Human Resources

Our HR team is the friendly face behind every career milestone on campus! Whether you're just starting out or navigating life’s twists and turns, we’re here to help with:

- Recruitment & Onboarding – Welcoming new talent and setting the stage for success
- Employee Benefits – Guiding you through healthcare, retirement, and more
- FMLA & Leave Support – Helping you take the time you need, when you need it
- Employee Relations & Discipline – Promoting a respectful, fair, and thriving workplace

We’re your partners in all things people – because when our employees feel supported, amazing things happen!

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Human Resources Contact Information

The Human Resources (HR) Office is located in the Administration Building at:
2105 Aggie Rd, Suite 216, Jonesboro, AR 72401

Staff

Katrina Watson
Human Resources Director
Watson leads the Human Resources & Administration division, overseeing strategic HR initiatives and administrative functions. Watson oversees Human Resources, Payroll Services, Training & Development, and Red Wolf Wellness. Responsible for employee discipline and/or grievances. Watson acts as a Title IX Deputy for Faculty & Staff.

klwatson@AState.edu | 870-972-3761

Michelle Summers
Assistant Director of Human Resources
Summers handles employee relations and immigration matters, ensuring compliance and fostering a supportive work environment. Also oversees employee leave, benefits, and the employee onboarding team.

msummers@AState.edu | 870-972-2680

Kristin Carson
Employee Recruitment Specialist
Carson manages the Taleo applicant tracking system, facilitating efficient recruitment and hiring processes. Responsible for assigning annual and 90-day evaluations, Taleo requisition guidance for all employment types, new position or reclassification requests, reviewing positions for exempt status, and maintaining job descriptions for the campus. Can assist with job application questions and system access. Processes provisional position requests.

kcarson@AState.edu | 870-972-2446

K. Peyton Gunn
Employee Onboarding Specialist - Full-Time Faculty and Staff
Gunn leads onboarding efforts for full-time faculty and staff positions. Processes I-9s, offer letters, interview requests, background checks, and disclosure forms for all full-time, benefitted employees.

kgunn@AState.edu | 870-972-2272

Olivia Clark
Employee Onboarding Specialist- Adjunct Faculty and Graduate Assistants
Clark focuses on onboarding adjunct faculty and graduate assistants, supporting academic staffing requirements. Responsible for processing I-9s, background checks, and onboarding paperwork for all new Adjunct Faculty and Graduate Assistants.

oclark@AState.edu | 870-972-3659

Kelly Carrick
Employee Onboarding Specialist - Part-Time Non-Students, Students, and Work Study
Carrick specializes in onboarding part-time non-student employees, students, and work-study participants, ensuring alignment with university needs. Responsible for processing I-9s, background checks, and onboarding paperwork for all new Part-Time Non-Student, Student, and Work-Study employees.

kmilam@AState.edu | 870-680-8160

Maddie Russell
Employee Leave Specialist
Russell manages FMLA, Catastrophic Leave Requests, leave options for employees/leave without pay, and ADA Reasonable Accommodation Requests. Oversees Physical Fitness Leave Applications, Professional Development Plans, and Telecommuting Agreement Forms.

mrussell@astate.edu | 870-972-2639

Meghan Denny
Benefits Coordinator
Denny administers employee benefits programs, providing guidance and support to staff regarding benefits options. Contact for all A-State Jonesboro benefit questions. Responsible for new hire benefit enrollment, open enrollment, short and long-term disability claims, and retirement contribution questions. Processes sponsored account requests.

medenny@AState.edu | 870-972-3849

Cathy Naylor Odom
Employee Training & Development Coordinator
Naylor coordinates training and development programs, enhancing employee skills and professional growth. Administers New Employee Orientations. Responsible for Employee Learn Center administration.

cnaylor@AState.edu | 870-680-8079

Sheila McDaniel-Graham
Administrative Assistant
McDaniel-Graham provides comprehensive HR support, ensuring efficient HR operations. Responsible for employment verifications as well as I-9 verifications.

smcdanielgraham@astate.edu | 870-972-3454

Ashley Alexander
Employment Recruiter - Henderson
Alexander focuses on recruitment and onboarding efforts for the Henderson campus, sourcing and hiring qualified candidates for various positions.

aalexander@AState.edu | 870-680-8163

> If you have any questions or need assistance, feel free to contact us at **hr@AState.edu** or call **870-972-3454**. We're here to help!

Human Resources Forms

The following section provides access to all Human Resources (HR) forms used at Arkansas State University. These forms support various HR-related processes.. Employees are encouraged to familiarize themselves with these forms to ensure compliance with university procedures. For assistance or questions regarding any of these forms, please contact the Human Resources department.

A-State Human Resources
870-972-3454
hr@astate.edu

Employment Forms

- Department Orientation Form
- Employee Counseling Statement
- Employee Disclosure Form
- Request for Provisional Position
- Telecommuting Agreement Form and Telecommuting Guidelines
- Conflict of Interest Form

Tuition Discount Forms

- Dependent Tuition Discount Form
- Employee Tuition Discount Form
- Dependent Housing Discount Form

Compensation Forms

- Request for Additional Compensation
- LIM Line Item Max by Position
- Deferred Pay Authorization Form

Time and Leave Forms

- Leave of Absence Application
- Catastrophic Leave Donation Form
- Catastrophic Leave Dependent Child Certification

- Physical Fitness Time Release Form

Professional Development Forms

- Professional Development Plan Form

Miscellaneous Forms

- Sponsored Employee Account Request Form
- Name Change Form
- Performance Improvement Plan

Employee Benefit Information

For full details or help understanding your options, please contact Meghan Denny within our Human Resources. We’re here to help you make the most of your benefits!

Meghan Denny - A-State Human Resources
870-972-3454
medenny@astate.edu

Medical & Pharmacy Information

Medical

Arkansas State University offers a generous medical plan to its benefit-eligible employees and their dependents. Below is the plan information and required government notices. The ASU System medical benefits are administered by Arkansas BlueAdvantage, and the pharmacy benefits are administered by EBRx, and claims are processed by Medimpact. Contact information is below:

Log on to www.blueadvantagearkansas.com or call 1-800-370-5853 to speak to customer service.

Member Portal

How do I get Medical Insurance?

Full-time benefit-eligible employees can enroll within their first 31 days of employment or during the annual open enrollment period.

I need a new Health Insurance Card. How do I get one?

Log in to the member portal to request a new card.

How can I view my Explanation of Benefits (EOB)?

Log in to the member portal to view your EOB's.

How do I find out if my doctor accepts Arkansas Blue Advantage?

To confirm, you will need to visit the Arkansas Blue Advantage website.

Pharmacy Plan

Employees and dependents covered under the Arkansas State University System's health plan utilize the pharmacy formulary that is managed by UAMS EBRx. Claims are processed through MedImpact.

Visit www.medimpact.com to check the medication formulary, drug prices, enroll in the mail order program, or locate network pharmacies. To register, use the ID number on your medical card, but exclude the first three letters (XCU), or call 877-391-1099

Contact EBRX at 833-339-8402 for questions, including coverage, appeals, or exceptions.

MD Live

You can access a doctor - 24 hours a day, seven days a week - from your home, office, or anywhere with internet access. MDLIVE is standing by with board-certified doctors and pediatricians who average 15 years of experience.

First-time users will need to create an MDLIVE account online to get started. View the instructions to get started!

Questions? Contact MDLIVE at 1-888-995-1049

> Questions about Medical or Pharmacy Benefits? Reach out to Human Resources. We are happy to help guide you through the process!

Employee Benefit Information

Blue Advantage Representative

Full-time Employees with Health Insurance Coverage through A-State:

Do you have questions regarding a recent Explanation of Benefits (EOB) or invoice you received from a clinic/doctors' office, or even a coverage question for an upcoming procedure or surgery? Or any other questions regarding your health insurance?

If so, a representative from our health insurance provider, Blue Advantage, has scheduled campus visits for 2025 to meet directly with employees. These meetings will take place from **9 am to 11 am** on the dates below in the **Administration Building, Room 110**. No appointment is necessary.

- Feb. 18th
- April 15th
- July 15th
- Nov. 18th

Additional Health Insurance Information Available through the ASU System Benefits Page

Retirement Plan Information

> Arkansas State University benefit-eligible employees hired January 1, 2019, or later participate in the Arkansas State University System Defined Contribution Retirement Plan, which is a 403(b) plan. The plan is administered by Teachers Insurance and Annuity Association (TIAA).

How much does A-State contribute to my retirement?

The University contributes 10%, and each employee contributes 6% to the plan.

How do I change my retirement contribution amounts?

All full-time employees must contribute 6% to the plan. If you would like to contribute more, you can do so by contacting hr@astate.edu.

When am I vested in my retirement plan?

Employees are vested in the plan after 12 continuous months of service.

I was employed before 2019. Can I switch to TIAA?

Employees participating in VALIC (VOYA) or Corebridge may change to TIAA to take advantage of funds with lower expenses. Employees enrolled in ATRS or APERS may not change plans; however, they can make voluntary contributions to TIAA. Contact Human Resources to make this change.

How do I set up my TIAA account?

New employees should set up an account on the TIAA website to designate a beneficiary and make an investment election. New employees who do not enroll before they receive their first paycheck will automatically be enrolled in the TIAA Lifecycle fund, and their beneficiary will default to their estate.

I need to talk about retiring. Who do I contact?

You will need to contact your retirement provider as well as the Human Resources Department.

Additional information regarding your retirement can be found on the ASU System Benefits Page

TIAA Website

Employee Benefit Information

TIAA Representatives

Appointments are limited, so please RSVP as soon as you can. Schedule your individual appointment online at www.tiaa-cref.org/schedulenow or by calling 1-800-732-8353, Monday through Friday, 7 a.m. to 7:00 p.m.

On-Campus Visits

TIAA consultants will be available for on-campus visits on the following dates. All meetings are in the **Administration Building, Room 110**. Schedule your individual appointment online at www.tiaa-cref.org/schedulenow or by calling 1-800-732-8353, Monday through Friday, 7 a.m. to 7:00 p.m.

Date	Consultant
February 10-11, 2026	Eric Britt
March 10-11, 2026	Matt Winston

Virtual Visits

TIAA consultants are available to meet virtually to answer questions and provide guidance about our TIAA plan.

Additional retirement information can be found on the ASU System Benefits Page

Employee Benefit Information

Dental Insurance

Dental: Arkansas BlueCross BlueShield DentalBlue

Arkansas State University offers two dental plan options. A high option and a low option. Both the high option and the low option cover diagnostic and preventative services at 100%.

The high option covers 80% of other covered services, while the low option covers 50% of other covered services. The high option also covers orthodontia for dependent children 18 and under. Employees and spouses are not eligible for orthodontia coverage. The high option costs more than the low option.

How do I get dental insurance?

You are eligible to enroll within your first 31 days of employment or during the annual open enrollment period.

How do I find a dental provider?

Visit Arkansas BlueCross BlueShield's website to find a dental provider.

Additional Information Available through the ASU System Benefits Page

Arkansas BlueCross BlueShield Website

BluePrint Portal

Vision Insurance

Arkansas State University offers vision coverage to benefit-eligible employees and their families through VSP.

What should I know about vision insurance?

Vision Service Plan (VSP) offers an annual exam with a $10 co-pay at a VSP network physician, as well as allowances for eyeglasses or contacts.

How do I get vision insurance?

You are eligible to enroll within your first 31 days of employment or during the annual open enrollment period.

How do I find a vision provider?

Visit VSP Vision Care's website to find a vision provider.

Where can I get my vision insurance card?

You will not be issued a card for your vision insurance. The provider will be able to look up your information at your appointment. Just let them know that you have VSP vision insurance.

Additional Vision Insurance Information can be found on the ASU System Benefits Page.

Employee Benefit Information

Flexible Spending Accounts (FSA)

Flexible Spending Accounts (FSA)

The Arkansas State University System offers **Flexible Spending Accounts (FSAs)** to benefits-eligible employees, administered through Optum Financial / ConnectYourCare (CYC).

FSAs allow you to set aside pre-tax money to pay for eligible healthcare and dependent care expenses — helping you save money and reduce taxable income.

> **Employees who retire or terminate during the year do not have a grace period. Their last day of work is the last day they can incur expenses, and they have 60 days to submit expenses.**

How the FSA Works

Once enrolled, you'll receive an Optum payment card that can be used at IRS-approved vendors for eligible expenses.

You can also check your account balance and submit claims online here.

Qualified Expenses

Flexible spending accounts help you tax-shelter income for qualified medical and childcare expenses. The money you contribute is not subject to federal, state, or FICA taxes.

- **Health Care FSA:** Contribute between $240 and $3,400 per employee annually for eligible out-of-pocket healthcare expenses.
- **Dependent Day Care FSA:** Contribute between $240 and $7,500 per household annually for childcare (daycare) costs.

How do I start a Flexible Spending Account?

You may enroll within your first 31 days of employment for the current calendar year. Current employees who wish to participate must enroll during the open enrollment period each fall for the next calendar year. Any funds not claimed during the grace period are forfeited.

- New employees may enroll within 31 days of hire for the current calendar year.
- Current employees must enroll during Open Enrollment each fall for the next calendar year.
- Unused funds not claimed by the deadline are forfeited per IRS rules.

Can I use a Health Care Flexible Spending Account (FSA) with the Classic or Premier Plan?

Yes. The Classic Plan and Premier Plan may be paired with a health care Flexible Spending Account (FSA) that can be used for qualified medical expenses during the plan year. You choose the amount to contribute and then make pre-tax contributions up to the annual IRS limits. The funds in a health care Flexible Spending Account do not roll over from year to year.

How is an FSA different from an HSA?

- FSAs and HSAs both offer tax benefits and have annual contribution limits.
- Funds in an HSA roll over from year to year. There is no “use it or lose it” rule.
- FSAs are "use it or lose it." That means you'll lose any funds you don't spend by the end of the grace period.
- You can use your FSA to cover eligible healthcare costs at the start of the year. The entire amount is available on day one.
- With the HSA, you cannot spend more than the funds deposited in your HSA. However, you can save receipts for qualified medical expenses and file for reimbursement after your balance has grown.
- You can't contribute to an HSA and an FSA in the same year.

> Additional flexible spending account (FSA) information can be found through the ASU System Benefits Page

Employee Benefit Information

Health Savings Accounts (HSA)

Health Savings Account (HSA)

A Health Savings Account (HSA) is available to employees enrolled in the Health Savings Plan and allows you to save and grow savings tax-free for medical expenses.

The HSA is administered through ConnectYourCare, where you can manage your account and submit claims online here.

> To be eligible for the HSA, you must be enrolled in the Health Savings Plan.

Here’s how the Health Savings Account works:

- Once enrolled in the Health Savings Plan, you will be eligible to open a Health Savings Account.
- You’ll receive a debit card to pay for eligible healthcare expenses.
- You can contribute pre-tax dollars directly from your paycheck.
- Funds roll over each year — your HSA money is yours to keep, even if you change jobs or retire.

How much can I contribute to my HSA?

2026 IRS Maximum Contribution Limits

- Individual Coverage: Up to $4,400
- Family Coverage: Up to $8,750
- Age 55 or older: Additional $1,000 “catch-up” contribution

How is an HSA different from an FSA?

- FSAs and HSAs both offer tax benefits and have annual contribution limits.
- Funds in an HSA roll over year to year. There is no “use it or lose it” rule.
- FSAs are "use it or lose it." That means you'll lose any funds you don't spend by the end of the grace period.
- You can use your FSA to cover eligible healthcare costs at the start of the year. The entire amount is available on day one.
- With the HSA, you cannot spend more than the funds deposited in your HSA. However, you can save receipts for qualified medical expenses and file for reimbursement after your

balance has grown.
- You can't contribute to an HSA and an FSA in the same year.

Do I have to contribute to my HSA?

No. You are not required to contribute to the HSA.

Does Arkansas State University contribute to my HSA?

ASU System will contribute $500 for employee coverage or $1,000 for family coverage if you are enrolled in the Health Savings Plan with Health Savings Account. Half of these health plan contributions will be deposited into the HSA in mid-January and half will be deposited in mid-August. Contributions for employees hired Jan. 1 – July 31, will be $250 for individuals and $500 for families. Employees hired Aug. 1 – Dec. 31 will not receive a contribution.

What happens to the money in my HSA if I leave Arkansas State University?

If you leave Arkansas State University, you won't lose your HSA. Your HSA and its funds, including the funds your employer contributed, are owned by you.

Can I contribute to an HSA and also enroll in the healthcare Flexible Spending Account?

No. You're eligible to contribute to an HSA only if you are enrolled in the Health Savings Plan. If you are enrolled in the Classic or Premier Plan, you are eligible to contribute to the healthcare FSA.

Can I use the money in my HSA for eligible dependents even if they are not covered by my insurance Plan?

Yes, you may use the money in your HSA to pay your spouse's or other eligible dependent's eligible expenses.

> Additional information regarding Health Savings Accounts (HSA) is available through the ASU System Benefits Page.

COBRA

In the event of termination of employment or a qualifying event that ends dependent coverage, continuation of coverage may be elected through our COBRA provider, Optum. Employees will receive notification directly from Optum upon benefit termination, including rates and information on how to enroll in COBRA Continuation benefits.

Also, upon termination of coverage, at your request, we will issue a Certificate of Credible Coverage to present to future employers as proof of your coverage under this plan.

What is COBRA?

The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances.

How do I manage/pay for my COBRA plan?

COBRA payments will be paid directly to Optum using the member portal.

> Questions about COBRA? Contact the Human Resources Department for any questions regarding COBRA enrollment.

Employee Benefit Information

Medical Transport Insurance

Medical Transport

Protects you and your family against the financial burden of massive out-of-pocket ambulance costs. This coverage is offered through MASA.

How do I get Medical Transport Insurance?

You are eligible to enroll within your first 31 days of employment or during the annual open enrollment period.

How do I file a Medical Transport claim?

- Visit MASA website
- Click on **Member login** located in the top right corner.
- Click on **Register** and enter your member ID number and birthdate, and create a password.
- Once you have signed in, click on the **Claims** tab, and then click **Submit New Claim**.
- Upload the bill/invoice and the EOB, if available.
- Be sure to include your member number on the bill/invoice.

Member Portal

MASA Medical Transport Solutions

A MASA MTS Membership provides the ultimate peace of mind at an affordable rate for emergency ground and air transportation service within the United States and Canada, regardless of whether the provider is in or out of a given group healthcare benefits network. After the group health plan pays its portion, MASA MTS works with providers to deliver our Members $0 in out-of-pocket costs for emergency transport.

Emergent Air Transportation
In the event of a serious medical emergency, Members have access to emergency air transportation into a medical facility or between medical facilities.

Emergent Ground Transportation
In the event of a serious medical emergency, Members have access to emergency ground transportation to a medical facility or between medical facilities.

Non-Emergency Inter-Facility Transportation
In the event that a member is in stable condition in a medical facility but requires a heightened level of care that is not available at their current medical facility, Members have access to non-emergency air or ground transportation between medical facilities.

Repatriation/Recuperation
Suppose you or a family member is hospitalized more than 100 miles from your home. In that case, you have benefit coverage for air or ground medical transportation to a medical facility closer to your home for recuperation.

> Additional Information regarding Medical Transportation Insurance can be found using the ASU System Benefits Page.

Employee Benefit Information

Accidental Death & Dismemberment (AD&D) Insurance

Arkansas State University offers employees the ability to purchase Accidental Death and Dismemberment (AD&D) insurance through UNUM.

- You may purchase insurance for yourself in increments of $25,000 up to a maximum benefit of five times your salary, or $250,000, whichever is lower.
- You may also purchase additional coverage for your family. If you purchase family coverage, your spouse is covered at 50% of your elected amount, and children to age 19 (or age 23 if students) are covered at 10% of your elected amount.
- UNUM is the carrier

> Please note that you may be covered only once on the optional AD&D coverage. You may be covered as an employee or a spouse, or a dependent child.

How to File an Accidental Death & Dismemberment Insurance Claim

Arkansas State University's Human Resources department will guide you through the process of filing an AD&D insurance claim. HR will handle all necessary paperwork with the insurance provider to ensure a smooth and timely process. If you need to initiate a claim or have any questions, please contact Human Resources directly for assistance.

Additional Information regarding Accidental Death & Dismemberment (AD&D) can be found on the ASU System Benefits Page

Employee Benefit Information

Group Life Insurance

> Arkansas State University provides basic life insurance for benefit-eligible employees and their families through UNUM.

- Basic life insurance for employees is equal to 1.5 times your annual salary up to a maximum benefit of $50,000.
- Basic life on a legal spouse is $2,000
- Basic life for children ages live birth to six months is $1,000
- Basic life for children six months to 19 (25 if a full-time student) is $2,000
- AD&D coverage in the same amount as above
- UNUM is the insurance provider

You also have the opportunity to purchase additional term life insurance as a new hire or during open enrollment without evidence of insurability. Open enrollment increases are limited to one increment without evidence of insurability; however, you may apply for additional coverage by submitting evidence of insurability forms.

- You may purchase term life insurance on yourself in increments of $25,000. Premium is based on age and increases as you get older.
- You may purchase additional term life on your family if you have purchased additional life insurance for yourself. Premiums on spouses are based on your age and will increase as you get older. For spouse coverage over $25,000 or for an increase of more than $5,000 during open enrollment if under $25,000, you must submit an EOI form.
- Optional Life coverage amounts are reduced at ages 65, 70, 75, 80, 85, and 90.
- UNUM is the insurance provider.

> Please note that an employee cannot be covered as a spouse or dependent on a dependent or supplemental spouse, or supplemental child life.

How to File a Life Insurance Claim

Arkansas State University’s Human Resources department will guide you through the process of filing a life insurance claim. HR will handle all necessary paperwork with the insurance provider to ensure a smooth and timely process. If you need to initiate a claim or have any questions, please contact Human Resources directly for assistance.

Additional information regarding life insurance is available through the ASU System Benefits Page

Employee Benefit Information

Long-Term Disability

> Arkansas State University provides long-term disability insurance for benefits-eligible employees. ASU pays 100% of the premium. The plan is administered by Centennial Insurance (claims submission) and UNUM (claims payment).

Plan Features

- Long-term disability provides you with income if you become disabled and are no longer eligible to work
- You are covered under the long-term disability plan on the 1st of the month following 90 days of employment
- Benefit is 60% of salary up to a maximum of $6,000 per month
- There is a 180-day elimination period before you are eligible for benefits if you become disabled
- Two-year pre-existing condition clause

How to File a Long-Term Disability Claim

If you need to file a long-term disability claim, the Human Resources department at Arkansas State University will assist you throughout the process. HR will coordinate the necessary documentation to help ensure your claim is submitted accurately and efficiently. For guidance or to begin a claim, please reach out to Human Resources.

Additional Information regarding Long-Term Disability can be found on the ASU System Benefits Page

Short-Term Disability

ASU offers employees the ability to purchase short-term disability (STD) insurance. STD insurance provides you with income if you are unable to work due to a qualified illness or accident. UNUM became the provider for Short-Term Disability effective January 1, 2017. Employees who became disabled prior to 1/1/2017 should file their claim with Companion. Employees who became disabled on January 1 or later should file a claim with UNUM.

Short-Term Disability Plan Information

- Employees pay 100% of the premium
- The plan is administered by UNUM

Available Short-Term Disability Plans

- Plan 1 begins payment on the 8th day off work and pays up to 26 weeks
- Plan 2 begins payment on the 15th day off work and pays up to 26 weeks

> You must meet plan requirements to qualify for disability payments. The pre-existing condition period of one year must be met in order to be eligible for benefits.

Short-Term Disability Rates

Rates are based on age and the amount of disability insurance you purchase. You may purchase insurance to cover up to 66 2/3% of your weekly salary. Rates are based on your age, and will increase at age 30, 45, 50, 55, 60, and 65.

How do I enroll in Short-Term Disability?

You are eligible to enroll within your first 31 days of employment or during the annual open enrollment period.

How do I file a Short-Term Disability Claim?

If you need to file a short-term disability claim, the Human Resources department at Arkansas State University will assist you throughout the process. HR will coordinate the necessary documentation to help ensure your claim is submitted accurately and efficiently. For guidance or to

begin a claim, please reach out to Human Resources.

> Additional Short-Term Disability Information is available through the ASU System Benefits page.

Cancer Insurance

Arkansas State University offers employees the opportunity to purchase cancer insurance through USAble Life. Employees may purchase individual plans as well as family plans. Evidence of insurability is required.

Available Plans

USAble Life offers three levels of cancer plans that pay cash to employees diagnosed with cancer. The plans cover hospital confinements, radiation, chemotherapy, and surgery.

How can I enroll in Cancer Insurance?

Employees may enroll within 31 days of hire or during open enrollment.

How do I receive my wellness benefit through USAble?

- Complete the Wellness Benefit Request Form
- Return the Request Form to the Claims Department address listed in the top right corner of the form

More information about the Cancer Insurance Policy can be found using the ASU System Benefits Page

Employee Benefit Information

Accident & Critical Illness Insurance

Arkansas State University provides accident and critical illness insurance for benefit-eligible employees and their families.

What is Accident Insurance?

Accident Insurance provides a set benefit amount based on the type of injury you have and the type of treatment you need. It covers accidents that occur off the job. And it includes a range of incidents, from common injuries to more serious events.

Please note that you may be covered only once on the Accident or Critical Illness coverage. You may be covered **only** as an employee, a spouse, or a dependent child.

What is Critical Illness Insurance?

Critical Illness insurance pays a lump sum directly to the participant when diagnosed with a covered condition. Critical Illness Insurance includes the following benefits:

- $30,000 maximum benefit;
- No maximum on payouts and benefits for covered conditions can be paid out multiple times
- You may purchase critical illness insurance for your spouse if you have purchased critical illness insurance for yourself. Your spouse can get 50% of the employee coverage amount.

> Please note that you may be covered only once on the Accident or Critical Illness coverage. You may be covered **only** as an employee, a spouse, or a dependent child.

How can I enroll in Accident and/or Critical Illness insurance?

You have the opportunity to purchase accident insurance as a new hire or during open enrollment without evidence of insurability.

How do I file a claim for my Accident and/or Critical Illness insurance policy?

The fastest way to file a claim or leave is with the Unum web portal or app. Simply log in to your account to get started, check on the status of a previously filed claim, or find answers to common claim questions. Or by completing the Critical Illness or Accident Insurance Claim form(s).

File a claim by clicking here

How do I get my Be Well Benefits through my Accident & Critical Illness insurance policy?

Every year, each covered family member who has Accident coverage can also receive $50 for getting a covered Be Well screening test, such as:

- Annual exams by a physician include sports physicals, well-child visits, dental, and vision exams
- Screenings for cancer, including pap smear, colonoscopy
- Cardiovascular function screenings
- Screenings for cholesterol and diabetes
- Imaging studies, including chest X-ray, mammography
- Immunizations including HPV, MMR, tetanus, influenza

Additional Information regarding your Accident and/or Critical Illness policy can be found on the ASU System Benefits Page

Unum Website

Employee Benefit Information

Tuition Discount Information

> A-State gives a generous discount of 75% off undergraduate tuition for most programs to its full-time employees and their eligible dependents. They also discount most graduate programs by 50%. Some programs are exempt from the tuition discount. Please check with the program or your Human Resources office to confirm program eligibility.

How do I apply for a tuition discount?

Please complete the appropriate form to apply for the tuition discount.

Full-Time Employee Tuition Discount Form

Dependent or Spouse Tuition Discount Form

Dependent Housing Discount Form

What is the tuition discount for full-time employees?

Undergraduate studies for credit or for audit on a space-available basis at a 75% discount on tuition. For graduate-level studies, waiver of 50% tuition is available.

Can I work in a full-time position and take courses during work?

Yes! Employees, with supervisor approval, may take one 3-hour course during regular working hours.

I am taking an A-State Online course. Is this included in the discount?

As of January 1, 2021, full-time employees (not spouses or dependents) are eligible for a 50% discount on all A-State Online courses.

Can I receive the tuition discount in addition to a scholarship?

Persons who receive the tuition discount will have any university-sponsored scholarships adjusted accordingly. Persons who choose to accept a full-fee grant-in-aid or assistantship will be charged the regular tuition.

I submitted my tuition discount form. When will my bill be discounted?

The discounts will be applied to billing statements a week before classes begin each semester. Contact the Treasurer's Office for questions about the application of your discount.

How do I know if my courses are eligible for the tuition discount?

The following programs are excluded from the tuition discount program:

- Doctor of Physical Therapy
- Doctor of Occupational Therapy
- Doctor of Nursing Practice in Nurse Anesthesia
- Doctor of Veterinary Medicine

Am I eligible for a tuition discount?

Arkansas State University regular, full-time employees and retired employees are eligible for the discount.

Is my dependent eligible for the discount?

Dependent children must be 23 years of age or less, unmarried, living at home or in a residence hall, and must be an identified dependent for IRS tax purposes on the annual tax form, or some other form of dependency documentation, such as a divorce decree.

The Internal Revenue Service definition of legal dependent will be used for purposes of this policy. Please review that definition here to help determine if your dependent is eligible for this discount:

https://www.irs.gov/credits-deductions/individuals/dependents

What documentation is needed to prove dependent eligibility?

Proof of dependency and proof of age must be attached to the completed Dependent Tuition Discount Form for processing.

Examples of Dependency Proof:

Photocopy of prior year 1040 tax return (top portion only needed)

Photocopy of court ordered dependency

Proof of guardianship

Examples of Proof of Age:

Photocopy of Dependent’s driver’s license

Photocopy of Dependent’s birth certificate

Photocopy of ID Card issued by government agency with name and date of birth

> Please contact the Treasurer’s Office to inquire about the inclusion of your program if you are unsure.

ASU System Policy

Full-Time Employee Tuition Discount Form

Dependent or Spouse Tuition Discount Form

Dependent Housing Discount Form - for A-State employees only

Employee Benefit Information

Hinge Health

Are you struggling with joint or muscle pain?

Arkansas State University System is excited to announce that we are partnering with Hinge Health, a digital exercise therapy program!

What is Hinge Health?

Hinge Health provides personalized care plans and coaching to help people accomplish their health goals with exercise therapy programs designed to treat muscle and joint issues from head to toe, including back, knee, pelvic pain, and more. Whether you're hoping to overcome nagging pain, recover from recent injuries, prepare for surgery, address pelvic health issues, or find new strategies to stay healthy and pain-free, Hinge Health will assess your condition and match you to a care team to help personalize your treatment.

Hinge Health gives you 24/7 access to therapeutic guided exercises and stretches via the Hinge Health app that are personalized to meet your needs. You'll also have a dedicated care team (including a physical therapist) to support you throughout your program and help you reach your pain relief goals. Depending on the program that suits you best, you may receive additional equipment, such as resistance bands.

How does the program work?

Based on your answers to the 10-minute online application, we will place you in a program that best suits your needs. Once enrolled in any of our programs, you will be provided with a customized treatment plan that will include three pillars of effective care: education, exercise therapy, and support to build healthy habits.

Join Hinge Health for expert care that fits into your busy life. They will ask you about your pain and other medical conditions to make sure the program is a good fit. Once your application is complete, the Hinge Health team will confirm your eligibility and send a follow-up email in 1-2 business days.

> Feel free to reach out to Hinge Health at hello@hingehealth.com or call (855) 902-2777 if you have additional questions.

Available at No Cost

Hinge Health is available at no cost because it is 100 percent covered by the ASU System Health Plan.

To be eligible to participate, an employee, spouse, or dependent child must be 18 years old and enrolled in an ASU System Health Plan.

Additional Information regarding Hinge Health is available through the ASU System Benefits Page

Articles

Employee Benefit Information

Benefit Bump

What is BenefitBump?

BenefitBump is a holistic navigation service for growing families, connecting participants to ASU's benefits, leave policies, and resources, while layering on community supports and expert-level guidance through an emotional health-forward approach.

BenefitBump is a benefit navigation program for all growing families, with support for pregnancy, adoption, surrogacy, and fertility treatment. Watch an introduction here.

Participants are assigned a dedicated Care Navigator to guide them through the BenefitBump program and their entire parenthood journey.

Do I have to pay for Benefit Bump?

No! This is a free benefit for all full-time benefit-eligible employees.

Ready to Sign Up for Benefit Bump?

Visit mybenefitbump.com or download the BenefitBump mobile app on the Apple App Store or the Google Play Store.

When registering, use the invitation code "**A-STATE**".

Additional Information Available through the ASU System Benefits Page

Employee Benefit Information

Teladoc

Arkansas State University System is excited to announce that we are now partnering with Teladoc Health!

What is Teladoc?

Teladoc Health is a full spectrum of virtual care support which includes primary, chronic, and mental health care. With the Teladoc Health program, you get access to connected health-monitoring devices, certified health coaches and support from physicians and mental health specialists to help manage conditions like prediabetes, diabetes, hypertension, and weight management.

How does Teladoc work?

Start by visiting Teladochealth.com/go/ASUS and answering a few simple questions about your health. Next, download the app and log in. You may also enroll by calling Teladoc Health Members Support at 800-835-2362. If calling Teladoc, you will need the registration code - ASUS. After you enroll, you will be shipped a Welcome Kit that includes the appropriate connected devices for your condition so you can begin your readings immediately.

Teladoc is Available at No Cost!

Teladoc Health is available at no cost because it is 100 percent covered by the ASU System Health Plan.

To be eligible to participate, an employee, spouse, or dependent child must be 18 years old and enrolled in an ASU System Health Plan.

Additional Information about Teladoc can be found using the ASU System Benefits Page

Credit Union

All employees of Arkansas State are eligible to join Success Credit Union. Contact the Credit Union Office for more information at (870) 935-9336 or visit their site at

https://www.successcreditunion.com/.

Budgeted Fringe Rates

Budgeted Fringe Rates:

Graduate Assistants	0.30%
Part-Time Staff	0.50%
Summer Faculty	20%
9-Month Faculty	29%
12-Month Faculty	28%
Full-Time Staff	33%

Miscellaneous Benefits & Employee Discounts

Athletic Events

All A-State employees may purchase season football and basketball tickets for themselves and their immediate family at a reduced rate. A free lifetime pass to athletic events is available for the employee upon retirement.

Bookstore Purchases

Faculty, staff, and the immediate relatives of those parties will receive a 10% discount on any NEW textbooks or NEW software purchased (not rented), and 15% on any USED textbooks purchased (not rented). Textbook Brokers will provide a 25% discount on all non-textbook items sold in store or on the website for all faculty, staff, and immediate relatives of those parties.

Textbook Brokers is now A-State's official bookstore, located at 2160 E Johnson Ave, and may be contacted at (870) 935-2325 or Bookstore.

Catastrophic Leave Bank

After completing two years of service, employees become eligible for the Catastrophic Leave Bank. Employees may elect to donate to the Catastrophic Leave Bank after completing two years of service and may donate hours in increments of 8 hours. Employees who have 80 hours of vacation and/or sick leave in the system at the onset of an illness or injury and have completed the two years of service may apply for Catastrophic Leave or for a Catastrophic Leave for Dependent/Child to supplement their income while they are on leave from the University.

Learn more about the Catastrophic Leave Bank>>

Child Education Leave

Employees are allowed the opportunity to participate in their children's educational activities by granting (8) hours of children's educational activity leave per calendar year.

Learn more about Child Education Leave >>

COBRA

In the event of termination of employment or a qualifying event that ends dependent coverage, continuation of coverage may be elected through our COBRA provider, ConnectYourCare. Employees will receive notification directly from ConnectYourCare upon benefit termination, including rates and information on how to enroll in COBRA Continuation benefits.

Also, upon termination of coverage, at your request, we will issue a Certificate of Credible Coverage to present to future employers as proof of your coverage under this plan.

Credit Union

All employees of Arkansas State are eligible to join Success Credit Union. Contact the Credit Union Office for more information at (870) 935-9336 or visit their site at

https://www.successcreditunion.com/.

Direct Deposit

Effective July 1, 2015, the University is transitioning to electronic payment of all payroll funds for all employees. Employees will have the option of establishing payment via direct deposit with their personal bank account or receiving a new USBank payroll card.

Cards will be issued by A-State through Payroll Services and can be utilized anywhere VISA cards are accepted. Individuals will have the ability to monitor their accounts via website, mobile banking app, phone or text messaging.

Employee Assistance Program

The A-State Jonesboro Employee Assistance Program (EAP) provider is St. Bernards Counseling Center. This service includes 6 free visits per year and is provided to assist employees and their family members when dealing with problems that may occur in everyday life. Individuals can seek assistance in a simple and confidential manner from a trained professional. Referrals to the EAP can be made by yourself, family members, supervisors or physicians, etc.

Please see the brochure for additional information including location and phone number.

Family Medical Leave Act (FMLA)

The Family and Medical Leave Act of 1993 (FMLA) provides time off for employees to care for family members or due to their own illness. To be eligible, employees must have been employed by Arkansas State University for a total of 12 months and have worked a total of 1,250 hours in the past 12 months.

The FMLA entitles eligible employees to a total of 12 work weeks of leave during any 12-month period for one of the following reasons:

- The birth of a child, and to care for the newborn child;
- The placement with the employee of a child for adoption or foster care
- The care of the employee's spouse, child, or parent for a serious health condition; or

- A serious health condition that makes the employee unable to perform the functions of the employee's job.

At the beginning of 2008, the President signed into law permission for an employee to take up to 26 workweeks of leave to care for a member of the National Guard or Reserves, who is undergoing medical treatment, recuperating from a medical procedure, therapy, other outpatient status, or is otherwise on the temporary disability retired list for a sickness or illness. The 12-month period used by Arkansas State University for determining eligibility is a rolling year forward, with the 12-month period beginning the first day of FMLA leave usage. (For example, if an employee begins leave for surgery on April 10 of 2008, the 12-month period begins on April 10, 2008 and ends on April 9, 2009.)

Employee Rights and Responsibilities

Also, complete one of the following: Certification for Employee, Employee's Family, Qualifying Exigency for Military Family Leave, Covered Service member for Military Family Leave

Fitness Leave Time

A-State employees may make use of a three (3) hour per week release time benefit for physical fitness purposes. This program is a year round benefit and is available to fulltime, benefited employees. This benefit may not be used in conjunction with the educational benefit, and may be used in increments of 90 minutes or less. Employees who wish to make use of this benefit should get approval from their supervisor, and complete the form linked here.

For additional details see the operating procedure Release Time for Fitness Purposes.

ID Card

All employees must be issued an Identification Card from the Campus Card Center located in the Student Union. Employees may also set up mobile access for their ID card. Upon termination, the ID card must be returned to the supervisor before the last payroll check will be released.

Parking Permit

All students, faculty and staff members who park a vehicle on the A-State campus are required to display a parking permit as instructed in the Parking and Motor Vehicle Regulations.

Each vehicle which does not display the parking permit in the proper manner will be considered in violation of the rules and subject to fine. All visitors on campus must park in designated visitor parking or in a paid metered or garage space.

Parking permits may be purchased through the Parking System in Pack Portal.

Tuition Discount

Arkansas State University regular, full time employees, retired employees, their spouses and their unmarried dependent children (dependent children must be 23 years of age or less, unmarried, living at home or in a residence hall, and must be an identified dependent for IRS tax purposes on the annual tax form, or some other form of dependency documentation, such as divorce decree) may enroll for undergraduate studies for credit or for audit on a space-available basis at a 75% discount of tuition. For graduate level studies, these persons are eligible for a waiver of one-half tuition. As of January 1, 2021, full-time employees (not dependents) are eligible for 50% discount on all A-State Online courses.

Dependent tuition discounts will continue to be available after the death of a current full-time employee or retiree of the university.

Persons who receive the tuition discount will have any university-sponsored scholarships adjusted accordingly. Persons who choose to accept a full-fee grant-in-aid or assistantship will be charged the regular tuition.

Employees may take one course during regular working hours with supervisor approval. The Tuition Discount Form must be completed and approved prior to the beginning of the course.

A Tuition Discount Form must be submitted in order for the discount to be applied:

Tuition Discount Form - Employee

Tuition Discount Form - Dependent

For more information, view our Frequently Asked Questions or contact Human Resources at 870-972-3454.

Vacation and Sick Leave

Employees accrue vacation leave according to years of employment, and eight (8) hours of sick leave for each complete month of service.

Years of Employment	Monthly	Annually
Through 3 years (1 through 36 months)	1 day (8 hours)	12 days
4th through 5th years (37th through 60th months)	1 day, 2 hours (10 hours)	15 days
6th through 12th years (61st through 144th months)	1 day, 4 hours (12 hours)	18 days
13th through 20th years (145th through 240th months)	1 day, 6 hours (14 hours)	21 days
Over 20 years (241st + months)	1 day, 7 hours (15 hours)	22.5 days

> Note: Faculty accrue eight hours of sick leave per month based on the contract period.

Discounts:

AT&T Arkansas State Discount:

CODE: FAN 99632
Link to AT&T College & University Website:

https://www.att.com/signatureprog/

Enter employee email address on right side of the page in box titled “Students & Faculty”. AT&T will then list eligible discounts and deals.

Enterprise Rental Car Discount Code (for personal use)

CODE: 56WN811

www.enterprise.com

Hotel Discount Offer:

Embassy Suites by Hilton Jonesboro Red Wolf Convention Center:

Booking link code for A-State employees: Go to www.embassysuites.com/ and under ‘special rates’ enter **0002737784** in the ‘corporate account’ field. That will direct you to the next page to choose your room type preference and finalize your reservations.

Hotels in Arkansas

Some hotels in Arkansas provide a discount for State employees when you present your ID card. Always inquire upon making a reservation if they provide a discount for State employees for personal reservations.

Additional Discounts

Many restaurants in Jonesboro provide discounts to A-State students and employees, when you present your ID card. Always ask if the business provides a discount.

Qualifying Life Event Information

Life doesn’t always stick to a schedule—and luckily, your benefits don’t have to either. Certain major life events, known as qualifying life events, give you the chance to update your insurance outside of open enrollment. These include:

- New Employee Enrollment Period
- Getting married
- Having, adopting, or regaining custody of a child
- Losing or gaining other health coverage
- Receiving a court order affecting coverage

If one of these life changes happens, you have 31 days from the event date to make updates to your benefits. Be sure to notify HR right away so we can help you stay on track and fully covered!

If you have any questions or need assistance, feel free to contact us at hr@AState.edu or call 870-972-3454. We're here to help!

Qualifying Life Event Information

New Employee Benefit Enrollment

Welcome aboard! As a new hire, you have a 31-day window from your hire date to enroll in your university benefits. This is your chance to select the coverage that best fits your needs—health, dental, vision, and more. Don’t miss out! Be sure to review your options and submit your selections before the deadline to ensure you’re covered from the start.

I am a new employee. How do I enroll in benefits?

As a new employee, you will receive an email from the Human Resources office with your user ID and password to enroll online.

Benefits Enrollment Site

Can I enroll my dependents in an insurance plan?

Absolutely! If you want to cover your dependents on the ASU medical plan, you will need to provide your marriage license or last year's tax return to cover your spouse, and a birth certificate, adoption decree, or legal guardianship papers to cover your children.

I am a new employee. What kind of benefits does A-State offer?

Please visit the ASU System Benefits Web Page to view all of the benefits that we have to offer!

> Questions about your New Employee Benefit Enrollment? Contact the Human Resources Department for assistance!

New Child (Birth, Adoption, Regained Custody)

I just had a baby. Can I make changes to my insurance plan?

Yes! This is considered a qualifying life event. You have 31 days from the baby's date of birth to make changes. Please contact Human Resources to begin the process.

I am pregnant. What do I need to do with Human Resources?

Please contact Human Resources to discuss FMLA eligibility as well as help with any benefits-related questions.

> Questions about Child Birth, Adoption, or Regaining Custody? Contact the Human Resources Department for assistance!

Performance Evaluations

Performance evaluations are an important part of how we grow, connect, and succeed together at A-State. These reviews provide an opportunity for supervisors and employees to reflect on accomplishments, set goals, and ensure everyone is working in alignment with the university's mission.

To support continuous improvement and professional development, both 90-day reviews and annual evaluations are required for all eligible employees. These evaluations are not optional—they are essential tools for:

- Encouraging open, productive conversations
- Supporting employee growth and development
- Identifying opportunities for improvement
- Strengthening team and departmental performance

Thank you for your commitment to making A-State a place where every team member can thrive!

Questions regarding an evaluation? Contact the A-State Human Resources team. We are happy to help!

Kristin Carson - A-State Human Resources
870-972-2446
kcarson@astate.edu

Employee Evaluation Workflow

What is the Employee Evaluation Process?

Once it’s time for performance reviews to begin, supervisors will receive a helpful e-notification from our Taleo HR platform letting them know it’s time to get started!

Employee Evaluation Workflow

Employee evaluations follow a simple, step-by-step process designed to make things smooth and straightforward for everyone involved:

Supervisor Completes Evaluation
Supervisors will log in and complete the evaluation by rating the employee on key areas like job knowledge, quality of work, organization, and dependability.

Employee Review & eSignature
Once the evaluation is ready, supervisors and employees should meet to discuss the results. The employee will receive an email prompt to review, e-sign, and leave any comments they’d like.

Supervisor Submission
After reviewing the employee’s comments, the supervisor will provide a final sign-off to officially submit the evaluation to Human Resources.

> Questions? We are here to help! Contact our Human Resources Office with any questions.

Supervisor Information for Employee Evaluations

At A-State, performance evaluations aren’t just a task—they’re a meaningful way to encourage communication, support growth, and ensure that every department is aligned and thriving. By setting aside time to reflect on achievements, set new goals, and provide thoughtful feedback, supervisors and employees work together to strengthen our campus community.

Do I have to complete evaluations for my employees?

Yes! As part of A-State’s commitment to employee development and institutional excellence, **both annual evaluations and 90-day reviews are required** for all eligible employees. These reviews are **not optional**—they’re essential for boosting engagement, encouraging professional growth, and identifying areas for support and improvement.

Why are employee evaluations important?

Supervisors are the heart of the evaluation process. By completing evaluations thoughtfully and on time, you help reinforce A-State’s values, foster open communication, and build a culture of continuous improvement. If you’re ever unsure when a review is due—or how to complete it—step-by-step resources are here to guide you every step of the way.

Thank you for playing a key role in making A-State a workplace where every team member can succeed and shine!

> Questions? We are here to help! Contact our Human Resources Office with any questions.

Employee eSignature Guide for Evaluations

Employee Information about Evaluations

Performance evaluations at A-State are designed with you in mind! They’re a great opportunity to reflect on your accomplishments, talk about your goals, and get valuable feedback to support your professional growth. Whether you're new to your role or a long-time team member, this process helps ensure everyone is aligned and supported as we work toward A-State’s goals together.

What’s my role as an employee in the evaluation process?

After your supervisor completes your evaluation, you’ll receive an email notification inviting you to review it. From there, you’ll have a chance to:

1. Review your evaluation
2. Add comments (if you’d like)
3. Sign electronically to complete the process

This is your time to be part of the conversation and share your perspective!

Why do performance evaluations matter?

Evaluations aren’t just about checking a box—they’re a chance to connect, grow, and celebrate the great work you’re doing. They also help identify areas where you might need support, training, or new opportunities.

Your voice is important in this process, and we encourage you to engage fully and ask questions if you’re unsure about anything.

> Questions? We are here to help! Contact our Human Resources Office with any questions.

Competency Rating Scale

Competencies are rated on the following scale:

Exceeds Standards

The employee regularly demonstrates superior performance. Both what is produced and how it is produced far exceed institutional standards and expectations of the position. The employee is extraordinarily competent and productive. Performance at this level occurs throughout the year and across all key aspects of the position. This employee is often sought out by others for counsel and assistance, and is widely recognized as a role model. Examples of the results and sought-after expertise must be given. This rating should be reserved for truly outstanding performance throughout the review period.

Above Average

The employee demonstrates strong, consistent performance in all or almost all competencies, skills, and responsibilities. Both what is produced and how it is produced meet and often exceed institutional standards and expectations of the position. Results add value beyond the scope of the current role, often benefiting the division/department. Examples of these results must be given to receive this rating. This rating should be reserved for employees with strong, commendable performance.

Satisfactory

The employee consistently demonstrates capable or satisfactory performance. Both what is produced and how it is produced meet the standards and expectations of the position. The employee is a dependable, competent, knowledgeable individual who meets and occasionally exceeds expectations of the position. This rating conveys solid, effective performance.

Below Average

The employee demonstrates adequate performance in most areas, but needs improvement in one or more significant aspects that are critical to the position. Either what is produced or how it is produced requires improvement in one or more areas to meet the expectations of the position and institution. Such performance shortfalls may be attributable to newness on the job, missing or undeveloped skills, and/or experience. Regardless, this rating conveys that performance is below expectations in one or more areas and must be improved. A performance improvement plan and review by HR is required.

Unsatisfactory

The employee frequently performs below the level expected of this position in all or almost all key aspects of the position. Both what is produced and how it is produced are below institutional standards and clearly unacceptable. Unless there is obvious and immediate improvement, a performance improvement plan and review by HR is required.

> Questions? We are here to help! Contact our Human Resources Office with any questions.

Hiring Managers

Questions? We are here to help!

Contact our Human Resources Office with any questions.

A-State Human Resources
870-972-3454
hr@astate.edu

Background Checks

Background checks will be performed on applicants for employment at Arkansas State University in order to create a safe and secure workplace for students, faculty, staff, administrators, and visitors; to protect funds, property and other assets of the university; and to ensure that Arkansas State University employees are qualified to perform duties and responsibilities of the positions for which they apply.

View the full Arkansas State University System Policy here

I need to hire someone. Will my final candidate need a background check?

Below is the criteria for a background check upon hire.

- Only the final applicant selected for hire will require a background check
- Any former regular full-time or adjunct employee who is being considered for rehire after a break in service of twelve months or more
- Any current employee who is being considered for transfer, promotion, or reclassification
- Any current employee competing for a vacancy through an external search process
- Any current employee changing from a faculty to an academic administrative position
- Any Graduate Assistant, teaching assistant, or post-doctoral appointee
- Any temporary employee

How long does a background check take?

- Most background checks will be returned within 48 hours. Some checks may take longer depending on the availability of information electronically or a delay in verification of data due to applicant error.
- International checks will vary depending on the relevant country

What type of background check will be conducted for my new hire?

The type of check will depend upon the duties and responsibilities of the position.

The types of checks conducted will be:

- Criminal – Includes – State, Local, and Federal Criminal Check, SSN Trace, and Sexual Offender Trace

- Criminal + Education – includes the above check plus verification of the degree awarded and date awarded
- Criminal + Education + Credit – includes the above check plus a credit check
- Criminal + Education + Licensure – includes Criminal + Education and verification of relevant Licensure to the position

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Can my new hire begin employment prior to the results of the background check?

It is the goal of the institution to complete all background checks prior to an applicant beginning employment. However, an exception may be made only if University operations cannot be carried out in the absence of the Final Applicant.

If a Final Applicant must begin employment prior to completion of the background check, the applicant must be extended a Conditional Offer of Employment and may be allowed to begin work pending receipt of the required background check.

If a final applicant begins employment prior to completion of the background check, the applicant must sign an Acknowledgment of Conditional Offer of Employment Pending Background Check

In all cases, the Final Applicant should not begin work prior to the check being completed unless prior approval has been obtained through the appropriate Vice Chancellor and Human Resources

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Will there be specific language relating to the background check that must be included in recruitment?

The following advertisement must be included when recruiting for any vacancy with Arkansas State University.

“Arkansas State University is committed to creating a productive workplace in which both persons and property are secure. To achieve that goal, background investigations are conducted on all final applicants recommended for employment.”

Additional Information Regarding Background Checks

Arkansas State University System Policy

> Questions? We are here to help! Contact our Human Resources Office with any questions.

Hiring Managers

Hiring Process: Full-Time Employees

Step 1: Update Job Description in Taleo

1. If you have not already, contact Human Resources to request access to Taleo
2. Review the current job description within the Job Library. If any changes need to be made, please contact Kristin Carson in Human Resources before submitting the requisition.

Step 2: Post Job

1. Create a Requisition in Taleo
2. Requisition will route through departmental and administrative approvals
3. Human Resources will approve and post jobs to the appropriate career websites

Step 3: Review Candidates

1. Form Search Committee - Contact Human Resources to set up search committee access
2. Select candidates for interview within Taleo
3. Human Resources will review candidates selected for interview
4. Human Resources contacts the hiring manager with an approved list of candidates

Step 4: Schedule Interviews

1. Contact candidates to schedule an interview
2. Create an Interview in Taleo (optional)
3. Document reference checks in Taleo

Step 5: Submit Candidate Offer

1. Submit the Offer Letter in Taleo
2. Human Resources extends a verbal offer to the candidate
3. Human Resources submits a background request to the candidate via email
4. Human Resources submits a written offer to the candidate
5. Candidate e-signs offer/contract (replaces contract request form/paper offer letter)

Step 6: Human Resources Initiates Onboarding Process

1. New Employee completes Onboarding (New Hire Packet) electronically

2. Payroll Services ensures that new employee information is created in Banner
3. Within 48 hours, an email notification is sent to the new employee’s personal email address with instructions to activate their A-State account and other important steps that need to be completed.

Questions?

- System Access, Posting Jobs, Candidate Applications, and General Questions - Kristin Carson at 2446
- Interviews, Offers, and Onboarding - Peyton Gunn at 2272

Helpful Guides

> How to Create a Requisition

Hiring Process: Adjunct (Part-Time) Faculty

To rehire an existing Adjunct Faculty Member: Please process an EPAF through Banner Self-Service. (View instructions here)

Step 1: Create A Requisition in Taleo Admin

1. If you do not have access to Taleo Admin, contact Kristin Carson
2. Review the current job description within the Job Library. If any changes need to be made, please contact Kristin Carson in Human Resources before submitting the requisition.
3. Create a Requisition from the Job Library in Taleo
4. If you are unsure of what position number to use, please contact human resources.
5. Requisition will route through departmental and administrative approvals
6. Human Resources will review the requisition and reach out to the hiring department with the next steps

Step 2: Review Candidates

1. After the position has closed, review the applicant pool to select candidates for interview.

Step 3: Conduct Interviews for Selected Candidates

Step 4: Submit Candidate Offer

1. Once you have chosen your Candidate for hire, please submit an Offer Letter in Taleo
2. After the Offer has been approved, Human Resources extended a verbal offer to the candidate
3. Human Resources submits a background request to the candidate via email
4. Once the Background Check is completed, Human Resources submits a written offer to the candidate
5. Candidate e-signs offer/contract (replaces contract request form/paper offer letter)

Step 5: New Hire Paperwork

1. The new employee is assigned Onboarding (New Hire Paperwork) electronically in the Taleo Talent Center
2. Within 24 hours, the new employee will receive an email to their personal email address containing a link to access and complete the Onboarding paperwork

3. Once the Offer Letter is e-Signed, and all Onboarding paperwork is completed, the new employee will receive an email within 48 business hours to their personal email address with instructions to activate their A-State account and other important steps that need to be completed

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Questions?

 System Access, Posting Jobs, Candidate Applications, and General Questions - Kristin Carson at 2446

 Offers Letters and Onboarding - Olivia Clark at 3659

Hiring Process: Graduate Assistants

To rehire an existing Graduate Assistant: Please process an EPAF through Banner Self-Service. (View instructions here)

Step 1: Post Job

1. If you do not have access to Taleo Admin, contact Kristin Carson
2. Review the current job description within the Job Library. If any changes need to be made, please contact Kristin Carson in Human Resources before submitting the requisition.
3. Create a Requisition from the Job Library in Taleo
4. If you are unsure of what position number to use, please contact Human Resources
5. Requisition will route through departmental and administrative approvals
6. Human Resources will approve and reach out to the hiring department with the next steps

Step 2: Review Candidates

1. After the position has closed, review the applicant pool to select candidates for interview.

Step 3: Conduct Interviews for Selected Candidates

Step 4: Submit Candidate Offer

1. Once you have chosen your Candidate for hire, please submit an Offer Letter in Taleo
2. After the Offer has been approved, Human Resources extends a verbal offer to the candidate
3. Human Resources submits a background request to the candidate via email
4. Once the Background Check is completed, Human Resources submits a written offer to the candidate
5. Candidate e-signs offer/contract (replaces contract request form/paper offer letter)

Step 5: New Hire Paperwork

1. The new employee is assigned Onboarding (New Hire Paperwork) electronically in the Taleo Talent Center
2. Within 24 hours, the new employee will receive an email to their personal email address containing a link to access and complete the Onboarding paperwork

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Questions?

 System Access, Posting Jobs, Candidate Applications, and General Questions - Kristin Carson at 2446

 Offers Letters and Onboarding - Olivia Clark at 3659

Hiring Process: Part-Time Non-Student Employees

As of 6/22/21: To rehire an existing Part-Time employee: Please process an EPAF through Banner Self-Service (Instructions here).

Step 1: Post Job

1. If you do not have access to Taleo Admin, contact Kristin Carson
2. Review the current job description within the Job Library. If any changes need to be made, please contact Kristin Carson in Human Resources before submitting the requisition.
3. Create a Requisition from the Job Library in Taleo
4. If you are unsure of what position number to use, please contact Human Resources
5. Requisition will route through departmental and administrative approvals
6. Human Resources will review and reach out to the hiring department with next steps

Step 2: Review Candidates

1. After the position has closed, review the applicant pool to select interview candidates.

Step 3: Conduct Interviews for Selected Candidates

Step 4: Submit Candidate Offer

1. Once you have chosen your Candidate for hire, please submit an Offer Letter in Taleo
2. After the Offer has been approved, Kelly Carrick will send the offer to the candidate via email
3. Once the Background Check is completed, Human Resources will email a written offer to the candidate
4. Candidate e-signs the offer/contract

Step 5: New Hire Paperwork

1. The new employee is assigned Onboarding (New Hire Paperwork) electronically in the Taleo Talent Center
2. Within 24 hours, the new employee will receive an email to their personal email address containing a link to access and complete the Onboarding paperwork
3. Once the Offer Letter is e-Signed, and all Onboarding paperwork is completed, the new employee will receive an email within 48 business hours to their email address with instructions to activate their A-State account and other important steps that need to be completed

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Questions?

System Access, Posting Jobs, Candidate Applications, and General Questions - Kristin Carson at 2446

Interviews, Offers, and Onboarding – Kelly Carrick at 8160

Hiring Managers

Hiring Process: Part-Time Student and Work-Study Employees

As of 6/22/21: To rehire an existing Part-Time Student: Please process an EPAF through Banner Self-Service (Instructions here).

Step 1: Post Job

1. If you do not have access to Taleo Admin, contact Kristin Carson
2. Review the current job description within the Job Library. If any changes need to be made, please contact Kristin Carson in Human Resources before submitting the requisition.
3. Create a Requisition from the Job Library in Taleo
4. If you are unsure of what position number to use, please contact Human Resources
5. Requisition will route through departmental and administrative approvals
6. Human Resources will review and reach out to the hiring department with the next step

Step 2: Review Candidates

1. After the position has closed, review the applicant pool to select candidates for interview
2. Update your selected candidates to an interviewing status within Taleo

Step 3: Conduct Interviews for Selected Candidates

Step 4: Background Check

1. If the Student's position meets the criteria for a background check, please reach out to Kelly Carrick.

Step 5: Submit Candidate Offer

1. Once you have chosen your Candidate for hire, please submit an Offer Letter in Taleo
2. After the Offer has been approved, Kelly Carrick emails the written offer to the candidate
3. Candidate e-signs the offer/contract

Step 6: New Hire Paperwork

1. The new employee is assigned Onboarding (New Hire Paperwork) electronically in the Taleo Talent Center
2. Within 24 hours, the new employee will receive an email to their personal email address containing a link to access and complete the Onboarding paperwork

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Questions?

System Access, Posting Jobs, Candidate Applications, and General Questions - Kristin Carson at 2446

Interviews, Offers, and Onboarding – Kelly Carrick at 8160

Maximum Working Hours for Employees

What is the maximum number of course credit hours that an Adjunct Faculty member can teach?

An Adjunct Faculty employee can teach a maximum of nine (9) course hours per (1) semester. If an Adjunct Faculty member is teaching at separate campuses within the ASU System, the course hours are combined and count toward the total maximum of nine (9) course hours per (1) semester.

How many hours can a Part-Time Non-Student employee work per work?

A work week is defined as Monday through Sunday. Although the operating procedures allow a maximum of 29 hours per work week, all colleges and divisions have adopted the 28-hour rule per work week.

How many hours can a Graduate Assistant work per week?

Graduate Assistants are currently limited to 20 hours per work week (Monday-Sunday).

How many hours can a student employee work per week?

We encourage student employees to work 20 hours per work week (Monday-Sunday), however, student employees who are U.S. citizens may work:

- No more than 28 hours per work week when school is in session
- No more than 28 hours per work week when school is not in session

Federal immigration and labor laws require that non-U.S. citizen student employees work:

- No more than 20 hours per work week when school is in session
- No more than 28 hours per work week when school is not in session

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When school is out of session, can a student work more than 28 hours?

The maximum is 28 hours per week.

Additional Information

ASU System Procedure

> Questions about how many hours your employee can work? Reach out to Human Resources

Guides for Hiring Managers

Ready to bring new members into the Pack? This section walks you through every step of the hiring process—from posting a position to sending out that exciting offer letter!

You'll find easy-to-follow guides for hiring all types of employees, including:

- Full-time staff and faculty
- Part-time non-student workers
- Students, work-study employees, and graduate assistants
- Adjunct instructors

Plus, we've included clear "how-to's" for creating requisitions and offer letters in Taleo Admin, so you can hire with confidence and help new team members Join the Pack! ❤

Questions about hiring? Contact the Human Resources Department!
A-State Human Resources
870-972-3454
hr@astate.edu

How to Submit a Requisition in Taleo Admin

> *Important: Once you begin creating a requisition, it cannot be saved as a draft. Clicking Save will submit the requisition and begin the approval process.*

Step 1: Review/Update Position Description

Before beginning the hiring process, please contact Human Resources to review and update the job description. This is a crucial first step to ensure accuracy, compliance, and alignment with current departmental needs.

The current position description can be found in Taleo Admin under ‘Job Library’.

Contact Kristin Carson within Human Resources for assistance with updating/reviewing job descriptions or getting access to a job description.

Step 2: Locating Position in Job Library

1. Log in to Taleo Admin using the Pack Portal. Taleo Admin will be under ‘Human Resources’.
2. In the top banner, hover over the ‘Requisitions’ tab and select ‘Job Library’. The job library holds all current job descriptions for the university.
3. Locate the position by searching the position number and clicking ‘refresh list’ or pressing Enter. This should generate the position.
4. Click on the blue title under the ‘classification title’ column. This will take you to the position description.

Step 3: Create the Requisition from the Job Library

1. After you have located the position, you can click on the blue title under the ‘classification title’ column.
2. Click the ‘Create Requisition’ button
3. Complete all requisition fields
4. After you have completed all fields, click the ‘save’ button. This will submit the requisition for approval.

> If the approval line or job description needs to be updated, please contact Kristin Carson in Human Resources *before* submitting the requisition.

Posting Requirements:

- Staff Positions: Minimum of 7 Days
- Faculty Positions: Minimum of 30 Days
- Temporary Faculty Positions: Minimum of 10 Days
- Internal Posting: Minimum of 5 Days (Faculty or Staff)
- Work-Study Position: Minimum of 7 Days
- Student Position: Minimum of 7 Days
- Part-Time Non-Student: Minimum of 7 Days
- Part-Time Faculty (Adjuncts): Minimum of 7 Days
- Graduate Assistants: Minimum of 7 Days

> *Note: If you know who you would like to hire for a work-study, student, part-time non-student, part-time faculty, or graduate assistant position, please notify Kristin Carson within Human Resources. These are not required to be posted.*

Additional Recruitment Options (Full-Time Positions)

All Full-Time positions will automatically be advertised on Jonesboro Jobs, Higher Ed Jobs, Indeed, and Insight to Academia for free.

> *If you would like to advertise anywhere else, please contact Kristin Carson in Human Resources. HR will handle the posting.*

Questions? Please contact Human Resources for any questions regarding the requisition process.

Kristin Carson - A-State Human Resources
870-972-2446

kcarson@astate.edu

How to Send Candidates for Interview Approval in Taleo Admin

> *Note: Interview approval is only required for full-time positions.*

What do I do after my position has closed online?

1. After your position has closed, the first step is to go over your candidate pool and select the candidates that you'd like to interview.

2. Send those candidates to HR via Taleo Admin for interview approval. An HR representative will reach out with interview approval.

3. After HR has approved the individuals for interview, you can then contact the candidates to set up interviews.

How do I use Taleo Admin to send my candidate selections to HR?

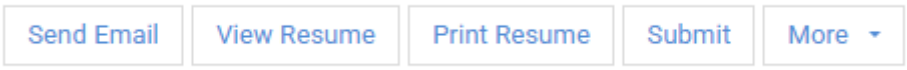
1. Open Taleo Admin through your Pack Portal (under the Human Resources tab)

2. Click on the 'requisitions' tab and search for the position number

3. Click on the green bubble under the 'candidates' heading. This should generate a list of all candidates who applied for the position.

4. Select the checkbox next to the candidates you would like to interview

5. Click on the 'more' button, then select 'send to



6. Choose the 'select template' button and then click the appropriate 'Selected for Interview' option (Step 1)

7. Verify that the correct position number is listed in Step 2

8. For Step 3, select the 'To: Add User' button beside 'Users'. This will generate a pop-up box. Type “HR” in the first name box. **No other fields need to be selected or filled in.** Click **Refresh List.** Then, select A-State HR and close the window

9. Click 'next' at the bottom of the page

10. Leave the **Send Candidates Data** fields blank and click **Send.**

An HR Representative will reach out with approval and next steps.

> Questions about the Interview process? Let us know! Human Resources is here to help!

How to View Applications in Taleo Admin

How do I view my candidate pool for a job that I have posted?

1. Log into Taleo Admin through your Pack Portal - located under the 'Human Resources' drop-down. If you cannot log in, please reach out to HR for assistance.

2. Go to 'Requisitions' on the top banner and search for the position number that you are hiring for.

3. Click the green bubble under the 'candidates' header - this will take you to a list of every candidate that applied for your position

Click on the candidate's name to review all application information.

I am serving on a search committee and cannot view the position in Taleo Admin. What should I do?

You will need to reach out to Human Resources and request access to the position.

> Questions about Taleo Admin or the Hiring Process? Reach out to Human Resources. We are happy to help guide you through the process!

How to Submit an Offer Letter in Taleo Admin

> *Once the decision has been made on which candidate to hire, an offer letter must be generated*

How do I create an offer letter in Taleo Admin?

1. Log in to Taleo Admin using your Pack Portal. Taleo Admin is located under the Human Resources drop-down.

2. Click on the 'Requisitions' tab and search for the position that you are hiring for.

3. Click on the green bubble under the 'Candidates' heading to access the list of people who applied

4. Select the name of the individual that you would like to hire

5. Under the 'Offer Letter' section, click on the 'New Offer' button

6. Complete the offer letter and then click 'save'

7. Review the offer letter. If anything needs to be changed, click the 'modify' button under 'action'. If everything looks good, click the 'submit for approval' button under 'action'.

> *The information entered in the Offer Letter Details will populate the official Written Job Offer Letter, which will be emailed to the candidate. All fields highlighted in red are required fields.*

Offer Letter Details

- **Requisition**: Please ensure that you have selected the correct requisition and position number. There is a blue 'view' button beside this section that will pull up the requisition in a new window to verify
  - ***NOTE: Every job that an applicant has ever applied for will show up under this drop-down. It is important that you verify the position number so that an offer is created for the correct job.***
- **Offer Template**: Select the appropriate offer template

- **Title**: Type the 'Classification Title' that was used in the requisition. This is the state-appropriated title.
- **Working Title**: This title can differ from the classification title and be more fitting for the job itself.
- **Supervise FT Emps?**: Will this individual be supervising any Full-Time employees?
- **Anticipated Start Date**: Enter approximate start date. HR will populate the official start date after their review.
- **Evaluation Manager**: Type in the name of the individual's supervisor. If this is full-time, this will need to be the person who will complete their 90-day and annual evaluation.
- **Manager**: Click the drop-down and select the supervisor's name. This will be who is approving their Time and Attendance.
- **Supervisor's ID**: Enter the ID of the individual that you listed in the 'Manager' box
- **Supv's Timesheet Orgn**: Enter the 6-digit timesheet org code for the individual that was listed in the 'Manager' box
- **Dept. Phone Number**: Enter either the department's main line or the office phone number of the individual that you are hiring
- **Employment Type**: Select the appropriate option
- **Annual or Hourly Salary**: Enter the dollar amount
- **Shift Pay**: No for employees clocking in before 2:00 PM. If an individual is clocking in after 2:00 PM, the answer will be yes
- **HR Use - Expiration Date**: Leave this blank. HR use only.
- **Contract Term:** Select the appropriate option
- **International Sponsorship**: Change to yes if sponsorship is required
- **Current Employee:** Indicate if this is a current employee. If so, please enter their idea
- **Comment**: Add any necessary comments
- **Grant Information Section**: Provisional position only - enter the grant begin and end dates
- **Adjuncts, Graduate Assistants, & Resident Assistants**: enter contract dates
- **Faculty & Childhood Services Contract**: entry type of contract and contract dates
- **Budget Information Section**: Enter where the position will be funded from

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I need help submitting an Offer Letter in Taleo Admin. Who do I contact?

 Full-Time Staff & Faculty: Peyton Gunn

 Work Study, Part-Time Non-Student, Student: Kelly Carrick

 Graduate Assistant & Part-Time Faculty (Adjuncts): Olivia Clark

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Employee Performance Improvement & Accountability Framework

This section outlines the university’s approach to addressing employee conduct and performance concerns through fair, transparent, and policy-aligned corrective action. Our goal is to guide, support, and empower employees to succeed. By focusing on communication, growth, and mutual respect, we help ensure every team member contributes to a healthy and thriving campus community. ❤

Questions about Employee Performance Guidance? Contact the Human Resources office. We are happy to help!

A-State Human Resources
870-972-3454
hr@astate.edu

Progressive Discipline

> Employee Counseling Statement Link

I need to start Progressive Discipline for one of my employees. Where do I start?

Contact the Human Resources department for any questions about the system policy or procedure relating to employee counseling and progressive discipline.

What is the university's Progressive Discipline Policy?

The ASU System utilizes a progressive discipline policy. It is the goal of the ASU System to use progressive steps in employee disciplinary matters except when immediate termination is warranted. The existence and use of a progressive discipline policy does not in any way alter the at-will status of employees.

The employee's supervisor will administer any appropriate corrective or disciplinary action. Appropriate action will be determined based on factors such as severity, frequency, and degree of deviation from expectations and length of time involved. Because of the great variety of situations that may arise, the university may need to make decisions related to employment in a manner other than as provided in this section.

Disciplinary actions may take place in several forms. The forms of disciplinary actions are Verbal Counseling, Written Counseling, Final Counseling, and Dismissal. Your Human Resources Department should be consulted when disciplinary action with an employee is necessary. The following outlines the four forms of disciplinary action.

Verbal Counseling: Verbal counseling sessions may take place between employees and supervisors in situations that are deemed less serious in nature. Every effort to determine and resolve the cause of the problem should be made. At the same time, however, it should be specifically stated that the employee is receiving a formal warning. Documentation of the verbal counseling should occur utilizing the Employee Counseling Form (available from the forms section of the Human Resources website). Copies of all documentation of verbal counseling should 15 be distributed as follows: one copy to the employee, one copy to the department file, and one copy to your Human Resources Department for inclusion in the employee's personnel file.

Written Counseling: Written counseling sessions take place between a supervisor and an employee when the behavior of the employee is a repeated violation and verbal counseling has

been administered, when the behavior hinders the operations of the department in which the employee works, or when the behavior hampers the progress of the university. Written warnings should be documented on an Employee Counseling Form. Copies of all written warnings should be distributed as follows: one copy to the employee, one copy to the department file, and one copy to your Human Resources Department for inclusion in the employee's personnel file.

Final Counseling: Final counseling is utilized when previous counseling has failed to produce the proper results. Final Counseling may also be utilized to address an initial incident or an incident that is too severe for a verbal or written warning yet not sufficiently severe for dismissal. Copies of all Final Counseling Forms should be distributed as follows: one copy to the employee, one copy to the department file, and one copy to your Human Resources Department for inclusion in the employee's personnel file.

Dismissals: Employment may be terminated after other disciplinary measures have failed or when a first-time incident occurs that is extremely serious. An employee may be discharged at any time without regard to any progressive steps if he or she commits an offense for which immediate discharge is specified as a penalty or if, in the university's judgment, the employee's continued presence would be contrary to the well-being of the university or its employees. Your Human Resources Department should be consulted prior to the dismissal of an employee.

Where can I find the University's policy on Progressive Discipline?

The Progressive Discipline Policy is located within the staff handbook.

> Questions about the Employee Progressive Discipline Policy? Contact Human Resources for guidance.

Performance Improvement Plan

Performance Improvement Plan (PIP):

Performance Improvement Plan Form

What is the purpose of a Performance Improvement Plan (PIP)?

A Performance Improvement Plan (PIP) is a structured, time-bound tool used to correct and clarify performance expectations, establish supports, and define success measures within a set timeline.

Depending on the seriousness or impact of the behavior, a PIP may be initiated as an early intervention or issued as a final opportunity to meet expectations without prior coaching.

When should I implement a Performance Improvement Plan (PIP)?

Use a PIP when **any** of the following are present:

- Sustained shortfalls against defined performance standards, deliverables, or deadlines,
- Quality or accuracy issues that materially affect students, colleagues, or operations,
- Patterns of unreliability (e.g., responsiveness, follow-through, preparation) that impede results,
- Professional conduct or collaboration concerns that hinder effective work (non-egregious),
- A serious incident that warrants a formal corrective plan in lieu of immediate separation.

Do not use a PIP for egregious misconduct or policy violations (e.g., discrimination, harassment, safety threats). Consult HR immediately; disciplinary procedures may be more appropriate.

What are the required components of a Performance Improvement Plan (PIP)?

- **Objective Summary of Issues:** Provide facts, concrete examples, dates, and data illustrating the performance gap and any historical context relevant to the current situation. Include prior notices if applicable.
- **Expectations:** Define expectations for improving the specific performance issue. Ensure expectations are specific and time-
- **Success Measures/Evidence:** Specify how progress will be verified (e.g., artifacts, data, reports, observations).
- **Support & Resources:** List what assistance will be provided and by whom (e.g., training, mentoring, job aids, technology, workload adjustments).

- **Timeline & Check-Ins**: Indicate frequency and specific meeting dates. A typical duration is 30–90 days with weekly/biweekly reviews.
- **Roles & Responsibilities**: actions required of the employee and the supervisor.
- **Consequences**: Per policy, continued deficiency may lead to further discipline up to and including termination. Any decision to terminate employment will be done in consultation with Human Resources.
- **Signatures & Routing:** Obtain all required approvals and distribute copies (see below)
- **Follow-Up:** Provide progress report to HR at the completion of check-ins and the completion of the PIP. Document the outcome: Met / Partially Met / Not Met (and next action).

Signature Routing, Distribution, & Acknowledgement

Signatures and documentation routing will be determined by the employee's position type and unit/HR file retention practices.

- Faculty: faculty, chair, dean, the Office of the Provost, and Human Resources.
- Staff: employee, the supervisor/department head, and Human Resources.

Note: The employee's signature acknowledges receipt and discussion, not agreement. An employee response may be attached and included with the PIP packet.

Best Practices for Supervisors when implementing/completing a Performance Improvement Plan (PIP)

- When completing the PIP Template, supervisors may include as many or as few examples or points as needed; the numbered and bulleted lines are provided as a guide.
- Use specific, objective language aligned with the position description and/or unit priorities; avoid generalities.
- Adhere to the check-in cadence; provide written summaries.
- Offer reasonable supports, log them, and track progress.
- Consult HR and Academic Affairs if new issues (performance or conduct) arise.

> Questions about an Employee Performance Improvement Plan? Contact the Human Resources Department at 870-972-3454 or hr@astate.edu

2026 Holiday Calendar

> Stay organized and celebrate all year long. The 2026 Holiday Calendar is your go-to guide for planning around key holidays and observances throughout the year. Whether you're coordinating schedules, planning events, or simply looking ahead, this calendar will help you stay informed and prepared—every season, every celebration.

New Year’s Day
January 1, 2026

Memorial Day
May 25, 2026

Independence Day
Observed July 3, 2026

Labor Day
September 7, 2026

Thanksgiving Day
November 26, 2026

12th Holiday if Proclaimed by the Governor
November 27, 2026

Martin Luther King Jr Birthday
Observed December 21, 2026

Veteran’s Day
Observed December 22, 2026

Annual Leave #1
December 23, 2026

Christmas Eve
December 24, 2026

Christmas Day
December 25, 2026

Employee’s Birthday
December 28, 2026

George Washington’s Birthday and Daisy Gatson Bates Day
Observed December 29, 2026

Annual Leave #2
December 30, 2026

Annual Leave #3
December 31, 2026

New Year’s Day
January 1, 2027

Return to work on January 4th, 2027

Employee Handbooks

Looking for guidance, policies, or answers to common questions? Our Staff Handbook and Faculty Handbook are here to help! These resources are your go-to guides for understanding expectations, benefits, and procedures at A-State.

Staff Handbook

Faculty Handbook

FMLA (Family Medical Leave Act)

Life happens—and when it does, we're here to support you. The Family and Medical Leave Act of 1993 (FMLA) allows eligible employees to take time off to care for a family member or to manage their own health needs.

To qualify, you must have been employed at A-State for at least 12 months and have worked 1,250 hours in the past year.

What is FMLA?

The Family and Medical Leave Act of 1993 (FMLA) provides time off for employees to care for family members or due to their own illness. To be eligible, employees must have been employed by Arkansas State University for a total of 12 months and have worked a total of 1,250 hours in the past 12 months.

Am I eligible for FMLA?

The FMLA entitles eligible employees to a total of 12 work weeks of leave during any 12-month period for one of the following reasons:

- The birth of a child, and to care for the newborn child;
- The placement with the employee of a child for adoption or foster care
- The care of the employee's spouse, child, or parent for a serious health condition; or
- A serious health condition that makes the employee unable to perform the functions of the employee's job.

At the beginning of 2008, the President signed into law permission for an employee to take up to 26 workweeks of leave to care for a member of the National Guard or Reserves, who is undergoing medical treatment, recuperating from a medical procedure, therapy, other outpatient status, or is otherwise on the temporary disability retired list for a sickness or illness. The 12-month period used by Arkansas State University for determining eligibility is a rolling year forward, with the 12-month period beginning the first day of FMLA leave usage. (For example, if an employee begins leave for surgery on April 10 of 2008, the 12-month period begins on April 10, 2008, and ends on April 9, 2009.)

How do I file for FMLA?

If you think you may need to take leave under FMLA, we're here to guide you through the process. Just reach out to the Human Resources Office to get started. We'll help you understand your options, gather the necessary paperwork, and make sure everything is in place so you can focus on

what matters most—taking care of yourself or your loved ones.

Questions? Reach out to Human Resources—we’re happy to help!

Maddie Russell: A-State Human Resources

mrussell@astate.edu
☎ 870-972-2639

Additional Information Regarding FMLA

Employee Rights and Responsibilities

Join the Pack: Work for A-State!

Our Employees Make the Difference

At Arkansas State, we recognize that employees are our most valuable asset. We take pride in the diversity of our faculty, staff, and students who hail from a variety of regions both within and outside the U.S.

Contact our Human Resources Office with any questions.
A-State Human Resources
870-972-3454
hr@astate.edu

Join the Pack: Work for A-State!

Full-Time Career Center

Interested in working at Arkansas State University?

All of our full-time positions are posted at the link below!

Full-Time Career Center

Want to receive job alerts?

To receive Job Alerts, select a Type of Employment (hold down the control button for more than one type) before clicking on Search. Select the Job Alert button on the following page to enter your email to complete the process.

Is a background check required to work for A-State?

Arkansas State University is committed to creating a productive workplace in which both persons and property are secure. To achieve that goal, background investigations are conducted on all final applicants recommended for employment

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Having trouble with the application?

We are here to help! Contact Human Resources with any questions or issues regarding your job application.

> Please note: All position postings close at 12:00 AM CST on the position closing date.

Join the Pack: Work for A-State!

Adjunct (Part-Time Faculty) Career Center

Interested in working at Arkansas State University?

All of our Adjunct (Part-Time Faculty) positions are posted at the link below!

Adjunct Career Center

Want to receive job alerts?

To receive Job Alerts, select a Type of Employment (hold down the control button for more than one type) before clicking on Search. Select the Job Alert button on the following page to enter your email to complete the process.

Is a background check required to work for A-State?

Arkansas State University is committed to creating a productive workplace in which both persons and property are secure. To achieve that goal, background investigations are conducted on all final applicants recommended for employment

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> Please note: All position postings close at 12:00 AM CST on the position closing date.

Join the Pack: Work for A-State!

Graduate Assistant Career Center

Interested in working at Arkansas State University?

All of our Graduate Assistant positions are posted at the link below!

Graduate Assistant Career Center

Want to receive job alerts?

To receive Job Alerts, select a Type of Employment (hold down the control button for more than one type) before clicking on Search. Select the Job Alert button on the following page to enter your email to complete the process.

Is a background check required to work for A-State?

Arkansas State University is committed to creating a productive workplace in which both persons and property are secure. To achieve that goal, background investigations are conducted on all final applicants recommended for employment

Having trouble with the application?

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> Please note: All position postings close at 12:00 AM CST on the position closing date.

Join the Pack: Work for A-State!

Part-Time Student/Work Study Career Center

Interested in working at Arkansas State University?

All of our Work Study and Part-Time Student positions are posted at the link below!

Part-Time Student & Work Study Career Center

Want to receive job alerts?

To receive Job Alerts, select a Type of Employment (hold down the control button for more than one type) before clicking on Search. Select the Job Alert button on the following page to enter your email to complete the process.

Having trouble with the application?

We are here to help! Contact Human Resources with any questions or issues regarding your job application.

> Please note: All position postings close at 12:00 AM CST on the position closing date.

Join the Pack: Work for A-State!

Part-Time Non-Student Career Center

Interested in working at Arkansas State University?

All of our Part-Time Non-Student positions are posted at the link below!

Part-Time Non-Student Career Center

Want to receive job alerts?

To receive Job Alerts, select a Type of Employment (hold down the control button for more than one type) before clicking on Search. Select the Job Alert button on the following page to enter your email to complete the process.

Is a background check required to work for A-State?

Arkansas State University is committed to creating a productive workplace in which both persons and property are secure. To achieve that goal, background investigations are conducted on all final applicants recommended for employment

Having trouble with the application?

We are here to help! Contact Human Resources with any questions or issues regarding your job application.

> Please note: All position postings close at 12:00 AM CST on the position closing date.

Join the Pack: Work for A-State!

Internal Career Center

This site is only available to current full-time A-State employees via their Pack Portal. All internal postings are posted for a minimum of five (5) days.

The hiring department(s) will begin their review after the position has been removed from the internal career center, and they will reach out to you if you have been selected for an interview. You will always be notified via a phone call or an email when the department has made a selection for hire.

All internal job opportunities will be posted here!

Please note the following for all internal transfers:

- Must have been employed for at least six (6) months in the current position
- Will be subjected to a background check if it has been more than one (1) year since the last one was conducted
- Will have a 90-day evaluation completed by the supervisor 90 days after the transfer date
- All transfer dates must happen on either the 1st or the 16th of the month to align with payroll dates

Want to receive job alerts?

To receive Job Alerts, select a Type of Employment (hold down the control button for more than one type) before clicking on Search. Select the Job Alert button on the following page to enter your email to complete the process.

> Please note: All position postings close at 12:00 AM CST on the position closing date.

Join the Pack: Work for A-State!

On-Campus Contracted Employment Opportunities

The links below provide employment opportunities that are contracted through third parties and are located on the A-State campus.

Andy Frain Services: Temporary Event Staffing

Sodexo: On-Campus Food Service Provider

LTN Global: Sporting Event Video Production

HB Staffing: Short-Term Grounds/Custodial/Event Staff

New Employee Information

Welcome to A-State!

We’re so excited to have you join the team. To help you get started, we’ve created a simple step-by-step guide covering everything from completing your I-9 and setting up your A-State email to finishing required trainings, requesting system access, and picking up your ID card. Each step has its own detailed page to walk you through the process—just follow along and you’ll be all set for your first day!

Please contact the A-State Human Resources Department with any questions. We are happy to help!

A-State Human Resources
870-972-3454
hr@astate.edu

1. Completing Your I-9

> It is essential that all new employees complete their I-9 on or before their first day of work.

I am a new employee. How do I complete my I-9?

You can complete section one of your I-9 virtually or by visiting the Human Resources office. For section 2, you'll need to visit the Human Resources office with the necessary documentation. If you are unable to visit the Human Resources office, please contact your employment recruiter about setting up a remote I-9.

Virtual I-9 Form (Section 1)

View the acceptable document for I-9

What documentation do I need to present for my I-9?

View a list of acceptable documents here.

What is an I-9 form?

Form I-9, or the Employment Eligibility Verification form, is used by U.S. employers to verify the identity and employment authorization of individuals hired for employment in the United States. It is a **mandatory** requirement for all employers to properly complete this form for each new employee.

Why do I have to fill out an I-9 form?

The I-9 form ensures that employers are hiring individuals who are legally authorized to work in the U.S., and it helps document the verification of their identity and employment authorization.

> Questions about the I-9? Contact the Human Resources office for any questions regarding your I-9. We are happy to help!

2. Checking your A-State Email as a New Employee

> You will receive a notification once your A-State account has been created. Please follow the instructions in the email to activate your Pack Portal account.

I am a new employee. Do I get an A-State Email?

Yes! You will receive a notification once your A-State email account has been created. Please follow the instructions within the email to activate it. Trouble activating your A-State email? Please contact the IT help desk.

I am a new employee, and I cannot access my Pack Portal. What do I do?

You will not have access to Pack Portal until your email address has been created. If you are having trouble activating your email, please contact the IT help desk.

Can I use my A-State email for personal purposes?

No. Please remember that your A-State email is for official business purposes only. Upon termination or retirement, you will no longer have access to this email.

> Questions? Reach out to Human Resources. We are happy to help guide you through the process!

3. Required Training as a New Employee

Do I need to complete training?

Yes, all A-State employees are required to complete certain training courses for compliance purposes. This includes part-time employees, student workers, and graduate assistants.

Where do I complete my new employee training?

You will need to log into your Pack Portal account and click on the Employee Learn Center.. Click on the New Employee Training Seminar module under 'My Learning' to complete the required courses. Complete learning assessments for each course with a passing score to finalize required training.

Please note that you will not have access until your A-State email has been activated.

Having trouble logging into the Employee Learn Center?

Contact Cathy Naylor within our Training & Development department for any trouble logging in to the Employee Learn Center.

I am a new employee. What training is required?

Great question! There are several required training courses for all A-State employees. They are listed below.

- FERPA
- Protecting Youth: Abuse and Neglect Prevention
- Building Supportive Communities: Clery Act and Title IX
- Cybersecurity Awareness for Employees at Educational Institutions: Security Awareness Essentials
- Preventing Harassment and Discrimination: Gateway
- Drug Free Workplace
- Active Shooter

> Questions about New Employee Training? We are here to help! Contact Cathy Naylor with any questions regarding your new employee training or the Employee Learn Center.

4. Requesting Access as a New Employee

> If your role requires access to Banner or other university systems, be sure to connect with your supervisor. They will guide you through the appropriate steps to request access and ensure you have the tools needed to perform your job effectively.

I need access to Banner. How do I get that?

You will need to complete a Banner Access Request Form. Coordinate with your supervisor on what kind of access you need. Below are the different types of request forms.

Banner Finance/HR/TEM Security: Utilized for finance initiator/approvers, supervisors and leave/time approvers and their proxies, travel and expense, and student accounts receivable access. Please contact cpi-security@astate.edu for further assistance with Finance and Travel security.

Banner Student Security: Maintained by the Registrar's Office for Banner Student module access. FERPA training is required for employees who request access to student information. Please contact registrar@astate.edu for further assistance with Banner Student security.

Non-Employee/Sponsored Email Account: Submitted by an Employee who is sponsoring a non-employee/privatized employee for an A-State account and/or system access. Any individual who is not paid by the University and needs access must be set up through this process.

I need access to a Taleo Admin. How do I get that?

Contact Human Resources for any questions related to Taleo access.

> Questions? Reach out to Human Resources. We are happy to help guide you through the process!

5. Parking Permits for New Employees

All new faculty and staff employees will need to purchase a parking pass upon hire. Please view the parking regulations and maps before your first day on campus.

Campus Map

Parking Regulations

If you have trouble ordering your parking permit, contact Parking Services at parking@astate.edu or 870-972-2945 for help.

I am a new employee. How do I get a parking permit?

Student, faculty/staff, and motorcycle parking permits are ordered online through the Pack Portal. After logging in to the Pack Portal, look for the 'Campus Life' dropdown menu. Click on the Parking eBiz tab, and then select 'Permits' from the drop-down. From there, you will click the 'Get Permits' menu option. Carefully read each screen throughout the ordering process. At the end of the transaction, a link to a free 8-day temporary permit will appear for you to print and display on your dashboard until your parking permit is delivered by USPS.

Please allow at least 5 days for your permit to be delivered by USPS.

I am a new employee. Where do I park?

View the campus map to view all available lots on campus.

Additional Resources for New Employee Parking

Campus Map

Parking Regulations

Parking Tips

More about Parking Permits

Order your Parking Permit

6. ID Cards for New Employees

All new employees will receive an A-State ID card. Visit the Campus Card Center on the first floor of the Library to get your A-State ID card created.

I am a new employee. Where do I get my ID card?

A-State ID cards for new employees can be picked up at the Campus Card Center, located on the first floor of the Library.

I am a new remote employee. Do I need an ID card?

An A-State ID card is not required for employees who work remotely or off-campus.

I am a new employee. Can I get my A-State ID on my phone?

Absolutely! Now you can add your A-State Access to Apple Wallet on iPhone or Apple Watch and use it anywhere the physical A-State card is accepted. Open a door, enjoy a meal, or attend an event, all with a simple tap of your Apple device. Contact the Campus Card Center for assistance getting this set up.

Employee Leave Information

Employee Leave Information

Leave Type Descriptions

Leave Type	Description
Vacation Leave	Paid time off for personal use, typically accrued based on employee classification and years of service.
Sick Leave	Paid leave used for illness, injury, medical appointments, or to care for a sick family member.
Holiday Leave	Paid time off for official university holidays (e.g., Independence Day, Thanksgiving, etc.).
Family and Medical Leave (FMLA)	Job-protected leave (up to 12 weeks) for medical or family-related reasons, under federal law.
Compensatory Time	Time off earned by non-exempt employees who work overtime.
Fitness Leave Time	A-State employees may make use of a **three (3) hour per week release time benefit** for physical fitness purposes. This is a **year-round benefit** for **full-time, benefited employees**. It may not be used with the educational benefit and must be taken in **increments of 90 minutes or less**. Supervisor approval is required, and a request form must be completed.
Education Leave Time	Employees may take **one in-person course during regular working hours** with **supervisor approval**. The **Tuition Discount Form** must be completed and approved prior to the beginning of the course.
Child Education Leave	Employees are allowed the opportunity to participate in their children’s educational activities by receiving **eight (8) hours of leave per calendar year** for this purpose.
Military Leave	Leave for active duty, training, or other military obligations—protected under USERRA.
Jury Duty Leave	Paid leave for required service on a jury or as a court witness.
Leave Without Pay (LWOP)	May be approved when paid leave is exhausted or for extended absences not covered by other types.
Sabbatical Leave	Typically for faculty; time off (often paid) to conduct research or professional development.

Questions about employee leave? Contact theHuman Resources office. We are happy to help!

FMLA (Family Medical Leave Act)

Life happens—and when it does, we’re here to support you. The Family and Medical Leave Act of 1993 (FMLA) allows eligible employees to take time off to care for a family member or to manage their own health needs.

To qualify, you must have been employed at A-State for at least 12 months and have worked 1,250 hours in the past year.

What is FMLA?

The Family and Medical Leave Act of 1993 (FMLA) provides time off for employees to care for family members or due to their own illness. To be eligible, employees must have been employed by Arkansas State University for a total of 12 months and have worked a total of 1,250 hours in the past 12 months.

Am I eligible for FMLA?

The FMLA entitles eligible employees to a total of 12 work weeks of leave during any 12-month period for one of the following reasons:

- The birth of a child, and to care for the newborn child;
- The placement with the employee of a child for adoption or foster care
- The care of the employee's spouse, child, or parent for a serious health condition; or
- A serious health condition that makes the employee unable to perform the functions of the employee's job.

At the beginning of 2008, the President signed into law permission for an employee to take up to 26 workweeks of leave to care for a member of the National Guard or Reserves, who is undergoing medical treatment, recuperating from a medical procedure, therapy, other outpatient status, or is otherwise on the temporary disability retired list for a sickness or illness. The 12-month period used by Arkansas State University for determining eligibility is a rolling year forward, with the 12-month period beginning the first day of FMLA leave usage. (For example, if an employee begins leave for surgery on April 10 of 2008, the 12-month period begins on April 10, 2008, and ends on April 9, 2009.)

How do I file for FMLA?

If you think you may need to take leave under FMLA, we’re here to guide you through the process. Just reach out to the Human Resources Office to get started. We’ll help you understand your

options, gather the necessary paperwork, and make sure everything is in place so you can focus on what matters most—taking care of yourself or your loved ones.

Questions? Reach out to Human Resources—we’re happy to help!

Maddie Russell: A-State Human Resources
870-972-2639
mrussell@astate.edu

Additional Information Regarding FMLA

Employee Rights and Responsibilities

Catastrophic Leave & Catastrophic Leave Bank Program

What would you do if a serious medical condition required an extended absence from work and resulted in the loss of income? What if all of your sick ad annual leave would not cover your absence from work? The A-State Catastrophic Leave Bank is here to help!

Catastrophic Leave

What is considered a Catastrophic Illness?

A medical condition of an employee, employee's spouse, employee's parent, or employee's child who may be claimed as a dependent as certified by a physician (or other individual as provided in ARK. Code Annotated 21-4-201 et seq.) that requires an employee's absence from duty for a prolonged period of time and which results in a substantial loss of income to the employee because of the exhaustion of all earned sick, annual, holiday, and compensatory leave time.

Do I qualify to receive Catastrophic Leave?

Employees who have 80 hours of vacation and/or sick leave in the system at the onset of an illness or injury and have completed the two years of service may apply for Catastrophic Leave or for a Catastrophic Leave for Dependent/Child to supplement their income while they are on leave from the University.

How do I apply for Catastrophic Leave?

Complete the Catastrophic Leave Application or the Dependent Child Certification Form.

Catastrophic Leave Bank Program

What is the Catastrophic Leave Bank Program?

The **Catastrophic Leave Bank Program** is approved by the Department of Finance and Administration and operated by the Department of Human Resources in concert with the Employee Benefits Committee to provide for the orderly authorization and administration of catastrophic leave.

The **Catastrophic Leave Bank** is a pool of accrued annual and sick leave voluntarily donated by employees, which may be approved by the University for use by other employees to supplement their income while they are on leave from the University.

After completing two years of service with Arkansas State University, employees become eligible for the Catastrophic Leave Bank Program.

How can I donate to the Catastrophic Leave Bank?

Employees may elect to donate to the Catastrophic Leave Bank after completing two years of service and may donate sick or annual leave hours in increments of 8 hours. Donations to the Catastrophic Leave Bank are critical. Once the Catastrophic Leave Bank is depleted, the program will not be available for usage by any A-State employee. To donate, complete the Donation Form.

More questions about the Catastrophic Leave or the Catastrophic Leave Bank Program? View the Operating Procedure or contact Human Resources!

A-State Human Resources
870-972-3454

HR@AState.edu

Military Leave

Arkansas State University has provisions for leave time for service members who are called to active duty, participate in specialized training, or incur service-connected disabilities.

Active Duty for Military Service:

A benefits eligible full-time employee who works forty (40) hours per week, who is drafted or called to active duty in the Armed Forces of the United States or who volunteers for military service, shall be placed on extended military leave without pay; all unused sick leave at the time of military leave will be reinstated at the time the employee returns. All accrued, unused annual leave at the time of military leave will be reinstated at the time the employee returns to state employment unless the employee requested and received a lump- sum payment for the accrued, unused annual leave when placed on the extended military leave.

Active Duty for the Purpose of Specialized Training:

In cases where an employee volunteers or is ordered to active duty for the purpose of special training, the employee will be placed on leave without pay for the period of training unless the employee elects to use the employee's accrued annual leave. This leave without pay is given in addition to the paid leave for annual military training. The employee retains eligibility rights including accumulated annual leave (unless the above option has been exercised) and any sick leave not used at the time the employee begins the training. The employee does not accumulate annual or sick leave during the leave without pay period, and the annual leave accrual rate will be calculated as though there had been no period of absence.

When the employee is released from active duty, the employee shall be reinstated to the position vacated or an equivalent position for which the employee is qualified in the same agency or its successor in interest.

Employees performing active military service for fewer than thirty-one (31) days must report for reemployment on the first regularly scheduled workday within eight (8) hours after discharge from military service. Those serving more than thirty (30) but less than one hundred and eighty-one (181) days must report within fourteen (14) days after discharge. Those serving more than one hundred and eighty (180) days must report for reemployment within ninety (90) days after discharge from military service.

The reinstated employee will not lose any seniority rights with respect to leave accrual rates, salary increases, reduction in force policies, or other benefits and privileges of employment. The period of military service shall, for purposes of computations to determine whether such persons may be entitled to retirement benefits, be deemed continuous service and the employee shall not be

required to make any contributions to any state supported retirement fund. To receive service credit for retirement purposes, a copy of the employee's DD214 must be submitted to the appropriate retirement system. The retirement system will notify the university to remit the employer's contributions to update the employee's account.

Former employees returning to the university after military service, but who extended their enlistment or reenlisted for additional military service beyond the initial period for more than a period of four (4) years (or five (5), when re-enlistment was at the request of the military) will lose all re-instatement rights and will be considered a rehire. Military service time may be extended beyond the five (5) year period for reasons stated under federal law.

Benefits eligible full-time employees who work forty hours per week, who are called to active duty in emergency situations as declared by the Governor or President shall be granted leave with pay. The period of leave with pay for emergency active duty will not exceed 30 working days per calendar year. Periods beyond the 30-day limit may be charged to annual leave at the employee's option and if necessary, to leave without pay. If an employee's active duty in emergency situations begins in one calendar year and ends in the next calendar year and the employee is subsequently redeployed due to an emergency situation, the employee is eligible for 30 days paid leave in the new calendar year. To be eligible for emergency active military duty paid leave, the employee must be actively employed by the university and submit a copy of military orders for each emergency deployment.

Military leave for emergency active-duty situations is granted in addition to annual military leave for training purposes and annual leave.

Military Leave for Service-Connected Disabilities:

All employees of ASU System who have been rated by the United States Department of Veterans Affairs or its predecessor to have incurred a military service-connected disability and have been scheduled by the United States Department of Veterans Affairs to be reexamined or treated for the disability shall be entitled to a leave of absence with pay for a period not to exceed six (6) days for that purpose during any one (1) calendar year.

If an employee receives a leave of absence under this section, the employee shall be entitled to his or her regular salary during the time the employee is away from his or her duties during the leave of absence. The leave of absence shall be in addition to the regular annual leave and sick leave allowed to the employee. During a leave of absence, the employee shall be entitled to preserve all seniority rights, efficiency or performance ratings, promotional status, retirement privileges, and life and disability insurance benefits and any other rights, privileges, and benefits to which he or she has become entitled.

For purposes of computations to determine whether the employee may be entitled to retirement benefits, the period of the leave of absence shall be deemed continuous service.

ASU System shall continue to contribute its portion of any life or disability insurance premiums during the leave of absence on behalf of the employee, if requested, so that continuous coverage

may be maintained.

Proportionate Pay for Military Members:

During the period that an employee of the ASU System is called into active duty, as a member of the National Guard or any of the reserve components of the armed forces by order of the President or the Governor, of an emergency nature for contingency for more than thirty (30) consecutive days, the employee shall be eligible for continued proportionate salary payments, which when combined with the employee's active duty pay, incentives, and allowances, except for uniform and clothing allowances, equal the amount that the employee would have otherwise received but for the employee's required active duty under the order of the President or the Governor.

Differential payments will be calculated and payable to the current active State employees only.

Terminated employees are not eligible for payments. However, if an employee's service terminated as a result of a disability incurred while on active duty, the employee is entitled to the payment.

If an employee becomes deceased while on active duty, the employee's beneficiary is entitled to the payment.

Payments dating back to September 11, 2001, to the present are to be paid as a onetime lump sum payment. Thereafter, if the employee is still on active duty, payments will be made on a bi-weekly basis.

Employees must provide a Leave and Earning Statement showing the employees' military pay or Form DD214 which indicates the date the employee was called to active duty and the date released from active duty.

Leave and Earning Statements for those currently on active duty, after the initial submission to payroll, need only be submitted thereafter when a pay change occurs. The payments will be subject to state and federal taxes.

Payments authorized will not be retirement eligible earnings at the time of payment and will not be reported to APERS, thus there will be no matching paid to APERS. When the employee returns to state service as an active state employee, the retirement service will be purchased for them by the employee's institution and the retirement matching will be paid at the time. If the employee is a member of the APERS contributory plan, the employee will pay the employee's contributions to APERS by personal payment. These contributions will not be tax deferred.

Benefit eligible, full-time employees who work forty (40) hours per week, who are members of the National Guard or any of the reserve branches of the US Armed Forces will be granted leave at the rate of fifteen (15) working days per calendar year, plus necessary travel time for annual training purposes. Up to fifteen (15) unused military leave days may be carried over to the succeeding year for a maximum of thirty (30) military leave days for military training purposes for that calendar year.

Military leave for annual training will be granted without loss of pay and shall be in addition to annual leave. Any employee volunteering for training in addition to annual training shall take annual leave for that elective training.

The employee must attach a copy of the employee's military orders to each request for military leave.

More questions about the provisions for military members? View the Staff Handbook or contact Human Resources!

A-State Human Resources
870-972-3454

HR@AState.edu

Immigration

The Office of Human Resources coordinates with any A-State department interested in hiring international faculty and/or staff.

The Employee Relations and Immigration Specialist assists department heads with the procedures involved in securing Legal Permanent Residency and H-1B approval for international faculty and staff members in specialty occupations.

Michelle Summers - A-State Human Resources
870-972-3454
msummers@astate.edu

For information regarding International Student Employment, please contact the Office of International Programs at 870-972-2329 or visit their web site.

Immigration

H-1B

H-1B

This information is for Arkansas State University hiring departments that are interested in hiring a foreign national. This information is also for current foreign national employees at A-State. This information does not constitute legal advice.

H-1B, or Temporary Worker, nonimmigrant status may be granted to a non-U.S. resident who has been offered a professional-level position in the United States. For A-State H-1B sponsorship, the position must require at least a bachelor's degree, and the individual must possess at least a bachelor's degree. Experience cannot be substituted for either requirement.

In order for a person to obtain H-1B status, the prospective employer must file a petition with the U.S. Department of Homeland Security/ U.S. Citizenship and Immigration Services (USCIS) [formerly INS]. The Immigration Specialist for Faculty and Staff files all official H-1B requests for Arkansas State University after receiving a formal request from the hiring department. **It is very important for the Department Head to understand the U.S. laws and regulations related to an H-1B status before submitting an H-1B Request to the Immigration Specialist for Employment.**

A hiring department can initiate the H-1B process by completing a H-1B Information Sheet and submitting this to the Immigration Specialist for Faculty and Staff. The department should further refer to the information and forms regarding the H-1B petition process found on this website and contact the Immigration Specialist with questions.

Processing times for H-1B petitions vary, from three months to up to one year; please note that much of the processing time is beyond the control of the Immigration Specialist. If H-1B status is being requested for an individual outside of the United States, processing times are significantly longer, and departments should be mindful of this when planning for employee start dates.

It is the responsibility of the hiring department to notify the Immigration Specialist, in a timely manner, of the request for H-1B status for a new employee or for an extension of status for an existing employee. Hiring departments and foreign national employees will also be expected to timely provide the Immigration Specialist with requested documentation necessary for the petition process.

H-1B Fee Information

Any costs associated with the filing of H-4 dependent petitions must be paid by the beneficiary; the University has no obligation for these fees.

H-1B Initiation by Department and Foreign Employee

The following form must be submitted by the sponsoring department to the Immigration Specialist to initiate the H1B process.

- H-1B Information Sheet
- Required Documents for H-1B Application (listed below)

Required Documents for H-1B Application:

From Prospective H-1B Employee:

1. Both sides of I-94 card
2. Biographic and Visa pages from passport
3. Copy of all I-20's and DS-2019's
4. Copy of all EAD cards
5. Copy of all I-797's (if applicable)
6. Curriculum Vitae (resume) with publication list
7. Copy of highest academic degree and previous degrees and transcripts. If the transcript and the diploma are from outside the US, a credential evaluation must be submitted. (ASU can obtain at the expense of the sponsoring department)
8. Proof of '2 year home residency requirement completed' (only applicable if J-1 status and subject to 2 year home residency requirement). USCIS waiver is acceptable.
9. Copy of the most recent pay stub of current employer (if employed).

From Sponsoring Department:

1. H-1B Information Sheet
2. Optional Premium Processing fee of $2500 (optional fee for faster processing)

From Dependents (if applicable):

1. Form I-539 prepared and signed by the spouse for a change of status or extension of status to coincide with the petition dates for the H-1B beneficiary.
2. Form I-539 fee
3. Copy of both sides of the dependents' I-94 card
4. Copy of dependents' biographic and visa page in passport
5. Copy of marriage certificate (if dependent is a spouse)
6. Copy of birth certificates (if dependent is a child)

Change in H-1B Beneficiary Job Duties, Work Location, or Resignation/Termination of Employee

The Employing Department is responsible for notifying the Immigration Specialist for Employment if the H-1B beneficiary's job duties change, if the location of employment has changed, or if the H-1B beneficiary resigns or is terminated from his/her position. A change in job duties, job location, resignation, or termination of the H-1B beneficiary creates certain legal obligations on the part of the University to amend/revise/revoke documentation that was filed pertaining to the H-1B beneficiary's status.

Return Transportation of Alien

If the employee is dismissed before the end of the authorized period of H-1B employment, the sponsoring department will be responsible for paying the reasonable costs of return transportation to the employee's home country. This is required by USCIS regulations to ensure that the non-resident international will not be stranded in the U.S. without being able to return to his/her home country.

A-State International Travel Policies for H-1B Employees

Foreign national employees currently maintaining H-1B status must check in with the Immigration Specialist for Employment at least two weeks prior to engaging in international travel. The purpose of this policy is to ensure that employees have all of the proper documentation to return to the U.S. and to ensure that employees are aware of the potential risks of international travel.

> **Travel Warning: it is likely that a foreign national employee will encounter significant wait times when applying for a re-entry visa to the U.S. at the embassy/consulate abroad. If this situation arises, there is nothing that Arkansas State University can do to assist the employee, aside from providing the employee with paperwork documenting his/her current non-immigrant status. Wait times are a direct result of increased U.S. security measures and are unavoidable. Please consider that such wait times may impact your employment in that you may be delayed in resuming your job duties.**

Legal Permanent Residency

Information on U.S. Permanent Resident Petitions

Arkansas State University will consider sponsorship of eligible employees for legal permanent resident status in accordance with its Procedures on Permanent Residency. The Immigration Specialist for Faculty and Staff will guide the processing and preparation of documentation related to the Legal Permanent Residency petition; however, significant assistance and involvement from hiring departments and employees will be required. Please be aware that some petition options have a limited timeframe in which to be filed; therefore, departments are encouraged to contact the Immigration Specialist for Faculty and Staff as soon as they make a determination to sponsor an individual.

The sponsorship process begins by submitting the Authorization to Engage form; this is a formal request from the hiring department. Certain employees are not eligible for sponsorship under A-State policy. Departments should review the policy carefully before discussing Legal Permanent Residency sponsorship with an employee. Departments are encouraged to contact the Immigration Specialist for Faculty and Staff with any questions at 870-972-2680 or by email.

Employees interested in sponsorship should first discuss this with their department. The Immigration Specialist for Faculty and Staff will not discuss Legal Permanent Residency sponsorship options with employees unless a formal request has been made by a department and approved by the University, as outlined in the University policies and procedures.

Permanent Residency Application Process

In order for a foreign national faculty, staff member or researcher to obtain permanent residence status, they have to go through a three-step process. The whole process may take several years, depending upon the type of immigrant category and the country of birth. **When the foreign national qualifies for the EB-1 category, it will not be necessary to complete the first step; proceed directly to step two (filing the I-140).* The steps are listed below:

1. **Labor Certification -** in the first step, the Labor Certification Application is submitted by Ogletree to the Department of Labor for certification. USCIS approves the employment-based petition filed by A-State as the petitioner. This may take 8-10 weeks. A-State will cover the costs associated with the Labor Certification as well as the attorney fees, as mandated by the Department of Labor.
2. **Form I-140: Immigrant Petition for an Alien Worker –** in the second step, the applicant will continue the process with Ogletree. Form I-140, Petition for Alien Worker, will be filed.

3. **Form I-485: Adjustment of Status (AOS)** – in the third step, the process will continue with Ogletree Law Firm. The fees plus any attorney fees associated with the filing is paid by the faculty or staff member. Adjustment of status is submitted to USCIS via form I-485, Application to Register Permanent Residence or Adjust Status. The USCIS conducts a series of background checks (including fingerprinting for FBI criminal background check and name checks) and makes a decision on the application. Once the adjustment of status application is accepted, the foreign national is allowed to stay in the United States even if the original period of authorized stay on the Form I-94 is expired, but he is not allowed to leave the country until the application is approved or rejected. If the foreign national has to leave the United States during this time, he/she can apply for travel documents at the USCIS with form I-131, also called Advance Parole. If there is a potential risk that the applicant's work permit (visa) will expire or become invalid (laid off by the employer and visa sponsor), while he/she is waiting for the decision about his/her application to change status, he/she can file form I-765, to get Employment Authorization Documents (also called EAD) and be able to continue working legally in the United States. Once the application is approved, the alien becomes a Legal Permanent Resident, and the actual green card is mailed to the foreign national’s last known mailing address.

Resources and Documents Related to A-State's Permanent Residency Sponsorship Process:

- A-State's Procedure on Permanent Residency Support
- A-State's Immigration Policy
- Authorization to Engage

Operating Procedures

Running a university takes a lot of moving parts, and we're here to help it all run smoothly. This page is your go-to guide for operating procedures that keep our campus humming, from everyday processes to those occasional "wait, how do I…?" moments. Whether you're onboarding a new team member, managing departmental workflows, or just brushing up on best practices, you'll find clear steps, helpful resources, and everything you need to keep things on track.

Human Resources Operating Procedures:

- Concurrent Employment Operating Procedure
- Graduate Assistantships
- Identification Cards
- Educational Benefits
- Early Retirement
- Employment Practices
- Nepotism Operating Procedure
- Payroll Services: Payroll Check Distribution
- Catastrophic Leave Program Operating Procedure
- Equal Employment Opportunity
- Payroll Services: Time Reports
- Work Schedules Operating Procedure
- Payroll Services: Pay Periods - General Operating Procedure
- Payroll Services: Pay Periods - Interim & Summer Session Operating Procedure
- Payroll Services: Pay Periods - Additional Payments to Faculty Operating Procedure
- Employee Transfers and Terminations
- Employee Benefits - Miscellaneous Operating Procedure
- Extra Compensation Operating Procedure
- Life Passes Operating Procedure
- Retiree Unused Sick Leave Compensation Operating Procedure
- Release Time for Fitness Purposes
- Leave for Participation of Your Children's Education Activities
- Staff Development Operating Procedure
- Professional Development Plan Operating Procedure

- Permanent Residency Operating Procedure
- Modified Summer Work Schedule Operating Procedure
- Annual Leave Policy (ASU System Policy)

System Policies & Other Procedures

- Administrative Grievance System Policy
- Alcohol System Policy
- Background Checks System Policy
- Check-Out (Offboarding) System Policy
- Child Maltreatment Reporting System Policy
- Conflict of Interest or Conflict of Commitment System Policy
- Distribution of Information Regarding Sex Offenders System Policy
- Drug-Free Workplace System Policy
- Emeritus Status System Policy
- Employee Debt Collection
- Freedom of Expression System Policy
- FLSA Time & Attendance Operating Procedure
- Inclement Weather Operating Procedure
- Leave of Absence Operating Procedure
- Maximum Working Hours Operating Procedure
- New Account Creation Operating Procedure
- New Hire and Annual Employee Training System Policy
- Persona Non Grata System Policy
- Retirement: Access to Retirement Accounts by Full-Time Employees System Policy
- Retirement: Access to Retirement Account Due to Hardship System Policy
- Early Retirement Benefits System Policy
- Smoke-Free Campus Operating Procedure
- Student Worker Operating Procedure
- Telecommuting System Policy
- Weapons System Policy

> Questions regarding Operating Procedure or System Policy? For assistance or questions regarding Operating Procedures or System Policies, please contact the Human Resources department.