



**Administration & Finance  
How To Reference Guide  
for Deans, Chairs, Directors, Department Heads**

**The purpose of this document** is to provide an easy reference guide for deans, directors, chairs and department heads highlighting aspects of A&F services, policies and procedures which are important to management functions.

The Guide is presented solely for informational purposes. The policies, duties, and responsibilities of campus employees are determined and set forth in various provisions of Federal and Massachusetts statutes and regulations, Board of Trustees policies, the Board of Higher Education applicable policies, applicable collective bargaining agreements, and various campus policies. In the event of any error in this reference guide or any conflict between the contents of this reference guide and those laws, regulations, and policies, the latter take precedence.

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## Brief Overview of Division Service Areas

**A&F ADMINISTRATIVE SYSTEMS** Oversees and coordinates the development, implementation, and utilization of computer system technologies in support of A&F and the PeopleSoft Human Resources and Finance modules on the campus.

**AUXILIARY ENTERPRISES** Provides essential services to students, faculty, and staff and is comprised of the Campus Center/Student Union Complex, University Dining and Retail Food Services, University Conference Services, University Club and the UMass Five Campus Licensing Program.

**ENVIRONMENTAL HEALTH AND SAFETY (EH&S)** Provides Fire Safety, Radiation Safety, Biological Safety, Chemical Safety, Environmental Health, Environmental Management and Emergency Preparedness/Business Continuity services and programs to the campus community.

### FACILITIES AND CAMPUS SERVICES

**CAMPUS PLANNING** supports the mission of the University by guiding the physical development of the campus through the creation, maintenance and administration of a campus master planning process. This is accomplished through communication and collaboration with the campus community supported by use of dynamic and innovative planning processes and tools to produce creative, comprehensive and feasible solutions.

**FACILITIES PLANNING** provides development and renewal of campus facilities and infrastructure through an integrated program of capital and space planning, facilities programming, design and implementation of new construction, renovations, alterations and facility renewal projects.

**PHYSICAL PLANT** provides operations, maintenance and repair services for academic and administrative facilities and manages utilities.

**TRANSPORTATION SERVICES** provides parking and transportation services

### FINANCE

**BUDGET OFFICE** is responsible for the stewardship and oversight of unrestricted funds and assists in the budgeting of plant funds and restricted state appropriations.

**BURSAR'S OFFICE** provides for student billing and payment system and provides banking and cash management services.

**CONTROLLER'S OFFICE** provides financial reporting and accounting for all campus activities; coordinates all on-campus audits; processes vendor payments and travel reimbursements; manages grants reporting and billing; maintains property and equipment inventory.

**PROCUREMENT** ensures that supplies, services, and equipment are received in a timely manner and at the best possible value, conducts public bids, processes campus managed construction and service contracts and manages the Corporate travel and Procard programs.

**PRINT, MAIL, DISTRIBUTION** provides printing, document preparation, editing, & variable data services. Mail Services receives, delivers & processes 1st class and bulk mail, and provides customized addressing and distribution services. OpScan Services are provided for scoring tests and examinations

**FINANCIAL AND COST ANALYSIS** Plans, organizes, and provides financial analysis and develops and maintains special and on-going cost studies for the campus such as A-21 and Facilities and Administrative (F&A) recovery.

**HUMAN RESOURCES** Responsible for the campus' personnel and employment services, position classification, salary administration, benefits administration, payroll services, new employee orientating, staff training and development, employee records, labor relations, and campus-wide employee recognition programs.

**MULLINS CENTER** Provides athletic, meeting, and entertainment facilities and services; offers racquetball and ice skating.

**University Police Department** Provides patrol, investigation, specialized and emergency response, as well as crime prevention and educational services, while striving to maintain an environment where all members of the campus community live, work, and learn without concerns about safety.

**UCARD** the official UMass picture ID for all staff and students; functions as a library card, door access key, meal plan ticket, time card, and debit card for on-campus goods and services.

## **A&F Administrative Systems**

### **What is PeopleSoft?**

The PeopleSoft System is an ERP (Enterprise Resource Planning) system which integrates data and processes of the institution into one unified electronic system. The University implemented financial and human resource modules to support our business functions and improve their efficiencies. In the financial arena, the University utilizes PeopleSoft to support general ledger, accounts payable, asset, grant, post-award and purchasing functions. The Human Resource modules are used to support payroll, benefits, and time and labor functions. PeopleSoft gives users the ability to access financial and human resource data from their desk top.

### **How to get access to the PeopleSoft Financial Human Resource Systems**

Employees can request access to Human Resources or Financials by completing an Access Request form. Forms are located on the Administrative Systems for A&F website at <http://www.umass.edu/af/systems/gettingstarted.htm>. Once the requestor has filled out the form(s), their department head must sign to authorize access. Then for the PeopleSoft Financial System mail it to the Security Administrator, Brenda Clemons, at Room 150 in the Whitmore Administration Building; for Human Resources, mail it to Tim Cendrowski in HR at Room 325 Whitmore Administration Building. Once the user id and password have been created, the requestor will receive an email packet explaining logon and password procedures. Training is available for Finance by contacting Administrative Systems. However, only Requisition data entry and Procard reallocation are required trainings prior to receiving access. Training is available for Human Resources by contacting the Human Resources Office.

### **How to update organizational department (commonly called DEPTID) in PeopleSoft**

Each year in March, the A&F Administrative System Department sends out a mailing to managers requesting any updates to Campus Organizational Structure from Executive Level to DEPTID. The accuracy of the organizational structure is essential since it controls access to your financial information including your budget and financial transactions. In addition, this Campus Organizational Structure is used to synchronize with other systems such as those maintained by HR, SPIRE, Affirmative Action and Space Management.

For up-to-date information on the organizational structure and process go to <http://www.umass.edu/af/systems/ou/>

If you have any questions regarding a request for DEPTID changes, please contact Joe Pickul at 5-2119 who will direct you appropriately.

### **Summit Reporting**

Summit is a web-based, interactive reporting tool for financial data. The tool provides timely information on budgets, expenditures, encumbrances and balances for both sponsored and non-sponsored activity. Summit also provides important "at-a-glance" financial and demographic information, such as, days remaining for a grant and payroll detail by employee. As an interactive tool, it gives users the flexibility to view information at a summarized level and to drill down to individual transactions. Summit is

intended to be intuitive, easy to navigate and to improve decision making and performance monitoring. Summit access is automatically provided to those granted access to the PeopleSoft Financial System. Please contact Brenda Clemons at 5-2119 with questions about access to Summit.

### **Available standard financial reports**

A&F Administrative Systems provides campus management with key financial and HR reports. These reports, generated through the PeopleSoft HR, Finance systems and Summit, are a combination of standardized reports run annually, monthly or bi-weekly and ad hoc reports run as needed by the end users. The following reports are provided either in hard copy or through Summit to MBUs except for the Annual All Funds Report which is distributed through the Vice Chancellors. In addition, the Monthly Operational Reports are available online through the finance system.

**Annual All Funds Report:** A&F Administrative Systems compiles an annual report that summarizes the sources and uses of funds by school/college, provides expenditure trends and computes a number of performance measurements. The report is generated and distributed at the end of each fiscal year.

**Monthly Operational Reports:** Each month, A&F Administrative Systems generates a series of standardized reports used to manage the financial operations of departments, funds, and grants/projects. These reports include general information on budget balances as well as detail information on the transactions that occur each month.

**Monthly Deans' Reports:** A&F Systems makes available through the Summit tool, reports to each dean's area and MBU which provide a summarized financial overview of year-to-date activity for both restricted and unrestricted funds. The reports include a school/college or MBU summary of balances by fund, a department level summary of balances by fund, and a project/grant funding and expense summary.

**Payroll Projection Reports:** Payroll reports are generated bi-weekly after each pay period and provide detailed salary information for managers. The reports show salary paid-to-date amounts by employee as well as amounts remaining to be paid through the end of the fiscal year, end of the grant or end of the employee's appointment.

### **Ad Hoc Report availability**

A&F Systems supports a variety of reporting tools which enable users to extract information from the PeopleSoft HR and Finance systems on an as needed basis. These reports are often used to answer questions in a timely and up-to-date manner and to manage transactional activity.

### **How to learn more about reading or customizing reports**

A&F Systems provides training and individual support for all authorized users of the PS System. Contact Joe Pickul at 545-2119 who will direct you appropriately.

## **Auxiliary Enterprises**

### **Reserving a Meeting Room**

The Events Office is home to the Catering Sales and Meeting Room Scheduling Offices. It is designed to provide one-stop shopping for on-campus groups for facilities and service needs in the Campus Center/Student Union complex. The staff will guide you to the individuals who can best meet your needs. If your on-campus group or department desires to reserve a room for a meeting or RSO event, you will need to contact the Events Office at 7-8200. If your meeting or event requires multiple meeting rooms and catering, please contact University Conference Services. Please visit the Campus Center Events Office at <http://www.umassauxiliaryservices.com/events/>

### **Booking an Academic Conference**

University Conference Services will assist you in every phase of planning your meeting, convention or conference (academic or non-academic) from developing your budget to selecting facilities, dining, accommodations and recreational services. An experienced, professional conference coordinator will arrange your conference to your specific needs.

Please contact the University Conference Services Office (UCS) at 7-8100 and visit the UCS website at <http://www.umassconferenceservices.com/registration/>

### **Booking a Hotel Room**

The UMass Hotel at the Campus Center provides 3-star quality overnight accommodations to guests and visitors to the campus and local area. Located in the heart of campus, it is within walking distance of everything on campus as well as downtown Amherst. Please visit our website at <http://www.umasshotel.com/>, find us on Facebook, or call (413) 549-6000 for reservations.

### **Accessing UMass Catering**

Booking and making arrangements for your catering event is done by calling the UMass Catering department at 7-8235. Please visit the UMass Catering website at <http://catering.umassdining.com/>

### **Using UMass Trademarks on Products**

Campus organizations that want University identifying marks on their internal use products, including fundraising activities, must hire licensed vendors to produce these items. Prior written approval is needed for campus groups, registered student organizations, or sports clubs from the office of Trademark and Licensing Administration at <http://www.umassauxiliaryservices.com/licensing/> for the use of University name or marks for anything other than official University business. This also applies to student groups and organizations that wish to make use of the University name and/or identifying marks in conjunction with their group or activities. The Trademark and Licensing Administration website <http://www.aux.umass.edu/licensing> contains general information, trademark definitions, guidelines for use of the University's name and marks. Additional information can also be accessed at the Graphics and Identity Page at <http://www.umass.edu/universityrelations/graphic-identity> or by directly contacting the

Trademark and Licensing Office at [dcurley@mail.aux.umass.edu](mailto:dcurley@mail.aux.umass.edu)

**Textbook Services**

The University Store/Textbook Annex offers services to faculty including textbook adoptions, review of peer critiques of a potential textbook selection, adding course pack materials, etc. Further information is available on the Bookstore website at <http://www.umass.bkstr.com>

**University Club**

Information regarding Club News and Events, Club Calendar, current menus, how to arrange for a catered event and club membership and benefits can be accessed through the University Club website at [www.umass.edu/uclub](http://www.umass.edu/uclub)

## **Budget Office**

### **Annual budget process overview**

The campus operates on a July 1st to June 30th fiscal year. Revenue operations submit budgets seven months before the start of the fiscal year, beginning a process that culminates in Board of Trustee approval in the spring. All other fee increases need to be announced before the new fiscal year begins. In contrast, the unrestricted undesignated budget, comprised primarily of state funds and mandatory student fee revenue, is not finalized until early in the fiscal year after the state appropriation has been allocated and actual enrollment data is available. Departments funded by central campus funds generally begin the fiscal year with the same budget as received in the previous year. Depending upon the overall budget situation of the campus, increases or reductions to budgets normally occur early in the fiscal year. Departments, schools and colleges are required to provide year-end projections at mid-year and third quarter end of the current year. Departments also provide explanations of prior year balances and activity to the Budget Office in September.

Most administrative and academic departments have a mixture of unrestricted, restricted, and revenue based funds as described below. Restricted funds are primarily grants and budget timelines for those projects are determined by the sponsor.

The Budget Office presents information on the campus website <http://www.umass.edu/chancellor/budget.html> about the budget climate and current spending priorities. The website also includes a number of tables presenting the current year budget, prior year data and capital budget information. The Budget Office provides training on budget and finance topics through Workplace Learning and Development (WL&D) <http://www.umass.edu/wld> to interested parties.

### **Requesting additional funds**

Requests for additional funding must be coordinated and requested through the executive area. In recent years, the campus has had minimal additional funding to allocate to priority needs. Additional unrestricted revenue from student fees, indirect cost recoveries and other unrestricted sources are used to support mandatory costs such as bargained salary increases, utilities and debt service and to support core initiatives such as financial aid and curriculum fee waiver costs for graduate students. Uses of any projected surplus balances are approved as part of the chancellor's leadership council budget meetings.

### **Campus' major sources of revenue**

The campus displays its revenue from both an All Funds and General Funds perspective. All Funds includes state appropriation, tuition and fee income, revenue operations, grants and contracts, and restricted gifts. General Funds are a subset of All Funds data and include state appropriation, retained out-of-state tuition, central student fees and other unrestricted sources. General Funds provide the primary source of revenue for the campus' base budget that sustains the faculty and provides the primary support for teaching and some of the support for the institution's research enterprise. State appropriation funds approximately 35% of the general funds revenue base while

mandatory student fees (including out-of-state tuition retention) comprise another 53%. On an All Funds basis the state appropriation (20%) and mandatory student fees (31%) are a much smaller portion of All Funds revenue. Revenue operations (25%) and direct revenue from Grants and Contracts (12%) are included in the All Funds view and comprise a large share of campus revenue.

### **Campus' major expenditure categories**

The campus operating budget presents expenditures by how the funds will be used. On an All Funds basis Instruction (24%) and Research (12%) comprise more than one-third of the cost. Operation and maintenance of the physical plant – including depreciation – makes up another 15% of total spending and approximately 16% of spending is for auxiliary enterprises. 12% of the budget is dedicated to financial aid. The remaining 21% of the budget is spent on Public Service, Academic Support, Student Services, and Institutional Support.

### **What are the Different Campus Funding Sources**

**Unrestricted:** Funds received with no donor or external party restriction on the use of the funds, except for the limitations imposed by law and by the budget.

**1. General Funds:** unrestricted & undesignated fund that includes

- **State Funds:** Funds appropriated by the State Legislature.
- **General Operating Funds (GOF):** Funds generated from revenue sources such as the Curriculum Fee, Trust Fund Interest and Administrative Overhead.
- **Research Trust Funds (RTF):** Funds accumulated through the recovery of indirect costs incurred by the campus in support of sponsored agreements. (see p.27 for more info)
- **Tuition Retention Funds:** Funds generated from Out-of-State Tuition revenues less Out-of-State Tuition waivers.

**2. Revenue-Based:** Funds established for activities that are fully or partially supported through fees or charges for products or services. Revenue-based operations include:

- **Auxiliaries:** An operation providing services external, but contributing to, the basic academic mission of the University. Auxiliaries are managed as self-supporting activities through revenue generated from either student fees or the sale of goods or services to the campus community. Some examples of auxiliary enterprises on this campus are Residence Halls and Family Housing, Student Health, and Dining.
- **Student Fee:** An operation that provides services to students for various educational and ancillary purposes. These operations are primarily student supported through fees that may be either mandatory or non-mandatory. Some examples of student fee operations include Student Activities and the Graduate Student Senate.
- **Sales and Service:** An operation established for the purpose of providing

goods and services to the University community and, in certain limited circumstances, the general public. Some examples of sales and services operations are Geology Microprobe, Central Mail, Research Support Services, and the Communications Disorders Clinic.

**Restricted:** Funds expendable for operating purposes but restricted by donors or external entities as to the use or purpose of expenditure. The following are examples of restricted funds: Grants and Contracts, Gifts for specific purposes, Federal Appropriations, and Special State Appropriations.

**Revenue operation defined**

Revenue operations are established for activities that are fully or partially supported through fees or charges for products or services. All revenue generated by these activities must be expended for the purpose for which the operation was established and must comply with the policies and regulations that govern the use of University funds. There are three types of revenue operations: auxiliary operations, student fee operations, and sales and service operations. Additional information on revenue operations is available at <http://www.umass.edu/af/budget/rbbdoc.htm>

**How state funds are used**

State funds are normally used to cover employee salaries since these funds are charged only a small fraction of the fringe benefit costs of the positions. State funds must be fully expended by June 30th or the unused funds revert back to the state. The Budget Office receives mid-year and third quarter estimates of state spending and can swap funds to allow unspent balances to be carried into the next fiscal year

**Managing the Budget Processes**

Each executive area has an executive financial officer (EFO) responsible for the budget processes for their respective areas. Major budgetary units and colleges may also have employees who assist in managing the mechanics of the budget process. Check with your executive area EFO on the specific procedures for managing budgets in your department.

<b>Executive Area</b>	<b>Executive Financial Officer (EFO)</b>	<b>Phone #</b>
Chancellor, Athletics, OIT	Gwen Whelan	5-3320
Provost	Bryan Harvey	5-2554
Research and Engagement	Lisa Liebowitz	5-3881
University Relations	Sue Lorow	5-8500
VC Admin and Finance	Ruth Yanka	5-1581
VC Student Affairs & Campus Life	Gail Matthews	5-2300
VC University Advancement	Leslie Heath	5-2686

### **Explaining base funds versus non-base funds**

Budget funds are typically allocated to departments as either base funds or non-base funds. Base funds will recur in the budget annually on a long-term basis. Non-base funds are one-time allocations which are not included in the succeeding year's budget. Some programs funded for just a few years are allocated funds as quasi base.

### **Presidential Awards Faculty Grants**

The President's Office often awards promising research or curriculum ventures which are received by the budget office and allocated as GOF funds to a chartfield string (e.g. account) under the control of the faculty recipient. The funds are usually received in the Budget Office in July and then distributed as soon as possible to faculty recipients.

### **Processing campus gifts**

Private gifts from outside donors are charged an assessment to help fund campus development operations. The amount of the assessment depends on the size of the gift as shown in the grid below. For individual donors who have made life-time contributions exceeding \$1M, the assessment for future gifts will never exceed 2.5%. The Development Office is responsible for coordinating all gifts on campus including donor solicitations and any questions about the process should be directed toward that office.

- 9.0% on gifts from \$1- \$499,999
- 5.0% on gifts from \$500,000 - \$999,999
- 2.5% on gifts from \$1M - \$4,999,999
- 1.0% on gifts from \$5M and higher

The fee applies to all cash gifts received toward current operations, capital projects and endowment.

## Environmental Health and Safety (EH&S)

### **How to Reach EH&S for Assistance**

EH&S Staff can be reached at 5-2682 during business hours providing assistance in all of its program areas including fire safety, laboratory safety, radiation safety, biological safety, environmental management and emergency preparedness. During off-hours, EH&S may be reached by calling the UMass Police Department 5-2121 [non-emergency line]. If you notice an unsafe situation on campus call and EH&S will respond immediately.

### **Requesting Emergency Assistance On Campus**

**DIAL 911** To report a fire  
Request an ambulance  
Request police assistance

#### **Steps to take if you see smoke or fire in a building:**

1. Close the door to the fire area
2. Activate the building fire alarm system
3. Evacuate and stay clear of the building at a predetermined meeting location
4. Call 911 and report the exact location of the fire

### **Emergency Notification System (ENS)**

The UMass Amherst comprehensive emergency notification system is called UMass Amherst Alerts. Emergency notifications apply to emergency situations or conditions that pose an immediate or imminent safety or security threat to the campus community or have the potential to significantly disrupt/impact campus activities. The ENS system includes: emergency broadcast emails, outdoor warning sirens and emergency text messages.

**Registering for Emergency Text Messages** - All campus cell phone users are urged to register to receive emergency text messages. For enrollment information, frequently asked questions and to sign-up for emergency text messaging go to: <http://www.umass.edu/alerts/>

### **Lab Safety and Industrial Hygiene Services and Inspection**

Inspection services, surveys, and expertise are available to evaluate and minimize hazards associated with improper ventilation, chemical, noise, and temperature exposures. EH&S annually inspects laboratories and fume hoods, investigates odor complaints, and routinely and on request institutes industrial hygiene surveys. Call 5-2682 for assistance. A compilation of lab safety information can be found in The University's Laboratory Health and Safety Manual. This manual, along with other lab safety procedures, is available on line at: <http://ehs.umass.edu/lhs.html>

### **Laboratory and Fire Safety Training Requirements**

All faculty, staff, and students, graduates and undergraduates, post-doctorates and visiting scholars are required to attend laboratory and fire safety training before initial assignment to a laboratory. This requirement can be satisfied by attending a two-hour safety seminar presented by EH&S. This seminar includes one hour of Laboratory Safety

Training, one-half hour of Hazardous Waste and one-half hour of Fire Safety Training. These programs are offered regularly each semester. The Training Schedule is at: <http://ehs.umass.edu/train.html>

### **How to Order Hazardous Laboratory Materials and Chemicals**

The University requires that all hazardous laboratory materials be bar coded and tracked on our CEMS (Chemical Environmental Management System) database. All chemical orders should be sent to Laboratory Health and Safety Services (LHSS) at 125 Lederle Graduate Research Tower for bar coding and LHSS will deliver the materials to the appropriate laboratory. LHSS will also inventory your laboratories to ensure accurate inventories. Contact Terri Bechta, Laboratory Health and Safety Services at 7-3632 for any inventory management questions or visit the EH&S website at <http://www.ehs.umass.edu>. For the CEMS homepage visit <http://www.umass.cems.sr.unh.edu>

### **How to recycle chemicals for reuse or access recycled chemicals**

The Chemical Reuse and Exchange Program (Rex), offers a program aimed at reducing the costly disposal of still useful chemicals and supplies. If you have chemicals which are excess or unneeded and are still useful i.e., uncontaminated, have a reasonable shelf life remaining, and are of sufficient quantity to be useful to someone else (unopened containers preferred), please fill out a Hazardous Waste Pick-up Request (see next section). If you are a current registered user of the Chemical Environmental Management System [CEMS], a list of available materials can be found at Surplus Chemicals Listing.

### **How to Request Hazardous Waste Pick-Up**

EH&S performs hazardous waste pick-ups on an as needed basis. Hazardous waste must be removed from the site of generation within three business days. Call Jim Field at 5-5122 for proper labeling, packaging, and procedures information. A hazardous waste pick-up request should be submitted on-line at the Hazardous Waste Pick-up Request website: <http://www.umass.cems.sr.unh.edu/CEMS/RequestRemoval>. Anyone working with hazardous materials that generate hazardous waste or has direct responsibility for processes that generate hazardous waste must receive hazardous waste training which is available from EH&S or on-line.

### **How to Ship Hazardous Material**

Only trained and IATA certified personnel are permitted to package and ship the regulated materials covered by the federal mandates. If you have materials that meet these mandates, EH&S will coordinate the packaging and shipping. At least 72 hours notice to prepare packages and shipping papers is required. Overseas shipping request can be more complicated and time consuming. For a list of what material is covered by this federal mandate as well as information on the shipping of hazardous materials, go to [http://ehs.umass.edu/prog\\_hazmat2-new.html](http://ehs.umass.edu/prog_hazmat2-new.html)

### **How to Access Information Regarding Handling Chemicals: Mass Right-To-Know Legislation and Material Safety Data Sheets (MSDS)**

Since 1983 public employees in Massachusetts have had the protection of the Massachusetts Right-to-Know law. A portion of the law requires that information on

chemical hazards be given to employees by providing them access to Material Safety Data Sheets (MSDS). An MSDS contains detailed information regarding the proper use and handling of particular chemicals. Employees who are exposed to chemical hazards must be trained annually. This training is available on-line or can be facilitated by contacting the EH&S main office at 5-2682. A searchable MSDS database may be accessed at: <http://www.umass.cems.sr.unh.edu/CEMS/SearchMSDS> . MSDS information, FAQ, including additional online MSDS resources, may also be found at <http://www.ilpi.com/msds/faq/> .

### **Biological Safety Services and Requirements**

The Biological Safety Program focuses on protecting students, employees, and the campus environment from biological hazards and ensuring compliance with appropriate regulations.

#### **Your responsibilities regarding registering biological work on campus**

- All work with human source materials, pathogenic microorganisms, "Select Agents," and other biological hazardous agents must be registered with EH&S.
- All work with animals or recombinant DNA must be registered with the Compliance Officer in the Office of Research Affairs.

Contact Maureen O'Leary at 5-2682 or visit <http://ehs.umass.edu/bio.htm> if you or anyone in your department needs training and education for working safely with biological agents, assistance with the development of biological safety protocols, guidance on meeting local, state and federal regulations, guidance on rDNA, biological agent, and animal research registration at the University or other safety or compliance, issue regarding biological agents.

### **Radiation Safety Services**

Radiation Safety Services (RSS) oversees the safe use of ionizing and non-ionizing radiation by students and faculty. Contact Vincent Chase at 5-2682 for assistance with obtaining permits, delivery of radioactive materials, dosimeters, calibration of hand-held instruments, training, eyewear laser safety, and information on radon evaluations. Visit [http://ehs.umass.edu/prog\\_radiation-new.html](http://ehs.umass.edu/prog_radiation-new.html) for more information.

### **Fire Prevention Services Available to Departments**

The Fire Prevention Services program is available to help you ensure a fire safe workplace. EH&S provides inspection and fire protection testing services to ensure that campus buildings and fire protection equipment are maintained in compliance with appropriate state fire codes and safety policies of the University. Educational programs on fire safety, portable fire extinguisher use, fire evacuation, and fire reporting is offered to all students and staff. Go to: [http://ehs.umass.edu/prog\\_fireprev-new.html](http://ehs.umass.edu/prog_fireprev-new.html)

### **How to Get a Fire Extinguisher Serviced**

EH&S staff service and maintain over 5,000 portable fire extinguishers on campus. Should you find any portable fire extinguisher in need of service an on-line service request form may be submitted: <http://beloki.admin.umass.edu/ehs/fireExtinguisher.php>

## **Occupational Injury Management and Safety Assessments**

EH&S supports a multifaceted, formal incident prevention initiative covering the entire campus. Among its basic activities are hazard recognition and analysis, inspections and audits of facilities and operations, incident investigation, injury data collection, and general safety training. Campus Safety also collaborates with Human Resources, University Health Services, and various campus departments to provide an Occupational Injury Management program. Campus Safety and Fire Prevention Services program staff can conduct safety audits of your area(s), provide ergonomic assessments and recommendations, perform a statistical review and analysis of employee injuries in your area and other related safety programs and policies.

## **Key Manager Responsibilities Regarding Injury/Incident Reporting**

Minor incidents without injury can be a precursor of more serious situations that lead to injury and property damage. An incident investigation provides information that can lead to important preventative measures. Supervisors should contact EH&S as soon as possible after an incident occurs. A "Notice of Injury" form must be file with Human Resources within 48 hours of the incident, whether or not the employee sees a physician or goes to the hospital. (see page 34 for further information)

## **Requirements for Erecting a Tent on Campus**

Anyone wishing to erect a tent covering an area greater than 120 sq. ft. must obtain a permit per the MA State Building Code and complete a Land Use Request (see page 22). Tents must also meet Massachusetts Fire Prevention Regulations. The requestor is responsible for completing the application and returning it to EH&S for processing. Both the instructions for completing the application permit and the permit itself are accessible from the EH&S website <http://ehs.umass.edu/>

## **How to Access Employee Safety Education And Training**

EH&S offers a wide range of personal and industrial safety training programs including: Back Safety, Biological Safety, Campus Safety, Confined Space, Driver Safety Awareness, Electrical Safety, Emergency Preparedness Planning, Ergonomics, Fire Safety, First Aid / CPR, Food Safety, Hazardous Materials and Waste Management, Indoor Air Quality, Industrial Hygiene, Lockout/ Tag-out, Powered Industrial Trucks, Right to Know, Contact main EH&S office at 5-2682 or visit our website.

## **Online Safety Training Is Available**

The Online Web-based Learning Program (OWL) offers a variety of interactive health and safety training programs. Registered users working with a web browser can access the system bringing safety training directly to an employee's desktop or training facility. Off-campus guests can be rostered into the program. Training sessions are recorded automatically by OWL. The training programs are located at <http://ehstrain.ehs.umass.edu>

## **Environmental Health**

The Environmental Health program provides oversight of the University's overall health and sanitation operations. Services are provided in food service areas and residence halls, athletic facilities, family housing, as well as academic buildings. Information,

public health training, educational programs and on site assessments are available. Contact Larry Davis at 5-5110 with questions or if you need assistance. Program Information is also available at [http://ehs.umass.edu/prog\\_envhlth-new.html](http://ehs.umass.edu/prog_envhlth-new.html)

## Facilities and Campus Services

### Campus Planning

#### **How to get a Campus Map**

For a hard copy or email file, contact Niels LaCour in Campus Planning at 7-1723 or [nplacour@cp.umass.edu](mailto:nplacour@cp.umass.edu)

#### **How to get planning services**

In an effort to help integrate and implement the Campus Master Plan, Campus Planning is available to assist units in long-term physical planning exercises and processes. Please contact the Dennis Swinford in Campus Planning at 5-2524.

### Facilities Planning

#### **Making a space request**

Want to be considered for additional space? Have staff submit an on-line Space Request to Facilities Planning. The on-line request form is found on the Facilities Planning web page at <http://www.umass.edu/fp/space/>

### Physical Plant

#### **How to get access (key or UCard) to buildings or rooms**

If you need new or replacement keys for department members, have staff fill out the key request form on-line by hitting the Key Request button on the Physical Plant web page. The Department Head must authorize any key request.

For UCard access, if the building is UCard ready and you need a UCard, go to page 38 for information on how to get a UCard. The Department Head must authorize any access authorization. To convert a building to card access, the Department Head should contact the Physical Plant.

#### **Getting help for an urgent maintenance problem**

Is something wrong, like a broken water pipe or electrical sparks, needing immediate attention? Call the Physical Plant Service Desk at 5-6401 any time.

#### **Requesting service for a minor maintenance needs**

Does something small need fixing, like replacing a missing floor tile or correcting a heating problem? Have staff submit a Service Request to the Physical Plant. The form is found on-line on the Physical Plant web page under the Service Request button.

#### **Requesting renovations**

Do you want work done involving building walls, installing outlets, or removing sinks? First, make your needs known to your Dean's Office. Have staff call your Physical Plant Customer Service Representative to go over your project with you and guide you through the work authorization process. Renovation work is channeled to the Facilities & Campus Planning Department for planning and execution.

#### **Getting offices and labs ready for new faculty**

Hiring a new faculty member? Have staff submit a Service Request to the Physical Plant to have the office painted and made ready. If laboratory renovations are needed, go

through your Dean's Office to make your needs known. The campus budgets centrally for renovations for new faculty.

### **Making a land use request**

Do you want to host an event on the grounds? Have staff submit a Land Use request to the Physical Plant. The form is found on-line on the Physical Plant web page under the Land Use button.

## **Transportation Services**

### **Ground Transportation Options**

Do you need to travel by car or manage a department vehicle? Transportation Services provides ground transportation options for UMass business travelers and information about campus resources for acquiring and maintaining campus vehicles. Transportation Services contracts with a primary car rental agency which includes an on-site rental office and provides a web-based tool which determines mileage efficiency for road trips. A car sharing rental is also available for rental by the hour. For more information call 545-4682 or visit <http://www.umass.edu/vehicle> .

### **Parking on campus**

Are you a student, faculty or staff member who needs a parking permit? Need to know about Special Needs parking or where to direct your department's visitors to park? Are you a new member of the faculty or staff and need parking information? Everything you need to know about parking lots, rates, and policies, as well as purchasing permits, can be found online at <http://parking.umass.edu/index.php/home/> or by calling UMass Parking Services at 413-545-0065.

### **Special Transportation Services**

Need to pick up a visitor or candidate, or book transportation for a field trip? UMass Transit operates a Meet and Greet program that provides transportation to/from the Amherst campus in luxury sedans operated by professionally trained drivers as well as bus and van transportation for field trips. Contact Field Trip Services, at 545-2498. For lift van and other special needs transportation for faculty, staff, and students, call 545-2086 to make a reservation. For more information visit the Transit web site at <http://www.umass.edu/transit/spectrans.html>

### **Bus Transportation**

A no fare public transit bus system serves the UMass campus as well as the 4 other college campuses and 8 surrounding communities. For schedule and other information go to <http://www.umass.edu/bus>

## Finance

[Bursar's Office](#), [Controller's Office](#), [Procurement](#) and [Print, Mail, Distribution](#)

### **What it means to have signature authority for University funds**

Signature authority is granted to the individual listed as the manager of a specific department who accepts an institutional responsibility for the University funds assigned. Signatures may not be reproduced or forged on any document. A higher level authority in the organization can sign transactions in the absence of the responsible person. Signature authority may be temporarily delegated on forms available at <http://www.umass.edu/aco/empacfinforms.htm> and kept on file in the Controller's Office. A person delegating signature authority still remains fully responsible for all transactions charged to an account. Attaching the temporary delegation form to transactions provides the back-up documentation for the designee's signature and helps expedite transaction processing. All transactions, regardless of the funding source, must be managed consistent with the policies and procedures of the University and adhere to reasonable and prudent business principles.

Refer to the Policy for Management of University Funds at <http://media.umassp.edu/massedu/policy/RevMngmntUFunds.pdf>

### **How to purchase goods and services**

Goods and services may be obtained using either a purchase requisition or a procard depending on the type and dollar amount of the item. Purchase requisitions are input in the PeopleSoft and routed and approved before dispatch to a vendor. Procard transactions are purchased on a university issued credit card and subject to limitations and post audit reviews. Purchasing policies are described at <http://www.umass.edu/procurement>

Key facts for Department Administrators:

- The university requires goods and services to be purchased on authorized contracts
- A sole source form must be used when a product is only available through one vendor or manufacturer.
- Competitive bids are generally required for services, equipment or commodities valued over \$25,000
- A Contract for Services (cfs) form is used for the purchase of all services over \$2,000

### **Getting a UMass Corporate Travel Card**

Employees expecting to travel on University business should obtain an UMass Corporate Travel Card for charging travel related expenses. Contact the Procurement Department at 5-0361 <http://www.umass.edu/procurement>.

### **How to get reimbursed for travel**

The University's policy is to reimburse employees for necessary and reasonable travel expenses incurred for authorized and approved University business. Most departments

have trained and certified travel preparers who will prepare reimbursement forms and submit Expense Reports on-line to the Controller's Office for inclusion in the employees paycheck. A UMA corporate travel card is available to employees who travel on University business. For more information see <http://www.umass.edu/travel/> .

Key facts for Department Administrators:

- Travel policies are available at <http://www.umass.edu/aco/ss/travel/manual/index.htm>
- All reimbursement submissions to the Controller's Office must be approved by the traveler's immediate supervisor and include written pre-travel authorization
- Reimbursements must be submitted within 60 days after the trip is complete or monthly for long term travel. Travel submitted after 120 days will be reported as taxable income to the traveler.

### **How to get reimbursed for authorized business expenses**

In general, employees should not purchase non-travel related goods and services with personal funds and instead utilize the procurement processes available to the campus. In the event that a purchase requisition or Procard is unavailable for an unexpected expense, the reimbursement must be documented, include a business purpose, and be authorized. A department's certified travel preparer submits business reimbursements using the same process as travel submissions. Reimbursements for purchased services is not allowed.

Key facts for Department Administrators:

- Expenses must follow university policies available at [http://www.umass.edu/aco/docs/Business\\_Expense\\_Policy\\_Apr\\_2010.pdf](http://www.umass.edu/aco/docs/Business_Expense_Policy_Apr_2010.pdf). This policy provides guidance on various types of business expenses including business meals and meetings, gifts, moving expenses and others.
- All expenditures must be accompanied by an original receipt and documentation must include date, location and description of business purpose and name and title of any persons in attendance.
- Approval requirements for expenditures can be found in the Business Expense Policy referenced above.

### **How to deposit and record cash, check and credit card receipts**

Revenue in the form of cash, check, electronic funds transfer and credit card receipts should be deposited and recorded through the Bursar's office in accordance with collection security guidelines available at <http://www.umass.edu/aco/collsecguide.htm> Departments may not open bank accounts, including PayPal or other web-based accounts, without permission of the University Treasurer's office. Credit card transactions must be processed through university approved systems to ensure the safeguarding of credit card information. Contact the Reconciliation Accountant at 5-2368 for more information.

### **How to track and dispose of University equipment**

All University property must be properly disposed following University regulations available at <http://www.umass.edu/recycle/surplusproperty.shtml> . The Property Office (545-0700) must be notified before any equipment purchased with sponsored funds is

transferred to another institution.

### **How to report fraudulent activity**

Anyone who believes fraud has occurred should report such incident to either the campus Controller, Vice-Chancellor, Chancellor and/or directly to the University Auditor's office or the campus police department. Employees are protected under Massachusetts General Law, Chapter 149, section 185, from retaliatory actions by the employer.

Fraudulent acts include:

- Embezzlement, misappropriation or other financial irregularities
- Forgery or alteration of documents (checks, time sheets, contractor agreements, purchase orders, other financial documents, electronic files)
- Improprieties in the handling or reporting of money or financial transactions
- Misappropriation of funds, securities, supplies, inventory, or any other asset (including furniture, fixtures or equipment)
- Authorizing or receiving payment for goods not received or services not performed
- Authorizing or receiving payments for hours not worked

The fraud policy is distributed annually to all employees. The full policy can be referenced at <http://www.umass.edu/aco/fraudpolicy.htm>

### **What to do if contacted about an audit of financial data**

The Controller's office coordinates all site visits and the preparation of responses to written requests for financial information. Occasionally an auditor or investigator may request information or a review of financial data, programs or facilities without prior notice. These individuals should be referred to the Controller's Office (5-0806) or OGCA (5-0698) before providing information or access to campus data or facilities.

### **How to apply for research grants and contracts**

In general, funds supporting research activities of a faculty member are considered sponsored grants and contracts and must be approved and accepted by OGCA. All grant and contract proposals are required to be submitted through the Office of Grants and Contracts Administration (OGCA) on an IPF which must be signed and approved by the department head and dean before submission to the sponsor. More information can be obtained at <http://www.umass.edu/research/>

### **Once a research award is received, how to start spending**

The research accounting section of the controller's office administers post award financial management of grants and contracts including the set up of new award information and budgets in the PeopleSoft financial system. A staff directory is available at <http://www.umass.edu/aco/ra/accountants.htm>

### **OpScan: scoring examinations and compiling results**

Do you have faculty who give examinations in a machine-scored format or want to tabulate survey results and need help? For more information call the Print Services

Office at 577-9500, visit 151 Whitmore or go online at <http://www.umass.edu/print/>

**How mailing services are provided on campus**

Need to mail something special or process bulk mailing with customized addressing? Is your mailing qualified for non-profit rates? Mail Services is the main liaison to the United States Postal Service and provides delivery of U.S. mail, campus mail, Five College courier mail, and mail from the University courier system. Outgoing U.S. mail and UPS services are also provided to the campus. Distribution Services provides receiving, distribution of materials and shipping consultation for the Amherst campus. Call Mail Services at 545-2488 or visit <http://www.umass.edu/mail/>

**What Print Services are available**

Print Services uses state-of-the-art digital printers that offer high speed, high quality digital printing and easy document preparation. In addition to quick service and high quality, Print Services provides the security of in-house confidential printing and can merge variable data onto customized print material. For more information call the Print Services Office at 577-9500, visit 151 Whitmore or go online at <http://www.umass.edu/print/>

## Financial & Cost Analysis

### **Administrative Overhead (AO) defined**

The Administrative Overhead Rate is charged to revenue and student fee operations to recover some of the central service costs generated in support of the operation which are paid for with central General Operating Funds. In compliance with State law, every revenue operation must be self supporting and bear an allocable share of the direct and indirect costs of central services provided by the campus.

Examples of these central services are:

Budget Office	Institutional Research
Bursar's Office	New Office
Controller's Office	President's Office (Campus Share)
Equal Opportunity and Diversity	Procurement
Financial Cost and Analysis	Public Affairs
Human Relations	Public Safety
Human Resources	Space Management

The rate is calculated as a campus-wide ratio of applicable indirect costs to the respective revenue and student fee operation direct costs.

### **Facilities and Administration (F & A) Rate defined (also known as indirect cost rate)**

The Facilities and Administration or F & A rate is federally mandated and determines the amount of reimbursement received for the indirect costs incurred by sponsored activities on campus. The F & A rate contains components for building and equipment depreciation, capital interest, operations and maintenance costs, departmental and general administrative expenses. Every two to three years a new rate is calculated based on current expenditure data and negotiated with the Federal Government. The FY12 campus overhead rate on research grants and contracts is 58.5% of direct sponsored expenses for on-campus projects, and 26% for off-campus projects. The rate is applied to the sponsored project expenditures and generates campus funds known as RTF – Research Trust Funds.

### **How the revenue (RTF) generated through the F & A rate is allocated**

F & A Recovery is divided up as follows: 70% goes directly to the campus central budget to cover research related expenses. The remaining 30% is split evenly between the PI, his/her department, and his/her college/school. These funds may be carried over fiscal years.

### **Effort Reporting and PIs responsibilities**

The campus requires that each principal investigator certifies their reported effort spent on sponsored activity, as required by federal OMB circular A-21, as follows:

- A Personnel Action Form(s) is completed for each employee, containing the pertinent financial information, based on the planned effort distribution. This information is collected in the University's Human Resources System, which is directly fed into the Financial System.

- Significant changes in work activity are identified on an ongoing basis and adjustments are made to the effort distribution and charges to reflect the changes.
- An annual statement is certified by a responsible official each fall, verifying that the work was performed, stating that the salary charges are reasonable in relation to the work performed, with amendments noted.

UMA has implemented ECRT, a web-based tool for effort reporting, for better control and compliance with these important regulations. UMA ECRT is administered by the Financial and Cost Analysis department and has been utilized for annual effort certification by all key personnel on grants and contracts since fiscal year 2009.

Access to ECRT and related training information is available at the ECRT home page, <http://www.umass.edu/af/systems/fca/ecrt.htm>.

Financial & Cost Analysis staff provide online training as well as classroom sessions for PI's and departmental staff. Drop-in assistance is also available as needed.

For questions or assistance with ECRT please contact the help desk at 5-2119.

## Human Resources

### **Employee Responsibilities Regarding Conduct**

University employees are state employees and are subject to the provisions of many state laws regulations and advisories as well as variety of campus policies regarding employee conduct

#### **Conflict of Interest (State Ethics Commission)**

University employees are governed by the state's Conflict of Interest Law Ch. 268A. In general you may not ask for or accept anything worth \$50 from anyone with whom you have official dealings, disclose confidential information gained as a public employee, take official action affecting your own financial interest or financial interest of a family member or hold more than one job with the state. University employees are required to certify annually that they have received the State Ethics Commission's summary of ethics laws and bi-annually are required to take the State Ethics Commission's on-line exam. This law governs conduct of state employees and should be reviewed at

<http://www.malegislature.gov/Laws/GeneralLaws/PartIV/TitleI/Chapter268A>

#### **Guidelines Governing Political Activity of State Employees**

The conflict of interest law has implications for employees regarding their political activities, which includes, but is not necessarily limited to, any activity that is in support of or opposition to a federal, state or local candidate or political party or a state or local ballot question. For detailed information go to

<http://www.mass.gov/ethics/education-and-training-resources/info-section-7/advisories/advisory-11-1.html>

#### **Principles of Employee Conduct**

University leaders play a key role in assuring that high standards of ethical practice attend to the delivery of services and custody of resources. The university embraces the values expressed in the Principles of Employee conduct found at

<http://media.umassp.edu/massedu/policy/PersonnelEmpConduct.pdf> and expects their observance by all employees.

#### **Annual Financial Disclosure**

Staff who are designated as campus senior administrators are also subject to the state's annual Financial Disclosure regulations. A notice is sent yearly to these designated employees by President's Office. For a copy of the applicable law go to <http://www.mass.gov/legis/laws/mgl/gl-268b-toc.htm>

### **Manager and Supervisor Responsibilities Regarding the Workplace Environment**

The University prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, veteran status, or sexual orientation in any aspect of the access to, admission, or treatment of students in its programs and activities, or in employment and application for employment.

Furthermore, University Policy includes prohibitions of harassment of students and employees, i.e., racial harassment, sexual harassment, and retaliation for filing complaints of discrimination. Affirmative action in employment is required for women,

racial and ethnic minorities, Vietnam-era veterans, and individuals with disabilities in order to address underrepresentation in the workforce.

The Equal Opportunity and Diversity Office web site <http://www.umass.edu/eod/> provides information regarding the campus' policies regarding sexual harassment, obligations under the Americans with Disabilities Act, and defines the grievance process to investigate and where possible resolve complaints of alleged discrimination based on disparate treatment or based on disparate impact.

### **Basic Paycheck and Time Reporting**

The campus academic year runs from September 1<sup>st</sup> to August 31<sup>st</sup>. The University observes 13 holidays during the calendar year. Paychecks are issued bi-weekly. Employees with direct deposit of their pay can log on to HR Direct to view and/print their bi-weekly pay advice statement. Supervisors and managers are responsible for approving all time, including exception-based time such as vacation and personal time, for their employees.

### **Hiring Faculty and Staff**

The authority to hire is delegated through each executive area and each area has slightly different approval processes. Check with your executive area's administrative officer (AO) on the specific procedures for hiring in your executive area. The office of Equal Opportunity and Diversity (EO&D) oversees the Search & Hiring Process for faculty and exempt and non-exempt professional staff. The HR Employment Office oversees the employment process for non-exempt ('classified') staff.

<b>Executive Area</b>	<b>Administrative Officer (AO)</b>	<b>Phone #</b>
Chancellor & Provost, Athletics, OIT	Donna Marino	5-2554
Research and Engagement	Lisa Liebowitz	5-3881
University Relations	Sue Lorow	5-8500
VC Admin and Finance	Ruth Yanka	5-1581
VC Student Affairs & Campus Life	Gail Matthews	5-2300
VC University Advancement	Leslie Heath	7-3285

### **Drug Free Workplace**

The University, as a recipient of federal sponsored funds, complies with the federal Drug Free Work Act and issues an annual update to the campus' Drug Free Work Place Policy.

### **Getting a Newly Hired Employee onto the HR/payroll system (PeopleSoft HR Direct)**

A personnel action form (PAF) must be completed and signed by the hiring authority in order to get a new employee's paperwork entered into the HR/payroll system. For faculty and exempt employees, the search must first be approved by EOD. Faculty

searches must also be approved by the Provost. Then, along with the PAF, submit an Offer and Acceptance Form, three letters of reference and a resume. Please check with your executive area's AO on the specific procedures for approving PAF forms in your executive area.

### **HR Direct**

Many HR status updates for employees (address changes, direct deposit, withholding) are available through HR Direct, the HR/payroll system's employee self service option. HR Direct may be accessed from the HR website.

### **Scheduling new employees for new employee orientation to complete their employment paperwork**

Contact the HR Employee Service Center (5-6110) to schedule a new employee for new employee orientation. A new employee must attend new employee orientation in order to be paid.

### **Brief Description of Campus Collective Bargaining Agreements**

The terms and conditions of employment for faculty and most staff, including discipline and termination, are covered by the collective bargaining agreements the campus has with the labor organizations that represent these employees.

There are eight bargaining units at the Amherst campus:

- Massachusetts Society of Professors (MSP/MTA)  
The Faculty unit is represented by Massachusetts Society of Professors (MSP) which is affiliated with the Massachusetts Teachers Association. This unit represents the faculty and librarians on the Amherst and Boston Campuses (administered by the Chancellor's Office)
- Professional Staff Union Professional (PSU/MTA Units A&B)  
Professional and exempt staff employees are represented by the Professional Staff Union/Massachusetts Teachers Association (PSU/MTA, Unit A) and also represents employees on the Boston Campus as well. This union also represents supervisors of maintenance workers on the Amherst Campus in a Unit B (PSU/MTA, Unit B)
- The American Federation of State County and Municipal Employees Local 1776 (AFSCME) represents maintenance, dining hall, and custodial workers on the Amherst Campus. AFSCME also is the representative for CC temporary employees in Auxiliary Services and Parking Services.
- The University Staff Association, an affiliate of the Massachusetts Teachers Association (USA/MTA), represents clerical and academic technical workers
- The International Brotherhood of Police Officers, Locals 432 A&B (IBPO) represents police officers on the Amherst Campus. Superior Officers (Lieutenants and Sergeants) are in IBPO Unit B and Patrol Officers are in Unit A
- The Graduate Employee Organization (GEO), which is an affiliate of the United Automobile Workers, Local 2322, represents graduate student employees (administered by the Graduate School)
- The Postdoctoral Researchers Organization (PRO), which is an affiliate of the United Automobile Workers, represents postdoctoral research associates and senior postdoctoral research associates (administered by the Graduate School)

- The Resident Assistants Union/UAW Local 2322 (RA) represents undergraduate students employed as resident assistants in the residence halls.

The various collective bargaining agreements can be found at [http://www.umass.edu/humres/lr\\_contracts.htm](http://www.umass.edu/humres/lr_contracts.htm).

Managers are responsible for administering the employment terms and conditions of the applicable bargaining unit in their respective areas. Contact Nick Marshall or Don Teres in the HR Labor Relations office at 545-2736 if you have staff labor relation questions or issues. Contact Susan Pearson in Chancellor's Office at 545-2211 if you have faculty labor relation questions or issues. Contact Susan Chinman in the Graduate School at 545-6131 if you have graduate student employee or post-doctoral employee labor relation questions or issues.

### **Non-Unit Employee Policies and Procedures**

Policies and procedures for staff not covered by any collective bargaining agreement, also known as non-unit, are administered by Human Resources. Go to [http://www.umass.edu/humres/cc\\_non\\_bargaining\\_units.htm](http://www.umass.edu/humres/cc_non_bargaining_units.htm) to view these policies and procedures.

### **What to do if an employee (including student) doesn't get paid**

If you have an employee who has been working more than 3 weeks and hasn't been paid, contact Tim Cendrowski at 5-6106 who will forward your call to the appropriate HR Staff member. Because the University has a bi-weekly payroll schedule, it is possible for a new employee to work up to 3 weeks before receiving their first paycheck. Hourly employees, such as student employees, must have the hours that they worked entered into the HR/payroll system in order to get paid. You can find the bi-weekly payroll calendar and the payroll processing dates on the HR website.

### **Difference Between Exempt and Non-Exempt Employees**

Non-exempt means that a position is covered by wage and hours laws requiring the university to maintain time records and pay time and a half for overtime hours worked. Overtime is defined as working more than 8 hours a day or 40 hours a week. Exempt means that the position is not covered by (or is exempt from) wage and hours laws and therefore, the position is paid a flat salary and exempt from overtime pay.

### **Performance Evaluation Requirements for Faculty and Staff**

Evaluation programs are crucial for providing feedback to you from your staff and to your staff on their job performance and may have an impact on some contractual merit salary programs. There are different evaluation programs for faculty and unit and non-unit exempt and non-exempt staff.

#### **Faculty**

The Provost's Office in conjunction with the Deans of the various schools and colleges oversee annual faculty reviews. For fulltime faculty evaluations go to <http://www.umass.edu/provost/faculty-staff-resources/annual-faculty-report>. For part time faculty go to page 51 of the MSP Contract <http://www.umass.edu/provost/faculty-staff-resources/policies-contracts>

### **Unit Exempt Employees and PSU Non-Exempt Employees**

The Performance Management Program (PMP) ([http://www.umass.edu/humres/cc\\_pmp.htm](http://www.umass.edu/humres/cc_pmp.htm)) covers unit exempt professional staff and is required yearly by the collective bargaining unit agreement. The PMP evaluation period is typically tied to either the fiscal or academic year. Contact your AO for evaluation dates and procedures.

### **Unit and Non Unit Non-Exempt Employees**

The Performance Evaluation for Classified Employees (<http://www.umass.edu/humres/library/class-pe.doc>) is used for non-exempt staff (except PSU non-exempt as noted above) and is generally tied to the employee's hire date or date promoted into their current position. Human Resources will notify departmental personnel coordinators when a non-exempt APR is due.

### **Non Unit Exempt Employees**

Annual Performance Review (APR) is used for non-unit exempt staff and is typically tied to either the fiscal or academic year. Contact your AO for evaluation dates and procedures

### **Training Available on Conducting Performance Appraisals**

If you would like more information about how to conduct performance appraisals please contact the HR Workplace Learning and Development Office at 5-1787 to request services.

### **Employee Compensation Information**

Human Resources is responsible for administering compensation and classification programs for campus exempt and non-exempt staff. The Provost's Office sets guidelines and administers compensation for faculty and librarians. Student Employment in the Financial Aid Office is responsible for administering pay rates for undergraduate students, and the Graduate School oversees stipend compensation for graduate student employees.

### **Setting the Starting Pay (exempt and non-exempt employees only)**

The start pay for non-exempt employees is defined by the Schedule of Salary rates.

The start pay for exempt employees is guided by the Professional Staff Salary Administration Program Salary Schedule located at [http://www.umass.edu/humres/library/FY2011\\_PSU\\_Salary\\_Schedule.pdf](http://www.umass.edu/humres/library/FY2011_PSU_Salary_Schedule.pdf). In general, new employees are hired between the minimum of the range and the first quartile. For salaries outside this range, a review by Human Resources is required. Contact your AO for the process followed in your executive area should you wish to hire someone above the first quartile.

**Requesting Salary/Position Level Changes (exempt and non-exempt employees only)**

Changes in compensation once an employee is hired can be reviewed if the employee's position description changes significantly or if an inequity exists in the employee's salary vis-à-vis via other employees with similar histories. For information on the procedure for making these types of requests, contact your AO and visit [http://www.umass.edu/humres/cc\\_home.htm](http://www.umass.edu/humres/cc_home.htm)

**What to do if an employee is injured on the job**

When an employee is injured on the job the supervisor's primary responsibility is to ensure that prompt medical treatment or first aid is provided. Within forty-eight (48) hours of the incident, or a work-related illness being reported, the supervisor must complete and submit a Notice of Injury Form to Human Resources, Workers Compensation Section, 181 President's Drive, Room 325, Whitmore Administration Building. Forms related to, and guidance regarding, Workers' Compensation are available from Human Resources (545-6114).

The employing department should investigate the circumstances that led to the injury and notify Environmental Health & Safety (EHS) 545-2682 regarding the incident. EH&S is available for assistance with the investigation. (See page 19 for further information)

## **Mullins Center**

### **Booking a Mullins Center function room**

The Mullins Center offers two function rooms, including the Massachusetts Room (2,332 sq. ft.) and the Green Room (1,045 sq. ft.) for your gatherings, meetings and banquets. University users receive a reduced rate. Please visit the Mullins Center Function Room Rental Information website at [http://www.mullinscenter.com/function\\_rooms.aspx](http://www.mullinscenter.com/function_rooms.aspx) to check availability, review rates, review function room details and reserve a room. Please contact Shane Cadwell at 5-3336 if you have trouble accessing the Mullins Center Function Room Rental Information and the online request form or if you have any questions. The University of Massachusetts Catering Services offers catering for all Mullins Center function room events. Please visit their website at <http://catering.umassdining.com/> to review their menu.

### **How to find out about Mullins Center events**

The Mullins Center offers a variety of exciting events for the whole family to enjoy including UMass Basketball and Hockey, family shows, theatrical performances, concerts and various other events. Please visit the Mullins Center website for event and ticketing information at <http://www.mullinscenter.com>, call the Mullins Center Box Office at 5-0505 or visit the Mullins Center Box Office located at 200 Commonwealth Avenue. Please sign up for the Mullins Center Cyber Club at <http://www.mullinscenter.com/cyberclub.aspx> if you wish to receive regular email notification including upcoming events, ticket on-sale dates, pre-sale offers and special promotions.

### **Accessing the Mullins Center Community Ice Rink and Racquetball Courts**

The Mullins Center Community Ice Rink provides public skating events and racquetball courts for faculty, staff, students and the general public. Faculty, staff and students can rent ice time and purchase public skating and racquetball passes at a discounted rate. Please visit the Mullins Community Ice Rink website [http://www.mullinscenter.com/ice\\_rink.aspx](http://www.mullinscenter.com/ice_rink.aspx) for a complete public skating schedule and skate rental information. For more information, please contact the Practice Rink Receptionist at 5-2791 between the hours of 4 -10 p.m. or visit the Mullins Center Community Ice Rink located at 200 Commonwealth Avenue.

## [University Police Department \(UMPD\)](#)

### **Overview**

UMPD officers attend the Municipal Police Training Committee (MPTC) training academy and possess powers, authority, and responsibilities identical to municipal police officers in the Commonwealth of Massachusetts. The department operates 24 hours per day, seven days a week, 365 days a year, providing patrol, investigation, specialized and emergency response, as well as crime prevention and educational services.

### **How to Contact the Police Department**

There are UMPD Officers on duty 24-hours a day, seven days a week. Please report any suspicious activity or criminal conduct to UMPD immediately by calling 911. For routine business, questions, concerns, or suggestions regarding the police department, call the non-emergency line, 5-2121, or e-mail at [pspmail@admin.umass.edu](mailto:pspmail@admin.umass.edu). You may also use the [Citizen Commendation/Complaint Form](#) to provide feedback about UMPD services.

### **How to Report an On-Campus Crime or Emergency**

As University policy, the UMPD strongly encourages everyone in the campus community to report any crime or suspected crime in a timely manner. We also encourage reporting any public safety related incidents, suspicious or unusual behavior, or any hazardous situations. Dispatchers are available 24 hours a day, 7 days a week, 365 days a year.

To provide anonymous information regarding a crime, contact the UMPD TIPS Line at 413-577-TIPS (413-577-8477). Remember that 911 on a cell phone will not reach the dispatchers at UMPD. We recommend pre-programming your cell phones with the UMPD dispatch number (413-545-2121).

You may also report a crime from one of over 100 emergency HELP phones located throughout campus. These phones are easily identified by their yellow boxes and blue lights. When you push the red emergency button you will be in immediate contact with the UMPD, and the dispatcher will be able to pinpoint your location. Certain crimes can also be reported on-line at <http://www.umass.edu/umpd>

### **Registering for Emergency Text Messaging System**

As part of the UMass Amherst Campus Alerts system, emergency text messages will provides time-sensitive notifications to subscribers' cell phones about situations that pose an immediate risk to the safety of the campus or could significantly disrupt its activities. See [Campus Alerts Sign-Up](#) for enrollment information and frequently asked questions.

### **Crime Prevention and Safety Awareness Programs**

UMPD officers will arrange any of the following crime prevention programs and presentations for your group or organization. For details, contact UMPD Community Outreach Officer Mark Whelihan at 5-9461 or Officer Brian Kellogg at 5-0196 or [pspmail@admin.umass.edu](mailto:pspmail@admin.umass.edu) for details.

Operation Identification	Crime Reporting
Sexual Assault Prevention	Harassing Phone Calls
Help Phones	Residence Hall Security Escort Services
TIPS Line	Campus Watch Program: Like It, Lock It, Keep It
Bicycle Safety	Rape Aggression Defense (R.A.D.)
Active Threats	Alcohol Abuse Prevention

In addition, a program can be tailored to meet your organization's needs. UMPD offers crime prevention programs and sexual assault prevention programs on a continual basis, as well as sessions on Rohypnol abuse, theft, vandalism, personal safety, and residence hall security. In addition to seminars, the UMPD disseminates information to students and employees through crime prevention awareness packets, security alert posters, displays, videos, and articles in student newspapers.

### **Residence Hall Security**

The UMPD works in partnership with the staff of Housing and Residence Life to ensure that our residence halls are safe places to live.

### **How to Make a Record Request**

If you need to request a record regarding an accident or incident occurring on the UMass Amherst campus, complete the Public Record Request Form found at <http://www.umass.edu/umpd/pdffiles/RECORD%20REQUEST.pdf>. After completing this form, drop it off during business hours, 8:30am to 5:00pm, at the Police Department or mail to 585 East Pleasant Street, Amherst, MA 01003. Once received, your request will be processed in approximately 24-48 hours and can be mailed or faxed to you, or picked up at the same address. Please provide a telephone number in case more information is needed in order to complete this request.

### **Lost and Found**

If you find an item on campus, you may turn it in to the Police Department by dropping it off in the Lobby on the ground floor at 585 East Pleasant Street, Amherst, MA 01003 or mailing it to Lost & Found at the same address. Staff will make arrangements to return the items to the rightful owner.

## UCard

### **How faculty and staff get a UCard**

Your UCard is your official campus picture identification card and also serves as your library card and in some cases as your time card and door access card. The UCard also has an optional debit feature which allows you to deposit funds which you can use at all campus venues.

To get a UCard once you are on payroll, come to the UCard Office during normal business hours. Please bring a current picture ID driver's license or passport with you to verify your identity.

If you are not yet on payroll but need a UCard immediately, you can get a UCard via the NENS (Non-Employee, Non-Student) process. Instructions for your department on completing a NENS form application is available at the OIT web site <http://www.oit.umass.edu/general/oit-forms>.

For more information on the UCard and its uses, including opening a debit account, depositing funds, or reporting a lost card, go to <http://www.umass.edu/ucard/> or call the UCard Office at 5-0197

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## PHONE NUMBERS

### **A&F VICE CHANCELLOR'S OFFICE**

James Sheehan, Vice Chancellor Administration and Finance  
Terri Holmes, Assistant .....545-1584

### **A&F ADMINISTRATIVE SYSTEMS**

Jacqui Watrous, Executive Director of Administrative Systems  
Joe Pickul, Assistant .....545-2119

### **A&F BUDGET AND OPERATIONS**

Ruth Yanka, Executive Director A&F Operations .....545-1581

### **ALTERATIONS**

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### **AUXILIARY ENTERPRISES**

Ken Toong, Executive Director  
Chris Newman, Assistant .....545-1504

### **BUDGET AND FINANCE**

ANDREW MANGELS, ASSOCIATE VICE CHANCELLOR FINANCE AND BUDGET DIRECTOR  
Ellen Knuerr, Assistant .....545-2141

### **BURSAR'S OFFICE**

Erin Zuzula, Bursar  
Cynthia Shanahan, Assistant .....545-1780

### **CAMPUS CENTER/STUDENT UNION**

Meredith Schmidt, Director .....545-0585

### **CAMPUS PLANNING**

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### **CONTROLLER**

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### **DINING SERVICES**

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Garett DiStefano, Interim Director, Residential Dining .....545-2472

### **EMERGENCY PREPAREDNESS & BUSINESS CONTINUITY**

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### **ENVIRONMENTAL HEALTH AND SAFETY (EH&S)**

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### **FACILITIES PLANNING**

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### **FACILITIES AND CAMPUS SERVICES**

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### **FINANCIAL AND COST ANALYSIS**

Will Shea, Director .....577-0313

**HUMAN RESOURCES**

Juan Jarrett, Assistant Vice Chancellor  
    Laura Dziuban, Assistant .....545-0380

**LABOR RELATIONS**

Nicholas Marshall, Administrator .....545-2736

**LABOR/MANAGEMENT WORKPLACE ED PROGRAMS**

Joseph Connolly, Manager.....545-1469

**LICENSING & TRADEMARK ADMIN FOR UM SYSTEM**

David Curley, Director .....577-0125

**MULLINS CENTER**

Shane Cadwell, Executive Director .....545-3336  
    Vacant, Meeting Space Coordinator .....545-1867  
    Box Office Information .....545-0505  
    Ice Rink & Racquetball Courts.....545-3990  
    Charge by Phone Tickets ..... 800-745-3000

**PARKING SERVICES**

Michael Brennan, Manager .....545-0065

**PHYSICAL PLANT**

Pat Daly, Director  
    Janet Powers, Assistant .....545-6478  
    Service Desk .....545-6401

**POLICE DEPARTMENT (UNIVERSITY )**

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    Lynn Grimaldi, Assistant .....545-2125  
    Non Emergency .....545-2121  
    Emergency ..... 911

**PROCUREMENT AND CAMPUS SERVICES**

John O. Martin, Director  
    Leasa Roberts, Assistant .....545-0361

**TRANSPORTATION SERVICES**

Al Byam, Director .....545-0056

**UCARD**

Thomas Mahaney, Manager .....545-0197

**WORKPLACE LEARNING & DEVELOPMENT**

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