

Policies Relevant to Faculty Per Senior Leadership Team

SPACE ASSIGNMENT POLICY

SLT 3.15

Date of Last Update:

July 16, 2012

Approved By:

- Senior Leadership Team

Responsible Office:

Provost and Facility Planning Offices

POLICY STATEMENT

Space is an institutional resource of Grand Valley State University. As such, it does not belong to an individual, a program, a unit or a college and may be reassigned in the best interests of the University. The goal of the University's allocation and reallocation of space is to achieve the highest and best use of University resources.

The Provost's Office is responsible for assigning and overseeing space used for academic purposes, including classrooms, laboratories, academic secretarial spaces, and faculty offices. It discharges that responsibility by working closely with the Facilities Planning Office to maintain and remodel existing space; to allocate and reallocate that space; to help plan, schedule, and coordinate moves; to plan new space; and to explain allocation and reallocation decisions.

The Facilities Planning Office is responsible for overseeing all non-academic space, including outdoor space. It discharges that responsibility by working closely with the Provost's Office to maintain and remodel existing space; to allocate and reallocate that space; to help plan, schedule, and coordinate moves; to plan new space; and to explain allocation and reallocation decisions.

At least annually, Facilities Planning will conduct a physical review of space to investigate identified issues or potential space issues that need attention.

Periodically, the Provost's Office and the Facilities Planning Office will meet with appropriate representatives of the University's organizational units to discuss upcoming moves and longer term plans for expansion and/or contraction.

This policy is applicable to all departments, offices, University employees and other members of the University community occupying space owned or leased by the University.

ANIMALS ON PROPERTY OWNED OR CONTROLLED BY THE UNIVERSITY

SLT 6.1

Date of Last Update:

May 20, 2019

Approved By:

- Senior Leadership Team

Responsible Office:

POLICY

This Policy applies to all faculty, students, staff, contractors, vendors and visitors.

POLICY STATEMENT

This policy is intended to enhance the safety and health of students, faculty, staff, contractors, vendors and other visitors, and to supplement the existing GVSU policies, by providing rules and regulations regarding the presence of animals in GVSU facilities.

No person shall bring any animal(s) onto University owned or controlled property unless otherwise permitted by this or other University policy as listed below. Individuals wishing to request a modification or exception to this policy as a reasonable accommodation should contact the Office of Disability Support Resources. <https://www.gvsu.edu/dsr>

PROCEDURES

A. Animals Permitted on Property Owned or Controlled by the University *:

1. Service Animals are permitted within all University facilities subject to the additional requirements of this policy. Individuals who wish to bring a service animal into a University housing facility may do so without prior approval. However, students are strongly encouraged to reach out to the University's Office of Disability Support Resources (DSR) to ensure that their experience bringing the animal to campus is a positive one. Advance notice of a service animal in housing facilities will enable the University to appropriately plan for the animals' presence and will allow more flexibility in meeting the student's needs. Service animals are permitted to accompany the resident to all areas of housing where residents are normally permitted to go. Please note that service animals are required to be at least 12 months of age unless an exception to this requirement has been approved by DSR.
2. Employees with a disability who wish to utilize a service animal as a reasonable accommodation in a University office or other areas of campus buildings not open to the general public, must submit the request to the Office of Disability Support Services at least 30 days before the animal is needed.
3. Service animals in training are permitted in all public facilities on the same basis as working service animals, provided that the service animal is being led or accompanied by a trainer for the purpose of training the dog and the trainer has documentation confirming the trainer is affiliated with a recognized or certified service dog training organization. Service animals in training are not permitted in certain classrooms, offices, or other areas of campus buildings not open to the general public. Facilities generally considered off limits unless an exception is granted:
 - a. Research Laboratories: The natural organisms carried by service animals may negatively affect the outcome of the research. At the same time, the chemicals, and/or organisms used in the research may be harmful to service animals.
 - b. Areas Where Protective Clothing is Necessary: Any room where protective clothing is required or necessary. Examples include chemistry laboratories, research/medical laboratories, wood shops, metal or machine shop, electrical shops, etc.
 - c. Areas Where There is Danger to the Service Animal: Any room, including a classroom where there are sharp metal cuttings or other sharp objects on the floor or protruding from a surface; where there is hot material on the floor e.g. molten metal or glass; where there is a high level of dust; or where there is moving machinery. Where the threat of injury is to the health of the dog, the student will be permitted to make the

decision.

4. A student or employee with a disability who wishes to utilize a service dog in training in University housing, classrooms, offices, or other areas of campus buildings not open to the general public must seek approval through the reasonable accommodation process.
5. Animals under the control of a law enforcement officer acting in the course of his or her duties.
6. Animals kept in residence halls as approved by the Department of Housing and Residence Life including animals kept by housing staff in residence. All animals must register with and be approved by Disability Support Resources prior to entering University housing, in accordance with this policy:
https://www.gvsu.edu/cms4/asset/C7BF326A-0990-A17D-F66456C52989A6FA/assistance_animals_policy.pdf.
7. Service animals are permitted to accompany the resident to all areas of housing where residents are normally permitted to go.
8. Animals approved by the University for use in research or for instructional purposes.
<http://www.gvsu.edu/iacuc/>
9. Animals brought on campus for a special event sponsored by the University or a student organization provided that the event has been pre-approved in writing by the Dean for the sponsoring college or department or by the Office of Student Life.
10. Animals accompanied by members of the University community and visitors, as long as they remain on sidewalks and University walkways.
11. Any animal brought into a University owned or controlled property pursuant to this Policy must be properly licensed, vaccinated and tagged as required by applicable law. All animals must be under the control of their owner or handler and must be on a leash at all times, unless the owner is unable to use a leash due to a disability or the use of a leash would interfere with the service animal's ability to perform its duties. In that case, the owner must be able to control the service animal by other effective means such as voice controls or signals.
12. Animals may not be cleaned or groomed in rest rooms, locker rooms, or other University facilities.

*For purposes of this Policy, "University Facility or Facilities" means any building, facility, structure or improvement, open or enclosed, that is owned, licensed, leased by, or under the control of the University.

B. General Requirements :

Persons bringing animals onto University owned or controlled property as permitted by this Policy are solely responsible for:

- a. the full control, supervision and care of the animal
- b. ensuring that animal droppings or other waste are picked up, thoroughly cleaned up and properly disposed of;
- c. reimbursing the University for the costs associated with the repair of any real and/or personal property and/or University facility damaged directly or indirectly by the animal or the animal's presence in the facility.
- d. assuming full responsibility for any harm caused to others by their animal including medical expenses.
- e. animals must not be cleaned or groomed in rest rooms, locker rooms, or other University facilities.

In addition, individuals bringing animals on campus must comply with all other applicable University ordinances, policies, practices and procedures and any applicable local, state or federal ordinance, statute and/or regulation.

C. Areas Requiring Pre-Approval for Service Animals:

1. The University may prohibit the use of service animals in certain locations due to health or safety restrictions,

where service animals may be in danger, or where their use may compromise the integrity of research. Restricted locations may include, but are not limited to: teaching laboratories, classrooms, medical and surgical areas, and research areas.

2. Exceptions to restricted areas may be granted on a case-by-case basis by contacting the Office of Disability Support Resources. In making its decision, DSR will consult with the appropriate department and/or laboratory representative regarding the nature of the restricted area and any ongoing research. Additional requirements may be necessary to protect the animal. To be granted an exception: A student and/or employee who wants their animal to be granted admission to an off-limits area should contact DSR. Visitors should also contact DSR.

D. Clarifying Animal Status:

1. Service animals are permitted in all public facilities on campus in accordance with this Policy. University employees should refrain from questioning any individual about an accompanying service animal, including persons with non visible disabilities, unless there is a genuine question about the animal based upon its behavior.

2. In the unusual circumstance when an inquiry must be made to determine whether an animal is a service animal, a University employee may only ask two questions:

- Is the animal a service animal required because of a disability?
- What work or task has the animal been trained to perform?

You may not ask these questions if the need for the service animal is obvious. You may not ask the owner to make the animal perform the task.

3. A University employee may not ask about a person's disability, require medical documentation, require a special identification card or training documentation for the service animal or ask that the service animal demonstrate its ability to perform the work or task. Although a service animal may sometimes be identified by an identification card, harness, cape, or backpack, such identifiers are not required and should not be requested or demanded for any service animal on campus.

4. Allergies and fear of animals are not valid reasons for denying access or refusing service to people using service animals.

E. Removal of Service Animals:

1. A service animal may be removed from University facilities or grounds if it disruptive (e.g., barking, wandering, posing a direct threat to the health or safety of others; is not housebroken; or displays aggressive behavior and the behavior is outside the duties of the service animal). Ill, unhygienic, and/or unsanitary service animals are not permitted in public campus areas. The individual responsible for such an animal may be required to remove the animal. A service animal may also be removed if the animal is out of control and the owner does not take effective action to keep the animal under control. If the out of control behavior happens repeatedly, the owner may be prohibited from bringing the animal into facilities until the owner can demonstrate that significant steps have been taken to mitigate the animal's behavior.

2. When an animal has been properly removed pursuant to this policy, the University will work with the handler/owner to determine reasonable alternative opportunities to participate in the University's services, programs, and activities without having the animal on the premises.

3. Any individual with a dispute or disagreement concerning the removal or restriction of a service animal or any other aspect of this policy should first contact Disability Support Resources. If the matter is not resolved, a request for mediation should be submitted to DSR. Individuals may also file a written complaint with the Equity and Compliance Unit in the Division of Inclusion and Equity by calling 616-331-2894 or at https://gvsutix-gme-advocate.symplcity.com/public_report/index.php/pid234800.

F. Enforcement of Complaints :

1. If you become aware of a violation of this policy, you are encouraged to attempt informal methods of resolution. For example, if you recognize the person violating this policy, you might contact them or their supervisor to make them aware of the problem. If that is not successful and/or you are not comfortable approaching the person violating the policy or their supervisor, then the Department of Public Safety should be notified. The Department of Public Safety may pick up the animal and hold it for 48 hours. Animals not claimed during that time will be turned over to the county animal control officer and the owner of the animal will be responsible for any associated fees.
2. Students in violation of this policy will be referred to the University conduct process through the Dean of Students Office and may be assessed a fine of up to \$250. Employees in violation of this policy will be referred to the Human Resources Office for possible disciplinary action to be determined in consultation with the Equity and Compliance Unit in the Division of Inclusion and Equity and the employee's supervisor.

DEFINITIONS

1. Service animal: "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability." (28 CFR 36.104) The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort or companionship do not constitute work or tasks for the purposes of this definition.

Examples of work or tasks that service animals perform include, but are not limited to: assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as books or the telephone, alerting a person to a sudden change in blood sugar levels, providing physical support and assistance with balance and stability to individuals with mobility disabilities, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

a. The University may permit the use of a miniature horse on the same basis as a service animal if the horse has been trained to do work or perform tasks for the benefit of the individual with a disability and after an assessment of the following factors: the type, size and weight of the miniature horse and whether the facility can accommodate these features; whether the handler has sufficient control of the miniature horse; whether the miniature horse is housebroken; and whether the miniature horse's presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation. (28 CFR 35.136)

2. Service animal in training: Dogs twelve months of age and older being individually trained to do work or perform tasks for people with disabilities that are at all times accompanied by a certified trainer. Puppies (dogs less than twelve months old) in training are not permitted in any University facilities.

3. Emotional Support, Assistance, or Therapy Animals: Please see the GVSU Housing Office Assistance Animal Policy.

http://www.gvsu.edu/cms4/asset/C7BF326A-0990-A17D-F66456C52989A6FA/assistance_animals_policy.pdf

FOOTNOTES

References and Resources

1. State of Michigan Service Animal Frequently Asked Questions (FAQs)

https://www.michigan.gov/documents/mdcr/FAQs-4-15-16-Final_521982_7.pdf

1. U.S. Department of Justice Civil Rights Division "Frequently Asked Questions about Service Animals and the ADA"

https://www.ada.gov/regs2010/service_animal_ga.html

1. The Fair Housing of West Michigan

<http://www.fhcmw.org/>

RELOCATION POLICY (MOVING)

SLT 6.15

Date of Last Update:

September 26, 2019

Approved By:

- Senior Leadership Team

Responsible Office:

Business and Finance

POLICY STATEMENT

Reimbursement or direct payment of faculty and staff relocation expenses will be made when it becomes necessary in employment negotiations at the discretion of the respective Appointing and Executive Officer, and considering budgetary potential.

PROCEDURES

If reimbursement or direct payment is warranted, the following applies:

1. Only new hires of tenure track faculty and administrative professionals are eligible.
2. Moving expenses must be funded from within the hiring unit's existing budget.
3. Deans have the authority to offer up to \$4,000 moving expense allowance for tenure track faculty hire. An allowance of up to \$8,000 is available for dean or appointing officer positions. If hiring negotiations require the need to exceed the maximum allowance, or an appointing officer wishes to extend a moving expense allowance to any other type of hire, the request must be approved in advance by the vice president of that division.
4. Effective January 2018, all moving expenses that are reimbursable to the employee are now considered a taxable fringe benefit and will be taxed accordingly upon payment (refer to tax code P.L. 115-97 Tax Cuts and Jobs Act.) The amount paid to the new hire is limited to and based on actual receipts. There shall not be either payment or reimbursement for the anticipated payroll taxes resulting from the moving expense reimbursement. Payroll taxes are the responsibility of the employee.
5. Reimbursement/payment must be made via a properly authorized [Travel and Expense Reimbursement form](#) prepared by the hiring department to which actual receipts and/or invoices must be attached. Only the reasonable costs of moving household goods and personal effects (including the expenses of packing and insurance) and the reasonable costs of transporting the employee and members of the employee's household (including lodging) from the old place of

residence to the new place of residence are eligible for reimbursement/payment. Typical moving expenses normally eligible for reimbursement/payment include: payments to moving companies, truck or trailer rental charges, toll road fees, and gasoline cost for a rented or personal vehicle or mileage charges (at the current IRS moving rate) if an employee's personal vehicle is used.

While this is not an all-inclusive list, examples of typical expenses NOT eligible for reimbursement/payment are:

- Meals
- House hunting trips (and any other pre/post move trips)
- Selling expenses related to the old residence
- Expenses of purchasing the new residence
- Temporary living expenses
- Storage charges (except in-transit charges)
- Security deposits
- Moving expenses related to termination of GVSU employment

6. Upon review, approval and processing, moving expenses will be paid on the employee's next regular paycheck and the proper taxes will be withheld at that time.

7. An executive officer may grant exceptions to this policy in specific and unusual cases.

This information is subject to change without prior notice. Contact the Accounting Office at 616-331-2203 for questions regarding reimbursable expenses, and contact Purchasing Services at 616-331-2280 for assistance with contract movers.

Additional information can be found on the following link to the IRS: <http://www.irs.gov/publications/p521/>

TRAVEL POLICY AND PROCEDURES

SLT 6.18

Date of Last Update:

February 27, 2012

Approved By:

- Senior Leadership Team

Responsible Office:

Business and Finance

POLICY STATEMENT

This document is designed to provide guidance to faculty and staff on University travel policies, regulations and procedures. These guidelines are in general terms and are not expected to cover every situation. For questions regarding policies, procedures or travel arrangements, call Procurement Services at 616-331-2280. For questions regarding travel and expense reimbursement, call the Accounting Office at 616-331-2203.

PROCEDURES

AUTHORIZATION

It is the responsibility of each prospective traveler to secure the appropriate approval for University travel from his/her supervisor, department head, dean, director or executive officer. Additional regulations may apply for travel associated

with grant funding, especially for international travel. The following individuals would be eligible for reimbursement of reasonable expenses while traveling for University-related purposes:

- University Board of Trustees, faculty and staff employees.
- Non-employee guests invited to the University for lectures, consulting, interviews, recruiting, and other special occasions, or those requested to travel for the University as specified in a contractual arrangement.

ARRANGEMENTS

Employees: Each traveler is responsible for arranging his/her own travel schedule, booking reservations, and payment of expenses. Please contact the Procurement Services Department for information pertaining to the University's preferred travel agency. Call 616-331-2280 or email purchasing@gvsu.edu.

University Guests/Groups: The host department is responsible for coordinating travel arrangements for University guests and non-employee groups. Please contact the Procurement Services Department for information pertaining to the University's preferred travel agency. Call 616-331-2280 or email purchasing@gvsu.edu for assistance in booking air and/or ground transportation, hotel accommodations, car/van rentals or bus charters.

To request charges direct billed to the University, the following information must be given to the travel agency: guest name, dates of travel, hotel reservation, car rental, University host/arranger's name, department name, account number, and phone number. Upon receipt of invoices from the travel/hotel/car rental agency, the Accounting Office will send a copy to the department for verification of the direct-billed charges and authorized signature for payment approval. The approved invoice copy must be returned to the Accounting Department promptly.

CHARGING TRAVEL EXPENSES

University faculty and staff may charge all business travel and entertainment expenses to an existing personal credit card or they may obtain a Fifth Third MasterCard through the Human Resources office. This is a personal credit card, and there is no annual fee to participate in this program. Call the Human Resources office at 616-331-2215 for an application or for additional information.

It is important to note that individual cardholders are personally liable for all charges on their Fifth Third MasterCard charge card. A monthly statement of charges will be sent to the cardholder, who is solely responsible for full and timely payment of all charges. Requests for eligible travel reimbursement should be made soon after completion of the trip and need not wait for receipt of the credit card statement. Refer to the expense reimbursements section for reimbursement of airline tickets purchased far in advance of trip.

EXPENSE REIMBURSEMENTS

The following individuals are eligible for reimbursement of reasonable expenses while traveling for University-related purposes:

- University Board of Trustees, faculty and staff employees.
- Non-employee guests invited to the University for lectures, consulting, interviews, recruiting, and other special occasions, or those requested to travel for the University as specified in a contractual arrangement or approved by the appropriate executive officer.

Refer to the [Travel & Expense Guidelines](#) for the current reimbursement schedule.

TRANSPORTATION

A. Commercial Airlines

1. Airfare must be booked at lowest economy or coach class unless the traveler certifies on the travel and expense form that such classes were not available. The passenger's ticket coupon/receipt or e-ticket itinerary must be

submitted when reconciling expenses. If a credit card statement for airfare is due before the trip has been completed, the University will reimburse that expense to the traveler when requested on the travel and expense form.

2. The University will permit the benefits of airline frequent flyer programs derived from travel paid for by the University to accrue to the traveler. However, travelers are encouraged to apply these benefits toward future University travel.

B. Charter Air Service – Charter air service may be authorized when it is to the advantage of the University measured by comparative travel costs and the time constraints of the travelers.

C. Personal Aircraft – Air travel for University business on an aircraft owned/leased by employees is prohibited. All University air travel must be booked on regularly scheduled commercial airlines or a University chartered aircraft.

D. Public Transportation – Taxis, buses, subways, limousines, etc. are reimbursable at full fare for University business.

E. Rental Vehicles – The use of rental vehicles is limited to situations where commercial transportation is either not available or is impractical. Renting vehicles for use at out-of-state destinations is permitted if necessary to the purpose of the trip. The University will reimburse expenses for economy or midsize vehicles. Contact either the facilities services office or the University's preferred travel agency for assistance with rental vehicles.

1. A major credit card is required as security at time the vehicle is picked up. The rental agreement form and receipt must accompany the Travel and Expense Form for reimbursement.
2. The University has discount agreements with several major rental agencies. Discount cards are available from the travel agency or the Procurement Services Office. Request the applicable discounted rate when reserving a vehicle. Some promotional specials may be more economical than the discounted rate; request the best rate available.
3. Refer to the insurance section regarding appropriate coverage.

F. Personal Vehicles

1. If an employee works primarily on campus and has a GVSU principal office assigned or principal place of business, the mileage reimbursement allowed will be calculated from their principal GVSU office or place of business. Employees involved in work or temporary assignments off campus (i.e. field supervision, teaching, TV broadcasting, etc.) will be allowed mileage reimbursement based on their distance from their GVSU campus principal office/place of business or from their home to the place of the work or temporary assignment, whichever is less. Mileage for travel between home and campus is personal commuting and is not reimbursable.
2. If an employee works primarily in the field off-campus, the mileage reimbursement allowed will be from either their home or an alternative location that is approved by the appointing officer. This approved location will be considered the point that mileage reimbursement will be calculated from.
3. Mileage within a campus location (Pew or Allendale, for example) is generally not reimbursable unless the employee is required to transport special equipment or tools to perform their duties and /or receives appointing officer approval.
4. Mileage between all campuses is permissible for reimbursement. Employees are encouraged to utilize the bus service between the Grand Rapids and Allendale campuses whenever possible rather than to request reimbursement.
5. Personal vehicles may be used in lieu of commercial airline travel. Mileage will be reimbursed at the established current rate but should cost the University no more than the commercial coach/economy airline fare. Similarly, transportation by bus, train, or other means will be reimbursed for actual cost but no more than the commercial coach/economy airline fare.
6. Expenses for gasoline, repairs, towing, etc. are included in mileage allowance. Expenses for parking, storage, tolls and ferries are reimbursable and limited to the actual amount paid. Parking fines and fees at University facilities are not reimbursable expenses. Any fine or charge for a violation of public policy (such as a speeding ticket, etc.) is not a reimbursable expense.

7. Refer to the Table of Standard Mileage for the current schedule and eligible reimbursements.
8. Any exception to the policies in F. Personal Vehicles requires approval by the Vice President of the respective division.

Meals

- A. Reimbursement for individual meals will not exceed the maximum per diem allowance. Reimbursement for meals included in a conference or meeting fee is not allowed. Meals for employees involved in assignments off campus are allowable when deemed appropriate by their supervisor.
- B. Meals including University guests are allowable at the actual cost, not to exceed the maximum per diem allowance. Reimbursement requests must include a receipt with the guest's name, company name, and business purpose of the meeting.
- C. Meals for University employee groups are reimbursable only with appropriate executive officer approval and documentation.

Lodging

Actual lodging expenses, as evidenced by an original receipt, are reimbursable. The maximum single room rate will be reimbursed when a University traveler shares lodging with a non-University person. Room service expenses are reimbursable in accordance with the per diem allowance. Reasonable expenses incurred for tips are reimbursable without receipt. The University's travel agency has discount agreements with several properties. Contact the travel agency for assistance with lodging accommodations.

Conference Fees

Actual registration fees for conferences, seminars, etc. will be reimbursed as evidenced by a registration confirmation or paid receipt. Fees for non-business and/or spousal activities associated with the conference, such as golf or tour events, are not reimbursable. It is preferred that the conference registration be paid with the University's purchasing card. Conference registrations may also be processed for payment by submitting an online Purchasing Requisition through Banner. A copy of the completed registration form (with the requisition number written on it) can then be sent to the Procurement Services Office in 201 LMH.

Miscellaneous Expenses

- A. Telephone calls and telegrams made for business purposes are allowable and must be listed separately on the Travel and Expense Form. Dates, company names and names of persons called must be identified.
- B. Reasonable expenses incurred for handling, storage and checking of baggage are allowed.
- C. Personal expenses incurred for valet service, entertainment, personal phone calls, etc. will not be reimbursed.
- D. Parking fees at University facilities are not reimbursable expenses.

Out-Of-Pocket Expenses

The Travel and Expense Form may also be used for reimbursement of non-travel related, out-of pocket expenses up to \$100. The form must include a description of the items to be reimbursed, FOAP, appropriate signatures, and the original receipt(s) must be included. Copies of personal checks are not acceptable as documentation for reimbursement.

EXPENSE RECONCILIATION

Travel and Expense Form

- A. All reimbursement requests for travel expenses must be submitted on a Travel & Expense Form. The purpose and dates of the trip must be clearly stated. Submit the completed form and required receipts to the Accounting Office. Any unused travel advance funds must be returned with the completed Travel and Expense Form and required receipts to the Accounting Office or Cashier's Office. Do not send cash in the mail.
- B. University guests and other approved non-University employees should also use the Travel and Expense Form to request reimbursement of travel expenses. The completed form with "G" number (or for non-GVSU employees the Social

Security number) must be approved by appropriate executive officer or as specified in a contractual arrangement.

Settlement Date

The Travel and Expense Form should be submitted at the earliest practical date after return from the trip, but within thirty (30) calendar days (fifteen for travel advances).

Required Receipts

Only actual business expenses incurred, supported by the required original receipts must be submitted for reimbursement. Any extenuating circumstances resulting in altered travel plans or unusual expenses must be clearly explained on the Travel and Expense Form. Any questionable claims, non-compliant requests, or alterations of receipts may result in the form being returned to the traveler for explanation, deductions from the requested reimbursement amount, and/or approval by the appropriate executive officer.

Foreign Currency

Expenses must be expressed in U.S. dollars with the foreign exchange rates applied or currency difference identified where necessary. The Travel and Expense Form total must be stated in U.S. dollars. Refer to the [Universal Currency Converter](#) for assistance.

CANCELLED TRIP

A. If an approved trip is cancelled and a Travel Advance was issued, the original check or a personal check must be returned promptly to the Accounting Office for deposit.

B. Airline tickets already received are subject to airline/travel agency return regulations. When applicable, the credit will be issued to the party having made payment. Cancellation fees charged by the airline/travel agency are eligible for reimbursement. When reimbursement has already been received for the cancelled trip, the traveler must reconcile this credit promptly with the Accounting Office.

INSURANCE

University Vehicles

All University vehicles are insured for vehicle liability (including the statutory Michigan No Fault coverage) while being driven anywhere in the U.S. or Canada. Coverage is extended to anyone driving these vehicles with University permission.

Personal Vehicles

Employee personal vehicles are insured for vehicle liability while being driven on University business. This coverage is secondary to employee's personal automobile insurance and is subject to specific deductibles.

Rental Vehicles

Rental vehicles are covered under the University's liability policy. All terms and conditions of the vehicle rental agreement should be read and followed, particularly concerning authorized drivers. Violations of the agreement or driving regulations may render the University responsible for any damages. Use the following [guidelines for insurance coverage when renting vehicles](#). Questions concerning insurance coverage should be directed to the [Division of Legal, Compliance and Risk Management](#) at 616-331-2067.

A. Decline the collision damage waiver insurance. The University provides coverage that eliminates liability for replacement at full retail value due to collision damage.

B. Decline the personal accident insurance if rental was booked by the University's preferred travel agency and/or paid for using a University P-Card or the Fifth Third MasterCard offered through GVSU. Travel agency and corporate charge card program contracts automatically provide accident/medical and death benefits under personal insurance coverage.

C. Decline the personal effects insurance for University property. The University is insured for property in the vehicle. Personal property may be covered under your personal insurance; confirm with your insurance agent. Accepting the coverage for personal property is at your expense.

D. When vehicles are rented for University business travel, all rental contracts should be issued in the University's name to avoid confusion concerning vehicle liability insurance.

ACCIDENTS AND EMERGENCIES

Accident Reports

In addition to those actions normally required in the event of an accident, the driver of any vehicle on University business should:

A. Report the accident to his/her supervisor. Accidents involving serious personal injury or vehicle damage should be reported to the department of public safety.

B. If driving a University vehicle, a M.U.S.I.C. Motor Vehicle Loss Report must be submitted. Call the [Division of Legal, Compliance and Risk Management](#) at 616-331-2067 for assistance.

C. When another vehicle is involved in the accident, obtain that driver's insurance company name and address. Also obtain the names, addresses and license plate numbers of potential witnesses.

Reporting Illness or Emergency

In cases of serious illness, accident or emergency that occur while traveling on University business, the traveler should notify his/her supervisor. If the supervisor cannot be reached, contact the Human Resources Office.

It is the responsibility of traveler to inform his/her supervisor of address and phone number while traveling on University business. This is important should it become necessary to contact traveler in the event of an emergency

USE OF SECURITY CAMERAS

SLT 6.29

Date of Last Update:

May 15, 2019

Approved By:

- Senior Leadership Team

Responsible Office:

Public Safety

POLICY STATEMENT

Grand Valley State University seeks to promote campus safety and to provide its community with a secure environment. Security video camera systems are a critical component to a comprehensive emergency and security plan. A security camera is defined as video technology that records a specific area in order to detect, deter, prevent, or investigate crime or other threats to public safety. The University takes seriously its responsibility to protect personal privacy when it operates security camera systems. No security camera will be installed on University owned or controlled property in any location for which there is a reasonable expectation of privacy. These areas include but are not limited to restrooms, locker rooms and occupied student residential rooms. This policy applies to stationary security cameras and not to portable or temporary camera applications.

This policy serves to regulate the installation and appropriate uses of security cameras, including the retention, viewing, release and destruction of recorded images, data or records produced by security camera use.

The existence of this policy does not imply or guarantee that security video cameras will be monitored in real time, continuously or otherwise, nor that any particular department is going to observe and respond to a crime in progress.

Video recordings with information about a specific student are considered law enforcement records unless the University uses the recording for disciplinary purposes or makes the recording part of the educational record. The Department of Public Safety, working in conjunction with the Information Technology Department has the authority to select, coordinate, operate, manage, and monitor all security camera systems pursuant to this policy.

PROCEDURES

Individual colleges, departments, programs, or organizations wishing to install security camera equipment on any of the University campuses are required to collaborate with Facilities Planning, Department of Public Safety and Information Technology prior to any installation. All equipment and installation must be approved and coordinated through the Department of Public Safety in order to meet the minimum technical specifications identified by the Department of Public Safety and Facilities Planning along with Information Technology for technical standards. All costs for purchase, installation, and maintenance of security cameras will be the responsibility of the appropriate project budget or the department/unit making the request.

Security Camera System Operator

Security Camera System Operators are trained staff members who have access and been assigned responsibility by the Department of Public Safety. Prior to being permitted access to any security cameras, these individuals will be trained by the Department of Public Safety in the technical, legal, and ethical parameters of appropriate camera use. The Department of Public Safety will maintain an up-to-date list of authorized Security Camera System Operators having access to the system and any live or recorded images. Access to viewing, copying, duplicating and/or retransmission of live, recorded video or still images will be limited to Security Camera System Operators.

Security Camera System Operators are responsible to appropriately protect the privacy of personal information that may have been captured by cameras under their control.

Recordings

Images recorded by security camera systems are considered sensitive information that are to be protected from unauthorized access for modifications, duplications or destruction. The stored images generated by University security cameras are to be kept in a central location and secured in a network location established by the Information Technology department.

Stored data may be released when it is related to any criminal investigation, civil suit, subpoena or court order, arrest, or to aid in a disciplinary proceeding against a student or personnel actions against an employee. Stored data needing to be retained as part of a civil or criminal investigation may be downloaded and retained by law enforcement personnel according to their individual department policies. Internal requests to release stored data are to be authorized by the Director of Public Safety or designee(s).

All recordings will be re-recorded over every 30 days unless there is a demonstrated business need, ongoing investigation, court order, or other bona fide use as approved by the Director of Public Safety or designee.

Monitoring

University security cameras are not monitored continuously under normal operating conditions but may be monitored for legitimate safety and security purposes that include, but are not limited to, the following: High risk areas, restricted access areas/locations, in response to an alarm, special events, and specific investigations authorized by the Director of Public Safety or designee(s).

Any person who tampers with or destroys video security equipment will be subject to criminal prosecution and/or campus disciplinary processes.

WEB POLICES FOR ACADEMIC AND ADMINISTRATIVE UNITS

SLT 7.5

Date of Last Update:

December 18, 2012

Approved By:

- Senior Leadership Team

Responsible Office:

Institutional Marketing

POLICY STATEMENT

All GVSU units are required to maintain their webpages on the university's domain www.gvsu.edu and use the university's content management system unless authorized by Institutional Marketing. All GVSU organizations, whether on the gvsu.edu domain or authorized to maintain their own servers and publish pages under domains other than www.gvsu.edu are equally responsible for adhering to GVSU Web standards.

The purpose of website design standards is to:

- Reinforce GVSU's identity
- Meet the needs of the constituencies Grand Valley serves
- Provide continuity in website appearance
- Protect and regulate the use of proprietary GVSU names, logo marks, word marks, and graphic devices
- Keep content current
- Faithfully represent GVSU to the public

Web standards can be found at <http://www.gvsu.edu/identity>

FUNDRAISING POLICY

SLT 8.3

Date of Last Update:

December 08, 2014

Approved By:

- Senior Leadership Team

Responsible Office:

University Development

POLICY STATEMENT

University Development helps Grand Valley State University fulfill its mission and realize its aspirations in three ways: (1) securing, stewarding and increasing financial support; (2) building meaningful partnerships with external and internal constituents; and (3) communicating the university's character, quality, priorities and goals.

Accordingly, University Development must strive at all times to ensure that its policies and procedures and those of the

university are in compliance with local, state and federal regulations in regard to the solicitation and acceptance of gifts. Any deviation from the Internal Revenue Code could result in fines, public embarrassment and/or the loss of the University's tax-exempt status.

For these and many other reasons, all fundraising requests made in the name of the University must be approved in advance by the Vice President for Development. In addition, only the Vice President for Development or their designee is empowered to issue the University's official receipt that qualifies a donor's charitable contribution as deductible for tax purposes.

Any fundraising activity that employs the name, image or reputation of the University, in an effort to secure financial gifts will be considered fundraising in the name of the University and is subject to this policy. In the area of "sponsored research", University Development may work with the Office of Sponsored Research to determine the most appropriate fit for the project.

Any potential fundraising activities on behalf of an University program or initiative must first be approved by the appropriate dean and/or the divisional vice president before a request for assistance is directed to University Development. In all decisions related to funding, the priorities of the University, as approved by the Board of Trustees, shall guide the decision making process.

University Development will not share lists of donors or other constituents with individuals and organizations not affiliated with approved university fundraising activities.

This policy shall apply to any and all members of the University community, as well as to any other individuals or organizations who may represent themselves as members of the University community or who claim to be acting on behalf of the University. This policy does not apply to members of the University community when they are engaged in fundraising activities for other organizations and/or when they have explicitly stated that their fundraising activities are unrelated to the university.

Today's donors have more outlets for their philanthropic desires than ever before. As competition for the philanthropic dollar has increased, donors now receive numerous appeals from multiple non-profit organizations. Consequently they are likely to become annoyed by multiple requests from the same organization. To ignore this is to risk reduced support, an outright refusal, or perhaps even permanent discontinuation of support.

Grand Valley State University can be at the forefront of a donor's choice if we are clear in our intent, focused on the university's highest priorities, and present exciting opportunities for support. Coordination of university-wide fundraising activities is imperative.

Prohibited Activities

Members of the University community are prohibited from engaging in the following tactics and activities for purposes of fundraising:

- Use of home addresses from the university telephone directory to compile calling or mailing lists.
 - Use of the Grand Valley State University Alumni Directory to compile calling or mailing lists.
 - Using one's status as a Grand Valley State University employee or student to secure a gift commitment unless specifically authorized to do so.
 - Using "mass e-mails" on the campus intranet system to solicit gifts unless specifically authorized to do so by University Development.
 - Conducting lotteries or similar games of chance, which the State of Michigan defines as gambling. Raffles may be conducted with prior approval from the [Office of Student Life](#). For procedures and protocols implementing this policy please contact the [Development Office](#).
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ANTI-HARASSMENT POLICY

SLT 9.1

Date of Last Update:

March 31, 2016

Approved By:

- Senior Leadership Team

Responsible Office:

Inclusion and Equity/Office of Affirmative Action

POLICY STATEMENT

Article I. Purpose

The goal of Grand Valley State University is to maintain a positive work environment for employees and a climate conducive to learning for students. The University, consistent with its policies and procedures, promotes institutional diversity by embracing such concepts as "affirmative action" and "equal opportunity" as a campus-wide strategy to provide equal access to opportunity. The University's commitment to non-discrimination is the foundation for such efforts. This policy outlines expectations for institutional and individual conduct that apply to all University faculty and staff members.

It is neither the purpose nor intent of this policy to infringe on [academic freedom](#) as defined by Grand Valley State University's Board of Trustees' Policies and the Faculty Handbook.

PROCEDURES

Article II. Prohibited Conduct Harassment

Harassment is unprofessional conduct that could reasonably be understood as (1) having the purpose or effect of creating an intimidating, hostile, or offensive environment, (2) having the purpose or effect of unreasonably interfering with an individual's work performance or access to educational activities and programs, (3) otherwise adversely affecting an individual's employment opportunities or access to educational activities and programs.

Harassment on the basis of age, color, disability, familial status, height, marital status, national origin, political affiliation, race, religion, veteran status, or weight is considered a violation of university policy. (For sex/gender, sexual orientation, gender identity and/or gender expression, see [Sexual or Gender-Based Harassment Policy](#).)

Article III. Sanctions

Any person who violates the University's Anti-Harassment Policy may be subject to a range of sanctions (in accordance with University policies) which could include, but is not limited to, dismissal, according to due process, from University employment. Violators may also be subject to civil action or criminal prosecution because harassment and other discriminatory behavior may violate state or federal laws.

Article IV. Retaliation

1) Definition: Retaliation means any adverse action taken against a person for making a good faith report of prohibited conduct (see, generally, policies on [Sexual Misconduct](#), [Sexual or Gender-based Harassment](#), and [Anti-Harassment](#)) or participating in any proceeding under University policy or policies.

a. Retaliation includes threatening, intimidating, harassing, coercing or any other conduct that would discourage a reasonable person from engaging in activity protected under University policy or policies.

b. Retaliation may be present even where there is a finding of “no responsibility” on the allegations of prohibited conduct.

c. Retaliation does not include good faith actions lawfully pursued in response to a report of prohibited conduct.

2) Reporting: Acts of alleged retaliation should be reported immediately to the Vice President for Inclusion and Equity, or designees, and will be promptly investigated. The University will take appropriate steps to protect individuals who fear that they may be subjected to retaliation.

Article V. Procedural Guidelines for Discrimination and Harassment Complaints

A. Preliminary Issues

The following procedures are intended to enforce the University's [Equal Opportunity/Affirmative Action Policy. \(EEO/AA Policy\)](#) and the University's [Non-Discrimination and Anti-Harassment Policy](#). The procedures are initiated by making a complaint that alleges discrimination, including unlawful harassment, has occurred.

Complaints may be either formal or informal, and the procedure for each is described below.

B. Purpose of these Guidelines

The purpose of these procedural guidelines is to ensure that discrimination complaints, including harassment, are handled promptly and effectively in a manner that is procedurally fair to all parties. The Affirmative Action Office may deviate from these Guidelines as necessary to achieve the goals of prompt, thorough, and effective complaint resolution in a procedurally fair manner.

C. Time limit for Filing a Complaint

Typically, both formal and informal complaints should be reported as soon as possible and within sixty (60) days after discovery of the act which constitutes an instance of inappropriate behavior. The University retains the right to accept and address complaints reported anytime after the 60 day recommended time limit.

D. Confidentiality

Although discretion will be exercised, a guarantee of confidentiality or anonymity cannot be made because the fact-finding investigation will involve discussions with other parties. Information about the Complainant and the incidents giving rise to the complaint will be revealed only as investigatory and disciplinary processes require. Confidentiality will be observed to the extent permitted by law and which is consistent with protecting the welfare of the faculty, staff and students, and the interests of the University.

E. Where to Make a Complaint

In most cases, a University Faculty/Staff member with a complaint alleging harassment in violation of this Policy, whether formal or informal, should report this to the Affirmative Action Office. A University student with a complaint alleging harassment in violation of this Policy, whether it is formal or informal, should report it to the Affirmative Action Office or the Dean of Students Office. In the event a complaint is received in offices other than the offices mentioned above, faculty and staff are responsible for referring the individual to the appropriate office.

F. Emergency

Provisional, emergency actions departing from these procedures may be taken by a University Appointing Officer with the advice of the Affirmative Action Office and the University Counsel Office and must be followed as promptly as possible by steps providing Respondent(s) with the notice and opportunity to defend the allegations.

Article VI. Informal Complaints

Individuals who believe they have experienced or may have witnessed discrimination or harassment in violation of this Policy should consult with the Affirmative Action Office. Contacting the Affirmative Action Office about a concern does not automatically result in a formal complaint.

The party making the complaint (the "Complainant") may request that the University official consulted speak informally with the alleged offender(s) (the "Respondent") informing them of the salient features of the complaint. If this process does not resolve the matter or, if the Complainant or University official who is consulted prefers, he/she may pursue any of the avenues of resolution listed below.

Informal complaints are those complaints where the Complainant or a witness of an alleged offense asks the Affirmative Action Office to assist in the resolution of an alleged violation of the Non-Discrimination and Anti-Harassment Policy.

1. Advising. One function of the Affirmative Action Office is to hear and address complaints concerning discrimination, including harassment of any type, in violation of this policy. If the Complainant seeks a preliminary informational and advising session with the Affirmative Action Office, an opportunity for full discussion of the case shall be provided. The Affirmative Action Office shall aid the Complainant in exploring all possible options for resolving the complaint as effectively as possible. In doing so, the Affirmative Action Office will observe the confidentiality provisions of this Policy.

Some incidents, if considered serious, may require some type of follow-up actions to be taken by the Affirmative Action Office. If any follow-up actions are deemed necessary, the Affirmative Action Office will inform the person who identified the concern that action will be taken.

Students may seek advice and guidance from the Dean of Students or the Affirmative Action Office.

2. Alternative Dispute Resolution (ADR). The goal of ADR is to provide a forum where the Complainant and Respondent can, with the aid of the third party come to a mutually agreed-upon resolution. ADR works only when both the complaining and responding parties voluntarily participate in the process. ADR facilitators may be assigned by the Affirmative Action office. By definition, informal resolutions do not include imposing sanctions, but they may involve mutually acceptable consequences.

a. Mediation Process. A favored method of alternative dispute resolution (ADR) of complaints is mediation, which also is a voluntary conflict-resolution process. The Complainant and the Respondent voluntarily agree to work with a third party mediator, who is usually a member of the University community that is a trained mediator, to resolve the complaint. This mediation is intended to resolve the complaint to the satisfaction of both the Complainant and the Respondent. Informal complaints need not be put in writing or signed by the Complainant. Certain types of incidents, however, may not be appropriate for mediation.

i. A faculty or staff member or student initiates the mediation process by making an informal complaint within the Human Resources Office or the Affirmative Action Office. Students may initiate the process in the Dean of Students Office or may consult with the Affirmative Action Office. The complaint need not be in writing or be signed by the complainant.

ii. The office receiving the complaint will discuss the mediation process with the Complainant to determine if mediation might be an appropriate method to resolve the complaint.

iii. If the Complainant wishes to proceed with mediation, then a person designated by the Affirmative Action Office, the Human Resources Office, or the Dean of Students Office meets with the alleged offender, informing him or her that an informal complaint has been filed and that the Complainant wishes to resolve it by mediation. The mediation process will be discussed with the alleged offender to determine if mediation might be an appropriate method to resolve the complaint. The Respondent is also informed that mediation is a voluntary conflict resolution process intended to make

each party aware of the position or feelings of the other and to resolve the conflict.

iv. If both parties agree to mediation, a Mediator will be selected by the Affirmative Action Office, the Human Resources Office, or the Dean of Students Office. The mediator will be a trained member of the University community who is deemed the most suitable and knowledgeable based on the circumstances involved.

v. Mediation may also include meetings between the Mediator and the parties separately.

vi. If mediation has been successful, the Mediator will inform the Affirmative Action Office that the complaint has been resolved.

vii. If the Mediator determines that mediation cannot adequately resolve the issues, he or she will inform the Complainant and Respondent of this as well as the options available, such as filing a formal complaint. The Mediator will also notify the Affirmative Action Office that mediation was unsuccessful.

viii. If the Complainant is dissatisfied with the results of mediation, he or she may file a formal complaint.

Article VII. Formal Complaints (Written)

Formal complaints are those complaints where the faculty/staff/student files a written complaint with the Affirmative Action Office.

A. Filing a Formal Complaint

Complainants must provide a written description of the allegation(s) and the name of the alleged offender. Complaint forms are available from the Affirmative Action Office and on the web at: <http://www.gvsu.edu/inclusion/> under "Forms." The Complainant should complete the form, listing: the type of alleged offense; summary of alleged discrimination; who discriminated against the Complainant; what action has been taken so far; what action is suggested; and whether the Complainant has filed a complaint/grievance with any other agency. The Complainant must sign the complaint form and submit it to the Affirmative Action Office to begin a formal investigation.

B. Notifications

Certain notifications are required to ensure fairness and equity to all parties involved:

1. The appropriate Appointing Officer responsible for the areas where the Complainant and Respondent are employed will be notified. The appropriate Vice President and the Appointing Officer for the Respondent shall receive a copy of the Complaint.

2. Once he or she becomes the focus of a complaint, the Respondent must be notified of the complaint, the identity of the Complainant and the nature of the complaint. They will also be advised not to contact the Complainant directly or to retaliate against him/her. The appropriate Appointing Officer will meet with the Respondent and provide a copy of the Complaint and be advised of the obligation of non-retaliation.

3. If either the Complainant or Respondent is represented by a collective bargaining agreement, the appropriate official in the Human Resources Office will be contacted immediately to assist in the facilitating the fact-finding investigation process.

4. If the complaint is against a student, the Complainant may elect to pursue a formal charge through the Dean of Students Office. The Affirmative Action Office will notify the Dean of Students as appropriate.

5. If the complaint is against an appointing officer, only the appropriate Vice President is notified. If the complaint is against a Vice President or Provost, the President is notified. If the complaint is against the President, the Chair of the Board of Trustees is notified. If the complaint is against a member of the Board of Trustees, the Chair of the Board of

Trustees will be notified. If the complaint is against the Chair of the Board of Trustees, the Vice Chair of the Board of Trustees will be notified.

6. The Affirmative Action Office will maintain periodic contact with the Complainant and Respondent regarding the complaint status throughout the investigation.

C. Steps in the Investigation Process

A formal fact-finding investigation process will be carried out in as timely a manner as possible. However, all parties involved are encouraged to recognize that a thorough investigation requires time. While no specific deadlines are established, required notifications, respondent and, where applicable, union representation and investigation activities should begin as quickly as possible after receiving the written complaint.

1. The Affirmative Action Office will determine the most effective method of investigating the concerns raised by the Complainant. If circumstances deem that the investigation should be referred to the Student Grievance Process, then the Dean of Students will handle oversight responsibilities of the complaint. If not referred to the Dean of Students, then the Affirmative Action Office is responsible for the investigation.

2. Unless unusual circumstances prevent or suggest otherwise, a co-investigator will be identified to participate in the investigation process that will be led by the Assistant Vice President for Affirmative Action. The co-investigator will be a trained/experienced member of GVSU's faculty or staff.

3. The investigation will involve conducting a thorough fact-finding investigation that includes meeting with the Complainant, Respondent, pertinent witnesses and reviewing and analyzing relevant documents as they relate to each allegation of the complaint. The investigators have the obligation to remain neutral during the investigation. Occasionally, a different or less formal response to the complaint may be warranted. Although the Affirmative Action Office may deviate from these guidelines, it will still respond to the complaint in a prompt, thorough and effective manner that is procedurally fair.

4. Communication with the Complainant and Respondent regarding the current status of the investigation and anticipated or adjusted timelines for concluding will occur on a regular and timely basis.

D. Investigation Report

1. A Final Investigation Report will contain: 1) a summary of the Complainant(s) allegations and the Respondent's relevant statement in response to the allegations; 2) analysis of findings that includes a description of the relevant information provided by witnesses or obtained from the documents; and 3) the conclusion about whether or not university policy has been violated.

2. The Final Investigation Report will be provided to the appropriate Appointing Officer and Vice President. The Assistant Vice President for Affirmative Action will verbally notify both the Complainant and the Respondent about whether or not university policy was violated. The co-investigator's involvement in the matter concludes when the final investigation report is issued.

3. The Assistant Vice President for Affirmative Action will meet with a representative from the University Counsel Office and the Appointing Officer to discuss recommendations for any follow-up actions.

E. Standard for Determining Violations of This Policy

Allegations of violations of this Policy will be evaluated by considering the totality of the particular circumstances, including the nature, frequency, intensity, location, context, and duration of the questioned behavior. Although repeated incidents generally create a stronger claim of harassment, a serious incident, even if isolated, can be sufficient to rise to the level of being considered a policy violation.

F. Corrective Action

If the report finds that the EEO/AA policy or this Non-Discrimination and Anti- Harassment Policy were violated, the University will determine appropriate corrective action, up to and including dismissal. The University may also take corrective action if no discrimination or harassment is found, but Respondent is found to have engaged in inappropriate workplace behavior. If corrective action is to be taken against a Respondent that is represented by a collective bargaining agreement, the appropriate official in the Human Resources Office will be contacted immediately to assist in the facilitating the corrective action.

Article VIII. Other Information

Copies of complaint procedures are available online at: www.gvsu.edu/inclusion. Information regarding other grievance procedures is located in the following documents:

1. Faculty members - [Section 3.02](#) of the Faculty Handbook.
2. Executive, Administrative and Professional Staff - Board of Trustees' Policies, [BOT 4.4.8](#)
3. Clerical, Office and Technical Staff - Section 6, Grievance, of the present contract.
4. Confidential Clerical - Section 9, Grievances, of the Personnel Policies in the Confidential Clerical handbook.
5. Maintenance, Grounds, and Services - Section 6, Grievances, of the present contract.
6. Department of Public Safety Staff - Section 6, Grievances, of the present contract.
7. Security Staff - Grievances, of the Personnel Policies in the Security Staff Handbook.
8. Student Employees - Student Employee Handbook and Student Code, Article IV. Student Grievance Procedures

Contact information for faculty and staff:

- Division of Inclusion and Equity
 - Affirmative Action
4000 James H. Zumberge Hall
Allendale, MI 49401
616-331-2242
<http://www.gvsu.edu/affirmative>
 - Disability Support Resources
4015 James H. Zumberge Hall
Allendale Campus 49401
616-331-2490
<http://www.gvsu.edu/dsr/>
 - [Division of Legal, Compliance & Risk Management](#)
 - 4068 James H. Zumberge Hall – 616-331-2067
 - Employee Assistance Program (EAP) - Encompass 1-800-788-8630
 - Human Resources (Staff Relations) – 616-331-2215
 - LGBT Faculty/Staff Association - lgbtfsa@gvsu.edu
 - Deans
 - Provost's Office – 616-331-2400

Contact information for students:

- Division of Inclusion and Equity
 - Affirmative Action
4000 James H. Zumberge Hall
Allendale, MI 49401
616-331-2242
<http://www.gvsu.edu/affirmative>
 - Disability Support Resources
4015 James H. Zumberge Hall
Allendale Campus 49401
616-331-2490
<http://www.gvsu.edu/dsr/>
- Division of Legal, Compliance & Risk Management
4068 James H. Zumberge Hall – 616-331-2067
- Student Services - Dean of Students
202 Student Services Building – Allendale Campus
616-331-3585
- Counseling Center
204 STU, Allendale Campus
616-331-3266
- LGBT Resource Center
1161 Kirkhof Center – Allendale Campus
616-331-2530
lgbtcenter@gvsu.edu
- Nontraditional Students
616-331-7360
Toll Free: 888-831-4034
nontraditional@gvsu.edu
- Office of Multicultural Affairs
1240 Kirkhof – Allendale Campus
616-331-2177
oma@gvsu.edu
- Women's Center
1201 Kirkhof Center – Allendale Campus
616-331-2748
womenctr@gvsu.edu

Date of Last Update:

November 19, 2012

Approved By:

- Senior Leadership Team

Responsible Office:

Inclusion and Equity/Office of Affirmative Action

POLICY STATEMENT

Possessing and mastering a range of thoughtful perspectives is necessary for open inquiry, a liberal education, and a healthy community. Recognizing this, the University seeks to include, engage, and support a diverse group of students, faculty, and staff. The institution values a multiplicity of opinions and backgrounds, and is dedicated to incorporating multiple voices and experiences into every aspect of its operations. We are committed to building institutional capacity and strengthening our liberal education through providing an inclusive environment for all of our University constituents.

Article I. Purpose

The University's goals are to maintain a positive work environment and a climate conducive to learning for students. The unequal institutional power inherent in academic and work relationships may heighten the vulnerability of those in subordinate positions. Accordingly, individuals holding positions of authority at the University must be aware of and sensitive to the potential conflict of interest, ethical concerns, and issues of sexual harassment that may occur in consensual relationships. Specifically, the parties to a consensual relationship must be aware that such relationships can create in co-workers and students perceived and real conflicts of interest. These relationships also create an environment of fear of unfair treatment in terms of promotions, grades, professional and/or educational opportunities, etc. This Policy outlines expectations for institutional and individual conduct that apply to all University faculty and staff members and students.

Article II. Consensual Relationships

Consensual romantic and sexual relationships between faculty and their students or between supervisors and their subordinates are inappropriate. Individuals should be aware that these relationships may create a perception of favoritism while the relationships continue. These relationships may be less consensual than perceived by the individual whose position confers power. The relationship also may be viewed in different ways by each of the parties, particularly in retrospect. Furthermore, circumstances may change and the conduct that was previously welcome may become unwelcome. If a sexual harassment complaint is subsequently filed, the argument that the relationship was consensual will be evaluated in light of the power differential in determining whether the University's Anti-Harassment Policy has been violated. Under these circumstances, it will be extremely difficult to use mutual consent as a defense.

Consensual Romantic or Sexual Relationships between Faculty/Staff and Students. A faculty or staff member who has educational, supervisory, evaluation, advising, coaching, or counseling responsibilities for students shall not assume or maintain those responsibilities for a student with whom the faculty or staff member has engaged in romantic or sexual relations, even if such relations were consensual. Whether such romantic or sexual relationships predate the assumption of educational, supervisory, evaluation, advising, coaching, or counseling responsibility for the student, or arise out of the educational relationship, the faculty or staff member shall immediately disclose the romantic or sexual relationship to his or her Unit Head or supervisor, who shall promptly arrange alternate oversight of the student.

Consensual Romantic or Sexual Relationships between Supervisors and Subordinates. If a romantic or sexual relationship exists or develops between a supervisor, manager, or administrator and an employee for whom he or she

has professional responsibility, the individuals involved in the relationship must promptly consult the next highest level of supervision (e.g., a supervisor, department head, Vice President, Dean) to determine whether arrangements can be made to eliminate all conflicts of interest. If such arrangements can be made that do not disadvantage the subordinate and are acceptable to the supervisor, manager, or administrator, they must be documented, and ensure that the supervisor does not hire, supervise, advise, evaluate, or otherwise directly influence the subordinate's employment. Relationships between supervisors, managers, or administrators and their subordinates are prohibited when the working relationship is such that it is not possible to eliminate the conflicts of interest. Students employed by the University who supervise other student employees are covered by this section.

Consensual romantic or sexual relationships between students. Complaints concerning relationships between students are governed by the GVSU Student Code.

Article III. Disciplinary Actions

Disciplinary action will be taken against faculty or staff members who violate this Policy, either by entering into or engaging in a sexual relationship with a student or subordinate for whom he or she has educational, supervisory, evaluation, advisory, coaching, or counseling responsibilities or by failing to report such relationship or failing to cooperate in making alternative arrangements.

Article IV. Confidentiality

Confidentiality of the disclosure of consensual romantic or sexual relationships will be observed to the extent permitted by law and that is consistent with protecting the welfare of faculty, staff, and students and the interests of the University.

SEXUAL OR GENDER-BASED HARASSMENT (INCLUDING RETALIATION) POLICY

SLT 9.3

Date of Last Update:

May 15, 2019

Approved By:

- Senior Leadership Team

Responsible Office:

Inclusion and Equity

POLICY STATEMENT

Sexual or gender-based harassment is prohibited conduct at the University. No employee, student or other person at the University shall engage in sexual or gender-based harassment. The University will take prompt and effective steps to end sexual or gender-based harassment; eliminate any hostile environment caused by sexual or gender-based harassment; prevent its recurrence; and remedy the discriminatory effects on the victim and others as appropriate.

This policy and related procedures for addressing complaints of sexual and gender-based harassment, apply to all University programs and activities, including those conducted off-campus. Where relevant, if the off-campus sexual or gender-based harassment did not occur in the context of a University program or activity, the University will consider the effects of such off-campus sexual or gender-based harassment when evaluating whether it creates a hostile environment on campus or in an off-campus education program or activity.

PROCEDURES

Reporting, Procedures & Notifications

1. **Reports:** Reports of sexual or gender-based harassment should be made immediately to the [Title IX Office](#) and can also be filed [online](#). Under Title IX, most University employees are considered “Responsible Employees” meaning they are required to report to the Title IX Office incidents of Sexual Misconduct that they observe or about which they learn. Professional counselors at the University who provide mental-health counseling are not considered “Responsible Employees” and, therefore, are not required to report any incident of Sexual Misconduct. Other resources are also available: see the following [link](#). Any inquiry concerning the application of Title IX may be referred to the Title IX Coordinator or to the [U.S. Department of Education Office of Civil Rights](#).
2. **Procedures:** [Procedures](#) for responding to reports of sexual or gender-based harassment are maintained by the Division of Inclusion and Equity. Procedures will be reviewed on an annual basis for proposed revision to be implemented the following academic year. Revisions to procedures are approved by the Vice President of Inclusion and Equity, in consultation with the Senior Leadership Team. The University community (students and employees) will also be broadly consulted and periodically surveyed to obtain input on revisions.
3. **Notifications:** The University community will be notified, annually, of this policy and any revisions, inquiry contact information, and available resources and provided regular training regarding this policy as well as prevention and awareness education related to the prevention of and response to sexual and gender-based harassment.

DEFINITIONS

Definitions

1. **Sexual Harassment** is unwelcome sexual, sex-based, request for sexual favors whether verbal, written, graphic, physical or otherwise, or other unwanted conduct of a sexual nature. When conditions are present as outlined in a. and/or b. below.
2. **Gender-Based Harassment** includes harassment based on gender, sexual orientation, transgender, gender non-conforming, transitioning, gender identity, or gender expression, which may include acts of aggression, intimidation, or hostility, whether verbal or non-verbal, graphic, physical, or otherwise, even if the acts do not involve conduct of a sexual nature. When conditions are present as outlined in a. and/or b. below.
 - a. **Quid pro quo** harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature made by a person having power or authority over another constitutes sexual harassment when submission to sexual conduct is made either explicitly or implicitly a term or condition of rating or evaluating an individual’s educational or employment progress, development or performance. This includes when submission to such conduct would be a condition for access to receiving the benefits of any educational or employment program.
 - b. Creates a **hostile environment** that is:
 - i. Sufficiently severe, or persistent or pervasive, and objectively offensive that it unreasonably interferes with, limits, or deprives an individual from participating in or benefitting from the University’s education or employment programs and/or activities.
 - ii. A hostile environment can be created by persistent or pervasive conduct or by a single or isolated incident, if sufficiently severe. The more severe the conduct, the less need there is to show a repetitive series of incidents to prove a hostile environment, particularly if the conduct is physical; a single incident of sexual or gender-based harassment, for example, may be sufficiently severe to constitute a hostile environment. In contrast, the perceived offensiveness of a single verbal or written expression standing alone, is typically not sufficient to constitute a hostile environment.
 - iii. In evaluating whether a hostile environment exists, the University will consider the totality of known

circumstances, including, but not limited to:

1. The frequency, nature and severity of the conduct;
 2. Whether the conduct was physically threatening;
 3. The effect of the conduct on the Complainant's mental or emotional state;
 4. Whether the conduct was directed at more than one person;
 5. Whether the conduct arose in the context of other discriminatory conduct (see [Anti-Harassment Policy](#));
 6. Whether the conduct unreasonably interfered with the Complainant's educational or work performance and/or University programs or activities; and/or,
 7. Whether the conduct implicates concerns related to academic freedom or protected speech.
- c. Transgender, gender non-conforming, transitioning, gender identity, and gender expression definitions:
- i. Transgender: An umbrella term that can be used to describe people whose gender identity and/or expression is different from their sex assigned at birth.
 - ii. Gender non-conforming: Describes people who have, or are perceived to have, gender characteristics and/or behaviors that do not conform to traditional or societal expectations.
 - iii. Transition/Transitioning: The process of changing one's gender from the sex assigned at birth to one's gender identity.
 - iv. Gender Identity: A personal, internal sense of oneself as, for example, male, female, both, or neither.
 - v. Gender Expression: The external appearance of one's gender identity, or how one represents one's gender through hair style, clothing, mannerisms, etc.

Retaliation

1. **Definition:** Retaliation means any adverse action taken against a person for making a good faith report of prohibited conduct (see, generally, policies on [Sexual Misconduct](#), [Sexual or Gender-based Harassment](#), and [Anti-Harassment](#)) or participating in any proceeding under University policy or policies.
 - a. Retaliation includes threatening, intimidating, harassing, coercing or any other conduct that would discourage a reasonable person from engaging in activity protected under University policy or policies.
 - b. Retaliation may be present even where there is a finding of "no responsibility" on the allegations of prohibited conduct.
 - c. Retaliation does not include good faith actions lawfully pursued in response to a report of prohibited conduct.
2. **Reporting:** Acts of alleged retaliation should be reported immediately to the Vice President for Inclusion and Equity, or designees, and will be promptly investigated. The University will take appropriate steps to protect individuals who fear that they may be subjected to retaliation.

More information about Procedures related to this policy, and other useful information can be accessed at the following [link](#).

SEXUAL MISCONDUCT POLICY INCLUDING: SEXUAL ASSAULT, SEXUAL EXPLOITATION, INTIMATE PARTNER VIOLENCE (DOMESTIC OR DATING VIOLENCE), STALKING & RETALIATION

SLT 9.4

Date of Last Update:

March 03, 2016

Approved By:

- Senior Leadership Team

Responsible Office:

Inclusion and Equity

POLICY STATEMENT

I. Sexual Misconduct is any conduct that is considered sexual assault, dating violence, domestic violence, stalking and sexual exploitation as those terms are defined by this policy. Sexual Misconduct is prohibited conduct at the University. No employee, student or other person at the University shall engage in Sexual Misconduct. The University will take prompt and effective steps to end Sexual Misconduct, eliminate any hostile environment caused by Sexual Misconduct, prevent its recurrence, and remedy the discriminatory effects on the victim and others as appropriate.

This policy and related procedures for addressing complaints of Sexual Misconduct apply to all University programs and activities, including those conducted off-campus. Where relevant, if the off-campus Sexual Misconduct did not occur in the context of a University program or activity, the University will consider the effects of such off campus Sexual Misconduct when evaluating whether it otherwise creates a hostile environment on campus or in an off-campus education program or activity.

PROCEDURES

II. Reporting, Procedures & Notifications

1. Reporting: Reports of Sexual Misconduct should be made immediately to the [Title IX Office](#) and can also be [filed online](#). Under Title IX, most University employees are considered “Responsible Employees” meaning they are required to report to the Title IX Office incidents of Sexual Misconduct that they observe or about which they learn. Professional counselors at the University who provide mental-health counseling are not considered “Responsible Employees” and, therefore, are not required to report any incident of Sexual Misconduct. Other resources are also available: see the following [link](#). Any inquiry concerning the application of Title IX may be referred to the Title IX Coordinator or to the [U.S. Department of Education Office of Civil Rights](#).
2. Procedures: [Procedures](#) for responding to reports of Sexual Misconduct are maintained by the Division of Inclusion and Equity. Procedures will be reviewed on an annual basis for proposed revision to be normally implemented the following academic year. Revisions to procedures are approved by the Vice President of Inclusion and Equity, in consultation with the Senior Leadership Team. The University community (students and employees) will also be broadly consulted and periodically surveyed to obtain input on revisions.
3. Notification: The University community will be notified, annually, of this policy and any revisions, inquiry contact information, and available resources and provided regular training regarding this policy as well as education related to the prevention and awareness of and response to Sexual Misconduct.

DEFINITIONS

III. Definitions

1. **Sexual Assault** is an offense that meets the definition of rape, fondling, incest, or statutory rape, as defined in the Federal Bureau of Investigation’s (FBI) Uniform Crime Reporting (UCR) program, as having or attempting to have sexual intercourse or sexual contact with another individual by force or threat of force; without affirmative consent; or where the person is incapacitated.
2. Sexual Assault consists of (a.) Sexual Contact and/or (b.) Sexual Intercourse that occurs without (c.) Affirmative Consent.

a. **Sexual Contact** is any intentional sexual touching, however slight, with any object or body part (as described below), performed by a person upon another person.

i. Sexual Contact includes: (a) intentional touching of the breasts, buttocks, groin or genitals, whether clothed or unclothed, or intentionally touching another with any of these body parts; and (b) making another touch you or themselves with or on any of these body parts; (c) causing another to touch one's intimate parts, disrobing or exposure of another without permission.

b. **Rape** is sexual penetration, however slight, of another person without affirmative consent. Penetration can be of the mouth, vagina, or anus, and can be with a penis, tongue, finger, or foreign object.

c. **Sexual Intercourse** is vaginal or anal penetration, however slight, with any object or body part (as described below) performed by a person upon another person; and/or, oral penetration involving mouth to genital contact.

i. Sexual Intercourse includes: (a) vaginal penetration by a penis, object, tongue, or finger; (b) anal penetration by a penis, object, tongue, or finger; and (c) any contact, no matter how slight, between the mouth of one person and the genitalia of another person.

d. **Affirmative Consent** is informed (knowing); voluntary (freely given); and, active (not passive), meaning that, through the demonstration of clear words or actions, a person has indicated permission to engage in mutually agreed-upon sexual activity and the consenting person is not incapacitated as defined by this policy.

i. Affirmative Consent cannot be obtained by Force. Force includes: (a) the use of physical violence, (b) threats, (c) intimidation, and/or (d) coercion.

1. *Physical violence* means that a person is exerting control over another person through the use of physical force. Examples of physical violence include but are not limited to hitting, punching, slapping, kicking, restraining, strangling, and brandishing or using any weapon.

2. *Threats* are words or actions that would compel a reasonable person to engage in unwanted sexual activity. Examples include threats to harm a person physically, to reveal private information to harm a person's reputation, or to cause a person academic or economic harm.

3. *Intimidation* is an implied threat that menaces or causes reasonable fear in another person. A person's size, alone, does not constitute intimidation; however, a person's size may be used in a way that constitutes intimidation (e.g., blocking access to an exit).

4. *Coercion* is the use of an unreasonable amount of pressure to gain sexual access. Coercion is more than an effort to persuade, entice, or attract another person to have sex. When a person makes clear a decision not to participate in a particular form of Sexual Contact or Sexual Intercourse, a decision to stop, or a decision not to go beyond a certain sexual interaction, continued pressure can be coercive. In evaluating whether coercion was used, the University will consider: (i) the frequency of the application of the pressure, (ii) the intensity of the pressure, (iii) the degree of isolation of the person being pressured, and (iv) the duration of the pressure.

ii. Affirmative Consent cannot be gained by taking advantage of the incapacitation of another, where the person initiating sexual activity knew or reasonably should have known that the other was incapacitated.

1. Incapacitation means that a person lacks the ability to make informed, rational judgments about whether or not to engage in sexual activity.

2. Incapacitation is such that it renders the person incapable of self-care and protection. Incapacitation could be the result of alcohol or other drugs or due to a temporary or permanent physical or mental health condition.

iii. Affirmative Consent to one form of sexual activity does not, by itself, constitute Affirmative Consent to another form of sexual activity.

IV. Intimate Partner Violence

Intimate Partner Violence is any act of Domestic Violence or Dating Violence as defined by this Policy.

1. Domestic Violence is any act of violence committed by any of the following individuals: (a) a current or former spouse or intimate partner of the victim; (b) person with whom the victim shares a child in common; (c) person who is cohabitating with, or has cohabitated with, the victim as a spouse or intimate partner; and/or, (d) a resident or former resident of the victim's household in the event such household residents have a current or prior intimate relationship.

a. An incident of domestic violence can consist of a single act of violence or a pattern of violent acts that includes, but is not limited to, sexual or physical abuse, or the threat to engage in such abuse.

2. Dating Violence is any act of violence committed by a person who is, or has been, in a social relationship of a romantic or intimate nature with the victim that does not fall within the definition of "domestic violence."

a. Dating violence includes, but is not limited to, sexual or physical abuse or assault or the threat of such abuse or assault.

b. For the purposes of determining Intimate Partner Violence, whether the relationship is of a romantic or intimate nature is determined by a variety of factors, including: (a) the length of the relationship, (b) the type of relationship, and (c) the frequency of interaction between the persons involved in the relationship.

c. A relationship of a romantic or intimate nature means a relationship that is characterized by the expectation of affection or sexual involvement between the parties.

d. An incident of dating violence can consist of a single act of violence or a pattern of violent acts that includes, but is not limited to, sexual or physical abuse, or the threat to engage in such abuse.

V. Stalking

1. **Stalking** occurs when a person engages in a course of conduct directed at a specific person under circumstances that would cause a reasonable person to fear bodily injury or to experience substantial emotional distress.

a. Course of conduct means two or more acts, including but not limited to acts in which a person directly, indirectly, or through third parties, by any action, method, device, or means, follows, monitors, observes, surveils, threatens, or communicates to or about another person, or interferes with another person's property.

b. Reasonable person means a reasonable person under similar circumstances.

c. Substantial emotional distress means significant mental suffering or anguish that may, but does not necessarily, require medical or other professional treatment or counseling.

2. Stalking includes "cyber-stalking," a particular form of stalking in which a person uses electronic media, such as the internet, social networks, blogs, cell phones, texts, or other similar devices or forms of contact. This policy prohibits all stalking, not just stalking that occurs within the context of a relationship.

VI. Sexual Exploitation

Sexual Exploitation is purposely or knowingly doing any of the following:

1. Causing the incapacitation of another person (through alcohol, drugs, or any other means) for the purpose of compromising that person's ability to give Affirmative Consent (see Section III.2)d.) to sexual activity;
2. Allowing third parties to observe private sexual activity from a (a) hidden location (e.g., closet), or (b) through electronic means (e.g., Skype or live streaming of images);

3. Engaging in voyeurism (e.g., watching private sexual activity without the consent of the participants or viewing another person's intimate parts (including genitalia, groin, breasts or buttocks) in a place where that person would have a reasonable expectation of privacy);
4. Recording or photographing private sexual activity and/or a person's intimate parts (including genitalia, groin, breasts or buttocks) without consent;
5. Disseminating or posting images of private sexual activity and/or a person's intimate parts (including genitalia, groin, breasts or buttocks) without consent;
6. Knowingly exposing another person to a sexually transmitted infection or virus without the other's knowledge;
7. Arranging for others to have non-consensual sexual contact, as defined by the Sexual Misconduct policy, with a non-consenting person.

VII. Retaliation

1. Definition: Retaliation means any adverse action taken against a person for making a good faith report of prohibited conduct (see, generally, policies on [Sexual Misconduct](#), [Sexual or Gender-based Harassment](#), and [Anti-Harassment](#)) or participating in any proceeding under University policy or policies.

a. Retaliation includes threatening, intimidating, harassing, coercing or any other conduct that would discourage a reasonable person from engaging in activity protected under University policy or policies.

b. Retaliation may be present even where there is a finding of "no responsibility" on the allegations of prohibited conduct.

c. Retaliation does not include good faith actions lawfully pursued in response to a report of prohibited conduct.

2. Reporting: Acts of alleged retaliation should be reported immediately to the Vice President for Inclusion and Equity, or designees, and will be promptly investigated. The University will take appropriate steps to protect individuals who fear that they may be subjected to retaliation.

More information about Procedures related to this policy, and other useful information can be accessed at the following [link](#).

WEB ACCESSIBILITY POLICY

SLT 9.7

Date of Last Update:

November 12, 2018

Approved By:

- Senior Leadership Team

Responsible Office:

Equity, Planning, and Compliance Unit

POLICY STATEMENT

Grand Valley State University is committed to the fundamental academic principles of equity and accessibility by providing all students and staff with equitable access to the University's programs, services, events and staff development activities. The aim of this policy is to support an inclusive academic environment by incorporating design

concepts that reduce or remove barriers to our websites or to provide equally effective alternative access.

This policy establishes minimum standards for the accessibility of web-based information and services considered necessary to meet the University's goals and ensure compliance with applicable law. The University has assigned web accessibility responsibilities to its Americans with Disabilities Act Coordinator and Web Manager, or their designees.

This policy applies to all official web pages and associated web-based services developed by or for a college, school, department, program, or unit of the University.

The University will ensure that new online content and functionality developed, procured, or used will be fully accessible to individuals with disabilities. This action will include any staff training that may be necessary to ensure full implementation.

All new web pages published by any University college, school, department, program, or unit on or after the effective date of this policy must conform to [WCAG 2.0 Level AA Technologies Accessibility Standards](#) and this policy.

For existing online content, the University has: developed a strategy for identifying inaccessible content and functionality for individuals with disabilities; developed a notice to person with disabilities regarding how to request that the University provide access to online information or functionality; prominently posted this notice on its home page and throughout its website; and developed a process to ensure that, upon request, inaccessible content and functionality will be made accessible in an expedient manner.

Each web site must contain a link to report accessibility issues, or to request an accessible version, should users have trouble accessing content within the site. This would usually be the site administrator or content author.

PROCEDURES

Training

Accessibility training will be provided and required of all faculty, staff and other authorized representatives prior to being given access to manage any online content through the Content Management System (CMS) or through remote access to a web server (FTP, SFTP, SSH, etc.).

This training will help content administrators produce accessible content, and assess and correct content that may be inaccessible. All content administrators will be required to attend Accessibility Training on an annual basis as long as they manage online content.

Enforcement

If necessary, at the discretion of the Web Accessibility Coordinators or their designees, some or all non-compliant portions of the web pages and resources may be taken offline, or brought into compliance by designated staff or contractors.

Purchasing of Outside Content

All web-based content and systems, whether developed internally or obtained from third-parties that the University chooses to make available, is expected to conform to accessibility standards set forth in this policy. Accessibility of these technologies should be verified by University staff with demonstrated ability in accessibility evaluation. This verification process should be accomplished through hands-on evaluation of the product, prior to purchase.

When evaluating third-party products, it is advisable to choose the most accessible product in the space. However, not always will there be accessible choices, or the most accessible choice may not align with other dominant selection criteria. In cases where a product with limited accessibility has been purchased, interim, equivalent accommodations documented in an approved ADA exception should be in place until the service can be made accessible.

Contact Information

Any concerns with the accessibility of online content should be directed to the Americans with Disabilities Act Coordinator, 4035 James H. Zumberge Hall, 616-331-3296 and/or Web Manager, 2090 James H. Zumberge Hall, 616-331-2525 or their designees who serve as the University's Web Accessibility Coordinators. You may also utilize the Section 504 and Title II grievance procedures found at <http://www.gvsu.edu/accessibility>.

CONFLICT OF INTEREST POLICY

SLT 10.1

Date of Last Update:

August 13, 2012

Approved By:

- Senior Leadership Team

Responsible Office:

Legal, Compliance & Risk Management

POLICY STATEMENT

In the pursuit of its mission, Grand Valley State University through its Board of Trustees, Senior Leadership Team, faculty, staff and other representatives operates with the highest level of ethical behavior including, but not limited to, acting with integrity, reasonableness and fairness in our dealings, and avoiding bias or undue influence. Consistent with these values, the Board of Trustees has adopted institutional policies for identifying and managing potential, actual and perceived conflict of interest situations:

Grand Valley State University Board of Trustees' Policies BOT 4.1.6: Conflict of Interest

1. **Employment.** Appointment of any relative of a faculty or staff member must be approved by the president in advance of the appointment in order to insure that no conflicts of interest exist. Each appointing officer must insure that no conflicts of interest exist in matters of appointment, retention, promotion, termination, assignment or other conditions of employment for relatives of faculty or staff members within his or her unit.
2. **Financial.** It shall be the responsibility of the president (or his/her designee) to insure that conflicts of financial interest do not occur, and to take such steps to protect the university as seem to be required. The university respects the rights of its faculty and staff members in their activities outside their employment, which are private in nature and which in no way conflict with or reflect upon the university.
3. **Political Candidates or Office Holder.** The university affirms the rights of its faculty and staff members as citizens to be active in political affairs, which do not conflict with the professional standards and ethics of their employment. It shall be the responsibility of the president (or his/her designee) to ensure that conflicts involving professional standards and ethics do not occur with Grand Valley State University faculty and staff members who are political candidates or office holders, and to take such steps to protect the university as may be required

Grand Valley State University Board of Trustees' Policies, 6.16: Economic Development

Consistent with its public service mission, the University has a responsibility for supporting the economic development of the state, particularly west Michigan through a variety of initiatives including but not limited to the Van Andel Global Trade Institute, the West Michigan Science and Technology Initiative through the Grand Rapids SmartZone and the Muskegon SmartZone. These efforts will involve the development and commercialization of intellectual property using University resources, which may result in royalty or ownership interests for the benefit of the University. In compliance with MCL 15.321 et. seq, the President must review any conflict of interest and authorize such activities as may be

deemed necessary when the University is an interested party in the joint development or commercialization of intellectual property with any employee of the University or a business in which the University employee has an equity interest. The President shall report his/her approval of such conflicts, including a summary of the issues and the rationale for his/her decision, at the next regularly scheduled board meeting, and shall make an annual report of all such conflicts.

PROCEDURES

In addition to the policy obligations described above, the University requires compliance with procedures to avoid or address conflicts of interest as provided by the following offices:

Refer to the [Procedures for Conflicts of Interest table](#).

TABLES

Procedures for Conflicts of Interest

Topic	Policy/Procedures	Responsible Office
Procurement of Goods and Services	Procurement Services - Faculty & Staff	Business & Finance Office
Conflict of Interest Procedure for PHS-Funded Research	200/300 OSP: Conflict of Interest for PHS-Funded Research Only	Office of Sponsored Programs
Conflict of Interest Procedure	200/300 OSP: Required Conflict of Interest and Financial Disclosure for Externally Sponsored Projects	Office of Sponsored Programs
Human Subjects Research	140 HRRC member conflict of interest 320 Researcher conflict of interest 321 Researcher conflict of interest when enrolling GVSU students and employees	Human Research Review Committee
Institutional Animal Care and Use	Institutional Animal Care and Use Committee Handbook of Policies and Procedures	Institutional Animal Care and Use Committee

FREEDOM OF INFORMATION ACT POLICY

SLT 10.3

Date of Last Update:

June 03, 2019

Approved By:

- Senior Leadership Team

Responsible Office:

Legal, Compliance & Risk Management

POLICY STATEMENT

Section 1 of the Michigan Freedom of Information Act ("FOIA" or "the statute") provides, "It is the public policy of this state that all persons, except those persons incarcerated in state or local correctional facilities, are entitled to full and complete information regarding the affairs of government and the official acts of those who represent them as public officials and public employees, consistent with this act. The people shall be informed so that they may fully participate in the democratic process."(1) To that end, all people, excluding prisoners, are allowed to file FOIA requests with a Grand Valley State University (the "University"). A requester must simply file a request in writing with the University's FOIA Coordinator, and the University will begin processing his or her request.(2) Each request must include the requesting person's complete name, address (in compliance with United States Postal Service addressing standards), and either a telephone number or email address.

The University, in its initial response, will do one of the following within the timeframe permitted by the statute: grant the request, partially grant the request, deny the request, inform the requester that additional time is needed, require a fee deposit prior to further processing, or inform the requester that the requested record has not been sufficiently described.

If a request is denied or partially denied, the University will explain why the documents have not been released and inform the requester of his or her challenge and appeal options.

A fee deposit will be required when processing a request that will require significant University employee time and resources. The University will notify the requester of the estimated cost and provide a non-binding, best efforts estimate of the time it will take to complete the processing of the request. It is possible that after further processing of the request, the University will determine that the cost of processing the request is significantly less or greater than the estimated cost. If that is the case, the University will notify the requester to allow the requester to determine whether and how he or she wants to proceed with the request.

After the University receives a required deposit, it will make every effort to provide the requested documents within the time estimate provided. Requesters must understand, however, that at any given time, the University is processing multiple requests and cannot devote all of its time to one particular request.

If a requester feels that he or she was wrongly denied responsive documents, he or she may appeal to the Head of the Public Body, which for the purposes of these Procedures and Guidelines is the Vice President and General Counsel, or file a civil action. If a requester believes that the University has required a fee that exceeds the amount permitted under the Procedures and Guidelines, he or she may file a civil action. Requesters are also always free to contact the FOIA Coordinator at 616-331-2067 or foia@gvsu.edu with any questions about the processing of their requests. Detailed

Procedures and Guidelines follow.

PROCEDURES

1. How to submit a FOIA request to the University

- a. A FOIA request must be submitted in writing to the FOIA Coordinator in the Division of Legal, Compliance & Risk Management. The request may be transmitted in hard copy, by email, or by facsimile.
- b. The University's FOIA Coordinator address 4068 James H. Zumberge Hall, Grand Valley State University, Allendale, MI 49401. The email address is foia@gvsu.edu. The fax number is (616) 331-3950.
- c. A request should describe the record(s) sought sufficiently to enable the University to find the record(s) and should provide the requester's contact information.
- d. Requests should state that they are submitted pursuant to the Michigan Freedom of Information Act.
- e. Requests received electronically are deemed received the next business day. A business day is defined as Monday through Friday, exclusive of holidays and institutional closure days.
- f. If a request is delivered to the FOIA Coordinator's junk mail folder, the request will be deemed received one business day after the FOIA Coordinator becomes aware of the request. The FOIA Coordinator will check the junk mail folder at least once per week.

2. Responses to FOIA requests to the University

- a. The University will respond to a FOIA request within five (5) business days of the FOIA Coordinator receiving the request.
- b. A response will consist of one or more of the following:
 - i. A granting of the request
 - ii. A partial granting of the request, and a partial denial because some or a portion of the records do not exist, are not in the possession of the University, and/or are exempt from disclosure
 - iii. A complete denial of the request because all of the records do not exist, are not in the possession of the University, and/or are exempt from disclosure
 - iv. A notice that more time is needed to process the request
 1. If more time is needed, the University will send out a follow up response within 10 business days of the initial response.
 - v. A notice that a fee deposit is required prior to further processing
 1. If a fee deposit is required, the University will include in its response a non-binding, best efforts estimate regarding the time it will take to provide the records to the requester.
 - vi. A notice that the record(s) sought has (have) not been sufficiently described to enable the University to locate the record(s).
- c. The response will state the FOIA exemptions under which any information and/or documents are withheld, if applicable.
- d. If any part of a request for records is denied for any reason, the response will set forth the procedures for appealing the denial.

3. Deposit Requirements

- a. A fee deposit will be required when the processing of a request will result in fees equal to or greater than \$50.00.
- b. The required deposit will equal up to 50% of the estimated cost of fulfilling the request as calculated at the time of the initial response.
- c. If the University requires a deposit, it will not process the FOIA request further until the deposit is paid.
- d. If a deposit is not received by the FOIA Coordinator within 45 days of the initial notice, the request will be considered withdrawn. Notice of a deposit requirement is considered received three days after it is sent, regardless of the means of transmission.
- e. If, after receipt of the deposit and further processing of the request, the University learns that the processing costs will be significantly different from the estimated costs, the University will so notify the requester. Where the actual effort to search for, review and separate exempt material significantly exceeds the original estimate, the University will notify the requester. The requester may choose to receive a revised fee deposit notice, or limit his/her original request to those records, which may be processed within the time stated in the original fee estimate.
- f. A person who makes a FOIA request for which a deposit is required may withdraw that FOIA request without charge instead of paying the required deposit. Failure to pay the deposit will be deemed a withdrawal of the FOIA request.
- g. The University will treat multiple concurrent FOIA requests on the same topic(s) and/or regarding the same record keeper(s) and from the same person as one FOIA request for purposes of determining whether the fee is below \$50.00.
- h. Where a requester who has not paid the final fee for the processing of an earlier request files a new FOIA request, the University may require a deposit of all (100%) of the estimated fees for processing the subsequent request prior to processing the subsequent request.

4. Calculation and Payment of Fees

- a. Fees are calculated by adding together the following costs:
 - i. The labor costs for searching for, locating, and examining responsive records
 - ii. The labor costs for review, separation, and deletion of exempt information from non-exempt information
 - iii. The cost of non-paper physical media, if used
 - iv. The cost per copy of paper copies, not to exceed \$.05/page for standard 8 ½ x 11 inch paper v. The labor costs directly associated with duplication or publication, which may include copying to non-paper media
 - vi. The cost of mailing
- b. Final fees for responding to a FOIA request will be billed when the University responds to the FOIA request. A detailed FOIA fee itemization form will be provided by the University with the response. The amount invoiced must be paid within ninety (90) days. The University reserves the right to require payment in full of all fees incurred in processing a FOIA request before delivering the final, responsive documents.
- c. The University's decision to deny access to public records sought by a FOIA request because those records are, in whole or in part, exempt from disclosure does not excuse the person who files that FOIA request from payment of fees for the work undertaken by the University in response to that request.
- d. The University may waive or reduce the fees it is authorized to charge if it determines that a waiver or reduction of the fee is in the public interest because responding to the FOIA request can be considered as primarily benefiting the general public.

e. Fee reductions or waivers are required in certain instances involving proven indigence or non-profit organizations. The University will apply these reductions or waivers in accordance with the statute.

5. Procedures for Challenge and Appeal

a. If the University denies a request in whole or in part, the requester may:

i. Submit an appeal to the Head of the Public Body, which for the purpose of these Procedures and Guidelines is the Vice President and General Counsel, in writing, via the FOIA Coordinator, using the contact information listed in Item 1, above. The appeal must specifically use the word “appeal” and identify the reason(s) the requester seeks reversal of the denial. The Head of the Public Body must respond to the appeal within ten (10) business days by doing one of the following:

1. Reversing the FOIA Coordinator’s decision
2. Upholding the FOIA Coordinator’s decision
3. Reversing in part and upholding in part the FOIA Coordinator’s decision
4. Issuing a notice of extension for not more than ten (10) additional business days.

ii. Commence a civil action in the Court of Claims within one hundred eighty (180) days after the University’s final determination to deny a request.

b. If a requester believes that the University has required payment of a fee that exceeds the amount permitted under these Procedures and Guidelines, he or she may commence an action in the Court of Claims for a fee reduction within forty five (45) days after receiving the notice of the required fee.

c. If a requester has questions regarding any FOIA response, including estimated fees or actual fees assessed, the requester should not hesitate to contact the FOIA Coordinator by email foia@gvsu.edu or telephone 616-331-2067.

FOOTNOTES

(1) M.C.L.A. 15.231.

(2) Verbal requests for information are not FOIA requests for purposes of these Procedures and Guidelines. If a verbal request for information is received by a University employee who knows that the information is available on the University’s website, the employee, where practicable, will inform the requester about the University’s website address

(3) The University has determined, consistent with FOIA, that failure to charge fees in situations where the fees would be equal to or greater than \$50.00 would result in unreasonably high costs to the University.

(4) A copy of the standard form that the University uses for fee itemization, with additional explanatory information, is attached to these Procedures and Guidelines.

(5) Labor costs will be estimated and charged in increments of 15 minutes or more, with all partial time increments rounded down. The labor is charged at the hourly rate of the lowest paid University employee capable of doing the work, plus fringe benefits, if applicable. If it is not possible for the work to be done by a University employee, the University will contract the work out and charge per the provisions of the statute.

COMMERCIAL ACTIVITY POLICY

SLT 10.4.1

Date of Last Update:

August 31, 2017

Approved By:

- Senior Leadership Team

Responsible Office:

Legal, Compliance & Risk Management

POLICY STATEMENT

Pursuant to Article VIII of the Michigan Constitution of 1963, Grand Valley State University (“the University”) has the responsibility to serve as a public institution of higher education. To carry out this constitutional mandate, the University owns and/or controls property and facilities. The University has established the following policy to ensure the University’s educational mission is actualized, while allowing certain Commercial Activities on University property.

The University reserves the right to deny proposed Commercial Activities that compete with the University or its operations. This policy does not apply to the use of student housing facilities by residents, which is subject to the terms and conditions of the housing agreement. The use of University property for government functions is not subject to this policy.

Definitions

For the purposes of this policy, the term “Commercial Activities” includes:

1. The lawful selling, promotion, or offering of products, goods, or services;
2. The dissemination or collection of information for the purpose of facilitating the sale of goods or services;
3. Any activity that attempts to raise funds, whether through the sale of goods and services or via donations for any entity that is not a charitable organization (eg a 501(c)(3) nonprofit entity);
4. The distribution or offering of free gifts, incentives, or promotions.

PROCEDURES

1. University Departments

University departments and its service providers whose function includes the sale of food or merchandise or the use of outside vendors and/or advertisers are exempt from this policy. This includes, but is not limited to, all campus dining facilities, the Laker Store, University Athletics, and University Development.

2. Registered Student Organizations

Registered Student Organizations (RSOs) may engage in Commercial Activities on University grounds subject to the provisions in the [Grounds and Facility Use Policy](#) and the conditions below.

1. When an RSO is using University property for Commercial Activities, 100% of the proceeds must either return to the RSO or be donated to a specified charitable organization.
2. RSOs may not sponsor or partner with outside solicitors as part of a Commercial Activity.
3. RSOs must have at least one of their organization’s members present at all times during the Commercial Activity period, and all sales must be made on a person-to-person basis.
4. Any literature distribution must include the name of the RSO responsible for the publication.

3. Students, Employees, and Non-University Solicitors

Students, employees, and those not affiliated with the University may engage in Commercial Activities only when renting indoor University facilities for an event, subject to the terms and conditions of their rental agreement, or when reserving

outdoor space limited to the Cook Carillon Tower plaza. Outdoor reservations must be submitted to the Event Services Office at least five business days prior to the intended solicitation period. Due to high demand for space use, reservations must be canceled at least 72 hours prior to the scheduled event to receive a full refund or have previous payment applied to a new date. Reservations are subject to the provisions in the [Grounds and Facility Use Policy](#).

1. When using a designated outdoor space for Commercial Activities, students, employees, and non-University solicitors are required to pay \$250 per calendar day to the University.
 2. There shall be no more than three separate Commercial Activities using outdoor locations at any one time.
 3. Each individual or organization is entitled to use outdoor University property as provided in this policy for a maximum of five days per semester for purposes of Commercial Activities.
-

POLITICAL ACTIVITY POLICY

SLT 10.5

Date of Last Update:

September 10, 2012

Approved By:

- Senior Leadership Team

Responsible Office:

Legal, Compliance & Risk Management

POLICY STATEMENT

Political activity of faculty and staff members at Grand Valley State University as addressed in the Grand Valley State University Board of Trustees' Policies [BOT 4.1.6.3](#), in pertinent part, states: "The University affirms the rights of its faculty and staff members as citizens to be active in political affairs which do not conflict with the professional standards and ethics in employment."

Further, the Board of Trustees address the subject of Academic Freedom of faculty in the Grand Valley State University Board of Trustees' Policies [BOT 4.2.2](#) specifically sections 2 & 3:

2. Faculty members are entitled to freedom in the classroom in discussing their subject, but they should be careful not to introduce into their teaching controversial matter, which has no relation to their subject. (The words faculty member as used in this document are understood to include the investigator who is attached to an academic institution without teaching duties.)

3. University or university faculty members are citizens, members of a learned profession, and officers of an educational institution. When they speak or write as citizens, they should be free from institutional censorship or discipline, but their special position in the community imposes special obligations. As persons of learning and as educational officers, they should remember that the public may judge their profession and their institution by their utterances. Hence they should at all times act in a professional and responsible manner, and should make every effort to indicate that they are not institutional spokespersons.

In addition to University policy, state law, specifically the Michigan Campaign Finance Act, regulates political activities of public bodies, such as state universities, and its employees.

PROCEDURES

In light of University Board of Trustees' policies and state law, the following guidelines are intended to help faculty and staff with compliance:

1. Faculty and staff members may engage themselves, as private citizens, in political activities including support or opposition to candidates for office or ballot questions on their own time. If you are working for the University and charging your time to a federal grant, any activity to support a political candidate or ballot question must be conducted on personal time. For questions about federal grants, contact the [Office of Sponsored Programs](#) for more information.
 2. University departments or programs may sponsor presentations and discussion groups about an upcoming election provided that the purpose is to provide factual information on a political subject or issue if the communication does not support or oppose a ballot question or candidate by name or clear inference.
 3. Classroom discussions of candidates and ballot questions must be related to course content as described in the catalog and course syllabus. A reminder to students to register to vote and to vote is permissible.
 4. Faculty and staff members may express their support or opposition to candidates or ballot questions by wearing buttons.
 5. Faculty and staff members, as private citizens, may elect to lend their names to support one or more candidates for office or in support of or opposition to a ballot question. However, care must be exercised to assure that the faculty or staff member does not use their University title in relation to such advocacy.
 6. Faculty and staff members shall not use University resources for political activity to support or oppose candidates for office or ballot questions. "University resources" includes, but is not limited to:
 - a. University funds or money administered through a University budget;
 - b. University facilities including office space or meeting rooms (except speech in open forum areas) or use of University office address;
 - c. University equipment including office or cellular telephones, computer hardware or software, printers, copiers and facsimile machines;
 - d. University-provided email addresses or use of the University email system;
 - e. University supplies including stationary, paper, postage, pens, pencils, and other office supplies;
 - f. University identifying marks including trademarks, logos, University letterhead, and University titles; and
 - g. University time including when the faculty or staff member is working or the use of clerical or student worker time.
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EMAIL POLICY

SLT 11.2

Date of Last Update:

October 09, 2015

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

Grand Valley State University provides its faculty, staff and students with electronic mail intended for University-related purposes including direct and indirect support of the University's instructions, research, and service missions; of University administrative functions; of student and campus life activities, and of the free exchange of ideas among

members of the University community and between the University community and the wider local, national, and world communities.

The rights of academic freedom and freedom of expression apply to the use of University electronic mail. Electronic mail sent or received using University facilities is, however, University business and cannot be guaranteed total privacy. The University does not routinely inspect, monitor, or disclose electronic mail without the holder's consent. Nonetheless, subject to the requirements for authorization, notification, and other conditions specified in this Policy, the University may deny access to its electronic mail services and may in exceptional circumstances inspect, monitor, or disclose electronic mail.

PROCEDURES

Applicability

This Policy applies to:

- All electronic mail systems and services provided or owned by the University
- All users, holders, and uses of University e-mail services
- All University e-mail records in the possession of University faculty, staff or students or other e-mail users of electronic mail services provided by the University

This Policy applies only to electronic mail in its electronic form. The Policy does not apply to printed copies of electronic mail.

This Policy applies equally to transactional information (such as e-mail headers, summaries, and addresses) associated with e-mail records as it does to the contents of those records.

All users of University electronic mail are subject to:

- Comply with all federal, Michigan, and other applicable laws and regulations; all generally applicable University rules and policies; and all applicable contracts and licenses. Examples of such laws, rules, policies, contracts, and licenses include the laws of libel, privacy, copyright, trademark, obscenity, and child pornography; the [Electronic Communications Privacy Act](#) and the [Computer Fraud and Abuse Act](#), which prohibit unauthorized use or entry into another's account; the University's [Student Code](#); the University's Anti-Harassment policy; and all applicable software licenses.
- Users who engage in electronic communications with persons in other states or countries or on other systems or networks should be aware that they may also be subject to the laws of those other states and countries and the rules and policies of those other systems and networks. Users are responsible for ascertaining, understanding, and complying with the laws, rules, policies, contracts, and licenses applicable to their particular uses.
- Act within the normal standards of professional and personal courtesy and conduct. Access to University electronic mail services, when provided, is a privilege that may be wholly or partially restricted by the University without prior notice and without the consent of the e-mail users when required by and consistent with violations of University policies, regulations and law.
- Use only those computing resources that they are authorized to use and use them only in the manner and to the extent authorized. Ability to access computing resources does not, by itself, imply authorization to do so. Users are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding. Accounts and passwords may not, under any circumstances, be shared with, or used by, persons other than those to whom they have been assigned by the University.
- Respect the finite capacity of the resources and limit use so as not to consume an unreasonable amount of those resources or to interfere unreasonably with the activity of other users. Although there is no set bandwidth limit or CPU time, uses of University electronic mail may be required to limit resources in accordance with this principle.
- Inspection, monitoring or disclosure of University e-mail records will be at the e-mail holders consent wherever

possible. However, if consent cannot be obtained either voluntarily or involuntarily, the request shall be brought before University Counsel.

Specific Provisions

A. Users

Users of University electronic mail services are to be limited primarily to University students, faculty, staff, retirees, and others authorized by the University. Upon normal termination of employment, employees may retain access to the e-mail account for 30 days. Employees terminated by the University will have the e-mail account terminated immediately. Retired employees may request access to the e-mail account as part of the benefit package. Students retain access to an e-mail account as long as they are registered for courses or completed graduation. GVSU retains the right to remove email services at any time.

B. Account Usage

GVSU has the right to restrict the amount of storage space available on the network. If an individual wishes to backup and store e-mail for extended purposes, it is the individual's responsibility to do so.

Users are granted access to services only for so long as they abide by the Computing Conditions of Use policy. No person shall gain use of the University's computer system without proper authorization. Any attempt by a user to gain access to another person's network account, private network drive, or restricted areas on the GVSU computer system is prohibited.

University e-mail services shall not be used to send unsolicited commercial emails and such use may result in your account being disabled.

University e-mail services shall not be used for purposes that could reasonably be expected to cause, directly or indirectly, excessive strain on any computing resources (bandwidth issues), or unwarranted or unsolicited interference with others use of e-mail or e-mail systems. Such uses include, but are not limited to, the use of e-mail services to: (1) send or forward e-mail chain letters; (2) "spam," that is, to exploit listservs or similar broadcast systems for purposes beyond their intended scope to amplify the widespread distribution of unsolicited e-mail; and (3) "letterbomb," that is, to resend the same e-mail repeatedly to one or more recipients to interfere with the recipient's use of e-mail.

C. Representation

Electronic mail users shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the University or any unit of the University unless appropriately authorized (explicitly or implicitly) to do so. Where appropriate, an explicit disclaimer shall be included unless it is clear from the context that the author is not representing the University. An appropriate disclaimer is: "These statements are my own, not those of the Grand Valley State University."

Policy Violations

Violations of University policies governing the use of University electronic mail services may result in restriction of access to University information technology resources. In addition, disciplinary action, up to and including dismissal, may be applicable under other University policies, guidelines, implementing procedures, or collective bargaining agreements.

Violations will normally be handled through the University disciplinary procedures applicable to the relevant user. The University may temporarily suspend or block access to an account, prior to the initiation or completion of such procedures, when it reasonably appears necessary to do so in order to protect the integrity, security, or functionality of University or other computing resources or to protect the University from liability. The University may also refer suspected violations of applicable law to appropriate law enforcement agencies.

Refer to Appendix A. for detail on additional polices and guidelines.

Security and Privacy

The University owns all electronic mail address assigned by the University. The University employs various measures to protect the security of its computing resources and of their users' accounts. Users should be aware, however, that the University couldn't guarantee such security. Users should therefore engage in "safe computing" practices by establishing appropriate access restrictions for their accounts, guarding their passwords, and changing them regularly. Security and privacy of e-mail sent or received outside of GVSU is subject to standards of other organizations and may be more or less restrictive and provide more or less privacy protection.

Users should also be aware that their uses of University computing resources are not completely private. While the University does not routinely monitor individual usage of its computing resources, the normal operation and maintenance of the University's computing resources require the backup and caching of data and communications, the logging of activity, the monitoring of general usage patterns, and other such activities that are necessary for the rendition of service.

The University reserves the right to monitor e-mail records, without notice, when

- a. The user has voluntarily made them accessible to the public
- b. It reasonably appears necessary to do so to protect the integrity, security, or functionality of University or other computing resources or to protect the University from liability
- c. There is reasonable cause to believe that the user has violated, or is violating, this Policy
- d. An account appears to be engaged in unusual or unusually excessive activity, as indicated by the monitoring of general activity and usage patterns
- e. It is otherwise required or permitted by law

Any such individual monitoring, other than that specified in "a" above, required by law, or necessary to respond to perceived emergency and/or time-sensitive situations, must be authorized in advance by University Counsel and an Executive Officer.

The University, in its discretion, may disclose the results of any such general or individual monitoring, including the contents and records of individual communications, to appropriate University personnel or law enforcement agencies and may use those results in appropriate University disciplinary proceedings.

Normal examination of e-mail headers by the e-mail administrator is standard procedure to resolve problems and redirect incorrect addressed e-mail.

Posting and Authority to Change

Because University policies are subject to change, this list may change from time to time. The authoritative list at any time will be posted under the listings of University policies posted on the World Wide Web. Authority to change this list rests with the Vice Provost of Academic Services and Information Technology acting, where policies affecting faculty are concerned, with the advice of the Academic Senate, where policies affecting students are concerned, with the advice of the Dean of Students, where policies concerning legal matters, with the advice of University Counsel.

APPENDIX A - REFERENCES

The following list identifies additional policies and procedures, which support this Policy: These and other laws both provide privacy protection for e-mail and require the disclosure of e-mail under some circumstances.

- University Policies and Guidelines
 - Human Resources
 - Faculty Handbook
 - [Executive, Administrative, Professional Staff Handbook](#)

- Anti-Harassment Policy
 - Refer to the [Human Resources web site](#) for further policies and guidelines
 - Information Technology
 - Computing Conditions of Use
 - Student Computing Account Agreement
 - [Student Code](#)
 - State of Michigan
 - [Michigan Freedom of Information Act](#)
 - [Merit Acceptable Use Policy](#)
 - Federal Statutes
 - [Federal Family Educational Rights and Privacy Act of 1974](#)
 - [Federal Privacy Act of 1974](#)
 - [Electronic Communications Privacy Act of 1986](#)
-

COMPUTER VIRUS AND MALWARE POLICY

SLT 11.3

Date of Last Update:

September 06, 2016

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

When a device or account connected to the GVSU campus network is compromised by a virus or malicious software, the network is at great risk of harm due to potential damage of university data or disclosure of sensitive information. To preserve the health of the network and the devices connected to it, the infected device must IMMEDIATELY be disconnected and removed or the account blocked from the campus network until Information Technology personnel verify it is no longer compromised. Despite the disruption this may cause to the individual user, the user is required to produce any infected device to Information Technology immediately upon request in order to prevent information disclosure, data file destruction, or exploitation of the compromised account.

Information Technology personnel shall provide their identification and authorization to the device user that authorizes them to remove the afflicted device prior to its removal. For additional verification, you may call the Helpdesk at 331-2101 and ask for Level 2 staff member to verify the authorization to pick up a computer. To minimize interruption, Information Technology will take reasonable steps to provide a substitute device for use on the campus network while the user awaits repair of the original device. To report that a device might be infected, contact Information Technology immediately at 331-2101.

VOICEMAIL POLICY

SLT 11.4

Date of Last Update:

April 29, 2016

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

Voicemail is offered to all AP and faculty personnel. Voicemail must be approved for PSS personnel and departmental lines by a Dean or Vice Provost and Vice President. Personal lines and other lines that utilize voicemail must follow the following procedures.

PROCEDURES

A department main number is never to be forwarded to a voicemail.

All greetings are to be personalized and changed when users intend to be out of the office for more than one day, especially if they do not plan to check voicemail.

An out of office greeting should provide the caller with an alternative name and telephone number to contact in case of emergency

COMPUTING CONDITIONS OF USE (INFORMATION TECHNOLOGY)

SLT 11.5

Date of Last Update:

October 09, 2015

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

As members of the Grand Valley State University community, you have the responsibility to use the university's Information Technology resources in an effective, ethical, and legal manner. Ethical and legal standards that apply to information technology resources derive directly from standards of common sense and decency that apply to the use of any shared resource. Grand Valley depends first upon the spirit of mutual respect and cooperation that has been fostered at the university to resolve differences and ameliorate problems. The purpose of the statement is to promote the responsible, ethical, legal, and secure use of Grand Valley's Information Technology resources, including access to the Internet, for the protection of all users.

PROCEDURES

The following guidelines will be applied to determine appropriate use of Services:

1. Accounts granted are intended solely for the use of the person the account was issued and shall not be shared.
2. To respect the privacy of other users. Users shall not intentionally seek information on, obtain copies of, or modify files, or passwords belonging to other users or the University, or represent others, unless explicitly authorized to do so by those users.
3. To respect the legal protection provided by copyright and licensing of programs, data, photographs, music, written documents and other material as provided by law.
4. To respect the intended usage of accounts and authorization for specified purposes only.
5. To respect the integrity of the system or network. One shall not intentionally develop or use programs, transactions, data, or processes that harass other users or infiltrate the system or damage or alter the software or data components of a system.
6. To adhere to all general university policies and procedures including, but not limited to, policies on proper use of information resources, information technology, and networks; acquisition, use, and disposal of University-owned computer equipment; use of telecommunications equipment; ethical and legal use of software; and ethical and legal use of administrative data.
7. Using university technology resources for commercial use is strictly prohibited. Such resources are to be solely used in conjunction with doing business for GVSU or purposes directly related to academic work.
8. To refrain from unauthorized use of network Services which significantly hampers other GVSU constituents network access.
9. Unauthorized use of GVSU networks and/or computers for non-academic purposes is prohibited, including revenue generating advertising and promotion of business not related to GVSU.
10. Network connections in Student Housing are intended strictly for client access to GVSU and Internet resources. Residents are not permitted to offer services to other computers, either external or internal, within the GVSU Housing Network. External requests for services destined to the GVSU Housing Network are not permitted. Information Technology reserves the right to disable network connections within the GVSU Housing Network if complaints are received and it is verified that a computer is offering an internal service.
11. The Computer Science and Engineering departments have dedicated networks that can be used for servers that need to offer services to other computers for educational purposes; in this case the department is responsible for monitoring and approving the services that are offered as well as verifying that the computers have been patched and secured against known Internet attacks.
12. All users of Grand Valley's e-mail accounts are expected to adhere to the Electronic Mail Policy
13. All users of Grand Valley's external network connections (i.e., Merit and NSFNET) shall comply with the evolving "Acceptable Use" policies established by the external networks' governing bodies.

- [Merit Acceptable Use Policy](#)
- [The NSFNET Backbone Services Acceptable Use Policy](#)

The intent of this policy is to identify certain types of uses that are not appropriate. Using the guidelines given above, GVSU may at any time make a determination that a particular use is not appropriate.

GVSU will not monitor or judge the content of information transmitted via the Services, but will investigate complaints of possible inappropriate use. In the course of investigating complaints, GVSU staff will attempt to preserve the individual's privacy. GVSU is subject to the Freedom of Information Act and may be required to supply personal computing information.

DIGITAL MEDIA POLICY

Date of Last Update:

April 19, 2015

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

Technology provides multiple avenues for creating, collecting and distributing information. The ease of access to this information does not preclude the responsibility of understanding the legal issues involved in intellectual property.

PROCEDURES

Copyright law protects all material unless placed in the public domain, electronic and digital media included. Owners of copyrights hold exclusive right to the reproduction and distribution of their material.

Unauthorized use and distribution of copyrighted material is illegal. Legal action against the individual as well as the university may occur, this includes all audio and video files.

The [GVSU Library Course Reserve Department](#) processes copyright clearance for all materials placed on library course reserve by professors. This includes both paper (traditional) and online digital access.

The Digital Millennium Copyright Act (DMCA) of 1998 provides recourse for copyright owners who believe that their rights have been infringed by unauthorized use of their protected works at an online location. Copyright owners may contact the service provider to request that the infringing material be removed or access blocked. Grand Valley State University's designated DMCA agent is:

Bill Fisher

Associate Director, Technical Services

Grand Valley State University

Allendale, MI 49401

phone: (616) 331-2035

For More Information on the DMCA and other copyright issues see, www.copyright.gov

CONFIDENTIALITY, DATA & SECURITY POLICY

SLT 11.7

Date of Last Update:

December 08, 2014

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

Grand Valley State University regards security and confidentiality of data and information to be of utmost importance. As such, individuals employed by the University must follow the procedures outlined below.

PROCEDURES

Confidentiality of Data

Each individual granted access to data and information holds a position of trust and must preserve the security and confidentiality of the information he/she uses. Individuals are required to abide by all applicable Federal and State guidelines and University policies regarding confidentiality of data including, but not limited to, the Family Education Rights and Privacy Act (FERPA). FERPA protects student information and may not be released without proper authorization. Requests for information/documents should be referred to the Registrar's Office or the Legal, Compliance & Risk Management Office.

Individuals with authorized access to Grand Valley State University's computer resources, information system, records or files are given access to use the University's data or files solely for the business of the University. Specifically, individuals should:

- a. Access data solely in order to perform his/her job responsibilities.
- b. Not seek personal benefit or permit others to benefit personally from any data that has come to them through their work assignments.
- c. Not release University data other than what is required in completion of job responsibilities.
- d. Not exhibit or divulge the content of any record, file or information system to any person except as it is related to the completion of their job responsibilities.

Additionally, individuals are not permitted to operate or request others to operate any University data equipment for personal business, to make unauthorized copies of University software or related documentation, or use such equipment for any reason not specifically required by the individual's job description.

It is the individual's responsibility to report immediately to his/her supervisor any violation of this policy or any other action, which violates confidentiality of data.

Security Measures and Procedures

Some individuals employed by the University are supplied with a network account to access the data necessary for the completion of their job responsibilities. Users of the University information systems are required to follow the procedures outlined below:

1. Storage of student or staff confidential data on local storage media (Laptops, Desktops, CDs, Thumb drives, etc) without proper data encryption is strictly prohibited. Please contact Information Technology to discuss secure options if confidential data must be transported outside of the secure network.
2. All transactions, processed by a user ID and password, are the responsibility of the person to whom the user ID was assigned. The user's ID and password must remain confidential and must not be shared with anyone.
3. Access to any faculty or staff account may be granted by the faculty/staff member and/or the direct supervisor for specific job requirements. You are prohibited from viewing or accessing additional information (in any format). Any access obtained without written authorization is considered unauthorized access.
4. Passwords should be changed periodically or if there is reason to believe they have been compromised or revealed inadvertently.
5. Upon termination or transfer of an individual, Information Technology will immediately remove access to GVSU data. The email account may stay active for a period of up to 30 days.

Access to University data and information is for the sole purpose of carrying out job responsibilities. Breach of confidentiality, including aiding, abetting, or acting in conspiracy with any other person to violate any part of this policy or FERPA policy, may result in sanctions, civil or criminal prosecution and penalties, loss of employment and/or University disciplinary action, and could lead to dismissal, suspension, or revocation of all access privileges.

FACULTY/STAFF ABUSE OF TECHNOLOGY

SLT 11.8

Date of Last Update:

April 19, 2015

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

Information Technology has two primary policies in place that deal with technology resources:

Conditions of Use: As members of the Grand Valley State University community, all users have the responsibility to use the university's information technology resources in an effective, ethical, and legal manner. This document outlines these responsibilities.

E-Mail Policy: This Policy clarifies the applicability of law and of other University policies to electronic mail. It also defines new policy and procedures where existing policies do not specifically address issues particular to the use of electronic mail.

The policies and procedures to deal with abuse of technology resources for faculty and staff are outlined below.

- Level I - Complaint
 - Complaints may be received from an internal or external GVSU constituent
 - Upon verification of abuse by an Information Technology staff member, the information is communicated to either the Vice Provost and Dean of Academic Services or the Director of Information Technology
 - Upon review from the Vice Provost and Dean of Academic Services and/or the Director of Information Technology, the complaint is further acted upon or discarded.
- Level II - Contact/Action for First Offenders
 - The individual who has abused the technology privileges is contacted by phone by a designated IT staff member under the direction of the Vice Provost and Dean of Academic Services and/or the Director of Information Technology
 - If the individual cannot be reached, an attempt to reach them via the secretary, Chair or Dean is pursued until the individual is contacted.
 - The individual is apprised of their abuse and asked to refrain from continuing the infringement. If email related, the individual will be required to retract the offending message.
 - The individual will be sent a notification from IT via email of the abuse infraction and asked to return the email with their understanding and intent to comply via the policy.
 - The email notification/compliance will be kept on file.
- Level III - Contact/Action for Second Offenders

- The individual account will be suspended immediately (disable ability to send/receive messages).
 - The individual who has abused the technology privileges is contacted by phone by a designated IT staff member under the direction of the Vice Provost and Dean of Academic Services and/or the Director of Information Technology
 - If the individual cannot be reached, an attempt to reach them via the secretary, Chair or Dean is pursued until the individual is contacted.
 - The individual Dean or manager is contacted concerning the repeated abuse.
 - The individual is apprised of their abuse and asked to refrain from continuing the infringement.
 - The individual account will be re-activated upon contact and compliance of the policy.
 - If email abuse, the individual will be required to retract the offending message.
 - The individual will be sent a notification via email of the abuse infraction and asked to return the email with their understanding and intent to comply via the policy and that they will lose account privileges completely upon the third offense.
 - The individuals Dean or manager will be sent a notification via email of the abuse infraction and asked to return the email with their understanding that the individual will lose account privileges completely upon the third offense.
 - The email notification/compliance will be kept on file from both the individual and the Dean or manager.
- Level IV - Contact/Action for Third Offenders
 - The individual account privileges will be suspended immediately, which consist of email and network privileges.
 - The individual who has abused the technology privileges is contacted by phone by a designated IT staff member under the direction of the Vice Provost and Dean of Academic Services and/or the Director of Information Technology
 - If the individual cannot be reached, an attempt to reach them via the secretary, Chair or Dean is pursued until the individual is contacted. The individual Dean or manager is contacted concerning the repeated abuse.
 - The HRO office is contacted concerning the repeated abuse.
 - The individual is apprised of their abuse and told that their privileges have been revoked.
 - The individual Dean or manager must contact the Vice Provost and Dean of Academic Services or the Director of Information Technology to discuss possible reinstatement of privileges.
 - Upon further review with the Provost (for faculty issues) and the HRO office (for staff issues), the determination to re-instate the technology privileges will be determined.
 - The decision will be kept on file.
- Overriding Issues
 - If at any time, the technology resources that have been abused are in jeopardy of causing mass problems for GVSU constituents or the network/files have been compromised, the Vice Provost and Dean of Academic Services or the Director of Information Technology may choose to immediately suspend the individual account to ensure the integrity and continuation of services for the rest of the constituents.
 - Upon a decision of this nature, the situation will be brought to the Provost, HRO, appropriate Dean or manager as quickly as possible to remedy the issue at hand.

PROCEDURES

PHONEMAIL POLICY

SLT 11.9

Date of Last Update:

July 31, 2008

Approved By:

- Senior Leadership Team

Responsible Office:

Telecommunications

POLICY STATEMENT

Department main numbers and widely published phone numbers are “must-answer” lines and are not assigned PhoneMail. Personal lines and other lines that do utilize PhoneMail must follow the procedures below.

PROCEDURES

Department main numbers and widely published phone numbers are “must-answer lines” and will not be assigned PhoneMail. These numbers should always be answered by a person.

A department main number is never to be forwarded to a PhoneMail box as this causes callers to be put into an endless PhoneMail loop.

All greetings are to be personalized and changed when users intend to be out of the office for more than one day, especially if they do not intend to check PhoneMail.

Users are to provide the caller with an alternative person’s name and telephone number to contact if they are going to be gone for any length of time.

PhoneMail users are to respond to messages within one business day unless they are on vacation.

Unit heads should monitor PhoneMail greetings when the initial installation is made and on a regular basis thereafter.

If you have any questions about PhoneMail usage or need to report a problem please call either extension 12148 or 12145 during working hours.

Vice President approval is required for PSS personnel to have PhoneMail installed.

PUBLIC FOLDER POLICY

SLT 11.10

Date of Last Update:

April 19, 2015

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

GVSU provide public folders to allow postings from any Outlook user on events, announcements, information of interest and a method to buy/sell articles.

PROCEDURES

Guidelines for consistent and proper use

- Messages posted to the business related public folders should pertain to GVSU sponsored programs, events, or activities.
 - Messages intended for private business or personal profit shall not be posted
 - Commercial message and advertisements for non-GVSU entities shall not be posted
- Messages posted to the Barter Board specifically may refer to personal items for sale or items wanted to buy.
 - Messages intended for private business are not allowed
 - Commercial messages and advertisements for items for sale or services offered are prohibited, including home businesses.
 - Complaints relative to purchases of items advertised should be conducted privately •
- Additionally, messages posted to these public folders board must respect the rights of other users; for example, they must comply with all University policies regarding sexual, racial, and other forms of harassment, and shall not divulge personal data concerning faculty, staff, or students without explicit authorization to do so.

Message life span:

- Any message posted here should be deleted by the author as soon as its purpose has been resolved
 - Messages will be deleted automatically after 7 days.
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SECURE OFFICE PROCEDURE

SLT 11.11

Date of Last Update:

April 19, 2015

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

It is the responsibility of all employees of the University to protect sensitive data against loss or theft. Awareness, education and practice of the following procedures can assist in this matter. These procedures are in place to help protect employees, customers, contractors and the university from damages related to the loss or misuse of sensitive information.

This document refers to securing sensitive data and physical hardware within an office environment or mobile environment where data may be referenced (at home or on a laptop). It is not meant to address electronic data stored on university servers.

PROCEDURES

Goals

In order to effectively protect and secure university data, the following goals have been established:

- a) Create, distribute and annually review the "Secure Office Procedure" document
- b) Train all staff members whose jobs relate to sensitive data on both the "Secure Office Procedure" and Information Security Best Practices
- c) Train departmental managers to be aware of the importance of the procedures and the need to enforce them

Staff Training

Employee awareness and education is an integral part of securing sensitive data for the university. The following procedures will be enforced to ensure proper training:

- a) Upon hire, the Secure Office Procedure and Setting Strong Password documents are emailed to the new employee Secure Office Procedures Page 2 of 4
- b) Secure Office Procedure and Setting Strong Password documents are sent annually to all employees via email
- c) Internal training, specific to each area, will be provided to employees who have access to sensitive data
- d) Information Technology will provide Best Practices information at IT seminars and offer to attend annual departmental meetings to cover the below topics:
 - i. Awareness of Social Engineering schemes
 - ii. Secure Office Procedures
 - iii. Strong Password creation
 - iv. Data storage
 - v. Data encryption
 - vi. Backups
 - vii. Anti-virus and Anti-spyware tools
 - viii. Non-secure technologies

GENERAL OFFICE SECURITY PRACTICES

The following procedures should be followed within office suites, individual offices or workrooms and mobile locations where data may be referenced:

- a) Keys or keycards used for access to sensitive data should not be left unattended
- b) Passwords should not be shared or written down and left in accessible locations
- c) If you have a student that will regularly be using your machine, contact the helpdesk and request a staff account for that student. (Do NOT give out your password)
- d) Make certain passwords aren't common information such as date of birth, names of children, pets, telephone numbers, etc.
- e) When you leave your workstation, lock your computer screen
- f) Lock up laptops, USB drives, external drives, etc. when unsupervised
- g) Contact the IT Helpdesk when a computer is to be passed to a new user. IT will clean the computer, removing previous data and place a clean image on the machine.
- h) Printouts containing sensitive data should be removed from networked printers immediately and filed appropriately in secure cabinets

- i) Dispose of sensitive data on hard copy by shredding immediately
- j) Departmental front desk staff should confirm identity of all visitors (GVSU staff/student workers or non-GVSU employees) who are entering their area(s)
 - i. Employees should feel comfortable requesting what unit someone is from and the purpose of their visit
 - ii. Employees should feel comfortable confirming meeting prior to allowing staff member/student employee to proceed within their departmental areas
 - iii. Confirm with the GVSU employee they are scheduled to meet
 - iv. Non-GVSU employees must be escorted to/from meeting area/work area
 - v. Request ID if necessary
 - vi. Provide front office staff the ability to view your calendar or print a schedule of your meetings in advance so they will expect attendees
- k) All staff should be responsible to watch for or listen to any unusual activity and to be cognizant of their surroundings.

Sensitive Information

Sensitive data can be distributed via hard copy or electronic means within an office. When given the choice, store data electronically versus printing a hard copy. Consider scanning a document to store it electronically versus hard copy.

a) "Sensitive information" includes but is not limited to the following items, whether stored in electronic or printed format:

- i. All FERPA protected data*
- ii. Credit card number (in part or in whole)
- iii. Credit card expiration date
- iv. Cardholder name
- v. Cardholder address
- vi. Social Security Number
- vii. Business Identification Number
- viii. Employer Identification Number
- ix. Paychecks
- x. Paystubs
- xi. Benefit information
- xii. Giving information/history
- xiii. Health information
- xiv. Content of external grants or contracts

b) Securing hard copy sensitive data:

- i. Lock cabinets containing sensitive data when not in use or when away for extended periods of time
- ii. Storage rooms containing sensitive data should be locked at the end of the day or when unsupervised
- iii. Desks, workstations, common work areas, printers, and fax machines should be cleared of all sensitive

data when not in use

iv. Whiteboards, dry erase boards, writing tablets, etc. should be erased, removed or shredded when not in use

v. Documents to be shredded should be done so immediately or locked up until shredding can occur

vi. At the end of the day, all sensitive data should be in a locked drawer or cabinet

c) Securing electronic sensitive data. Please contact Information Technology if there are questions in how you are storing/sharing sensitive data electronically.

i. Refrain, when possible from storing sensitive data on your personal computer hard drive or any external personal devices. Instead use the network drive space.

ii. If storing sensitive data is required on your personal computer hard drive or an external device, encryption and password protection should be applied

iii. Engage the screensaver when workspace is unoccupied

iv. Computer workstations should be shut down completely at end of work day

v. Lock laptop or external devices containing sensitive data when not in use

vi. Make certain data and/or PC work station screens are not visible to the public (e.g.- near windows, entry/exit doors, etc.)

vii. If email is used to share sensitive data, encryption and/or password protection should be used. The following statement should accompany the body of the email:

“This message may contain confidential and/or proprietary information and is intended for the person/entity to whom it was originally addressed. Any use by others is strictly prohibited.”

*See information regarding FERPA data at www.gvsu.edu/registrar and click on FERPA

SOFTWARE SUPPORT POLICY

SLT 11.12

Date of Last Update:

April 19, 2015

Approved By:

- Senior Leadership Team

Responsible Office:

Information Technology

POLICY STATEMENT

Information Technology is responsible for providing software support to the campus community. IT resources are finite. Therefore, reasonable limits must be identified regarding the number and variety of software products supported by IT. This policy is intended to define those limits.

PROCEDURES

The software industry is characterized by constant change. Therefore, it is unreasonable to establish a single, static list of supported software. It is equally unreasonable to force the campus community to change software on a frequent basis.

Information Technology will provide support for the most recent operating systems for Windows and Macintosh platforms as well as one version back.

Standard software applications issued with a university computer will be supported in the most recent version and one version back unless compatibility issues arise.

Institutional ownership of a site license does not imply IT support for all products covered by the license. Software provided in labs and classrooms outside of the standard applications listed above are not supported by Information Technology. Software assistance is required through the vendor providing the application.
