



SAMUEL MERRITT UNIVERSITY

**staff *and* faculty**  
**handbook**

*A Guide and Orientation to the University*  
*with links to the SMU website*

# staff and faculty handbook

# table of contents

## section 1

### How to Use the *Handbook* ..... 2

- 1.1 Distribution and Use
- 1.2 Accuracy
- 1.3 Questions
- 1.4 Receipt of Handbook

## section 2

### Samuel Merritt University ..... 6

- 2.1 The University as an Institution of Higher Learning
  - 2.1.1 Academic Schools, Programs, and Degrees
- 2.2 History
- 2.3 SMU Mission, Values, Vision
- 2.4 Code of Ethics and Code of Conduct
- 2.5 Commitment to Quality: The Baldrige Award
- 2.6 Strategic Planning and Priorities

## section 3

### Organization and Governance ..... 15

- 3.1 Relationship to Sutter Health and ABSMC
- 3.2 How the University is Organized
  - 3.2.1 Organizational Charts
- 3.3 Senior Leadership
- 3.4 Board of Regents
- 3.5 SMU Divisions and Departments
  - 3.5.1 Academic Affairs
  - 3.5.2 Finance and Administration
  - 3.5.3 Enrollment and Student Services
  - 3.5.4 Office of the President
- 3.6 Councils and Committees
  - 3.6.1 Committee Chart

## section 4

### Policies and Institutional Systems ..... 46

- 4.1 Policies
  - 4.1.1 Policies and Procedures
  - 4.1.2 Subpoenas
  - 4.1.3 Forms
  - 4.1.4 Policy Review Process
- 4.2 Communications
  - 4.2.1 Press Release and Guidelines for Interviewing, Photography and Media Coverage
  - 4.2.2 University Publications
  - 4.2.3 Publications Style and Guidelines

- 4.3 Institutional Improvement and Evaluation
  - 4.3.1 Feedback and Complaints Process
  - 4.3.2 Grievances

## section 5

### SMU as Employer of Choice 52

- 5.1 Staff Guide to Personal Practices
  - 5.1.1 General Information about Employment
  - 5.1.2 Work Schedule and Compensation
  - 5.1.3 Employee Responsibilities and Standards of Conduct
  - 5.1.4 Staff Progressive Discipline
  - 5.1.5 Employee Benefits
  - 5.1.6 Special Recognition
  - 5.1.7 Time Off from Work as an Employee
  - 5.1.8 Cessation of Employment
- 5.2 Faculty Guide to Personnel Practices

## section 6

### General Information ..... 72

- 6.1 Facilities
  - 6.1.1 Buildings (Oakland and other University Facilities)
  - 6.1.2 Security
  - 6.1.3 Emergency Procedures
  - 6.1.4 Telephone
- 6.2 Resources
  - 6.2.1 Directions (Oakland and other University Facilities)
  - 6.2.2 Public Transportation
  - 6.2.3 Parking
  - 6.2.4 Directories to Personnel and Offices
  - 6.2.5 Business Cards
  - 6.2.6 Bulletin Boards
  - 6.2.7 Display Cases
  - 6.2.8 Electronic Mail
  - 6.2.9 Keys
  - 6.2.10 Offices
  - 6.2.11 Poster Maker
- 6.3 Services
  - 6.3.1 Engineering Services
  - 6.3.2 Housekeeping Services
  - 6.3.3 Courier Service
  - 6.3.4 Mail Service
  - 6.3.5 Express Mail Service
  - 6.3.6 Food Service
  - 6.3.7 Catering
  - 6.3.8 Administrative Support Unit Services
  - 6.3.9 Moving and Relocation
  - 6.3.10 Notary Public

## *section 1*

# how to use the handbook

- 1.1 Distribution and Use
- 1.2 Accuracy
- 1.3 Questions
- 1.4 Receipt of Handbook

## 1.1 Distribution and Use

The 2006 *Staff and Faculty Handbook* will be available electronically to staff and faculty of Samuel Merritt University (SMU) at the time of publication. New employees hired from July 2006 forward will be guided to the *Handbook* as a primary source of orientation and information about how the University is organized and how it operates. The publication will reside on the SMU website at [www.samuelmerritt.edu](http://www.samuelmerritt.edu).

To use the *Handbook* most effectively, familiarize yourself with the Table of Contents (TOC) at the beginning of the publication and within each section.

In addition to general institutional information, the *Handbook* also provides electronic links to official SMU policies, the *Catalog and Student Handbook*, and other important publications. Over time, all divisions and departments of the University will provide further information about services and resources on individual departmental websites.

Section 4 of the *Handbook* provides the majority of electronic links to SMU policies and resources. Users should note that links will be continually updated and/or revised, and new policies and documents added to the website. Regular and frequent reference to electronic links is advised for providing the latest and most current information.

## 1.2 Accuracy

The *Handbook* has been produced in cooperation with divisional and departmental managers and supervisors. At the time of publication, the information provided was verified as accurate. So that the publication remain current, the *Handbook* is written at the general level of description and refers the reader to appropriate SMU web resources that will be updated on a regular basis. Responsibility for information provided in the *Handbook* and/or in web documents is attributed to a specific office so that questions can be directed accordingly.

As the University moves to provide access to all of its information on the web, offices and staff or faculty will be creating, revising and/or updating the materials on an on-going basis. SMU staff and faculty will find the most up to date information on the SMU website, and that information may supersede the information provided in the *Handbook*. Links included will be updated and refreshed as more current information becomes available.

## 1.3 Questions

The *Handbook* has been published by the Office of the President. Questions, comments or suggestions may be forwarded to the Executive Director, Office of the President (OP). For technical assistance on the use of electronic links, or other questions regarding the organization of the website, contact the Information Technology Services (ITS) department. Specific questions regarding the content of information contained in the *Handbook* should be directed to the appropriate divisional vice president or executive director.

## 1.4 Receipt of *Handbook*

Employees are asked to acknowledge receipt of the *2006 Staff and Faculty Handbook* by completing the form found on page 5. Please print or photocopy the enclosed form, and return a copy to Human Resources.

**smu handbook  
acknowledgement *and* receipt**

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I agree that it is my responsibility to read and familiarize myself  
with the general information, policies and procedures outlined in  
*SMU Staff and Faculty Handbook, July 2006.*

.....  
Employee Signature

.....  
Employee Name (print)

.....  
Date

Please return a copy of this form to the Human Resources department.

## *section 2*

# samuel merritt university

- 2.1 The University as an Institution of Higher Learning
  - 2.1.1 Academic Schools, Programs and Degrees
- 2.2 History
- 2.3 SMU Mission, Values, Vision
- 2.4 Code of Ethics and Code of Conduct
- 2.5 Commitment to Quality: The Baldrige Award
- 2.6 Strategic Planning and Priorities

## 2.1 The University as an Institution of Higher Learning

Samuel Merritt University (SMU) is a four year private health sciences institution located in Oakland, California including a remote learning site in Sacramento (known as the Sacramento Regional Center or SRC), a San Francisco site opening in Fall 2006, and a site anticipated in the future in the South Bay. The University offers degrees at the baccalaureate, masters and doctorate level in five academic disciplines: nursing, occupational therapy, physician assistant, physical therapy and podiatric medicine. A list of programs and degrees offered by the University follows.

### 2.1.1 Programs and Degrees

Refer to chart below.

**academic schOOls, PrOgrams, and degrees**

	<b>school of nursing</b>	<b>school of podiatric medicine</b>	<b>department of occupational therapy</b>	<b>department of physical therapy</b>	<b>department of physician assistant</b>
<b>doctoral</b>		Doctor of Podiatric Medicine (DPM)		Doctor of Physical Therapy (DPT)	
<b>masters</b>	<ul style="list-style-type: none"> <li>&gt; Master of Science in Nursing, Entry-Level Master's for College Graduates (MSN)</li> <li>&gt; Master of Science in Nursing, Family Nurse Practitioner (MSN)</li> <li>&gt; Master of Science in Nursing, Online degree completion for Advanced Practice Nurses (MSN)</li> <li>&gt; Master of Science in Nursing, Case Management (MSN)</li> <li>&gt; Master of Science in Nursing, Online degree completion for Case Management (MSN)</li> <li>&gt; Master of Science in Nursing, Certified Registered Nurse Anesthetist (MSN)</li> </ul>		Master of Occupational Therapy (MOT)		Master Physician Assistant (MPA)
<b>baccalaureate</b>	<ul style="list-style-type: none"> <li>&gt; Partnership (2+2) Programs (BSN)</li> <li>&gt; Accelerated BSN (BSN)</li> <li>&gt; Intercollegiate Nursing Program* (ICNP) (BSN)</li> </ul> <p>* Last class graduates in 2008.</p>				



SMU is institutionally accredited by the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges (WASC), and is also professionally accredited by a number of specialized accrediting agencies. The specialized accrediting agencies are the California Board of Registered Nursing (BRN), Commission on Collegiate Nursing Education (CCNE), Council on Accreditation of Nurse Anesthesia Educational Programs (COA), Commission on Accreditation in Physical Therapy Education (CAPTE), Accreditation Council for Occupational Therapy Education (ACOTE), Accreditation Review Commission on Education for the Physician Assistant (ARCPA), and the Council on Podiatric Medical Education (CPME). Current accreditation status is maintained in the Office of Academic Affairs.

In 1997 the College received approval from WASC to use the California Quality Award application as an innovative means to establish that Samuel Merritt meets regional accreditation standards. This represented a pioneering approach to applying quality improvement principles to regional accreditation, consistent with SMU's mission and values. As a result of this work, in 1999 WASC renewed the College's accreditation for 10 years and the College became the first institution of higher education to win the California Governor's Quality Award. Section 2.5 provides more information about the significance of Baldrige criteria for improvement.

## 22 History

Samuel Merritt University's roots go back nearly 100 years. In 1909 Samuel Merritt Hospital established a School of Nursing. During the nearly three quarters of a century that it operated as a professionally accredited diploma nursing program, the school has prepared more than 3,000 men and women for nursing careers.

In 1981, the College discontinued its diploma program and initiated an innovative four-year baccalaureate nursing program in cooperation with Saint Mary's College of California. SMC was one of the few hospital-based schools in the nation to make a successful transition into a four-year accredited college.

A new era of program expansion and enrollment growth began in 1990, when the College diversified beyond undergraduate nursing and opened its entry-level Master of Physical Therapy (MPT) degree program. In 1992 SMC began offering a Master of Science degree in nursing, which developed several specialty tracks to prepare nurse anesthetists, family nurse practitioners, and case managers. The College admitted its first Master of Occupational Therapy (MOT) students in 1994. The first master's degree program for physician assistants in the western United States opened at SMU in 1999.

In June 2002, the California College of Podiatric Medicine (CCPM) merged, becoming the institution's first doctoral program. Later that year the College's MPT program

received WASC approval to offer the entry-level doctoral degree in physical therapy. Thus, the College broadened its mission to provide baccalaureate, masters, and doctoral level education in multiple disciplines, preparing students for entry-level and advanced professional practice in a variety of health careers.

Since the 1980s, the hospital industry has seen a series of consolidations and reorganizations. Samuel Merritt Hospital, the College's original parent organization, evolved from a freestanding community hospital, and the College evolved with it. Today, Samuel Merritt University is affiliated with Sutter Health, the largest non-profit system of community hospitals in northern California.

### **SMU Today**

As the twenty-first century began, the College undertook geographic expansion and distance learning initiatives to bring its programs to areas beyond the East Bay. Since 2001, the College has offered graduate nursing education at its Sacramento Regional Center (SRC). In 2005 a grant from the Betty and Gordon Moore Foundation enabled SMC to develop a second remote site in San Francisco to address the critical nursing shortage through expansion of its innovative one-year Accelerated Bachelor of Science in Nursing (ABSN) degree. An additional site in the South Bay is planned for 2006–2007. The University also offers a number of courses online and a degree program to serve students from a distance.

## **23 SMU Mission, Values, Vision**

The University is guided by a strong mission and commitment to quality in educating students. Its learning environment is shaped by a set of values that unite faculty and staff in fulfilling institutional purposes and educational goals. The following statement of mission, values, and vision has been the institutional framework for over a decade.

The University community is actively engaged in a re-examination of the mission and core values. A new vision statement is in development based upon internal and external shareholder opinion. Consult the SMU website in Winter 2007 for these documents.

### **Mission**

SMU educates students for a life of highly skilled and compassionate service in health care. We provide professional leadership to meet emerging health needs and contribute to good health in the community.

### **Values**

Building on a history of distinguished teaching in the health sciences, SMU strives to create a vibrant, collegial environment that embraces creativity, innovation, and scholarly inquiry. Students are the focus of our enterprise. We serve the wider community by serving students well and by exercising wise stewardship of our resources.

Four core values guide individual and collective action in pursuit of mission:

**Learning**

- > Promote continuous active learning and participation in professional activities
- > Realize opportunities for interdisciplinary collaboration
- > Demand rigor in thinking and problem solving
- > Set high standards

**Service**

- > Anticipate and meet the needs of our constituents
- > Provide service that is cooperative, coordinated, orderly, timely, and efficient
- > Pursue continuous improvement in programs and services
- > Foster generosity of spirit and an ethic of helpfulness
- > Model and promote service to the profession and to the community

**Diversity**

- > Celebrate diversity
- > Build an inclusive University community
- > Welcome diverse opinions, talents, and contributions
- > Honor varied approaches to teaching and learning
- > Help students develop the values and skills to ably serve diverse populations

**Integrity**

- > Uphold the highest ethical standards
- > Be forthright, open, caring, and fair
- > Exercise judgment in a principled manner
- > Embrace responsibility and personal accountability
- > Preserve academic freedom and exercise it responsibly

**University Vision**

While the University has a rich and notable history, its commitment to quality and responsiveness to community need has created an innovative environment in which programs and educational experiences develop and thrive based upon factors that contribute to a vision of growth and improvement.

- > Our programs will be widely regarded as the models for health sciences education.
- > We will foster and recognize excellence in teaching, scholarship, and service.
- > We will be the university of choice for people who want to work in a dynamic and collegial environment that values personal and professional development.
- > Through individual action and partnerships with others, we will have a meaningful impact on the well-being of the communities we serve.

- > We are committed to removing barriers for students, enabling them to realize their career goals through a SMU education.

As a result, the University will be the first choice for students seeking an outstanding professional health sciences education in a small university community.

Section 2.6 below will describe the University's strategic planning process that will inform, guide and redefine aspects of SMU mission and vision with respect to growth, educational quality and focus, and future opportunities in response to trends in the health services environment.

## 2.4 Code of Ethics and Code of Conduct

The students, faculty, and staff of SMU are guided by a code of ethics and a code of conduct described in the *SMU Catalog* and *Student Handbook*. Each member of the University community is expected to adhere to these codes in order that a productive and safe learning environment is created and sustained.

*We, the faculty, staff and students of Samuel Merritt University, share the conviction that the interactions among ourselves and between us and our community are founded in mutual trust, respect, and consideration. We are dedicated to a code of ethics which sets forth moral principles for positive human interaction.*

Please refer to the *SMU Catalog* and this *Handbook*, section 5, for further definition of the code of ethics and code of conduct.

## 2.5 Commitment to Quality: The Baldrige Award

Throughout the country, SMU enjoys an excellent reputation among students and professionals. The reputation as a quality institution was affirmed in 1999 when the College won the prestigious California Governor's Quality Award that recognized SMU's use of rigorous Baldrige criteria to assess quality institutional performance. Named for Malcolm Baldrige, a former U.S. Secretary of Commerce, the award was designed to stimulate and recognize quality improvement in manufacturing, business, and services. In recent years, many states have developed their own quality improvement award programs based on the Baldrige model, and the California Governor's Quality Awards program uses the Baldrige criteria to assess quality.

SMU is one of a small number of higher education institutions across the country that has made continuous quality improvement a key component in its strategic planning. The commitment to quality improvement strengthens the University's capacity to achieve the highest levels of performance and satisfaction possible in the educational and support services provided. A number of health care organizations have similarly embraced quality improvement to improve outcomes as well

category	criteria
<b>Leadership</b>	Leadership system and responsibilities to the community
<b>Strategic Planning</b>	Strategy development, action, projection
<b>Student and Stakeholder Focus</b>	Knowledge of student needs and expectations, relationship enhancement and satisfaction determination
<b>Information and Analysis</b>	Selection and use of information, comparative data, and performance data
<b>Faculty and Staff Focus</b>	Work design, compensation and recognition, development, work environment climate and satisfaction
<b>Educational and Support Processes Management</b>	Educational design and delivery and management of support processes
<b>Results</b>	Results that derive from all school improvement activities and demonstrate effectiveness

as patient (or customer) satisfaction. SMU believes continuous quality improvement will be a major thrust in health care organizations in the next decade, and is also reflected in the values subscribed to by the parent organization, Sutter Health. Ultimately, SMU students will benefit from exposure to the process and results of quality improvement at the University.

### Understanding Baldrige

To understand fundamental elements used in past and current approaches to strategic planning at the University, it is useful to know more about the criteria embedded in the Baldrige model of continuous improvement.

Baldrige criteria focus on seven categories that address important requirements to achieve excellence in organizations of all types. They seek evidence of systematic processes that lead to desired results and demonstrate improvement in performance trends over time. The criteria themselves are not prescriptive; they do not tell an organization what to do. Instead, the criteria examine the congruity of the organization's mission, values, goals, and approaches for organizing and performing work so as to produce results that satisfy key stakeholders (students, employers, faculty, and staff), meet competitive standards, and demonstrate improvement. The seven categories are listed below, with examples of performance criteria.

Since the Baldrige award was given to the University, senior leadership and some University-wide committees have incorporated Baldrige criteria to guide their work. SMU intends to continue to apply Baldrige principles throughout the 2006–2007

strategic planning process under the guidance of the Provost in collaboration with the Assessment Committee. Further information on Baldrige criteria and copies of the *Education Criteria for Performance Excellence* are available from the Office of the President.

## 2.6 Strategic Planning and Priorities

The University's commitment to continuous quality has informed institutional planning, resource allocation, student enrollment, staff and faculty size, and the strengthening of infrastructure, technology and campus facilities. The SMU strategic planning process over the last several years has focused on three areas: educational quality, growth, and systems and processes.

SMU developed a strategic planning model in 2004 that framed and guided institutional priorities at the University, at the division and program level, including key quality indicators. The model is known as the Strategic Priorities matrix, and it is organized around five core processes (student learning, institutional effectiveness, enrollment, partnerships, and institutional resources) and three emphases (educational quality, growth, and systems). The University as a whole, and the divisions within it, are responsible and accountable for demonstrating effective performance of key quality indicators (KQIs), organized around the three strategic priorities. For further information, refer to the SMU Strategic Priorities matrix.

To improve its systems, SMU has developed an institutional data assessment tool to enable the institution to measure effectiveness and performance. A data assessment grid is maintained by the department of Institutional Research (IR) in the division of Academic Affairs that will become available to the University community as assessment activities are implemented across the University.

### Educational Quality

The University focuses significant effort on monitoring and improving the quality of student education. Ongoing curriculum, course and faculty evaluation of programs drive improvement. The University maintains contracts with more than 600 health care agencies to provide clinical experiences for students. Close working relationships with clinical sites and preceptors—located in the San Francisco Bay Area, Northern and Southern California, and throughout the United States—provide high-quality clinical education experiences. Despite competition in the healthcare industry for clinical sites, the University's excellent reputation, strong enrollment growth, and an aggressive outreach campaign ensure continued expansion of clinical sites that will meet student needs as enrollment grows.

Faculty scholarship and development are encouraged through support of advanced education, service to the professions, small research grants, and sabbaticals. The University invests in technology, facilities, and library and learning resources to continuously improve educational quality. Recent initiatives include ongoing redesign and upgrade of laboratories and the opening of "smart" classrooms.

With each new program, the University has recruited highly experienced and qualified administrators and faculty who are leaders in their respective professions. A small student-faculty ratio appeals to both students and faculty. Continuous efforts are underway to increase both student and faculty diversity, a core University value.

### **Enrollment Growth**

Today Samuel Merritt University has over 1 000 students enrolled in degree programs on the home Oakland campus, at a remote site, or via online (distance) learning. SMU operates 13 degree programs and several specialization tracks, as well as a few certificate programs for advanced practitioners.

Addressing long-term workforce shortages projected in the health care professions, especially nursing is an important focus of SMU's mission. While the early years of growth were driven by the University's strategic need to achieve a sustainable scale, the current focus is to increase enrollment in order to address regional need for skilled professionals.

The University's strategic plan anticipates continuing an ambitious but prudent commitment to expand programs and increase enrollment in response to need and as opportunities become apparent. The primary criteria in determining when to grow and what programs to develop are based on advancing the University's commitment to serve workforce demand for qualified practitioners. Growth strengthens the capacity to provide high-quality education with excellent faculty, state of the art learning resources, and supportive staff and services.

### **Systems Improvement**

Samuel Merritt University has a commitment to strengthen infrastructure and systems that support learning and growth. This commitment is oriented toward assuring that we have effective and efficient work processes. Systems for educational support, communication, financial management, planning, and faculty and staff development are critical areas for University investment. In recent years the University has instituted a new student records system that integrates educational and financial data. Human Resources initiatives have included redesigned hiring and compensation systems and professional development programs to meet needs articulated by faculty and staff. Annual surveys assess the University's progress in meeting the needs of its faculty and staff. Regular surveys of other key stakeholders—especially students, alumni, and employers—provide important information about how the University can improve. Formal communication systems include newsletters from divisions and the Office of the President. Quarterly Town Hall meetings provide a means of two-way communication between and among faculty and staff, and administration, and to solicit community input on issues critical to institutional improvement.

## *section 3*

# organization and governance

- 3.1 Relationship to Sutter Health and ABSMC
- 3.2 How the University is Organized
  - 3.2.1 Organizational Charts
- 3.3 Senior Leadership
- 3.4 Board of Regents
- 3.5 SMU Divisions and Departments
  - 3.5.1 Academic Affairs
  - 3.5.2 Finance and Administration
  - 3.5.3 Enrollment and Student Services
  - 3.5.4 Office of the President
- 3.6 Councils and Committees
  - 3.6.1 Committee Chart



### 3.1 Relationship to Sutter Health and ABSMC

Samuel Merritt University (SMU) is an affiliate of Sutter Health (SH), a not for profit health care provider. SH is the parent organization. The Alta Bates Summit Medical Center (ABSMC), also a SH affiliate, is sole member of the SMU not for profit corporate structure. The President and Chief Executive Officer (CEO) of SMU reports to the CEO of ABSMC. The University's relationship to both Sutter Health and to ABSMC is represented on the organization chart found in Section 3.2.1 Chart 1. Many University offices at the Oakland campus are located in buildings or facilities owed by ABSMC, therefore, SMU Facilities and Security personnel work in close collaboration with ABSMC staff.

The President is the primary contact with Sutter Health and ABSMC, and the Executive Director, Office of the President (EDOP) is designated by the President as the University's liaison to those organizations. Other members of the President's Council (PC) may also be designated to work with SH and/or ABSMC personnel for specific issues such as finance, risk management, clinical relationships or partnerships, or fund raising. The Office of the President (OP) will refer to the appropriate vice president or executive staff as needed.

### 3.2 How the University is Organized

SMU is organized into three administrative divisions: Academic Affairs, Finance and Administration, and Enrollment and Student Services. Each division is administered by a vice president, reporting to the President of the University. The President and executive and support staff comprise the Office of the President (OP).

There are a number of departments and offices under each division and the OP, including an administrative support office for each. Section 3.4 describes those departments and offices in greater detail and provides position titles and other pertinent information for general orientation to each division or office.

#### 3.2.1 Organizational Charts

Refer to section 3.2.1 for six organizational charts representing: SMU Relationship to Sutter Health and ABSMC, SMU Organization at a Glance, the three divisions (Academic Affairs, Finance and Administration, Enrollment and Student Services), and the Office of the President.

**chart 1: smu relationship to sutter health and absmc**

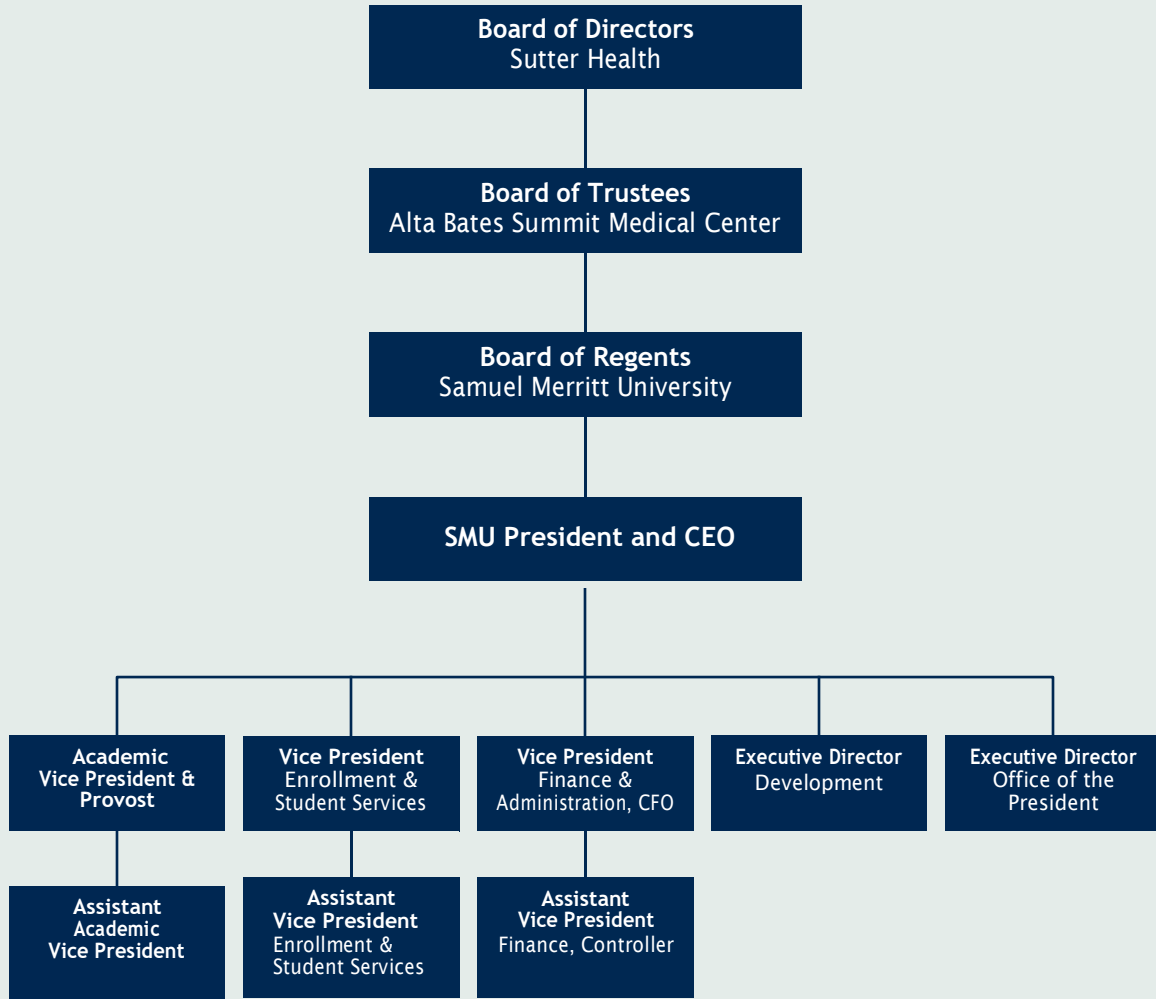
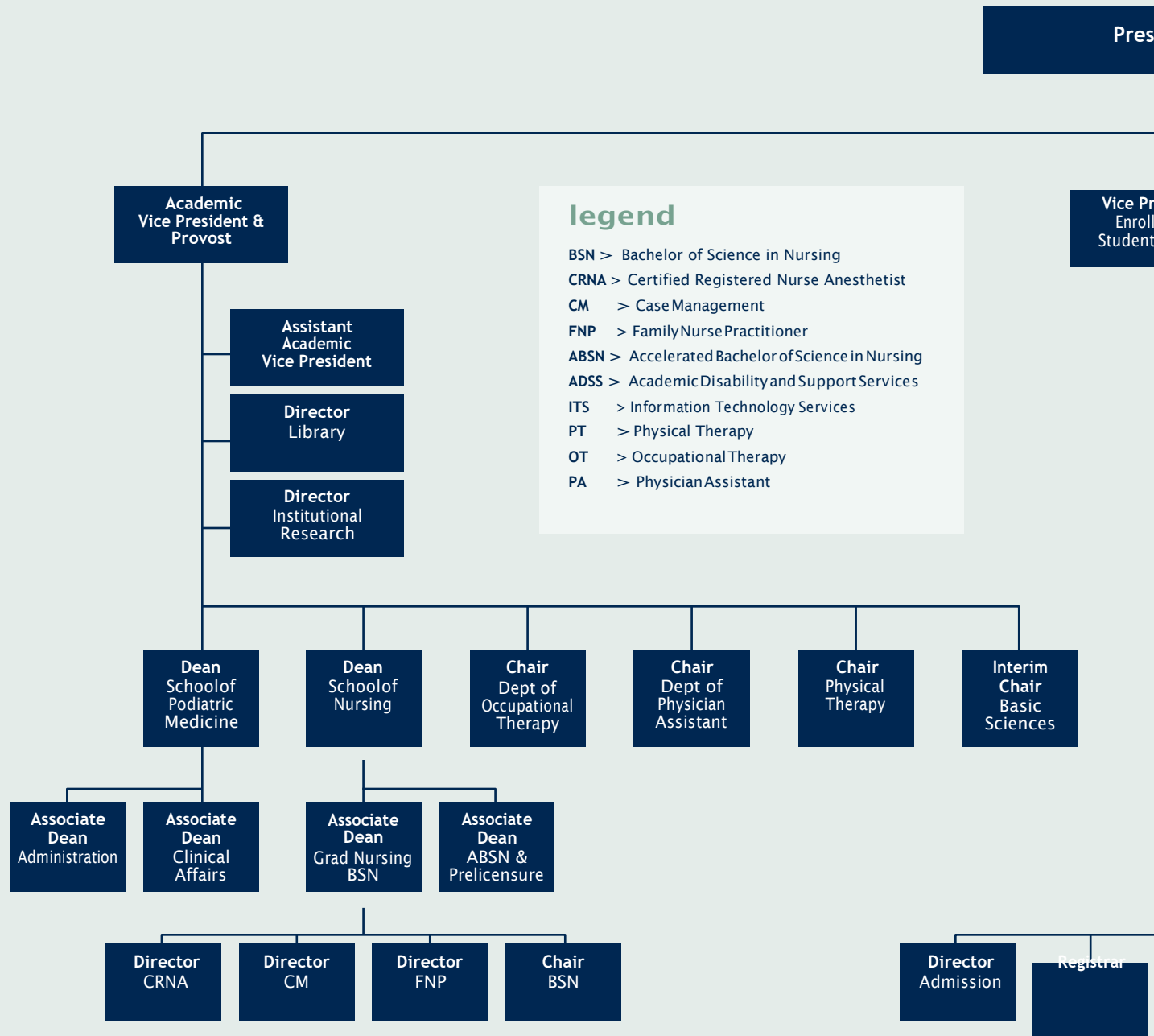


chart 2: smu: the Org



## Organization at a glance

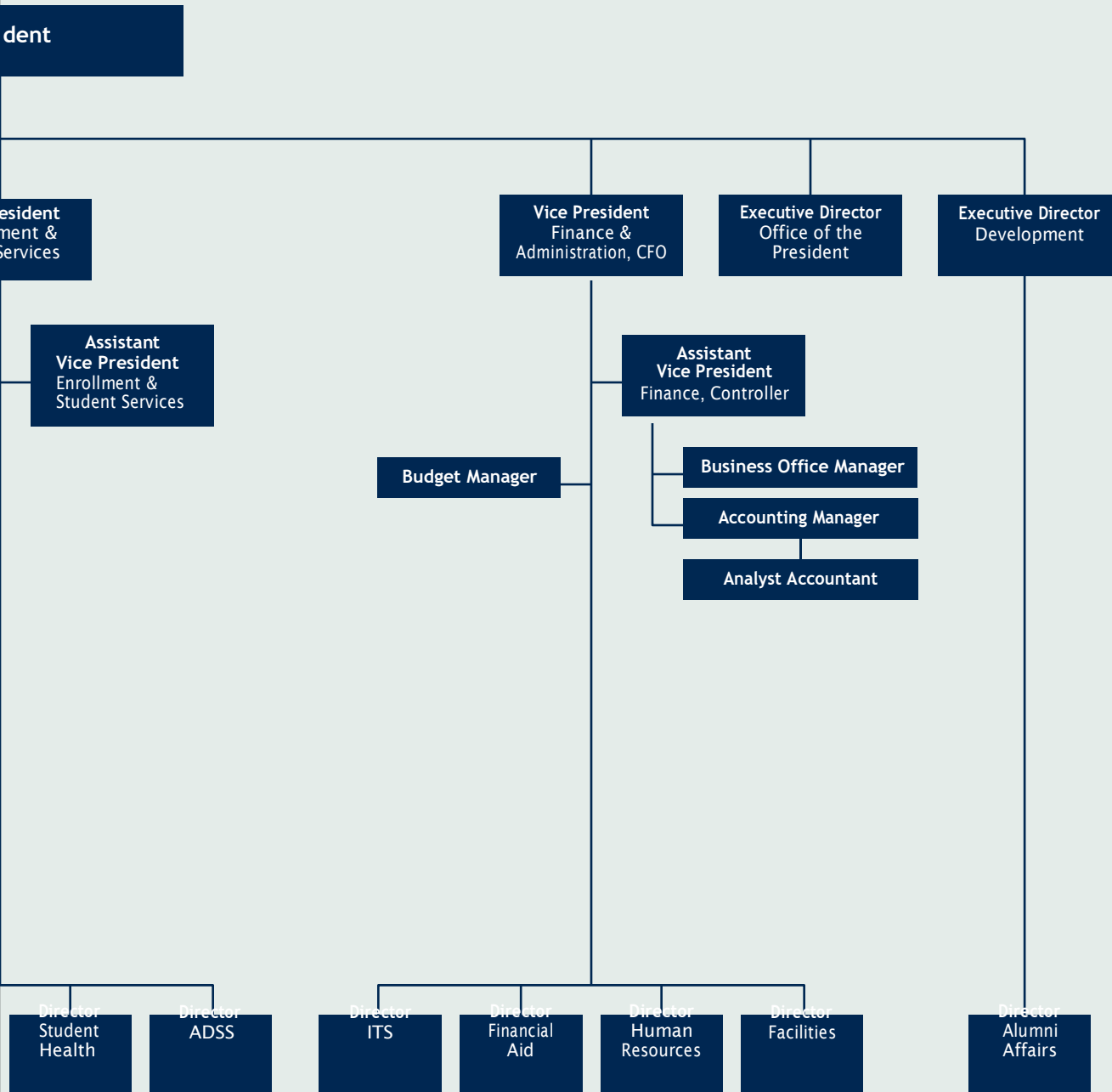
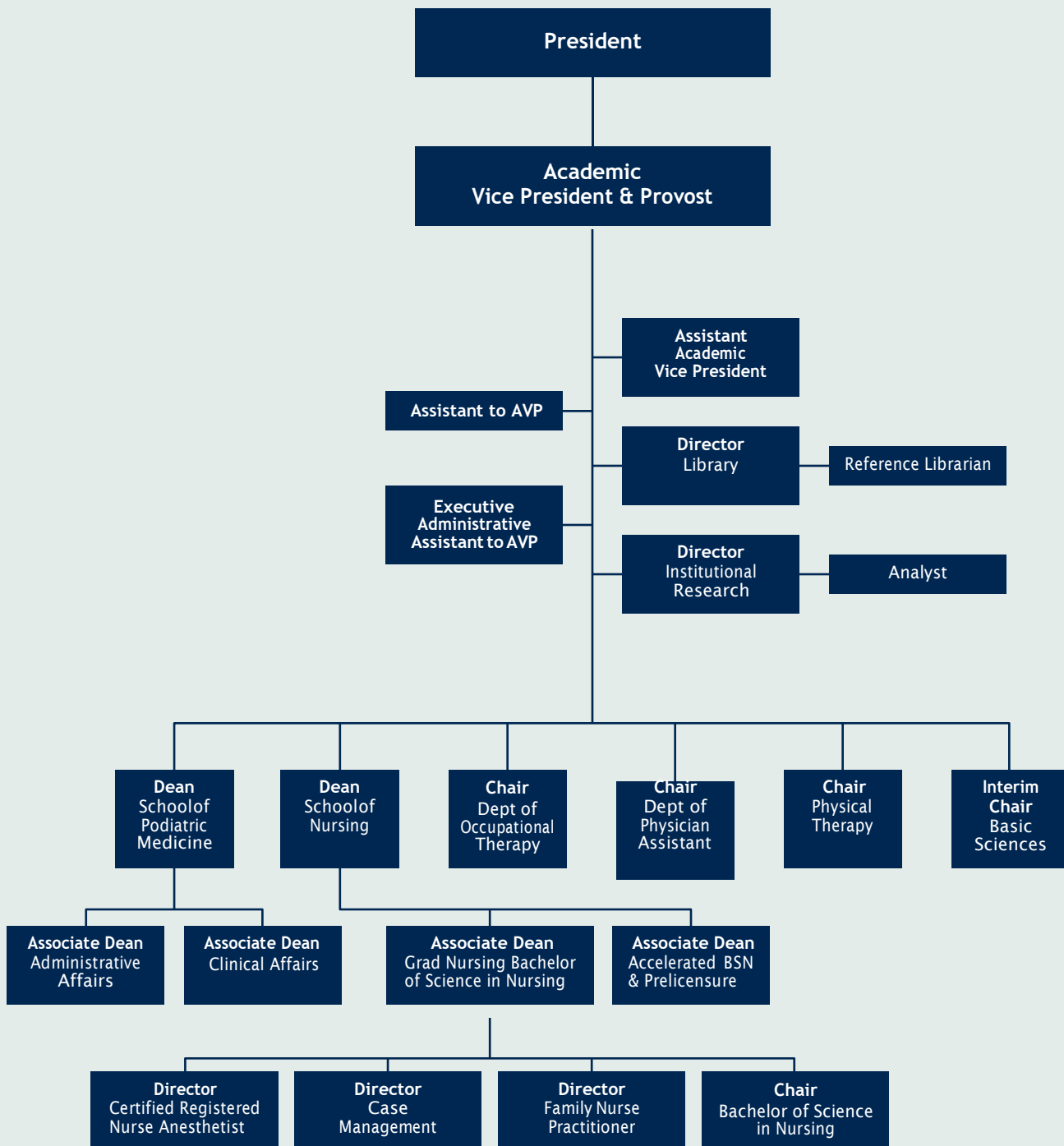


chart 3: smu divisiOn Of academic affairs



**chart 4: smu division Of enrollment and student services**

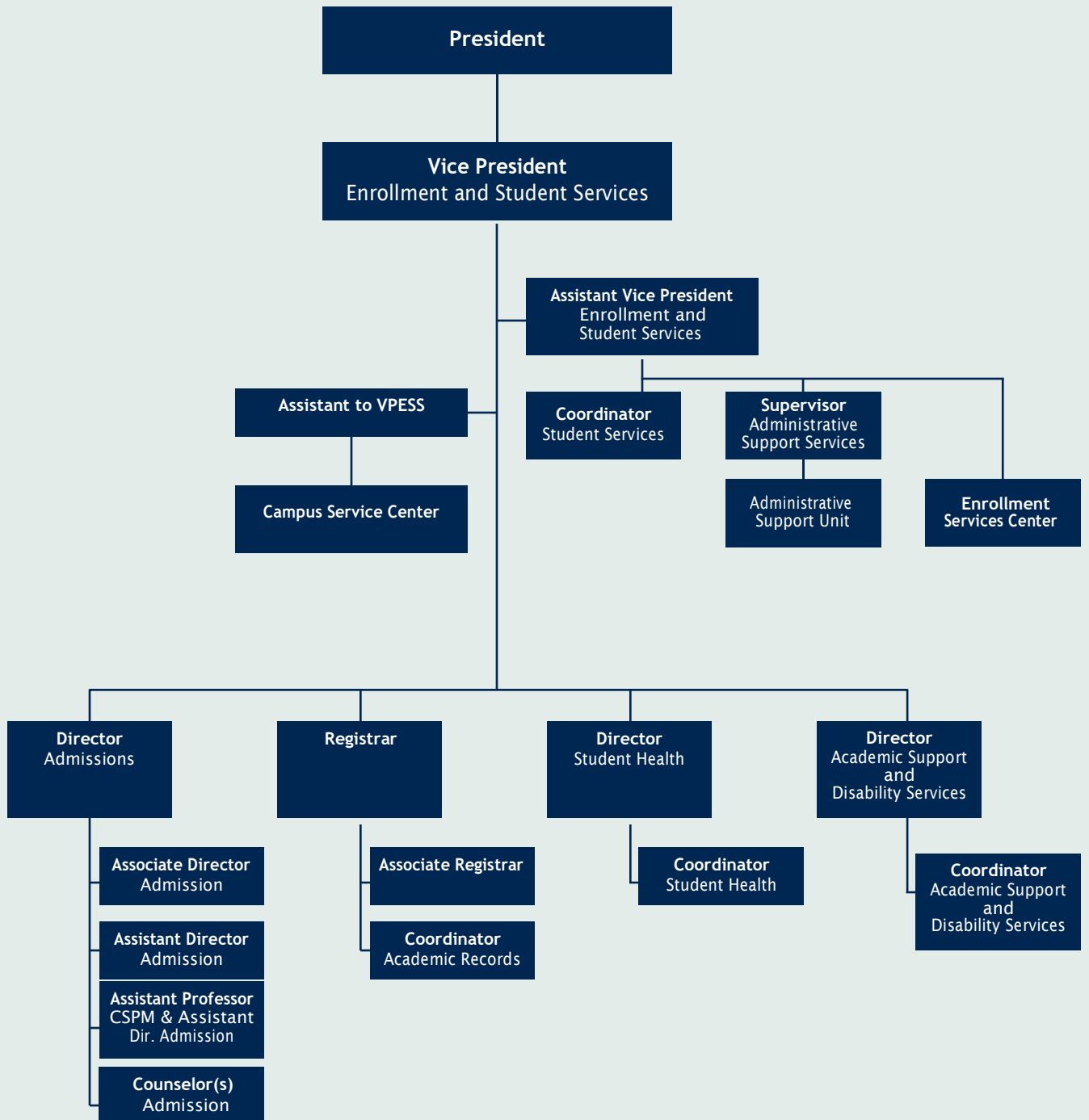
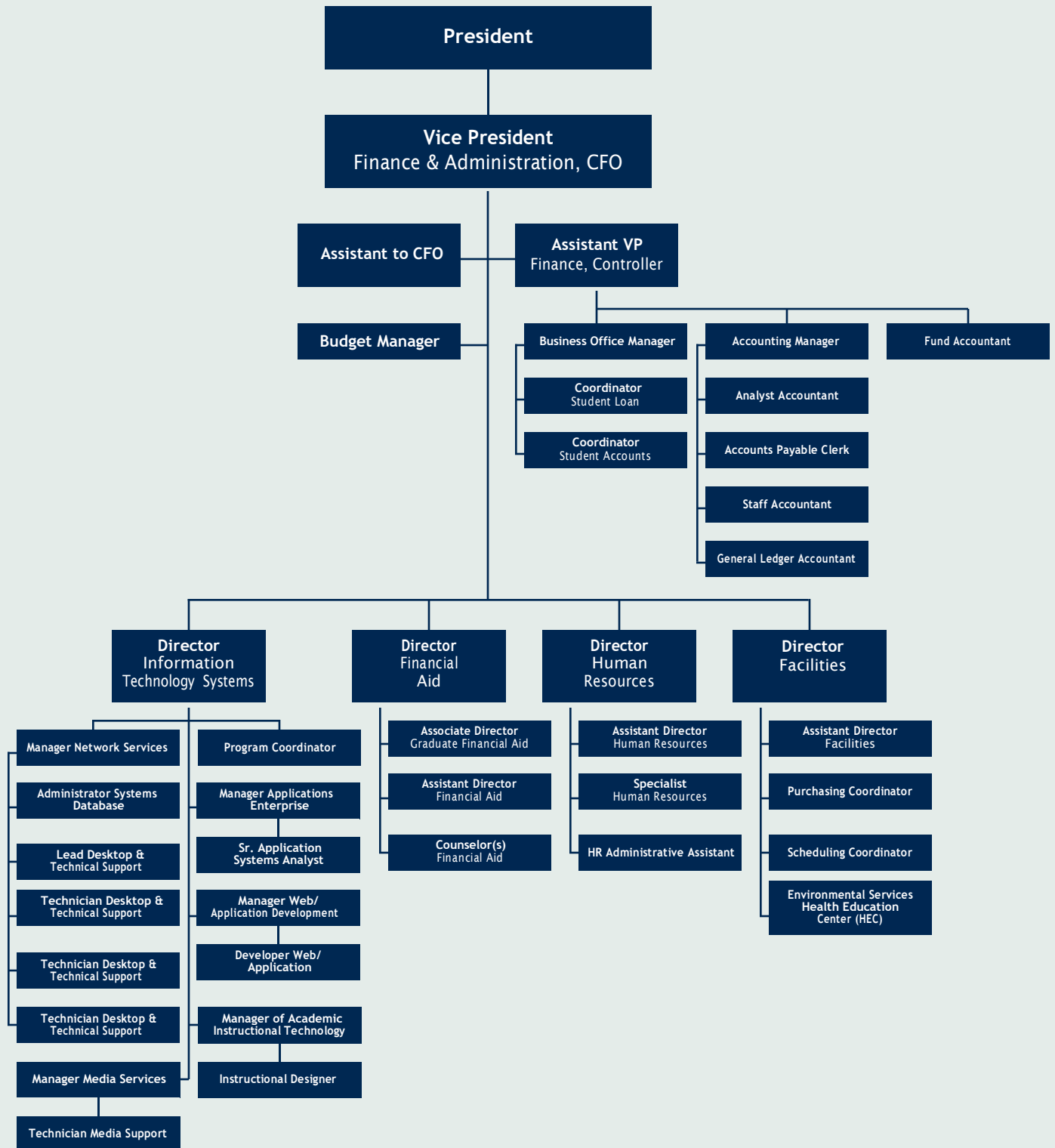
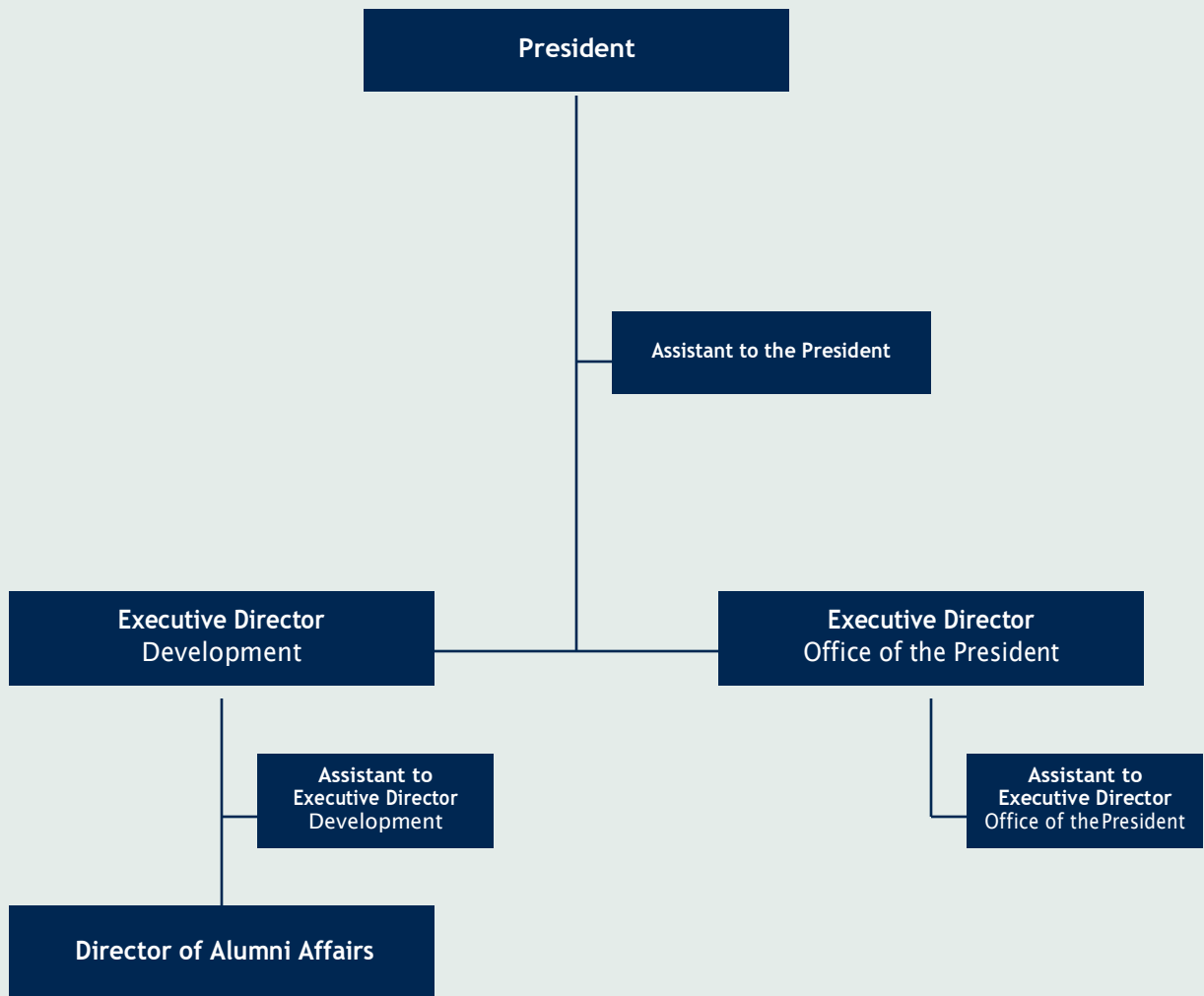


chart 5: smu division Of finance and administration



**chart 6: smu Office Of the President**





### 3.3 Senior Leadership

The senior leadership team of SMU, known as the President's Council (PC), includes the divisional vice presidents and other executive staff. Members of the Council are:

- President and CEO
- Academic Vice President and Provost
- Vice President of Finance and Administration, Chief Financial Officer
- Vice President of Enrollment and Student Services
- Executive Director, Office of the President
- Executive Director of Development
- Assistant Academic Vice President

PC meets twice per month as a full body, with regular meetings of those committees reporting to it on a monthly or as needed depending upon the respective work calendar of each group. PC also holds a two day off-site retreat in January and June of each year to review University strategy, effectiveness, and organization.

*Refer to 3.2.1 Chart 1 for the University Relationship to Sutter Health and ABSMC. Chart 2 represents, the University At a Glance, including senior leadership.*

The vice presidents and two executive directors each report to the President and have the following responsibilities:

#### **Academic Vice President and Provost**

The Academic Vice President (AVP) and Provost is the chief academic officer of the University, providing leadership to achieve the highest standards in teaching, scholarship, and service in accord with institutional mission and strategic goals. The AVP works with students, faculty, staff, and communities of interest such as clinical affiliates, employers, and other educational institutions, to establish, coordinate, and implement academic goals, educational policy and plans, curricula, and program review. The AVP is responsible for the development, allocation, and evaluation of learning resources in support of academic programs. Development of academic standards, new program development, and personnel policies for faculty and academic staff also fall under the duties of the AVP and Provost. The AVP serves as the Accreditation Liaison Officer (ALO) to the Western Association of Schools and Colleges (WASC), and collaborates with other specialized accrediting groups and external bodies as appropriate. The AVP and Provost serves as the chief executive officer in the absence of the President.

*Refer to 3.2.1 Chart 3 for the organization of the division of Academic Affairs.*

#### **Vice President for Finance and Administration, Chief Financial Officer**

The Vice President for Finance and Administration (VPFA) is the Chief Financial Officer (CFO) of the University, providing leadership in financial matters, and in the delivery of the administrative services required to maintain an effective organization and effective physical environment including but not limited to human resources, facilities, accounting, purchasing, and financial aid, and information technology. The CFO represents the administration to the Finance Committee of the Board of Regents, and represents the University to Sutter Health and Alta Bates Summit Medical Center within the financial and other defined areas of responsibility. The VPFA is also responsible for fostering long-term beneficial relationships with students and employees, and for developing financial and business partnerships with external organizations to the University as appropriate.

*Refer to 3.2.1 Chart 5 for the organization of the division of Finance and Administration.*

#### **Vice President of Enrollment and Student Services**

The Vice President of Enrollment and Student Services (VPESS) is the chief student services officer of the University. The VPESS serves as the spokesperson and primary advocate for student services and student life, providing leadership to maintain high standards of service, co-curricular activities, academic and disability services, and student health. The VPESS is responsible for enrollment management, admission, retention, student records, student affairs, student health, academic and disabled student support, administrative support and residence life. In addition to providing primary support to students, additional roles include working with faculty and staff, other institutions of higher education, or corporate partners in planning and implementing projects congruent with the strategic priorities and mission of the University.

*Refer to 3.2.1 Chart 4 for the organization of the division of Enrollment and Student Services.*

#### **Executive Director, Office of the President**

The Executive Director, Office of the President (EDOP), serves as a key advisor and executive staff to the President and CEO of the University, providing leadership in strategic planning, communications (including publications and press releases), and policy development and review. The EDOP serves as the external public affairs liaison for the Office of the President, maintaining positive interactions with the public, Sutter Health, ABSMC and other stakeholders and constituents. The EDOP serves as primary staff to the President in supporting the Board of Regents including orientation, meetings, retreats and communications, and supports and/or chairs a number of University committees such as the College Planning and Advisory Council (CPAC), Staff Council, Experience of Work (EOW), Communications Committee, and Staff Development. The EDOP represents the President in her absence.

### **Executive Director of Development**

The Executive Director of Development (EDD) is the chief development officer of the University, providing leadership in all philanthropic activities of SMU consistent with the University's mission and strategic priorities. The EDD serves to plan, lead, organize, implement and evaluate fund-raising initiatives and programs including alumni affairs, and coordinates the development and application of grants affecting the whole University and/or in collaboration with the AVP and Provost, or other members of PC.

*Refer to 3.2.1 Chart 6 for the organization of the Office of the President.*

Three assistant vice presidents report to their respective divisional vice president and have the following responsibilities:

### **Assistant Academic Vice President (AAVP)**

The Assistant Academic Vice President (AAVP) supports the Academic Vice President and Provost (AVP) in all activities of academic leadership such as recruitment and retention of faculty, and divisional management, including acting as the chief academic officer of the University in the absence of the AVP. The AAVP coordinates a range of faculty development projects, including the planning of faculty development programs to promote the preparation of faculty to achieve doctoral preparation. In addition the AAVP supports the ability of Samuel Merritt University to produce graduates at the doctoral level.

### **Assistant Vice President for Enrollment and Student Services (AVPESS)**

The Assistant Vice President of Enrollment and Student Services (AVPESS) assists with the overall day-to-day management, administration and evaluation of the division's programs, services, facilities and budgets. The AVPESS serves as the student affairs officer for the University and leads the creation of a comprehensive program related to enhancing campus life, student leadership programs and the Scholars in Service program. In addition the AVPESS manages the student conduct process, provides leadership within ESS, serves as ambassador and representative of the division to internal and external committees, and acts as Clery Act compliance officer. In the absence of the VPESS, the AVPESS serves in that role.

### **Assistant Vice President of Finance, Controller (AVPF)**

The Assistant Vice President for Finance, Controller is responsible for managing the day-to-day financial activities of the University, ensuring timely and accurate processing of student billing, general ledger, banking and payroll activities. The AVPF is responsible for ensuring the timely and accurate preparation of monthly financial statements in compliance with generally accepted accounting principles, and contributes to the overall effort to ensure the University performance in meeting financial objectives. The AVPF acts as liaison between Financial Services and other departments within the University, as well as between the financial departments of Sutter Health and ABSMC, and between both internal and external auditors.

## 3.4 Board of Regents

The Board of Regents governs the affairs of the University in accordance with California law, the standards for accreditation established by the Western Association of Schools and Colleges (WASC) and those established by other specialized accrediting associations related to academic disciplines. The Board of Regents is accountable for fulfilling the University's corporation responsibilities. It has the authority to select and remove any officers, agents, and employees of the University; prescribe powers and duties for each as consistent with California law, the SMU Articles of Incorporation and/or the Bylaws; and determine the officers, agents, and employees' compensation. The Regents set broad University policy, reviews and approves strategic and long-range plans, operating and capital budgets, and academic program offerings.

The Board meets up to six times annually, and on retreat bi-annually or as needed. The Board subcommittees are: executive, finance, nominating, development, and the Podiatric Medical Education Advisory Committee (PMEAC). The Finance Committee convenes prior to each full business meeting of the Board; other subcommittees meet on an as-needed basis.

The Office of the President is the primary contact for all matters and activities related to the Board of Regents. The Executive Director, Office of the President (EDOP), provides executive support to the President and the Board, and the Assistant to the President provides support in the production and distribution of Board agendas and materials.

A copy of the current Board of Regents membership will be available on the Office of the President webpage.

## 3.5 SMU Divisions and Departments

### 3.5.1 Academic Affairs

#### **office of academic affairs (oaa)**

OAA provides academic leadership of the institution. It is the administrative unit that supports the deans and chairs of all academic schools and departments as well as the directors of institutional research and the library.

The positions supporting the division of academic affairs are:

- Academic Vice President and Provost
- Assistant Academic Vice President
- Assistant to the Academic Vice President
- Executive Administrative Assistant

The Division of Academic Affairs produces the following publications:

*Academic Affairs Section of Handbook (formerly section 4 of the 1999 edition)*

*Faculty Affairs Section of Handbook (formerly section 5 of the 1999 edition)*

*Report of the AVP*

*SMU Catalog and Student Handbook*

Within the division, there are five academic schools and departments, and two non-academic departments:

School of Nursing

Department of Occupational Therapy

School of Podiatric Medicine

Department of Physician Assistant

Department of Physical Therapy

John A. Graziano Memorial Library

Institutional Research

### **school of nursing (son)**

Characterized by scholarship and community service, the School of Nursing prepares highly competent, qualified, and caring nurses who meet the health care needs and expectations of individuals, families, communities, and the profession.

The staff positions within the School of Nursing are:

Dean of Nursing

Assistant to the Dean

Associate Dean Graduate Nursing and BSN

Associate Dean ABSN and Pre-licensure

Chair of Undergraduate BSN

Director of Case Management

Director of Family Nurse Practitioner

Director of Certified Registered Nurse Anesthetist

Clinical Skills Lab Coordinator

Administrative Assistants

**Publications:**

All departments independently publish manuals that guide clinical experiences. Contact the department for a complete list of publications.

### **dePartmEnt of occuPational theraPy**

The mission of the Department of Occupational Therapy is to provide graduate professional education for the preparation and development of practitioners using the mind-body model which recognizes the wholeness of each individual. The department's mission is realized through excellence and leadership in teaching, scholarship, and service to the community.

The staff positions within the Department of Occupational Therapy are:

- Chair of Department of Occupational Therapy
- Administrative Assistant

Publications:

- All departments independently publish manuals that guide clinical experiences.
- Contact the department for a complete list of publications.

### **school of Podiatric medicine (csPm)**

The mission of the CSPM is to serve students through its commitment to excellence in the development of caring podiatric physicians, with an emphasis on providing quality primary care for a diverse community. CSPM strives to train students in a nurturing, interdisciplinary and contemporary environment that emphasizes health promotion and disease prevention.

The staff positions within the California School of Podiatric Medicine are:

- Dean of the School of Podiatric Medicine
- Associate Dean for Administrative Affairs
- Assistant Dean for Clinical Affairs
- Administrative Assistants

Publications:

- All departments independently publish manuals that guide clinical experiences.
- Contact the department for a complete list of publications.

### **dePartmEnt of Physician assistant**

The twenty-seven month graduate program is designed to prepare students for entry-level practice as physician assistants. In keeping with the mission of Samuel Merritt University, the physician assistant program is committed to educate students for a life of highly skilled and compassionate service in health care. This program is designed to provide the comprehensive clinical and didactic training necessary to develop highly skilled, well-educated physician assistants capable of providing quality health care in a variety of clinical settings. Upon completion of this program, the student is prepared to take the national certifying examination and assume entry-level practice as a physician assistant.

The staff positions within the Department of Physician Assistant are:

- Chair of Department of Physician Assistant
- Administrative Assistant

The department of physician assistant produces the following publications:

- All departments independently publish manuals that guide clinical experiences.
- Contact the department for a complete list of publications.

### **Department of Physical therapy**

The Department of Physical Therapy serves students, the public, the profession and the University by preparing highly skilled, innovative and compassionate doctors of physical therapy. Physical therapists from Samuel Merritt University employ best clinical practices with a commitment to patient focused, culturally competent care. The professional lives of graduates and faculty are characterized by a dedication to life-long learning and critical reflection, scholarship, and a commitment to socially responsible action on behalf of patients, the public, physical therapy students, and the profession.

The staff positions within the Department of Physical Therapy are:

- Chair of the Department of Physical Therapy
- Administrative Assistant

The Department of Physical Therapy produces the following publications:

- All departments independently publish manuals that guide clinical experiences.
- Contact the department for a complete list of publications.

### **John a. graziano memorial Library**

The library supports the undergraduate and graduate academic programs of the University in meeting expectations for student learning outcomes through the provision of reference and information services, and through the collection and organization of print and electronic resources to support the curriculum and research. The library provides access to information resources and teaches the skills necessary for information literacy and proficiency.

The staff positions within the Graziano Memorial Library are:

- Director
- Reference Librarian
- Library Technician(s)

The library produces the following publication(s):

- General SMU Library Informational Brochure*

### **institutional research (ir)**

IR provides objective, systematic and thorough research and analysis in support of the institution's strategic and operational planning, policy formation, and decision-making. The office maintains both historical and current data on students, faculty, curricula and course evaluations. Other activities include conducting ad hoc surveys, new program feasibility studies, satisfaction surveys, alumni and employer surveys. IR periodically responds to data requests from national and regional accreditation bodies, federal and state agencies, publishers and non-profit organizations. The office plays a key role in identifying key factors of success and risk among students, tracking academic program performance indicators and faculty salaries and costs. Additionally, the office responds to requests to develop ad hoc queries for PowerCampus, the student data management system.

The staff positions within Institutional Research are:

- Director
- Research Analyst

The Office of Institutional Research produces the following publication(s):

- Fact Book*
- Fact Sheet*

## **3.5.2 Finance and Administration**

The Division of Finance and Administration oversees and manages the financial, human, physical and information technology resources of the University. The division is also known as the Business Affairs Division (BAD).

### **office of business affairs**

The Office of Business Affairs facilitates the work of the University, and coordinates with Alta Bates Summit Medical Center (ABSMC) and external constituents to provide an appropriate educational and work environment, including services for students, staff, and faculty of SMU. The Office of Business Affairs supports the vice president, including staff positions that are responsible for the development and implementation of budgeting and financial planning processes, and in the development and monitoring of contract management systems.

The positions supporting the vice president are:

- Assistant Vice President of Finance, Controller
- Assistant to the Vice President of Finance and Administration, CFO
- Budget Manager



The Office of Business Affairs produces the following publication(s):

*Business Affairs Division (BAD) newsletter*

### **financial services**

The Department of Financial Services serves the University community by collecting, organizing, monitoring, and analyzing the financial information and data of the institution. This includes receipt of funds for deposit (e.g. tuition, tuition loans, donations and grants) and disbursements (e.g. payroll, accounts payable and funds transfers.) It is responsible for providing timely and accurate financial information for administrative decision making at the level of the Board of Regents, the Office of the President and the President's Council. The department ensures the financial integrity and security of the University by safeguarding its assets, and by adhering to generally accepted accounting principles, Sutter Health accounting and reporting policies and procedures, and governmental and legal regulations.

The staff positions within the Department of Financial Services are:

- Assistant Vice President of Finance, Controller
- Accounting Manager
- Business Office Manager
- Fund Accountant
- Analyst Accountant
- Accounts Payable Clerk
- Payroll Clerk
- General Ledger Accountant
- Staff Accountant
- Student Loan Coordinator
- Student Accounts Coordinator

### **facilities**

The Department of Facilities is to maintain the buildings, grounds and equipment of the University, and to provide a safe and clean environment in which the SMU community can work, study and live.

The staff positions within the Department of Facilities are:

- Director of Facilities
- Assistant Director of Facilities
- Purchasing Coordinator
- Scheduling Coordinator
- Environmental Services, Health Education Center
- Assistant to the Director of Facilities

The Department of the Facilities produces the following publication(s):

Health Education Center (HEC) brochure

### **financial aid**

The Department of Financial Aid provides students access to financial resources and information that assists students to attain their educational and professional goals in a health science field.

The staff positions within the Department of Financial Aid are:

Director of Financial Aid  
Associate Director of Graduate Financial Aid  
Assistant Director of Financial Aid  
Financial Aid Counselor(s)

### **human resources (hr)**

HR serves the University community in the recruitment, hiring, orientation, training, and retention of staff employees; and for the recruitment, hiring and retention of faculty. As “employer of first choice”, HR coordinates the pay-for-performance system of staff employee appraisal, maintains University personnel records, monitors and distributes employee benefits information, and coordinates, in collaboration with other key staff, the Experience of Work (EOW) annual employee opinion conducted deployed by Sutter Health and the Hay Group.

The staff positions within the Department of Human Resources are:

Director of Human Resources  
Assistant Director of Human Resources  
Human Resources Specialist  
Human Resources Administrative Assistant

### **information technology services (its)**

ITS is responsible for assessing, organizing, implementing, and managing technology and media solutions that support the achievement of the University mission.

The staff positions within the Department of Information Technology Services are:

Director, Information Technology  
Manager Network Services  
Administrator Systems Database  
Lead Desktop and Technical Support  
Technician(s), Desktop and Technical Support  
Manager Media Services  
Technician Media Services  
Program Coordinator

- Manager Applications Enterprise
- Senior Application Systems Analyst
- Manager Web/Application Development
- Developer Web/Application
- Manager of Academic Instructional Technology
- Instructional Designer

### 3.5.3 Enrollment and Student Services

#### **office of enrollment and student services (ess)**

ESS provides co-curricular activities, academic and disability services, and student health. Additional roles include working with faculty, staff, and other institutions of higher education or corporate partners in planning and implementing projects congruent with the strategic priorities and mission of the University. The vice president is chief spokesperson for the division and the primary advocate for student services and student life.

The staff positions within the vice president's office are:

- Vice President of Enrollment and Student Services
- Assistant Vice President of Enrollment and Student Services
- Assistant to the Vice President

Within the division, there are eight administrative departments:

- Office of Admission
- Office of the Registrar
- Office of Academic & Disability Support Services
- Office of Student Services
- Student Health Services
- Administrative Support Unit (ASU)
- Campus Service Center (CSC)
- Enrollment Services Center

#### **office of admission**

The Office of Admission supports the University in meeting new enrollment budget targets, and manages all aspects of the recruitment and admission of, and outreach to, undergraduate, master's and doctoral students.

The staff positions within the Office of Admission are:

- Director of Admission
- Associate Director of Admission
- Assistant Director of Admission
- Assistant Professor (Podiatric Medicine) and Assistant Director of Admission
- Admission Counselors

The Office of Admission produces the following publication(s):

- Financial Aid brochure
- Come Visit Us brochure

### **office of the registrar**

The Office of the Registrar handles student registration, course schedules, grading, and coordination of classroom scheduling. In addition, the Office of the Registrar completes request for enrollment verifications, official transcripts, degree audits and answers the inquiries of students, faculty, staff and the public.

The staff positions within the Office of the Registrar are:

- Registrar
- Associate Registrar
- Academic Records Coordinator

### **academic support and disability services**

The Office of Academic Support and Disability Services assists students in becoming active, responsible, and successful learners. The department is designed to help students develop study skills and learning strategies that will assist in their academic success. Academic Support and Disability Services offer peer tutoring, workshops, writing assistance, and individual consultations. In addition, the department coordinates services and accommodations for students with documented disabilities.

The staff positions within the Office of Academic Support and Disability Services are:

- Director of Academic Support and Disability Services
- Student Services Coordinator

### **office of student services**

The Office of Student Services contributes to the enrichment of the co-curricular experience of students by offering orientation, housing, student insurance, student activities, student government, conduct, and advocacy.

The staff positions within the Office of Student Services are:

- Assistant Vice President of Enrollment and Student Services
- Student Services Coordinator

### **student health services**

The Student Health Services is responsible for assuring student health requirement compliance, as well as providing basic health services.

The staff positions within the Student Health Services are:

- Student Health Coordinator

### **administrative support unit (asu)**

The Administrative Support Unit serves as the primary security point for the residence halls. Staff also provide clerical services for the University and assist students with issues relating to housing.

The staff positions within the Administrative Support Unit are:

- ASU Supervisor
- ASU/Admission Assistant
- Word Processors

### **campus service center (csc)**

The Campus Service Center is the first point of contact for current students conducting business with the Offices of Financial Aid, Registrar and Student Accounts. Staff disburse financial aid checks, explain student accounts, and assist students with registration issues.

The staff positions within the Campus Service Center are:

- Campus Service Center Assistants

### **enrollment services center**

The Enrollment Services Center serves as the primary contact point for prospective students. In addition, staff assist with academic support and residence life matters. Staff also provide clerical services for the Offices of Admission, Academic & Disability Services, and Student Services.

The staff positions within the Enrollment Services Center are:

- Enrollment Services Assistants

## **3.5.4 Office of the President (OP)**

The Office of the President (OP) serves the entire University community: students, faculty, staff, alumni, donors, its parent organization Sutter Health and co-affiliate Alta Bates Summit Medical Center (ABSMC), governing bodies, the public, and other external institutions or organizations. The OP functions to enhance the values of the University and its mission, serving all divisions to demonstrate outstanding commitment to the education of our students, quality service and institutional effectiveness.

The OP supports the executive activities of the President, the SMU Board of Regents, and planning and policy bodies of the University. The OP is the “official first stop” point of service and reference for the University, directing individuals or groups to the appropriate office for information and further assistance.

The President is the Chief Executive Officer (CEO) of the University, providing leadership, vision and direction to faculty, students, and staff as well as to external

constituents. As primary advocate for the mission and educational purposes of the University, the President is the chief steward of institutional resources.

The staff positions in the Office of the President are:

- Executive Director, Office of the President (EDOP)
- Executive Director of Development (EDD)
- Director of Alumni Affairs
- Assistant to the President
- Assistant to the Executive Director, OP
- Assistant to the Executive Director of Development

The Office of the President, including Development and Alumni Affairs, produces the following publications:

- The Newsletter of the Office of the President*
- Samuel Merritt University brochure (in print)*
- The Reporter* [the alumni newsletter]
- Annual Report to the Community*
- Commemorative Giving brochure*
- Benefits of Planned Giving brochure*

The primary goal of Development and Alumni Affairs is to raise funds from a variety of sources, including SMU alumni, and to support University programs and capital needs. A significant portion of funds raised is for student scholarships.

The EDD is supported by the Director of Alumni Affairs and the Assistant to the Executive Director of Development.

## 3.6 Councils and Committees

SMU maintains a number of councils and committees that comprise the governance structure of the University. Chart 3.6.1 provides a list of standing committees, both active and those anticipated to sunset. Councils and committees are responsible to one of the following bodies or offices: Board of Regents, Office of the President, Academic Affairs, Finance and Administration, or Enrollment and Student Services. Some councils or committees have subcommittees that are also noted.

*[The following descriptions are organized in the order displayed in chart 3.6.1. Committee acronyms are indicated where commonly used.]*

### **board of regents**

*Role and Function:* The Board governs the affairs of the University by setting broad University policy, and in providing guidance and financial support in support of University mission and educational purposes.

*Outcomes and Products:* Approval of institutional policies, strategic and long-range plans, operating and capital budgets, and academic program offerings.

*Meetings:* The Board meets five times a year in September, November, February, April and June of each year; and on retreat bi-annually or as needed.

*Subcommittees of the Board:* executive, finance, nominating, development, and PMEAC (see below).

**podiatric medical education advisory committee (pmeac)** *Role and Function:* PMEAC is charged with overseeing expenditures of the funds set aside as result of the California College of Podiatric Medicine (CCPM) and Samuel Merritt University (SMU). The Committee's primary role is to recommend expenditures from fund earnings as authorized by the Board.

*Outcomes and Products:* To direct student support, such as scholarships, loans, and such; to oversee special supplementary expenditures that enhance podiatric education and/or allow SMU to deliver non-essential components of the CSPM program.

*Meetings:* The Podiatric Medical Education Advisory Committee meets twice a year in October and May.

### **president's council (pc)**

*Role and Function:* The senior leadership team of the University is known as the President's Council (PC), and includes the divisional vice presidents and other executive staff. Chaired by the President, members of the Council are: Academic Vice President and Provost, Vice President of Finance and Administration and Chief Financial Officer, Vice President of Enrollment and Student Services, Executive Director, Office of the President, Executive Director of Development, and the Assistant Academic Vice President.

*Outcomes and Products:* PC determines University policy (in consultation with the Board of Regents as appropriate), develops strategic priorities and plans, prepares the annual budget, and allocates resources. PC is responsible for the assessment of institutional performance. Specific products are the SMU strategic priorities and plan committee structure, and analysis and/or reports of University operations or projects as requested by the President or the Board.

*Meetings:* PC meets twice per month as a full body, with regular meetings of those committees reporting to it on a monthly or as needed and on retreat twice a year in January and June.

Subcommittees of PC: Policy Review, Experience of Work (EOW), and Baldrige.

### **policy review committee (prc)**

*Role and Function:* A subcommittee of PC, the PRC reviews proposed policies and procedures for appropriateness, clarity, and alignment.

*Outcomes and Products:* To make recommendations in the development of specific policy statements, i.e. approach and language where appropriate.

*Meetings:* PRC meets as needed, usually quarterly.

### **experience of work committee (eow)**

*Role and Function:* The EOW Committee is responsible for conceiving and directing the University's participation in the Sutter Health annual employee opinion survey. The Committee analyzes survey data to identify strengths and opportunities for further action, and make recommendations to PC.

*Outcomes and Products:* To maintain and/or increase University participation to exceed Sutter Health overall participation. Analyze survey results and make recommendations for actions.

*Meetings:* EOW meetings are held in January, February and May every other week. Meetings are held monthly, or as needed.

### **baldrige steering committee (bsc)**

*Role and Function:* BSC is a subcommittee of President's Council. Using the Baldrige Education Criteria for Performance Excellence, BSC is charged to examine the University's processes and performance, advocate improvements, and to promote change.

*Outcomes and Products:* Prepares quality award applications as appropriate; completes projects/reports as assigned by the President or CPAC; designs training and education programs to assist the University community in implementing the continuous quality improvement processes, develops recommendations for further improvement.

*Meetings:* BSC meets on an as needed basis.

### **staff council (sc)**

*Role and Function:* Staff Council is charged with providing staff a forum for communication and peer support. The council identifies issues and opportunities, and makes recommendations that support staff roles for assisting the University in fulfilling its goals.

*Outcomes and Products:* To promote staff participation in University committees, make recommendations to improve cross-departmental communication and work



processes, provide a place for recently hired staff to seek assistance and resources, and assist information dissemination throughout the University.

*Meetings:* Staff Council meets monthly.

### **college planning and advisory council (cpac)**

*Role and Function:* CPAC is charged with developing the mission, values and vision of the University and guides implementation of the strategic priorities to aid decision making and allocation of the resources.

*Outcomes and Products:* To periodically monitor the University's strategic plan, approves proposals for PC and Board consideration, completes projects/reports as assigned by the President, and reports annually to the University community.

*Meetings:* CPAC meets every other month during the academic year.

### **institutional review board (irb)**

*Role and Function:* IRB in compliance with federal regulation (45 CFR) is committed to protecting the rights and welfare of human subjects in research. Any research project undertaken by faculty, students, or staff involving the use of human subjects must first be approved by the SMU IRB for the protection of human subjects. SMU adheres to the NIH definition of "research" as "any systematic investigation designed to develop or contribute to generalize knowledge."

*Outcomes and Products:* To monitor correspondence carried out between IRB and investigators, take minutes of all IRB meetings, draft policies and procedures for IRB, and provide annual reports to the president.

*Meetings:* IRB meets monthly or as needed during the academic year and once during the summer as needed.

### **supervisors & managers**

*Role and Function:* To discuss, evaluate and make recommendations for the development, refinement or clarification of non-academic policy, procedures and regulations, to create a forum for discussion centered on processes and practices; and to identify and recommend staff training and development needs.

*Outcomes and Products:* To make recommendations to PC regarding the communication and dissemination of policies, procedures and regulations.

*Meetings:* Supervisors and Managers meets monthly.

### **staff compensation committee**

*Role and Function:* The Staff Compensation Committee reviews and makes recommendations for revision and/or changes the salary policy and pay for performance programs.

*Outcomes and Products:* To identify relevant market data for employee position from published surveys of academic institutions, not-for-profit organizations and for-profit businesses; to obtain specific information on pay practices in peer organizations; and review and recommend appropriate adjustments to salary ranges every two years, and the pay for performance program.

*Meetings:* Staff Compensation Committee meets quarterly, or as needed.

### **communications committee**

*Role and Function:* The Communications Committee is charged with developing a University communications strategy and plan for promoting and supporting the SMU mission and strategic priorities, and growth.

*Outcomes and Products:* To identify components of a University communications plan through a process involving both internal and external constituents. The Committee will draft the communications plan; and recommend criteria for the standardization and consistency of University publications.

*Meetings:* The Communications Committee meets quarterly or as needed.

### **academic council (ac)**

*Role and Function:* AC is charged with advising the Academic Vice President (AVP) and Provost, and coordinates effective operation of Academic Affairs.

*Outcomes and Products:* To maintain the division calendar, create the academic strategic plan, determine annual goals, and recommend policy or procedures.

*Meetings:* Academic Council meets once a month, or as often as needed.

### **assessment committee**

*Role and Function:* The Assessment Committee is charged with overseeing the comprehensive institutional evaluation system to guide the University in effectively selecting, analyzing, and using information to promote continuous institutional improvement.

*Outcomes and Products:* The Assessment Committee selects, collects and reports essential data to assess institutional effectiveness, completes Climate Survey projects/reports as assigned by the College Planning and Advisory Committee (CPAC) or President.

*Meetings:* The Assessment Committee meets ten times per year, or as needed.

### **wasc steering committee**

*Role and Function:* The WASC Steering Committee is the leadership group that guides the University in its preparation for the three stage institutional accredita-

tion review, currently scheduled for 2009 Preparatory and Capacity review and 2011 Educational Effective review. It collects and analyzes data, recommends the design for the review, and assists the AVP (WASC ALO) in communicating to the University leadership the resources and processes needed for a successful review.

*Outcomes and Products:* To prepare the Institutional Proposal design which takes form in a document to be submitted to WASC in Spring 2007, and required documents for the two on-site reviews.

*Meetings:* The WASC Steering Committee meets monthly or quarterly as needed.

### **program development committee**

*Role and Function:* The Program Development Committee is charged with identifying potential new programs for development or acquisition in order to meet strategic enrollment goals. The Committee selects programs for development or acquisition using a set of key requirements and criteria, which indicate likelihood of success, review initial proposals for new programs and/or acquisition ([http://www.samuelmerritt.edu/policies\\_procedures/faculty\\_affairs](http://www.samuelmerritt.edu/policies_procedures/faculty_affairs)), make regular reports and recommendations to the College Planning and Advisory Committee (CPAC).

*Outcomes and Products:* To establish criteria for screening and selection of new programs for development, regular reports to the College Planning and Advisory Committee (CPAC), recommendations on programs under consideration, program development flow charts.

*Meetings:* Committee meets as determined by Academic Vice President and Provost (AVP).

### **faculty organization (fo)**

*Role and Function:* The FO is charged with fostering excellence in the University's academic programs, to support the mission of the University, to actively participate in the governance of the institution, to support academic freedom, to uphold faculty rights and responsibilities, and to promulgate sound academic policies and practices. Several faculty committee report to the FO, and those committees are listed in the Faculty Affairs policies and procedures ([http://www.samuelmerritt.edu/policies\\_procedures/faculty\\_affairs](http://www.samuelmerritt.edu/policies_procedures/faculty_affairs)).

*Outcomes and Products:* To provide leadership to the University community regarding academic integrity and professionalism of faculty and students; develop and promote continuing professional education and peer review, promote faculty development and scholarly activity, review and approve policies regarding faculty promotion, hiring and retention; develop, review and approve policies and procedures related to faculty rights, privileges and standards; the development of new programs and curricula and the closure of programs or departments; provide ad-

vice and consultation regarding University external affairs, administrative practices and student affairs.

*Meetings:* FO meets a minimum of one time per year.

### **technology committee**

*Role and Function:* The Technology Committee is charged with fulfilling the University's technology mission. In addition, the Committee actively participates in the development of the technology strategic plan and advises persons with technology responsibilities regarding implementation of technology standards, policies and University plans.

*Outcomes and Products:* To make recommendations to CPAC on the technology strategic plan and on policies related to University hardware and software standards and practices, advise persons with technology responsibilities regarding implementation of the standards and policies and the Strategic Plan, disseminates information to the University community.

*Meetings:* The Technology Committee meets monthly.

### **student body association (sba)**

*Role and Function:* The SBA serves to represent and support students during their education at the University and serves to bridge the student body with University administration and staff.

*Outcomes and Products:* The SBA provides professional based, cross functional programming to further contribute to the students' overall educational experience.

*Meetings:* The SBA committee meets on an every other week basis.

### **multicultural committee**

*Role and Function:* The Multicultural Committee is charged with supporting the University's core value of diversity, the multicultural group consists of students, faculty, and staff who meet regularly with the Assistant Vice President of Enrollment and Student Services to discuss issues of concern to students on campus. The committee encourages diverse perspectives on different topics with the belief that quality of education is enhanced when there is a forum for exchange of ideas.

*Outcomes and Products:* Members of the committee plan educational and social activities and present cross-cultural workshops and displays on diverse cultures. Discussions and programs are also designed to enhance cultural competence among the University's future health care providers.

*Meetings:* The Multicultural Committee meets on a monthly basis.

### 3.6.1 SMU Committee Chart

2005—2006 committees	status	reports to	chaired by	liason
<b>Board of Regents</b>				
Executive Committee	as needed	BoR		PC
Finance & Investment	active	BoR		PC
Nominating Committee	as needed	BoR		PC
PMEAC	active	BoR		PC
<b>Office of the President</b>				
President's Council	active	SMU President		
Policy Review	active	President's Council	EDOP	
Experience of Work	active	President's Council	VPES	
Baldrige	active	SMU President	VPA	
Staff Council	active	President's Council	Chaired by Elected Member	EDOP
CPAC	active	SMU President		
IRB	active	SMU President		
Supervisors & Managers	active	President's Council		VPFA
Staff Compensation	active	President's Council	VPFA	VPFA
Communications	active	President's Council		EDOP
<b>Academic Affairs</b>				
Academic Council	active	AVP	VPAA	
Assessment	active	AVP	Chaired by Elected Member	
Workload	task force to sunset	AVP	AAVP	
Salary	task force to sunset	AVP	Chaired by Elected Member	
ABSN Implementation	task force to sunset	AVP	Chaired by Consultant	
Faculty Evaluation	task force to sunset	AVP	Chaired by Elected Member	
WASC Steering	active	AVP		
Program Development	ad hoc	AVP		AAVP/EDOP
<b>Faculty Org</b>				
Executive Committee	active	policy reports to AVP	Exec Comm President	
Adm & Ac Policies	active	Faculty Org	Chaired by Elected Member	
Curriculum	active	Faculty Org	Chaired by Elected Member	
Faculty Affairs	active	Faculty Org	Chaired by Elected Member	
Faculty Development	active	Faculty Org	Chaired by Elected Member	
Faculty Rank & Promotion	active	Faculty Org		
Scholarship TF	active	Faculty Org		
<b>Finance &amp; Administration</b>				
Technology	active	VPFA	Chaired by Elected Member	
Financial Aid	as needed	VPFA	Chaired by Dir of Financial Aid	
<b>Enrollment &amp; Student Services</b>				
Student Body Organization	active	AVPES	Chaired by Elected Member	
Multicultural	active	AVPES	Chaired by Elected Member	

Note: Committees report to line management; functional manager to staff committee, but not chair. Standing committee may have

representation on CPAC if appointed by the assigned division.

### committee history

<b>Baldrige</b>	PC assumes role; formerly Assessment Committee
<b>Website</b>	Sunset, webmaster to meet quarterly with stakeholders
<b>Distributed Learning</b>	Selected functions transferred to Technology Committee
<b>Site and Facilities</b>	Sunset
<b>Colleagues Users</b>	Subsumed by PowerCampus Implementation Group
<b>Diversity</b>	Changed to Multicultural Committee
<b>Financial Aid</b>	Reports to AVP
<b>Assessment</b>	Reports to VPFA
<b>Financial Aid</b>	Consider to changing reporting relationship to PC through AVP to align with change in Baldrige
<b>PowerCampus Implementation</b>	To become users group, not a standing committee; reports to AVPESS

## *section 4*

# policies and institutional systems

- 4.1 Policies
  - 4.1.1 Policy and Procedures
  - 4.1.2 Subpoenas
  - 4.1.3 Forms
  - 4.1.4 Policy Review Process
- 4.2 Communications
  - 4.2.1 Press Releases and Guidelines for Interviews, Photography and Media Coverage
  - 4.2.2 University Publications
  - 4.2.3 Publications Style and Guidelines
- 4.3 Institutional Improvement and Evaluation
  - 4.3.1 Feedback and Complaints Process
  - 4.3.2 Grievances



## 4.1 Policies

### 4.1.1 Policies and Procedures

The operations of the University are guided by official policies found on the SMU website. Students, faculty and staff have access to SMU Policies and Procedures through links found below. A number of practices and general guidelines are described in this publication that do not appear elsewhere (and are updated from the *1999 Handbook* where possible).

To locate a specific policy or procedure, users are advised to select a policy category. Examples are: academic affairs, finance, human resources, or technology. A policy can be located by department and name, or searched by keyword. Once the link is opened, each electronic policy and any associated forms can be viewed or printed.

#### Policy & Procedure URLs:

home page	url
<b>Policies &amp; Procedures Home Page</b>	<a href="http://www.samuelmerritt.edu/policies_procedures">www.samuelmerritt.edu/policies_procedures</a>
by category	url
<b>Administrative</b>	<a href="http://www.samuelmerritt.edu/policies_procedures/administration">www.samuelmerritt.edu/policies_procedures/administration</a>
<b>Finance</b>	<a href="http://www.samuelmerritt.edu/policies_procedures/finance">www.samuelmerritt.edu/policies_procedures/finance</a>
<b>HR</b>	<a href="http://www.samuelmerritt.edu/policies_procedures/human_resources">www.samuelmerritt.edu/policies_procedures/human_resources</a>
<b>Technology</b>	<a href="http://www.samuelmerritt.edu/policies_procedures/information_technology">www.samuelmerritt.edu/policies_procedures/information_technology</a>
<b>Facilities</b>	<a href="http://www.samuelmerritt.edu/policies_procedures/facilities">www.samuelmerritt.edu/policies_procedures/facilities</a>
<b>Security</b>	<a href="http://www.samuelmerritt.edu/policies_procedures/security">www.samuelmerritt.edu/policies_procedures/security</a>
<b>Academic Affairs</b>	<a href="http://www.samuelmerritt.edu/policies_procedures/academic_affairs">www.samuelmerritt.edu/policies_procedures/academic_affairs</a>
<b>Faculty Affairs</b>	<a href="http://www.samuelmerritt.edu/policies_procedures/faculty_affairs">www.samuelmerritt.edu/policies_procedures/faculty_affairs</a>
<b>Student Affairs</b>	<a href="http://www.samuelmerritt.edu/policies_procedures/student_affairs">www.samuelmerritt.edu/policies_procedures/student_affairs</a>

The pre-existing *1999 Staff and Faculty Handbook* summarized a number of University policies and practices for which hard copy was not available at the time the Policies and Procedures SMU website was developed. Note that the *2006 Handbook* does not restate or repeat official policies located on the SMU website. Consequently, the policies accessible on the website only represent those for which an original approval document was found, or for those recently approved.

As existing policies are renewed and/or revised, an official policy document will be added to the SMU website location. Because the Policies and Procedures webpage will be updated on a quarterly basis, staff and faculty are urged to consult the links in section 4 of this *Handbook* frequently for the most current information.

#### 4.1.2 Subpoenas

All process servers delivering subpoenas to the University are to be directed to the Office of the President (OP). Failure to do so puts the University at risk. If an employee is served by a “drop and run” server, deliver the subpoena to the OP immediately.

The OP will review the subpoena and direct the appropriate response.

#### 4.1.3 Forms

If a policy or procedure requires a form, the form is accessible by way of a link provided within the policy. For those policies and/or procedures that do not require forms, consult the appropriate department webpage.

#### 4.1.4 Policy Review Process

Existing and new policies affecting the University are subject to review by the Policy Review Committee (PRC) of the President’s Council (PC), reviewed by PC, and approved by the President.

Review of an existing policy or development and approval of a new policy must be brought to the PRC by a member of the PC (a divisional vice president or executive director). The PRC meets on an as-needed basis but no less than quarterly each year, and is chaired by the Executive Director, Office of the President (EDOP).

Staff and faculty may initiate the process with the department chair or supervisor for a recommendation to the appropriate division head, or directly with the division head. Vice presidents and executive directors are responsible for submitting proposed policies to the EDOP for review by the PRC.

Proposed policies should be submitted on the SMU Policies and Procedures form found on the SMU F drive (and/or website) for review by the EDOP before it is placed on the PRC agenda for review. The purpose of the initial review is to identify additional information needed for clarification or questions of content or explanation.

The PRC is asked to endorse and accept the policy before it moves to the President for final review. Procedures and statements of practice are not endorsed or approved per se, however, a draft policy may be returned to the originator for additional information or clarification should stated procedures be unclear.

Once the draft policy has been revised for accuracy and clarity by the originator, a final review by the EDOP takes place and is moved to the President's desk for approval. If warranted, the policy may require a secondary signature by the appropriate division head.

When a policy is approved by the President, a copy of the official policy is distributed to each member of the PC, and the document is given by OP to Information Technology Services (ITS) for scanning and inclusion on the SMU website.

**Exceptions to the policy review process.** A number of policies have been or will be developed at the level of a division. In those situations, and when a policy is not considered to have impact on any other department or office outside of the division initiating the policy, review and approval rests between the division head and the President; no PSC review is conducted. A courtesy copy of divisional policies is forwarded to members of the PC and to the OP for information sharing and archiving. The Office of the President may recommend that a division policy be added to the SMU website and disseminated to the University community in a general announcement. The division head or designee is responsible for providing ITS with a copy of the divisional policy.

**Additional external review.** Human Resources policies and/or those emanating from the Office of the President are often complex, procedure-driven and may require review by Sutter Health or ABSMC legal counsel. In these cases, final approval may rest between the Vice President of Administration and the President. The official policy is disseminated as described above.

## 4.2 Communications

The Executive Director, Office of the President is responsible for SMU communications and publications in consultation with the President, members of the PC, and staff or faculty who are involved with communications and/or publications at the division or department level. Questions regarding appropriate content, use of the SMU logo, or working with media, for external communications, should be referred to the OP.

### 4.2.1 Press Release and *Guidelines for Interviews, Photography and Media Coverage at the University*

All University press releases are reviewed and coordinated by the Office of the President. Staff and/or faculty wishing to provide information for a SMU press release, or have suggestions for development of a press release, should contact the OP after

consultation with the division head. The OP works with the University's media consultant in the final preparation and distribution of press releases to the media.

On occasion, a member of the community may receive inquiries regarding the interviewing, photographing, and/or filming of students, faculty and staff. These requests should be directed to the OP. For further assistance, refer to the *Guidelines for Interviews, Photography, and Media Coverage at the University*, located on the SMU website.

## 4.2.2 University Publications

The University has a number of regular or semi-regular publications intended for internal or external audiences, or both. These publications are hard copy, but increasingly are made accessible on the SMU web. The primary publications are listed below.

Key SMU publications targeted for the internal community:

*Office of the President (OP) Newsletter*  
*Report of the Academic Vice President (AVP)*  
*The Business Affairs Division (BAD) Newsletter*  
*SMU Staff and Faculty Handbook*

Key SMU publications targeted for the external community:

*The Reporter* (the newsletter for SMU alumni and friends)  
*Report to the Community* (continues SMU List of Donors)  
*Samuel Merritt University Catalog and Student Handbook*  
*SMU Make a Difference* (the suite of University admission materials)  
*SMU Fact Sheet*  
*SMU Fact Book*

Additional publications are listed in Section 3.4 under the divisional descriptions of departments and offices, also consult the SMU web for current information available from specific divisions or departments.

## 4.2.3 Publications Style and Guidelines

The University has determined a graphic publications "institutional look", designed by Shelby Designs and Illustrates. Publications may be produced by other vendors as guided by the Office of the President, consistent with the guidelines provided below.

To ensure that the majority of official SMU publications appear consistent and professional, a publications standard has been established. Currently, the following publications have been produced using the new design:

December 2005 and May 2006 Commencement programs  
 Publications Templates for University Announcements and Listings

*The Reporter*  
 Alumni Reunion invitations  
*Report to the Community* (spring 2006)

### **Basic Publication Style Guidelines**

An *Identity Guidelines and Usage Manual* has been created to provide the SMU community with specific publications guidelines for color and typeface usage. The University uses two main colors for primary institutional publications: SMU Blue (custom or PMS 2965) and Sage Green (PMS 556). Three additional colors are also available to provide some flexibility. For additional information refer to the *Identity Guidelines and Usage Manual*, located on the SMU website.

## **4.3 Institutional Improvement and Evaluation**

### **4.3.1 Feedback and Complaints Process**

Staff, students, faculty or any member of the public may provide the University with positive feedback, or a complaint. An electronic feedback system has been developed, located on the SMU web found at [www.samuelmerritt.edu](http://www.samuelmerritt.edu). The Office of the President (OP) reviews all submitted forms, evaluates the comments for response and refers the feedback form to the appropriate division or office. A University representative will respond to the feedback within 30 days unless the EDOP has determined that a response is not appropriate or necessary. In those cases, OP staff will communicate directly with the individual who submitted the feedback.

Staff and faculty should become familiar with the Complaint Policy so that the feedback process can be described to members of the internal or external community.

### **4.3.2 Grievances**

The *SMU Catalog and Student Handbook*, published each year, contains institutional policies that govern both academic and student grievances. The electronic copy of the *2006 Handbook* provides links to specific sections of the Catalog for quick reference to grievance policy and procedures.

Issues that concern student behavior are considered by the Assistant Vice President of Enrollment and Student Services. Issues that concern admission, retention, graduation, student services or student records are referred to the Vice President of Enrollment and Student Services for final resolution.

Student concerns and complaints regarding academic performance are considered at the level of academic program or school. If the issue or problem is not resolved at that level, the complaint or grievance is referred to the Provost and Academic Vice President for final resolution.

## *section 5*

# smu as employer of choice

- 5.1 Staff Guide to Personal Practices
  - 5.1.1 General Information about Employment
  - 5.1.2 Work Schedule and Compensation
  - 5.1.3 Employee Responsibilities and Standards of Conduct
  - 5.1.4 Staff Progressive Discipline
  - 5.1.5 Employee Benefits
  - 5.1.6 Special Recognition
  - 5.1.7 Time Off from Work as an Employee
  - 5.1.8 Cessation of Employment
- 5.2 Faculty Guide to Personnel Practices

Samuel Merritt University (SMU) strives to provide all employees with a safe working environment, open communications, competitive pay and benefits, and trained supervision. In addition, the University strives to provide a work environment that is vibrant, collegial and that embraces creativity, innovation, and scholarly inquiry. In return, employees are expected to perform the responsibilities assigned to them, seek opportunities to become more productive, and to embrace the core values that guide individual and collective action in pursuit of the University's mission.

## 5.1 Staff Guide to Personal Practices

### 5.1.1 General Information about Employment

Faculty please refer to the link provided for details:  
[Faculty Handbook](#)

#### **onboarding procedures**

##### **Staff**

The University gives notice of employment opportunities in appropriate media and publications and follows regular procedures in the evaluation of applicants. All hiring shall be conducted in compliance with Equal Employment Opportunity Guidelines and Samuel Merritt University hiring policies. The following are the typical procedures in the hiring process:

1. In the case of a new position, the hiring manager and division head draft a job description using the "Job Description Template" available from Human Resources (HR). For a replacement position, the job description is reviewed and updated as deemed necessary.
2. HR reviews the job description for format, content and grades the position to determine exempt or non-exempt status. Changes to the job description are discussed and resolved between the hiring manager and HR.
3. The manager submits HR a current job description and a completed Personnel Requisition Form to HR.
4. HR posts the position after review and approval by the President's Cabinet.
5. The manager will screen all incoming applications to make sure applicants meet minimum qualifications as stated in the position announcement.
6. The manager establishes a process to select applicants for interview in consultation with HR.
7. After selecting a final candidate, the manager informs HR of the decision. Manager notifies candidates that were interviewed and not selected.

8. Once a candidate is selected, the manager initiates reference checks. A minimum of three references are required. If a results of the reference checks are not satisfactory, the manager informs HR if candidate will not move forward.
9. If the results of reference checks are satisfactory, HR contacts the candidate and makes offer of employment. In consultation with candidate and manager, HR determines an employment start date.
10. If the candidate does not accept position or is in disagreement over one or more of the terms of hire, HR will consult with manager and discuss next steps. Only HR makes employment offers, however, the manager may choose to contact applicant for further discussion about the position after consultation with HR.
11. HR contacts the final candidate to inform of the University requirement to complete a background check. This process generally takes up to 14 business days to complete.
12. Once a candidate has cleared onboarding, they will attend a new employee orientation coordinated by HR.

### **background checks**

Human Resources will conduct background checks for all new hires. Prior to the background check, all candidates will be required to complete and sign a *Disclosure/Authorization for Release of Information*, which provides authorization for the University to conduct the background check. Candidates for employment will receive a copy of their rights under the Fair Credit Reporting Act. Background checks will contain the following elements:

- Verification of Social Security Number
- County Criminal Record
- Federal Criminal Record
- Verification of Degrees (if a requirement of the position)
- Verification of Licensures (if a requirement of the position)

### **Reference Checks**

**Faculty** please refer to the link provided for details:

[Faculty Handbook](#)



### **guidelines for conducting reference checks for employment**

Reference checks are conducted by the hiring manager or designate and used to solicit detailed employment information about potential employees. Although positive references may be obtained, they will not always guarantee a good hire decision. However, reference checks are generally a reliable way of receiving information on work experience, conduct and performance of potential employees.

In conducting reference checks, it is important to obtain information from the applicant's direct supervisor for each position held. Assurance should be given that any information obtained will be held in confidence. A list of standard questions should be asked of those providing employment information.

With the candidate's consent, the manager or designate should contact the most recent employer first, as well as former employers and co-workers who have worked with the potential employee.

### **Position Classifications**

#### **probationary period**

All new full and part-time staff are on probation for a period of 180 calendar days (6 months). Short-hour and casual employees are on probation for 180 calendar days or 240 hours of work, whichever is first. We are an "At Will" employer, which means an employee may be dismissed without prior notice or warning during this period if, for any reason, his/her job performance should prove substandard in any area. Staff members are considered regular employees of SMU when they have satisfactorily completed the probationary period. All staff are classified as one of the following:

#### **Full-Time Benefit Eligible Employee**

Full-time benefit eligible employees are 1.0 FTE.

#### **Part-Time Benefit Eligible Employee**

Part-time benefit eligible employees are those who work a predetermined work schedule and are .50 – .99 FTE. Certain benefits, including sick leave, vacation and holidays, are pro-rated according to the ratio of the employee's work schedule to a regular 40 hour work week.

**Short-Hour Employee**

Short-hour employees are those who work a predetermined work schedule of less than 20 hours per week and who may work other relief hours or increased hours temporarily. Employees in this category are not entitled to benefits, however may receive shift differential based on the time worked.

**Exempt**

Salaried employees whose work duties exempt them from the overtime provisions of the Federal Fair Labor Standards Act and any applicable State Wage and Hour Laws.

**Non-exempt**

Hourly employees who are covered by the overtime provisions of the Federal Fair Labor Standards Act and any applicable State Wage and Hour Laws. Non-exempt employees are entitled to an overtime premium in accordance with State and Federal Law.

**staff performance evaluations**

It is the policy of the University that all staff are given Annual performance evaluations. Employees hired July 1 or later do not receive a performance evaluation. At the beginning of each calendar year a Performance Goal should be completed for each staff member based on the job duties and responsibilities, and the strategic goals of the department.

All new hires should have a Performance Goal within 90 days of hire.

**5.1.1 Work Schedule and Compensation****hours of work**

Faculty please refer to the link provided for details:

[Faculty Handbook](#)

### **Staff**

The usual work week is forty (40) hours, and each pay period includes two weeks or 80 hours of work. The usual work day is eight hours for non-exempt employees. General office hours are from 8:00 am to 5:00 pm daily. As starting and ending times vary within departments and office locations, the manager of each department will determine employee schedule. The work week commences on Sunday morning at 12:01 am and ends the following Saturday evening at midnight.

### **Shift Differential**

A shift differential shall be granted to all non-exempt, who are either full-time or part-time staff working after 6:00 pm and before 6:00 am.

### **Wage Order - Rest and Lunch Breaks**

All non-exempt employees who work a schedule of more than five (5) consecutive hours in a day are entitled to a meal period of "not less" than thirty (30) minutes. Unless an employee is relieved of duty during a thirty minute meal period, the meal period is considered a paid "missed meal break" and will be counted as time worked. A "missed meal break" is permitted only when the nature of the work prevents an employee from being relieved of duties and when an "on the job meal period" is approved by written agreement.

## **compensation**

### **Salary**

The philosophy of the University is to implement programs that attract, retain and develop staff to achieve strategic priorities adopted to fulfill the University's mission, as well as to reward and retain staff for performance and achievements. This will be accomplished through equitable salary programs developed to align with the success and performance of the University. The salary program will provide a pay-for-performance system recognizing individual performance.

The premise of the philosophy is that the University desires to be the “employer of choice.”

### **salary calculation**

#### **Staff/Administrative Employees**

Salaries for staff and administrative employees are computed on the basis of 26 bi-weekly payrolls at an hourly rate. Salaries are determined as follows for a full-time (40 hour) employee:

- > hourly wage is multiplied by 40 hours to determine the weekly salary
- > hourly wage is multiplied by 173.333 hours to determine the monthly salary
- > hourly wage is multiplied by 2080 hours to determine the annual salary

#### **Faculty**

Salaries for full-time faculty are computed on the basis of 9-month and 12-month contracts. A 9-month contract includes 36 weeks of instruction and/or related academic responsibilities.

#### **Pay Practices**

1. Changes in individual pay rates will become effective on the first day of the pay period nearest the salary effective date.
2. Pay for hours when the employee is not working (e.g. vacation, sick leave, holidays, etc.) shall be calculated at the employee’s regular rate.
3. Any employee questions or concerns regarding a paycheck should be discussed first with the employee’s manager, supervisor, or department chair.
4. If further discussion is needed, the manager or supervisor should contact the Payroll Department.

#### **Payroll Deduction Procedures**

It is the responsibility of the employee to arrange deductions directly with Employee Self Service by logging in to the online Sutter portal. Processing of the deduction is handled by Sutter Health in collaboration with the Payroll Department once a statement is submitted.

### **Attachments and Garnishments of Wages**

The University is required by law to accept legal assignments and garnishments. Attachment (garnishments) of a portion of an employee's salary after deductions must be executed upon receipt of judgment for a debt.

### **Paychecks**

Salaries for faculty and staff are paid by check or by direct deposit to the designated financial institution on a bi-weekly basis. Paychecks and direct deposit notices are normally distributed on the Friday following the end of each pay period. Paychecks are mailed if employee does not sign up for direct deposit and an email is sent with a link to access direct deposit notices for those who sign up for direct deposit. Earnings and deductions are listed on the paycheck stub, or on the direct deposit notice, which provides the employee an accounting of earnings and deductions in lieu of a paycheck. When a payday falls on a scheduled holiday, paychecks will be issued on the last working day before that holiday.

### **Time Keeping**

It is a requirement that all non-exempt staff keep an accurate record of hours worked by completing a SMU time card. Exempt staff and faculty are required to submit a time card when vacation and/or sick leave is taken. The time card is the information record for payroll purposes and must be completed accurately. Time cards are submitted on a bi-weekly basis in accordance with the payroll processing schedule. Falsification of the time card may result in termination. No time card may be submitted for payroll processing without the employee's and the supervisor's signature.

## **5.1.2 Employee Responsibilities and Standards of Conduct**

### **standards of conduct**

It is the expectation of the University that each employee maintain an acceptable standard of conduct and that their actions be guided by the four core values of learning, service diversity and integrity. Accordingly, each employee is expected to show a positive regard for his or her position and work responsibilities; and to treat fellow employees, students, vendors and any other College guests with

respect and dignity during employment with Samuel Merritt University. The list below presents examples of violations of acceptable standards and is not intended to be all-inclusive:

- > accepting gratuities or unauthorized solicitation of funds
- > any act of dishonesty
- > any act which endangers the safety, health, or well-being of another person, or which is of significant magnitude that the consequences cause, or act to cause, disruption of work or gross discredit to the University
- > careless neglect or improper or unauthorized use of University property or equipment
- > conduct unbecoming an employee or causing embarrassment to the University
- > conviction of a felony, provided the felony is relevant to the employee's position and responsibilities
- > destruction or misappropriation of University property
- > disorderly, unethical, or inappropriate conduct in dealing with students, visitors, or fellow employees, including but not limited to rudeness or the
- > failure or inability to complete a required training program that is part of a job assignment
- > failure to conform to professional ethics
- > failure to obtain and maintain a valid required license
- > failure to report for work without notification or acceptable explanation for a period of three or more consecutive work days
- > falsification, fraud, or omission of significant information in applying for employment
- > falsifying, forging, or altering any University record
- > fighting on University time or premises

- > gambling on University time or premises
- > gross negligence
- > inefficiency, incompetence, or negligence in performance of duties
- > insubordination
- > neglect of work responsibilities
- > outside employment that adversely affects work performance or is a conflict of interest
- > possession of unauthorized weapons on University property
- > possession, consumption, or being under the influence of alcoholic beverages, narcotics, or controlled substances (without written instructions from a physician) on University time or premises
- > refusal to work
- > releasing confidential information without proper authority
- > removal of any material or waste goods from University premises without administrative approval
- > repeated serious infraction of University rules with no evident improvement in performance or conduct
- > sexual harassment
- > sleeping while on duty
- > solicitation or distribution of literature in violation of University policy
- > theft or attempted theft of University property
- > unauthorized or improper use of any type of leave of absence provocative language

The University's response to violations of standards of conduct will be in accordance to the staff progressive discipline process, and the policies outlined in Faculty Affairs: [Faculty Handbook](#). See also the *SMU Student Catalog and Handbook*, "Code of Conduct."

### 5.1.3 Staff Progressive Discipline

It is the policy of Samuel Merritt University to address staff performance or behavior issues on an individual basis. Pursuant to the University's at-will employment practice, the University reserves the right to invoke involuntary termination with or without cause, or implement a progressive form of discipline. When progressive discipline is used, the objective is to alert an employee<sup>1</sup> to performance problems as early as possible and to provide guidelines to bring performance, behavior, or both, to an acceptable level.

[PolicyStat: Progressive Discipline](#)

### 5.1.4 Employee Benefits

#### **benefits**

SMU, through Sutter Health, offers a broad range of employee benefits including health, vision and dental care, retirement program, life insurance, flexible spending accounts, voluntary tax deferred annuities, educational leaves, sabbatical leaves, tuition reimbursement, tuition remission in SMU courses, disability insurance and more.

#### **health insurance**

##### **Health Plans**

A number of health plan options are available for benefit eligible full-time and benefit eligible part-time employees and their eligible dependents for financial protection against certain costs associated with the provision of medical care. Coverage for eligible employees is effective the first day of the month following the hire date.

<sup>1</sup> The term employee is used to refer to staff (non-faculty) positions only.



Each year, a period of time will be designated as open enrollment. During this time, employees may choose their health plan for the next 12-month period. If an employee does not make an election during this period, the previous plan chosen by the employee will automatically continue or the employee will be enrolled in the default plan identified by Sutter Health. New employees who do not make an election during the period designated for new employees will automatically be enrolled in the default plan identified by Sutter Health for employee (only) coverage.

The University's response to violations of standards of conduct will be in accordance to the staff progressive discipline process, and the policies outlined in Faculty Affairs ([http://www.samuelmerritt.edu/policies\\_procedures/faculty\\_affairs](http://www.samuelmerritt.edu/policies_procedures/faculty_affairs)). See also the *SMU Student Catalog and Handbook*, "Code of Conduct."

## **health insurance**

### **Health Plans**

A number of health plan options are available for benefit eligible full-time and benefit eligible part-time employees and their eligible dependents for financial protection against certain costs associated with the provision of medical care. Coverage for eligible employees is effective the first day of the month following the hire date.

Each year, a period of time will be designated as open enrollment. During this time, employees may choose their health plan for the next 12-month period. If an employee does not make an election during this period, the previous plan chosen by the employee will automatically continue or the employee will be enrolled in the default plan identified by ABSMC. New employees who do not make an election during the period designated for new employees will automatically be enrolled in the default plan identified by ABSMC for employee (only) coverage.

Employees or dependents may be eligible to continue participation in the health, dental and vision plans, at their own expense, for 18 or 36 months following these “qualifying events:”

- > death of the employee (36 months)
- > termination of employment (18 months)
- > reduction of employee’s hours resulting in non-benefit status (18 months)
- > divorce or legal separation (36 months)
- > loss of dependent status under terms of plan (36 months)

#### **Dental and Vision Plans**

Dental and vision plans are provided for benefit eligible employees and eligible dependents to help defray the cost of care. The eligibility requirements are the same as for the health plan.

#### **Benefit Waivers**

Each year during open enrollment or as part of new employee benefit enrollment, employees may elect to waive the health, dental, and vision package. Employees waiving coverage will receive pay in lieu of benefits at a level designated available for full-time or part-time employment.

#### **Flexible Spending Accounts**

SMU offers employees the option of before-tax reimbursement accounts which may be used for reimbursement of expenses related to dependent care and health care as described below.

#### **Dependent Care Reimbursement Account**

The dependent care reimbursement account may be a tax-effective way to pay for child care or other dependent care services. The advantage of using the dependent care reimbursement account is that reimbursement payments are made in dollars that are not taxed. Employees who wish to participate may make before-tax contributions through payroll deduction.

### **Healthcare Reimbursement Account**

The healthcare reimbursement account may be used to pay many types of healthcare services not covered by medical, dental or vision benefits options. The main advantage is that employees may be reimbursed for healthcare services with pre-tax dollars. Employees who wish to participate may make before-tax contributions through payroll deduction.

### **retirement — 403(b)**

A retirement plan that includes investment alternatives and a matching contribution plan is available to all benefit eligible employees. The retirement plan rewards special contributions of the long-service employee by providing a measure of financial security during retirement.

### **Eligibility and Participation**

After one year's employment, all employees who are at least .50 FTE are eligible. In order to begin participating in the plan, employees must sign up with one of the chosen vendors. Detailed information on vendors and retirement benefits are available from HR.

Qualifying employees may contribute to the retirement plan on a voluntary basis prior to the completion of the first year of employment. Voluntary contributions are not matched by the University during the first year.

### **worker's compensation insurance**

Worker's compensation benefits are provided to all employees for any work-related injury or illness from the first day of employment at no cost to the employee. In order to avoid jeopardizing this benefit it is imperative that employees:

- > Immediately report all injuries to his/her supervisor, department chair or dean, regardless of how minor the injury may seem. Worker's compensation requires notification within 24 hours from date of injury.

- > Complete an “Employee’s Claim for Worker’s Compensation Benefits”:  
[Occupational Injury Form.](#)

### **state disability insurance**

State Disability Insurance (SDI) provides weekly benefits for a non-industrial disability, illness or injury that prevents employees from working. If eligible, benefits begin following the 9th calendar day the employee is away from work. Employees pay a percentage of their annual earnings up to the state’s taxable wage base through payroll deductions to fund this benefit. In order to receive SDI benefits, employees must file a claim with the California Employment Development Department. More details about this program are available through HR or [www.edd.ca.gov](http://www.edd.ca.gov).

### **long-term disability insurance**

In order to provide benefit eligible employees with protection against loss of income due to disability, SMU provides basic LTD coverage. Employees have the option to buy additional coverage and may contact HR for more information.

### **life insurance**

As a means of financial protection, basic life insurance is provided for employees. Insurance may be purchased to benefit eligible employees in order to supplement basic life insurance coverage. Employees that purchase supplemental life insurance may also purchase coverage for dependents.

### **Accommodating Lactating Employees**

SMU will provide a reasonable amount of break time and appropriate room or other private location, to accommodate an employee desiring to express breast milk for her infant child.

[Lactation Room Reservation Request Form](#)

### **employee assistance program (eap)**

SMU knows that employees may experience stress due to family obligations and responsibilities, other factors such as economic or lifestyle changes, or health concerns. The integrity of University values is supported by its commitment to treating people well by providing a helpful benefit called the Employee Assistance Program (EAP).

SMU employees and his/her eligible dependents may initiate EAP visits each year. EAP is a program designed to help an employee attend to himself/herself or a family member in difficult times. Faculty and staff, and eligible dependents, can make an appointment for consultation by calling 1.800.477.2258. A professional will be assigned to work with the faculty or staff member in confidence.

This voluntary treatment plan is confidential and telephone calls or visits are not shared with SMU personnel.

### [Employee Assistance Program \(EAP\)](#)

### **tuition reimbursement plan**

The tuition reimbursement plan is designed to assist and encourage benefited employees who have demonstrated a commitment to the University to improve skills or knowledge. All full-time and part-time employees who have successfully completed their introductory period, excluding limited term employees, are eligible to receive assistance under this policy provided they otherwise meet its requirements. Inter-department/affiliate and/or Legal Entity transfers are considered to have met the introductory period requirement if they completed the introductory period prior to their transfer. Fees and textbooks up to \$2,500) per calendar year may be awarded to the approved participant for satisfactory completion of course work.

### **Limitations**

The participant must be matriculated in a regionally accredited institution of higher education and be enrolled in a degree or certificate program approved by participant's manager. The course schedule must not conflict with the employee's work responsibilities. In order to receive reimbursement, the participant must be employed in a regular position of at least 20 hours per week.

The completed application (Tuition Reimbursement & Education Stipend form is available at mysutter intranet and mysutterconnection) is submitted to the supervisor/manager for approval, then emailed to S3 Benefits at least three weeks before course start date and within four months after course completion.

[PolicyStat: Tuition Reimbursement Policy](#)

### **staff education leave**

Education leave is granted on a calendar-year basis to benefited full-time and part-time staff. Education leave is pro-rated for part-time staff. Staff are eligible for education leave after 90 days of employment, provided they are employed by October 1 of the year in question. Employees are eligible for forty (40) hours leave with pay each year (pro-rated for part-time employees) to attend seminars, lectures, workshops or classes of an educational nature provided:

- > The educational program bears a relationship to employee's employment
- > The employee applies in advance, in writing, specifying the seminar, lecture, workshop, or class s/he to attend.
- > The department chair/manager approves the request, and the leave does not interfere with departmental needs.

### **tuition remission program in smu courses**

In keeping with its goal to attract and retain educators and professionals to excel, SMU provides opportunities for faculty and staff to enroll in up to one course per semester at SMU at no charge (up to three semester units) under the following conditions:

- > Courses that carry more than three units of credit may be taken, but the employee will pay for the additional units at the standard part-time tuition rate.
- > Only SMU courses apply.

### **Eligibility and Conditions**

The tuition remission program is offered to eligible benefited staff who are scheduled for 20 hours per week or more, or to eligible faculty who are teaching the equivalent of a half-time instructional load, subject to departmental workload policies during the academic year.

An employee may participate in the tuition remission program on the condition that course requirements and participation do not interfere with the employee's completion of work assignments or responsibilities. The employee must have the supervisor's approval should the course meet during regular scheduled work hours.

Enrollment is predicated on space availability in the course and with the understanding that the employee's enrollment will not be counted as part of the minimum enrollment needed to make a course viable. The prospective enrollee must meet course prerequisites and/or have the permission of the instructor. Participation in the tuition remission program applies to theory (didactic/lecture) and seminar courses. (Permission of the department chair is required for enrollment in clinical or laboratory courses).

Utilization of this benefit does not preclude an employee's eligibility for the annual tuition reimbursement program for those enrolled in degree or certificate programs as specified in the tuition reimbursement section of this *Handbook*.

### **Procedures**

A tuition remission application to enroll in a course must be completed by the employee, signed by the supervisor and faculty teaching the course, and submitted to Human Resources for signature. HR then submits the form to the Registrar, who reviews the application along with the Director of Admission prior to enrollment in the course. SMU faculty and staff are enrolled as special status students. Admission must be sought to the program as specified by the department and the Office of Admission by an employee wishing to complete requirements for a SMU certificate or degree.

## **5.1.5 Special Recognition**

### **awards**

#### **Strommen-Dillashaw Award**

The Strommen-Dillashaw Award is made annually to a member of the University community (generally, though not of necessity, an employee) who has demonstrated outstanding and exemplary commitment to the University through personal and professional dedication and demeanor which enhances the image of the University and supports the personal and professional development of students.

A selection committee consisting of previous recipients will review nominations according to the criteria established and select a recipient.

#### **Service Awards**

Faculty and staff who are acknowledged for outstanding service receive awards at the Employee Service Award Dinner each year. At this time, the President publicly acknowledges individuals for five, ten, fifteen, twenty, and every sequential five year thereafter. This award celebrations provides the University community an opportunity to focus on the accomplishments of faculty and staff, and to acknowledge the University's retention of excellent colleagues.



### **Spot Awards**

This program provides timely recognition from managers and supervisors to employees for distinctive achievements which contribute to the departmental, divisional, or University goals during the course of the year. Spot Awards recognize significant achievements and contributions and acknowledge outstanding individual and team performance. Awards can only be made for achievements that are not considered to be part of, or required, job expectations. For more detailed information contact HR.

[PolicyStat: Awards](#)

## **5.1.6 Time Off from Work as an Employee**

### **holidays**

The University recognizes certain days during the year as paid holidays for its staff and 12-month faculty. All eligible employees receive eleven holidays, including the following:

- > New Year's Day
- > Martin Luther King Jr. Day
- > President's Day
- > Memorial Day
- > Fourth of July
- > Labor Day
- > Thanksgiving Day
- > Friday after Thanksgiving
- > Christmas Day
- > 2 Floating Holidays (pro-rated based on date of hire)

The University is closed the week between Christmas and New Year's Day.

Faculty on 9-month contracts are not eligible for holiday pay, per se, as holidays are incorporated into the academic calendar. Faculty with 12-month contracts are eligible for holidays, as noted previously for staff, with the exception of President's Day which depending upon the academic calendar may be a workday.

### **vacations**

All full-time and part-time exempt and non-exempt staff, and faculty with 12-month contracts are eligible for vacation time. Vacation requests should be submitted by faculty/staff members to their manager for approval before the vacation is scheduled.

Samuel Merritt University recognizes the importance to individual faculty and staff for time away from the workplace to balance and enjoy life. Members of the SMU community will need time off work to enjoy rest and relaxation and to spend time with family, friends and for other personal issues. Through its Vacation Time Policy, the University provides faculty and staff a mechanism whereby vacation time can be requested and granted within appropriate requirements of the law.

[PolicyStat: Vacation Leave](#)

### **sick leave**

The University is aware that illness, injury or other unexpected health-related problems may prevent an employee from reporting for work, and that such an interruption in work may cause the employee considerable economic hardship. Therefore, sick leave benefits are provided by the University to financially assist employees during such periods.

[PolicyStat: Sick Leave](#)

### **bereavement leave**

Faculty and staff may take up to three paid business days of bereavement leave for a death in the immediate family (includes the employee's spouse or domestic partner, children, parents or in-law, grandparents and siblings). Faculty and staff are asked to make every attempt to notify the manager as soon as possible so the employee's work schedule while on leave can be adjusted.

In the event of a death within the employee's extended family, (includes aunts, uncles, and other significant family relationships) SMU will provide the employee with a bereavement leave of one paid business day or, if extensive travel is required, bereavement leave of two paid business days.

Any faculty and staff member needing more time during a bereavement leave is eligible to request the additional unpaid time through the employee's manager and HR, and to use any accrued, vacation time and or personal holiday for pay during the absence.

[PolicyStat: Leave of Absence - Other Types of Leaves](#)

### **voting time**

An employee who does not have sufficient time outside of working hours to vote in a statewide election may take time off from work to vote. The employee will be allowed a maximum of two hours on Election Day without loss of pay. This time should be taken at the beginning or end of the regular work schedule, unless otherwise mutually agreed upon by the employee and his/her supervisor.

The employee is required to give the supervisor notice of at least two working days if time off is needed for voting.

[PolicyStat: Leave of Absence - Other Types of Leaves](#)

### **Jury duty**

Regular full-time or regular part-time employees who have completed 90 days of employment are entitled to paid jury duty. Faculty and staff will be granted a temporary leave of absence if called for jury duty. The University will pay base compensation, minus any jury or other payments for service. The employee must present a jury summons card to HR as soon as received. On days or hours that faculty and staff presence is not required on the jury panel, the employee is expected to report for work during that time. If faculty and staff do not report to work when available, the employee will not receive pay for that day. Wage payments will not be made for jury duty on any day for which an employee would not have been scheduled to work. A proof of serving form must be submitted to the Human Resources upon return to work.

[PolicyStat: Leave of Absence - Other Types of Leaves](#)

### **leave of absence**

Samuel Merritt University recognizes the utmost importance to employees for a balanced life among issues related to family, health, work and civic responsibility. Occasionally, members of the SMU community will need time off from work to address these issues. Through its leave of absence policies, the University provides a way to assist employees during a challenging time or crisis. By offering these policies to the best of our ability within the law, it is hoped that employees will value the University as a supportive employer.

[PolicyStat: Medical, Family Care \(FMLA/CFRA\), and Pregnancy Disability Leave of Absence Policy](#)

### **sabbatical leave**

Faculty Handbook

### **religious observance**

Absences of one to three hours will be authorized without pay for religious observance, subject to the manager's ability to maintain adequate and appropriate staffing. The manager must allow the employee reasonable accommodation. If an employee requests a full day off for religious observance, a vacation or personal day may be used, if approved by the manager.

## **5.1.7 Cessation of Employment**

### **voluntary and involuntary termination**

Employment with SMU is at the mutual consent of the employee and the University.

Either party can terminate the employment relationship at will, at any time, with or without cause or advance notice. At the time of termination the employee must return all keys, ID badges, equipment and any University documents (electronic or hard copy) that the employee may have in possession.

Managers unfamiliar with termination procedures should consult with the Director of Human Resources for guidance.

#### **Voluntary**

A voluntary termination is any voluntary cessation of employment with the University which is initiated by the employee. Described below are the basic procedures for processing a voluntary termination:

#### **Involuntary**

An involuntary termination refers to any permanent, involuntary separation initiated by the University. The procedure for terminating an employee is as follows:

### **discharge for cause**

When, upon completion of the requisite disciplinary procedures, it is determined that an employee must be discharged for cause, the employee shall be notified of the action by his/her manager. This information must include:

- > a description of the cause of the termination
- > the last day to be worked by the employee

This discharge information shall be retained in the employee's personnel file.

## **5.2** Faculty Guide to Personnel Practices

For SMU personnel practices regarding faculty, refer to [Faculty Handbook](#).

## *section 6*

# general information

### 6.1 Facilities

- 6.1.1 Buildings (Oakland Campus and other University facilities)
- 6.1.2 Security
- 6.1.3 Emergency Procedures
- 6.1.4 Telephone

### 6.2 Resources

- 6.2.1 Directions (Oakland Campus and other University facilities)
- 6.2.2 Public Transportation
- 6.2.3 Parking
- 6.2.4 Directories to Personnel and Offices
- 6.2.5 Business Cards
- 6.2.6 Bulletin Boards
- 6.2.7 Display Cases
- 6.2.8 Electronic Mail
- 6.2.9 Keys
- 6.2.10 Offices
- 6.2.11 Poster Maker

### 6.3 Services

- 6.3.1 Engineering Services
- 6.3.2 Housekeeping Services
- 6.3.3 Courier Service
- 6.3.4 Mail Service
- 6.3.5 Express Mail Service
- 6.3.6 Food Service
- 6.3.7 Catering
- 6.3.8 Administrative Support Unit Services
- 6.3.9 Moving & Relocation
- 6.3.10 Notary Public

## 6.1 Facilities

The primary campus of the University is located in the Alta Bates Summit Medical Center (ABSMC) campus in Oakland. Classrooms and student activities are centered in the open-air courtyard of Towne Court and in the adjacent student lounge, including large-screen television and VCR, kitchen, pool table, and comfortable seating. Bechtel Hall houses student government offices, residential facilities, Fuld computer lab, swimming pool, weight room, lockers for commuting students, sun-deck, and some offices of the division of Enrollment and Student Services.

The University's administrative offices are located at 450 30th Street, Peralta Pavilion (formerly called West Pavilion), on the second floor, including offices of the President, Academic Vice President and Provost, Vice President for Finance and Administration, Vice President of Enrollment and Student Services, Financial Aid, Registrar, Campus Service Center, Business Office, Office of Academic Affairs, and the Bookstore. The departments of Physical Therapy, Occupational Therapy, Physician Assistant, and Podiatric Medicine are located on the third and fourth floors.

During the academic year, Bechtel Hall is normally open 24 hours a day, seven days a week, except for holiday periods. Bechtel Hall is accessible through the following secured entrances: Hawthorne Avenue, Upper and Lower Towne Court, Summit North Pavilion and the Summit North garage. Access is also available from Hawthorne Avenue through the Health Education Center (HEC) during certain hours. Entrances to Bechtel Hall and the "L" level of the West Pavilion are secured at all times, and entry is by card access. Access to Bechtel Hall may be more limited during student holiday periods.

Other entrances, including those to Peralta Pavilion, are open seven days a week from 6:00 am to 10:00 pm. The Security Office (Ext. 7847) can authorize entrance at other times; SMU employees should contact security and present appropriate University ID. Security card-ID access will also allow entry during closed building hours.

Access to the Hawthorne Building is available during regular working hours Monday through Friday, 8:00 am– 5:00 pm. Employees of the division of Finance and Administration have access to their offices at other times by security card-ID access.

Fire doors are to be used only for fire escape, not as regular exits. Above all, fire doors must never be propped open, even for short periods of time. Violations of this regulation endanger the University community.



## 6.1.1 Buildings

### **oakLand camPus**

#### **bechtel hall (bh)**

Located at 370 Hawthorne Avenue, Bechtel Hall is a six-story building that house offices, student residence rooms, and support services including student lounges, meeting rooms, and recreational facilities for students. The top floors of Bechtel Hall are available for student residence. Students may cook on each floor in their kitchen or purchase meals in the ABSMC cafeterias, or choose from a variety of local restaurants. Bechtel Hall provides 24-hour monitored security with controlled access at all times.

Providence Pavilion is located at 3100 Summit Street, the 3rd floor of the Providence Pavilion (formerly called South Pavilion) houses the faculty and support staff of the School of Nursing (SoN). Microbiology Lab Providence Pavilion, the Microbiology Lab is equipped with microscopes, autoclave, water distiller, two refrigerators to store prepared media/reagent, and an incubator.

#### **hawthorne building (hb)**

The Hawthorne Building is located at 435 Hawthorne Avenue, housing the Business Affairs department (Human Resources, Technology, Purchasing, Facilities, Financial Services, and Payroll), Institutional Research, and a conference room.

#### **health education center (hec)**

The Health Education Center (HEC) adjacent to Bechtel Hall is a 44,000 square foot multi-purpose building that includes The Fontaine Auditorium, the John A. Graziano Memorial Library, the Bechtel Room, six classrooms, five conference rooms, and the Nursing Resource Laboratory (NRL). The Bechtel Room is a popular all purpose room and includes a stage, podium, audio visual equipment, and access to a fully equipped kitchen for catering luncheons and banquets.

#### **towne court**

Located between Bechtel Hall and the HEC, Lower Towne Court is an open plaza surrounded by classrooms. Recreational facilities are also located in and around Towne Court, including a swimming pool, locker rooms, and an exercise room. Upper and Lower Towne Court links Bechtel Hall to the Health Education Center, ABSMC Merritt Pavilion, cafeteria and a parking garage.

#### **upper towne court**

The Upper Towne Court is an outside courtyard located between Bechtel Hall and ABSMC Merritt Pavilion. The Merritt Parking Garage and HEC are accessible from

the Upper Towne Court. The area has outside furniture that may be used for study or lunches. Occasionally, University ceremonies will be held outside at Lower Towne Court.

### **other university facilities**

#### **Sacramento Regional Center Campus (SRC)**

2700 Gateway Oaks Drive, Suite 1230  
Sacramento, CA 95833  
916.924.7745

#### **Hours of Operation**

M–F 8:00 am – 6:30 pm

SRC is located at 2700 Gateway Oaks Drive. The first floor of the center houses: faculty offices, skills lab, simulation lab, the Tandberg classroom and office space for student support personnel.

SRC Administrative Offices are located at 2710 N. Gateway Oaks Drive. Offices include: the Associate Dean of Nursing, Clinical Coordinator, Administrative Assistant and the Librarian. Two wireless classrooms, student computer lab, student lounge and small library are also located at this address.

#### **California School of Podiatric Medicine (CSPM)**

2250 Hayes Street, 3rd Floor  
San Francisco, CA 94117

#### **Hours of Operation**

M–F 8:00 am – 5:30 pm

California School of Podiatric Medicine is located at 2250 Hayes Street, San Francisco. The administrative offices include: The Dean of Academic Affairs, Administrative Assistant, 2 casting labs, x-ray lab, student computer lab, student lounge, and space for clinical rotation.

#### **SMU, San Francisco (Accelerated Bachelor of Science in Nursing)**

555 San Jose Avenue  
San Francisco, CA 94110

#### **Hours of Operation**

M–F 8:00 am – 5:30 pm

The administrative office include: The Program Director, Clinical Coordinator, faculty offices, two classrooms, computer lab, skills lab, simulation lab, and office space available for student support personnel.

## 6.1.2 Security

### **escort service (oakland campus)**

When leaving the University after dark, faculty, students, and staff are strongly advised to call a guard for escort service to parking lots and areas outside the Medical Center buildings. Arrangements for escort service can be made by calling the Security Office at Ext. 7847 or 510.763.4001 from off-campus. This service is limited to the areas between Broadway and Telegraph Avenues, and 30th and 36th Streets. Employees should report the presence of strangers, thefts, or threats to security to the Security Office.

The Alameda County Sheriff's Office maintains an office at Alta Bates Summit Medical Center's Emergency Room and also offers escort services.

### **identification badges**

All faculty, staff and students are issued photo identification badges. The identification badge authorizes access to the University. The bar code on the bottom of each badge is read by the security system installed at each card swipe. Media Services, located in Lower Towne Court, assembles the badges. Employees are taken over to Media Services on the first day of employment. There is a fee for replacement of lost or stolen badges.

## 6.1.3 Emergency Procedures

All personnel should be fully knowledgeable of all emergency procedures as indicated in the *ABSMC Fast Facts: Emergency and Safety Guide* in the event of fire, disaster, bomb threats, electrical outages, or other emergency. Disaster and fire drills are conducted regularly by Alta Bates Summit Medical Center (ABSMC). Personnel must follow all guidelines for the evacuation of University buildings as indicated in the University's emergency guidelines available in each office.

Resident assistants and/or designated monitors in Bechtel Hall are responsible for the evacuation of students and personnel as assigned. University employees should know how to report a fire, location of fire alarm and extinguisher and evacuation routes. Additionally, the resident assistants and designated monitors will:

- > see that all occupants on the floor conduct themselves in a safe and orderly manner when evacuation is necessary;
- > direct occupants to safest stairway to designated area clear of building;
- > instruct occupants out and hold doors for others to keep them moving out and clear of building; and

- > keep doors closed when smoke is detected and lay blankets at bottom to seal, close doors as the rooms are checked and leave immediately by safest route.

Please refer to the “ABSMC *Fast Facts*” for more information and instructions on appropriate responses to emergency situations.

#### 6.1.4 Telephone

SMU employee should consult departmental administrative assistant staff for instructions on the use of the telephone system. Voice mail is provided for each telephone extension. Faculty and staff are asked to maintain the voice mailbox and greeting. Basic voice mail instructions are listed below.

Contact the Facilities Department for requests to repair or service telephones. Services such as: installation and repair of telephones are handled by the Facilities Department.

## 6.2 Resources

### 6.2.1 Directions to the Oakland Campus and Other Campus Sites

#### **university locations**

##### **Oakland Campus**

370 Hawthorne Avenue  
Oakland, California 94609  
510.869.6511 — 800.607.6377

##### **Sacramento Regional Center Campus**

2700 Gateway Oaks Drive, Suite 1230  
Sacramento, CA 95833  
916.924.7745

#### **driving directions to oakland campus**

##### **From Contra Costa County/Sacramento**

From Highway 680 South, take Highway 24 West through the tunnel, follow Highway 980–Downtown Oakland to the first exit (West Grand Avenue/27th Street). Turn left onto 27th St; proceed to Telegraph Avenue and turn left. Proceed to Hawthorne Avenue and turn right.

##### **From Marin County and North**

From Highway 1, take the San Rafael/Richmond Bridge to Highway 580 East, following it as it merges with Highway 80 South. As you approach the Bay Bridge

merge, bear to the left and follow the Highway 580 signs. Exit Broadway/Webster, using the Webster St. branch. At the stop sign turn left and go one block to Hawthorne Ave., turn right.

**From San Francisco & North Alameda County**

Highway 580 East, exit Broadway/Webster, using the Webster St. branch. At the stop sign turn left and go one block to Hawthorne Ave., turn right.

**From South Alameda County:**

Highway 580 West, exit MacArthur/ Harrison. Merge right onto MacArthur Blvd. Go straight ahead on MacArthur to Broadway and turn left. Hawthorne Ave. is the second block on the right; turn right.

or

Highway 880 North, exit Broadway. Turn right onto Broadway and go straight for about two miles to Hawthorne Ave. Turn left on Hawthorne.

**Sacramento Regional Center (SRC) Campus**

2700 Gateway Oaks Drive, Suite 1230  
Sacramento, CA 95833

2710 N. Gateway Oaks Drive, Suite 360  
Sacramento, CA 95833

**driving directions to sacramento regional center  
from oakland campus**

Highway I-580 (W) towards San Francisco, take I-80 (E) towards Vallejo/ Sacramento, exit West El Camino Avenue, turn right onto (W) El Camino Avenue, turn left onto Gateway Oaks Drive (right turn– Sacramento Regional Center)

**California School of Podiatric Medicine (CSPM)**

2250 Hayes Street, 3rd Floor  
San Francisco, CA 94117

**driving directions to california school of  
podiatric medicine**

Highway I-580 (W) towards San Francisco, merge onto I-80 (W) via the exit on the left towards San Francisco, Merge onto US-101 (N) towards Mission Street. Take the US 101 (N)/Mission Street exit towards Van Ness Avenue/GG Bridge, turn slight right onto Mission St./US 101 (N). Continue to follow US 101 (N) turn left onto Hayes Street (end at St. Mary's Hospital)

**SMU, SF (Accelerated Bachelor of Science in Nursing)**

555 San Jose Avenue  
San Francisco, CA 94110

**driving directions to smu, sf**

Highway I-580 (W) towards San Francisco, Merge onto I-80 via exit one the left towards San Francisco, I-80 (W) becomes US-101 (S), take C. Chavez Street exit, take C. Chavez Street West/Potrero Avenue ramp, take Army Street West ramp, turn slight right onto C. Chavez/Army Street turn onto Guerrero Street, turn left onto 27th Street, turn right onto San Jose Avenue (end at St. Luke's Hospital).

**6.2.2 Public Transportation (Oakland Campus)**

The University is served by public bus lines provided by the Alameda County Transit (AC). Schedules and route information for stops near the Oakland campus are available by calling AC Transit at 800.559.4636 and or visit <http://www.transitinfo.org/>

The closest Bay Area Rapid Transit (BART) stops are located 40th and MacArthur Streets and in downtown Oakland. Alta Bates Summitt Medical Center (ABSMC) runs a shuttle service between MacArthur BART Station on the 40th Street side and the campus on a daily regular schedule, Monday through Friday. For additional information on the shuttle call the Summitt Security Office, ext. 7847 or 510.763.4001 and or visit <http://www.bart.gov/index.asp>.

**6.2.3 Parking**

Faculty and staff parking is coordinated through the Parking Office of ABSMC located at 3012 Summit Street and can be reached at Ext. 2126. This office is open 8:30 am– 4:30 pm, Monday through Friday. The Parking Coordinator assigns faculty and staff parking locations in one of the ABSMC parking garages or surface lots. A monthly parking fee is charged, that faculty and staff must pay by payroll deduction.

**guests**

Guests coming to meet with faculty or staff members may park in either the South or West garages on a space-available basis. Validation passes for all garages are available from each department to accommodate guests conducting University business. Validation passes will be charged to the department cost center. Requests for validation passes should be directed to the Facilities Department with at least a one week notice before the event or visit. Validation passes are not authorized for University employees. Parking arrangements should be made by the departmental administrative assistant or supervisor in advance of visitors, and in coordination with the Facilities Department for prior approval from the Parking

Office. Security escorts are available to escort visitors and/or employees between the parking garages and the University offices. A shuttle van also runs between ABSMC buildings and parking garages.

#### 6.2.4 Directories to Personnel and Offices

For the most current listing of University personnel and contact information consult the SMU website and select the link to Directory.

The ABSMC telephone list (including voice mailbox) and personnel list, can be accessed by visiting the Alta Bates Summit Medical Center (ABSMC) intranet.

##### **student directory**

A student directory is published in the fall semester, with a supplement in the spring semester. The directory includes the names, addresses, and phone numbers of all students unless a student has informed the Registrar in writing to withhold the directory information. The restriction request must be submitted during the first two weeks of the fall term. Mid-year entry students are advised regarding the information and labels are available directly from Registrar's Office for University organizations. *The directory is published for the use of members of the University community only and may not be given to outside parties.*

#### 6.2.5 Business Cards

Business cards are ordered (in batches) for full-time faculty and staff, and approval from the appropriate department chair is required. Contact the Purchasing department for request forms.

#### 6.2.6 Bulletin Boards

Around the University numerous hard copy and electronic bulletin boards provide space for posting announcements related to academic, administrative and extra-curricular matters of a non-confidential nature. Academic program and financial aid announcements for students are posted on the bulletin boards adjacent to departmental offices. Bulletin boards should not be used to communicate class scheduling or major location changes, these are to be mailed or to affected students to assure that non-resident students are notified. Department staff monitor and clear out-of-date notices from bulletin boards and remove unauthorized notes posted on doors, walls, furniture or the Academic Support Unit (ASU). General bulletin boards with notices on social events, student organizations, and non-University programs are located in the stairways and halls leading from Bechtel Hall's first floor to Lower Towne Court, 3100 Summit Street, 3rd floor and levels L, L2, 2nd, 3rd and 4th floors of the Peralta Pavilion.

Faculty notices may be posted on bulletin boards in the mailroom or on the faculty office floors. A small bulletin board is located outside each faculty office for leaving individual messages.

### 6.2.7 Display Cases

Display cases are located in the two entrance halls in Bechtel Hall. Faculty, staff, and students are encouraged to create displays of interest to the University community. Contact the Administrative Support Unit for more information.

### 6.2.8 Electronic Mail

The University utilizes electronic mail (email) as a primary means of communication, and for the scheduling of appointments and meetings. Email with internal and external access is available to faculty and staff. Contact your departmental assistant to request an email address.

Consult the SMU Electronic Mail policy for appropriate use and protocol in electronic mail and communications. Refer to section 4 for a link to Policies and Procedures.

### 6.2.9 Keys

Please contact the Facilities Department to obtain or replace keys at the Bechtel Hall mailroom and the Peralta Pavilion kitchen have combination locks. Faculty and staff will be notified when the combinations of these locks have been changed to assure good security. Employees should consult the departmental assistant to obtain the code to combination locks.

For access of the Peralta Pavilion classrooms, faculty and staff should contact the Facilities Department, or call the ABSMC Security Office in the Providence Pavilion.

### 6.2.10 Offices

Offices are provided to employees, and are assigned by the appropriate division or department chair or supervisor. Most workspaces are equipped with a desk, a desk chair, a telephone, a file cabinet, and a side chair. It is permitted but not advised for employees to have personal office equipment in their offices. The University is not responsible for loss or damage to personal equipment.

Offices are cleaned weekly by housekeeping staff. More intensive cleaning is scheduled on an annual basis. Questions concerning weekly and annual cleaning should be addressed to the department.



### 6.2.11 Poster Maker

The poster maker is located inside the mailroom of Bechtel Hall, and is used by faculty, staff, and class representatives. Contact the Office of the AVPESS.

## 6.3 Services

### 6.3.1 Engineering Services

Engineering services, as housekeeping services, are provided to the University by ABSMC staff. Routine maintenance requests should be directed to the Facilities Department. Emergency or safety issues are addressed immediately and non-emergency items will be addressed within a two-week period. The Facilities Department has the responsibility for annual maintenance, moving, new construction and renovation.

### 6.3.2 Housekeeping Services

ABSMC housekeeping department provides housekeeping services for the University, excluding the HEC. Services include routine office cleaning and trash pick-up as well as assistance with semiannual and annual “spring cleaning” efforts. In case of an emergency, please contact the Facilities Department.

### 6.3.3 Courier Service

UPS CampusShip is used to provide intercampus courier service between Samuel Merritt University’s Oakland, Sacramento and San Francisco/CSPM campuses. Standard pick-up days are Monday and Wednesday, while delivery days are on Wednesday and Friday of each week. Faculty and staff are encouraged to use the courier service provided by UPS. Refer to the Facilities Department webpage for guidelines.

### 6.3.4 Mail Service

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Student mailboxes are located in the reception area of Bechtel Hall. Graduate students also have mailboxes in their respective lounges. Students who live in the residence hall have boxes identified by room number. Students living elsewhere have mailboxes identified according to the first letter of their last name, including name hyphenations. Students may leave written messages for faculty and staff at the ASU or at the department offices; students are not permitted access to the

University's mailroom. The Facilities Department manages mail service within the campus buildings.

### 6.3.5 Express Mail Service

The University utilizes Federal Express and United Parcel Service as preferred vendors for express mail delivery. For outgoing express mail service, contact the Purchasing Office for procedures.

### 6.3.6 Food Service

#### **bechtel hall**

Rooms at Bechtel Hall are obtained by contacting the Administrative Support Unit (ASU). Rooms in Bechtel Hall are booked on a "room only" basis. No food service is included in the room fee.

The University asks that patrons not take dishes, glasses, trays, and other utensils from the dining facilities. Use of the disposable containers for take-out service from the cafeteria is encouraged.

### 6.3.7 Catering

Food delivery or catering from outside vendors is allowed in all University buildings, except the Fontaine Auditorium located in the HEC.

A list of vendors that provide services to can be obtained from the HEC Coordinator at ext. 6161. To add a vendor to the approved caterer listing, please contact the Office of Business Affairs for details.

### 6.3.8 Administrative Support Unit Services

The Administrative Support Unit (ASU) is the general information and resource for faculty staff and students. The department is in charge of the security and emergency system procedures within Bechtel Hall. The ASU provides clerical support for faculty and staff, including word processing and duplication of course materials. Contact ASU staff for procedures, or consult the department webpage.

The ASU Department is open twenty-four hours, seven days per week, to ensure security for the students who live in the dormitory.

### 6.3.9 Moving & Relocation

When faculty or staff office assignments are changed, assistance is provided

through the Facilities Department. Notify the Facilities Department at least two weeks in advance to arrange for relocating furniture or equipment. Moving charges will be applied to the requesting department cost center.

#### 6.3.10 Notary Public

A number of SMU staff members are notary publics. Contact the Office of the President for names of individuals who provide this service.

