

University Official Closing Information

The following information is provided to assist classified employees and their supervisors to correctly report future Official University Closings in web time entry and to clarify the state policy regarding such closings. **Please keep this information for future reference.**

Per State Policy 1.35, Emergency Closings, **designated** employees (positions that have been designated by their agencies as essential to agency operations during emergencies) are granted compensatory leave earned for hours worked during authorized closings. Therefore, in web time entry, **designated** employees should report all of the hours they would normally have worked if the University had been open as Official University Closing hours. They should also report the number of hours they came in and worked on the date(s) of the closing as Additional Hours Worked – Leave. (Additional PAY rather than LEAVE is not permitted under this Policy.) *Example: University was closed on a Monday due to snow. Designated employee works six hours that day clearing walkways. The employee submits his timesheet for that day showing: University Official Closing - 8 hours and Additional Hours Work - Leave - 6 hours.*

Also per State Policy 1.35, all **non-designated** employees will be paid their regular pay for the hours that they would have normally worked if the University had been open on the closing date(s) **if they worked or were on paid leave the workday before and the workday after the authorized closing.** In web time entry, **non-designated** employees to whom the above applies should report the hours they would have normally worked if the University had been open as Official University Closing hours. If they work a compressed work week schedule (i.e. 10 hours per day, 4 days a week), they report all the hours they would have normally worked that day.

In addition, if a non-designated employee reports to work as usual because he/she did not hear the authorized closing announcement, or reports to work based on a time indicated in an announcement that was superseded by a second or third announcement (i.e. original revised opening time of 10:00 a.m. was then changed to 12:00 noon and was later changed to closed all day), he/she will be paid his/her regular rate of pay for the time worked but **shall not be credited with compensatory leave** for any time worked during the authorized closing. This means that the employee will receive his/her **regular** pay for the closing date(s), which would be pay for the hours that they would normally have worked if the University had been open. These hours should be reported as Official University Closing hours, **even though the employee reported to work.**

A non-designated employee who was pre-approved to take leave with pay (annual, personal, etc.) on the closing date(s) should enter those hours as University Official Closing rather than the other type of leave. Policy 1.35 states that when an authorized closing occurs, the pre-approved leave will be charged to the authorized closing and not to personal leave balances.

Employees whose normal day(s) off occur on an Official Closing date(s) are not affected by the closing and work their appropriate schedule for the rest of that work week. If you have any questions about this information, please call Human Resources at 683-3042.

Administrative Professionals' Day is Wednesday, April 22nd. Administrative Professionals' Day is a great time to thank those that do so much to ensure the University's success. As Supervisors and Managers, our hope is that you will take this time to recognize those Administrative Professionals that support you in your day-to-day endeavors.

Human Resources believes that the University's administrative professionals are at the heart of each interaction and transaction here at ODU and wish to thank them for all that they do. As you may know, the Human Resources Department has historically held a breakfast in their honor. However, due to recent budget constraints, we are unable to sponsor the event this year. Our hope is that in the future, we may resume our recognition of those who do so much to serve both our internal and external customers.

However, we do encourage each department to take advantage of this opportunity to celebrate the contributions made by these individuals. Even though Administrative Professionals' Day is not until April 22nd, we would like to take this opportunity to say,

*Thank You
For All That You Do!*

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RESOURCES FOR EMPLOYEES

Virginia State Employee Assistance Fund (VSEAF)

There is a resource available to State employees who are experiencing financial hardship as a result of a recent crisis, illness or emergency - the Virginia State Employee Assistance Fund. VSEAF is funded through contributions to the Combined Virginia Campaign. To apply for a short term grant, state employees can access the on-line application form at www.cvc.vipnet.org. Completed applications are signed by the employee's supervisor or the Employee Relations Manager in HR and faxed (804-371-7401) or mailed to the VSEAF office in Richmond. Grants are available for up to \$500 and employees are not obligated to repay funds awarded.

State Employee Assistance Program (EAP)

Employees who are enrolled in the State's health care plan are covered for counseling and referral services through the EAP. The EAP can provide confidential assistance when an employee is experiencing personal, family, marital, financial, or substance abuse problems that may affect job performance. Employees can receive up to four free . Participation in the EAP is confidential and does not jeopardize job security. The EAP (ValueOptions) can be contacted toll free at 1-866-725-0602 or accessed at www.achievesolutions.net/covacare.

Phone Protocol – Annual Check Up Time!

ODU employees have the responsibility to project a professional image to internal and external customers when we answer the phone. In order to successfully project that image, we need to use a variety of techniques each time we communicate on the phone. Below is a "self-assessment" of our phone etiquette. Please answer the questions and take action to be sure you are using the recommended techniques for success!

Does my greeting include each of these:

- Good morning/afternoon, hello?
- My name?
- Consistent use of the department name (to be determined by dept head)?
- An offer of assistance?
- Does my voice include a smile?



During my phone conversations, do I...

- Speak slowly and clearly so that I can be understood?
- Give the caller my full attention?
- Use a warm/friendly tone of voice?
- Use active listening and skillful probing to be sure I understand the caller's need?
- Ask permission before putting someone on hold?
- Thank a caller for holding?
- Attempt to provide the requested assistance and avoid referring the caller to another party unnecessarily?
- Prior to ending the call, do I encourage the customer to call back if they need further assistance?

Does my voicemail message...

- Include Old Dominion University, department name, my name and brief remarks inviting the caller to leave a message?
- Give the caller an option to speak with another party in my absence?
- Indicate that I hope to return calls "when I return to my desk" (not "At my earliest convenience")

Do I...

- Check voicemail frequently?
- Return calls promptly (within the same business day when on campus)?
- Make sure that my voicemail box does not get full?

BENEFITS CONNECTION



Open Enrollment

Open Enrollment for Healthcare and Flexible Reimbursement (medical and dependent care) Accounts will begin Wednesday April 15 through Friday, May 15, 2009. Open enrollment actions are effective July 1, 2009.

Healthcare: Employees may enroll themselves and eligible family members in healthcare, change their healthcare plan, add or remove optional features, add eligible family members or remove family members.

Flexible Reimbursement Accounts (FRA): To continue to participate in an FRA, employees must re-enroll during Open Enrollment. FRAs do not automatically renew from one plan year to the next. The plan year is July through June. FRAs are designed for predictable expenses and are “use it or lose it” accounts. Unused or unclaimed funds are not refunded to the employee.

Employees may enroll in a Medical FRA by designating a specific dollar amount to be deducted each payday, pre-tax, for eligible, predictable out of pocket medical expenses. Employees can then be reimbursed from their FRA for eligible out of pocket medical expenses incurred by themselves, their spouse, dependent children or qualifying relative. Reimbursement can be requested by the submission of a claim form or by use of an EZ Reimbursement debit type card.

Employees may enroll in a Dependent Care FRA by designating a specific dollar amount to be deducted each payday, pre-tax, for eligible, predictable dependent care expenses. Employees can then be reimbursed for their eligible dependent care expenses by submitting a claim form.

University Announcements - EMPLOYEE WEEKLY BENEFITS TIPS

You may have noticed that in January “Employee Weekly Benefits Tips” started to appear in the daily University Announcements. The intent of Weekly Tips is to provide employees with information about;

- benefits,
- information on what an employee may and in some cases must do to manage their benefits,
- benefits deadlines,
- and to communicate planned benefit events.

If you generally don't read University Announcements please consider reading the “Employee Weekly Benefits Tips.” We believe it will be a good investment of your time because the Weekly Tip is or will some day be applicable to you!

DEADLINE Summer 2009 HR Tuition Assistance Programs

The Tuition Assistance Program has received an additional, one-time, allocation of funds to be used for the Summer 2009 session. We therefore anticipate being able to approve a greater percentage of tuition assistance requests.

Please keep in mind that the income cap for Tuition Assistance Eligibility is currently \$89,000. Annual income or income as it applies to the cap for Tuition Assistance Program eligibility is the employee's creditable annual compensation used to determine Old Dominion University's contribution to the employee's retirement plan (VRS or ORP). Any action which causes an employee's creditable annual compensation to exceed the \$89,000 cap (i.e. change from a faculty 10 to 12 month contract, negotiation of an increase due to a competitive offer or faculty participation in the academic affairs salary conversion program) will make the employee, their spouse and dependents ineligible for participation in the tuition assistance program.

The Summer 2009 semester deadline for tuition assistance programs sponsored and administered by the Department of Human Resources is Friday, May 1, 2009. Completed application and proof of registration must be delivered to the Department of Human Resources by 5:00 p.m.

The Summer 2009 tuition assistance program is only for classified, hourly, full-time faculty and full-time faculty administrators. Please visit the Human Resources' web page for additional information about the programs. <http://www.odu.edu/af/humanresources/benefits/>.

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Vice President for Human Resources:	Glenda Humphreys
Editor/Employee Relations Manager:	Kathy Williamson
Assistant Editor/Graphics Designer:	Ray Gata
Contributing Writers:	Cheryl Foreman, Training & Development Dave Hollebeak; Natalie Watson - Benefits Margaret Inge - Operations

Information, applications and related forms may be obtained from the Human Resources' Forms page. <http://forms.odu.edu/browse.php?cat=10>

The deadline for the Fall 2009 semester is Monday, August 3 @ 5:00 p.m.