# Employee Policy & Procedure Manual – Support Services

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Employee Policy & Procedure Manual – Support Services

4.01  **FINANCE AND PLANNING – SERVICES AND POLICIES**

4.01.01  **Procurement Services**

*(Owner: Procurement Services; Last Reviewed: 2/10/16; Last Updated: 2/10/16)*

Procurement Services is the principal department authorized to make commitments for materials, supplies, equipment, and service necessary for the operation of the College. Catalogs and vendor information are available. A completed requisition form, approved by the budget director is required to initiate a purchase. Because of their unique purchasing requirements, limited delegation of purchasing authority has been given to several areas of the college. These areas are: College Press, Dining Services, and Library. For more information, including preferred providers, please visit [http://www.messiah.edu/info/20734/department_of Procurement](http://www.messiah.edu/info/20734/department_of PROCUREMENT).

4.01.02  **VISA Purchasing Card**

*(Owner: Finance & Planning; Last Reviewed: 2/10/16; Last Updated: 2/10/16)*

A VISA Purchasing Card program is available to allow for the direct procurement of low-value purchases by the end-user and to provide a convenient mechanism for managing expenses for those that travel. A VISA Purchasing Card is provided to employees based on their need to purchase business-related goods and services and/or travel for the institution. The appropriate budget director will determine the individuals that require a card(s). Although the card is issued in an individual's name, it should be considered College property. An "Employee Purchasing Card Usage Agreement" must be signed by the cardholder verifying his/her understanding of the VISA Purchasing Card program and agreement to comply with the guidelines. Additional information may be obtained via [http://www.messiah.edu/info/21032/p-card](http://www.messiah.edu/info/21032/p-card).

4.01.03  **Messiah College Expenditure Policy**

*(Owner: Financial Services; Last Reviewed: 2/10/16; Last Updated: 2/10/16)*

Messiah College Expenditure Policy specifies categories of allowable and unallowable expenditures of College resources. Additionally, the expenditure policy provides guidance for travel expenditures, expense reimbursements, and cash advances.

The College follows the IRS’ standards for an accountable plan which requires expenses to have a business purpose and substantiated within a specified period of time. It is
anticipated expenditures will be coded to representative general ledger accounts in the organization where respective budget resides.

4.01.03.01 **Travel Expenditures**

*(Owner: Financial Services; Last Reviewed: 2/10/16; Last Updated: 2/10/16)*

Travel is an essential and integral part of Messiah College's activities. An individual traveling for College-related purposes, assuming a reasonable level of comfort and convenience, should neither gain nor lose personal funds. The traveler should try to keep College expenses to a minimum and use departmental budgets as cost effectively as possible. The College provides access to a travel agency to assist employees and generally is a more cost-effective value. Where itineraries are altered to accommodate personal affairs, the traveler is expected to pay any additional costs incurred.

The College generally will reimburse individuals for actual and reasonable expenses incurred for approved transportation, domestic travel, international travel, meals, lodging and other necessary travel expenses. Documentation (i.e., original receipts) must be provided to substantiate expenses. Please refer to the Messiah College Expenditure Policy for additional guidance.

4.01.03.02 **Use of Personal Vehicle – Mileage Reimbursement**

*(Owner: Financial Services; Last Reviewed: 2/10/16; Last Updated: 2/10/16)*

College activities should be accomplished in College-owned vehicles. In the event that College-owned vehicles are unavailable, employees should arrange for a rental from one of the College’s preferred rental providers prior to using a personal vehicle for trips beyond the 30-mile radius. Use of a personal vehicle is generally permitted (for trips less than a 30-mile radius) and is reimbursable.

Mileage reimbursement rates are updated periodically and may differ for employees, volunteers and students. The College’s approved mileage reimbursement rates are available within expense reimbursement web resources.

For use of College vehicles, see 4.03.07. *Because of insurance restrictions, only Messiah College employees or students who have received prior approval are permitted to drive College vehicles.*
4.01.03.03 **Reimbursement of Expenses**

*(Owner: Financial Services; Last Reviewed: 2/10/16; Last Updated: 2/10/16)*

Please refer to the Messiah College [Expenditure Policy](#).

4.01.03.04 **Cash Advances**

*(Owner: Financial Services; Last Reviewed: 2/10/16; Last Updated: 2/10/16)*

A cash advance is money paid to an employee in advance of a College business trip and is to be applied toward actual travel expenses. All cash advances are recorded within the College’s accounts receivable system and are to be reconciled within 15 days of return of the business trip.

Due to the availability of purchasing cards and purchase orders, cash advances are generally limited in use. For additional parameters around the use of cash advances, please refer to the Messiah College [Expenditure Policy](#).

4.01.04 **Recordkeeping**

*(Owner: Financial Services; Last Reviewed: 2/10/16; Last Updated: 2/10/16)*

The College follows the IRS’ standards for an accountable plan which requires expenses to have a business purpose and to be substantiated within a specified period of time. Documentation (i.e., original receipts) must be provided to substantiate expenses. Please refer to the Messiah College Expenditure Policy for additional guidance.

It is anticipated expenditures will be coded to representative general ledger accounts in the organization where respective budget resides.

4.01.05 **Authorization**

*(Owner: Financial Services; Last Reviewed: 2/10/16; Last Updated: 2/10/16)*

Budget directors responsible for departments where employees will charge expenses must approve expenditures, travel reimbursements, cash advances, and Visa Purchasing Card activity.

4.01.06 **Cashing Checks**
The Falcon Exchange will cash checks up to a maximum of $100 per day for full- and part-time employees during regular office hours. Employees must present Messiah College ID along with checks.

4.02 **EMPLOYEE SUPPORT SERVICES**

4.02.01 **Vehicle Registration, Parking and Towing**

All vehicles that are regularly parked on the campus must be registered with the Department of Safety; this is completed by submitting the Employee Parking Permit Registration Form. Parking permits are issued by this office to employees, who will be issued one mirror-hanging permit per person. If an employee has more than one vehicle, they must register all owned vehicles however will only receive one permit. The employee is required to move that parking permit onto the vehicle being driven and parked on campus. Temporary permits for visitors and guests are available at the Dispatch Office as well. The Parking Policy Rules and Regulations, the Traffic Code, and the Employee Parking Permit Registration Form are available at: [http://www.messiah.edu/info/20568/safety_office/814/vehicle_parking_info](http://www.messiah.edu/info/20568/safety_office/814/vehicle_parking_info)

Persons leaving employment with Messiah College must surrender their parking permit to the Department of Safety or to their supervisor who is then required to return it to this department.

4.02.02 **Parking**

Vehicle parking rules and regulations have been developed for the safety and welfare of students, faculty, staff and visitors, for the protection and maintenance of college property, and to govern traffic on campus. Motor vehicle regulations are in effect at all times throughout the year. In addition to the campus rules, all driving and parking regulations of the PA Vehicle Code apply on campus roadways. It is the employee’s responsibility to know and abide by all the rules and regulations; these can be found at: [http://www.messiah.edu/info/20568/safety_office/814/vehicle_parking_info](http://www.messiah.edu/info/20568/safety_office/814/vehicle_parking_info)
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Vehicles may be parked only in the paved parking lots as assigned to students, staff, faculty, and visitors to the College. Parking is not permitted in areas assigned to specially-designated departmental service areas, handicapped parking spots (unless you are handicap), regular roadways, or other service roadways or access ways. Citations may be issued by the Department of Safety for any parking violation. Faculty and staff should direct appeals of traffic or parking violations to parking@messiah.edu.

4.02.01.03 Towing

The College reserves the right to remove or tow any vehicle at any time at the owner’s expense. Any vehicle that is parked or left unattended in a location that blocks or impedes traffic is subject to be towed. This includes any vehicle that blocks or impedes access to a service drive, fire lane, roadway, handicapped parking area, or other traffic service access. It also includes vehicles left in lots or areas that were required to be moved for construction projects, dumpsters being dumped, snow removal, threat of rising water due to flood, etc. Every attempt will be made to contact the owner of the vehicle first, however if notification cannot be made, the vehicle may be towed. Costs for towing are charged to the owner or operator of the towed vehicle. Parking rules and regulations can be found at: http://www.messiah.edu/info/20568/safety_office/814/vehicle_parking_info. All questions on towing should be directed to the Department of Safety Director at ext. 7272.

4.02.02 Employee Identification Cards

(Owner: Falcon Exchange; Last Reviewed: 9/11/17; Last Updated: 9/11/17)

Identification cards are issued to all permanent full-time, part-time and limited-hour employees. Temporary employees are not issued an employee identification card except in rare circumstances with the appropriate approvals. Departments requiring temporary workers to carry identification may request a department card. The department card is for identification purposes only and does not provide privileges to the campus's facilities.

When an employee terminates employment with the College, the identification card must be surrendered to either the immediate supervisor or the Office of Human Resources & Compliance.

a. Employees must have an identification card to attend classes.

b. An identification card may be required for admission to, or participation in, various College programs or to use College facilities or services. Unauthorized use of an identification card is a serious offense that could lead to the dismissal of the employee involved.
c. Employee dependents between the ages of 16 through 18 are eligible to receive a Family card, if requested by the employee.
d. The cost to replace a lost or damaged identification card is $15.00.

4.02.03 **Facility Use**

(Owners: Falcon Exchange / Fitness Center / Office of Human Resources & Compliance; Last Reviewed: 08/29/18; Last Updated: 08/29/18)

Messiah College “Facilities” include the Fitness Center, Pool, Indoor Walking Track, and Gymnasiums. A valid ID card must be presented to use most of these facilities. Dependents using the Fitness Center must be between the ages of 16 and 18.

ID Cards are non-transferable. Please note that friend, department and conference cards are not accepted for facility use. If your card is lost, you may obtain a temporary card or purchase a new card at the Falcon Exchange.

**STUDENT CARD:** Issued to currently enrolled full-time and part-time undergraduate and graduate students.

**EMPLOYEE CARD:** Issued to active full-time, part-time or limited-hour Messiah College employees. Employees may bring their spouse and dependent children unless otherwise restricted. New hires must submit all required background checks to the Office of Human Resources & Compliance prior to Fitness Center access being provided. Additionally, the following Fitness Center access charts applies for undergraduate and graduate adjunct faculty:

<table>
<thead>
<tr>
<th></th>
<th>Fall Term Only</th>
<th>J-Term Only (undergrad only)</th>
<th>Spring Term Only</th>
<th>Fall Term through Spring Term</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start Date</strong></td>
<td>Tues. before Fall Move-in Day</td>
<td>First day after Christmas Break</td>
<td>First day after Christmas Break</td>
<td>Tues. before Fall Move-in Day</td>
</tr>
<tr>
<td><strong>End Date</strong></td>
<td>Last day before Christmas Break</td>
<td>Last adjunct J-term work date</td>
<td>Friday following commencement</td>
<td>Friday following commencement</td>
</tr>
</tbody>
</table>
ALUMNI CARD: Issued to eligible alumni upon request. Alumni may bring their spouse and dependent children unless otherwise restricted. Spouses of Alumni may obtain an Alumni Spouse card at the Falcon Exchange. Access to the Fitness Center requires a paid summer membership and requires the card to be shown prior to entry.

ALUMNI SPOUSE CARD: Issued to spouses of eligible alumni upon request. Alumni spouse cards must be presented upon entering the facilities when not accompanied by the Alumnus. Alumni spouses may bring their dependent children unless otherwise restricted. Access to the Fitness Center requires a paid summer membership and requires the card to be shown prior to entry.

FAMILY CARD: Issued to employee spouses and eligible dependent children between the ages of 16 through 18 of active full-time, part-time or limited-hour employees upon request. Family cards must be presented upon entering the facilities when not accompanied by the Employee. Dependent children may obtain a family card only if they are between the ages of 16-18.

RETIREE and EMERITI RETIREE CARD: Retired and Emeriti Retired employees must surrender their employee card upon separation of employment. Retired employees may then request a “Retiree or Emeriti Retiree Card.” This card is not eligible for access to the Fitness Center.

FRIEND CARD: Friend cards are no longer issued by the Falcon Exchange. These cards are restricted to authorized personal care assistants and are issued through the Office of Human Resources & Compliance. The Friend card does not provide privileges to campus facilities. Friend cards for library patrons that have purchased a community membership will be valid for the shorter of the length of that membership or until September 30, 2018 at which point all Friend cards will be considered invalid.

TRUSTEE CARD: Trustee cards are issued to current Trustees of the College. Cards are valid for the duration of the Trustee’s tenure.

FITNESS CENTER FRIEND CARD: Issued solely at the discretion of the Vice Provost and the Director of the Fitness Center. Fitness Center Friend cards are issued for a designated time period and are valid only in the Fitness Center.

PRESIDENTIAL FRIEND CARD: Issued solely at the discretion of the President.
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Presidential Friend cards are issued for a designated time period and are valid only in the Fitness Center.

**DEPARTMENT CARD**: Issued primarily for hospitality or printing/copying purposes. Specific department cards may also be issued for door access for a long-term contractor, ELC family member, or vendor. The department card does not provide privileges to the campus’s facilities.

**CONFERENCE CARD**: Issued by Conference Services. Cards are valid for residence hall and dining access as per contracted services by each individual conference. Cards are not valid for facility use.

4.02.04 **Career Guidance and Coaching**

*(Owner: Career & Professional Development Center; Last Reviewed: 12/18/15; Last Updated: 12/18/15)*

The Career and Professional Development Center primarily exists to provide career coaching services to the students and alumni of Messiah College. However, some services are also available to employees. For example, FOCUS, an online computerized career exploration and assessment program, assists with identifying interests and skills. Additionally, employees are welcome to utilize our exclusive job board known as “Handshake”, and attend most events and career fairs. Employees are encouraged to take advantage of the material on the CPDC’s website. Initial contact is handled by the Administrative Assistant in the Career and Professional Development Center.

4.02.05 **Health Services**

*(Owner: Engle Center; Last Reviewed: 4/5/16; Last Updated: 4/5/16)*

Health Services, located in the Engle Center for Counseling and Health Services, provides certain services to employees. A variety of services are available for a fee. Illness or injury that could potentially result in a Worker’s Compensation claim cannot be processed through the Engle Center. Health Services is open from 8 a.m. – 5 p.m. and is closed June through mid-August. For more information, contact the Engle Center Administrative Assistant.

4.02.06 **Personal Counseling**

*(Owners: Engle Center / Human Resources; Last Reviewed: 4/5/16; Last Updated: 4/5/16)*
Counseling services are available through the Employee Assistance Program administered by Guardian (Work-Life Matters) at 800.386.7055.

The Engle Center counselors, while primarily responsible to provide services for students, are available on a limited basis for personal counseling to employees. This service is provided to employees at no charge for four sessions, and strictest confidentiality is maintained. Appointments are coordinated by the Engle Center Administrative Assistant.

4.02.07 Notary Public

(Owner: Human Resources; Last Reviewed: 3/9/16; Last Updated: 3/9/16)

The services of a Notary Public, excluding motor vehicle services, are available to employees of the College without charge. Currently, the Benefits Manager, the Executive Assistant to the Vice President for Operations, the Administrative Assistant to the Vice President of Finance and the Heritage Society Coordinator are commissioned Notary Publics.

4.02.08 Chapel

(Owner: Office of Human Resources & Compliance; Last Reviewed: 4/5/16; Last Updated: TBD)

As their work schedules permit and with supervisory approval, employees may attend Chapel services. Time off for Chapel need not be made up. However, persons choosing not to attend Chapel are expected to work during that period.

4.02.09 Lost and Found

(Owner: Department of Safety; Last Reviewed: 12/7/15; Last Updated: 11/13/14)

All lost and found items are to be turned in to the Dispatch Office in Eisenhower Campus Center. All valuable items will be logged in and will be held for a period of 30 days and every attempt will be made to contact the rightful owner(s). After 30 days, all unclaimed items will be donated to charity or discarded. All money turned in will be donated to summer missions projects if unclaimed. This procedure is available at: http://www.messiah.edu/info/20569/dispatch_office/818/lost_and_found

4.02.10 Campus Store Discount
Messiah College employees receive a 10% discount on most items purchased at the Campus Store. Textbooks are excluded. Please see the store for other exceptions that may apply.

4.02.11 **Employee Discount Program -- Personal Purchases**

A number of local businesses offer various discounts for personal use. An employee discount purchasing program has been developed and the details may be viewed on the Messiah College website at [http://www.messiah.edu/cdp](http://www.messiah.edu/cdp). To receive each discount you must show your Messiah College employee photo identification card at the point-of-purchase. Please note that each business has different discounts and restrictions.

4.03 **Office Support Services**

4.03.01 **College Press**

The Messiah College Press is Messiah's centralized source for printing, duplicating, bindery, finishing, publishing, bulk mail services, and print warehousing. College Press maintains a fleet of satellite copiers where convenient, low volume and urgent copying is required. Office consumables such as copier paper, laser paper, general office forms, and College stationery are available through College Press.

4.03.02 **Copy Facilities**

The College Press maintains a satellite copier fleet on campus as a convenience to students, faculty and staff. These copiers provide quick turnaround copies for copying needs under 50 copies. All types of work, College and personal, may be done on a self-service basis during office hours. Employee ID Cards are needed to operate copiers. Your supervisor will have your ID card enabled to print for your department. Copies are charged at a per page rate. For larger jobs, the College Press also has an online copy form found in the MC Square Quicklinks and offers delivery back to Hoffman building.
(Learning Technology Services) or your office. By submitting your copy order online, the College Press will copy it at a lower copy rate than the satellite copiers, and return the job back to your office area. This not only saves the department budget money, but also reduces the service costs on the satellite copiers. More information can be found on line at:  http://www.messiah.edu/info/20180/online_copy_order.

4.03.04  Mail Service

(Owner: Postal Services; Last Reviewed: 12/2/15; Last Updated: 11/3/14)

The Campus Post Office is responsible for mail distribution to the campus community. Students have mailboxes in the Eisenhower Campus Center, and faculty and staff get their mail delivered to either a mailbox in the Campus Center, or their department administrative assistant (or designated department personnel) may pick it up for further distribution within the department. Mail for Old Main is delivered daily by a campus postal employee. Postal Services is responsible for distribution of US Mail, UPS, FedEx, DHL, and Airborne Express packages, as well as campus mail.

4.03.05  Bulk Mailings

(Owner: College Press; Last Reviewed: 12/2/15; Last Updated: 11/12/14)

A bulk mailing must include at least 200 pieces of identical mail in zip code order. Two weeks advance notice is required. Non-USA, Grantham and campus mail should be separated. To use the institution bulk permit, mailing must be associated with the College in some manner and it must be imprinted with the College's insignia. Delivery time for bulk mailings is from one to two weeks (it is possible that bulk mailings to nearby areas may be delivered in less time). For assistance in preparing a bulk mailing, contact the College Press.

4.03.06  Room Reservations

(Owner: Conference & Event Services; Last Reviewed: 12/7/15; Last Updated: 12/7/15)

All Room Reservations (except those noted in the following subsections) are to be made through the Department of Conference and Event Services. Requests for room only reservations must be made three business days in advance of the event by email using the Virtual EMS scheduling system. All other requests may be made via email to RoomRes@messiah.edu. The following information must be included in the request: facility requested (first second, and third choices) date, start and end times, number of
attendees, contact name, contact phone number, sponsoring group, and name of event.

Also answer the questions pertaining to special needs such as catering/food, technical needs, special set up needs, film/DVD, dances, fundraisers, off-campus speakers or vendors and tickets. These requests must be made by 21 days prior to the event so that all the necessary approvals may be obtained.

4.03.06.01  Private Dining Room

(Owner: Dining Services; Last Reviewed: 4/4/16; Last Updated: 4/4/16)

The Private Dining Room (PDR) is located in the Eisenhower Campus Center. To reserve this space, contact the Dining Services Catering Office. Maximum capacity is 24 guests.

4.03.06.02  The Martin Commons

(Owner: Dining Services; Last Reviewed: 4/4/16; Last Updated: 4/4/16)

The Martin Commons is located in the Eisenhower Campus Center and is primarily an overflow for student dining. The Martin Commons may also be used for catering events, Lottie pass-through events and meetings, based upon availability. To reserve this space, contact the Dining Services Catering Office. A minimum of 100 guests is required and the maximum capacity is 264 guests.

4.03.06.03  Larsen Student Union

(Owner: Student Involvement & Leadership Programs; Last Reviewed: 12/23/15; Last Updated: 11/11/14)

All Larsen room reservations are to be made through the Student Involvement & Leadership Programs Office. Larsen Room reservations must be made seven days in advance (ten days if set up is required) and should be done through the online registration form (https://www.messiah.edu/forms/form/208/en/meeting_space_reservation) or through email (LarsenRoomRes@messiah.edu). The following information must be included: room requested, date, times (including set-up and tear-down), number of attendees, contact name and name of sponsoring club/org/office, phone number, name of event or meeting, set-up requirements. Your requests will be responded to in three business days.

4.03.06.04  Climenhaga Homestead & McBeth Alumni Center
Scheduling for these two locations is handled through the Virtual EMS scheduling system. For more information, please visit: [http://www.messiah.edu/info/20480/facilities/630/climenhaga_homestead_and_mcbeth_alumni_center](http://www.messiah.edu/info/20480/facilities/630/climenhaga_homestead_and_mcbeth_alumni_center)

**Scheduling Policies**

- All events and guests are scheduled through the Office of the Conference and Event Services.
- The Climenhaga Homestead and McBeth Alumni Center may be closed during Breaks and Holidays.

**4.03.06.01 Climenhaga Homestead**

The Homestead has four guest suites, each with its own private bath and sunroom. Each guest suite offers telephone, internet connection and cable TV. A hospitality basket is provided for each room.

- Minnemingo Room - 2 twin beds and full bath
- Yellow Breeches - queen bed and shower only (no tub)
- Falcon Nest - queen bed and full bath
- President's Suite - queen bed and full bath

In order to maintain the integrity of the furnishings in the Climenhaga Homestead, overnight guests should be at least 12 years of age or older. Children ages 12-18 must be accompanied by an adult.

There will be a one year advance booking limit on overnight accommodations.

**4.03.07 College Vehicles**

*(Owners: Fleet Services/College Receptionist; Last Reviewed: 12/4/15; Last Updated: 11/6/14)*

*Because of insurance restrictions, only Messiah College employees or students who have been approved are permitted to drive College vehicles.*
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The College maintains a fleet of cars and vans for official College use. Cost for use of these vehicles is back charged to appropriate departments. Vehicles will not be released without an account number for charge of the expenses. These vehicles are not available for personal use. Due to insurance requirements, use of the vehicles is restricted to approved activities and College travel.

Only the approved driver is permitted to pick up the vehicle keys. It is the driver’s responsibility for pickup and return of the vehicle in good condition and free from trash, debris, and personal belongings. Maintenance problems are to be reported immediately to the College Receptionist. Vehicles should be returned with a no less than a three-quarter tank of gasoline.

A mileage report must be obtained from the Campus Information Center at the start of a trip. Complete the "Driver Requirements" section, note the beginning mileage, and a signature by the driver is necessary in the designated area. It is the responsibility of the driver to pay directly for any driving and/or parking violations received from a law enforcement agency. At the conclusion of the trip, the form shall be completed and returned, along with the keys to the vehicle and any credit cards/slips, to the Receptionist Office. If a vehicle is returned at a time when the Receptionist is not on duty, the keys, credit card, and paperwork should be returned to Dispatch.

If reckless driving by the employee, as determined by the Department of Safety, results in an accident, the employee will be required to pay the deductible toward the repair costs of the vehicle. All vehicle accidents both on and off campus must be reported immediately to the Department of Safety, along with a completed accident report form located in the glove compartment of the respective vehicle.

To request a College vehicle, complete and submit the Vehicle Request Form via MC Square | Employee Forms | Operations | Vehicle Request Form. Questions can be directed to the College Receptionist (ext. 3770 or 717-766-2511).

4.03.08 Learning Technology Services

(Owner: Learning Technology Services; Last Reviewed: 12/23/15; Last Updated: 11/5/14)

Learning Technology Services (LTS) provides Messiah College faculty, employees, and students with consulting, innovative and support services related to many technologies and media production. Technology sessions are offered on an ongoing basis and include instruction on the learning management system (LMS), Google applications, and video production. In addition, LTS provides faculty members with copyright clearance services,
testing scoring services, and is a pick-up/drop off location for print jobs sent to College Press. Come share, innovate and consult in our Hoffman 1st floor Innovation Zone.

4.03.09 **Key Distribution and Control**

*(Owner: Key Services; Last Reviewed: 12/23/15; Last Updated: 9/29/11)*

Policies and procedures related to key distribution and control, including issuance, responsibilities, lost key procedures/fees, and enforcement are available from Key Services at: [http://www.messiah.edu/info/20080/facility_maintenance/142/key_services](http://www.messiah.edu/info/20080/facility_maintenance/142/key_services).

4.03.10 **Maintenance Work Order**

*(Owner: Facility Services; Last Reviewed: 12/9/15; Last Updated: 11/6/14)*

In an effort to properly track work order repair requests, it is important that work requests not be communicated directly to Facility Maintenance employees, either in passing or by contacting personal phone extensions and personal e-mail addresses. ALL service requests need to be submitted using the maintenance work order form on [MC Square](http://www.messiah.edu/info/20080/facility_maintenance/142/key_services). If the request is an emergency, call Facility Services at ext. 6011 between the hours of 7:30am to 4:00pm Monday through Friday so computer generated work orders can be created. Contact the Messiah College Dispatch office at 6005 for emergencies after hours.

4.03.11 **Project Work Requests**

*(Owner: Facility Services; Last Reviewed: 12/9/15; Last Updated: 1/19/10)*

Project work (renovation, remodeling, major changes) generally require separate budget authorization.

4.03.12 **Library**

*(Owner: Murray Library; Last Reviewed: 12/23/15; Last Updated: 11/5/14)*

The Murray Library houses the College library, Disability Services, Learning Center, Writing Center, the Brethren in Christ Historical Library and Archives, and the Boyer Center Archives. All College employees enjoy library borrowing privileges, including interlibrary loan services. Orientation and instruction in the use of the library are provided by the professional staff by appointment.

4.03.13 **Campus Media Coverage**
Any Messiah College employee who would like to invite members of the media to visit campus to cover a story or event are required to first contact the Office of Marketing and Communications, who will consult regarding the appropriateness/likelihood of media coverage and then coordinate contact with reporters as well as any coverage logistics. It is the responsibility of the Executive Director of Marketing and Communications and the Director of Communications to issue news releases and initiate contacts with the news media. [Note: an exception to this is the Assistant Athletic Director of Public/Media Relations who is authorized to directly initiate and coordinate media coverage for athletic events.]

Designated spokespersons in the Office of Marketing and Communications are equipped and prepared to speak with members of the media on behalf of the institution. Employees may use personal discretion in speaking to members of the media as private individuals; however, employees do not have the authority to speak on behalf of the institution or to represent the College’s official perspective or position on any issue. Employees have the additional responsibility to direct all media inquiries to designated institutional spokespersons when specifically instructed to do so by the College.

Employees who are contacted directly by members of the media to request/schedule an interview are requested to notify the Office of Marketing and Communications in advance so that they may provide any necessary coordination with the College’s media protocol.

4.03.14

**Print and Web Project Initiation**

The Office of Marketing and Communications is responsible for overseeing the design, proofreading, and mail/delivery coordination of College print and digitally delivered communications (such as html emails) mailed/ emailed to off-campus audiences of more than 200. The Creative Director and Director of Web Communications are also responsible for overseeing the design and some content areas of the College website. The College requires that all print communications for external audiences of more than 200 be initiated through the Office of Marketing and Communications Services Coordinator. Specific areas of the messiah.edu website also must be built by the College’s web team and/or use College templates. To initiate a print communication project or website project or for questions about whether your project is required to be produced by Marketing and Communications, contact the Services Coordinator at extension 7342 in the Office of
Employee Policy & Procedure Manual – Support Services

Marketing and Communications. For more information, please visit http://www.messiah.edu/info/20044/marketing_and_communications

4.03.15 Telephone/Fax Services

(Owner: Information Technology Services; Last Reviewed: 12/7/15; Last Updated: 7/11/12)

College telephones are provided for the conduct of College business. Therefore, local personal calls should be limited in length and number. Long distance personal calls and faxes are prohibited.

The College has the capability of printing logs of all telephone numbers, local and long distance, called to or from campus. In the event of perceived abuse, these records may be used to conduct appropriate investigations.

4.03.16 Ticket Office

(Owner: Conference & Event Services; Last Reviewed: 12/2/15; Last Updated: 12/7/15)

The Ticket Office is located next to the Receptionist Office in the lobby of the Eisenhower Campus Center. Hours are 8:00 a.m. to 6:30 p.m., Monday through Friday, September – mid-May and 8:00 a.m. to 5:00 p.m. the remainder of the year. Some of the events sold by the ticket office are:

a. Touring groups or productions  
b. Seasonal and single performances for the Cultural Series  
c. Theatre productions  
d. Annual Christmas Concert by the School of the Arts  
e. Choral Arts Society concert  
f. Student Activity Board concerts and events  
g. Susquehanna Chorale Events  
h. Other student-planned events

4.04 INFORMATION TECHNOLOGY SERVICES POLICIES

(Owner: Information Technology Services; Last Reviewed: 12/7/15; Last Updated: 11/5/14)

Information Technology Services policies are maintained on the Messiah College web site under the Office of Information Technology Services. Policies may be viewed at
4.05  
**EMERGENCY CLOSING PROCEDURE, GRANTHAM CAMPUS**

4.05.01  
**Announcements**

*(Owner: Office of Human Resources & Compliance; Last Reviewed: 11/3/11; Last Updated 11/3/11)*

In the event that weather conditions or other emergencies should cause the College to close or delay the workday, an announcement will be communicated on the College's:

- Home page ([www.messiah.edu](http://www.messiah.edu))
- **Emergency Information Hotline** (717-691-6084). *(A recording will provide you with a date and time of the most recent message.)*
- Text Alert System

Employees involved in snow removal, facilities, campus events and dining should follow the instructions given by their respective supervisory staff.

4.05.02  
**Delays and Closings Prior to the Beginning of the Work Day**

*(Owner: Office of Human Resources & Compliance; Last Reviewed: 1/25/12; Last Updated: 1/25/12)*

Should weather conditions or other emergencies create a condition under which there might be a question as to whether the College will operate on a normal basis, an announcement will be communicated on the College's:

- Home page ([www.messiah.edu](http://www.messiah.edu))
- **Emergency Information Hotline** (717-691-6084). *(A recording will provide you with a date and time of the most recent message.)*
- Text Alert System

When the President of the College or his/her designee closes the College due to inclement weather or other emergency, employees will be excused from their work. Those employees who are responsible for the provision of essential services shall report to work as scheduled and will be paid according to the pay provisions for employees providing essential services.

4.05.03  
**Employees Providing Essential Services**
Members of various departments are responsible for providing essential services during weather-related and other emergencies. These departments may include, but are not necessarily limited to: Dining Services, Facility Services, Safety, Campus Events (designated work crew), the Campus Information Center (CIC), the Library, Information Technology Services, and the Engle Center.

Employees eligible for this classification must be full-time, part-time or limited-hour employees who work a minimum of 1,000 hours. Employees identified as providing essential services are notified by the department and/or supervisor as to the nature and conditions for which the employees will be considered essential employees. The Human Resources Office also communicates annually with employees designated as providing essential services.

Employees with questions regarding their status as an employee providing essential services should contact their supervisors for additional information.

Departments/Supervisors may provide overnight accommodations for employees providing essential services who wish to remain on campus rather than travel back and forth. If a supervisor believes it would be necessary to require essential employees to remain on campus overnight for an extraordinary emergency, the situation must be reviewed and approved (by phone if necessary) in advance by the appropriate Vice President and the Vice President for Human Resources and Compliance.

Departments/Supervisors scheduling employees to provide essential services will make every attempt to schedule necessary coverage in advance or early in an employee’s scheduled shift, but weather-related and other emergencies may not always allow the scheduling/contact to occur prior to or by the beginning of an employee’s shift. Employees have been invited--and are welcome--to provide alternate contact information (such as a cell phone number) so that employees are not tied to being near a land line during an emergency.

Employees providing essential services who are called by their supervisor (or supervisor's designee) to work either during or outside of the employee’s regularly-scheduled shift and who do not report to work (or do not work the full shift) as called will be required to use personal time equivalent to the unworked period. In the event that insufficient personal time remains, employees will be required to use vacation time. In either case, employees
will be paid straight time for those hours and will not receive closed pay for the missed period. Employees who are called in for a shift and unable to come to work due to sickness should record the hours as sick time. Also note that failure to report to work will impact the employee’s performance evaluation.

On some occasions, at the supervisor’s request and with Vice President/Provost and supervisor approval, staff employees may be called in to work during a delay or closed period. These employees should report hours and be paid as employees providing essential services. Supervisors should communicate these arrangements with Dispatch.

Additional information is available from the FAQs and Situation Illustrations documents.

4.05.04  Early Dismissal (Voluntary & Mandatory)

(Owner: Office of Human Resources & Compliance; Last Reviewed: 7/1/15; Last Updated: 7/1/15)

In the event it begins to snow or there is an emergency during the workday and an administrative decision is made to allow employees to leave work early, a statement will be released through the normal distribution channels on campus. Vice Presidents/Provost or their designees will be responsible for getting word to their reporting departments.

For mandatory early dismissals, leave-eligible employees released during the workday due to inclement weather conditions or other emergencies will be paid for a full day's work. Those employees who cannot go home early due to job responsibilities and providing essential services will report time and be paid according to the pay provisions for employees providing essential services.

For voluntary early dismissals, employees leaving work early will be required to use available personal time or vacation time equivalent to the unworked period. In the event that insufficient personal time remains, employees will be required to use vacation time. In either case, employees will be paid straight time for those hours.

4.05.05  Employees Who Miss Work Due to Weather Conditions

(Owner: Office of Human Resources & Compliance; Last Reviewed: 7/1/15; Last Updated: 7/1/15)

When there is inclement weather, such as a bad snow or an ice storm, and employees (excluding employees providing essential services, which is defined separately) attempt to come to work but cannot get to work due to road and weather conditions, they may use available personal time equivalent to their scheduled work shift. In the event that
insufficient personal time remains, employees will be required to use vacation time. In either case, employees will be paid straight time for those hours.

4.05.06 Employees Who Arrive Late Due to Weather Conditions

(Owner: Office of Human Resources & Compliance; Last Reviewed: 7/1/15; Last Updated: 7/1/15)

Employees who arrive late to work beyond a reasonable time frame, as defined by the supervisor, may use part of their available personal time, use vacation time, or may be required to make up the time lost from work. If time off is required to be used instead of making up the lost time, then in the event that insufficient personal time remains, employees will be required to use vacation time. In either case, employees will be paid straight time for those hours.

4.05.07 Employees on Evening Shifts

(Owner: Office of Human Resources & Compliance; Last Reviewed: 1/25/12; Last Updated: 1/25/12)

For employees working second or third shift, an announcement will be communicated on the College's:

- Home page (www.messiah.edu)
- Emergency Information Hotline (717-691-6084). (A recording will provide you with a date and time of the most recent message.)
- Text Alert System

During an emergency delay or closing, staff employees on shift, who are required to come to work or cannot leave work due to job responsibilities for the provision of essential services, will be paid according to the pay provisions for employees providing essential services.

4.05.08 Payroll Time Reporting

(Owner: Office of Human Resources & Compliance; Last Reviewed: 1/29/10; Last Updated: 1/29/10)

Illustrated examples are available on the Payroll website at: http://www.messiah.edu/info/20338/faqs/605/recording_special_hours

4.05.08.01 Employees Providing Essential Services
Staff (hourly) employees who are required to work during an emergency period because of the provision of essential services should report regular hours for hours worked and closed hours for the rest of the employee’s regularly-scheduled shift. These employees will be paid straight time for those hours. Actual hours worked for providing essential services during an emergency period are to be recorded as “Emergency” and will be paid at time-and-one-half. “Emergency” hours are determined by the official College announcement of delay or closure.

At times, employees may need to provide essential services outside of an official closing or delay (e.g., snow removal prior to regularly-scheduled workshift for a day with no delay). In this situation, and with supervisor approval, hours worked outside of the employee’s standard work shift should be considered “Emergency” hours to be paid at time-and-one-half. Employees should indicate the reason for these emergency hours on their timesheet. Hours worked outside of an employee's regular work shift should be treated as additional hours and should not be used to reduce reported hours during the regular shift.

Supervisors/Departments may, at their discretion, modify work schedules for the same day for which the essential duties are performed. The modified hours may only reduce straight time hours worked for up to the equivalent essential hours and may not eliminate the extra half-time pay received for the essential hours. All other alternative time off must be at the discretion of the employee. Staff (hourly) employees providing essential services may request equivalent alternate time off on another regularly-scheduled day in the same pay period in return for working the emergency essential hours. If approved by the supervisor/department, employees receiving alternate time off during the pay period should NOT report the alternate time-off hours. Instead, no time should be recorded on the timesheet for this alternate time off.

Below are some sample calculations to illustrate reporting and pay provisions:

<table>
<thead>
<tr>
<th>Employee</th>
<th>Normal Hours (Closed)</th>
<th>Emergency Hours Worked</th>
<th>Closed Pay</th>
<th>Worked Pay (Emergency)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee A</td>
<td>8</td>
<td>8</td>
<td>8 hrs. @ 1x pay</td>
<td>8 hrs. @ 1.5x pay</td>
</tr>
<tr>
<td>Employee B</td>
<td>8</td>
<td>4</td>
<td>8 hrs. @ 1x pay</td>
<td>4 hrs. @ 1.5x pay</td>
</tr>
</tbody>
</table>
### Non-Essential Employees

(Owner: Office of Human Resources & Compliance; Last Reviewed: 1/29/10; Last Updated: 1/28/16)

All staff (hourly) employees who are non-essential (e.g., not classified as providing essential services) and are regularly scheduled for at least 1,000 hours per year are entitled to closed pay if the closed hours occur during their regularly-scheduled assignment. Employees should report “Closed” time for the time the College was officially closed and should report other scheduled work hours as usual.

Non-essential, hourly employees do not report to work during a closed period.

Non-essential employees who are deemed essential in order to address the College emergency during an emergency closed period will be considered as providing essential services, as outlined in the previous section, and should be paid accordingly.

### Administrative Employees

(Owner: Office of Human Resources & Compliance; Last Reviewed: 1/29/10; Last Updated: 1/29/10)

Administrative employees, by the nature of their salaried assignment, will be paid for delay or closed time.

### Employees on Scheduled Vacation/Sick Leave, Other Paid Time Off, or a Leave of Absence

(Owner: Office of Human Resources & Compliance; Last Reviewed: 10/4/10; Last Updated: 10/4/10)

An employee’s request for time off supersedes any closure, delay or early dismissal. These employees should continue to report time as if there were no closure, delay, or early dismissal. Employees providing essential services who have received prior approval for vacation, sick, or personal time will not be required to report to work to provide essential
services during the approved time.

4.05.09 Additional Help to Remove Snow

(Owner: Office of Human Resources & Compliance; Last Reviewed: 1/29/10; Last Updated: 1/29/10)

Additional help must receive prior approval from the Director of Facility Services or the Grounds Supervisor within the Grounds Department. Non-essential staff employees, who shovel, will be paid time-and-one-half for hours worked during the close down or delay period. Student employees will receive their normal wage rate for hours worked. Temporary/occasional employees who are hired for snow removal will be paid at their hired rate.

4.05.10 Impact on Instructional Schedule

When a decision has been made to delay school due to inclement weather, the following protocol shall be followed for the schedule of classes. These schedules will be communicated to students and faculty via email, text message alert, the home page of the web site, phone message, and Learning Management System Announcement.

If a delay is announced for morning classes, it shall be a two hour delay and the following alternate schedules will be used.

4.05.10.01 Fall Term Two Hour Delay Schedule

<table>
<thead>
<tr>
<th>M, W, F</th>
<th>T, R</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>Delayed</td>
</tr>
<tr>
<td>8:00-8:50</td>
<td>10:00-10:35</td>
</tr>
<tr>
<td>9:00-9:50</td>
<td>10:45-11:20</td>
</tr>
<tr>
<td>10:00-10:50</td>
<td>11:30-12:05</td>
</tr>
<tr>
<td>11:00-11:50</td>
<td>12:15-12:50</td>
</tr>
<tr>
<td>12:00-12:50</td>
<td>1:00-1:35</td>
</tr>
<tr>
<td>1:00-1:50</td>
<td>1:45-2:20</td>
</tr>
<tr>
<td>2:00-2:50</td>
<td>2:30-3:05</td>
</tr>
<tr>
<td>3:00-3:50</td>
<td>3:15-3:50</td>
</tr>
<tr>
<td>4:00-4:50</td>
<td>4:00-4:50</td>
</tr>
<tr>
<td>Evening</td>
<td>Evening</td>
</tr>
</tbody>
</table>

M, W, F: 35 minute classes/10 minutes between classes (except the final class which
begins and ends on time)
T, R: 65 minute classes/10 minutes between classes, chapel cancelled (except last class is shortened by 5 minutes)

4.05.10.02  **Spring Term Two Hour Delay Schedule**

<table>
<thead>
<tr>
<th></th>
<th>M, W, F</th>
<th>T, R</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Regular</td>
<td>Delayed</td>
</tr>
<tr>
<td></td>
<td>8:00-9:00</td>
<td>10:00-10:45</td>
</tr>
<tr>
<td></td>
<td>9:10-10:10</td>
<td>10:55-11:40</td>
</tr>
<tr>
<td></td>
<td>10:20-11:20</td>
<td>11:50-12:35</td>
</tr>
<tr>
<td></td>
<td>11:30-12:30</td>
<td>12:45-1:30</td>
</tr>
<tr>
<td></td>
<td>12:40-1:40</td>
<td>1:40-2:25</td>
</tr>
<tr>
<td></td>
<td>1:50-2:50</td>
<td>2:35-3:20</td>
</tr>
<tr>
<td></td>
<td>3:00-4:00</td>
<td>3:30-4:15</td>
</tr>
<tr>
<td></td>
<td>4:10-5:10</td>
<td>4:25-5:10</td>
</tr>
<tr>
<td></td>
<td>Evening</td>
<td>Evening</td>
</tr>
</tbody>
</table>

Chapel: 9:45-10:30  No Chapel

M, W, F: 45 minute classes/10 minutes between classes
T, R: 80 minute classes/10 minutes between classes and no chapel

4.05.10.03  **Other Items**

**Lab times on a two hour delayed schedule**, start and end according to the following procedure. Find the normal starting time range on the regular schedule, and the lab will begin at the associated start time on the delayed schedule. Find the normal ending time range on the regular schedule, and the lab will end at the associated ending time on the delayed schedule. For example, using the Fall-Term schedule:

1. If a lab is 1:00 – 3:50 p.m. on F, then the usual starting time range would be 1:00-1:50; the associated revised start time would be 1:45. Since the end time for the lab is normally 3:50 p.m., the usual ending time range would be 3:00 – 3:50 and the associated revised ending time is 3:50 p.m. because the associated ending range is 3:15 to 3:50.
2. If a lab is 1:20 – 5:20 p.m. on T, the usual starting time range is 1:20-2:35, and the associated revised start time would be 1:45 p.m. The end time for the lab is normally 5:20 p.m., the usual ending time range would be 4:10 – 5:25 and the associated ending time is 5:25 p.m.
3. A lab is 1:00 – 5:00 p.m. on W, the usual starting time range is 1:00-1:50,
associated start time would be 1:45. The end time for the lab is normally 5:00 p.m., the usual ending time range would be 4:00 – 4:50 (since nothing is listed past that time) and the associated ending time is 5:00 p.m. because the end time is past the last time range.

If the delay exceeds two hours during Fall or Spring semester, then classes shall follow the normal schedule and classes that normally would have occurred during the time of the delay are cancelled. When a class does not meet as a result, teaching faculty shall be responsible for adjusting courses in order to maintain the integrity of the learning objectives of the course.

If the delay occurs during J-Term, then morning classes shall begin at 10:00 and run until 12:45. Afternoon classes will begin at 1:00 and end at 3:45. A 15 minute break is planned as part of the time for both the morning and afternoon schedule. If the delay occurs on a day when a special chapel is scheduled, the chapel will be cancelled. If the delay exceeds two hours during J-Term, then morning classes are cancelled and afternoon classes will begin at the normal time.

If a cancellation occurs during J-Term, then the Provost’s Office will announce appropriate adjustments to the remainder of the J-Term schedule. Such adjustments could include extending the length of each remaining class meeting by 10-15 minutes or by meeting an extra hour for 2 days.

For an early dismissal or cancellation (whether for evening classes or an entire day) which results in a class not meeting, the teaching faculty shall be responsible for adjusting the course in order to maintain the integrity of the learning objectives of the course.

4.06 MISCELLANEOUS

4.06.01 Official Communication

4.06.01.01 Intercom

(Owner: Office of Marketing & Communications; Last Reviewed: 12/21/15; Last Updated: 3/1/10)

A weekly Intercom is circulated to all College employees via e-mail throughout the College year. The Intercom is currently the only regularly scheduled College-wide means of communication and therefore it is essential that all employees read its contents each week. The Intercom carries official College announcements, policy and/or procedural
updates or changes, job postings, reports of professional and service activities, and other information of interest to all employees. The Intercom can be viewed at http://www.messiah.edu/intercom.

4.06.01.02 Mass E-mail

(Owner: College Press; Last Reviewed: 12/2/15; Last Updated: 3/12/15)

The College Press maintains a mass email system that allows employees to send email messages to predetermined groups of Messiah constituents based upon the submitter’s choice and relevancy. The mass email submission form can be found on MC Square on the employee home tab under Quicklinks. Guidelines for the mass email program can be found at: http://mcweb.messiah.edu/offices/college_press/mass_email.html.

4.06.02 Use of Institutional Name or Wordmark

(Owner: Office of Marketing & Communications; Last Reviewed: 12/21/15; Last Updated: 3/13/15)

The institution does not permit the use of its name or related wordmarks and logos by non-Messiah entities in any announcement, advertisement, merchandise, digital communications, publication, or report if such use in any way implies institutional endorsement of any product, service, or point of view. Any external organization or its advertising agency requesting the use of institutional or athletic wordmarks, logos, or photography for sale, advertising, endorsement, or public relations purposes should be referred to, and must receive express written consent from, the Executive Director of Marketing and Communications, who is responsible for determining whether the institution's name or related wordmarks and logos may be used in conjunction with the particular product, service, or point of view. In certain cases, he/she may refer requests for such use to the President.

Additionally, all employees are expected to follow the parameters the College has defined for the use of its institutional word marks and logos in its Messiah College Visual Identity Manual (http://www.messiah.edu/info/20130/visual_identity), maintained by the Office of Marketing and Communications, and the Athletics Visual Identity Manual (http://gomessiah.com/sports/2014/7/28/GEN_0728141552.aspx), maintained by the Division of Athletics.