**CIDT Staff Policies** - Updated January 2020

*The goal for all CIDT staff is to use time and skills to serve the university, improve the online experience for faculty, staff, and students, and to create a positive and welcoming atmosphere. We will continuously seek out new ideas and opportunities to accomplish this objective, which means that projects and responsibilities will change frequently. All staff will need a team spirit and willingness to adapt to change.*

*The following policies are in place to protect CIDT and the university as well as promote the work environment necessary for success in this department. Policies apply to all staff - full time and students - unless specified as being for a particular group.*

**1. ACCESS**
*CIDT staff have access to critical information. This access comes with a high degree of trust and responsibility. The following policies are written to address appropriate access, use, and alteration of information. Additional guidelines may be provided by CIDT directors as needed.*

* 1.1. FERPA
	+ 1.1.1. Staff may not access courses in which they are or have been enrolled as a student from an administrator role unless asked to do so by and with the instructor.
	+ 1.1.2. Full Time Staff will maintain confidentiality when supplying data for student appeals or for other evaluation purposes requested by chairs or administrators. Such information retrieval should not be delegated to an undergraduate assistant.
	+ 1.1.3. Staff will not disclose any data – including grades, test questions, etc. – to any individual. They will instead assist students in learning how to access their own information.
	+ 1.1.4. Staff may access the Canvas grade center (only in courses they have never been enrolled as student) to address student concerns, such as whether an assignment submitted correctly. If the grade center is accessed after the start date of a course, the staff member should email the instructor to inform him or her of their activity.
	+ 1.1.5. Staff will not remove students from courses as this will delete data for logins and grades. Typically, if a student drops a class, they will be disabled. (This applies to credit bearing courses, not to organization sites.)
	+ 1.1.6. Students should not be made unavailable in a class they are legitimately enrolled in as this may cause them to believe they have dropped when they have not. (This applies to credit bearing courses, not to organization sites.)
* 1.2. Intellectual Property
	+ 1.2.1. When providing technical support, CIDT staff have access to course content, settings, etc. for the sake of verification, not modification. Staff may view course settings in order to troubleshoot technical issues and may verify those settings to the student or faculty who requested help. They will not alter settings in any course unless asked to do so by the faculty member or CIDT supervisor.
	+ 1.2.2. CIDT staff will provide instructors with recommendations for course improvements but will not make changes until permission has been granted. If CIDT staff do need to make changes to something in a course, such as fixing a broken link, the staff will immediately inform the instructor of what was done.
	+ 1.2.3. CIDT staff will not access or use course materials for training purposes without the instructor’s permission.
	+ 1.2.4. CIDT staff will ensure that course content is not copied to a different instructor’s course without the authoring instructor’s permission. Staff will encourage and assist faculty in giving credit to sources within their courses, including instructors who allowed them to use their content.
	+ 1.2.5. Content created by CIDT staff will be considered work-for-hire and will be owned by the university. If assistance is provided to a faculty member, the faculty member will retain ownership. If content is developed for orientation, newsletters, etc., it may be used by the university as it sees fit.
	+ 1.2.6. All CIDT staff will be familiar with APPM 7.10.3.
* 1.3. GPA
	+ Because all staff, including undergraduate staff, have access to grades, tests, etc., students with a low GPA create a liability for the department. Therefore, undergraduate staff must maintain a GPA of at least 2.0. To maintain this policy, CIDT directors will access GPA information periodically. If the GPA of an undergraduate staff member falls below 2.5, he or she will need to meet with a CIDT director to establish a probationary period, which may include a reduction of hours. If the GPA falls below 2.0, this may be grounds for termination. Undergraduate staff have access to and are encouraged to use a variety of resources offered by Southeastern and promoted by CIDT to ensure that quality academic performance is maintained.

**2. SAFETY and SECURITY**
*Each CIDT staff member is responsible for the safety and security of self, staff, and equipment. It is also important for the directors to be aware of staff at all times. The following policies are intended to promote such safety and security. All staff are expected to be conscientious with regards to this expectation in any circumstances not specifically described here.*

* 2.1. Employee Safety
	+ 2.1.1. CIDT is open from 7:30am until 1:00am. Work done during the hours that the university is open, that CIDT is advertised as being open, or that any on-campus SIDE classes are occuring should be performed from the CIDT office. Night hours, after 9:00pm and on weekends, may be worked from home as long as reliable internet is available. If any hardware is needed to perform work from home, this should be arranged in advance with CIDT supervisors. Any staff working from home should clock in and clock out via text to both the director and assistant director.
	+ 2.1.2. The director and assistant director should be informed when undergraduate staff are present in CIDT after 9:00pm or on weekends.
	+ 2.1.3. If staffing is reduced to only one person, CIDT entrances should be locked. (Visitors can call ahead or knock.)
* 2.2. Security
	+ 2.2.1. When staffing is limited, any entrances that cannot be observed should be shut and locked.
	+ 2.2.2. Staff are responsible for locking doors to CIDT and the studio when no CIDT employee is present. The studio should only be unlocked when in active use.
	+ 2.2.3. CIDT staff should ensure that all classroom doors are locked and equipment properly shut down before ending the latest shift each day or leaving CIDT unattended for any period of time.
	+ 2.2.4. If staff check out equipment for personal use, they must first make sure it is not needed for CIDT purposes. It must then be signed out and marked that it is for personal use. In this circumstance, the staff member who signs it out will be financially responsible for the equipment if it is lost, stolen, or damaged.
	+ 2.2.5. When any CIDT staff member takes equipment from the office (camera, SD cards, microphones, etc.), it should be checked out via the administrative assistant’s sign out sheet. If multiple items are taken, they may be listed as a bundle. In addition to signing it out, note when it will be returned. When equipment is returned, it should also be signed in on the same sheet. The administrative assistant will check equipment frequently for additional damage and lost/missing items.
* 2.3. Maintenance
	+ 2.3.1. Staff will ensure that all technology and associated equipment is listed in the CIDT inventory and is appropriately stored and maintained.
	+ 2.3.2. Staff should assist in charging batteries, turning off lights, and securing areas as needed.

**3. CONDUCT**
*Because CIDT employees work regularly with faculty, staff, students, and administrators, it is important to present ourselves in a professional manner, which includes dress, hygiene, speech, behavior, service, and reliability. The following principles are guidelines to assist CIDT employees in their professionalism. Additional guidance may be provided on a case-by-case basis.*

* 3.1. Dress and Appearance
	+ 3.1.1. All employees must be clean and well groomed. Grooming styles dictated by religion and ethnicity are not restricted. Grooming includes bathing or showering regularly, brushing hair and teeth, using deodorant, etc.
	+ 3.1.2. All clothes must be work-appropriate. Clothes that are typical in workouts and outdoor activities (i.e. sweatpants, athletic shorts, tank tops, etc.) are not professional. Clothes that are revealing are not appropriate (i.e. low cut shirts or short dresses / skirts / shorts).
		- \*Southeastern branded athletic wear is acceptable as long as it is clean, well kept, and worn in a professional style.
	+ 3.1.3. Clothes must be clean and in good condition. They should not have words or images that may be offensive or inappropriate.
	+ 3.1.4. When performing work outside the office, such as at events or in classes, take an extra measure of professionalism in both dress and conduct to ensure a positive reflection on the department.
	+ 3.1.5. Staff will keep their work stations clean and will assist in maintaining a clean and professional environment throughout CIDT and CIDT spaces, including the studio, storage, and classrooms.
* 3.2. Speech and Service
	+ 3.2.1. All communication - verbal and written - should be professional, polite, and respectful. Do not use cuss words or words that others may consider crude.
	+ 3.2.2. Speak positively of classes and professors that you work with.
	+ 3.2.3. Always treat coworkers with respect - in or outside the office environment and regardless of the form of communication used.
	+ 3.2.4. Be quick to greet visitors to CIDT and those calling, emailing, or asking questions on Live Chat. Offer assistance to whatever extent you are able before transferring the individual to someone else in CIDT or another department.

**4. Productivity and Time Off**
*CIDT is a busy place, and keeping every area going can be a challenge. It takes dedicated staff to accomplish all that we do. It is important that all staff are leaders. It is also important to be thoughtful and strategic with scheduling so that other staff are not overwhelmed by covering extra duties. The following have been written to promote a sense of responsibility and thoughtfulness and to outline expectations.*

* 4.1. Productivity / Leadership
	+ 4.1.1. Staff will fulfill the assigned schedule agreed upon by the staff member and director. Any alterations to the agreed upon schedule must be approved by the director via email.
	+ 4.1.2. Each staff member will record an accurate representation of hours worked on the CIDT Google Sheet daily at the end of his or her shift. Monthly time sheets should reflect the same number of hours worked as what is recorded on the Google Sheet.
	+ 4.1.3. Staff should be conscientious of deadlines for all projects and complete assigned tasks in a timely manner. If it becomes apparent that a deadline may not be met, make the appropriate team leaders / members aware of the need for extra attention to meet the deadline.
	+ 4.1.4. CIDT staff are expected to manage time well and be productive during working hours. Staff will be proactive in fulfilling and then seeking out projects for themselves and those on their respective teams. Team leaders will ensure projects are assigned and completed with quality and on time. They will provide guidance and training as needed to enable team members to be productive and successful. During slow times, staff should up-train, cross-train, and find ways to promote their skills to get new projects.
	+ 4.1.5. Team leaders are responsible for holding weekly meetings and/or sending updates via email. Meetings should be recorded if some members cannot attend. Meetings should address current issues relevant to the team, plan projects, assign duties, provide training, and address concerns.
	+ 4.1.6. CIDT staff should not use spare time for watching videos (unless for the sake of captioning, editing, or training), playing games, or using social media (unless working on CIDT or Southeastern social media sites).
* 4.2. Responsibility and Accountability
	+ 4.2.1. CIDT staff are responsible for all information sent via email or presented in CIDT meetings. If a staff member is absent from a meeting that is recorded via zoom, he or she is responsible for watching the recording as soon as possible. Meetings may be replaced or supplemented with emails. Such emails should be read in full.
	+ 4.2.2. CIDT staff are expected to read and respond to emails in a timely manner. This includes emails from within CIDT as well as from faculty and staff across campus.
	+ 4.2.3. If unusual hours are worked, A brief description should be added in a comment on the Google Sheet Hours tab.
	+ 4.2.4. Each staff member will record an accurate representation of hours worked on the CIDT Google Sheet Hours tab and will use that area to log reasons for time off and other scheduling information for quick reference.
	+ 4.2.5. The administrative assistant will verify this consistency of time reported / leave taken before time sheets are signed and may request a revision to be submitted.
* 4.3. Scheduled Time / Time Off
	+ 4.3.1. Staff will be responsible for fulfilling assigned duties, some of which will occur at specific assigned times. Staff are also expected to be present for CIDT meetings and major CIDT events. Breaks, lunch, and leave should not be taken during meeting times or events or when a specific duty is assigned. Staff should not leave early from meetings or events. Schedules should be planned around such events so that staff who are needed are available at critical times. If conflicts do arise, the staff member will communicate with other staff to arrange for a backup to fulfill their responsibilities and will do everything possible to relieve the burden resulting from his or her absence.
	+ 4.3.2. When assigned evening shifts, staff should work from CIDT until 8pm or until all SIDE classes have ended, whichever is later. If evening hours cannot be fulfilled, the staff member is responsible for ensuring that other staff can be present to cover the office and fulfill assigned responsibilities.
	+ 4.3.3. Lunch breaks should not conflict with assigned responsibilities and may therefore need to be taken at odd hours on some days. The length of time taken for lunch should not interfere with meetings or responsibilities. If a long lunch is taken, it should be reflected accurately when hours worked are reported.
	+ 4.3.4. Because the CIDT office is open from 8am to 8pm, in many cases, schedules may be adjusted to fulfill the normal 40 hour work week without the use of personal time. The guidelines below should be consulted when personal time is used.
		- “Personal leave can be used when a member of the employee’s family requires his/her attention; when there is an emergency that only the employee can handle such as family illness; bereavements; inclement weather conditions; conducting personal business; etc… Personal leave is not annual leave; therefore, it is not intended to supplement annual leave hours to be used… Events that could have been scheduled during non-working hours will be charged to annual leave.”
	+ 4.3.5. Requests for time off should be sent via email with the accompanying justification to the director. Approval of time off must be given by the director, and will also be given via email. When requesting time off, please consider the time of year, activities scheduled, and what burdens will fall to other employees in your absence.
	+ 4.3.6. When possible, reasonable advance notice should be given prior to taking vacation, personal leave, or comp time. This helps assure all staffing needs are met. However, there may be circumstances (such as illness) when advance notice is not possible. Even in those cases, notice should be given as soon as possible. Also note the cause of absence on the Google Sheet hours tab and send an email as soon as you are able to do so. When short notice is provided, please make the director, assistant director, and administrative assistant aware of your time off.

**CIDT Disciplinary Action Plan**

**The following will result in the disciplinary action described hereafter:**

* Failure to show up for a shift without notice
	+ This includes failure to clock in for remote shifts.
* Misconduct in communication - verbal or written
* Failure to fulfill CIDT work responsibilities during work shifts
* Failure to report accurate time worked
* Failure to follow general CIDT policies
* Failure to comply with CIDT directives delivered in meetings, email, etc.

|  |  |
| --- | --- |
| 1st Offense | Training / Review of policy and/or concerns |
| 2nd Offense | Verbal Warning |
| 3rd Offense | Written Warning |
| 4th Offense | Probation (Formal Plan of Improvement) |
| 5th Offense | Termination of Employment  |

A 3-month period with no offenses will clear any former offenses recorded unless otherwise discussed with the individual staff member.

**The following are more serious offenses that may result in immediate termination of employment:**

* Accessing course information for personal gain (i.e. grades, test questions, etc.)
* Abuse of influence due to CIDT employment status (exerting implied authority)
* Serious personal misconduct with other staff or CIDT visitors (harassment, bullying, etc.)

**UNDERGRADUATE STAFF RAISES***CIDT Undergraduate staff are considered “Skilled Workers” by the university, which allows a system by which undergraduate staff my receive raises. Raises will be contingent upon performance in the following areas. A performance review must be completed to determine whether any raise will be awarded.*

* **CIDT Policies** - Undergraduate staff are expected to be familiar with and follow the policies outlined in this document.
* **Work Ethic** - Undergraduate staff are expected to demonstrate a high level of work ethic by asserting appropriate effort on projects, fulfilling assigned duties, and looking for ways to improve CIDT and its projects.
* **Reliability** - Undergraduate staff are expected to fulfill their assigned schedule to ensure that all needs are met. They must be dependable enough to oversee and complete projects in a timely manner. They must be trusted to manage their own time productively.
* **Initiative** - Undergraduate staff should play an active role in developing the quality of CIDT, its projects, and operations. Undergraduate staff should not hesitate to share ideas and offer to participate in areas that they may not have been assigned to but could make a meaningful contribution.

I have read, understand, and agree to uphold the policies outlined in this document.

Employee (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee (sign): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

APPM

7.10.3 Intellectual Property (Updated 2-2019)

Southeastern Oklahoma State University respects the intellectual property rights of the professors and students and thus must gain permission for use of such works, including content stored within the Learning Management System (LMS) for online, blended, and face-to-face courses. An author may allow the copy and/or distribution (as well as viewing for training purposes) of their materials by giving written permission to the requestor. In such cases, any materials used will retain the name of the author.

Users and authors may not alter or delete content from the LMS for any course that has been taught within the previous eighteen months, as this is the time allotted for student appeals and content should be maintained in the same condition in which it existed at the end of the course.

Persons using materials in the LMS obtained from any other source must cite the source from which it was obtained, including authors, websites, images, etc.

Work-for-Hire principles will not be applied to individual works in developing materials. However, such rights will be reserved by the institution in cases of appointed collaboration, such as the work specifically commissioned by the university or produced by university committees and councils.

Works produced under a specific contract or grant agreement between the university and a governmental or other agency or organization are subject to the terms of the grant or contract for purposes of copyright. The terms of any grant or contract shall take precedence over this policy should there be a conflict between them.

Third Party Policy

Course Review Policy Adopted by the Academic Council on December 11, 2019 An academic department chair may need third party assistance for course reviews or other investigations into a course on a virtual learning environment or learning management system. The chair must request assistance in writing. Respectfully submitted, Kay Daigle, Academic Council Chair

**CIDT Staff Policies Agreement**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have received, reviewed, and agreed to follow all CIDT Staff Policies.

Staff Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have reviewed all staff policies with the above mentioned CIDT staff member and attest that they have agreed to follow all CIDT staff policies.

Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_