

ADMINISTRATIVE & PROFESSIONAL FACULTY HANDBOOK 2021 - 2022

WELCOME

INTRODUCTION

**NOTICE OF NON-DISCRIMINATION AND EQUAL
OPPORTUNITY**

SEXUAL MISCONDUCT RESOURCES AND TITLE IX

AMERICANS WITH DISABILITIES ACT

ATTENDANCE AND WORK ROUTINE

WORKERS' COMPENSATION

LEAVE BENEFITS

DISABILITY BENEFITS

HEALTH BENEFITS

EMPLOYEE WORK-LIFE AND WELLNESS

LIFE INSURANCE BENEFITS

ADMINISTRATIVE & PROFESSIONAL FACULTY HANDBOOK continued

RETIREMENT BENEFITS

SUPPLEMENTAL RETIREMENT ACCOUNTS

VOLUNTARY BENEFITS

PROFESSIONAL DEVELOPMENT

INFORMATION TECHNOLOGY

CAMPUS BASICS

SAFETY IN THE WORKPLACE – JMU POLICE

WORKPLACE CONFLICT RESOLUTION OPTIONS

LEAVING EMPLOYMENT

WELCOME

I'd like to personally welcome you to James Madison University. It's an exciting time for us as we look to the future and continue to grow, adapt, and respond to the needs and dreams of our employees, our community, our students and the many partners we have around the country and the world!

James Madison University provides many opportunities for personal and professional growth, and the Human Resources office is here to help you navigate through your employment and assist however we are able.

This handbook is one way for us to provide information that is relevant to your employment with JMU. You can also find many helpful resources on our [website](#). Our office is located at 752 Ott Street in the [Wine-Price](#) building and we are glad to serve you there in person as well. The Human Resources direct phone number is 540-568-6165.

JMU is recognized nationally for many things: academic quality, teaching excellence, student retention, graduation rates, community engagement, environmental and social responsibility, athletics, campus beauty and hospitality. Recognition like this happens, in large part, because of the dedicated people who work here... people like you.

Again, welcome to James Madison University.

Chuck Flick
HR Director

Human Resources is dedicated to customer service, a positive approach to change and the pursuit of excellence that promotes university and individual success.

INTRODUCTION

Administrative faculty and professional faculty are normally referred to collectively, as both require advanced learning acquired by prolonged formal instruction and/or specialized training and work experience. However, the university recognizes administrative faculty and professional faculty as distinct position types.

Administrative Faculty positions are generally senior administrators who perform work related to the management of the educational and general activities of the university, for at least fifty percent of their work. Typically, administrative faculty serve in executive leadership roles such as vice president, provost, vice provost, dean, assistant or associate vice president, assistant or associate vice provost or assistant or associate dean. Other administrative faculty roles can include (1) those responsible for the administrative direction of separately designated divisions or departments of institutional activity; (2) positions whose primary responsibility is to attract external funds; or (3) positions that are characterized by active, continuing involvement in formulating, interpreting and implementing institutional policy and exercise substantial independence, authority and discretion in areas such as program planning, design and allocation of resources. The organizational reporting relationship for administrative faculty is normally not lower than three levels below Executive Council positions. For Academic Affairs, this would include: Vice Provost/Dean (level 1), Academic Unit Head/Director (level 2) and Associate Director (level 3).

Professional Faculty require advanced learning and experience acquired by prolonged formal instruction and/or specialized work experience. Typical professional faculty positions are librarians, counselors, coaches, physicians, lawyers, engineers and architects. Other professional positions may support education, research, University Life and other such activities. Professional faculty positions must require the incumbent to regularly exercise professional discretion and judgment and to produce work that is intellectual and varied and is not standardized.

Administrative and professional faculty members are generally appointed on an annual basis by the president, on the recommendation of the appropriate vice president. In special circumstances, a contract for two years may be negotiated for an A&P faculty member's continued employment. Such a contract requires prior approval from the appropriate vice president, after consultation with the other vice presidents.

Role in Governance

Authority for the governance of the university is vested in the Board of Visitors (BOV) by the Commonwealth of Virginia. The BOV is responsible for generally directing the affairs of the university, and for appointing the president as the chief executive officer of the university. The president, with the approval of the BOV, has exercised his authority to create an administrative system of divisions and areas within the university, including the Division of Academic Affairs, headed by the provost. The provost, with the approval of the BOV and the president, has exercised his authority to create a system of administrative areas and colleges within the division. A&P faculty members are generally involved in the governance of the university through this administrative structure.

This handbook is designed as a resource for A&P faculty members at James Madison University. Official university policy on A&P faculty always takes precedence over the content of this site.

Contracts for Administrative & Professional Faculty Members

1. **Initial Appointment:** A contract for employment of an A&P faculty member may be entered into at any time for a term of up to one year, with the end date of the appointment to be set as the next June 30 after the appointment date. As an exception to the one-year initial term limit, with the appropriate vice president's prior approval, if an initial appointment begins no earlier than May 1, the end date may be set as June 30 of the following year. Thereafter, the appointment will be on an annual basis from July 1 until June 30. The appointment of an A&P faculty member is generally on a fiscal and not an academic-year basis.

2. **Reappointment:** Reappointment is typically made on an annual basis for a 12-month contractual period and is based on satisfactory performance and the needs of the university. A&P faculty members have no legitimate expectation of continuation of their appointments past the end of the contract term, and reappointment is at the discretion of the university. Reappointments are effective as of July 1 of each year, unless otherwise specified in the terms of the contract. The university will notify the faculty member if it is determined the faculty member's contract will not be renewed. All non-renewals will be processed according to the policies and procedures of JMU.

3. *Optional two-year reappointment contract:* If it is determined to be in the university's best interest to enter into a two-year contract with a specific A&P faculty member, such a contract may be established with approval from the appropriate vice president after consultation with the other vice presidents. For faculty members not reporting under a vice president, the president will determine whether a two-year contract is appropriate.

Criteria for a two-year reappointment contract may include the critical need for the continuation of the faculty member's employment, demonstrated exceptional service to the institution, or other appropriate justification for the university's decision to extend the length of the faculty member's appointment.

To be eligible for a two-year contract, the faculty member must have at least 15 years of full-time service with James Madison University and have an overall history of at least satisfactory performance. Fifteen years is calculated on 180 months of full-time service. There may be breaks in service and the service years may consist of any combination of full-time classified, instructional and A&P faculty employment. Periods of part-time employment are not counted.

4. It is within the discretion of the university to grant a two-year contract, and no A&P faculty member has a right to demand or entitlement to a two-year contract.

5. If a two-year contract is established, it will automatically renew for additional two-year terms, unless the university notifies the faculty member that the contract will not be renewed. All nonrenewals will be processed according to the policies and procedures of JMU.

[Administrative & Professional Faculty Employment Agreement](#)

[Faculty Handbook](#)

About JMU

<https://www.jmu.edu/about/index.shtml>

JMU Organizational Chart

<https://www.jmu.edu/president/offices-and-staff/org-chart.shtml>

HR Communications

We want you to be connected and informed:

- HR's [website](#) is filled with information for your employment satisfaction
- You will receive emails with a link to view your monthly [HR Update](#), an employee-centered, electronic newsletter
- Join the conversation on Twitter [@JMUJobs](#)
- If you are an administrative assistant or administrator, send a request to humanresources@jmu.edu to join the HR Alerts for Admins ListServ to receive timely announcements and need to know information
- New employees are automatically added to the New Employee ListServ; one of many ways Human Resources provides you with JMU community information beyond what you may have already learned and experienced through HR's Dukes at Work onboarding program

Wondering who to call with specific questions? See [Services We Provide](#) for a list of HR services provided and the primary contact person for that service.

Links of Interest

JMU Policy [1335](#) - Terms and Conditions of Employment for Administrative & Professional Faculty

JMU Policy [1307](#) - Performance Evaluation of Administrative & Professional Faculty

JMU Policy [1339](#) - Negotiated Amicable Separation Agreements for Administrative & Professional Faculty

Department of Human Resource Management Policy [1.57](#)-Severance Benefits

University Policy Manual

Visit the [University Policy Committee's website](#) to research policies that have a broad impact on the university's people and processes. Find out about smoking regulations, weapons, animals, and drones on campus, university bulletin boards, what to do with found items, or how to claim lost items.

The UPC ListServ is a great way to stay informed on new and revised policies. An opt-in feature allowing you to join the ListServ is available on the Home and Ask Questions pages at <http://www.jmu.edu/JMUpolicy>.

As a result of subscribing to the ListServ, employees receive notices when:

- Policies are updated
- Policies are posted for public review
- The semi-annual policy change notification report has been posted on the site

[Summary of Key Policies](#)

Other important responsibilities are listed in policies found in the published regulations of the university (such as the [Manual of Policies and Procedures](#), the [Finance Procedures Manual](#), and the policies of various administrative divisions or departments, as well as the policies and procedures of the various colleges and academic units), and in laws and regulations of the Commonwealth of Virginia and the United States of America.

Personnel Data

You have the right to review your personnel file by contacting the Human Resources office to arrange an appointment. When you change your home address, marital status, number of dependents, beneficiary, or similar information, you should notify a [Benefits Specialist](#) in Human Resources.

NOTICE OF NON-DISCRIMINATION AND EQUAL OPPORTUNITY

James Madison University does not discriminate on the basis of age, disability, race or color, national or ethnic origin, political affiliation or belief, religion, sex, sexual orientation, gender identity or expression, veteran status, parental status (including pregnancy), marital status, family medical or genetic information, in its employment, educational programs, activities, and admissions. JMU complies with all applicable federal and state laws regarding non-discrimination, affirmative action, and anti-harassment. The responsibility for overall coordination, monitoring and information dissemination about JMU's program of equal opportunity, non-discrimination, and affirmative action is assigned to the Office of Equal Opportunity. Inquiries or complaints may be directed to the Office of Equal Opportunity: (540)568-6991, [OEO homepage](#), oeo@jmu.edu

JMU prohibits sexual and gender-based harassment including sexual harassment and sexual assault and other forms of inter-personal violence. The responsibility for overall coordination, monitoring and information dissemination about JMU's Title IX program is assigned to the Title IX Coordinator. Inquiries or complaints may be directed to the Title IX Coordinator: Amy Sirocky-Meck (540)568-5219, [Title IX homepage](#), titleix@jmu.edu.

SEXUAL MISCONDUCT RESOURCES AND TITLE IX

JMU is a learning, working, and living environment free from gender and sex-based discrimination including sexual harassment and sexual misconduct. JMU has two policies that address sexual harassment and sexual misconduct. [JMU Policy 1346](#) - Title IX Sexual Harassment pertains to incidents of sexual harassment, sexual assault, dating violence, domestic violence, and stalking that occur within university programs and activities, including employment. [JMU Policy 1340](#) - Sexual Misconduct addresses sexual misconduct outside the scope of Policy 1346. These policies are for all members of the university community.

JMU employees are designated as *Responsible Employees*. Responsible Employees are obligated to report all disclosures of sexual harassment and sexual misconduct that they learn about during the course of their employment to the Title IX Office. Employees may receive disclosures from students, faculty, or staff regarding incidents of sexual misconduct which they are responsible for reporting to Title IX. Employees can report information directly to the Title IX Coordinator or the Title IX Office via email, in person, or over the phone. This assures that Title IX can then reach out to the party who experienced harm to provide information about resources and support available through the university.

Employees may also report information to their [HR Consultant](#), who will forward the report to the Title IX Office.

Title IX compliance and reporting at JMU is managed by the [Title IX Office](#). Amy Sirocky-Meck serves as the university's Title IX Coordinator. The Title IX Office can provide guidance on resources and support available, legal and/or campus conduct processes, and provide supportive measures including, but not limited to, No Contact Orders and temporary changes to work schedule and/or location to individuals who have experienced harm.

The Title IX office also oversees the university's efforts in understanding campus climate regarding sexual harassment and sexual misconduct and provides campus-wide education and training on Title IX. On their website, you can learn more about

- [Title IX](#)
- [Title IX Staff and Officers](#)
- [JMU Campus Resources](#)
- [UHC Survivor Advocacy](#)
- [Making a Report](#)
- [Title IX Training](#)

AMERICANS WITH DISABILITIES ACT

The university will provide reasonable accommodations to qualified individuals with documented disabilities to ensure equal access and equal opportunities with regard to university employment, university educational opportunities, and the university's programs and services [JMU Policy 1331](#).

Inquiries or requests for reasonable accommodations for disabilities may be directed to benefits@jmu.edu, 540-568-3593.

[Virginia Human Rights Act – Reasonable Accommodations for Disability](#)

[Campus Accessibility website](#)

The JMU ADA and Section 504 Coordinator is the Director of the Office of Equal Opportunity, 540-568-6991, oeo@jmu.edu

ATTENDANCE AND WORK ROUTINE

Recording Time/Attendance

Full-time, non-exempt and exempt employees must report leave taken to Human Resources by using the Leave feature in MyMadison, where employees can add or edit leave requests and view balances.

Alternative Work Schedules [JMU Policy 1310](#)

In some instances, alternative work schedules may be necessary to provide effective services to the university community. When feasible, the university also tries to provide employees with a work schedule that is flexible enough to allow an opportunity to balance work and other responsibilities. Alternative work schedules must be approved by your supervisor and may include flextime, job sharing and less-than-12-month agreements.

Holidays [JMU Policy 1102](#)

The president of the university signs into effect each calendar year a schedule of official university holidays and pre-determined closings. The holiday schedule includes New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, and Thanksgiving. Pre-determined closings include a floating day for full-time JMU employees in lieu of Election Day as a holiday, the day after Thanksgiving, and a winter break. It may also include time for spring break and other appropriate holidays, up to the number set by the Commonwealth of Virginia as holidays for state employees. For a list of holidays during which the university will be closed, refer to the [HR website](#).

To receive holiday pay, employees must either work or be on paid leave the workday before and the workday after the holiday, with the exception of a holiday that falls on the first day of a pay period. Employees that are scheduled to begin employment or return from leave on the first workday of a pay period (10th or 25th) and that day is also a holiday, the first day of the pay period will be considered the first day worked and the employee will be eligible to receive holiday pay.

Employees working on holidays/recognition leave days may receive pay or compensatory leave for the number of holiday hours proportionate to their work schedules, not to exceed eight hours.

Closings, Class Cancellations and Exam Postponements Due to Inclement Weather or Emergencies [JMU Policy 1309](#)

Decisions to close all non-essential university operations will be made by the Senior Vice President of Administration and Finance. When bad weather or another emergency situation causes the university to open late, close early or be closed for a full day, you will be compensated for the time off. Many employees are considered non-designated and are not required to work when the university is closed due to inclement weather or other emergency situations. However, to continue to provide services to students, some positions are considered designated and, as a condition of employment, must report to

work when the university is officially closed due to inclement weather or during other emergency conditions.

Break Time for Nursing Mothers

In accordance with The Patient Protection and Affordable Care Act, which amended section 7 of the Fair Labor Standards Act (FLSA), James Madison University employees will be allowed reasonable, unpaid break time to express milk for a nursing child for up to one year after the child's birth, each time such employee has need to express milk. A specific location will be provided, other than a bathroom, which is shielded from view and free from intrusion from co-workers and the public. [JMU Policy 1341](#) – Break Time for Nursing Mothers.

WORKERS' COMPENSATION

Workers' Compensation/Return to Work [JMU Policy 1312](#)

Report all job-related injuries and illnesses, no matter how minor, to your supervisor or to a Benefits Specialist, benefits@jmu.edu, 540-568-3593 within 24 hours, or as soon as possible. The injury should be reported by completing the online [Accident/Incident Report](#). Employees choose a treating physician from JMU's Panel of Physicians to receive Workers' Compensation benefits for approved claims.

In emergency situations, employees may seek treatment at Sentara RMH Emergency Room. A physician from JMU's Panel of Physicians must still be selected to provide follow-up care.

Time Away From Work due to Workplace Illness/Injury

- Time missed from work must be ordered by the chosen panel physician in order to be approved under Workers' Compensation.
- There is no change to an employee's regular pay if leave is available.
- The first seven calendar days are a waiting period and are submitted through the leave system in MyMadison. On the eighth day, Workers' Compensation will begin to reimburse the university on approved claims.
- After 21 calendar days, the first seven days of leave will be reimbursed as described by the Virginia Workers' Compensation Act.

Workers' Compensation/Transitional Duty

When possible, JMU will provide altered or transitional duty when prescribed by a Panel Physician. Transitional Duty Plans are evaluated on an individual basis, and revisited periodically to confirm effectiveness.

The Claim Form, Panel of Physicians, FAQ's and additional information can be found on [HR's Workers' Compensation website](#).

LEAVE BENEFITS

A&P faculty must track A&P Faculty Leave taken using [MyMadison](#), where employees can add or edit leave requests or view leave balances.

Full-time A&P faculty members receive 24 days (192 hours) of A&P Faculty Leave per fiscal year (July 1 – June 30), to be taken for any purpose with the approval of your supervisor. A&P faculty members may carryover up to ten days (80 hours) of leave from one fiscal year to the next. Those with contracts of less than 12-months or those hired during the academic year receive a prorated amount of leave. Upon leaving state service, A&P faculty with 10 or more years of state service are paid for unused leave.

Also see A&P Faculty Leave [Frequently Asked Questions](#) and [Leave Types for Full-Time Faculty](#).

Bereavement Leave

All A&P faculty will have three days (24 hours) of bereavement leave available for each leave year (January 10 – January 9) as needed. The leave can be taken by an employee to grieve the loss of an immediate family member (defined as spouse, child, or parent), prepare for and attend their funeral, and/or attend to any other immediate post-death matters.

Bereavement Leave can be taken in any increment, the minimum being .25 hour, and must be approved by a supervisor. To use the Bereavement leave select “BL TAKEN” from the drop down menu in MyMadison.

Civil and Work-Related Leave [DHRM Policy 4.05](#)

Civil and work-related leave may be granted to serve on a jury, appear in court as a witness under subpoena, or to attempt resolution of work-related problems. Civil and work-related leave may also be taken when testing and/or interviewing for other state positions. Reasonable travel time may be included. If use of this leave for interviewing becomes excessive, it may be restricted. Supervisor advance approval is required for civil and work-related leave. Written verification may be required. Court documentation is required when serving on a jury or appearing in court as a witness.

Compensatory Leave

A&P faculty members are considered exempt from the overtime provisions of the federal Fair Labor Standards Act (FLSA), and are not eligible for compensatory leave, except for hours worked (up to eight hours) on a scheduled holiday or inclement weather day.

Additional information may be found in DHRM Policy [3.10](#)-Compensatory Leave or JMU Policy [1303](#)-Provisions for Granting Overtime and Compensatory Leave.

Educational Leave [DHRM Policy 4.15](#)

Educational leave may be provided at the discretion of the university. It is limited to 12 months and may be granted with full, partial, or no pay for the purpose of allowing employees time to further their education through a course of study related to their work or that of the university.

Faculty Sickness and Disability Program (FSDP)

Refer to the Disability Benefits section of the handbook.

Faculty Family Leave (FFL)

As part of the Faculty Sickness and Disability Program (FSDP), all full-time faculty members receive 12 weeks (480 hours) of Faculty Family Leave (FFL) per leave year (January 10 – January 9) to care for an ill or injured immediate family member (spouse, child, or parent) or other qualifying circumstance, provided all Family Medical Leave Act (FMLA) eligibility requirements are met. FFL hours reset at the beginning of each leave year. FFL hours are entered and tracked by Human Resources and reflected in MyMadison and Manager Self-Service.

The Parental Leave benefit will run concurrently with Faculty Family Leave.

Family and Medical Leave (FMLA) [JMU Policy 1308](#)

The Family and Medical Leave Act (FMLA) requires the university to provide eligible employees unpaid job-protected leave for the:

- 12 workweeks/480 work hours of leave in a 12-month calendar year January 10 – January 9 for:
 - The birth and care of a newborn child within one year of birth;
 - The legal placement of a child with the employee for adoption or foster care within one year of placement;
 - The care of an immediate family member (defined as spouse, child or parent) with a serious health condition;
 - The employee's own serious health condition, including an on-the-job injury or occupational disease covered by Workers' Compensation, which causes the employee to be unable to perform the essential functions of his/her job;
 - A child, spouse or parent being on active duty or having been notified of an impending call or order to active duty in the Armed Forces. Leave may be used for any "qualifying exigency" arising out of the service member's current tour of active duty or because the service member is notified of an impending call to duty in support of a contingency operation.
- 26 workweeks/1,040 work hours of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin.

To be eligible for job-protected leave, employees must have been employed at least 12 months and worked at least 1,250 hours during the 12-month period prior to the leave request.

The 12-week period is calculated starting from the date the employee begins FMLA leave. Eligible employees have the option of using paid leave, as appropriate under each particular leave policy, for absences covered under FMLA. The agency may designate such leave as Family and Medical Leave. If leave is taken under FMLA, the employee has a guaranteed right to return to their prior job, or in unusual cases, a job with equivalent status and pay. Health benefits continue during the leave at the same level and conditions as if the employee had continued to work.

If both parents are married and employed by the university, they are entitled to a total of 12 weeks of leave combined (rather than 12 weeks each) for the birth or placement of a child for adoption or foster

care, to care for a parent with a serious health condition, and exigency military leave or up to 26 weeks for military caregiver leave.

To take FMLA, 30-days advance notice must be given to the supervisor when it is foreseeable for the birth of a child, placement of a child for adoption or foster care, or for planned medical treatment. When it is not possible to provide advance notice, the employee must notify the supervisor as soon as practical.

Intermittent leave that is medically necessary may be taken without the supervisor's approval for each absence. Proper notice should be provided to the supervisor, even though the supervisor's permission to use leave is not required. Supervisors must approve requests for intermittent leave if used for the birth, adoption or foster care placement of a child.

Certification from the family's health care provider must be provided to Human Resources to support FMLA.

For complete information on FMLA, please contact a Benefits Specialist, benefits@jmu.edu, 540-568-3593, or refer to [JMU Policy 1308](#).

Leave of Absence

Employees may be granted a leave of absence with supervisor approval. Requests for leave with/without pay must be presented in writing to your supervisor. A leave without pay may not be granted for more than 12 calendar months, except for extended illness or injury, or for military active duty.

A leave of absence may be granted for:

1. Educational leave (more than the allowable leave with pay)
2. Military leave
3. Medical
4. Personal reasons

Military Leave [DHRM Policy 4.50](#)

Members of a military unit, the National Guard, Naval Militia, or Armed Forces Reserves are entitled to 15 workdays of leave per federal fiscal year (October 1 to September 30) for federally-funded military duty. If the duty is fragmented, the employee is still entitled to 15 workdays of leave per federal fiscal year. A copy of the military orders or other official documentation must accompany the employee's request for military leave. If ordered to duty because of an emergency, the employee must supply supporting documentation upon return to work to verify the use of military leave.

Parental Leave [JMU Policy 2108](#)

Eligible full-time, part-time salaried (PTS), and quasi full-time (QNT) faculty members receive eight weeks or 320 hours of paid parental leave to be used within six (6) months of the birth of an infant or adoptive, foster, or custodial placement of a child under the age of eighteen (18). Eligibility determinations are made as of the date that the child is born or placed via adoption or foster or custodial care. Visit the [Parental Leave](#) webpage for additional details about this leave type.

Personal Day

An eight-hour personal day is granted by the university to all A&P Faculty on January 10 of every leave year (or the first day of employment for new hires). It is considered an 8-hour floating holiday. The personal leave day must be used in the full eight-hour increment by January 9 of the leave year or will be lost. Unused hours are not paid out upon separation.

Service Recognition Leave (SRL)

A&P Faculty will be awarded 40 hours of Service Recognition Leave upon completion of cumulative state service totaling one year, three years, five years, and every subsequent five-year anniversary.

Upon reaching the cumulative service milestone, the 40 hours of Service Recognition Leave will be credited to the employee's leave record under Service Recognition Leave. Service Recognition Leave must be used within 12 months from the date awarded. If hours are not used, they will be lost.

Employees who separate employment within the year of receipt of Service Recognition Leave would be eligible for a leave payout of any unused Service Recognition Leave hours.

Additional information available at [DHRM Policy 1.15](#).

Sick Leave and Family/Personal Leave - Virginia Sickness and Disability Program (VSDP) [DHRM Policy 4.57](#)

A&P Faculty who are enrolled in Virginia Sickness and Disability Program (VSDP) are provided sick leave and family/personal leave each leave year (January 10 to January 9) based on months of state service. Sick Leave and Family/Personal leave hours are used to supplement income when applicable during VSDP claims. Sick and Family/Personal leave are not paid out upon separation.

The following charts reflect the accrual rates for sick leave and family/personal leave according to months of state service:

Current Full-Time		
Months of State Service	Sick Leave Hours/Working Days	Family/Personal Hours/Working Days
Less than 60	64 (8 days)	32 (4 days)
60-119	72 (9 days)	32 (4 days)
120 or more	80 (10 days)	40 (5 days)
New Full-Time		
Employment Begin Date	Sick Leave Hours/Working Days	Family/Personal Hours/Working Days
January 10 - July 9	64 (8 days)	32 (4 days)
July 10 - January 9	40 (5 days)	16 (2 days)

Virginia Sickness and Disability Program (VSDP)

Refer to the Disability Benefits section of the handbook.

DISABILITY BENEFITS

A&P Faculty who elect the Virginia Retirement System, will have a choice to elect the Virginia Sickness and Disability Program (VSDP) or the Faculty Sickness and Disability Program (FSDP).

A&P Faculty who elect the Optional Retirement Plan (ORP) will be covered by the Faculty Sickness and Disability Program (FSDP).

Faculty Sickness and Disability Program (FSDP)

The Faculty Sickness and Disability Program (FSDP) is a disability plan administered by the university that provides eligible faculty members income protection if the employee cannot work because of a non-work-related or work-related injury, illness or other medical condition. The program offers short-term disability coverage at no cost to the employee.

The Faculty Sickness and Disability Program (FSDP) will provide faculty members who are not enrolled in the Virginia Sickness and Disability Program (VSDP) with 26 weeks (6 months or 1,040 hours) of paid leave per leave year (January 10 – January 9) for the faculty member's medical inability to work. FSDP hours reset at the beginning of each leave year (January 10). In the event an extended leave of absence for medical reasons is anticipated or if a sudden medical leave of absence in excess of ten business days occurs, a consultation with Human Resources should be scheduled. A physician's statement verifying inability to work (and date the employee is expected to return) will be required to initiate a FSDP claim.

Faculty members employed prior to January 10, 2020 and who were not enrolled in VSDP received a one-time allotment of one week (40 hours) of leave for each year of state service. These additional hours, referred to as the Faculty Sickness and Disability Credit (FSC), will reside in a reserve/bank and may be used to extend the 26 weeks of faculty member's medical leave. The 26 weeks of FSDP must be used first. Reserve/bank hours are a one-time allotment and do not reset each year. FSC hours can be used until they are exhausted.

FSDP and FSC hours are entered and tracked by Human Resources and reflected in MyMadison and Manager Self-Service.

There is no long-term disability coverage through the Faculty Sickness and Disability Program. Faculty interested in long-term disability coverage should consider purchasing a long-term disability option provided by UNUM as described below.

Virginia Sickness and Disability Program (VSDP)

The Virginia Sickness and Disability Program (VSDP) is a disability plan that provides eligible employees income protection if the employee cannot work because of a non-work-related or work-related injury, illness or other medical condition. The Virginia Retirement System (VRS) administers VSDP in conjunction with a third-party administrator, and the university. The program offers short-term and long-term disability coverage at no cost to the employee. VSDP benefits include:

- sick leave (See [Leave Benefits](#))
- family/personal leave (See [Leave Benefits](#))
- short-term and long-term disability coverage
- long-term care coverage
- Transitional, medical rehabilitation and vocational rehabilitation plans to help you return to work if you are able

Under the VSDP short-term disability provisions, after a one-year waiting period from date of full-time employment, the employee will be provided income replacement during times of short-term disability for up to 125 days (6 months). The level of income replacement is based on months of state service. Faculty in VSDP can utilize sick leave (restrictions apply), family/personal leave, and Faculty Sickness and Disability Program (FSDP) hours to supplement income levels less than 100%. In the event an extended leave of absence for medical reasons is anticipated or if a sudden medical leave of absence in excess of ten business days occurs, a consultation with Human Resources should be scheduled. If you are unable to return to work full time, full duty within the six-months of short-term disability than you may transition into long-term disability.

For additional details regarding the Virginia Sickness and Disability Program (VSDP) review the Virginia Retirement System website at www.varetire.org.

UNUM Long-term Disability Income Protection

Faculty members that elected the ORP or elected VRS, but chose to participate in the Faculty Sickness and Disability Program (FSDP) can purchase UNUM long-term disability coverage.

UNUM Long-term disability coverage is income replacement in a situation where the employee is considered disabled. Employees can elect 25%, 40%, or 50% of their earnings to supplement income. The cost of UNUM long-term disability is based on the employee's age and salary. If the employee enrolls within the first 60 days of employment an evidence of insurability is not required. If the employee does not elect to enroll in UNUM, there is an open enrollment period that occurs every even year in the spring.

HEALTH BENEFITS

Health Insurance

The university offers comprehensive health insurance programs to all full-time employees. The cost of health insurance coverage is shared by the employee and the university. The health insurance program provides hospitalization, medical, surgical, out-patient, prescription drug and major medical coverage.

Coverage options are:

- Single (coverage for employee only)
- Employee plus one (coverage for employee plus one eligible dependent)
- Family (coverage for employee plus two or more eligible dependents)

Coverage in a health care plan begins on the first day of the first full month in which employment begins. An employee has 30 days from their hire date to make a health benefit selection. Health insurance coverage ends on the last day of the month when separation from the university occurs, provided premiums have been paid.

Changes to coverage may be made yearly during Open Enrollment (typically in May) or during the plan year for certain qualifying mid-year events such as marriage or divorce, death of spouse or dependent, birth or adoption of a child, change in a spouse's employment, change in the dependent status of a child, etc. Qualifying mid-year event changes must be made within 60 days of the event, and become effective the first of the month following the mid-year event date or the receipt of the enrollment form, whichever is later. Exceptions to this rule include the birth/adoption of a child or divorce.

Section 125 of the Internal Revenue Code permits employees to have the employee's portion of the health insurance premium deducted prior to state and federal taxation. Employees are automatically placed into the pre-tax program.

Flexible Spending Accounts (FSA)

Enrollment in a flexible spending account (FSA) allows for deductions prior to state and federal taxation for qualified medical and dependent care expenses. In a medical FSA, employees set aside pre-tax dollars to pay for medical, dental, vision care, or other eligible expenses which are not covered by their health benefits plan. The maximum amount employees may deposit into their medical FSA each plan year is \$2,750. The minimum contribution each pay period is \$10.

The dependent care FSA allows employees to set aside pre-tax dollars to pay for eligible dependent care expenses. Single employees or employees who are married and file joint returns may deposit a maximum of \$5,000 per plan year into the account; married employees who file separate tax returns are limited to \$2,500 per plan year. The minimum contribution each pay period is \$10.

Once the deduction begins, employees cannot stop their deductions until the open enrollment period or a qualifying mid-year event occurs. Employees should plan carefully when enrolling in either of these accounts, as unused balances at the end of the plan year are forfeited.

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) is a confidential information, support, and referral service offering tools and resources designed to help maximize productivity and meet the challenges of modern life. EAP services are available to employees and their household members enrolled in state health plans. Areas frequently addressed by the EAP include:

- Addiction and recovery
- Child care and parenting
- Concierge and convenience services
- Emotional well-being
- Financial issues
- Helping aging parents
- Legal concerns
- Life events
- Wellness and prevention
- Work and career

[COVA Care and COVA HDHP](#) (Anthem Blue Cross and Blue Shield)

1-855-223-9277

[COVA HealthAware](#) (Aetna)

1-888-238-6232

[Kaiser Permanente](#)

1-866-517-7042

[Optima Health Vantage](#)

1-800-899-8174

EAP Virtual Resources

The Employee Assistance Program offers many virtual resources covering a variety of topics. These resources include informational articles, podcasts, pre-recorded webinars and much more.

Anthem: www.anthemep.com Enter code Commonwealth of Virginia

Aetna: www.mylifevalues.com Username: COVA Password: COVA

EMPLOYEE WORK-LIFE AND WELLNESS

[Balanced Dukes](#) is the work-life balance and integration program for James Madison University. The program offers wellness programs, initiatives, and campaigns that encourage health and wellness throughout campus. The mission of Balanced Dukes is *Helping our employees reach a blend of personal satisfaction in four core areas, Work, Family, Community, and Self, in pursuit of a meaningful quality of life*. Our goal is to support and enhance the overall well-being of our faculty and staff. All faculty and staff are welcome and encouraged to participate in Balanced Dukes programs.

[CommonHealth](#) is the employee wellness program for the Commonwealth of Virginia. Balanced Dukes incorporates and supports all efforts and initiatives through the CommonHealth program. CommonHealth offers stress management sessions, WW (formerly weight watchers) discounts, annual wellness events and more. Participation in many of the CommonHealth initiatives are open to all state employees; however, some discounts and incentives offered through CommonHealth are only available to full time employees.

If you have questions about Balanced Dukes or CommonHealth, please contact Tara Torkelson, Work Life & Engagement Specialist, roetb@jmu.edu, 540-568-5533

LIFE INSURANCE BENEFITS

Basic Group Life Insurance

The university provides all eligible employees with basic group life insurance. The principal amount of life insurance is two times the annual salary rounded to the next highest thousand dollars for natural death, four times the annual salary rounded to the next highest thousand for accidental death. Life insurance premiums are paid by the university. The plan is administered by Virginia Retirement System (VRS) and underwritten by Minnesota Life Insurance.

Optional Life Insurance

The optional group life insurance plan provides all eligible employees a way to supplement the basic group life insurance for themselves, a spouse and/or their children. There are four options for level of coverage: one, two, three or four times the employee's annual salary. Optional life insurance premiums are paid by the employee, and based on the employee's age and annual salary for coverage of employee and their child. Cost for spousal coverage is based on spouse's age and employee's annual salary. If the employee does not apply for optional life insurance within 31 days of employment a Group Life Evidence of Insurability form must be completed. The Optional Group Life Insurance Plan is administered by Virginia Retirement System (VRS) and underwritten by Minnesota Life Insurance.

Keep Your Beneficiary Up to Date

Virginia Retirement System (VRS) pays benefits according to the latest beneficiary designation in the employee record. The Designation of Beneficiary is established in the order of precedence set by Virginia law.

- Surviving spouse: if no surviving spouse;
- Surviving children: if no surviving children;
- Surviving parents; if no surviving parents;
- Executor of estate; if no executor listed;
- Next of kin

RETIREMENT BENEFITS

Faculty members are given the choice to elect either the Virginia Retirement System (VRS) or the Optional Retirement Plan (ORP). Faculty have 60 days from their hire or re-hire date to choose between these two plans, and the decision is irrevocable. If no plan selection is made within 60 days of the hire/rehire date, the Faculty member will default to the Virginia Retirement System plan.

In order to compare the Virginia Retirement System and the Optional Retirement Plan, register for or log into your account at [myVRS](#). Once logged in, you will see the choice of plans. Your plan election is effective on your hire or rehire date, so any contributions payable by you will be due retroactively.

Virginia Retirement System (VRS)

VRS provides a hybrid retirement plan and defined benefit retirement plans. Plan eligibility for each is determined by VRS membership date and employee type. In each plan, the university makes employer contributions that fund defined retirement benefits and members contribute 5% of their annual salary to their individual member accounts. Member contributions are made on a pre-tax basis.

VRS Hybrid Retirement Plan

Faculty who become members of VRS on January 1, 2014 or later participate in the hybrid retirement plan. ICMA-RC is the third party administrator for the VRS Hybrid Retirement Plan. This plan combines the features of a defined benefit plan and defined contribution plan:

- The defined benefit portion of the plan provides a retirement benefit determined by age, creditable service and salary history. The defined benefit is not based on contributions to the account.
- The defined contribution portion of the plan provides a retirement benefit that depends on the contributions made and the investment performance of the plan.

Faculty contribute a mandatory 5% of their annual salary to the Hybrid Retirement plan. 4% is contributed to the defined benefit plan and the remaining 1% is contributed to the defined contribution plan. Faculty can also voluntarily contribute up to an additional 4% of their annual salary to the defined contribution plan. Increases and decreases to the voluntary contributions can be done on a quarterly basis. The university will match the employee's voluntary contribution based on the set amount applied to the defined contribution plan.

VRS hybrid participants may retire under the defined benefit portion of the plan at their normal Social Security retirement age with at least five years of creditable service or when the sum of their age and years of creditable service equals at least 90. A reduced benefit is available at age 60 with five years of creditable service. Benefits from the defined contribution portion of the plan are available upon separation from state service, regardless of age; however, the percentage of employer matching contributions is dependent on the length of participation in the plan.

VRS Defined Benefit Plans: VRS Plan 1, VRS Plan 2

Faculty with VRS membership dates prior to January 1, 2014 participate in VRS defined benefit plans unless they opted to participate in the VRS Hybrid Retirement Plan between January 1 and April 30, 2014.

Faculty contribute a mandatory 5% of their annual salary into their member contribution account; however, the retirement benefit amount is based on a formula as described below - not on the accumulated contributions in the member's account. VRS defined benefit participants are eligible to retire with full benefits as follows:

VRS Plan 1

VRS defined benefit participants (excluding sworn Campus Police officers, see VaLORS below) who became members of VRS prior to July 1, 2010 and were vested in VRS as of January 1, 2013 participate in VRS Plan 1. They are eligible to retire at age 65 with five years of creditable service, or as early as age 50 with 30 years of creditable service. A reduced benefit is available at age 50 with 10 years of creditable service or at age 55 with five years of creditable service. The retirement amount is based on:

- Average final compensation (average of highest 36 consecutive months of salary)
- Years of service
- Age at retirement

VRS Plan 2

VRS defined benefit participants (excluding sworn Campus Police officers, see VaLORS below) who became members of VRS between July 1, 2010 and December 31, 2013 or who were not vested in a VRS defined benefit plan as of January 1, 2013 participate in VRS Plan 2. They are eligible to retire at their normal Social Security retirement age with at least five years of creditable service or when the sum of their age and years of creditable service equals at least 90. A reduced benefit is available at age 60 with five years of creditable service. The retirement is based on:

- Average final compensation (average of highest 60 consecutive months of salary)
- Years of service
- Age at retirement

Virginia Law Officers Retirement System (VaLORS) (Plan 1 or Plan 2)

Campus Police sworn officers participate in VaLORS, which is a defined benefit plan with enhanced benefits for hazardous duty. VaLORS participants are eligible to retire at age 60 with five years of creditable service or as early as age 50 with 25 years of creditable service. A reduced benefit is available at age 50 with five years of creditable service. The retirement amount is based on:

- Average final compensation (average of highest 36 or 60 consecutive months of salary)
- Years of service
- Age at retirement

Funds that members have contributed to their defined benefit member account may be refunded to them when they terminate employment.

Members who are vested in VRS or VaLORS (five or more years of service credit) and do not take a refund remain eligible for retirement benefits when they reach the minimum age threshold for their plan.

Members who take a refund of their member account forfeit accumulated service credits and eligibility for future retirement benefits. In some cases, they can purchase refunded service credit if they return to a VRS-covered position after taking a refund.

If you elect the Virginia Retirement System, you may purchase certain types of service to be credited toward the Virginia Retirement System within your first two years of employment (known as the cost window) to count toward your total years of VRS service. Eligible types of service to be purchased include the following:

- Military service and service in other government agencies
- Non-covered service such as part-time or wage employment with a VRS participating employer
- Leave that was taken for birth, adoption, or education with a VRS participating employer
- Federal service
- Public Service (Salaried, Full-time) Other Than VRS

You are allowed to purchase up to four years (48 months) of service total, and the cost to purchase this service would be at an approximate normal cost of your current salary (if purchased within the cost window).

You may also purchase previous VRS service that was refunded. Refunded service has no cost window and the cost basis is different than other types of service. The cost rate for refunded service is the total refunded amount, plus interest compounded annually from the date of the refund to the date of purchase. The current interest rate is 6.75%. There is no limit on the amount of refunded service that you can purchase.

You may purchase these types of service through Payroll on a pre-tax or post-tax basis, complete a qualified trustee-to-trustee rollover of funds, or pay in a lump sum.

Optional Retirement Plan (ORP)

The Optional Retirement Plan (ORP) is a defined contribution plan. The retirement benefit from this retirement plan is based on contributions and the investment gains and losses on those contributions. Generally, this type of plan is more portable than the defined benefit plan.

ORP Plan 1

Faculty whose membership date is before July 1, 2010 are covered under Plan 1. Under Plan 1, the employer contributes 10.4%. Vesting is immediate.

ORP Plan 2

Faculty whose membership date is on or after July 1, 2010 are covered under Plan 2. Under Plan 2, the Faculty member makes a mandatory 5% pre-tax contribution and the employer makes an 8.5% contribution. Vesting is immediate.

Enrolling in the ORP, the faculty member selects from one of two providers, TIAA-CREF or DCP (record kept by ICMA-RC) and decides which investment options to select. Faculty may contact their vendor to change investment options at any time throughout the year. However, they may change the investment vendor only during the annual open enrollment period that occurs in the fall.

SUPPLEMENTAL RETIREMENT ACCOUNTS

Tax-Deferred Annuities - 403(b) and 457 Accounts

The university provides employees the opportunity to supplement their retirement income through pre-taxed supplemental retirement accounts. Contributions will be payroll deducted and placed into a special “savings account” that can be accessed at the time of retirement. Employees may elect to have up to 100% of their income (up to IRS cap) deducted and placed into a 403(b) or a 457 account. If interested in participating in a supplemental retirement account, please contact a Benefits Specialist at 540-568-3593. The employee is responsible for ensuring that their contributions are in compliance with IRS regulations concerning tax-deferred contributions. Visit the [HR website](#) for a list of participating companies.

Roth 403(b) and Roth 457 Contributions

The university provides employees the opportunity to supplement their retirement income through after-tax supplemental retirement accounts. The compensation that you defer to a Roth 403(b) or Roth 457 is contributed to the plan after state and federal income tax have been withheld. Then, at retirement, when you are eligible to take qualified distributions from your Roth 403(b) or Roth 457 account, the contributions and earnings on those contributions are not subject to federal income tax. Visit the [HR website](#) for a list of participating companies. Also, see the FAQs on HR’s website to help you decide whether Roth contributions are the right savings feature for you.

Employer-Paid Cash Match Plan

The university offers a Cash Match plan, which can be initiated any time after employment. This program is an employer-paid benefit for salaried faculty and staff who are making contributions to a 403(b) account or 457 deferred compensation plan. Part-time employees are not eligible for the cash match plan. The employer match amount is 50 percent of the employee's contribution up to a maximum of \$20 per pay period. The minimum an employee must contribute to their 403(b) or 457 account to participate in the Cash Match plan is \$10.

Example, if the employee contributes \$20 per pay period to a 403(b) or 457 account, the cash match would be \$10 per pay period. If the employee contributes \$40 per pay period, the cash match would be \$20 per pay period. The cash match will not exceed \$20 per pay period regardless of the amount the employee contributes over \$40. If you are contributing to both a 403(b) and 457 account, you are eligible for only one cash match. If you are enrolled in the VRS Hybrid Retirement plan you are not eligible for the 403(b) or 457 employer cash match unless you are contributing the additional four percent voluntary contribution to the Hybrid plan.

Roth IRA

Employees may invest in a tax-advantaged Roth IRA retirement account. Employee-only contributions are made with after-tax dollars and are tax-free at the time of withdrawal. Employees investing in Roth IRAs are responsible for ensuring that their contributions are in compliance with IRS regulations. Visit HR's [Roth IRA](#) website for a list of participating companies and detailed information.

VOLUNTARY BENEFITS

Aflac Insurance Policies

[Aflac insurance policies](#) pay cash benefits directly to the insured. Employees may choose the plan(s) that best suit their needs.

Aflac currently offers five policies through payroll deduction:

1. Accident Policy
2. Cancer Policy
3. Critical Care Protection Policy
4. Hospitalization Policy
5. Short-Term Disability

Classified employees in the Traditional Sick Leave may want to consider enrolling in Aflac's short-term disability plan.

Classified employees in the Virginia Sickness and Disability Program (VSDP) may want to consider enrolling in Aflac's disability plan to cover the VSDP first year's wait period.

Contact Michael Glover via email at michael_glover@us.aflac.com for additional information.

529 College Savings Plan through FIRM & American Funds

All U.S. citizen employees, those full-time and part-time, are eligible for the plan. With the CollegeAmerica 529 Plan through American Funds, you get some great benefits:

- Tax-advantaged investing – earnings in a 529 grow free from federal tax. This can help you accumulate more over the long term.
- Flexibility – you can use the assets in your account to fund expenses in any U.S. public or private college –undergraduate, graduate, professional or vocational. Qualified expenses include tuition, fees, room and board, and many more. Initial contribution is as low as \$25 minimum per fund. The amount of these contributions moving forward, are fully adjustable: you can start, stop, increase, decrease and suspend contributions at any time.
- Convenience of automatic investing — you can easily invest on a regular basis through payroll deductions.
- Investing for any beneficiary – you can save for anyone—your children, grandchildren, nieces, nephews, friends, etc. You can even save for yourself. In addition, there are no age or income limits.
- No up-front and back-end sale charges – because you would invest in Class 529-E shares offered only through an employer-sponsored plan, you do not incur these sales charges.

- Portability – you can retain CollegeAmerica and continue investing in 529-E shares even upon termination of employment.

For more information, contact Philip Harris via phone 215-557-7622 or email phil@firmadvisor.com for additional information.

Human Resources has partnered with Pierce Insurance to make available the following voluntary benefits to all employees:

Legal Plan Benefit with Legal Resources

With over 70% of Americans having a legal need each year, Legal Resources gives you and your family access to an attorney for everyday needs. Whether your legal matter is expected or unexpected, you'll have immediate and ongoing access to our network of highly rated law firms. You pay no attorney fees for all Fully Covered Services, which include will preparation, traffic court, advice and consultation, real estate matters, divorce, billing disputes, and more! Pre-existing legal matters are even covered at a 25% discount. Live More, Worry Less. Now, you can Relax You're Covered[®]. Call 800-421-3142, ext. 177 to learn more or [click here >](#)

Identity Theft Protection Plan with Legal Resources

The 2019 Identity Fraud Study, released by Javelin Strategy & Research, found that there were 14.4 million victims of fraud in the U.S. in 2018. Identity theft can impact anyone, anywhere, at any time - which is why it is important that you protect yourself. Now you can monitor and control your personal information and have peace of mind in knowing that you're protected with 24/7 fully-managed restoration and up to \$1 million of identity theft insurance in the event of an incident. Call 800-421-3142, ext. 177 to learn more or [click here >](#)

Pet Insurance with Nationwide

My Pet Protection pet insurance from Nationwide is a reimbursement indemnity plan for dogs and cats. That means we reimburse members for a portion of eligible veterinary expenses related to accidents, injuries and illnesses. Wellness coverage is also available for routine preventive exams and services.

Premium is based on:

- Species of pet
- Employee ZIP code
- Reimbursement level selected: 50%, 70% or 90%
- Optional wellness coverage

We accept claims from any licensed veterinarian or veterinary hospital. You can choose plans with or without wellness benefits. All plans include a \$250 annual deductible and a \$7500 per year maximum benefit. You can elect whether the plan will reimburse you at 50%, 70% or 90%.

For more information, or to enroll via payroll deduction. Simply click on this URL, <https://benefits.petinsurance.com/jmu>, or call Nationwide at (877) 738-7874 and provide your employer name.

Home and Auto Insurance with Liberty Mutual

Employees potentially save \$947 with customized auto and home insurance.* Take advantage of payroll deduction for additional savings. Call 800-699-4378 and reference Client #136852 or [Click here](#) to get a free quote.

Guaranteed Permanent Life Insurance with long-term care option

PROFESSIONAL DEVELOPMENT

Talent Development [JMU Policy 1403](#)

James Madison University is committed to providing relevant, high quality professional development opportunities for faculty and staff. In support of JMU's core quality of Faculty & Staff Success – *We foster for all faculty and staff a culture and environment that supports healthy work-life balance and personal and professional growth* – Talent Development offers a variety of workshops, certificate programs, and departmental retreats.

JMU Talent Development focuses on learning areas which encourage each employee to reach their own potential and help faculty and staff work more effectively with others. Talent Development offers personal and professional development opportunities which are provided **free of charge** to JMU Administrative & Professional faculty, Professional Librarians, classified staff and wage employees.

Faculty and staff are encouraged to pursue professional development utilizing internal and external resources. Please let the JMU Talent Development staff know how we can assist you in your personal, professional or departmental development needs.

Talent Development specializes in workshops and departmental retreats that focus on:

- Communication
- Customer Service
- Supervision/Management
- Administrative Skills
- Team Building
- Work/Life Wellness
- Leadership
- Facilitation Skills
- Organizational Development
- Diversity, Equity & Inclusion

For more information about our workshops, certificate programs, and our competency model, please visit <http://www.jmu.edu/talentdevelopment>.

Reimbursement for Work-Related Education or Training from an External Source [JMU Policy 1401](#)

In support of the university's commitment to professional development of faculty and staff, the university may authorize reimbursement to full-time employees for the tuition of work-related education or for the costs of certain work-related training programs taken at other institutions. Departments may also choose to pay for such course work in advance.

This policy is designed to aid full-time employees who are expected to continue employment with the university for a period that will justify such educational assistance.

Tuition Waiver [JMU Policy 1402](#)

The university offers a waiver of tuition (undergraduate and graduate) for academic credit courses offered at JMU each semester. Classified employees are eligible to apply for tuition waiver for courses that begin after their six-month anniversary date, as long as they receive a rating of at least “contributor” on their six-month probationary performance evaluation. Books, application fees, special course or departmental fees and readmission fees are not covered. Applicants may have tuition waived for a maximum of two classes and one lab per semester. Also see HR’s [Employee Tuition Assistance website](#).

Questions regarding waiver of tuition may be directed to the Benefits Assistant, benefits@jmu.edu, 540-568-3593.

JMU Job Opportunities

Classified employees may apply for any posted vacancy at the university. Promotional opportunities are those that involve a competitive selection process resulting in the employee’s movement to a different role in a higher pay band. Lateral opportunities are those that may involve a competitive selection process and result in the employee’s movement to the same or different role in the same pay band. Visit [JobLink](#) for a list of vacant positions. Contact a [Recruitment Specialist](#) for assistance with the application process.

State Job Postings

Jobs.Virginia.gov provides information about current job vacancies with the state system. All state agencies list vacancies with Virginia Jobs for a minimum of five consecutive workdays, not counting Saturdays and Sundays.

INFORMATION TECHNOLOGY

Teaching and Learning

Computing Workshops

Information Technology offers a variety of computing workshops for Administrative & Professional faculty, classified and wage employees. These hands-on workshops on [JMU supported software](#) are offered in the [IT Training Center \(JMAC4\)](#). You can find a comprehensive listing by visiting the [IT Training Course Description website](#). Sign up for these workshops through [MyMadison](#).

Information technology is an essential element of employee life at JMU - enabling research, collaboration, and day-to-day job activities. JMU's Information Technology (IT) department delivers and supports the university network and telecommunications systems, as well as a variety of other systems and services that make your work possible. Descriptions of these services are available on the IT website at www.jmu.edu/computing. A "quick start" is also available at www.jmu.edu/computing/quick.

Communication and Collaboration

JMU provides each employee with an email account and considers email an official means of communication for employees. University policy requires employees to use their university account for all official university business and to check their university email on a frequent basis. Other electronic communications and collaboration services (Zoom, SharePoint, WebEx, and Microsoft Teams) are also available by using the eID.

To access many of JMU's services and systems, employees use their JMU electronic ID (eID). IT creates the eID automatically when an individual is hired. For information on activating your eID and accessing email and other technology services, please visit the "*New to JMU?*" section of the computing website. Employees also use their eID to access JMU email and other university systems such as Human Resources, Student Administration, University Advancement, and Finance to perform job-related functions. Other than email and [MyMadison](#) (for which access is enabled as part of the employee onboarding process), access to individual JMU systems is generally granted based on job requirements. Employees should work with their supervisor to determine the access they need and submit requests for any additional access needed.

Administrative and Business Services

MyMadison

A login link to MyMadison, your gateway to JMU employee and student self-service, is located in the Faculty/Staff drop down choice available on JMU's main website, www.jmu.edu. After logging in with your eID and password, you can access a tutorial that explains the different ways MyMadison can be customized with frequently used links and resources. Depending on your affiliation with the university, you may also see a Student tab, Applicant tab, Advisor or Instructor tab, in addition to the Employee tab.

From the Employee tab, you can access the university's online pay, leave entry and personal information systems to:

- view 1500-hour information
- view pay slip and other compensation
- complete/change tax forms and direct deposit forms
- enroll in training
- view training summary
- include a preferred name
- change home address
- update office/campus directory and emergency contact information
- request university emergency notification on your cell phone
- self-identify disability and/or veteran status
- maintain a personal record of learning and development achievements

The MyAccounts tab provides:

- password changes
- security awareness training – required every 90 days at password change
- manage your Duo account and devices

The MyServices tab provides:

- campus Card balances

Employee, student and applicant functions are also available via mobile device.

Internet and Network Services

Information Technology operates a high-speed network to provide internal communications and Internet access for the JMU Community. The network provides both wired and wireless connections. Employees register devices, log on to their office workstations and connect to the university's wireless network using their eID. While some JMU systems/services are available directly from the Internet from anywhere in the world, others require use of JMU's SSL VPN for off-campus access. Certain JMU systems that require enhanced security also require use of two-factor authentication and/or use of JMU's Virtual Desktop Infrastructure (VDI) for off-campus access. Employees requiring off-campus access to such systems require special authorization approvals. A request form is available in the IT Service Portal under Accounts and Access/Remote Access. For information about how to use the SSL VPN service or requirements for accessing specific systems remotely, refer to the IT computing website. Employees requiring network file storage should request access through their supervisor.

Computing Use Responsibilities

Employees must use the university's technology resources (systems, network, etc.) in a manner consistent with the JMU mission and in compliance with state and federal law. Individual employees are responsible for any activities performed using their eID and for the privacy and security of any data

accessed. Therefore, it is imperative that employees keep their eID password completely private and not share it with anyone. JMU will never ask for your password via email.

Employees are required to comply with all university policies. For information on information technology-specific policies, see the 1200 section of the JMU Manual of Policies and Procedures at www.jmu.edu/JMUpolicy. More specifically, for expectations regarding appropriate use, employees should read the Appropriate Use of Information Technology Resources [JMU Policy 1207](#).

Phone and Cable TV Services

Telephones and Telecommunication Services [JMU Policy 1505](#)

Land Line Phones: Personal local calls during business hours are to be kept to a minimum. Personal long-distance calls are discouraged, but can be made under extenuating circumstances, in which case the caller is required to reimburse the university for the cost of the call. Employees making personal, non-emergency phone calls are to use a personal credit card or bill the call to their home telephone.

Cell Phones: The university will only provide cell phones for shared departmental use. Personal calls from or to a university cell phone are highly discouraged and should only occur for emergency situations. The employee responsible for such personal calls must reimburse the university.

When the university mission requires an individual employee to be the exclusive user of a cell phone, that employee will be required to obtain the phone and service personally. The employee may be given a taxable stipend to assist with the expense. Specific cell phone stipend procedures are located on the Human Resources web site.

When an employee is required by the university to have internet access from home for work-related duties, the employee will be responsible for obtaining the data service personally. The employee will be given a stipend to assist with the expense.

All university-provided cell phones and telecommunications stipends must be approved by the appropriate vice president prior to phone purchase and service contract implementation.

CAMPUS BASICS

Direct Deposit, Deductions and Pay

Direct Deposit is a condition of employment, as mandated by the Virginia Department of Accounts. All employees must participate in JMU's direct deposit program. Pay is automatically deposited into a maximum of four accounts at the financial institution(s) of the employee's choice. Additionally, employees may view their pay information via [MyMadison](#), JMU's Employee Self-Service system.

The following items, if applicable, must be deducted from an employee's pay: Social Security (FICA), federal withholding tax and Virginia state withholding tax. An employee may choose to have other deductions taken out of his/her pay including parking fees, state health insurance premiums, tax-deferred annuities, optional life insurance, flexible reimbursement accounts and administrative fees, voluntary benefits, long-term disability, Combined Virginia Campaign contributions, and contributions to the university.

Pay is issued on the 16th of each month for the pay period of the 25th through the 9th and on the last work day of each month for the pay period of the 10th through the 24th. Should that day fall on a weekend or a holiday, employees will be paid on the previous business day. It is federal law that the name on an employee's pay advice matches the name on his/her Social Security card. The employee may be subject to a fine if the information is incorrect. Visit [Payroll's website](#) for additional payroll information and to view the pay calendar and deadlines.

JMU Identification Card (JACard)

The James Madison University Access Card (JACard) is the employee's official JMU identification card. Please remember to carry your JACard with you at all times while on campus.

- [Mobile ID](#) has come to JMU - supplement to your JACard for goods and services
- FLEX declining balance accounts - for purchases while on campus and many off campus locations
- Employee Meal Plans: 15 or 50 Block plans - payroll deduction available
- Location: 2nd floor of the Student Success Building
- Phone: 540-568-6446
- Hours of Operation: Monday - Friday, 8:00 a.m.- 5:00 p.m. (closed for JMU holidays)
- Web Site with all the details: jmu.edu/cardctr

Campus Dining

All dining facilities are open to students, faculty and staff, as well as the general public. They include all-you-care-to-eat style dining, food courts, coffee bars, smoothie bars, and convenience stores. Most locations accept cash, FLEX and credit cards. Faculty/Staff meal plans are also available. Dining locations, [map](#), meal plan information and menus can be found at the [Dining with JMU website](#).

Parking

Faculty and staff who park on university-owned or leased property are responsible for obtaining and displaying a valid JMU parking permit. For the latest information concerning employee vehicle registration, please refer to the “Faculty & Staff Resources” section of the [Parking Services website](#), email parkingservices@jmu.edu or call 540-568-3300 for assistance.

Bus Service

Harrisonburg Department of Public Transportation (HDPT) provides transportation service within the City of Harrisonburg and on the JMU campus for university students and employees free of charge. For bus routes and schedules visit www.hdpt.com, or call 540-432-0492. For route planning visit the [Bus Finder](#). **Free real-time info** - MyStop App: [Android](#) & [Apple](#).

Visit <http://www.jmu.edu/transportation/> for transportation and parking information. Information about break shuttle bus services and biking can also be found there.

JMU Mail Services

A fully-functional post office serving the entire JMU community is located on the second floor of Madison Union, which offers a wide variety of mailing supplies, USPS and UPS shipping services, fax and copy services, on-demand delivery and more. There are several JMU Mail Service drop boxes located throughout the university. Mail Service is able to assist with any size mailing from design to delivery. We are here for all your mailing needs. Any outgoing mail received after 4:00 p.m. will be postmarked the following business day. All outgoing UPS packages are picked up Monday through Friday at 3:00 p.m. Cash, flex and personal checks are accepted. Along with additional information, you can find a complete list of Mail Stop Codes (MSC) on our [website](#). Call 540-568-6257 for further assistance.

University Recreation (UREC)

JMU has excellent recreational facilities that are available for use by university employees. UREC aims to promote and advance healthy lifestyles through educational programs, participation opportunities and support services.

[JMU Full-Time Faculty/Staff Membership Information](#) | [Facility Hours](#) | [Family Hours](#) | [Activity Registration](#)

[UREC](#) is a multi-level fitness and wellness center with 278,515 square feet of activity space. UREC is located on the east side of campus, near the Convocation Center. Building highlights include a 33-foot climbing wall, eight racquetball courts, three multi-activity gyms, two indoor tracks, fitness and cardio theatre, indoor aquatics center, adventure center, demonstration kitchen, locker rooms, wellness suite, equipment center, two outdoor courtyards, and six group exercise studios. UREC also houses equipment centers where sports and camping/outdoor equipment can be checked out or rented. Personal training, fitness/nutrition analysis and massage services are also available for a fee.

[University Park](#), accessed by Devon Lane, includes opportunities for drop-in recreation, structured intramural sports and sport club programs, as well as a team and leadership development program. Facilities include an open-event lawn, tennis, sand volleyball and basketball courts, sports turf, and a pavilion.

Contact University Recreation for facility access information, hours of operation, program information, and facility reservations at 540-568-8732, visit the [UREC website](#), or email urec@jmu.edu.

Bookstore

The JMU Bookstore is your full-service bookstore. From textbooks to computers, t-shirts to coffee mugs, the JMU Bookstore has everything you need to succeed. Faculty and staff are eligible for 15% discount on their purchases (computer products excluded). Best Sellers are always 30% off. Don't see a book you need? We'll order it. Shop us 24/7 at the shopjmu.com. We are located in the [Godwin parking lot](#).

- [JMU Bookstore Customer Service](#) 540-568-6121
- [Textbooks](#) 540-568-3995
- [General Merchandise](#) 540-568-6960
- [General Books](#) 540-568-3844
- [Technology Products](#) 540-568-3989
- [JMU Bookstore Catalog](#) 800-280-7543

Computer Purchase Program

The Madison CyberZone offers complete selections of Dell and Apple computer hardware and a wide selection of accessories to compliment your academic, professional and personal needs. The purpose of this website is to provide JMU faculty, staff and students interested in purchasing computer products sufficient information to make the correct buying decision. We have a dedicated staff ready to answer your questions. Employees may obtain additional computer products information by contacting the Madison CyberZone at the JMU Bookstore at www.madisoncyberzone.com, 540-568-3989, or email madisoncyberzone@jmu.edu.

Environmental Stewardship and Sustainability

JMU is committed to being the change at work and in the world. Many years ago, JMU signed the [Talloires Declaration](#), which committed the university to incorporate sustainability and environmental literacy in teaching, research, outreach, and operations. JMU has been included in each of The Princeton Review's guides to green colleges since the publication began in 2010. Partners across the university foster interdisciplinary education, literacy, and research in sustainability, and our members are actively engaged in partnerships, outreach, and service that build sustainable community. Further, JMU is recognized as a Tree Campus USA affiliate by the Arbor Day Foundation, a Bee Campus USA affiliate by the Xerces Society for Invertebrate Conservation, and a Bicycle Friendly University (Bronze level) by the League of American Bicyclists. JMU has [green buildings](#) and [stormwater management best practices](#) led by Facilities Management.

Clearly, responsibility for environmental sustainability is not housed in one university unit, but is shared university-wide through environmental citizenship at all levels, including senior leaders, administrators, faculty, staff, students, and alumni. Every individual can play an important role in creating a sustainable future, and there are many opportunities for you to learn, think critically, and contribute, including:

- Adopt stewardship practices. Enroll in [Greening Your Workspace training](#) through JMU's Talent Development Department. Carefully review and follow the [energy use](#), [recycling](#), and [sustainable procurement](#) policies, which include guidelines for day-to-day activities.
- Use employee tuition waiver benefits to take a [sustainability course](#). Explore [environmental courses, concentrations, and minors](#), and learn about sustainability [research](#) at JMU.
- Participate in the many environment-related [opportunities for employees](#) that JMU offers. For example, be a [faculty/staff Learning Partner](#) on an Alternative Break service trip and/or become a [Greening Your Event Partner](#).
- Explore sustainability features on our beautiful campus. [Take a self-guided tour](#) (in person or online) of 18 sites on campus that demonstrate environmental sustainability and support learning.
- Read about aspects of our institution's environmental, social, and economic performance in [JMU's 2018 report](#) to the Sustainability Tracking, Assessment & Rating System™ (STARS).
- Join a JMU Institute for Stewardship of the Natural World [Committee](#).

For more information, visit the Institute for Stewardship of the Natural World at www.jmu.edu/stewardship.

SAFETY IN THE WORKPLACE | JMU POLICE

James Madison University strives to provide all employees with a working environment that is free from recognized health or safety hazards. JMU's Office of Public Safety strives to improve the quality of life of those we serve by developing partnerships with the university community, so that together we can effectively address issues and concerns. Our primary goal is to maintain a secure environment with equal protection under the law and to provide dedicated service for all persons living, working, and visiting the university.

The James Madison University Police Department has received accreditation from the Virginia Law Enforcement Professional Standards Commission after an in-depth review of every aspect of the agency's organization, management, operations, and administration to assure the highest standards are practiced. JMU Police have the authority to enforce all regulations and laws, both of the university and of the Commonwealth of Virginia, along with federal statutes within their jurisdiction, which includes all university-owned, -leased or -controlled property, and the adjacent streets and sidewalks. The JMU Police Department has entered into a Memorandum of Understanding with the Harrisonburg Police Department that allows duly sworn, on-duty officers employed by the James Madison University Police Department jurisdiction to enforce city ordinances, along with laws within the city limits of Harrisonburg. Four patrol officers and a sergeant are also members of the Harrisonburg/JMU Joint Patrol Task Force, which augment the Harrisonburg Police Department in the surrounding off-campus student housing areas adjacent to campus.

JMU police officers are graduates of state-affiliated regional criminal justice training academies and are required to complete 40 hours of in-service training biennially. All are certified by the State Department of Criminal Justice Services as police officers and are trained in all phases of law enforcement, including the use of firearms. Officers carry standard issue or approved firearms at all times and must maintain firearms proficiency through semiannual classroom training, qualification and certification at the firing range.

The JMU Police Department utilizes Automated External Defibrillators (AEDs) in the field. All sworn personnel within the department have been trained on the proper use of AEDs and basic life-support techniques (cardio-pulmonary resuscitation - CPR).

JMU police officers patrol the campus 24 hours a day, seven days a week. Upon notification of a criminal activity, emergency, or request for assistance, the James Madison University Police Department has the responsibility of responding to and summoning the necessary resources to assist, mitigate, investigate, and document the incident. The call will initiate a response from the JMU Police Department, immediate or otherwise, as dictated by the nature of the incident. The responding officer will assess the reported incident and will arrange for necessary resources to include, but not be limited to, crime investigation, victim services, medical services or the utilization of other available resources. Criminal actions will be thoroughly documented in an appropriate report. Investigators handle reported cases that require in-depth follow-up.

All crimes or emergencies that occur on the campus of JMU should be reported to the JMU Police through the communications unit for response and documentation. This can be done in person at

Anthony-Seeger Hall or by telephone. The on-campus emergency number, 540-568-6911, directly connects to the JMU Police Department and should be used when fire, police or medical response is required. It should be noted that when using a mobile telephone to call university police, callers should dial 540-568-6911, as dialing 9-1-1 directly may route them to another agency. If you should be routed to another agency, you need to advise them of your specific location at James Madison University, so that they may relay this information to the JMU Police Department communications center. The police department also utilizes another emergency number 540-442-6911 that can be accessed if the JMU telephone network becomes disabled. For information, escort services and other non-emergencies, students and employees should dial 540-568-6913. Emergency telephones are located across campus to include parking lots and other remote areas. These telephones are housed in highly visible yellow call boxes and feature one-button speed dialing for instant communication with the JMU Police with the location of the activated telephone automatically identified to the police communications staff. The JMU Police Communications Center can also be reached directly using the LiveSafe App. Information on the LiveSafe App can be found at http://www.jmu.edu/publicsafety/resources_livesafe.shtml. It can be downloaded onto a smart phone and allows users to share information, tips, and safety concerns with police via text messaging, including picture, video, and audio attachments, or even through live chat. Stay anonymous anytime, or send your caller ID and location to police immediately when you call or message for help, allowing faster response times.

If you feel that a crime has been committed against you, you have witnessed a crime in progress, or that you have information about a crime that has occurred, please contact the JMU Police Department. All members of the JMU community are instructed to notify the JMU police of any situation or incident on or near campus that involves a significant emergency or dangerous situation that may pose an immediate or on-going threat to the health and safety of students, staff and visitors to the campus.

The Office of Public Safety website located at <http://www.jmu.edu/publicsafety/index.shtml> provides information on crime prevention, emergency notification procedures, and emergencies such as hostile intruders and suspicious packages and provides links to other resources.

The JMU Police Department is responsible for compiling the Annual Security and Fire Safety Report. The Annual Security and Fire Safety Report includes statistics for the most recent three-year period of reported crimes, including "hate" motivated crimes that occurred on campus, in certain off-campus buildings or property owned or controlled by JMU or its affiliates, and on public property within, or immediately adjacent to and accessible from the campus. This report also includes information regarding the law enforcement authority of the university police; means of immediate notification of students and staff upon confirmation of a significant emergency on campus; protocols for students missing more than 24 hours, including voluntary student contact information in cases where the student is missing along with missing person investigation procedures; policies concerning campus security, information on crime prevention, alcohol and drug use, sexual assault, the state sex offender registry and the reporting of any crimes that may occur on the campus. The report also includes campus housing fire statistics for the most recent three-year period; a description of each on-campus student housing facility fire safety system; the number of fire drills held during the previous calendar year; policies or rules on portable electrical appliances, smoking, and open flames in student housing; procedures for student housing evacuation in the event of fire; policies regarding fire safety education and training programs provided to the students, faculty, and staff; procedures that students and employees should follow in the case of a fire; a list of the titles of each person or organization to which students and

employees should report that a fire occurred; and plans deemed necessary for future improvements in fire safety.

A copy of the JMU Annual Security and Fire Safety Report for the Harrisonburg campus also includes the three overseas branch campuses: Florence, Antwerp, and London. It is available upon request. You can obtain a copy by contacting the Office of Public Safety, MSC 6810, James Madison University, Harrisonburg, VA 22807 or request that a copy be mailed to you by calling 540-568-6769 or 540-568-6913. This information is also available electronically by clicking on the "Your Right to Know" link <http://www.jmu.edu/publicsafety/clerycompliance/righttoknow.shtml>

Although JMU works hard to ensure the safety of all individuals within its community, each individual must also take responsibility for their own personal safety and that of their personal belongings. Our goal is a campus community that is informed, aware, and alert; all sharing the responsibility of making the JMU campus a safe place to study, work and live.

WORKPLACE CONFLICT RESOLUTION OPTIONS

Faculty Ombudsperson

The Ombudsperson is an independent and neutral third party on campus for faculty members with questions, disputes or other concerns. See [website](#).

Employee Mediation Services [JMU Policy 1404](#)

Issues affecting workplace relationships can be addressed through mediation. Mediation is a process that is designed to encourage open conversation and understanding between parties. Participants are encouraged to have open and honest discussion, determine and clarify issues, and cooperatively establish steps towards achieving positive outcomes.

Some examples of common issues for mediation include:

- Conflict with a supervisor or co-worker
- Issues surrounding a grievance
- Communication difficulties

Visit JMU's [Employee Mediation Services website](#) to learn more about mediation and conflict resolution techniques.

Diversity, Equity, and Inclusion Unit - Department of Human Resource Management

In promoting transformation, creativity, and engagement, [DEI](#):

- Consults and advises both employees and state government agencies in the areas of Equal Employment Opportunity (EEO), Diversity, and Inclusion.
- Investigates complaints of workplace discrimination
- Reviews and analyzes workforce data to identify workplace barriers
- Coordinates cultural observances and outreach events
- Provides training on such issues as EEO Compliance, Civility, Workplace Harassment, Cultural Competence, Unconscious Bias, and Diversity Management.

Office of Employment Dispute Resolution (EDR)

The [Office of Employment Dispute Resolution](#) in Richmond, Virginia is another resource for employees concerning work-related problems and provides a number of resolution tools to address workplace conflicts constructively.

What should I do if I suspect fraud, theft, waste or abuse?

As Commonwealth of Virginia employees, we are expected to maintain the highest level of ethics and principles in state government.

Michael Westfall, CPA
State Inspector General

According to University Policy [1603](#), upon the discovery of circumstances that suggest that a fraudulent transaction may have occurred, it is the responsibility of university employees and students to immediately notify the Director of Audit and Management Services. Upon such notification, the director will ensure that the appropriate vice president and the president are informed of the questionable transaction or specific event. Fraudulent transactions can include, but are not limited to, the following prohibited acts:

- embezzlement
- forgery, falsification or alteration of documents (e.g., timesheets, leave reports, travel vouchers, etc.)
- unauthorized use of university property or resources
- unauthorized access to (or misuse of) computer systems or equipment
- charging personal purchases to the university
- unauthorized use of university employees

University employees and students are also encouraged to report instances of waste or abuse to Audit and Management Services.

University employees (including student employees) and citizens of the Commonwealth may also anonymously report suspicious activities to the State Fraud, Waste and Abuse Hotline, maintained by the Office of the State Inspector General (OSIG), by calling 1-800-723-1615 or submitting an online complaint form. In addition, employees and citizens may report information to OSIG under the Whistle Blower Protection Act (WBPA) program and be eligible for a reward. However, anonymity and confidentiality are not guaranteed when filing a claim under the WBPA. Audit and Management Services may be required to investigate these activities and report findings to OSIG.

The university will not discharge, threaten, or otherwise discriminate or retaliate against a whistle blower who discloses information about suspected wrongdoing or abuse in good faith and upon a reasonable belief that the information is accurate. However, disclosures that are reckless or that the employee knew or should have known were false, confidential by law, or malicious will not be considered good faith reports and will not be protected.

LEAVING EMPLOYMENT

See [Separating Full-Time Employment](#) for important steps to be taken before an employee leaves the university.

Scheduling your Exit Interview

An exit interview, a one-on-one meeting with a Benefit Specialist, is an important and necessary step when leaving the university. We will discuss in-depth how each of your benefits are affected upon leaving the university and the possibility of extending health insurance coverage.

During the interview, you may provide feedback on your employment experience, which will help us to assess what the university could improve, change or remain intact. It is also used to assist the university in reducing employee turnover while increasing productivity and engagement.

To schedule, use our [online scheduler](#) which allows you the flexibility to schedule an in-person meeting or a phone conversation at a time that suits your needs.

SUBMIT YOUR HANDBOOK QUESTIONS OR UPDATES

Name:

Email:

Phone:

What do you need assistance with?

▲

▼

◀

▶