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General Work Rules

Hourly (Non-Exempt) Employees

1. Each position reports to a section manager or a supervisor as designated by the director.

2. Each employee will have regular working hours assigned in writing by the immediate supervisor or director. The working hours are 8:00 a.m. to 4:30 p.m. with a lunch break between 12:00 noon and 1:00 p.m. The scheduled work day includes two regularly scheduled breaks (paid time) to be taken approximately halfway through the first four hours and halfway through the second three half hours of the scheduled work period. The lunch break must be taken within the first three to five hours of the work day and can be between 30 minutes and one hour, set at the discretion of the supervisor or director.

3. All time is accounted for on the official time sheet, which is to be signed by the section manager or director.

4. The immediate supervisor or director must approve any deviations from the regular working schedule. Request for deviations more than every two weeks can be considered excessive.

5. Flextime arrangements require special approval of the section manager, director, and dean of the college (see separate policy).

6. Regular full-time employees cannot hold another position at UK.

7. Any overtime must be pre-approved by both the supervisor and director. Since overtime is not included in the departmental budget, hours may be reduced in the same pay period to offset wages earned by working overtime.

8. Hourly employees are not allowed to work at home unless written approval is given by the supervisor and director. We do not expect hourly employees to take work home under any circumstances. Workload and/or performance should be addressed if assigned responsibilities cannot be completed within the regular working hours.

9. An employee’s attendance may be reviewed for numerous reasons, including to determine whether there is a correlation between attendance and job performance.
General Work Rules (continued)  

Salaried (Exempt) Employees

10. Each position reports to a section manager or directly to the director as assigned.

11. Employees are expected to work a minimum of 40 hours per week. Regular working hours are considered from 8:00 a.m. to 5:00 p.m. At the discretion of the director and with consultation with the section manager, regular working hours may vary.

12. The section manager must approve all work schedules outside the building.

13. Some employees may be required to report time spent on Extension activities through the IMPAK reporting system.

14. An employee’s attendance may be reviewed for numerous reasons, including to determine whether there is a correlation between attendance and job performance.
Temporary Disability Leave (TDL)

**Requesting TDL**
1. TDL that is scheduled in advance, such as a doctor’s appointment or medical procedure, should be pre-approved by your supervisor or section manager to facilitate work coverage. As soon as you schedule an appointment or procedure, turn in an absence record form to your supervisor.

2. Employees are expected to request their leave on an official absence record form available on the Web at: [http://www.ca.uky.edu/internal](http://www.ca.uky.edu/internal). Click “Ag Administrative Forms” and then the appropriate form. It will open an Adobe PDF form that you may fill out and print.

**Reporting Unscheduled TDL**
1. Report TDL no later than 30 minutes after your regularly scheduled arrival by calling your section manager or supervisor. If they are not in, either call another person in your section, leave a voice mail message, or both. Off-campus employees should also notify (in addition to the section manager) the appropriate staff person at their location.

2. When calling in for TDL, leave a telephone number where you may be reached. You will be contacted only if absolutely necessary.

3. You may ask a spouse or other caretaker to call in for you in the event you are too ill to do so yourself.

4. If you take more than three consecutive days of TDL, your supervisor may request a doctor’s note to verify your illness. Other verification, such as a receipt from the doctor’s office, may be accepted, provided your privacy is not compromised.

5. If TDL qualifies as Family Medical Leave, you should notify your supervisor and fill out the required forms as soon as possible. See HR Policy No. 88 and AR-II-1.1-12, Family and Medical Leave.
Temporary Disability Leave (TDL) (continued)

6. Any days taken prior to or immediately following a holiday must be pre-approved vacation and not TDL, unless a doctor’s note is presented to cover those days. An illness the day before or the day after a holiday will qualify as TDL if the doctor’s note is provided immediately upon return to work. All exceptions must be approved by the director.

7. Your attendance may be reviewed if there appears to be a correlation between attendance and job performance.
Vacation Procedure

Vacation leave is scheduled at the discretion of the supervisor or section manager, who will make every effort to accommodate individual requests. However, there may be cases in which the leave cannot be granted as requested—e.g., if your absence would detrimentally affect the operations and the functions of the department or section. Such occasions include, but are not limited to, periods when the requested leave occurs during a high work period or when more than one request has been submitted for the same period.

Requesting Vacation Leave

1. All vacation leave should be pre-approved by your supervisor or section manager. You should give your manager a minimum notice of one day for each day of leave requested, up to three days. Requests for partial day vacations should be made at least one day in advance or at the discretion of the supervisor or the section manager.

2. Vacation requests of periods from four to 10 days should be approved a minimum of two weeks in advance or at the discretion of the supervisor or the section manager.

3. Vacation leave of 10 or more days should be requested one month in advance.

4. Employees are expected to request their leave on an official absence record form available on the Web at: <http://www.ca.uky.edu/internal>. Click “Ag Administrative Forms” and then the appropriate form. It will open an Adobe PDF form that you may fill out and print.
Flextime Procedures

A flextime schedule may be considered for bi-weekly employees who request it. These schedules must be authorized by the dean of the College of Agriculture upon the recommendation of the director. Flextime can begin no earlier than one hour before the regular beginning hour or extend no later than one hour after the regular ending hour.

Procedure

15. You must request a flextime schedule from the section manager stating the beginning and ending hours proposed and the proposed date on which the schedule would begin.

16. If the section manager determines that the section can support the proposed flextime schedule, the section manager will make a formal request to the director.

17. The director will forward the request to the dean for review.

Termination of a Flextime Schedule

The flextime arrangement can be terminated by either the employee, the section manager, or the director at any time with a one-week notice by either party. The section manager will review the flextime schedule every six months to ensure that it is meeting the needs of all concerned.
Advancement Opportunities

Effective date: ______________

Taking University Classes
Employees are encouraged to take official UK classes toward degree programs as part of their UK benefits package. If desired classes are offered during regular work hours, the employee must complete the appropriate Employee Educational Program forms and include travel time to and from class as part of the make-up time. This make-up time must meet the approval of both the immediate supervisor and the director.

Taking Human Resources Classes
At the discretion of the supervisor or the director, taking classes offered by the Human Resources Department may be considered part of an employee’s working hours if there is a direct benefit to current job responsibilities; otherwise, the employee must make up the time.

Interviewing for Positions on Campus
The University strives to recruit and select the best qualified candidates for every position. The University is committed to providing equal opportunity in recruitment, appointment, and promotion. Any employee who wishes to apply for and receive an interview within the University system can do so with the University’s approval. This time away from your current position will not be deducted from vacation or lunch. The employee should notify his or her section manager or the director in advance of an absence for an interview. See HR Policy No. 11.
Inventory Procedures

All equipment belongs to the University, not the employee. Therefore, all office furniture and equipment in Agricultural Communications must be accounted for in an inventory record that is maintained in the director’s office. Inventory is accounted for separately by Federal Excess property or University property. There are restrictions on the use and transfer of Federal Excess property.

Procedure
Once a year, through your supervisor or section manager, you will be asked to reconcile all equipment assigned to you against the department’s master inventory list to determine that the equipment is in good working order and available for service.

Receiving New Equipment
The director’s office will supply an inventory tag for items that cost more than a specified amount. It is your responsibility to attach this tag to new equipment.

Moving Equipment
When equipment is moved from its original location, an Equipment Transfer Request should be filled out and given to the director’s office. See attached form.

Surplus Property
Surplus property is handled differently depending on whether it is University property or Federal Excess property.

- University Property
  Equipment that is no longer needed should be sent to Surplus Property. The appropriate form must be filled out and signed by the director before Surplus Property personnel will pick up the equipment. Keep a file copy of this form for your records. The Surplus Property Moving Request form is available online at: <http://www.ca.uky.edu/internal>. Click “UK Administrative Forms” and then the appropriate form (under “Surplus”). It will open an Adobe PDF form that you may fill out and print.

- Federal Excess Property
  Equipment that is no longer needed must be sent to the Federal Excess Property coordinator (Craig Locke in Management Operations). Regardless of their real or “perceived” value, FEP items may not be thrown away, transferred outside of approved agriculture research or extension projects and programs, or shipped to UK surplus. The appropriate form must be filled out and signed by the director before pickup. Keep a file copy of this form for your records.
Computing Policies

Effective date: ______

General Computer Usage

Employees may use College computers for homework and personal work during lunch hour and rest periods with their supervisor’s approval. Any deviations from this policy must be approved by the employee’s section manager.

Retiree E-Mail Accounts

It is the policy of the College of Agriculture and the department that a faculty or staff member’s e-mail account be suspended when it is determined that he or she is no longer an employee of the University. With special arrangements with the director, a retired faculty or staff member may be permitted to retain his or her e-mail account.

To retain an e-mail account, an employee must submit a request to his or her section manager for approval from the director. The accounts must be renewed annually to maintain an active status. This policy follows the University policy concerning e-mail accounts.

Facility Usage

Retirees or former employees who are not performing official work for the department and the College of Agriculture are prohibited from using College computing resources. This is to include desktop workstations, network servers, and any other computer-related resources.

Network Server Accounts

It is the responsibility of each section manager to notify the system administrator that an employee has left the College. The system administrator will then give the section adequate time to move any files that may be needed from the former employee’s network directories. After all needed files have been moved, the user account and directories will be deleted.
Internet Usage

It is the responsibility of every employee to follow acceptable standards when using the Internet. The University has established standards in the following document: Policy Governing Access and Use of University of Kentucky Computing Resources (ukcc.uky.edu/policy.html). Ag Comm employees should adhere to these standards and the departmental standards set forth in this policy. The following are some of examples of unacceptable Internet usage:

1. Web sites relating to pornography, militant extremist groups, gambling and illegal activities, and others deemed inappropriate by the director.
2. Use of chat and newsgroups for purposes other than official University business.

The department has the right to limit and block any employee’s Internet access in accordance with the University policy. Your usage may be monitored.

During the lunch hour and rest periods, employees may use the Internet provided that they do not go to any sites that are deemed inappropriate by the University or department.
Penalty Mail

The penalty mailing privilege is a special mailing privilege worked out between the U.S. Department of Agriculture (USDA) and the U.S. Postal Service. This privilege is granted solely to the Kentucky Cooperative Extension Service as an entity of the USDA. The privilege is not granted to the University of Kentucky or to the Commonwealth of Kentucky. Specific restrictions and allowances have been established that do not apply to “straight-line” federal agencies. The USDA-ED Administration Handbook for Cooperative Extension Work, Chapter IX – Penalty Mail, establishes policies and procedures that must be followed when penalty mail is used.

**Authorized Users**

The University of Kentucky Cooperative Extension Service (i.e., administrators, agents, specialists, and Extension office staff) is authorized to use the penalty mail privilege when mailing correspondence, publications, reports, and other material relating to Extension work. Volunteers and retired employees are not authorized to use the penalty mail privilege. Any piece of penalty mail must be accompanied by an enclosure slip of someone who has the right to use this privilege.

**Violations**

If a penalty mail regulation is violated, the Extension office or employee is fined a fee of $300 per violation.

**Contact**

Jean Coleman, Distribution Services Section, is the College’s Penalty Mail Officer.
Telephone Usage

Effective Date: ______________

Calling Off-Campus Sites
Some off-campus sites (e.g., Princeton and Robinson Station) have local numbers to reduce long-distance charges. Please consult the College of Agriculture telephone directory for these numbers.

Making Personal Long-distance Calls
All personal long-distance telephone calls must be paid for by the employee with a personal credit card or calling card. The department’s telephone bill may be monitored each month by the director and individual section managers.

Collect Calls
Collect calls cannot be accepted. An employee who has a family emergency should consult the director about handling collect calls.
State Vehicle Use

The department has certain vehicles for use only for official departmental business in the Lexington metro area (the vehicle used by the Electronic Media—News Section is an exception). If you will be traveling out of town, follow the proper procedures to secure a vehicle from the motor pool.

**Departmental Vehicles**
1. You must file a driver’s record form with the director’s office before taking a car for the first time.

2. You must sign the vehicle out of the director’s office with your name, the time you leave, and your destination. When you return, turn in the key at the director’s office and record the time.

3. Always check the fuel gauge on the vehicle before turning it in. If there is less than half a tank, refuel at the motor pool.

**Motor Pool Vehicles**
1. You must file a driver’s record form with the director’s office before taking a car for the first time.

2. If you need to request a vehicle from the motor pool, put in your request with the director’s office as soon as you know you need one. You will need to tell the staff assistant why you need the vehicle, who will be in the car, your destination, and the time you will pick up and return the vehicle. Requisition forms are available online at:
   <http://dobson.ca.uky.edu/forms/mpool.pdf>.

3. It is your responsibility to pick up the vehicle at the motor pool headquarters.

**Off-Campus Employees**
Off-campus employees needing a state car should notify the representative at their location who handles motor pool requests to fill out the appropriate forms.
Keys

Keys to individual offices and departmental areas are provided through the director, who will obtain the necessary keys from the University Key Shop and distribute them to the employee. Section managers will determine which key(s) an employee needs to perform his or her duties. Personnel in the director’s office will keep a record of key distribution.

Surrendering Keys
An employee is expected to surrender all keys to the director’s office upon the termination of employment with the department. It is the section manager’s responsibility to ensure that employees turn in their keys when they terminate.

Off-Campus Procedures
Off-campus employees should ask about obtaining keys at their particular location.

Keeping Keys Secure
1. Keys are valuable and must be kept secure at all times. Do not leave keys hanging in your office door.
2. Do not allow others to borrow your keys.
3. Report a lost key and request a replacement through the director’s office.
Purchasing Procedures

All employees must fill out a Purchasing Request form, which is available in the director’s office. This form should be signed by your section manager and turned in to the director’s office for approval by the director.
Travel Procedures

Travel is a budgeted item and must have the approval of the director.

Requesting Travel
1. Fill out an absence record form and have your section manager approve it.
2. If you are traveling to attend a conference, your absence record form must include a copy of the program or other registration documentation.
3. If your absence record form is approved by the section manager and the director, complete the Checklist to Request Out-of-State Travel and Reimbursement form and turn in to the director’s office. The form is available at: <www.ca.uky.edu/forms/chcktrvl.pdf>.
4. You may be asked to make your own travel arrangements (airline, hotel, etc.) for which you will be reimbursed.

Reimbursement
1. On your return from out-of-state travel, turn in all receipts over $20.00 to the director’s office. Personnel in the director’s office will fill out your travel voucher and have you sign it.
2. If two employees share a hotel room, each employee must have a receipt for his or her portion of the hotel bill.
3. If you choose to take your own vehicle when an official vehicle is available, the mileage reimbursement rate is reduced.

Traveling to Make Presentations
If you are traveling to make a presentation, inform the director of your plans. The director reserves the right to preview all presentations that an employee makes on behalf of the department.

Traveling on Official University Business
Any employee on official University business outside Fayette County must complete the “Official University Travel” section of the absence record form and submit the form to the supervisor or the director for approval.
Standing Committees

The standing committees in Agricultural Communications Services are:

1) **The social and recognition committee**
The purpose of the social and recognition committee is to foster work relationships within Agricultural Communications Services through fellowship and to recognize achievements of fellow employees.

The chair of the social and recognition committee for 2001-2002 is Martha Jackson, Educational Publishing Section.

2) **The College of Agriculture Staff Liaison Committee (CASLC)**

The College of Agriculture Staff Liaison Committee (CASLC) is an advisory council made up of representatives from the various departments and units within the College to be a voice for employees who are not represented by any other organized group. An employee of Agricultural Communications Services is selected by the department director to serve a two-year term on this committee that reports to the dean of the College.

The purpose of CASLC is to improve communication on all levels—not just among staff, but also between staff, faculty, administrators, and students. CASLC also keeps unit heads informed of policy matters and other issues affecting their staff. In addition, the committee helps organize projects of special interest and benefit to staff in the College, such as the annual Staff Appreciation Day held in September.

CASLC representatives are expected to participate fully in the activities of the organization, including attendance at all meetings, circulation of minutes of the meetings, and communication with staff on topics of special interest. Opportunities for leadership roles also arise, and representatives are encouraged to accept these responsibilities.

Ag Comm’s CASLC representative for 2001-2003 is Jamie Proffitt, Computing Section.
Dress Code

Appropriate dress while on the job is required of every employee, including students working in the department. Keep in mind that your dress is part of the image of our unit and, in a wider sense, of the College of Agriculture. The Professional Development Partnership (PDP) specifies that one of our unit’s objectives is to enhance the College’s image, so your attire should reflect your commitment to that objective. Depending on a given day’s activities, your dress could vary. If you are uncertain about the appropriateness of your attire, your section manager or supervisor will make a determination.

Shorts, sweatshirts, jogging outfits, and other athletic apparel are generally not acceptable. Halter tops and cutoff shorts are never appropriate.
Fire Alarm Procedures

In the interest of safety, employees must vacate the building immediately if an alarm sounds.

1. Employees should stand 40 feet away from the building until the all-clear signal is given.

2. If an employee stays in a building when an alarm goes off, the fire department can fine the employee’s department.
Use of Cell Phones/Radios/Televisions/CD Players

Certain employees must use these devices as part of their job. After consultation with their section manager, other employees may use them with courtesy and consideration for fellow employees.
Approved smoking areas can be identified by the placement of smoking receptacles. Scovell Hall has three locations, all located outside the building:

18. the front entrance (Limestone Street)
19. the side door (Washington Street)
20. the loading dock (Kentucky Clinic Drive)
Remembrance Fund

It is important to distinguish between the administrative requirements that employees must report funeral leave, sick leave, and intention to retire and the desire to respond to the important events in our colleagues’ lives. The departmental response to any event should always balance the individual employee’s desire for privacy with the need for collegial support. In general, those closest to the employee on a daily basis, i.e., his or her section members, are most likely to be aware of the appropriate response. The department should have a pre-determined response only at the death of an employee or retiree.

Death of an Employee or Retiree

The department will maintain a remembrance fund to provide flowers in the event of the death of an active or retired employee. The cost will be no greater than $35. The family’s wishes will be respected in regard to the type of remembrance. If the employee or the employee’s family has designated a donation or other preferred remembrance in lieu of flowers, the amount donated will not exceed $35.

If the family designate approves, the section manager should notify other department members by e-mail of the event and provide an address to contact the family for individual expressions of sympathy.

Maintaining the Remembrance Fund

The director will solicit donations for the fund from all employees once a year in July. The suggested donation is $1.00 per employee. Additional voluntary donations will be accepted. The director’s administrative assistant will be responsible for accepting all donations and disbursing the funds in the event of an employee’s or retiree’s death. Should the fund be depleted at the time of a death, the administrative assistant will notify the director, who will call for additional donations for the fund only, not for the specific event.

Other Deaths

Each section will be responsible for coordinating remembrance efforts in the event of other deaths, i.e., immediate family, friends, etc. of an employee. The section manager is responsible for passing on only the information the employee designates.

If the employee approves, the section manager should notify other department members by e-mail of the event and provide an address to contact the employee for individual expressions of sympathy. If the decision is made to solicit funds, the section manager is responsible for gathering and disbursing these funds.
Remembrance Fund (continued)

Extended Illness of an Employee or Family Member
The section manager will determine an appropriate response when a section employee has an illness or injury that requires an extended hospital stay (more than three days) or a serious illness or injury requiring non-hospitalized extended care. Other occasions for a response might be for an employee’s family member who has been hospitalized due to major surgery, illness, or injury.

The section manager is responsible for passing on only the information the employee designates. If the employee approves, the section manager should notify other department members by e-mail of the event and provide an address to contact the employee. If the decision is made to solicit funds for such an event, the section manager is responsible for gathering and disbursing any funds.

Retirement
The manner in which the department recognizes an employee’s retirement should be planned in accordance with the wishes of the individual employee. At the time an employee announces his or her intention to retire, the section manager should meet first with the employee to determine the employee’s wishes and then with the director. The social and recognition committee will become involved at the director’s discretion to plan any department-wide function for the retiring employee, and the director will solicit funds for this event.

Other Events
Marking any other events (e.g., wedding, adoption/birth) is at the discretion of the section manager with the approval of the individual employee.

The section manager is responsible for passing on only the information the employee designates. If the employee approves, the section manager should notify other department members by e-mail of the event and provide an address to contact the employee. If the decision is made to solicit funds for such an event, the section manager is responsible for gathering and disbursing any funds.
Supervisor’s Orientation Checklist for a New Employee

· Establish the name the employee prefers.
· Introduce the employee to fellow employees:
  - in the section
  - in the department
· Provide a tour of the general work area:
  - rest rooms
  - water fountains
  - employee bulletin boards
  - break rooms
  - vending machines
  - coat racks
  - lockers
  - first aid supplies
  - fire exits
  - employee entrances
· Explain departmental policies that the employee needs to know about right away. You can provide a more extensive policies and procedures manual during the first two weeks. Critical procedures should include:
  - work schedules
  - work rules
  - lunch/work break periods
  - time sheets
  - smoking regulations
  - appropriate dress
  - injury problems
  - what to do in case of fire or fire alarm
· Discuss all office procedures that apply:
  - telephone use (point out the tutorial in the University phone book)
    · assign the employee a phone number
    · explain voice mail, if applicable
    · use previous access code — or arrange for a new one
    · help employee make a new message
    · discuss your expectations about answering the phone
    · instruct the employee that personal long-distance calls must be made with a personal phone card or a credit card
  - computer and Internet use (inform the employee that computer usage may be monitored at any time and discuss any limitations on usage)
Supervisor’s Orientation Checklist for a New Employee

- e-mail use:
  · help the employee get a College of Agriculture address (@ca.uky.edu) even if they already have another e-mail address to ensure they will be on the correct mail groups
  · point out the Pegasus e-mail FAQs at <http://www.ca.uky.edu/Internal/peg.htm#h>

- other office procedures
  · is the employee expected to work with the door open or closed?
  · how does an employee get office supplies?
  · how does an employee get keys?
  · instruct the employee on using office equipment (e.g., fax, copier, and printer), and discuss any limitations on usage.

- use of inter-office and outgoing mail (caution the employee about the use of Penalty Mail)

- use of common forms (give URLs for those on the Web)

- discuss network access:
  · help the employee get a password from the Ag Data Center
  · discuss the “Swap” drive

  · Assist the employee in obtaining parking permits, and explain parking restrictions.
  · Review the employee’s job responsibilities and position description (provide the employee with copy of his/her job description).
  · Identify tasks the employee will perform every day, and discuss the desired results.

Helping the employee establish an “identity” in the department:

· Prepare door sign for Room ____.
· Ask the staff assistant to assign a mailbox in Room 139.
· Ask the staff assistant to add the employee’s name to the list outside Room 131.
· Add the employee’s name to the section’s Web site.
· Help the employee add name to CATPAWS.
· If appropriate, help the employee order business cards, notepads, and enclosure slips.
· Ask the staff assistant to add the employee’s name to appropriate mailing lists.
AGRICULTURAL COMMUNICATIONS SERVICES
RECOMMENDATIONS

Supervisor’s Orientation Checklist for a New Employee

Materials for the First Week(s)

· Explain the mission/goals of the department/college/division. Discuss what it means to work in a land-grant institution. Provide resources and background reading on:
  - the land-grant university
  - College of Agriculture
  - departmental policies and procedures
    - discuss any policies and procedures germane to your section
· Discuss your section’s mission. Refer to section handbook, if available.
  - hard copy
  - on the Web
· Explain the general purpose and functions of the department.
· Explain the chain of command. Explain the interrelationship of your department to other departments/divisions/colleges. Provide an organizational chart of the department and point out where your section fits in.
  - College of Agriculture telephone book is a good resource.
· Provide style guides, if applicable:
  - UK’s
  - section’s (if any)
· Discuss work flow in your section:
  - what gets a job started in your section?
  - who are your clients?
  - any forms that follow a job?
· What is the software to be mastered for working in your section? Are there any tutorials?

Materials to Be Covered during the Probationary Period

· Evaluation criteria and process (PDP).
· Extension reporting system, if applicable.
· Review promotion and advancement opportunities and procedures.
· Explain the procedure for handling complaints within the department.
Supervisor’s Orientation Checklist for a New Employee

Answering the Telephone
It is important that we maintain good relations with our clients by answering the telephone professionally and courteously and by handling messages promptly. Here are recommendations for handling phone calls in your section:

Answering calls directly:
Say the name of the department (“Ag Communications”), followed by your first and last name.

21. If possible, help the caller reach the person he or she is looking for, particularly if it is someone in the College of Agriculture. A quick look at the departmental directory can help.

22. Make sure you understand how to transfer a call (see page 13 of the UK Campus Telephone Directory for instructions).

23. Never say “You’ve got the wrong department or office.” Instead, tell the caller which office he or she has reached and offer to transfer the call. Be sure to give the caller the number to which you are transferring the call. (The number for UK Information is 257-9000.)

Setting up a Greeting (when you are away from your desk or on the telephone):
Once you are in the telephone answering system, press 4 to record your greeting. Then press 6 to record a new greeting.

24. Identify yourself by department followed by your first and last name.

25. State that you are away from your desk or either on the telephone.

26. Ask the caller to leave a message at the tone, and offer to return the call promptly.

Changing your Greeting (when you will be away for only a day):
Once you are in the telephone answering system, press 4 to record your greeting. Then press 6 to record a different greeting.

27. Identify yourself by department followed by your first and last name.

28. State that you will be away from the office from _____ until ____________(specify day and date).

29. State that the caller may leave a message, but also tell the caller whom to call (usually the section manager) for questions about the section.
Supervisor’s Orientation Checklist for a New Employee

Recommendations (continued)

**Leaving an Extended Absence Greeting (when you will be away for more than a day):**

*Once you are in the telephone answering system, press 4 to record your greeting. Then press 7 to record an Extended Absence Greeting.*

30. Identify yourself by department followed by your first and last name.
31. State that you are away from the office.
32. Refer the caller to the section manager, relaying that person’s phone number.

If the section manager is to be out for any period, he or she will designate an acting section manager to whom all questions can be referred and will leave an announcement directing callers to the acting section manager.
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