the comp time must be signed and dated by the supervisor and employee. Usage of comp time shall be consistent with the following:

1. It shall not exceed 160 hours,
2. It is forfeited if not used within one (1) year of accrual will be forfeited and
3. There is no payout of unused comp time upon termination of employment.

Employment Status

Civil service employees receive a “Notice of Employee Status” when they begin work at the university. Notices are updated when a change in employment status occurs (e.g. classification, salary, type of appointment and other changes that affect the employee’s work). The notice includes rate of pay, date of employment, effective date of change in status and other information relative to the status change. The Notice of Employee Status is the official document denoting classification, pay and other conditions of employment.

Types of Employment

STATUS APPOINTMENT

A full-time status appointment is made to a position which the university has intention of continuing on a regular basis of six or more months. It entitles the employee to all benefits of university employment.

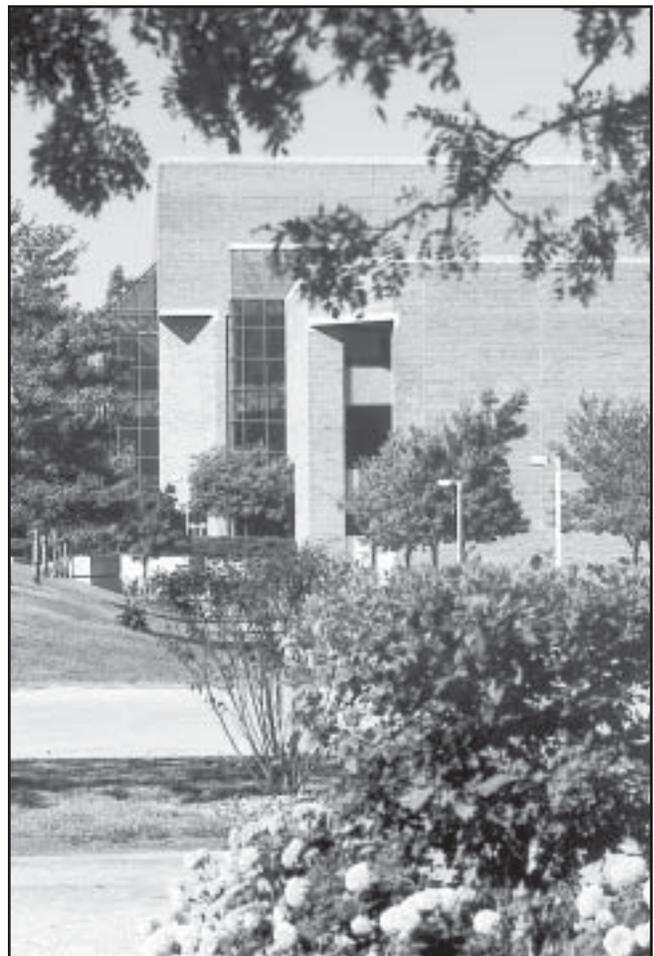
In addition to full-time appointments, one-half time and three-fourths time appointments may also be issued. Such employees receive a proportional amount of university benefits.

PROVISIONAL APPOINTMENT

A provisional appointment is made in the absence of a register when no person has passed the appropriate examination. An employee may continue in a provisional appointment only until he/she passes the examination for the new job classification. Once the employee passes the examination and has served in the new position successfully for six months, he/she receives a status appointment. A provisional employee may continue in his/her position as long as there is no eligible candidate for the appointment from the appropriate civil service register.

TEMPORARY APPOINTMENT

Work which is seasonal or temporary is filled by temporary appointments. These appointments are made for periods not to exceed three months, although it may be renewed upon request from the appropriate vice president with the approval of



the Director of the State Universities Civil Service System. However, in no case may the appointment exceed six months less one day.

EXTRA-HELP APPOINTMENT

Extra-help appointments are on an “as need basis” or of an emergency nature and meet the following conditions: (1) the employee is called for service occasionally; (2) services are not required on a constant, repetitive basis; (3) the amount of time is unpredictable; (4) payment is made on an hourly basis; and (5) the work cannot be readily assigned on a straight time or overtime basis to status employees. Extra-help employees are not permitted to work in excess of 900 hours per appointment. No benefits accrue with this type of appointment.

Transfer of Benefit Credits

A status employee may transfer his/her unused sick leave to other positions within the Illinois State Civil Service System. An employee also maintains eligibility for accruing leave time based on the rate of the previous position and length of service.

Pension Credits (years of service and accumulated contributions) are retained when an employee transfers to another Illinois state university. Credit can also be transferred from other public retirement systems (e.g. city, county and state) under The Reciprocal Act. A listing of these systems are available in your State Universities Retirement System (SURS) Member Guide, which can be obtained from the Office of Human Resources.

Probationary Period

An employee who has accepted a status appointment, or whose position is reallocated or reclassified, will be required to serve a probationary period before he/she becomes a permanent employee in the classification. The probationary period shall begin on the date of assignment to

duty and shall expire at the end of the probationary period, regardless of percentage of time of employment during the probationary period. The probationary period is an integral part of the position. Furthermore, it allows supervisors the opportunity to determine whether employees demonstrate the ability and qualifications necessary to give satisfactory service.

Periodically, throughout the probationary period, the supervisor shall discuss the employee’s progress with them. If the employee fails to demonstrate the ability and qualifications necessary to furnish satisfactory service during the probationary period, the employee may be terminated or returned to their previous classification. Employees who are terminated during the probationary period are responsible for returning all university property which has been assigned to them before leaving their current position or the university.

An employee who has completed the probationary period and who is transferred to another position within the same classification will not be required to serve another probationary period.

Seniority

Your seniority is the amount of service you have in a classification or in a promotional line. Seniority begins to accrue after you have passed your probationary period and dates back to the first day of full-time permanent employment in a class, or in all lower classes, but not a higher class in the same promotional line. Seniority does not accrue during periods of suspension, nor during leaves of absence without pay, if such leave is for more than 30 consecutive calendar days. Seniority accrues during periods of leave for military service or during any leave of absence without pay, provided such leave of absence without pay or layoff is not more than 30 consecutive calendar days.

Performance Evaluation

Employee performance evaluation is designed to assess job performance and to encourage all civil service staff members to grow professionally and to reach full potential in their work. This review provides supervisors and employees with an opportunity to identify employee developmental status. In addition, the evaluation is a means of defining goals and objectives and the appropriate course of action to pursue in order to increase competency and accelerate career progression.

The performance of exempt and nonexempt civil service employees shall be evaluated at least

once each year. In addition, all civil service employees shall receive a minimum of two performance reviews during their probationary period. These evaluations will normally be at the end of the third and fifth month.

Position Classification

All job titles shall correspond with the classification plan of the State Universities Civil Service System of Illinois. The classification plan consists of written specifications which include a listing of the assigned duties, responsibilities and required qualifications.

The plan is designed to meet the following



criteria: (1) to provide the basis for consistent and equitable salary relationships; (2) to establish a basis for comparison of positions to determine the appropriate classification; (3) to assist in recruiting and proper placement of personnel; and (4) to assist any employee in becoming acquainted with the characteristics, duties, responsibilities and minimum qualifications of the class. Information regarding classification may be obtained from the Office of Human Resources.

Promotions

Promotions occur when an employee qualifies and is reclassified for a vacant position at a higher level. A request to conduct a desk audit of any existing position may originate with the employee, division head or by the Office of Human Resources. The State Universities Civil Service System requires that periodic audits be conducted of all civil service personnel. A request for a desk audit of an existing position must be in writing and accompanied by an updated job description.

Transfers

Consideration for a transfer is given only when it is in the best interest of the university and the employee. Transfer discussions should be initiated with the division head and processed through appropriate personnel procedures.

Layoffs

When a reduction in workforce is required, such reduction shall be by a seniority listing within the affected classification. Whenever it becomes necessary to reemploy one or more employees in a class, the employees last laid off by seniority shall be reemployed first. Further reemployment shall be made in the order of seniority until the reemployment register for the class is exhausted.

An employee on layoff status is entitled to retirement service credit and full protection for 120 calendar days following the beginning date of the layoff, under the provision of the Retirement Act.

Grievances

All employees have the right to a fair and impartial hearing on any complaint and/or grievance that arises during the course of their employment.

Any grievance filed by an employee(s) of the university relative to work conditions, except those subject to collective bargaining agreements, should be filed in accordance with the provisions of the University Grievance Procedure.

Complaints regarding charges of discrimination in employment because of race, color, religion, age, sex, national origin or disability are excluded from this procedure and should be referred to the university's Office of Equal Employment Opportunity.

Employees whose job classifications are subject to collective bargaining agreements shall be limited to filing grievances in accordance with the grievance procedures contained in their contracts. Every supervisor and employee has the primary obligation to resolve employment related issues as they arise.

EMPLOYEE BENEFITS

Time Off With Pay

ACCRUED LEAVE

Vacation or accrued leave is earned by all permanent employees after completion of their probationary period. Nonexempt employees, as defined under the Fair Labor Standards Act, shall earn vacation at the following rates:

- For the first, second and third year of consecutive service, 12 workdays per year or one (1) workday per month.
- For the fourth, fifth and sixth year of consecutive service, 15 workdays per year or 1.24 workdays per month.
- For the seventh, eighth, and ninth year of consecutive service, 18 workdays per year or 1.50 workdays per month.
- For the 10th, 11th, 12th, 13th and 14th year of

consecutive service, 21 days per year or 1.75 days per month.

- For the 15th and each following year of consecutive service, 25 workdays per year or 2.08 workdays per month.
- All exempt employees, as defined under the Fair Labor Standards Act, shall earn vacation at the following rates:
 - 0-3 years of service - 25 days per year
 - 4-6 years of service - 26 days per year
 - 7-9 years of service - 27 days per year
 - Over 9 years of service - 28 days per year

All prior employment with the State of Illinois can be added to an employee's service time for determining vacation accrual rates. Proof of prior service must be presented to the Office of Human Resources at the time of appointment to be eligible for this benefit.

Eligibility for vacation and all leave benefits is based upon the type of appointment. Full-time status employees receive full benefits. All part-time status employees will receive benefits on their appointment percentage. For example, a 50 percent status employee will receive 50 percent benefits.

Accrued leave for all employees may be used to the extent that it is earned, subject to the operational needs of the employing department. Accrued leave may be accumulated to an amount equal to two-times the employees' current yearly accumulation rate. However, the employee will cease to earn leave beyond this level except as the accumulation is reduced. For example, a non-exempt employee with less than three (3) years of service will accrue one (1) day per month or 12 days per year and will not accrue any additional days once he/she reaches 24 days or until he/she reduces this accumulation.

Employees wishing to use accrued leave must receive permission from their supervisor prior to using leave time. Accrued leave can be used in emergency situations, but the supervisor must be notified within the first half-hour of the workday before the leave may be approved.

All eligible employees will receive 11 holidays

with pay per year. The holidays are:

- New Year's Eve Day
- New Year's Day
- Dr. Martin Luther King's Birthday
- Lincoln's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

If a holiday falls on a Saturday, the preceding day is observed as the official holiday. When the holiday falls on a Sunday, the holiday is observed the following Monday.

HOLIDAY COMPENSATION

To be eligible for holiday compensation, employees must be on active payroll on their last scheduled workday preceding the observed holiday and their first scheduled workday following the observed holiday, unless they are absent on such day(s) for good cause and such absence is approved by the supervisor or his/her designee.

SICK LEAVE

All status employees of the university will accumulate sick leave with full pay at the rate of 1 working day for each month of service. The sick days are accumulative with no maximum as to the number an employee may accumulate. However, sick leave is a gratuitous benefit offered by the university and is not a vested right similar to vacation. Sick leave will be allowed in times of personal sickness or up to 20 days to care for a parent, spouse or child (See Parental Leave). The university reserves the right to require acceptable evidence of the disability before allowing any sick leave benefits.

The amount of sick leave accumulated when a disability status begins shall be available in full and additional leave shall continue to be earned while an employee is using sick leave.

Employees must notify their immediate

supervisor no later than one-half hour after he/she is scheduled for work if he/she is unable to report for work for any reason. Failure to properly notify the immediate supervisor or the supervisor's designee within the department may result in disapproval of sick leave. The employee should be aware that just reporting the illness and absence from work does not imply authorization to take leave. Verification of illness may also be required.

Accumulated sick leave will be paid at one-half the amount accumulated after December 31, 1983 in case of resignation, discharge or termination.

BEREAVEMENT LEAVE

A civil service employee shall be granted three regularly scheduled workdays off, within a period of five consecutive workdays, commencing from the date of occurrence for the death of an imme-

mediate family member. Immediate family is defined as spouse, child, stepchild, mother, father, stepmother, stepfather, brother, sister, grandmother, grandfather, grandchildren, father-in-law, mother-in-law, aunt, uncle, niece or nephew, first cousin or a member of the immediate household. Employees must contact their supervisor and the Office of Human Resources prior to taking leave.

JURY DUTY LEAVE

An employee may be granted leave of absence with pay for jury duty or when subpoenaed for witness duty. To be eligible for payment of your regular salary while on jury or witness duty, you must present a copy of the summons or subpoena to your supervisor and the Office of Human Resources prior to service. A copy of your jury duty paycheck and check stub must be turned in



to the Payroll Office 24-hours after completing jury duty. Lack of evidence of service will result in an unauthorized leave.

ANNUAL MILITARY LEAVE

Employees who are annually recalled for temporary duty as a member of either the Illinois National Guard, Illinois Militia or any of the Armed Forces are granted leave of absence, with full pay, for the period of the leave. Such leaves are limited to 15 calendar days per year. In order to receive full salary while on military leave, employees must obtain approval by presenting a copy of the military order to their supervisor and the Office of Human Resources. Upon returning to the university, the employee must submit a copy of their service earnings (pay stub) to the Payroll Office.

MILITARY EMERGENCY LEAVE

Certified employees who are members of the Illinois National Guard, Illinois Militia, Reserves or any Armed Forces branch who are placed on emergency active duty may receive a combined wage from the university and the military in an amount equal to but not to exceed their normal salary. Military leave privileges also apply for basic training in the Armed Forces or Reserve branches.

EMERGENCY LEAVE

In an emergency situation where the safety, health or welfare of employees is a matter of concern to the administration, an executive officer may order you to absent yourself from work in accordance with the Board of Trustees regulations.

Time Off Without Pay

LEAVE OF ABSENCE WITHOUT PAY

Leave of absence without pay may be granted upon approval of the department supervisor. All accrued leave time must be reduced to five days before a leave of absence without pay may begin.

PARENTAL LEAVE

An employee may use up to 20 days of earned sick leave per calendar year for parental leave upon the birth of a child (by the employee or the employee's spouse) or the adoption of a child by the employee. Requests for parental leave of absence for more than 10 days shall be submitted to the employer 30 days in advance, except in cases of emergency. Non-emergency requests for parental leave for more than 10 days shall be subject to the consideration of maintaining efficient operation of the unit.

EXTENDED MILITARY LEAVE

A leave of absence without pay is granted when an employee enlists in or is inducted into the Armed Forces of the United States. Such an employee will be restored to their former position or, at the discretion of the university, to one of similar requirements and compensation. However, if as a result of their military service the employee is not physically or mentally qualified to perform the duties previously assigned, the employee will be offered a position that will allow the employee to perform physically and mentally at the rate of compensation provided for the position. The employee may request employment within 90 days after receiving an honorable discharge.

Employees on leave without pay, except for military or disability leave, may elect to contribute to the retirement system. They should also review their dependent's hospitalization coverage during this period and make arrangements for their last paycheck to be sent to their current mailing address.

FAMILY AND MEDICAL LEAVE

Employees with a total cumulative service of at least one year at the university and who have worked for 1,250 hours over the last 12 months, may take up to a total of 12 weeks unpaid leave during any 12 month period. Family leave can be taken for one or more of the following reasons:

1. Birth of a child and in order to care for such a child.
2. Placement of a foster child or adoption with the employee.
3. Care for a spouse, child or parent, if either one has a serious health condition. (Documentation of illness may be requested.)
4. Employee has a serious health condition that prevents them from performing the functions of their position. (Documentation of illness may be requested.)

The employee may be required to provide 30 days advance leave notice and medical certification if the leave is foreseeable. Under special conditions, the university may require a second or third medical opinion (at the university's expense) for serious health conditions or for a determination of fitness for duty to return to work. Taking of leave may be denied if requirements are not met.

EDUCATIONAL BENEFITS

Tuition and fee waivers shall be granted to all permanent civil service employees who enroll in courses up to the following limits:

1. Full-time employees - six credit hours during fall and spring terms; three credit hours during the summer term, for a maximum of 18 credit hours annually.
2. Fees waived include registration, admission, student union, athletic, graduation, activity fees, and any bond revenue fees.

For employees who enroll in courses at state universities in Illinois outside of CSU, the institution in which such employees enroll will determine the credit hour maxima and fees that will be waived.

The Board of Trustees for CSU provides for the awarding of tuition waivers for each eligible

child of any permanent CSU employee who has been employed for a minimum of seven years. Upon proper application and verification of eligibility, a 50 percent tuition waiver will be granted. Graduate level tuition waivers are taxed at a level determined by the IRS and will be paid out of the last paycheck in April and October. Employees should contact the Office of Human Resources for more information.

State Universities Retirement System (SURS)

As of January 1, 1984, enrollment in the SURS system is mandatory for all permanent employees from the first day of employment. Your SURS payroll deduction, called an "employer pickup" is eight percent of your gross earnings and has tax advantages. Federal and state taxes are calculated after the eight percent deduction, therefore the tax liability is 92 percent of your total earnings.

The following services are available to participants of SURS:

DISABILITY

After two years of participation in SURS, if you become temporarily disabled you may qualify to receive a disability income that equals 50 percent of your monthly earnings. Medical verification will have to be substantiated by an authorized physician and/or medical director of the SURS System.

Disability earnings for non-accident medical leaves commence after an employee has used all sick leave, all annual leave except for five days and is off payroll for 60 calendar days. Disability caused by an accident, either work or non-work related, commences immediately regardless of the years of participation (see section on Workers' Compensation).

RETIREMENT

Employee SURS deductions become vested after five years of service. Employees may retire at age 62 after five years of service, at age 55 after eight years of service, or at any age after 30 or more years of service. Eligible employees may buy back qualifying service time that will count toward retirement.

DEATH BENEFITS

New employees select from three types of death benefits offered by SURS: traditional, portable or self-managed. Consult your SURS representative for eligibility requirements based on years of service credit.

REFUND OF CONTRIBUTIONS

Upon termination of employment, you may request a refund of your SURS contributions. You will receive a lump sum refund less all interest credited to your account each year in excess of four and one-half percent. Contact the Office of Human Resources for a *Member's Guide* on the SURS System which details the provisions and services provided.



State of Illinois Central Management Services (CMS) Employees Group Insurance Program

The CMS program is actuated by state legislation and administered by the Office of Human Resources.

HEALTH INSURANCE

Full-time employees are eligible for free coverage under the State Health Plan or in one of the state approved Health Maintenance Organizations (HMO). Some HMOs require an employee cost because the monthly premium exceeds the state rate. Family coverage at group rates is available.

LIFE INSURANCE

The program insures employees for their full annual salary. Additional insurance is available for up to four-times the value of the annual salary with insurable options available for spouse and children.

CSU Board of Trustees

INSURANCE PROGRAMS

The Board of Trustees has made additional insurance and annuity plans available to its state employees such as Personal Accident Insurance (term life) with the ReliaStar Life Insurance Company and various tax deferred annuities. Brochures are available in the Office of Human Resources.

ILLINOIS WORKERS' COMPENSATION INSURANCE

All employees of Chicago State University are covered by the Illinois Workers' Compensation Act and can receive payment of medical expenses and disability leave if injured on the job.

MEDICAL ATTENTION AND ACCIDENT REPORT

If an employee is injured on the job during the business hours of 8:30 a.m. to 5:00 p.m., the employee or the supervisor must immediately contact the Health/Wellness Center, located in Suite 131 of the Cook Administration Building. The employee will be issued a referral to the Concentra Medical Center located on 900 E. 103rd St. for medical attention and instructions for medical follow-up. There are three easy steps for reporting injuries;

1. Report your injury immediately to your supervisor;
2. Cooperate with your medical management team;
3. Report your medical progress to your supervisor and the Office of Human Resources as required. You will be required to complete documentation of your injury and any time lost from work. **In an emergency, the CSU police should be notified so an ambulance can be dispatched for transport.**

Concentra's website address is:
www.concentra.com.

All injuries must be reported within 24-hours of occurrence to the injury *hotline number (800) 773-3221*. The Illinois Relay Service *TDD number is (800) 526-0844*. Reporting job-related injuries on a timely basis is part of the State of Illinois Early Intervention Program, which is designed to ensure that every state employee hurt on the job receives quality medical care and that their recovery is complete. The reporting process establishes a case management file and assists in the processing of reporting injuries.

Work-related injuries that occur after 5:00 p.m. should be immediately reported to the appropriate supervisor, the university police and to Trinity Hospital Emergency Room at 2320 E. 93rd St. The Office of Human Resources will report the incident to the Department of Central Management Services (CMS) and Risk Management by submitting the required forms from the

attending physician, the supervisor and any witnesses to the injury. It is the employee's responsibility to complete all forms required and forward them to the appropriate offices as instructed. *All forms are available in the Office of Human Resources, located in the Cook Administration Building, Suite 203, Monday through Friday, 8:30 a.m. to 5:00 p.m.* Failure to complete any form or report an injury may result in a denial of your claim.

PAYMENT OF MEDICAL EXPENSES

The Office of Human Resources will furnish the necessary claim forms for payment or reimbursement of medical expenses due to an on-the-job injury. Before payment of hospital or medical services are made, claims must be presented to and approved by CMS.

PAYMENT FOR LOST TIME

If an employee loses time off from work due to an on-the-job injury, Temporary Total Disability (TTD) benefits are payable when the employee has been removed from Payroll. TTD benefits are not paid for the first three workdays following the accident, unless the disability continues for 14 calendar days.

Permanent Partial Disability (PPD) is the complete or partial loss of use of a part of the body. PPD payments, if any, will only be paid if the employee's condition will not improve. The amount of PPD benefits paid is determined on a case-by-case basis as decided by the Illinois Industrial Commission's assessment of the physical impairment and the effect of the disability on the injured worker's life. An informational booklet on the *Illinois Workers' Compensation Act* and its benefits is available in the Office of Human Resources.

Tax Deferred Annuities (TDA)

Employees may supplement their SURS pension and Social Security payment through investments in a TDA. To assist our employees, tax-deferred programs are available through payroll deductions.

Additional information regarding the companies currently authorized to do business on campus and the amounts you can defer can be obtained from the Office of Human Resources.

Illinois State Employees' Deferred Compensation Plan

The Illinois State Employees' Deferred Compensation Plan offers similar tax advantages found in other deferred compensation plans offered by

traditional financial institutions. Restrictions and conditions for withdrawing funds and the maximum dollar amount contribution is outlined in your plan. Information and enrollment forms can be obtained from the Office of Human Resources or directly from the Deferred Compensation Plan located at the address below.

Central Management Services
Deferred Compensation Plan
200 W. Washington
Springfield, IL 62706

Participation in The Illinois State Employees' Deferred Compensation Plan and the tax-deferred annuity programs are entirely voluntary.

Saving Bonds

Series EE U.S. Saving Bonds are available through payroll deductions. Please contact the



Office of Human Resources for more information about participation, allotment options and/or facts about the Series EE Bonds.

Employee Services

WELLNESS CENTER ■ 995-2010

The university operates a Wellness Center located in the Cook Administration Building, Suite 131. The center is designed primarily to service the health and well-being needs of students. A full-time nurse and two physicians are on duty.

All injuries to students should be reported to the Wellness Center. If the health service nurse/s determines that the injury requires emergency treatment, emergency medical transportation will be provided. The guidelines for determining emergency physician's care are as follows:

- A. In cases where possible life-threatening injuries are suspected, a medical transportation unit will be dispatched. The University Police Department will guide the ambulance, paramedics or other emergency vehicles to the injured/ill party. Anyone refusing to follow this policy will be informed of the risks involved and will be asked to sign a "Release of Responsibility" form.
- B. In cases of less serious injury, such as a sprain, nonlife-threatening laceration or minor illness, the health service professional or university police will assist the injured party to:
 - (1) obtain a fellow student, campus employee, relative or friend to provide transportation to a nonemergency medical care facility or home; or
 - (2) arrange for a taxi transport for treatment or to the employee's home.

CREDIT UNION

Participation in the United Teachers Credit Union (UTCC) is available through payroll deductions. Application and payroll cards can be obtained from any UTCC office listed below or from the Office of Human Resources.

Chicago West

4444 S. Pulaski Road
Chicago, IL 60632-4011
(773) 376-6000

Evergreen Park

9730 S. Western Avenue,
Suite 633
Chicago, IL 60805-2863
(773) 843-9300

Chicago East

1526 E. 55th Street
Chicago, IL 60615-5550
(773) 843-8900

Chicago North

5901 N. Cicero Avenue,
Suite 106
Chicago, IL 60646-5711
(773) 843-8500

IDENTIFICATION CARDS ■ 995-2211

The identification card is a multipurpose card and is used for library privileges, cashier services, athletic and recreational events on campus and other university related privileges. Employees should contact the Library and Learning Resources Center for an appointment to have an identification card made. The initial card is free; a minimum fee is charged for a replacement card.

UNIVERSITY POLICE ■ 995-2111

The University Police Department provides protection for all persons and property on the campus 24 hours a day, seven days a week. The police will assist individuals in any way possible, but the success of the police service is dependent upon the cooperation received from the entire

community. Individuals may assist the police in the following ways:

1. Report all vehicle incidents occurring on university property and all incidents involving state-owned vehicles, regardless of where the incident occurs.
2. Report all fires immediately.
3. Report, immediately, any information you may possess concerning violations of university rules and regulations and any city, state or federal laws.
4. Give full cooperation when asked to provide personal and/or university identification in situations involving the security of persons or buildings.
5. Comply with the university's parking and traffic enforcement rules/regulations.
6. Notify police when an employee is working in an office outside normal working hours.

PUBLIC AFFAIRS AND COMMUNICATIONS ■ 995-2387

The Office of Public Affairs and Communications publishes periodic news releases for the use of university personnel. All newsworthy announcements will be distributed according to university regulations.

COUNSELING CENTER ■ 995-2383

The University Counseling Center provides service for the university community. The center offers confidential, individual counseling involving personal, academic and vocational issues, as well as group counseling, workshops and presentations on a variety of topics. The center also provides vocational and personality testing and makes referrals to outside agencies like the Employee Assistance Program (EAP) where confidentiality is ensured.

Hours of operation are 8:30 a.m. to 5:00 p.m. (MTWF) with extended hours on Thursday until 7:00 p.m. Convenient scheduling of appointments is available to meet the needs of the individual. The center is located in the Student Union Building, Suite 190.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The university provides confidential counseling services through its Employee Assistance Program (EAP) that is available to full and part-time employees and their families who are experiencing personal and professional problems. The program offers professional guidance and assistance to help the employee and/or their family make the transition into a more productive and manageable lifestyle. Counselors may be reached by telephone at (630) 665-3230 or (800) 233-4960.

CASHIER ■ 995-2029

The Cashier Office is located in the Cook Administration Building, Room 211. The cashier provides the following services: postage stamps, transportation fare cards and personal check cashing privileges (maximum amount \$50) for employees with a valid CSU ID card. Disbursement of payroll checks and payment for remittances due the university are handled by this office. The cashier functions mentioned above are available Monday through Friday, 8:30 a.m. through 5:00 p.m., except on paydays when services begin after 3:00 p.m.

UNIVERSITY PARKING ■ 995-2141

CSU provides a number of parking facilities for students, faculty, staff and visitors to the university. Individuals using the university parking facilities must have a valid parking permit. Daily parking permits may be purchased at each entrance to the university: the 95th Street and St. Lawrence or the 99th Place and King Drive. Any person operating a motor vehicle on CSU property is subject to and must comply with all traffic regulations of the State of Illinois, the city of Chicago and Chicago State University. Visitors must pay the required parking fee. Individuals, departments or sponsoring groups may arrange to pay for parking by completing a Direct Payment Voucher (DPV).

The Parking department is located in the Operations and Management Building (O&M), room 103. Hours of operation are 8:30 a.m. to 4:00 p.m., Monday through Friday. For more information, call the number listed above.

FOOD SERVICES ■ 995-2264

Catering and food services for the university are located in the east wing of the Student Union Building (SUB). For special events, the food service manager can arrange special catering services in various campus locations. The food service enterprise is equipped to handle formal and informal catering services in the “Fine Dining” area of the building. If you prefer a ready-to-serve meal or a light snack, food and drink vending machines are located on the main floor of the following buildings: Education (ED), Williams Science Center (SCI), Cook Administration (ADM), and the Robinson University Center (RUC). For complete catering services, call the number listed above.

LIBRARY AND MEDIA RESOURCES ■ 995-2251

The Douglas Library serves the entire university community. Staff members are encouraged to take advantage of the library privileges upon presentation of their university ID card. Employees may borrow library materials such as books, bound periodicals, government documents, records and certain media hardware. The library staff is available to assist employees in making full use of these materials for their work and personal needs.

Other services include Inter-Library Loans and film rentals. For further information on these and other services, contact the Library Information/Reference Desk at Ext. 2235.

PURCHASING OFFICE ■ 995-2424

The university uses a central purchasing operation which requires that all purchases, regardless of source of funds, be placed by the Purchasing Office. Centralized purchasing procedures are required to implement the Regulations Governing Procurement and Bidding at State

Systems Universities in Illinois and the State of Illinois Purchasing Act.

All purchase requests are initiated through the completion of the CSU Requisition Form. This form must be signed by an authorized fiscal officer and budgeted funds must be available before the Purchasing Office can begin processing the request.

CENTRAL STORES ■ 995-2356

Faculty and staff members who have been approved to purchase supplies by the appropriate fiscal officer may obtain supplies such as stationery and envelopes, pens and pencils, typewriter ribbons and other office supplies by presenting a Central Supply Form signed by the appropriate fiscal officer.

Employee Activities

CIVIL SERVICE EMPLOYEE ADVISORY COMMITTEE

The Civil Service Employee Advisory Committee was created for the purpose of serving as an advisory group to the Merit Board on all matters pertaining to the Civil Service System. Every state college and university in Illinois is represented. Employees are urged to communicate any comments through their representative. Contact the Office of Human Resources for the name of your Advisory Council Representative.

CIVIL SERVICE EMPLOYEE'S COUNCIL

The Civil Service Council was formed in 1971 to act as an advisory group to the administration on university matters affecting all civil service staff and to develop and guide social and recreational activities for CSU staff. Suggestions and comments about the council's activities may be addressed in the meetings. Notices of the meetings are posted and announced throughout the university.

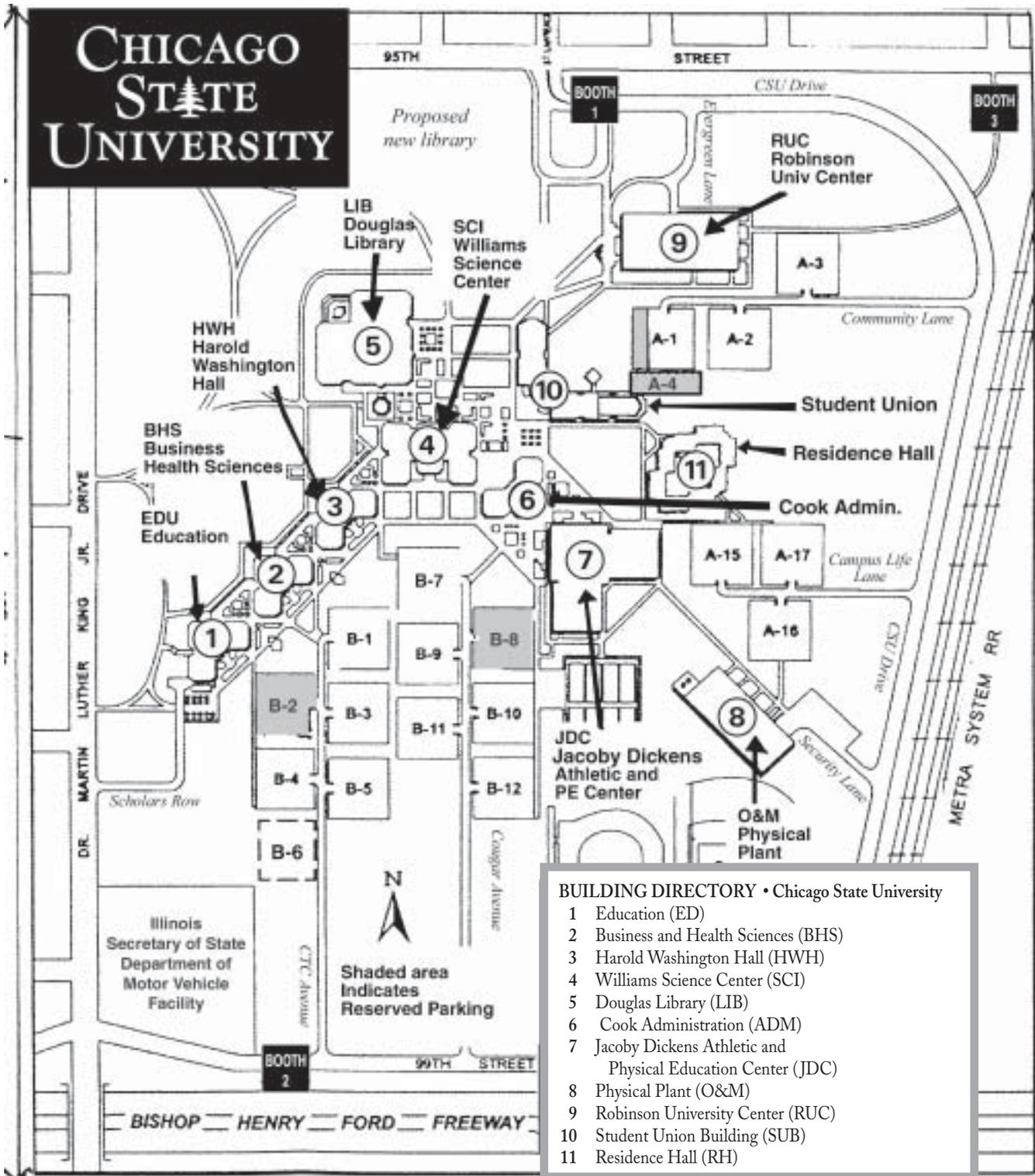
Customer Service

Customer service is essential to the overall goal of student retention and promoting a safe and customer-friendly environment for students, employees and internal and external customers. Good customer service skills increase your efficiency and your problem-solving skills through improved communication. The following customer service strategy is suggested.

1. Greet everyone with a pleasant disposition. Smile and maintain control of the situation you encounter.
2. Organize your office or desk so that information is readily available. (Being organized demonstrates professionalism.)
3. Remember, the university exists to serve the needs of the students, faculty, administrators and the community.
4. You are an ambassador for the University. Leave a good impression with students, faculty, staff and co-workers. It is important that everyone feels that their concerns are being heard and every attempt is made to give assistance. The Office of Human Resources will offer customer service workshops to the university community.

FIVE STEPS IN HANDLING COMPLAINTS

1. Actively listen to what the person is saying and respond only to the issues expressed.
2. Get the person's name and use it when speaking to them.
3. If necessary, take brief notes so that you have all the information.
4. Never promise anything that you or your department cannot deliver.
5. Remain calm and assist in resolving the matter to the best of your ability. If you are not the primary person that handles the matter, use the following checklist of actions.
 - Record the name of the person with the complaint and the date and time the complaint came to your attention.
 - Record the nature of the complaint.
 - Get a telephone number where the person can be reached if the matter must be referred to a supervisor or another individual.
 - Inform the person that every effort will be made to resolve the matter.
 - Offer your name as the person who gave valuable assistance in the matter.
 - Be sincere in your empathy for the person's dilemma and thank them for coming to see you.



CHICAGO STATE UNIVERSITY Campus Building Directory

Appendix

DEFINITION OF TERMS

The definition of terms listed below relate to various employee classifications and status.

Applicant - a person requesting to take a civil service examination as a candidate for hire.

Candidate - a person on a register as qualified by examination, seniority or service.

Class - a group of positions which are similar in duties, responsibilities and job worth, and which require such similar education and experience that each position in the group has been given the same job title and is filled by the same test of ability.

Classification - assignment of a position to a class.

Continuing Employee - an employee hired in a full or part-time job that is permanent in nature or will continue indefinitely.

Eligible Register - a list of one or more names of candidates, listed in accordance with the rules of the State Universities Civil Service System.

Exempt Executive, Administrative and Professional Civil Service Positions - as defined in Section 13 of the Fair Labor Standards Act.

Incumbent - the person currently employed in a position.

Negotiated Rate - a rate of pay determined through negotiation between the Board of Trustees and Union Representatives.

Nonexempt - all positions whose duties and responsibilities are not covered by the definitions of exempt.

Non-status Appointment - appointment of a certified candidate to a position which has been classified as other than a status appointment.

Prevailing Rate - a fixed hourly rate for a class of work (usually craft or trade classes, based upon a multi-employer area agreement) in which the university is not signatory to the agreement but has agreed to pay the rate specified in the local agreement. This rate must be certified by the locality.

Promotional Candidates - employees who complete an examination in their direct promotional line and who have completed a successful probationary period in their current class.

Reallocation - reassignment of an existing position to a class which is a part of a different promotional line or to a class which is not a part of any promotional line.

Reassignment - the assignment of an employee to a vacant position in the same class within the university (see transfer).

Resignation - an act by which employees voluntarily separate themselves from employment with the university.

Seniority - after completion of the probationary period, a term used to describe time worked in a class or in classes.

Service - time worked in a class under a status appointment by an employee who is serving, but who has not completed a probationary period in that class.

Status appointment - appointment of a certified candidate to a position which has been classified and approved as a continuing position.

Termination - discontinuation of services of an employee having a non-status appointment; discontinuance of services of an employee in one place of employment who has transferred within the system to another place of employment; failure of a provisional employee to meet certification requirements; and death, retirement or 1-A inability of an employee to return from a leave of absence.

Transfer - moving an employee from one position to another in the same class between constituent places of employment.

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