



HOPE COLLEGE

Exempt Administrative Employee
Handbook

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Dear Employee:

This revised Handbook has been designed and written for the exempt/administrative staff of Hope College. Changes to items contained in this Handbook will be promptly posted on Human Resources website <http://www.hope.edu/admin/hr/> and a written change furnished to you upon request. It is your responsibility to keep your Handbook current. I would encourage you to take the time to review the items in this Handbook so that you are familiar with current policies and practices.

This Handbook is a guide to our personnel policies and employee benefits, and is not a contract. Nor does it modify the terms and conditions of insurance policies, the Flexible Benefits Plan or the retirement plan.

If you have any questions concerning your employment or this Handbook, please contact the Human Resources Office.

Sincerely,

Lori Mulder, Director
Human Resources Office

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SECTION 1: General Policy Statement

Hope College is committed to the concept of equal rights, equal opportunities and equal protection under the law. It administers all programs--admissions, financial aid, employment, instruction and services--without regard to race, color, religion, age, sex, height, weight, national origin, marital status, or handicap, except in the event of a bona fide non-disqualifying occupational qualification.

The conduct of College administration, management and operation of its properties and facilities, and the supervision and direction of its work force are vested exclusively in the College. The foregoing functions are recognized to include by way of illustration (but are not limited to): the right to hire, schedule, promote, demote, transfer, release, and layoff employees; to suspend, discipline, and discharge employees; to establish and maintain rules and regulations covering the operation of the College and its employees and to determine and impose penalties for violations thereof; to make judgments as to whether an employee's work performance and/or behavior is necessary, acceptable and/or satisfactory; to determine workloads; to create, eliminate or change job positions, job assignments and operations as the College deems to be in its best interest; to introduce new or improved methods or means of operations and facilities; to maintain order and efficiency, and to the full and exclusive control of the management of the College, the supervision of all operations, the methods, processes and means of performing any and all work, the control of the property and the composition, assignment, direction, and determination of the size of its work forces; and in all respects to carry out the ordinary and customary functions of management.

The College reserves the right to unilaterally modify its personnel policies at any time. Michigan is an "at will" employment state, therefore, all employees covered by this Handbook are free to terminate their employment at any time and likewise are subject to discharge by the College at any time, but will serve the College without contract as long as their performance and behavior are necessary, acceptable and satisfactory, as the College shall, in its sole discretion, determine. No oral representation to the contrary is binding on the College in regard to an employee's terms or conditions of employment, and no supervisor or administrator has the authority to make binding commitments to employees, except the President or Provost of the College, and they can only do so by a written signed commitment.

SECTION 2: Conditions of Employment

COLLEGE POLICIES

Rules of Conduct

Certain standards of performance and conduct must be maintained in any work group. Generally, these standards are recognized and observed by individual members of the work group without any need for action by the supervisor. When an employee does not observe these standards, counseling or an oral reminder by a supervisor normally results in the employee observing these standards in the future. Offenses, which may result in discipline or discharge, include, by way of example, but are not limited to:

- Fraud in securing your job
- Unexcused absences
- Failure to respect confidentiality
- Intoxication on the job or abuse of other drugs or chemical substances
- Willful disobedience
- Failure to wear attire deemed suitable by the College or meet the College's hygiene and grooming standard
- Discourteous treatment of students, other College employees and/or the public
- Dishonesty
- Inefficiency or incompetence
- Unsatisfactory work performance
- Unsafe acts
- Harassment

These rules are to be used only as a guideline and are not intended to cover all of the offenses for which disciplinary action could result. The range of disciplinary action may include (but is not limited to) oral or written reprimand, probation, suspension without pay and/or benefits, demotion and discharge. The appropriateness of the penalty in each case shall be determined by the College.

Hope College Drug-Free Workplace Policy

The **Drug-Free Workplace Act of 1988** requires all employers receiving federal contracts and grants to maintain a drug-free workplace. It is the policy of Hope College to prohibit the unlawful manufacture, distribution or use of a controlled substance on College properties. Employees who violate this prohibition are subject to dismissal upon conviction.

Faculty, staff or student employees working on covered contracts must notify the Office of Human Resources within five days of their conviction for violating any criminal drug law by an action in the workplace.

The Hope College Counseling Center provides substance abuse counseling for students and referrals for long-term treatment. Upon request, referrals for faculty and staff needing assistance will be made.

For covered employees, the College Health Insurance Program provides for substance abuse treatment coverage.

Drug abuse in the workplace is a serious threat to the personal safety and well-being of the abuser, as well as co-workers. For that reason, the College strongly supports the humane treatment of drug abusers; while protecting the College community from adverse consequences of drug abuse.

The Hope College Department of Campus Safety will investigate in accordance with the requirements of the statutes. Suspected violators of the drug abuse policy shall be subject to drug testing by appropriate local authorities.

The **Drug-Free Schools and Communities Act Amendments of 1989** requires that, as a condition of receiving funds or any other form of financial assistance under any Federal programs, Hope College must certify that we have adopted and implemented a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees. This statement is issued to inform you of our compliance with the Act.

Standards of Conduct

It is the policy and practice of Hope College to prohibit the unlawful possession, use, or distribution of drugs and alcohol by students and employees on our property or as a part of Hope College sponsored activities.

Legal Sanctions

Legal status under local, State and Federal law provide sanctions as recourse against illicit drugs and alcohol.

Health Risks

Hope College is concerned that its students and employees enjoy a state of good health. Because the abuse of alcohol and illegal drugs presents a hazard to our physical well-being and job performance, the College strongly discourages these risky behaviors.

Counseling and Treatment Options

Drug and Alcohol abuse in the workplace is a serious threat to the personal safety and well-being of the abuser as well as co-workers. There are a number of agencies offering programs of assistance to employees or students requiring counseling and treatment.

Employees participating in the Hope College sponsored health insurance plans are eligible to receive substance abuse treatment coverage. Voluntary, self-admission into a drug/alcohol treatment center is promoted as a means of preventing more serious problems, including the possible loss of employment.

Disciplinary Sanctions

It is very important that Hope College provides a safe work environment for our employees and we therefore will take action, as deemed necessary, to protect the College community from adverse consequences of alcohol and drug abuse.

The Hope College Department of Campus Safety will investigate and prosecute violations in accordance with the requirements of the legal statutes. Suspected violators of the drug abuse policy shall be subject to drug testing by appropriate local authorities. Employees who violate our alcohol

and drug-free workplace rules are subject to College penalties ranging from unpaid suspension, with a requirement to successfully complete an alcohol or drug rehabilitation program, to dismissal - upon conviction. Employee conviction for sale or delivery of illicit drugs, drug related violence toward other members of the campus community or refusal to participate in an appropriate rehabilitation program shall result in dismissal proceedings.

Smoking Policy

The Ottawa County Smoke-Free Indoor Air Regulation is effective on January 1, 2008. This new regulation requires all public and private employers to prohibit smoking in all enclosed areas and within twenty-five feet of any entrance, operable window, and ventilation system. In order to comply with this new regulation and promote a healthier lifestyle, Hope College became a smoke free campus on January 1, 2008.

Smoking will not be permitted in any campus owned or leased building; in any residence hall, apartment, or cottage; on any campus walkway or green space; or outside in college parking lots.

Smoking is permitted in private vehicles (including those parked in college lots) and on public right-of-ways away from building entrances. Please adhere to the twenty-five foot distance and dispose of your smoking materials appropriately before reentering the campus area.

The college is supportive of smoking cessation programs and will work with faculty and staff seeking help with their smoking habit. Please see the following links for more information on options available visit <http://hope.edu/cit/wellness/resources/programs/tobacco.html>. The college is hopeful that smokers will use this new regulation as an extra incentive to give up smoking and improve their overall health.

Safety

One of the most important aspects of everyone's job is the practice of safety. Correcting or reporting unsafe conditions or practices which you observe is a part of your job in helping to make the campus a safe place to work. Your suggestions for improving the safety of the campus are welcomed. These suggestions should be directed to your immediate supervisor or the Health and Fire Safety Office (ext. 7999).

Our accident record is good and can only be continued if each employee is aware of and acquainted with potential hazards. Knowledge of the correct operation of all equipment you use will maintain our good record and provide for your well-being.

Gender

References in this Handbook to words which identify either sex are used only for convenience and apply equally to both sexes.

Harassment

All employees are responsible for assuring that our workplace is free from harassment based on or as the result of an individual's race, color, national origin, age, religion, weight, height, disability, veteran status, marital status, sex, or any characteristic protected by law whether or not this behavior results in violation of the "law". Any employee violating this policy will be subject to disciplinary action up to and including discharge.

Hope College has a very in-depth policy and process in regards to maintaining an environment free of discriminatory and sexual harassment. This information and key contacts can be found at <http://www.hope.edu/admin/hr/employment/policies.html>. Any employee who feels that he or she is being subjected to harassment is urged to contact the appropriate personnel as outlined in the policy and/or the Director of Human Resources immediately.

Immigration Rules for Employment

Hope College is required to comply with rules issued by the Immigration and Naturalization Service in 1987. All employees are required to file an I-9 form with the Human Resources Office. Accurate documentation as noted by the Immigration and Naturalization Service must be provided.

Comprehensive Plan

The Comprehensive Plan to Improve Minority Participation at Hope is the official plan of the College to serve as a major catalyst to recruit, attract, and retain domestic Americans of Color in our ranks of students, faculty, and staff. All employees will receive a copy of the Plan upon beginning employment. At certain times, employees will be expected to attend various lectures and training sessions focusing on issues of diversity.

Campus Technology

Certain standards of performance and conduct are expected from Hope College employees when using College owned computers, telephones, and other electronic equipment. The College has no tolerance for use of College resources, including technology, for pornography and violators of this will be subject to discipline action, up to and including immediate termination.

Phone Use: Employees are encouraged to keep personal telephone calls to a minimum. In the event personal long distance calls are made, employees are required to appropriately reimburse the College. Payment for personal calls can be made at the Hope College Business Services Office in the Anderson-Werkman Financial Center.

Network Use: Employees are encouraged to use the College network resources for College business only. In the event that network use is deemed inappropriate, employees may be subject to disciplinary action that may include (but is not limited to) oral or written reprimand, probation, suspension without pay and/or benefits, demotion, and/or discharge. The appropriateness of the penalty in each case shall be determined by the College. Network use by non-employees, including family members is prohibited. Employees are encouraged to use an Internet Service Provider other than the College for all non-business use. C.I.T. maintains a list of recommended service providers.

E-mail Names: While C.I.T. strives to honor the wishes of employees in selecting e-mail name and addresses, it is the sole discretion of C.I.T. to determine these names and addresses.

STAFF POLICIES

Staff Hiring Policy and Procedures

Hope College Hiring Philosophy

Within the context and framework of the published mission of Hope College, we continue to seek to employ the best-qualified personnel in all areas of our operation. This philosophy is currently adhered to and will continue to serve as the basic guideline for all hiring practices. Initial employment, employee compensation, training/development and subsequent promotion opportunities are extended to all persons regardless of race, color, national and ethnic origin, sex, age, or handicap. The College will diligently seek qualified minority persons to fill job openings and thus expand the multicultural presence of our campus.

General Recruitment and Hiring-Procedures

The College will engage in an open recruitment process for filling new positions and locating replacement personnel. Our recruitment and hiring practices will advance our goal of building a work force of persons committed to the mission of the College.

To facilitate the efficient recruitment of candidates, the following guidelines should be followed:

1. A "Personnel Requisition Form" will be completed and the necessary authorizations will be secured prior to the search.
2. A written notice (posting) of the position will be posted on the Human Resources web site.
3. Appropriate outside advertising, if necessary, will be coordinated by the Human Resources Office.
4. The hiring department will conduct campus interviews and special effort should be made to consider minority candidates.
5. Reference and background checks will be conducted on final candidates whom are being considered for a position with the College.
6. The oral offer of employment by the hiring department should be followed up by a written confirmation. The offer is not official until it is given in writing.
7. Rejected candidates will be promptly contacted and the communication process should be coordinated with the Human Resources Office.
8. The hiring supervisor will complete a "Status Form" to authorize placing the new employee on the payroll system. The form needs to be sent to the Human Resources Office.
9. Hiring supervisors will complete a performance appraisal for the new staff member within the first 30-90 days of employment. Early detection of performance problems is very important.

Developing a Multicultural Community

College departments should demonstrate their support of the College hiring philosophy and follow the published recruitment/hiring procedures. To facilitate the College goal of increasing the multicultural presence of our campus the following additional hiring guidelines should be followed:

Reporting

The employment of staff members requires that the hiring department complete the Equal Employment Hiring Report detailing the efforts made to give minority applicants a full

opportunity to be considered for the opening. The report will be completed and given to the Human Resources Office prior to authorizing the new person to be added to the payroll system.

Applicant Development

Departments should make efforts to locate minority applicants for openings. The College makes special efforts to invite members of the local minority community to become more familiar with our campus and encourage their consideration of Hope College as a potential employer when openings become available. All College advertisements will encourage minority applicants to submit applications for our job openings. We will also need to actively recruit from minority Hope graduates.

Confidential Background Check

It is the policy of Hope College to conduct a background check before making an offer of employment. This will be limited to checking criminal convictions, felony charges, state and national sex offender lists, and terrorist watch lists. In the event a particular position involves access to large sums of money, a credit check will also be required. The background check information will be ordered and reviewed by only one person designated at the College. The designee will share this information with the hiring supervisor only when it is relevant to the job performance. All candidates will be informed of their right to review the check for accuracy. If the background check uncovers information that is potentially disqualifying, the candidate will be informed and given the opportunity to respond. Results of this check will remain confidential unless essential for the College's legal defense in a lawsuit involving the candidate.

Changes in Employment

Job openings will be announced, when necessary in the College's judgment, by postings and/or advertisements. You may be required to complete an application for a job opening you are interested in, and the College may consider your previous performance, performance evaluations and job counseling statements in addition to other factors in reviewing your application. The College reserves the right to transfer, lay off and recall employees at its discretion.

Good Employee / Vendor Practices

The College expects all employees to refrain from the acceptance of personal gifts, services, and discounts offered by vendors to the College which may be interpreted as creating a "conflict of interest" in the conduct of College business. Favored treatment of a vendor in exchange for personal employee reward is strongly discouraged. The selection of a vendor must be based upon the best interests of the College. Normal lunch/dinner business meetings paid by vendors are considered to be acceptable business practice. Questions for policy interpretations should be addressed to the Human Resource Office.

Employee Identification Card Policy

The College recognizes that an I.D. card provides employees and their families with many valued benefits. These benefits include: use of the Dow Physical Education Center, free general admission to College athletic events, discount fees for numerous cultural activities, use of other College facilities including parking and a discount on bookstore purchases. It has therefore become necessary to establish policies governing the issue and use of cards.

Photo I.D. cards are issued at no cost to all regular non-student employees who are paid through the College payroll. The Human Resources Office is responsible for authorizing the distribution and annual validation of cards. The following I.D. card categories and guidelines are followed:

Staff Card

Validated with a sticker for a twelve (12) month period for all regular non-faculty employees. The card provides full benefits to the employee and his or her dependents. Dependents desiring a Dow Card need to contact the Dow Center. Single employees are given a guest privilege that allows them to attend College activities and use College facilities with a guest at no charge. New validation stickers for cards are issued each fall semester.

Auxiliary Employee Card

Issued to those paid employees providing special services to the College on a short-term, part-time, or temporary basis. The card will expire at the end of the scheduled services. The auxiliary employee shall receive benefits for his or her dependents during the period of the assignment. Special employees groups in this category include but are not limited to: Creative Dining Service employees, Holland area police/fire personnel, physician consultants, etc.

Retired Employee Card

Employees who retire from active service at the College on or after the age of 65 (or age 60 with 10 years of Hope College service) or through a College Early Retirement Plan are eligible to receive an honorary lifetime I.D. that will provide the same benefits described in paragraph one for regular, active employees. Spouses of deceased retirees shall become eligible for an honorary activity card providing a continuation of benefits. Should the spouse remarry, the card shall expire on the date of the remarriage.

Working Hours

The normal workday for office employees is 8:00 a.m. to noon and 1:00 p.m. to 5:00 p.m., Monday through Friday. Variations in work schedules may occur for special shifts, part-time and temporary employees depending on their particular job. Offices are expected to remain open until 5:00 p.m. and must be staffed by a representative of the office.

Employees will be scheduled to work such hours as are required by the job assignment. At times, it may be necessary to work more hours than originally agreed upon. These hours will be assigned by the direct supervisor.

Absenteeism and Tardiness

All employees are normally expected to work the full amount of their scheduled assigned daily work shift. If for any reason you will be late or absent from work, it is your responsibility to notify your immediate supervisor before the workday begins. Should the absence be for more than one day, the employee is expected to continue to apprise his/her supervisor of the situation.

Part-Time Employees

The College employs many part time staff members on a "less than 40 hours per week basis". The College recognizes the many contributions of part-time staff and considers them to be an important part of our workforce. Part-time staff are subject to the same performance appraisal reviews as other employees and are expected to comply with all of the same rules of conduct.

Employees working more than 1000 hours but less than 1365 hours or a FTE of .5-.66 will be eligible for retirement benefits only. Employees working more than 1,365* hours but less than 2080 hours or an FTE of .67-.99 will be eligible to receive all benefits. Vacation and holiday pay are earned on a pro-rated basis according to the normal hours worked. Medical insurance, life insurance, disability insurance, tuition waivers, and retirement benefits are provided on the same basis as full-time employees. Read the appropriate benefit section for full details.

*Employees employed as part-time with an FTE of between .5-.66 prior to 01/01/05, will maintain benefit eligibility as long as they maintain the minimum .5 FTE in their current position. If an employee in this provision voluntarily changes positions / departments, the new .67 FTE provision will apply for them to remain benefit eligible.

The determination of 1,365 hour part-time status is made at the end of each benefit year and eligibility requires actual work of 1,365 or more hours during the past benefit year as well as the supervisor's determination of 1,365 + hours to be scheduled during the next benefit year.

Those employees working less than 1,000 hours per benefit year do not qualify for any of the College provided benefits other than those discounts or activity admissions due to the issuance of a staff I.D.

Change of Status

It is very important that the Human Resources Office and your immediate supervisor be kept informed of your correct address and telephone number. It is also essential that the Human Resources Office be immediately notified when there is a change in your marital and dependency allowance status. This information is very important as it has a direct bearing on the health and life insurance program as well as withholding for income tax purposes.

Work Outside the College

Work outside Hope College while employed as a regular full-time employee is discouraged but not prohibited. If additional work is performed, it must not detract from the performance of your regular duties at the College nor may it create a conflict of interest.

Performance Evaluations

Every year at a time that the College deems practical, your performance will be reviewed by your supervisor. The purpose of this evaluation is to give you an idea of how your supervisor perceives your performance at the time and where improvement may be needed. The performance evaluation is not intended to "override" a job counseling statement or other disciplinary action.

You will be given an opportunity to discuss your performance evaluation with your supervisor and will be given a copy of the performance evaluation form.

Resignation

Exempt employees are to give, in writing, a minimum of 4 week's notice of their intent to terminate. Such notice will allow the immediate supervisor adequate time to seek a replacement or determine how the activities of the position will be handled.

When a supervisor receives notice of an impending resignation, he/she must immediately contact the Human Resources Office. This will ensure that all employee matters regarding payroll and benefits are properly handled.

An exit interview should be scheduled with the Human Resources Office during the final week of employment. All College property, including but not limited to, keys, library cards, Dow Center cards, identification cards, credit cards, office equipment must be returned at this meeting.

Layoff

In the event of temporary layoff, the employee may maintain all coverages by paying the full premium costs.

Dispute Resolution Procedures

Problems should be discussed first with the immediate supervisor. The second step to be taken, if no resolution has occurred, is to refer the matter to the next higher level of supervision. If dissatisfied with these results, the employee should present his/her problem in writing to the Human Resources Office and ask for a meeting with the Director of Human Resources. If there is still no employee satisfaction at this level, the Human Resources Office will take the employee's problem to the appropriate Vice President or the President for a final decision.

Involuntary Termination

In addition to the situations previously described, an employee will be subject to discharge if his/her work or behavior is, in the College's sole judgment, unnecessary, unacceptable or unsatisfactory. Any severance pay is at the discretion of the College. Pay for vacation and wages earned to date of termination will be granted and added to the final paycheck.

There may be times when conditions at the College no longer require the continuation of a particular position. If this happens, an attempt will be made to find another suitable position for the employee. If no other suitable position is available, two weeks notice will be given. Pay for two weeks may be given in lieu of notice if the College prefers.

In case of termination or involuntary separation (discharge), or if there is a permanent reduction in our work force, insurance will be affected as follows:

- All medical and life insurance will continue until the last day of your employment. Extension is possible for medical insurance coverage only under group rates according to terms of the federally mandated COBRA rules. See the Human Resources Office for full details.
- Long term disability insurance will cease on the final day of active employment.

Exit Interview

All employees leaving the employ of Hope College for any reason should schedule an exit interview with the Human Resources Office. The exit interview is normally held during the last week of employment. Insurance, retirement, and other arrangements for the final paycheck are made during this interview. All College property, including College identification and keys, must be returned by the last day of employment. If this is not possible, two options will be available. First, you may sign a consent form which allows the College to deduct the value (which shall be determined by the College) of the property from your paycheck to the extent the law allows. Or, you may sign a promissory note for this amount (or the balance of the amount which remains after your payroll deduction outlined in Option 1 has been made). The College reserves the right to take other lawful means (including filing a lawsuit) to recover the value of the property or the property itself, should neither option be taken, or should a balance remain after either option (or both) is/are taken.

Breaks in Service

When an employee leaves his/her employment at the College but later is re-hired, prior years of service will be added to the employee's total years of service if the break in service is less than one (1) calendar year. Total years of service are important elements in the determination of rates for sick pay/vacation pay accumulation, service award qualification, and any other benefits with a longevity factor. Retirement program requirements for breaks in service will supersede any policy stated here.

SECTION 3: Compensation & Benefits

COMPENSATION

Payroll Period

Exempt staff are paid on a semi-monthly basis. Paydates will be the 15th of each month and the last day of each month. If a paydate falls on either a Saturday or Sunday, the paydate will be the Friday prior.

Hope College does not provide bonuses, commissions, or other incentive payments to individuals or organizations.

Payroll Information

Automatic Checking and Savings Accounts

Hope College's flexible payroll system allows an employee a variety of automatic checking and savings deposit options. It is possible to have your check split between several kinds of accounts or have it all deposited into one. Contact the Payroll/Human Resources Office for an enrollment blank if you wish to participate.

Each institution has its own rules and regulations regarding this service and it is wise to contact several to find the program that best meets your needs.

Credit Union

Through a payroll deduction plan, it is possible for Hope College employees to become members of the Nu Union Credit Union (formerly OCSECU). The Credit Union is located at 340 120th Avenue and offers many services to its members. Brochures describing these services are available in the Human Resources Office.

FICA/MQFE

Under Federal law, the College deducts Social Security taxes from your paycheck. This deduction is made according to the prevailing percentage rate up to a specified yearly amount as set by the Federal government. The amount is matched by College funds and deposited at regular intervals with the government.

Federal and State Income Taxes

Federal and State taxes are also withheld from your semi-monthly earnings and deposited with Federal and State governments at regular intervals. Deductions for these taxes are based on your gross salary in relationship to your marital status and the number of exemptions you claim.

Unemployment Compensation

The College is also required to participate in the Unemployment Compensation Insurance program. This cost (premiums and benefits) is entirely that of Hope College.

Exempt Status / Overtime

All College employees are covered by the Federal Fair Labor Standards Act. The FLSA categorizes employees into “Exempt” or “Non-Exempt” employees. “Exempt” employees are paid on a salaried basis and must meet certain job duties and minimum salary tests. “Exempt” employees are not subject to overtime regulations of the FLSA and generally have more flexibility in their work schedule. Administrative supervisors may approve discretionary time off for exempt staff that have been required to work an excessive number of hours beyond their normal assignment.

INVEST Retirement Program

All employees who worked at least 1000 hours during the previous benefit year and are expected by the College to do so during the existing benefit year will be eligible to participate in the retirement program. The College contributes 10.5% of salary in a 403(b) defined contribution plan (INVEST plan). The amount received at the time of retirement is based on the amount of money accumulated in the individual's account. Information regarding current investment vehicles are available in Human Resources.

Flexible Benefit Plan

Eligible Hope employees (those who worked at least 1,365 hours during the previous benefit year and are expected by the College to do so during the existing benefit year or have worked or are expected by the College to work at least 1,365 hours during the existing benefit year) may participate in the College sponsored tax savings plan for medical/dental and dependent care expenses. During open enrollment each year, employees are given the option to participate in this plan. New employees may also enroll during the first month of employment. Enrolled employees agree to a fixed payroll deduction each pay period and receive the benefit of lower federal, state and FICA taxes. Employee deductions go into their personal flexible spending account. Each payroll cycle an employee may submit a reimbursement form to receive tax free reimbursement for eligible expenses covered by the terms of the plan. The payroll deduction amount cannot normally be altered during the plan year (except for major changes in family status) and any year-end balance in the account must be forfeited to the College per IRS rules. Medical and dental amounts are limited to a \$10,000 maximum per year. Dependent care amounts are limited to \$5,000 each calendar year (\$2,500 if married and filing a separate return). Careful planning by employees should make the forfeiture risk minimal and the typical employee "saves" about 30-40% of the cost of eligible expenses due to the tax savings. The employee share of College health insurance premiums are paid through Part "A" of the plan on a tax-free basis. Voluntary dental insurance premiums paid through payroll deduction are also eligible for pre-tax payment through the FLEX plan.

INSURANCE BENEFITS

Health Insurance

Active Employees Eligibility

All employees with regular assignments scheduled to work 1,365+ hours per benefit year are eligible to participate in the College group health and life insurance plans. All health plans provide basic medical/surgical coverage and major medical protection. Selection of a plan option is made upon enrollment and changes may be made annually during the end of benefit year open enrollment period. Eligibility for administrative staff is the first day of employment. Employees pay a varied percentage based on salary and type of coverage of the premium cost for each plan. Employees should refer to

available benefit literature if there are specific questions about the plans. Each employee participant receives a plan booklet and an enrollment I.D. card for each covered adult family member.

When an active employee reaches Medicare eligible age (currently age 65), full medical coverage will remain in effect, with Medicare becoming the secondary carrier. It is recommended that you promptly enroll in Medicare upon reaching age 65 even though you may not use it immediately.

Coordination of Coverage

Michigan law specifies which insurance carrier has primary responsibility for payment of claims for dependents when both husband and wife have insurance coverage. The insured employee with the birthdate earliest in the calendar year has the primary responsibility for dependents. Our plan will provide secondary coverage in those cases where another plan is primary.

Coverage Limits when both Spouses are Employed at the College

When both husband and wife work at Hope College in positions eligible for full benefits, the College will not approve the duplicate expense of providing dependent coverage for both. Couples with no children are requested to take single coverage for each employee since the insurance rates for two single contracts are normally less expensive than for one contract as a couple. For those staff with children, it is normally most cost effective for one employee to take the full family coverage contract and the other waives coverage (since they would be covered under their spouse's contract). Coordination of married employee couple's coverage can reduce cost without any loss of medical insurance protection. Premiums will be based on the higher salary of the two spouse's salaries.

Health Insurance Continuation

EMPLOYEE DEATH

The family of employees who die while in active service to the College will be given the option to continue coverage by paying the premium share required of active employees. The length of coverage will be limited to one year. Dependent child coverage ends at the end of the calendar year the child turns 19 years of age (or on their 25th birthday if enrolled as a full-time college student) or the one year provision, whichever is less. Spouse coverage will terminate upon remarriage and coverage will not apply to step-children by another marriage. The College insurance coverage will also terminate in the event that surviving family members become eligible for health insurance coverage from any other source.

EMPLOYEE DISABILITY

Employees who become disabled and unable to work while employed at the College will be eligible for medical insurance continuation with the length of coverage limited to one year for every year of the disabled employee's service to the College. Dependent child coverage ends at the end of the calendar year the child turns 19 years of age (or on the 25th birthday if enrolled as a full-time college student) or the service years provision, whichever is less. Other medical insurance received in connection with the disability will be considered primary for purposes of payment coordination. The College will be responsible for only those expenses normally covered by our plan and not funded by another plan.

CONTINUATION OF HEALTH INSURANCE: FEDERAL RULES - COBRA

All employees who lose medical insurance coverage as a result of a reduction of hours of employment or termination of employment (for reasons other than gross misconduct) are

eligible for group health insurance continuation coverage at the employee's expense. In addition, spouses or dependents of employees who become ineligible for benefits (divorce, no longer dependent, etc.) may choose to participate, at their own expense, in a continuation of group health insurance coverage; according to the guidelines set by COBRA for a period of time not greater than 18 months for employee and not greater than 36 months for dependents. Full information about the details of COBRA coverage is available by contacting the Hope College Human Resources Office.

Early Retiree Coverage

Should an employee retire prior to Medicare eligible age (currently age 65), you may remain on the College Health Insurance Plan by paying 100% of the premium costs if you have met the minimum service requirement of 10 years and are at least 60 years of age. Upon becoming eligible for Medicare, you can then participate in Hope College's Retiree Health Insurance plan according to the terms described in "Retiree Coverage".

Retiree Coverage

Faculty and staff who retire from Hope College with at least ten years of continuous service at the time of their retirement are eligible to participate in one of Hope College's Retiree Health Insurance plans. Participants in either plan are required to elect Medicare's Part A and Part B options (participants do NOT need to elect Part D coverage). The participant will be billed monthly for their share of the premium due based on eligibility guidelines below. Participants are given an opportunity to switch plans, annually, during open enrollment. Terms and conditions are as follows:

ELIGIBILITY AND COST

- A. Those benefit eligible faculty/staff who retired before 6-1-95, will be charged 20%* of the premium for employee plus 20%* of the premium for spouse/dependent. Spouse/dependent coverage is voluntary.
- B. Those benefit eligible faculty/staff with 10 or more years of Hope College service as of 6-1-95, will be charged 20%* of the premium for employee plus 25% of the premium for spouse/dependent. Faculty/staff retiring after July 1, 1996 will be charged 20%* of the premium for employee plus 50% of the premium for spouse/dependent. Spouse/dependent coverage is voluntary.
- C. Those benefit eligible faculty/staff employed at Hope College with less than 10 years of service as of 6-1-95, will be charged 20%* of the premium for employee plus 100% of the premium for spouse/dependent. Spouse/dependent coverage is voluntary.
- D. All benefit eligible faculty/staff hired after 6-1-95 shall be eligible to participated in the Medicare Supplemental Plan by paying 100% of the retiree/spouse/dependent premiums. Spouse/dependent coverage is voluntary.

*will be 25% effective TBD

Premium Rates and Payments

All premium rates for the Hope College Health Insurance Plan and the Retiree Health Insurance Plan(s) are subject to annual increases. Retirees will be billed monthly for their share of the premiums due. Hope College will have the right to cancel insurance coverage if payment is more than 60 days delinquent.

Health Plan Revision Option

The College reserves the right to modify the terms, conditions, and coverages in the Health Insurance and Retiree Health Insurance Plan(s).

Term Life Insurance

In addition to health insurance coverage, employees receive term life insurance coverage for themselves at no charge. The life insurance is valued at \$12,000 plus one and one-half the amount of the employee's annual wage. "Annual wage" for hourly employees will be calculated at the regular hourly pay rate times 2080 hours, or the scheduled hours, if less than 2080. Life insurance payments to your beneficiary, upon your death, are not taxable. Your policy is for term life insurance and therefore no cash value accrues. Life insurance coverage for active employees is reduced by 35% at age 65 and by 50% at age 70 if you are still working. All insurance ends on your last day of employment unless you are on a benefit eligible leave. The plan is convertible to a private policy with our insurance carrier if you terminate your employment at the College or move to a classification of employment that is not eligible for life insurance benefits and have been employed by the College for at least 5 years.

Should the face value of your life insurance exceed \$50,000, IRS requires that the premium cost for coverage in excess of \$50,000 be considered a taxable benefit. The value coverage above \$50,000 will be treated as "other income" to you and listed on your year-end W-2 form.

Accidental Death & Dismemberment Insurance

The College provides AD&D insurance on the lives of all benefit eligible employees at the same face value as the term life insurance. The terms and conditions of the benefit are outlined in the plan booklet.

Long Term Disability Insurance

Hope College has adopted a Long-Term Disability (LTD) Insurance program for all employees who meet the standard 1,365 work hours test described previously. The benefits of this program provide for payments of 60% of your normal monthly earning up to a maximum of \$6,000 per month. These benefits are payable after six months of continuous disability and will continue for the duration of the disability or until age 65 (see booklet schedule of maximum benefits). The College continues the medical insurance protection for employees receiving Long-Term Disability on the same financial basis as active employees. The length of health insurance coverage will be limited to one year for every year of active service to the College. Staff leave status will expire after one year of continuous full LTD benefits and the employee's position assignment will be terminated. Any future Hope College employment will be contingent upon available positions and qualifications. The College pays the LTD premiums and the benefits received are taxable. A detailed booklet is available for all enrolled employees.

Supplemental Life & Long Term Disability Insurance

All benefit eligible employees may elect to purchase additional life and LTD insurance at their own expense from Hope's provider. Additional life insurance may be purchased in 1, 2, or 3 times salary increments for the employee. Life insurance for spouses and dependents can also be purchased in lesser amounts. Evidence of Insurability (EOI) may be required when amounts exceed limits set by the Insurer. Those desiring supplemental insurance may do so only during the first 30 days of employment or annually, during the open enrollment process.

Worker's Compensation

Reporting An Accident

Hope College carries Worker's Compensation Insurance for all College personnel. If an employee is injured while performing duties on his/her job, they must promptly report the injury prior to securing treatment (unless the injury is serious). The College uses the services of Holland MediCenter, 175 South Waverly, Holland for treatment and assessment of most workplace injuries. Severe injuries would, of course, require treatment at a Hospital Emergency Room. Injuries should be reported promptly to Director of Occupational Health and Fire Safety. If the Director is unavailable, then the Physical Plant Operations Manager should be contacted for Physical Plant staff or Human Resources Office Assistant for other staff. Treatment at MediCenter requires pre-authorization by one of the three staff members indicated. MediCenter also conducts return to work evaluations for the College. Use of an employee's personal physician is allowed for continued treatment or follow-up after 10 days of filing an injury claim.

It is very important to promptly notify your supervisor, the Department of Health and Fire Safety and secure the necessary claim form from the Office Assistant in the Human Resources Office. All bills resulting from the injury must be submitted to the Human Resources Office. Hope College uses the services of an outside company to coordinate the claims. Payments are made directly by them to the doctor and/or the hospital involved.

The Health and Fire Safety Department will investigate all incidents for possible health or safety hazards, make a written report and take corrective action when necessary.

Payment for Lost Wages

Payment for lost wages are paid from the Worker's Compensation fund and are sent directly to the employee. Earned sick pay benefits may be used to supplement Worker's Compensation Benefit payments -- not to exceed 100% of the employee's current hourly payrate. All Hope College disability benefits will be suspended while Worker's Compensation Benefits are being paid. The College will continue to make retirement contributions and pay employer life and AD& D, and LTD premiums based on what would have been the employees normal base wage. Any outside income replacement benefits received will be coordinated with College sick pay or Short Term Disability payments - combined total cannot exceed 100% of normal earnings. Leave accruals will not be calculated on workers compensation earnings.

LEAVE POLICIES

Sick Leave

All eligible employees working more than 1,365 hours per benefit year will be entitled to regular pay for work lost from absences due to major personal illness/injury, pregnancy, surgery or other medical conditions which result in absences from work. The length of the absence will depend on the individual circumstances and will normally require a written statement from the physician as well as regular progress reports. The College reserves the right to secure a second medical opinion. Paid leaves will normally be limited to six weeks in any rolling calendar year with the exception of those cases where an employee is medically disabled. Paid leave will be used to reduce the 12-week

entitlement for unpaid leave allowed by the Family and Medical Leave Act of 1993. Eligibility for Long-Term Disability Benefits (@ 60% of salary) begins after 26 weeks of disability.

A special category for absences of less than one week in duration include absences from work due to minor illness/injury, surgery or exposure to contagious diseases, which constitute a danger to the health of others by the employee's work attendance. Excessive absences, in the College's sole judgment, may result in disapproval of paid time off. Employee absences of greater than 5 work days normally require a written statement from an attending physician.

Vacation Policy

Paid vacations are available to those exempt, salaried staff who have position assignments that are based on work of 1,365 or more hours per benefit year. Employees whom the College, at its discretion, estimates will work more than 1,365 hours but less than full-time in the year in which the vacation is requested, will be awarded vacation time on a pro-rated basis using 2,080 hours as the normal full-time standard. Employees hired on the basis of working less than 1,365 hours per benefit year will not be permitted to take paid vacation time until the College, at its discretion, estimates the employee will work 1,365 hours per benefit year on a regular basis.

Full-time exempt, salaried staff with 40 hour per week, 12-month assignments will be eligible for twenty (20) days (160 hours) of paid vacation in a calendar year. Employees who work a partial year will have the twenty days pro-rated. All twenty days are not available immediately upon hire but should be scheduled on the basis of a normal accrual schedule (40 hours earned after 3 months, 80 hours earned after 6 months, etc.). The vacation time is calculated at eight hours per day (unless the employee works less than full time and has work days less than 8 hours - then the use of vacation time should be calculated at the hourly use level). Earned vacation time should normally be used within the calendar year but 80 hours of unused paid vacation time can be carried forward to the next calendar year with a written record clearly indicating the carry over amount. No more than 80 unused hours can ever be carried forward. Upon separation from Hope College, an employee will not be paid for more than 160 hours of unused vacation time and this time will only be paid if adequate records have been regularly filed with the Human Resources Office documenting the unused vacation days remaining. Each calendar year all exempt, salaried staff are required to complete a vacation use form (signed also by the supervisor) and on that form any unused hours carried over from a prior employment year must be documented.

In order to assist in the coordination of vacation schedules, each employee is required to submit his or her choice of vacation time to the supervisor for approval. Employees working during the academic year only must take their vacation time during the period of their assignment.

Holiday Policy

Hope College officially observes five (5) national holidays each year:

New Year's Day	Memorial Day	Fourth of July
Thanksgiving Day	Christmas Day	

As an additional benefit to you, the College will also grant the following three (3) paid days off:

Day after Thanksgiving	Day before Christmas	Floating Holiday
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NOTE: Labor Day is not considered a paid holiday as classes are in session and all College offices and departments must remain open.

Ordinarily, employees will not be expected to work on a holiday that falls on Monday through Friday. Holidays should be indicated on your time card and the number of hours normally worked that day added into the hours actually worked. Should a holiday fall on Sunday, it will customarily be celebrated on the following Monday. For the purpose of computing holiday compensation, these Mondays will be treated as holidays. When a holiday falls on Saturday, the College will normally designate the Friday before the holiday as a non-work day with pay. Compensation for holidays will be based on your regular hourly rate times the numbers of hours normally worked. Employees required to work on any of the five College paid national holidays will be compensated at twice the regular hourly rate (unless this is overtime work in which case the employee shall receive time and a half for overtime and half time for the holiday work) and will be awarded an equal time off later at regular pay but not to exceed 8 hours. Compensation for the other two holidays will be paid at the normal rate with an equal time off later.

Persons who normally work less than forty hours per week (but meet the 1,365 hour work minimum per benefit year) will be granted holiday compensation based on the number of hours normally worked on the day the holiday is celebrated. If work time varies, then this is defined as the average daily hours worked in the four work weeks prior to the work week in which the holiday occurs. This policy is also in effect for those people who are employed on an academic-year basis only. People employed during the academic year only would, therefore, not be entitled to holiday pay for Memorial Day or the Fourth of July.

Employees on an unpaid leave of absence, worker's compensation or paid disability leave will not be entitled to holiday pay for a holiday that occurs during their leave. In the event that one of the paid holidays occurs during an employee's vacation, the employee will be granted a replacement day of paid vacation.

College Shut-Down

The College closes the facilities from Christmas Eve through New Years Day. Salaried individuals who would have normally received pay during this time will continue to do so. For those individuals who must work during one of the shut down days, additional time equivalent to not more than 8 hours per day worked can be taken later.

Funeral Leave

Eligible employees will be excused, with supervisor notification, with pay, to make necessary funeral arrangements for a death in the immediate family. Immediate family and the corresponding amount of paid time is as follows:

- From one day up to a maximum of five days paid leave will be available for the death of a spouse, child, step-child, parents, parents-in-law, or step-parents.
- From ½ day up to a maximum of three days paid leave will be available for the death of grandparents, grandparents-in-law, brother or sister, brother or sister-in-law, step brother or sister.
- From ½ day up to a maximum of one day paid leave is available for the death of an aunt, uncle, niece, or nephew.

Military Leave

The rights of workers to take leaves-of-absence to serve in the military are governed by federal laws. Reservist on active duty will be eligible for College pay equal to the difference between their military salary and their current College salary.

Jury Duty

Employees who are called to serve on jury duty during their normal work schedule will be compensated for the difference between pay for the jury duty and their regular College pay. Normally the College will issue regular pay for the time absent and employees will be responsible for assigning payment received for jury duty to the College (via Payroll Office) as a reimbursement for time already paid. An employee is expected to report for regular College work when temporarily excused from attendance at court. The employee's supervisor must be advised of any absences due to jury duty.

Family Medical Leave Act of 1993

Eligibility

Employees eligible to take a family medical leave of absence are those with at least twelve months of service who have worked at least 1,250 hours during the twelve months immediately preceding the commencement of the leave. Eligible employees are entitled to up to a total of 12 work weeks of family and medical leave during the rolling 12-month period measured backward from the date an employee uses any family or medical leave. Up to 26 weeks of leave is available for situations involving a covered family member's service in the Armed Forces.

Reasons for Leave

Family or medical leave will be granted to an employee only for one or more of the following reasons: the birth of a son or daughter, and to care for the newborn child; the placement of a son or daughter with an employee for adoption or foster care, and to care for the newly placed child; to care for a spouse, son, daughter, or parent who has a serious health condition; or a serious health condition that makes an employee unable to perform the functions of his or her position. If both spouses work for Hope College, combined leave time for new child leave or leave to care for a parent with a serious health condition is twelve weeks.

Eligible employees may also take leave for a covered family member's service in the Armed Forces ("Servicemember FMLA"). Servicemember FMLA provides eligible employees unpaid leave for any one, or for a combination, of the following reasons: a "qualifying exigency" arising out of the fact that the employee's spouse, son, daughter, or parent is on active duty, or has been notified that he or she will be called to active duty, in the Armed Forces in support of a contingency operation. An eligible employee may take up to 12 workweeks of leave during any rolling 12-month period measured backward from the date an employee uses any family or medical leave. Leave for this reason, when combined with other FMLA-qualifying leave, may not exceed 12 workweeks in the rolling 12-month period: to care for a servicemember who is the employee's spouse, son, daughter, parent, or next of kin who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces, provided that such injury or illness may render the servicemember medically unfit to perform duties of the member's office, grade, rank or rating. An eligible employee may take up to 26 workweeks of leave during a single 12-

month period to care for the servicemember. Leave to care for an injured or ill servicemember, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period.

Notice of Leave

In cases involving the birth or adoption of a child, planned medical treatment, or other circumstances where the need for leave is foreseeable, employees must give the College at least 30 days' prior notice of the need for a family or medical leave. In extenuating circumstances where 30 days' notice is not possible, the employee must give as much advance notice as is practicable. Employees must make a reasonable effort to schedule any medical treatment for a serious health condition so as not to unduly disrupt or interfere their duties and/or the operation of the College. Employees must also follow the College's process for reporting absences even though the absence may be FMLA-covered.

Additional Information and Questions

FMLA has many facets and is complex, please review complete policy at (add link here) and/or if you have any questions about FMLA leave or would like to confidentially discuss if a particular situation is eligible for FMLA, please contact the Human Resources Department. This policy replaces any prior College FMLA policies.

Other Unpaid Leave

Requests for an unpaid leave not covered by the Family and Medical Leave Act of 1993 are not subject to automatic approval by the College. The individual circumstances of the employee (years of service, past record of absences, job responsibilities, etc.) plus the needs of the office/department must be carefully considered. Leaves should be applied for at least one week in advance by contacting the office/department supervisor. Such approvals are necessary since replacement personnel may be necessary.

Presidential Senior Staff approval may be required if deemed necessary by the Human Resources Office. Leaves beyond 20 work days are considered to be exceptional and will normally not be approved. Approved leaves will carry no salary but normal health, life, and disability insurance will be continued for those employees with a minimum of three years of service to the College.

If an employee is denied a leave of absence (and elects to leave anyway) or the time of the approved leave elapses without returning to work on the same basis as before the leave was granted, the employee shall be considered to have vacated his/her job with the College. Replacement personnel will then be hired to fill the vacancy. Should the individual desire re-employment with the College at a future date, the College will give consideration on the basis of his/her qualifications for any openings that might exist.

MISCELLANEOUS BENEFITS

Computer Purchase Program

The College recognizes the need for employees to maintain current technological standards in their day-to-day activities. The Computer Purchase Agreement gives employees the opportunity to purchase a new computer for their personal use every three years.

Employees may purchase a computer from the College or any other source for reimbursement. This reimbursement program is an interest free “loan” payable back to the College over a 36-month period.

Upon reimbursement to the employee for the original purchase amount, the College will begin withholding the agreed amount each payroll for the next 36 months. If the employee wishes to purchase an additional computer during this time, the first purchase must be paid in full.

Upon separation of employment, the College has the right to withhold from final payrolls any remaining balance. If an unpaid balance still remains, the College has the right to seek whatever means necessary to secure the remaining balance.

Additional details of the contract are available upon request. Contract information and computer purchase reimbursement requests should be forwarded to the Business Manager.

Employee Assistance Program

The Employee Assistance Center (EAC) provides Hope College employees with an Employee Assistance Program (EAP). This benefit is designed to offer CONFIDENTIAL assistance to you, your immediate family members, and significant others whose personal problems are affecting your quality of life and/or job performance. The Employee Assistance Program provides access to professional Masters degree-level counselors in offices throughout West Michigan (including Holland, Grand Haven, Grandville, and Grand Rapids). The program provides up to 6 visits with a counselor at no cost to the employee or family.

If you need assistance, take advantage of the EAC by calling them toll free at 1.800.227.0905. Client Service Representatives are available during the day to schedule an appointment, but if you need to speak with someone immediately, you can access a counselor 24 hours a day. For additional resources for work/life situations, visit the EAC website www.eaccares.com (access passwords are available on the Human Resources website).

Dow Center / DeWitt Tennis Center Use

The Dow Center is similar to a full service health club. Brochures are available at either the Human Resources Office or the Dow Center Office detailing the many services available. The DeWitt Tennis Center is Hope’s on-campus Tennis Club.

Faculty, staff and their dependent (IRS definition) family members can use either facility any time that it is open, provided that the area desired is not scheduled with a Kinesiology class or a sport activity. Each family member must show his/her faculty/staff ID card or Dow card to gain admittance. Family members over the age of 11 must obtain his/her own ID card. These cards are available at the Dow Center Office.

For a listing of the Dow Center's available hours/fees and other key information please visit the Dow Centers website at <http://www.hope.edu/resources/dow> . The DeWitt Tennis Center club hours and general information (including rates) can be found on their website, <http://www.hope.edu/resources/tennis> .

Adoption Benefit

The benefit is available to all employees who are eligible for the College's health insurance program and who have a desire to have children through the adoption process.

The Plan covers adoption expenses associated with the adoption of a minor, non-relative under the age of thirteen (13) up to the average cost of a normal pregnancy or the actual cost of the adoption, whichever is less. If two or more children are adopted at the same time, the benefit is limited to 1.5 times the cost of a normal pregnancy or the cost of the adoption, whichever is less.

For purposes of reimbursement, "adoption" is defined as the process of adopting. This process begins with application procedures with an agency or agencies, including submission of application fees and the scheduling of a home study. A process ends with the adoption of a child or children, or, should no children be adopted, by official termination with all agencies involved. A new process must be separated from an unsuccessful process by a one-year period to be identified as a separate adoption process.

Expenses can be reimbursed as they occur by submitting proof of payment to the Human Resources Office. Under new federal rules, qualified adoption expenses up to \$10,000 may be eligible for income exclusion. Please check with your tax advisor.

Benefit Amount

The amount of maximum benefit is the average cost for a normal delivery as determined by Priority Health Plan HMO at the time the benefit was adopted on January 1, 1984. Benefit amounts are updated every July 1 to reflect medical inflation as determined by the U.S. Department of Labor Consumer Price Index for the previous twelve-month period ending June 30. Please contact the Human Resource Office for the latest benefit amount.

Service Award Program

Hourly and administrative staff are eligible to participate in the Service Award Program. Years of service are calculated annually with gifts given to benefit eligible staff at five-year intervals and upon retirement. We use the services of a nationally recognized supplier of service awards and employees have a variety of gifts to select in recognition of their milestone.

Employees who retiree from the college will be invited to select a gift from the gift category closest to their actual service years. Employees retiring with 25 or more years of service also have the option to select a Hope College Hitchcock chair, if desired. All terminations of service prior to age 60 will be treated as resignations rather than retirement and will not receive a service award.

At the Annual Service Award Luncheon, employees and retirees are honored with a certificate and the gift selected. Part-time non-benefit eligible staff also attend the luncheon and receive a certificate in recognition of their service.

Tuition Waiver Policy

Hope College provides as a benefit to full time personnel and their families a tuition waiver plan that will assist children, spouses, and employees. Payment is made directly to the eligible student's College account in the form of a credit upon completion of the required form and production of a billing statement. The waiver does not cover any lab fees or activity fees.

Article I - Eligibility

All employees who have completed one year of continuous full-time employment will be eligible. A full-time employee for the purposes of determining this benefit is one who regularly works 1365 hours per benefit year (35 hours per week average for an academic year only assignment or 26 hours per week average for a 12 month assignment).

Effective July 1, 2001 for those employees who change positions from a full time position to a previously budgeted part time position, the benefit will remain in place as follows:

- If an employee was full time for 10 years prior to the reduction in hours, the employee will keep the fully accrued benefit intact for their own benefit and that of their family.
- If the employee has 5-10 full time years of service prior to the reduction in hours, the employee will retain the waiver for their own benefit. All benefits for family members will be forfeited.
- If the employee has less than 5 years of full time service at the time of the reduction in hours, all accrued benefits will be forfeited.

Article II - Participants

- A. Employees
- B. Spouses
- C. Natural and adopted children to age 30 (taxable if not dependent)
- D. Dependent stepchildren to age 25*

*Dependent status shall be granted to those unmarried stepchildren that have been members of the Hope College employee's family for a minimum of three years prior to their first application for a TW. As a member of the employee's family, the stepchild's regular, permanent residence must be the same as the Hope College employee.

Article III - Benefit Description

- A. Employees will receive a 100% tuition waiver for courses taken under the following conditions:
 1. Courses must be taken at times other than normal work hours if possible. It is important that course work not compete with job responsibilities.
 2. One course (not to exceed 4 hours) will be granted for any semester with a maximum of 3 courses (not to exceed 12 credits) during the calendar year. May, June, and Summer Sessions shall be considered as one semester unit for purpose of the one course limitation.

3. All requests for waivers must be directed to the Human Resources Office prior to the beginning of the course. A waiver will not be processed without prior written approval of the employee's supervisor. The supervisor must give permission by signing the waiver form.
- B. Spouses will receive a 10% tuition waiver for each year of eligible employee service up to a maximum of 100% (after 10 years of service). The waiver will be applied to the student account under the following conditions:
1. The waiver will be calculated on the basis of net tuition charges after all other scholarships/grants have been determined.
 2. Financial aid will exclude loans but will include all forms of gift assistance. Only students enrolled prior to 2008-09 academic year will have the exception of Hope sponsored merit scholarships used to live on campus.
 3. Effective with the 2008-09 award year, for all incoming, first-time, degree-seeking Hope / GLCA TW beneficiary, the following applies:
 - All internal and external gift assistance, including Hope merit scholarships and all other scholarships, grants, and benefits (with the exception of the Federal Pell Grant and the Supplemental Educational Opportunity Grant) are considered applicable *only* to a student's tuition charges; such gift assistance is *not* applicable to a student's room/board/activity fee charges or expenses. The TW benefit is calculated by applying the appropriate benefit percentage against the student's net tuition charges. Net tuition charges are those charges remaining after all other gift aid awards (excluding Federal Pell/Supplemental Grants) are applied against the student's total tuition charges.
 - If, in any given award year, a student receives gift aid (i.e., scholarships and grants) from internal Hope sources and/or external sources that in combination exceed tuition, a beneficiary can choose to receive the greater amount of gift aid and thereby forfeit TW eligibility during the enrollment period s/he receives said gift aid.
 4. Effective with the 2007-08 academic year, TW beneficiaries are limited to ten (10) semesters of eligibility under this program (regardless of part-time/full-time enrollment). Any beneficiary who at the effective date of this policy has already received 10 semesters of assistance under the Hope/GLCA Tuition Waiver program, is ineligible to receive any further assistance in 2007-08 and beyond. A summer term is not counted as a semester; however, once the 10-semester limit is reached, the student is ineligible to receive the TW for subsequent summer term enrollment. Any semester during which a student enrolls at Hope while dually enrolled in high school is not counted as a semester in monitoring this 10-semester limitation. The 30th birthday age limitation will still apply.
 - a. This provision does not impact spouses of faculty or staff.

- b. This policy change does not alter the age limitation of 25 for step-children. However, step-children do fall under this 10 semester limitation.
- C. Eligible children of hourly and administrative personnel will be granted a 10% waiver of tuition for each year of eligible service up to a maximum of 100%. The waiver will be applied after eligible financial aid has been deducted (see Article III Section B). In order to receive the tuition waiver benefit the employee must make application for all forms of financial aid for which his/her child may be eligible to receive. Tuition waivers for non-dependent children are considered taxable income to the employee.

Article IV - Death and Disability Benefits

Spouses and dependent children of employees on long-term permanent disability will be eligible for benefits as outlined in Article III, Section B & C. Eligibility will be based on years of service prior to disability. If an employee dies while in the service of the College or on disability leave, the following provisions will apply:

1. Natural or adopted children will receive a 10% tuition waiver for each year of service completed by the employee. This waiver will apply until the child has reached 30 years of age. Only those dependent non-adopted, step-children eligible at the time of the employee's death will continue to be eligible to the age of 25.
2. Spouses will be entitled to the same tuition waiver benefits that were in effect when the employee was living. Spouse benefits will be discontinued if the spouse remarries.

Article V - Retirement Benefits

When an employee retires from active service, tuition waiver benefits will be extended to them and their spouse. Benefits will be available to natural and adopted children until they reach the age of 30 and to dependent stepchildren until they reach the age of 25. Benefits awarded to non-dependent natural and adopted children will be treated as taxable income to the retired employee. The benefit will be awarded on the basis of Article III, Sections B & C. To be considered a retiree for the purpose of this benefit, an employee must have attained the normal retirement age of sixty-five or retired under an early retirement plan approved by the College. Benefits will be available as outlined in Articles II and III with the exception of dependent children.

Article VI - Miscellaneous

If an employee or the employer terminates employment prior to the start of any semester or mini-session, the tuition waiver will not apply for that semester or any thereafter.

If an employee or the employer terminates employment during a semester or mini-session, the tuition waiver will remain in effect for that semester only. No further tuition waivers will be granted.

Article VII - Application Procedure

1. The required tuition waiver form must be completed prior to each semester the benefit is desired. Forms are available at the Human Resources Office.
2. The Financial Aid Office must be contacted to determine if financial aid sources may be available. If so, the required financial aid statement must be filed within the deadlines. Contact the Office of Financial Aid for forms and information.
3. The tuition waiver form must be completed and returned to the Human Resources Office for processing. The Financial Aid Office also completes part of the form and the entire process may take several weeks. The employee will be responsible for paying all amounts not covered by the waiver on a timely basis.

Definitions:

Eligible Programs

Tuition covered by the waiver includes only the following:

- a. Hope College on-campus courses
- b. Student teaching, and
- c. Off-campus courses listed below which are sponsored by Hope College.
 - 1) May-June-Summer Sessions (excluding Compass Arts Program)
 - 2) Philadelphia Semester
 - 3) Queretaro Program
 - 4) Vienna Summer School
 - 5) Washington Semester

Dependent Status

To be considered a dependent child, the dependency test as outlined by the Internal Revenue Service will be used. The student must be a dependent on the federal tax return for the calendar year the tuition waiver is used. ***Benefits awarded to non-dependents will be treated as taxable income to the employee and added to the W-2 form.***

Travel / Corporate Credit Card Policy

A Travel Policy and Procedure for using Corporate Credit Cards have been designed to enable staff members to provide accountability of travel expenses. Its aim is to establish and communicate equitable standards and effective procedures for reducing travel costs, and ensuring consistent and fair treatment of all staff that travel on behalf of Hope College. Guidelines are general and are not expected to cover every situation. Some College divisions/departments also have internal policies which may include per diems, travel maximums, etc. For exact information please contact your department supervisor. For more general information and guidelines, contact the Business Services Office.

Hope College "Walk to Work Program"

A stable core-city neighborhood is vital to the mission of Hope College and to the Holland Community. The "Walk to Work Program" has been established to combat neighborhood deterioration, to improve the quality of life for members of the community, to serve as a catalyst for further efforts to improve core city neighborhoods, and to assist employees in building equity with home ownership.

The "Walk to Work Program" provides financial purchase and renovation incentives for benefit eligible Hope College and Creative Dining Services employees desiring to live in these targeted neighborhoods surrounding the College. Employees interested in this benefit are encouraged to visit <http://www.hope.edu/admin/hr/benefits/index.htm> for specific policy details and information regarding the application and purchase process.

INSTITUTIONAL SERVICES

The Library

The mission of the Hope College Library is to serve as a vibrant center of intellectual and cultural life at Hope College by assuming a significant educational role in a college community committed to excellence in learning and teaching.

Staff

In order to meet its mission, the library maintains a staff who select and manage a collection that supports the curriculum of the College, catalog the materials added to the collection, assist users in finding information and materials to meet their needs, and instruct students in the use of the library's many resources.

Collection

The library collects and maintains quality books, serials, periodicals, electronic resources, audio-visual materials, and other resources to support the curricular, scholarly, and informational needs of the College. Recreational reading materials are also available in the Browsing Collection. The library welcomes suggestions from faculty, staff, and students of possible additions to the collection.

Services

The library provides a variety of services including instruction in the use of the library, circulation (including reserve materials), reference, interlibrary borrowing, and access to indexes, abstracts, and documents. The library maintains an integrated automated system with a catalog accessible from anywhere on campus and off-campus through the Internet.

Instruction

The library faculty and staff work in partnership with the classroom faculty to instruct students in the use of the library so that they may make effective and efficient use of the resources available.

Facilities

The main collection and library services are housed in the Van Wylen Library, located on College Avenue between 10th Street and Graves Place. The Music Library contains scores, audio and video recordings, criticism, biography, literature, and reference works all relating to music. The music library is furnished with playback equipment for the various recordings housed there.

Other Libraries

Members of the Hope College community have access to the collections of the Beardslee Library at Western Seminary through the library's on-line catalog. Circulating materials at

Beardslee may be borrowed by Hope students, staff and faculty. The Herrick Public Library, located just a few blocks from campus is also available for use by staff and faculty of the College.

Tech Lab

The library provides instruction and assistance in the use of a variety of computer applications and other technologies. Help is available to everyone on campus for many software programs. Please check with the library for a listing of applicable software programs.

The Bookstore

The Hope-Geneva Bookstore is operated by the College under the direction of a full-time manager. The Bookstore's function is to (1) provide students with all books and materials directly required or recommended for Hope College courses and, (2) to offer other goods and services desired by its customers that enhance the educational and residential quality of the College. The "Geneva" in the Bookstore's name reflects the fact that a portion of the Bookstore's profits are used to fund the Geneva Scholarship Fund.

Course Materials

Textbooks and other course materials are ordered through the Bookstore. The textbook manager informs instructors about deadlines and procedures for the ordering process.

General Reading Books

The Bookstore maintains a general book section of over 5,000 titles on various subjects including current best sellers and children's books. In addition they will special order any title available in print but not currently stocked in the Bookstore.

Other Goods and Services

In addition to books, the Bookstore stocks a wide variety of merchandise including office and art supplies, greeting cards, computer software and Hope College imprinted clothing and gift items. The Bookstore also sells postage stamps, cashes checks and offers a photo finishing service.

Discounts and Charge Accounts

Any regular staff member with a current staff card may maintain a charge account at the Bookstore subject to store policies regarding such accounts. This service is a convenience to be used only for the personal purchases of staff members and their immediate families. The Bookstore also grants a 15% discount to staff members on cash as well as charge sales. (Some sale and low-margin items are not discounted.) Please be ready to present your staff card to ensure getting this discount.

Mail Service

Each department is assigned a mailbox in the central Mail Center located in the DeWitt Center. Both incoming and on-campus mail will be channeled through this area. Please make certain all mail includes name and department/organization/dorm/apt/cottage. Do not use building names.

The Mail Center will meter and post official Hope College correspondence and packages if the originating department name or account number is shown in the upper left hand corner. Personal correspondence will be posted only when it is properly stamped.

United Parcel Service (U.P.S.) and Federal Express are also available through the mailroom.

U.S. mail is received from and delivered to the Holland Post Office three times daily.

Written communications to all Hope College employees are best handled through the Mail Center. Inter-office correspondence envelopes are available in the Business Services Office.

For incoming mail addresses please use:

Name
Department
P.O. Box 9000
Holland, MI 49422-9000

For incoming UPS and Federal Express:

Name
Department
141 E. 12 th Street (or specific dept. address)
Holland, MI 49423-3607

College Vehicles

A number of College-owned vehicles are available for use by staff members while on official College business only. Mileage is charged at the current College rate to the departmental budget of the staff member using the vehicle.

Application for use of a College vehicle must be made through the Off-Campus Transportation Office, ext. 7799. Information regarding the regulations governing the use of these vehicles may be secured from this office also.

College vehicles are approved for use by staff members only and may not be operated by students or other persons unless they have been approved as insured drivers by the College's insurance carrier. Lists of approved drivers are kept in the Transportation Office, DeWitt Center and the Transportation Garage, 176 East 19th Street. To operate a College vehicle, the driver must possess a valid driver's license.

Parking and Traffic Control

The Department Campus Safety is responsible for the enforcement of the College's motor vehicle regulations as they apply to faculty, staff and students, and for the use of parking areas on campus.

In order to park on College property all students, faculty and staff of the College must register their vehicle(s) they own or operate while they on campus and must obtain the proper parking permit. Rules and regulations governing the operation and parking of motor vehicles on the campus are published annually by the Department of Campus Safety and are distributed at the time of registration or are available at any time at the Campus Safety Office. Students and staff members are responsible for conforming to the motor vehicle regulations and are equally subject to enforcement of the regulation.

The current parking regulations and parking map can also be found at:

<http://www.hope.edu/admin/campsafe/services.html#MotorVehicleRegulations>
<http://www.hope.edu/admin/campsafe/parking%20map.pdf>

Key Policy

In order to maintain the security of college buildings and the safety of students, faculty, and staff; requests for keys shall be directed to the Department of Campus Safety. The department will determine the need and justification for the request and respond accordingly. If the request warrants additional approvals, the Director of Campus Safety will contact the Provost, the Dean of Students, or the Business Manager for decision and authorization.

Any individual who, without authorization, reproduces keys to any college building, office, room or equipment, or who has such keys in their possession shall be subject to disciplinary action by the college.

Upon leaving the employment of the college (either voluntary or involuntary), an employee is required to turn in all keys issued to them. If the employee signing for does not have in their possession the key(s) listed, the employee's department may be charged a fee of \$10 dollars per office key and \$100 dollars per master key to help offset the cost of reissuing and rekeying college property and/or facilities. Keys are required to be turned in to the Human Resources Department during the exit interview

Audio/Visual Services, Computing, Telephone Services

The following information is accurate as of the date of this publication. More current or supplemental information is available from Computing and Information Technology (CIT), Durfee Hall, x7670.

Audio/Visual Services

The following equipment is available to College employees in direct support of their assigned duties: Slide projectors, overhead projectors, VCR/DVD/CD players, video projection systems, microphones, and sound systems. Some equipment is permanently installed in rooms; some is assigned by reservation.

If an employee is unsure of the procedure for using requested equipment, this fact should be included with the request. CIT will make every effort to schedule staff to assist with the equipment.

When using departmental funds for equipment purchases over \$200, approval from the division head and the Director of Computing is required. CIT will provide best-effort repairs at the cost of materials.

Requests for video taping of live events should be directed to Video Services in the Communication Department.

The Van Wylen Library staff also offer some audio/visual services (see Appendix I.1).

Computing

A computer network is provided to facilitate access to resources such as file servers, network printing, email, course management systems, the Internet, and other online tools. Use of this network for College business is provided without charge to members of the College community. Accounts and additional information are available from CIT.

Computers for employee offices are purchased with centralized replacement funds administered by CIT. Additional computers for other purposes (student work, etc.) must be funded from departmental, divisional, or other funds.

Regardless of the funding source, all technology purchases over \$200 require approval from the division head and the Director of Computing.

User support is provided for computer hardware and software meeting the campus standard. Assistance is available by phone (CIT Help Desk, x7670) or by e-mail (cit@hope.edu).

At the discretion of his or her supervisor, an employee may be provided with a Hope College email account. The address will be published on the College's website, and thus it should be used for all correspondence relating to their assignment. Employees may wish to use an additional account (through another provider) for personal communications.

The College supports the purchase of computer equipment for personal use through interest-free loans which can be repaid by payroll deduction. Information about current policies is available from Business Services.

Telephone Services

The College telephone system is supported by CIT. Directories are available on the College website.

At the discretion of his or her supervisor, an employee may be assigned a unique direct inward dial (DID) phone number which enables the receipt of calls from on or off campus without operator intervention. Incoming calls can be screened by a departmental secretary. This service can be arranged within the employee's department.

At the discretion of his or her supervisor, an employee may be assigned a unique authorization code for use in placing long distance calls for College business. Expenses incurred through the use of this code are paid from the department's budget. Reports of such calls are provided monthly to departmental chairpersons, who review the reports and inform CIT immediately of any irregularities. Authorization codes are personal and confidential.

Cellular telephones for College business are provided by CIT at the discretion of the department/divisional head. Expenses are paid from the department's budget.

Information about specific procedures and available features of the telephone system is available from CIT.

COPY WORKS! And Other Duplication

Copy Works!

Whenever possible, College employees should utilize the campus copy center (called Copy Works!) for document duplication. Materials should be submitted electronically using the online form available from the College website. Normally, a 24-hour lead time should be allowed for completion of work. Additional time may be required during certain peak periods, such as registration, the beginning of semesters, midterm or final examination periods.

Departmental / Building Copiers

Light duty copiers are available in departments and buildings throughout campus. These devices are more environmentally and financially expensive to operate than those at the Copy Works! and thus should only be used for low volume or one-off duplication. Use of inkjet or laser printers for creation of multiple copies is strongly discouraged.

Alternatives to Duplication

Members of the Hope community are strongly encouraged to consider alternatives to photocopying whenever possible. Email attachments and posting to the College's course management system are among the options.

(Please be aware of copyright regulations)