Student Life Attendance Policy

Section 1
Classified Civil Service Employees

PURPOSE

To establish the expectation that Classified Civil Service (CCS) staff regularly be available to perform their job commitments in order to provide high levels of customer service, and to provide a consistent process for attendance review, employee support, compliance, and if necessary, coaching or corrective action that is consistent with applicable state and federal law, and university policies.

POLICY

All employees are expected to conduct themselves in a professional manner, including the practice of good attendance habits. All employees should regard coming to work on time, working their shift as scheduled, and leaving at the scheduled time as essential functions of their jobs.

Managers and supervisors of CCS employees in Student Life will regularly review employee attendance records. It is a key responsibility of managers and supervisors to identify developing attendance problems and take appropriate remedial action.

DEFINITIONS

Employees: All Student Life CCS employees, sometimes referred to as staff members

Occurrence: Tardy occurrences of 1 minute to 59 minutes will count as ½ occurrence. Absence from a scheduled shift of 1 hour or more will count as a full occurrence.

Unscheduled Leave: Any unexpected leave that includes the use of Sick Leave, Leave Without Pay, Vacation in lieu of Sick Leave. The types include Absence, Early-Outs and Tardiness and result in a full occurrence or ½ occurrence. (See Guidelines for additional details).

- Tardiness: Not being present and ready for work in the assigned work area as determined by the start time of the employee schedule. Tardiness is defined as being 1 minute to 59 minutes late.

- Absence: Being late 1 hour or more for a scheduled shift.

- Early Out: Leaving prior to end of the scheduled shift, with or without explicit approval resulting in use of Leave Without Pay and/or Sick Leave.
Late Call: Not complying with proper department call-in procedures for unscheduled leave as determined by the work unit.

No Call/No Show: Failing to report to work as scheduled and failing to call in.

Flexible Work Arrangement: An approved arrangement that allows a staff member to work a non-traditional schedule.

OVERALL EXPECTATIONS

Non-Bargaining Non-Exempt Staff: Staff members are expected to report to work at the beginning of their scheduled shift. Staff members who do not have specific scheduled breaks and lunches are to coordinate breaks and lunches daily to ensure appropriate operational coverage and to abide by those agreements. Staff members who do have scheduled breaks and lunch are to leave and return from lunch or breaks as scheduled, unless an alternative arrangement has been made with management.

Documenting Time Worked (All Non-Exempt): Staff members have the primary responsibility to record their time worked and time off work through the timekeeping system, and to follow set procedures to ensure compliance with the Fair Labor Standards Act (FLSA). This includes accurately clocking in and out each work day, and completing and submitting appropriate leave requests. Failure to comply may result in a delay in proper pay.

Staff members who clock-in and out are assigned to the time clock within their assigned work area. Clocking in or out at a time clock other than the one assigned requires manager approval and notification PRIOR to clocking in or out.

Reporting Unscheduled Leave:

Staff members are expected to comply with established call-in requirements.

Non-exempt: Staff will be required to comply with call-in procedures as designated or specified by the unit manager and/or Director.

GUIDELINES

Unacceptable attendance and leave usage are subject to the university corrective action policies. Managers and Supervisors should counsel/coach and document appropriately as a staff member approaches the limits outlined below.

Counseling/Coaching Objectives:

- Create an opportunity for discussion between the employee and supervisor
- Inform the employee that he/she is approaching the occurrence parameters of the attendance policy
- Identify potential mitigating circumstances regarding employee absences
- Identify potential Family Medical Leave (FML) situations, counsel on appropriate steps to qualify, and refer to Student Life Human Resources.

Moving directly to corrective action, without first engaging in counseling/coaching, may be appropriate when:
- An employee fails to return to work in a reasonable timeframe.
- Situations where discipline for other violations is imminent—coaching may not be possible prior to the discipline taking place.
- Other situations in which management, in consultation with Student Life Human Resources, finds that the severity of the situation warrants corrective action.

Supervisors have the option to use a Letter of Scrutiny for situations involving abuse of ill time. Supervisors should consult with Student Life Human Resources before using this option.

All occurrences will be based on a twelve (12) month rolling calendar. These occurrences are considered single and/or cumulative and any combination is also subject to the corrective action process.

1. No Call/No Show - One (1) occurrence of failing to report to work as scheduled and/or failing to follow established call in procedures. (subject to initial or further corrective action)

2. Unscheduled Leave (any combination of absence, early out and/or tardiness) - Staff member reaches 8 occurrences and/or 80 hours of unscheduled leave, employee is subject to initial or further corrective action.

CCS employees will not be subject to a chargeable occurrence for pre-scheduled medical appointments (e.g., dental, vision, medical) provided a written, signed leave request form is submitted and approved in writing by the employee’s supervisor at least 48 hours in advance of the appointment. Time off for medical appointments which exceeds the expected duration of the pre-approved time period requested must be verified in writing by the treatment provider and be submitted to the supervisor no later than the following business day. Failure to provide verification will result in an occurrence.

Ill occurrences due to employees being told by their supervisor to leave work or not to come to work for health-safety related reasons shall not result in a chargeable occurrence or be included when determining the need for coaching or corrective action.
3. Missed Punches - Missed punches will count as ½ an occurrence.

4. Job Abandonment - Three (3) consecutive, scheduled work days in a no-call, no-show status (subject to corrective action).

5. Other - Exhibiting a pattern of attendance below acceptable attendance standards within the review period, such as:
   i. unexcused absences in conjunction with a holiday, a vacation day, bereavement, weekend or scheduled day off, unfavorable work assignments, and any combination thereof (subject to counseling/coaching, then move to corrective action).
   ii. Utilizing sick leave as fast as it is accumulated.

Attendance will be formally reviewed monthly. Once an employee enters into corrective action, the employee is subject to ongoing frequent monitoring.

Managing Attendance Problems

**Problem-Solving and Support**: Supervisors should counsel employees who display attendance problems. Where noted above, those “triggers” of attendance problems will be subject to progressive corrective action. The manager is to address the problem with the employee at the first available opportunity, either after the monthly review, or through observing the problem and verifying it.

**Referral**: If the employee’s reasons for absences or frequency of absences indicate the presence of a possible family medical leave condition, the manager should advise the employee of possible eligibility for Family and Medical Leave and immediately notify Student Life Human Resources to determine eligibility. Once approved for FML, all applicable time off work is to be documented as FML and is not subject to the corrective action process.

If the employee discloses problems of a personal nature, the supervisor should refer the employee to the University Faculty and Staff Assistance Program and/or Student Life Human Resources.

Employees often have mitigating circumstances that they want their supervisors and managers to consider before taking corrective action. Supervisors are encouraged to consult on these situations with the employee and Student Life Human Resources.

**Types of Leave not considered for Corrective Action purposes**: Any approved FML, Bereavement, Work Related Injury, Pre-Scheduled Medical Appointments, Vacation and University Business.
Section 2  
Bargaining Unit Employees

PURPOSE

To establish the expectation that Bargaining Unit staff regularly be available to perform their job commitments in order to provide high levels of customer service, and to provide a consistent process for attendance review, employee support, compliance, and if necessary, coaching or corrective action that is consistent with applicable state and federal law, university policies, and bargaining agreements.

POLICY

All employees are expected to conduct themselves in a professional manner, including the practice of good attendance habits. All employees should regard coming to work on time, working their shift as scheduled, and leaving at the scheduled time as essential functions of their jobs.

Managers and supervisors of bargaining unit employees in Student Life will regularly review employee attendance records. It is a key responsibility of managers and supervisors to identify developing attendance problems and take appropriate remedial action.

DEFINITIONS

Bargaining Unit Non-Exempt Staff Members: Staff members whose titles are included in the OSU/Communication Workers of American (CWA) agreement and are not exempt from the provisions of the Fair Labor Standard Act (FLSA). These employees are required to record their time worked and time off work through the Student Life timekeeping system, abide by those procedures, and follow attendance guidelines as documented in the OSU/CWA agreement and department rules. These staff members are covered by the guidelines of OSU policy 6.10 except where the CWA contract agreement differs. Where the guidelines differ, the bargaining agreement controls. These employees are paid on a biweekly basis.

Employees: All Student Life bargaining unit employees, sometimes referred to as staff members.

Occurrence: Tardy occurrences of 1 minute to 59 minutes will count as $\frac{1}{2}$ occurrence. Absence from a scheduled shift of 1 hour or more will count as a full occurrence.
Unscheduled Leave: Any unexpected leave that includes the use of Sick Leave, Leave Without Pay, Vacation in lieu of Sick Leave. The types include Absence, Early-Outs and Tardiness and result in a full occurrence or ½ occurrence. (See Guidelines for additional details).

- **Tardiness**: Not being present and ready for work in the assigned work area as determined by the start time of the employee schedule. Tardiness is defined as being 1 minute to 59 minutes late.

- **Absence**: Being late 1 hour or more for a scheduled shift.

- **Early Out**: Leaving prior to end of the scheduled shift, with or without explicit approval resulting in use of Leave Without Pay and/or Sick Leave.

**Late Call**: Not complying with proper department call-in procedures for unscheduled leave as determined by the work unit, and/or by the bargaining contract.

**No Call/No Show**: Failing to report to work as scheduled and failing to call in.

**Flexible Work Arrangement**: An approved arrangement that allows a staff member to work a non-traditional schedule.

**OVERALL EXPECTATIONS**

Bargaining Unit staff members are expected to report to their work location at the beginning of their scheduled shift on time, and to leave and return from meals or breaks as scheduled. Staff members are expected to be working during the time they are scheduled to work.

**Documenting Time Worked (All Non-Exempt):**
Staff members have the primary responsibility to record their time worked and time off work through the timekeeping system, and to follow set procedures to ensure compliance with the Fair Labor Standards Act (FLSA). This includes accurately clocking in and out each work day, and completing and submitting appropriate leave requests. Failure to comply may result in a delay in proper pay.

Staff members who clock-in and out are assigned to the time clock within their assigned work area. Clocking in or out at a time clock other than the one assigned requires manager approval and notification PRIOR to clocking in or out.

**Reporting Unscheduled Leave:**
Staff members are expected to comply with established call-in requirements.
Bargaining Unit Non-exempt: Staff members are expected to call in during the four (4) hour period immediately prior to the start of their scheduled shift. Staff members are expected to call in to the appropriate contact name and phone number, as determined by their work area (See CWA Article 40.5A and department work rules). Employees are required to indicate a reason for the absence at the time of call-in (following contract guidelines), on the leave request.

GUIDELINES

Unacceptable attendance and leave usage are subject to the university corrective action policies. Managers and Supervisors should counsel/coach and document appropriately as a staff member approaches the limits outlined below.

Counseling/Coaching Objectives:

- Create an opportunity for discussion between the employee and supervisor
- Inform the employee that he/she is approaching the occurrence parameters of the attendance policy
- Identify potential mitigating circumstances regarding employee absences
- Identify potential Family Medical Leave (FML) situations, counsel on appropriate steps to qualify, and refer to Student Life Human Resources.

Moving directly to corrective action, without first engaging in counseling/coaching, may be appropriate when:

- An employee fails to return to work in a reasonable timeframe.
- Situations where discipline for other violations is imminent—coaching may not be possible prior to the discipline taking place.
- Other situations in which management, in consultation with Student Life Human Resources, find that the severity of the situation warrants corrective action.

All occurrences will be based on a twelve (12) month rolling calendar. These occurrences are considered single and/or cumulative and any combination is also subject to the corrective action process.

1. No Call/No Show - One (1) occurrence of failing to report to work as scheduled and/or failing to follow established call in procedures (subject to initial or further corrective action)

2. Unscheduled Leave (any combination of absence, early out and/or tardiness) - Staff member reaches 8 occurrences and/or 80 hours of unscheduled leave, employee is subject to initial or further corrective action.

Prescheduled leave in accordance with Article 40.8D of the CWA contract shall not be included when determining corrective action.
Ill occurrences due to employees being told by their supervisor to leave work or not to come to work for health-safety related reasons shall not be included when determining corrective action.

3 Missed Punches - Missed punches will count as ½ an occurrence.

4 Job Abandonment - Three (3) consecutive, scheduled work days in a no-call, no-show status (subject to corrective action).

5. Other - Exhibiting a pattern of attendance below acceptable attendance standards within the review period, such as:
   iii. unexcused absences in conjunction with a holiday, a vacation day, bereavement, weekend or scheduled day off, unfavorable work assignments, and any combination thereof (subject to counseling then move to corrective action).
   iv. Utilizing sick leave as fast as it is accumulated.

Attendance will be formally reviewed monthly. Once an employee enters into corrective action, the employee is subject to ongoing frequent monitoring.

Managing Attendance Problems

Problem-Solving and Support: Supervisors and union stewards (where applicable) should work together to counsel employees who display attendance problems. Where noted above, those “triggers” of attendance problems will be subject to progressive corrective action. The manager is to address the problem with the employee at the first available opportunity, either after the monthly review, or through observing the problem and verifying it.

Referral: If the employee’s reasons for absences or frequency of absences indicate the presence of a possible family medical leave condition, the manager should advise the employee of possible eligibility for Family and Medical Leave. The manager should notify Student Life Human Resources to determine eligibility. Once approved for FML, all applicable time off work is to be documented as FML and is not subject to the corrective action process.

If the employee discloses problems of a personal nature, the supervisor (and union steward, if applicable) should refer the employee to the University Faculty and Staff Assistance Program and/or Student Life Human Resources.

Employees often have mitigating circumstances that they want their supervisors and managers to consider before taking corrective action. Supervisors are encouraged to consult on these situations with the employee, Student Life Human Resources and CWA union steward (if applicable).
Types of Leave not considered for Corrective Action purposes: Any approved FML, Bereavement, Work Related Injury, CWA Prescheduled Sick Leave, Vacation, and University Business.

Section 3
Unclassified Employees

PURPOSE

To establish the expectation that all Unclassified Employees regularly be available to perform their job commitments in order to provide high levels of customer service, and to provide a consistent process for attendance review, employee support, compliance, and if necessary, coaching or corrective action that is consistent with applicable state and federal law, and university policies.

POLICY

All employees are expected to conduct themselves in a professional manner, including the practice of good attendance habits. All employees should regard coming to work on time, working as scheduled, and leaving at the scheduled time as essential functions of their jobs.

Managers and supervisors of employees in Student Life will regularly review employee attendance records. It is a key responsibility of managers and supervisors to identify developing attendance problems and take appropriate remedial action.

DEFINITIONS

Employees: All Student Life unclassified employees, sometimes referred to as staff members.

Unscheduled Leave: Any unexpected leave that includes the use of Sick Leave, Leave Without Pay, Vacation in lieu of Sick Leave.

Absence: Not being present for a scheduled shift. The types include Absence, Early-Outs and Tardiness. (See Guidelines for additional details).

Late Call: Not complying with proper department call-in procedures for unscheduled leave as determined by the work unit.

No Call/No Show: Failing to report to work as scheduled and failing to call in.

Job Abandonment: Three (3) consecutive, scheduled work days in a no-call, no-show status (subject to corrective action).
Other: Exhibiting a pattern of attendance below acceptable attendance standards within the review period, such as:

- Unexcused absences in conjunction with a holiday, a vacation day, bereavement, weekend or scheduled day off, unfavorable work assignments, and any combination thereof (subject to counseling then move to corrective action).
- Utilizing sick leave as fast as it is accumulated.

Flexible Work Arrangement: An approved arrangement that allows a staff member to work a non-traditional schedule.

The Ohio State University Office of Student Life supports the use of non-traditional/flexible work arrangements, when operationally feasible, as one approach to supporting staff and their work/life effectiveness.

OVERALL EXPECTATIONS

Documenting Time Worked:
Staff members have the primary responsibility to record their time off work through the timekeeping system, and to follow set procedures to ensure compliance with the Fair Labor Standards Act (FLSA). This includes completing and submitting appropriate leave requests. Failure to comply may result in a delay in proper pay.

Reporting Unscheduled Leave:
Staff members are expected to comply with established call-in requirements.

GUIDELINES

Unacceptable attendance and leave usage are subject to university corrective action policies. Managers and Supervisors should counsel/coach employees and document appropriately.

Counseling/Coaching Objectives:
- Create an opportunity for discussion between the employee and supervisor
- Identify potential mitigating circumstances regarding employee absences
- Identify potential Family Medical Leave (FML) situations, counsel on appropriate steps to qualify, and refer to Student Life Human Resources as appropriate.

Managing Attendance Problems
Problem-Solving and Support: Supervisors should work to counsel employees who display attendance problems. Where noted above, those “triggers” of attendance problems will be subject to corrective action. The manager is to address the problem with the employee at the first available opportunity.

Referral: If the employee’s reasons for absences or frequency of absences indicate the presence of a possible family medical leave condition, the manager should advise the employee of possible eligibility for Family and Medical Leave and immediately notify Student Life Human Resources to determine eligibility. Once approved for FML, all applicable time off work is to be documented as FML.

If the employee discloses problems of a personal nature, the supervisor should refer the employee to the University Faculty and Staff Assistance Program and/or Student Life Human Resources.

Employees often have mitigating circumstances that they want their supervisors and managers to consider before taking corrective action. Supervisors are encouraged to consult on these situations with the employee and Student Life Human Resources.

Types of Leave not considered for Corrective Action purposes: Any approved FML, Bereavement, Work Related Injury, Vacation, and University Business.

Caveat:

This attendance policy may be impacted when the procedures of University policy 6.17 - Disaster Preparedness and University State of Emergency go into effect. These impacts will be reviewed on a situation by situation basis.