

TABLE OF CONTENTS

Introduction..... 2-7
Technology 7-12
Police Department..... 13-16
Office of Diversity Initiatives 17-22
Ombuds 23-27
Equal Opportunity and Affirmative Action Programs..... 28-30
Payroll Services 31-36
Insurance 37-47
Retirement..... 48-51
Victim Services..... 52-53

DRAFT

Online Orientation / Introduction / Patty Farris / December 2012

SLIDE 1

Welcome to the University of Central Florida! UCF's Human Resources welcomes you to our university and our on-line orientation.

SLIDE 2

Once you complete this session we want new employees to have covered the following two objectives:

First, we will learn about UCF's mission, vision, and goals. Next we will have an overview of UCF to include our culture and values.

SLIDE 3

We are going to dive right in! So why is it important to go over UCF's mission, vision, and goals during orientation?

If employees of the University do not know what our mission, vision, and goals are then there is no way we're going to ever achieve them! It's a team effort!

SLIDE 4

Soon you will hear Dr. Hitt cover the Mission, Vision, and Goals. Before that, here are a few facts about UCF's President:

- President Hitt celebrated his 20th year anniversary on March 1st, 2012.
- He got his PhD and masters from Tulane.
- And he's a native of Houston, Texas.
- He lives on campus at the Burnett House with his wife Martha.
- He also has 2 children and 2 grandchildren.

Video Link

Hello, I'm John Hitt, president of the University of Central Florida, and it's my pleasure to welcome you to UCF. You are part of a thriving metropolitan research university of national and global impact, and we are pleased that you have chosen to join our dynamic Knights family.

UCF is served by faculty and staff members who are among the best in higher education. We care very much about the success of all our employees, and you will benefit by learning more about our university's mission and goals. Our mission is to

provide access to an outstanding education for Floridians and for excellent students from around the nation and the world.

In addition to its educational mission, UCF is a vital force for advancing the prosperity of Central Florida and for meeting the economic, cultural, environmental, and societal needs of our region. Much of our advancement as an institution stems from the steady pursuit of five key goals that I established when I became president in 1992.

They are:

- to offer the best undergraduate education available in Florida
- to achieve international prominence in key programs of graduate study and research
- to provide an international focus to our curricula and research programs
- to become more inclusive and diverse, and
- to be America's leading partnership university.

These goals continue to serve our metropolitan research university very well. Students are drawn to our many strong academic programs that include engineering, digital media, and education. Our graduate programs in simulation and training, hospitality management, and optics and lasers are known internationally for their excellence. And, our leading-edge UCF College of Medicine at Lake Nona anchors a rapidly evolving medical city that has captured imaginations from throughout the United States and the world.

In the years ahead, the medical city and its cluster of bio-medical facilities stand to produce thousands of well-paying jobs and to generate billions in annual economic impact for our local economy.

The Carnegie Foundation has designated UCF "as a very high research activity" institution, which is the foundation's highest ranking for colleges and universities. Among other efforts, researchers at UCF are working on innovations for clean energy and breakthroughs for cancer and diabetes.

Education transforms lives, and our dedication to providing high-quality programs and to expanding access to education has made UCF the most popular university in Florida by enrollment and the second largest in the nation. UCF is classified as "selective" in its admissions standards, which means that less than half of the students who apply to UCF are accepted.

UCF is second in the state in the enrollment of National Merit Scholars, and we are among the top universities in the nation for attracting these highly prized students.

At UCF, we want to be known for whom we include rather than whom we exclude. Our university works with Eastern Florida State College, Lake-Sumter State College, Seminole State College, and Valencia College to guarantee admission to UCF for their students who complete associate degrees. This "Direct Connect to UCF" effort is a national model of cooperation that has enabled thousands of students to pursue bachelor's degrees.

We are proud that members of our university family originate from all ethnic backgrounds and from more than 150 nations, and we enthusiastically promote an inclusive atmosphere on our campuses.

UCF's fifth goal, to be America's leading partnership university, provides the

foundation upon which the other four goals flourish. By means of hundreds of partnerships on campus, throughout Central Florida, and around the nation and the world, UCF leverages the talent and resources of our university to more fully serve society.

Examples include the Direct Connect to UCF program, the UCF College of Medicine and the medical city at Lake Nona, the Rosen College of Hospitality Management, and the Florida High Tech Corridor Council, where the best and brightest university and college talent works with industry professionals to create products, jobs, and opportunities.

UCF is also home to an exciting and nationally competitive athletics program. In men's and women's sports, we are proud members of the American Athletic Conference, and our 45,000-seat football stadium and 10,000-seat arena are community favorites for entertainment.

Yes, UCF stands for opportunity.

- The opportunity for our students to transform their lives;
- the opportunity for our faculty to achieve professional success;
- and the opportunity for our staff to prosper in a fulfilling career.

Founded in 1963, UCF in a relatively short time has become a place where people do what others think they cannot, and a place that does things others think cannot be done.

We look forward to your contributions in writing the next great chapters of UCF. I wish you the very best in your new position, and Go Knights.

SLIDE 5

Please take a look at our current organization chart. You will note that President Hitt has the Board of Trustees above him. The Board of Trustees meets on a regular basis attendees can learn how we are meeting our mission, vision, and goals. For example, we celebrate accomplishments such as Employee of the Month.

Take a moment to note which part of the umbrella you fit under?

Here at UCF, we want to treat students and staff with the upmost respect and avoid seeing them as "interruptions". Leadership and Customer Service is key here and O D & Training provides our staff with various training and development to ensure that the UCF team experience is positive. Make sure to check out O D & Training's website to sign up for these valuable sessions! [Upcoming Events](#)

SLIDE 6

Take a moment to think about where you fit into the big picture.

Which UCF goal do you think you will primarily be contributing to within your role at UCF and how?

SLIDE 7

Now let's talk about UCF's culture and values. In order to do that we need to visit our past, present, and future...

SLIDE 8

What was UCF called before we became UCF? Right- Florida Technological University!

Now we're going to see what else you know about UCF's past. It wasn't until 1978 that we became UCF. That is why it is hard to put a descriptor on our culture because it is dynamic and we are in our infancy as an institution.

SLIDE 9

What year was UCF founded? 1963

What year were the first classes at UCF held? 1968

What was the enrollment our first semester? 1,948

What was the first building on campus? The Library- everything and everyone was housed in this one building at one point.

Who gave the first commencement speech in 1973? President Nixon

What was the original purpose of the Reflecting Pond? To fill a sink hole! And it's the home of Spirit Splash tradition. Spirit Splash was named best University tradition in the state of Florida by (NACA) the National Association for Campus Activities.

SLIDE 10

UCF's present is that we are evolving, growing, and dynamic.
UCF has 10 campuses, the College of Medicine, and the Rosen School of

Hospitality. Check out this snapshot: [Video Link](#)

SLIDE 11

Other ways to describe our present is innovative and green. We are all about doing things a different way and about campus sustainability efforts. All you have to do is look at the way our staff and students are involved in recycling and other energy saving efforts.

For example, in Tech Commons, we recycle batteries, ink cartridges, and have a water fountain that counts the number of water bottles we are saving from the land fields. In addition, we have a solar-powered parking garage on campus. There is a car-charging station near UCF Mall across from the UCF Arena- just to name a few of our efforts...

Make sure you've check out more at the sustainability website!

SLIDE 12

UCF values community and working on teams. We want to work smarter not harder. It is not uncommon for faculty, staff, students, and community members to work together. Some departments call this horizontal teams, couplets, or committees to name a few.

SLIDE 13

In our present we have a lot of prominent alumni graduating from UCF. Do you recognize any of these people? For a complete list, check out this site: [Website Link](#)

SLIDE 14

Next, we are going to discuss our UCF Values. These are referred to as the Creed Tenets. We have offices that measure outcomes based on these values. Here is a brief video on our five University values: [Video Link](#).

We want to model the five values for our students. We hope to have students that stand out from their work colleagues across the nation because of their demonstration of these values.

Take a moment to read about our five University values.

SLIDE 15

So how are we living out the UCF Creed and making sure it isn't just words hanging up on a wall? Check out our publications for ways we are showing excellence. You will find that we enroll the 2nd highest number of National Merit Scholars in Florida, among other great highlights.

Kiplinger named us the "Best Value" and U.S. News and World reports named us a Top-Tier National University among other accolades.

UCF "Made U.S. medical school history by giving the College of Medicine's charter class four-year scholarships."

You can see further examples here: [Admissions View Book Link](#)

SLIDE 16

We are very fortunate to have received a donation from Tavistock to fund the building of the Medical school in 2009.

Dr. Deborah German is our 1st Dean of UCF College of Medicine and she was recently named Vice President of Medical Affairs. The mission of the Medical School is education, research, and clinical service.

SLIDE 17

We have covered the following two objectives in this module:

First, we have learned about UCF's mission, vision, and goals. Next, we covered UCF's culture and values.

Thank you for joining us for this session!

Online Orientation / Technology / Patty Farris / December 2012

SLIDE 1

This orientation on-line session will cover important information on computer security and other valuable website resources that you will need during your time at UCF.

SLIDE 2

Let's begin with myUCF or PeopleSoft.

What is PeopleSoft?

PeopleSoft is a leading provider of business application software and was founded in 1987. UCF currently uses their Human Resources Management System (HRMS), Financials, and Higher Education (Student Administration) products.

What is it used for?

It is used to track historical, current and future data on UCF employees, students and financial transactions.

How do you find out your username and password?

Go to the myUCF Sign On screen. Click on the "What is my PID & NID?" link under the Sign On button. Follow instructions on the PID/NID Lookup page to retrieve your sign on information.

Next, who has access to PeopleSoft?

Employees and students automatically receive access to the appropriate self service functions within the system. All other security is given after an individual completes the training requirements.

Where can you go for PeopleSoft training?

Individuals needing access to use any of the three PeopleSoft products at UCF (HRMS, Student Administration, and Financials) should visit the Registrar's website for more information- http://registrar.sdes.ucf.edu/student_records/.

Please note that students of UCF were given a PID and this becomes the Employee ID.

SLIDE 3

Let's look at other online resources now-

The UCF website- <http://www.ucf.edu> – This is one of our greatest resources here at UCF. You can find up to date information about what is happening on campus. If you have mobile device, (<http://ucfmobile.ucf.edu/>) you can access events, the UCF Map, and other information right at your fingertips once you download UCFmobile.

There are many other good ways to stay connected such as the UCF e-newsletter @UCF- it is a great way to stay plugged in to staff and faculty announcements.

The UCF phone directory: <http://www.phonebook.ucf.edu/> - is easier than the paper version, it is updated more frequently than once a year unlike the paper one, search by name department or organization. It is a great way to find out a person's four digit mailing address (check the four digits after their zip code).

Also, HR's website: <http://hr.ucf.edu> – There are a number of forms that can be found on here. Most importantly look at our site for important websites and your checklist. <http://www.hr.ucf.edu/web/training/Orientation.shtml>

Course catalogs is another good site: <http://www.ucf.edu/catalog/> - in case any of you were interested in taking advantage of 6 credits a semester we are eligible for.

You will also need to read up on the following policies and regulations once Orientation is complete: All staff read the [Policies and Procedures](#) And College of Medicine faculty read [COM Policies](#).

In addition, read the UCF Regulations. This is for all UCF staff.

SGA Ticket Center - Visit this site for discounts using your UCF ID Card. For more information, call the Ticket Center at (407) 823-2816. The Ticket Center is located on the first floor of the Student Union in the Lighthouse Mall area.

UCF Card Services (<https://ucfcard.ucf.edu/index.html>) continues to be a full service operation with operating hours of 8 a.m. to 6 p.m. on Monday through Thursday and 8 a.m. to 5 p.m. on Friday. For a map of their location, visit their site.

What does your card do for you?

It can give you discounts as mentioned before, it can be used for the UCF Libraries, and can be connected to a Fairwinds bank account, and to a UCF Dining Services meal plan.

Technology Product Center - You can get other great discounts at the UCF Authorized Computer Store. Check their site out for great deals on laptops, computers and software (<http://cstore.ucf.edu/page.cfm/STOREINFO.html>)

For other ways to stay connected visit our OD & Training Site for professional development and other important UCF websites.
(<http://www.hr.ucf.edu/web/training/Orientation.shtml>) and
(<http://www.hr.ucf.edu/web/forms/training/WebsiteLinksforNewEmployees.pdf>)

SLIDE 4

You can demonstrate our University's value of integrity by upholding our confidentiality agreement.

As a new employee you signed a statement to indicate you have read and understand our confidentiality requirements which are covered by FS119 and FERPA.

UCF employees may collect or have access to personal and privileged information concerning students, faculty, and staff. While UCF is a public agency and business

and personnel records may be open under Florida Statute 119, the Family Educational Rights and Privacy Act (FERPA) protects student educational records. Employees should be conscientious of both laws in the course of their daily business, making every effort to protect the sensitivity of entrusted information. For more on FERPA, visit the Registrar's website.

(<http://www.registrar.ucf.edu/ferpa/staff/survey/Default.aspx>)

SLIDE 5

It is our responsibility to keep an archive of our work email and be responsible for retention of records. For more on record retention see the following website:

(<http://www.hr.ucf.edu/web/forms/records/RecordsRetentionSchedule.pdf>)

Check with your IT administrator about setting up automatic archiving in your Outlook or email settings.

SLIDE 6

We will now watch a brief video on Computer Security.

(<http://engage.ucf.edu/v/p/QyxSmmD>)

SLIDE 7

Parking at one of our campuses or getting around campus can be done with more ease if you visit the Parking website for important information on meters, decals, passes, and shuttles.

SLIDE 8

Here are some frequently asked questions about parking:

How do I obtain a permit?

Decals and Hangtags must be ordered online at www.parking.ucf.edu. Please have a License plate (number, driver's license) and PID ready.

What if I drive a different car than the one with my permit?

A temporary permit may be obtained from the Parking Services office. Please have temporary license plate number and photo ID.

What if I need a new permit for my new car?

Peel the old decal off and bring it to the office and a new one will be issued for a fee listed on their site. If the car is traded in and decal was not removed – Just bring transfer of tag papers. If issued a new tag, then trade in papers will suffice.

Persons with disabilities:

Disabled placards now require a permit on a daily pass.

Users may park in Red, Blue, or Green lots with valid UCF pass & placard displayed.

A note to all: 24 hour reserve spaces are not to be parked in; the car will be towed at the owner's expense. Who are these spots for? Only the university president, vice presidents, deans and others as approved by the Parking and Transportation Advisory committee are eligible to purchase A permits. A permits are purchased for a designated 24-hour space. Holders of A permits may park in any other legal, non-reserved, parking space on campus. Only a limited number of 24-hour reserved spaces are available.

SLIDE 9

Check the Parking Site for the most up to date fees on permits (<https://secure.parking.ucf.edu/PermitOrder/default.aspx>)

To order your new permit, you'll need:

- First and Last Name that you provided to Human Resources
- PID: A seven (7) digit number located at the top of your University of Central Florida Leave and Pay Exceptions Report with the caption of ID
- Email address
- A phone number
- Your home mailing address - (permits will not be sent through intercampus mail)
- Vehicle information - license plate number, issuing state, vehicle make, vehicle color, and vehicle year

IMPORTANT: Per UCF Finance & Accounting, the use of the University Purchasing Card is not permitted for the purchase of personal parking permits.

SLIDE 10

Another great resource is using a Zip Car.

Get 24/7 access to Zipcar's parked all over the city! Simply reserve online, let yourself in with your Zipcard and drive. Their low hourly and daily rates always include gas and insurance.

You only need to be 18 years or older to join. Members ages 18-20 can use a dedicated group of Zipcars on campus. Members age 21 and over also have access to thousands of Zipcars all around the world.

(<http://www.zipcar.com/ucf/>)

SLIDE 11

Rather be green?

Zimride might be for you. Zimride is a fun and easy way to share the seats in your car or catch a ride. With Zimride, you can find UCF classmates, friends, and coworkers going the same way you are.

UCF Zimride is up and running! Sign up, post your ride and Zimride does the matching! Save money, reduce traffic and protect the environment at the same time. (<http://zimride.ucf.edu/>)

SLIDE 12

As a UCF staff member- if you market events or services or make updates to websites and/or publications, then it is vital you are aware of the standards in keeping UCF looking and sounding professional. This website will offer important resources to assist you in meeting UCF expectations around UCF brand and identity. Notice this Brand Book online that covers unit identifiers and more. (<http://brand.ucf.edu/>)

SLIDE 13

UCF is committed to being green. To find out more about our campus sustainability efforts visit here. (<http://ut.ucf.edu/about/>)

SLIDE 14

You may also be interested in taking an interactive tour of the Orlando campus here. (<http://www.green.ucf.edu/media.html>)

SLIDE 15

Many acronyms are tossed around at UCF and can be overwhelming for new employees. Several of these are found on the Pegasus Parent site here (<http://parents.sdes.ucf.edu/index.php?p=acronyms>).

SLIDE 16

Now that you know the ins and out of UCF, what is ahead?

Make sure you visit our Orientation site for completing your checklist found on this important OD& Training New Employee webpage: <http://www.hr.ucf.edu/web/forms/training/NewEmployeeChecklist.pdf> .

Now that you have covered technology and important UCF websites and resources, we hope you are well equipped as you move forward in contributing to the UCF Family, upholding our UCF values, and meeting our University Mission, Vision, and Goals! Go Knights!

Online Orientation / Police Services / Officer Peter Osterrieder / November 2012

SLIDE 1

Welcome to the University of Central Florida. The UCF Police Department would like to provide you with the brief introduction to the officers and staff of the department as well as the services we provide.

SLIDE 2

The officers of the Police Department are just like normal Police Officers you would meet off campus. They are state certified and are here 24 hours a day, 7 days a week. The physical location of the Police Department building is just off Libra Drive between Academic Village and Neptune Drive.

SLIDE 3

The department is divided into various divisions. Officers patrol the main campus in marked and unmarked vehicles, by bike, motorcycle and ATV. We have three K-9 units that are certified in the detection of drugs and bombs. Dogs can also track people who flee from the scene of a crime. The Regional Campuses have sworn and non-sworn officers as well. There's a 24 hour a day presence by a sworn officer at the Lake Nona campus and a night time sworn officer at the Rosen campus. Both those campuses also have civilian service officers assigned to them as well. Satellite campuses and partnership campuses are visited on a regular basis by the regional patrol unit as well.

SLIDE 4

Police Officers patrol the two affiliated housing complex, Knights Circle and the Point at Central. Anywhere UCF has a presence, a UCF Police Officer may show up to patrol or handle a call.

SLIDE 5

Officers are committed to the safety and security of all our students, faculty, staff and visitors. We maintain the upmost regard for the constitutional rights of all citizens.

SLIDE 6

UCF is a 911 community. This means that if you dial 911 from any campus phone, like those on a desk in your office, you will be connected to the UCF Dispatch Center. It is very important if you are calling from a cellular phone; you identify yourself as being on UCF property as the call may be routed to another department's 911 Center depending upon which cellular service you have or which cell tower you are accessing. The non-emergency phone number for the department is 407-823-5555.

SLIDE 7

Additionally, there are over 150 locations on campus that have blue light phones. When the button on these phones is activated, it automatically connects you to the UCF Dispatch Center. These phones may be used to report many different types of events but some of the most common would be fires, accidents, medical emergencies and crimes in progress.

SLIDE 8

One of the many free services offered to all students and employees is the ability to have your valuables engraved with your driver's license number. This is an easy and free way to identify your property as belonging to you. You can also register the serial number of any electronic device such as a cellular phones, laptops a tablet device online for free with the department. The information is stored for four years and can be accessed by an officer in case of a theft. Other departments can call us as well, on your behalf, for the serial number in case the theft takes place off campus. Without the serial number, the chances of getting your property back are slim to none.

SLIDE 9

If you are here after hours and would like an escort to your vehicle, the Safe Escort Patrol Service is available Sunday through Thursday from 7pm-1am. If you need an escort during later times, an officer will be dispatched to your location.

SLIDE 10

UCF is a very active community. We have lots of traffic from both students and visitors to campus. Please be aware of others as they are not as familiar with the campus and get lost easily. The statistics on this page are just some of the more

interesting for 2011.

SLIDE 11

If you are driving on campus, please be aware of the motor vehicle and pedestrian traffic. Violations can result in citations being issued to you with a range of fines. Non-moving violations such as not wearing your seatbelt will cost you \$114. For running a stop sign, the fine is \$164, and running a red light will cost you \$262 plus 4 points on your driver's license. Even jaywalking can result in a \$64.50 fine. The first two weeks of any semester and the times during class changes are always the most congested times on campus, so please give yourself plenty of time to get where you need to go.

SLIDE 12

The Office of Emergency Management maintains a network of alert methods to let you know when emergencies happen on campus or in the immediate area. Three of the primary notification methods are text message, email and the campus emergency speaker and siren system. You can edit your contact information through the UCF portal under employee services. Make sure we have your best contact phone number and the cellular carrier to ensure proper notification.

SLIDE 13

The Police Department maintains a Crime Activity Log, crime statistics and Game Day information page on our website. You can access the web page at www.police.ucf.edu.

SLIDE 14

If you would like to see what types of crimes and other activities are being reported here on campus, when you hit the Crime Activity Log from our main page and then select the location you would like to view, this screen will appear with the most up-to-date information. Additional details on any listed cases must be requested via the Department Records' Division.

SLIDE 15

Each year the department must also publish an Annual Safety Guide. Crime and fire

statistics are reported in published form for the previous year. While this is not the most up-to-date information, it does give a year over year comparison on the types of crimes we are experiencing.

SLIDE 16

So what types of crimes are you most likely to encounter here on campus? Theft is #1 and always will be. If you set something down and walk away, it probably won't be there when you get back. Auto burglaries and thefts from offices also occur. Employees are encouraged to keep their property locked in a safe location, even when they are within the confines of their offices. This is a public institution and the general public walks through our spaces all the time. Placing an item in an locked desk drawers, locked filing cabinets or a locked trunk of your vehicle is highly encouraged. Please do not leave valuables in plain view anywhere here on campus.

SLIDE 17

We encourage all employees to be aware of their surroundings and to report any suspicious activity to the Police Department. You are most aware of what is normal activity for your building or work space. Reports can be made via 911 or the non-emergency line. If you see something, say something.

SLIDE 18

The department also maintains a Victim Services Unit. If you are the victim or witness to a crime, you can ask to speak with a Victim Services Counselor. They are available day and night by calling the Victim Services Office at 407-823-2425 or if it is after hours, you can also contact the UCF Police Dispatch Center, 407-823-5555.

SLIDE 19

All services provided by the Victim Services Office are confidential. They are there to assist you in a variety of ways.

SLIDE 20

Finally, the UCF Police Department does not exist by itself. We partner with other local agencies to provide the best service both on and off campus. The numbers listed above can be programmed into your cell phone in case you should need them. Thank you

Revised 1/16/14

once again, and on behalf of your UCF Police Department, "Welcome".

DRAFT

Online Orientation / Office of Diversity Initiatives / Dr. King / December 2012

SLIDE 1

The Office of Diversity Initiatives welcomes you to the University of Central Florida. We are delighted to share information about who we are, what we do, and how our role is extremely important to the overall purpose of UCF.

With that said, let's begin at the beginning...

SLIDE 2

In 1994, following an extensive two year task force study of diversity and inclusion at UCF, President John C. Hitt, established the Office of Diversity Initiatives to help UCF reach its strategic goal to become more inclusive and diverse.

SLIDE 3

The mission of the Office of Diversity Initiatives is to facilitate processes, programs, and policies that promote social justice, enhance cultural competencies, and develop capacious leaders.

Ultimately our mission is to work with individuals and units to build a society where people are respected for who they are and for the talent they bring to our community.

SLIDE 4

Our vision is to position UCF as a center of excellence that is nationally recognized as a higher education model for all our practices, policies, and attitudes in the area of domestic diversity.

From the very beginning, not only did we set out to transform the university culture, we were also determined to be a role model for other educational institutions that were dealing with issues of diversity and inclusion.

It should be noted, that the focus of the Office of Diversity Initiatives is on domestic issues and strategies. This means that our efforts center on building awareness, knowledge, and skills that involve processes and relationships within the United States. This differs significantly from programs and services that have an international focus.

We have earned a high degree of success as a national role model as evidenced by the leadership we have exhibited in our collaboration with the Library of Congress on the UCF Community Veterans History Project. We have hosted several state and national diversity conferences, and we have received diversity awards from the Beacon Network, Seminole State College, and the UCF Division of Student Development and Enrollment Services. Additionally, we were quite surprised by an unsolicited \$20,000 award from Google for our outstanding diversity work. In 2012, the University received the Higher Education Excellence in Diversity Award, from Insight into Diversity Magazine and Dr. Valarie Greene King, the Founding Director of the Office of Diversity Initiatives was cited as one of 25 outstanding women in the field of diversity in higher education.

SLIDE 5

Our Motto is simple:

“Diversity Includes All Of Us-All the Time”

An awareness that diversity includes all of us is critical, since it is often thought that diversity only involves people and issues related to race, gender, and characteristics of groups that have been historically marginalized in our social system.

SLIDE 6

What is Diversity and Inclusion? Well,

Diversity represents those unique human characteristics that make us different, as well as the many universal qualities that make us the same.

Inclusion is the process by which efforts are made to ensure that everyone, regardless of their experiences and circumstances, can achieve their potential. Inclusion also requires diverse representation at all levels of the organization.

Another important concept that guides our work is Cultural Competency. Another important concept that guides our work is cultural competency.

Cultural competency is the ability to function effectively in the presence of socio-cultural diversity.

These definitions help us to understand just how important it is for all of us to be aware of our own diversity and the impact that we have as individuals and as members of various groups on those we encounter on a daily basis throughout our lives.

SLIDE 7

The Diversity Wheel helps illustrate how complex human diversity really is. This concept was originated by Marilyn Loden as a way of showing important dimensions of diversity.

Take a look at the Wheel and you see that the center is identified as the "Self". Each of us has a Diversity Wheel or you could call it an Identity Wheel in which we are at the center.

We are composed of internal characteristics, the tan circle, that include sexual orientation, gender, age, abilities, race, and ethnicity. These internal characteristics are stable and are not easily, if at all, subject to change.

The brown circle includes characteristics that can change. There are several here such as geographic location, income, marital status and appearance. But, there are many other personal identity markers such as veteran status, medical conditions, and unique experiences that influence who we are and our perspective on life.

The blue circle is an educational adaptation of the original wheel that was designed by our own, Dr. King. It includes experiences often associated with our involvement in higher education such as major, department, and leadership roles.

Just by looking at this wheel and the dimensions of diversity it includes, it becomes obvious that our motto, "Diversity Includes All of Us All the Time", is a very accurate description of the diversity that is present among us.

SLIDE 8

How do we utilize this diversity to fulfill the university goal of becoming more inclusive and diverse? That is the \$1,000,000 dollar question. Well, to address it, the Office of Diversity Initiatives developed a model that includes five areas of focus to enhance the UCF atmosphere and environment.

These Areas of Focus are Organizational structures:

Organizational Structures include people, their roles, and the processes, programs, and measures of accountability that clearly show commitment to diversity and inclusion. They focus on assessing patterns and relationship dynamics between and among diverse individuals and groups.

Recruitment and Retention

Recruitment includes initiatives to increase the number of individuals from traditionally underrepresented groups who attend, work, collaborate, partner, and support, the

university as students, faculty, staff, administrators, contractors, suppliers, community partners and stakeholders. Retention represents initiatives to nurture and preserve diversity throughout the university community.

Campus Climate

Campus Climate represents the atmosphere and structures that contribute to attitudes and behaviors that foster an environment in which individuals feel personally safe, listened to, respected, valued, and treated fairly and equitably. It includes the quality of personal and professional interactions demonstrated by our leaders and all others affiliated with UCF.

Education and Scholarship

Education and scholarship represent the heart of the university. As such, it is important to infuse diversity, inclusion, and social justice throughout the formal and informal curricula as well as within research initiatives and creative endeavors. The thrust of this goal is to provide members of the university community with knowledge, information, and skills to systematically examine, critically analyze, and thoughtfully create projects and programs that increase our understanding of and appreciation for differences while promoting cultural competency.

Outreach and Engagement

Outreach and Engagement encompass practices and initiatives that link meaningful internal collaborations with external partners in support of the university's commitment to teaching, research, service, social justice, and cultural competency.

SLIDE 9

The Office of Diversity Initiatives has one of the most extensive and successful education and training programs in higher education. During any given year, we typically facilitate over 300 workshops on more than 120 topics, reaching over 7,000 participants. The Unity Star is the official newsletter that publicizes the workshops we offer. Our sessions can be found at the Diversity Initiatives website at www.diversity.ucf.edu. In addition to scheduled workshops, consultations, in-class presentations and when possible, customized training is provided by request. Selected workshops are also offered in both English and Spanish to accommodate the needs of our growing Spanish speaking population.

SLIDE 10

Diversity Week is typically held during the 3rd week in October as a means of maintaining the university's focus on the importance of our diversity and inclusion goal. The week's activities begin on Monday morning with a Diversity Breakfast which features good food,

outstanding speakers and great camaraderie. Colleges, departments, and campus and community organizations sponsor educational and cultural activities throughout the week.

SLIDE 11

For years we have developed and offered programs called DiversiTeas. These programs are generally held at mid-day and refreshment is served, while a speaker or an artist shares a special diversity- related talent or experience. Topics have included Native American Storytelling, a survivor's story of the Holocaust, history of African American music, and many others. As with most of our programs and activities, DiversiTeas are free and open to the public.

SLIDE 12

Throughout the year, the Office of Diversity Initiatives collaborates with organizations and units on a variety of programs. Our displays in the University Library are some of the most visible ways we demonstrate our engagement on diverse topics and issues. We have been recognized for our work with the UCF Creative School for Children, the UCF community Veterans History Project and several organizations throughout our region.

SLIDE 13

Faculty development is one of the main ways the Office of Diversity Initiatives influences the curriculum and culture at UCF. In addition to providing individual consultation and classroom activities, The Office of Diversity Initiatives sponsors the Diversity Track of the Summer Faculty Development Conference, in which faculty members explore ways to effectively transform the curriculum to better serve our students as they enter an increasingly diverse work force.

In 2008, Diversity Track scholars proposed 21 "core" cultural competencies as learning objectives for UCF students, as well as for potential areas of growth for faculty and staff. These competencies encompass three domains of learning – cognitive, affective, and skill-building.

Ultimately, the purpose of the Diversity Track of the Summer Faculty Development Conference is to expand and refine the cultural competencies in ways that support our university while giving our students a competitive edge in today's global workplace.

SLIDE 14

The UCF Leadership Enhancement Program provides leadership development opportunities for faculty and staff members to gain career enhancing skills and leadership experiences to advance in today's changing educational environment.

Women and racial and ethnic minority employees who have worked at UCF in a full-time USPS, A&P, or Faculty position for at least three years are eligible to apply for the Leadership Enhancement Program.

Benefits include Monthly Seminars designed around specific themes relevant to higher education administration in general and UCF administration in particular. There are also Special projects and assignments to meet individual needs and career goals, and Mentors help participants to reach their career goals.

The Leadership Enhancement Program has been operated by the Office of Diversity Initiatives since 1996 and many of the women and people of color who are currently in leadership positions across the university are graduates of this program. This is the most prestigious leadership program at UCF.

SLIDE 15

Legacy is a program for members of the UCF multicultural student population to get mentoring support and gain leadership skills. Legacy students attend seminars and participate in activities that highlight scholarship, mentorship, leadership, and identity development.

SLIDE 16

As we conclude our presentation, we hope we have been able to convey how and why we address diversity and inclusion at UCF.

You are invited to participate in the many workshops we provide and, of course, we hope you will attend other programs and services offered by the Office of Diversity Initiatives.

We wish you much success and a long and wonderful tenure at UCF.

And remember, "Diversity Includes All of Us All the Time.

Online Orientation / Ombuds Office / Shreya Trivedi / November 2012

SLIDE 1

Hello and welcome to the online presentation for the Ombuds Office. I am Shreya Trivedi, the Ombuds Officer at UCF and I look forward to providing you with an overview of the services that the Ombuds Office provides to our UCF community.

SLIDE 2

One of the first questions that I usually get is "What is an Ombuds".

The word Ombuds comes from a Swedish word, "Ombudsman".

The Ombuds profession dates back to the early 1800's, when the Swedish Parliament would appoint an Ombuds to resolve issues in the absence of the King.

In the USA, the concept of having an Ombuds in educational institutions started to gain popularity in the late 1960's and early 1970's.

Today, you will hear about Ombuds in areas such as state and local governments, nursing homes, the media, colleges and universities, private corporations and many more.

To summarize, an Ombuds is an impartial and independent party, appointed to provide informal and confidential assistance to achieve resolution to a complaint.

SLIDE 3

The UCF Ombuds Office has existed since 1994 and was established by President Hitt. The office was established to enhance the quality of services that UCF offers and to facilitate a fair resolution to issues or concerns.

The office has been created to allow individuals to bring forward concerns that they are experiencing at UCF. The office allows visitors to come and have an informal, off-the-record, confidential, conversation with someone who is independent and neutral.

When a visitor comes to the office, we listen to them, ask a lot of questions to identify their goals and interests, and we come up with options together with the visitor. We examine the pros and cons of different options in an effort to assist the visitor with managing their own

conflict. We do not tell anyone what to do and we do not do anything without the visitor's permission.

SLIDE 4

The Ombuds Office is available to ALL members of the University community. As UCF employees, you are welcome to use the services provided by the office but you may hear students or other colleagues sometimes say things like "I don't know where to go" or "I don't know who I can talk to". Please feel free to refer them to our office if you feel that they may benefit from our services.

SLIDE 5

The Ombuds Office is extremely unique. It stands on what we refer to as our 4 Cornerstones. These Cornerstones guide everything that we do within the office.

Our first Cornerstone is "Independence".

The Ombuds Officer is not part of traditional management and is not in a position to make binding decisions.

The Ombuds Office is also not an office of notice. This means that if the goal of the visitor is to put the university on notice about some alleged wrongdoing, by talking to the Ombuds, it does not fulfill that purpose. The Ombuds can discuss the concern with the visitor and identify formal offices within the university where notice can be placed.

Finally, the Ombuds Officer does not take on any other roles within the university that may compromise independence. For example, I frequently decline being on different committees because I want to make sure that any individual who is affected by a decision made through a formal process feels comfortable coming to the Ombuds Office.

SLIDE 6

"Informality" is our second Cornerstone.

As the Ombuds, my goal is to get issues resolved at the lowest level possible, before they escalate.

When visitors come to the office, we strive to assist the visitor with identifying their options, both formal and informal. Usually, visitors opt to try out the informal options first because they are less stressful, flexible and timely in terms of responses.

However, sometimes the informal options do not work out and the visitor decides to take formal action.

When an issue moves to the formal level, the Ombuds Office has to step out at that time. I can provide the visitor with the appropriate contact information and resources but I have to move away from it and let the formal process start.

It is important to clarify that the Ombuds Office cannot participate or act as a witness in a formal process, even with permission from the visitor.

SLIDE 7

The third Cornerstone is "Impartiality".

As the Ombuds, I am a designated neutral on campus. I do not advocate for the visitor or the institution....I advocate for fair process.

My goal is to look at all sides of an issue and try to facilitate communication so that options can be developed.

Many times when individuals come to the office, it is the first time they are talking to a truly neutral person regarding their issue. Up to that point, they have talked to family members, friends, colleagues, etc...someone who takes sides in one way or another. So when they talk to an Ombuds, they're speaking to someone who has no agenda for a specific outcome and when someone listens as a neutral, they may be able to identify options that the visitor has not considered previously.

SLIDE 8

The last Cornerstone and probably the most important one is "Confidentiality".

The Ombuds Office is the one office on this campus that must maintain confidentiality. The only exception to that is if the visitor threatens harm to themselves or to someone else.

Some of the things that we do in the office that allow us to uphold confidentiality are:

- We do not maintain records at the office. When a visitor comes in, I will take some personal notes to keep my thoughts in order, but when we're done, those notes are shredded.
- I also do not put names or any identifying information on my calendar.
- I do not discuss issues or concerns over email. This can definitely be challenging in this day and age but emails are a record and we strive not to create or distribute records that consist of specific or identifying information. I encourage employees to limit the information that they provide over email because it is not the ideal form of communication if confidentiality is a concern.
- To wrap up "Confidentiality", I'd like to stress that the office is a SAFE place for someone to come and have a conversation.

SLIDE 9

There are some common reasons when individuals come to the Ombuds Office and these are:

- When they feel like they're trapped in a maze
- When they're confused about university policy
- When they need someone to really listen to them
- When they feel that they have been unfairly treated by someone on campus,
- Or if they feel like a university policy, regulation or procedure is unfair

SLIDE 10

Then there are times when it is really not appropriate to involve the Ombuds Office.

- For example, when one is looking for legal advice....the Ombuds is not an attorney
- If it is a non-university related issue
- And finally, if one is looking for an advocate. An Ombuds is a neutral entity and does not take sides. However, the Ombuds can advocate for fair process.

SLIDE 11

Here is a quick re-cap on how the Ombuds Office can help you:

- Listening to your complaint
- Clarifying university policy
- Answering questions
- Assisting with issues that have not been resolved by other offices

- Informally “looking into” your concern.
- Making referrals
- Helping define options and reviewing the pros and cons of options
- Recommending changes or improvements. If the office notices the same concerns or policies coming up again and again, the Ombuds Officer can meet with the administrator over that area and recommend some changes or improvements. Of course, this would be done in a manner that protects the identity of the visitor who comes to the office. For example, the Ombuds Officer may say something like: “In the past 6 months, I have had questions related to this policy come up 10 times. Do you think it would be possible to make some updates to the information that seems to be outdated?”
- Opening avenues of communication
- And most important of all...offering a SAFE place for you to discuss your concern.

SLIDE 12

Here is my contact information. The office is located in Millican Hall, Suite 243. It is open from Monday to Friday from 8:00am to 5:00pm. However, we can be flexible with scheduling meetings and we'd be happy to accommodate you based on your unique circumstances.

Thank you for reviewing this session! I hope that you have a successful and satisfying career here at UCF and if there is ever anything that I can do for you, please do not hesitate to contact my office.

Online Orientation / EOAA / Patty Farris / December 2012

SLIDE 1

This session will cover UCF's Equal Opportunity and Affirmative Action Programs.

SLIDE 2

First let's cover Legal guidelines on the Federal and State level:

- Federal statutes prohibit discrimination based on race, sex, national origin, age, religion, disability, genetic information, and veteran status
- Employees may report discrimination through campus processes or external processes
- State statutes are similar but provide different external remedies

SLIDE 3

Next is the University Non-Discrimination Regulation:

- The University Board of Trustees approved the bases within the regulation
- The three bases added to statutory protections are sexual orientation, gender identity, and gender expression
- Employees may report discrimination through campus processes

SLIDE 4

We also have the President's policy statement:

- Federal guidelines require publication of this statement
- It includes definitions of affirmative actions on campus
- It references only the federally-protected classes because it follows federal requirements. The protections in the UCF Regulation are more extensive.

SLIDE 5

What are the procedures?

The Equal Opportunity/Affirmative Action homepage lists procedures for the following: search and screening; asking for an accommodation to a disability; and asking for religious accommodation

- The homepage links to procedures for discrimination complaints and internal Discrimination Grievances
- Employees may use the Resource List to explore options

SLIDE 6

What are the employee rights?

To work at UCF free from discrimination (including harassment), to receive prompt and effective action following a discrimination report, and to proceed free from retaliation based on reporting discrimination or serving as a witness.

SLIDE 7

What are the employee's responsibilities?

To report discrimination if experienced, observed, or reported to you.

To communicate the circumstances to a supervisor, higher-level administrator, Equal Opportunity/Affirmative Action, or other office that can investigate and to cooperate with investigation requests for statements or documents related to UCF

SLIDE 8

What are your resources?

- Equal Opportunity/Affirmative Action, Faculty Relations, Human Resources, and University Audit may investigate.
- Other resources confidentially support and help employees such as the Employee Assistance Program, Health Services, Victim Services, and the Ombuds Office.

- Resources which promise confidentiality are not “offices of notice” who can investigate/

SLIDE 9

In conclusion, welcome to UCF and please feel free to visit these important sites!

DRAFT

Online Orientation / Payroll / Samuel Ensenat / December 2012

SLIDE 1

Payroll Services welcomes you to the University of Central Florida.

SLIDE 2

In today's agenda we will be discussing the following items: Pay periods, time reporting forms, annual and sick leave, the paid holidays observed by the University, and the different resources made available online to assist you with pay related questions. So let's get started.

SLIDE 3

The UCF pay cycle is a bi-weekly pay cycle. It begins on Friday, and ends the second Thursday of the pay period. Payday is two Fridays after the pay period end date.

SLIDE 4

Now that the pay period has been established let us now focus on the different forms used to report time.

The first on the left is the Timesheet.

Time sheets are for USPS Non-Exempt employees only, and it is for logging in and out times.

USPS Non-Exempt employees are covered by the Fair Labor Standards Act. Non-Exempt employees are eligible for overtime and must be compensated at a rate of time and a half their hourly pay for any hours physically worked over 40 hours in a work week.

The second form which is on the right is the Leave and Pay exceptions report (also known as the LAPER)

All pay groups, USPS Exempt and Non-Exempt, Administrative Professional, and Faculty are given a LAPER.

Laper's are needed to track leave when there is a difference in the actual hours

physically worked and the scheduled work hours.

Your department will hand you a LAPER at the beginning of each new pay period and you will be responsible to fill it out and return it to the department within your department's deadline.

SLIDE 5

The LAPER can be broken down into four main sections.

Section 1: Leave Balances, where you can monitor the total amount of leave you have and check to be sure accruals and usage are calculating correctly.

Section 2: Actual hours worked box and Biweekly calendars for leave usage. If the actual hours are 40 hours for each work week, then there is no leave to be reported in the calendar. However, if the actual hours are less than 40 hours, leave needs to be entered in the calendar.

Section 3: Description of reasons for leave. This box is for documentation, and can be filled out with simple "annual" or "sick" leave descriptions. It is up to the employee if they wish to divulge into more details. There are times that may warrant details. Such an example would be when an USPS Non-Exempt Employee is claiming admin leave for bereavement, the description space requires name and relationship of the deceased.

Section 4: Signature. The document should be signed by both the employee and the supervisor. The employee may be unavailable. In those instances for the document to be valid it must be at least signed by the supervisor.

SLIDE 6

Annual Leave:

Annual leave is the leave that can be used for personal reasons. It is accrued differently depending on the pay group.

For USPS Non-Exempt, the accrual is 4 hours per pay period. On the 5 year anniversary the accrual jumps to 5 hours, and on the 10 year anniversary, as a USPS Non-Exempt employee, it jumps to 6 hours.

12 month Faculty, Administrative Professional (A&P), and USPS Exempt pay groups all accrue 6.77 hours of annual every pay period.

9 month Faculty do not accrue any annual leave.

There is a maximum amount of annual leave that can be carried over to the new calendar year. If an annual leave balance exceeds the maximum balance of 240 hours for USPS Non-Exempt employees or 352 hours for 12 month Faculty, Administrative Professional (A&P), or USPS Exempt, those hours over the max will be converted to sick leave.

SLIDE 7

Sick Leave and FMLA

- Sick Leave is used for things like illness, injury, or a doctor's appointment.
- A nice provision with sick leave is that with supervisory approval, employees may use any amount of their accrued sick leave to aid an immediate family member who is ill or injured.
- Sick leave is accrued the same for A&P, Faculty, USPS at 4 hours per pay period. There is no maximum balance for sick leave, so you can hold in your balance as much as possible.

FMLA Rights and Responsibilities

- Employees who are out for a period greater than 10 days due to a medical reason must request a medical leave of absence even if they have not been employed for a period greater than one year.
- Absences cannot be counted against employees for attendance or disciplinary purposes if the employee is entitled to FMLA.
- To be entitled to FMLA leave, each employee must be employed with the University for 1 year and have worked 1,250 hours in the 12 month period prior to their leave.
- Questions regarding FMLA and other leave types should be referred to the Human Resources – Leave of Absences & Worker's Compensation department.

SLIDE 8

Administrative Leave:

Admin Leave is not accrued by employees on a biweekly basis, but instead is granted during special circumstances. Such circumstances would include:

1. An emergency closing ordered by the President or Provost
2. Jury Duty, or
3. Bereavement for a USPS Non-Exempt employee.

There are more examples of when Admin Leave would be administered on our website.

SLIDE 9

Personal Holiday:

The Personal Holiday is only for USPS Non-Exempt

- One personal holiday will be granted to each USPS Non-Exempt employee every fiscal year. It is immediately available for use on the hire date.
- The Personal Holiday must be used on a single day of work and cannot be split and used intermittently.
- Personal Holidays are "use it or lose it". It must be used by the end of the Fiscal year, which is June 30th or it will be forfeited.
- Personal Holidays are also not rolled over to the termination leave payout.
- A brand new Personal Holiday will be issued on July 1st the next fiscal year.

SLIDE 10

Leave Payout:

Compensatory Leave Payout

USPS Non-Exempt employees will be paid for all unused compensatory leave, both overtime and/or special time.

Annual Leave Payout

- Up to a maximum of 240 hours for USPS Non-Exempt and
- Up to a Maximum of 352 hours for USPS Exempt employees is paid out

All USPS employees must attain regular status to qualify for annual leave payout. Up to a maximum of 352 hours is paid out to A&P, and 12 month Faculty.

Sick leave is not paid out until 10 consecutive years of service are completed with the UCF as a line employee. OPS years of service, or work in another state agency are not counted towards the line employment service dates. If eligible for sick leave payout, only a ¼ of the balance for a max payout of 480 hours is paid out.

Leave Payouts are processed during the second pay period after the termination paperwork has been processed.

SLIDE 11

Here are the nine official paid holidays observed by UCF. If the holiday falls on a Saturday, it is observed on Friday; and if it falls on a Sunday, it is observed on Monday.

President Hitt may approve additional "paid leave days" as in previous years. This has occurred during the Christmas and New Year's holiday like in years past.

UCF rules require you to be at work or on approved paid leave at least 50% on your normal work day prior to the holiday in order to be paid for that holiday.

SLIDE 12

The following is the navigation trail to access the Employee Self-Service link in the myUCF portal, which is very helpful for looking up personal payroll related items. Through employee self-service, an employee has access to view their paycheck, update their W-4 and direct deposit, request to have W-2 duplicated, or better yet, consent to view their W-2 online.

There are many advantages to viewing your W-2 online. You will receive your W-2 earlier, you will always have access to view it through the myUCF safe location, and finally you do not have to worry about it getting lost in the mail or sent to the wrong address.

Consenting is easy by following the next few steps.

SLIDE 13

The following screen will appear when you select the W-2 consent link on Employee Self-Service. The screen will initially say "No Consent Received." After reading the paragraph, you will need to check the box for indicating your consent to receive electronic W-2 forms. Then press "Submit". You will then see the page change your consent status say, "Consent Received".

You will need to wait until you receive your first paycheck before you can see the consent page. Once you've consented once, you will be able to see all W-2's and not need to re-consent every year.

SLIDE 14

The following is the link to the Human Resources website. From there you will have access to view the Payroll website. It is our "One Stop Shop" for all things payroll.

Forms, links, calendars, and payroll policies can be found there. If you can't find what you are looking for, try the A to Z index where everything is listed in alphabetical order for a much easier search.

SLIDE 15

The following is our directory for Payroll Services. If you have a question, the directory will guide you to the coordinator who can assist you, so give them a call. You may also submit an email to payroll@ucf.edu where a response will be made as soon as possible in accordance with the payroll operating hours which are Monday through Friday from 8:00AM to 5:00PM.

Remember we are known as Payroll Services, because we are here to serve you. So do not hesitate to give us a call or email if you ever have any questions.

Thank you, and welcome to UCF!

DRAFT

Online Orientation / Insurance / Paul Newman / December 2012

SLIDE 1

Welcome to the Benefits portion of online orientation. Today we will start out by covering the insurance options available to new employees. If you have any questions, you can always contact the Benefits section directly at 407-823-2771 or via email at benefits@ucf.edu.

SLIDE 2

Today you will learn about the insurance plans and resources available to UCF employees, the procedure for enrolling in benefits and enrollment deadlines. You will also learn about the State of Florida's third party insurance administrator—People First.

SLIDE 3

The following are the pre-tax options available to UCF employees: Health, Basic Life, Dental, Vision, Flexible Spending Accounts, Health Savings Account, and other Supplemental Insurances.

There is also a Post-tax Optional Life insurance plan offered.

All new employee insurance elections must be made through People First within 60 days of your date of hire.

SLIDE 4

The first available health coverage effective date is the 1st of the month following your enrollment through People First. For example, to receive a December 1st effective date for Health insurance, you must enroll through People First no later than November 31st.

Most likely you will pay the first month's premium via personal check or money order by mailing it to People First. This is because UCF employees pay insurance one month in advance, so depending on the timing of when you enroll, there will not be an opportunity to take insurance deductions in order to pay for your first month's coverage. After the first month, deductions will automatically be taken from your paycheck.

SLIDE 5

The way that People First and the state insurance system works is People First must receive both your portion as well as UCF's portion of your monthly premium before they will send coverage information to the insurance carriers.

If People First does not receive premiums prior to the 2nd of the month, you will receive a certified underpayment letter in the mail. Most likely, your check for premiums will have posted in the meantime, so you can call People First if you receive this letter to confirm coverage.

If you enroll towards the end of the month, be aware that there will most likely be a delay in the carrier showing you are covered. However, once the carrier receives your coverage information, it will be retroactive.

Also note that insurance carriers will mail out your insurance cards only after your coverage effective date. If you need to see a doctor, or fill a prescription, while waiting to receive the cards you can contact the carrier directly to receive your member id number over the telephone. Or you can pay out of pocket and submit a claim to your health care provider at a later date for reimbursement.

SLIDE 6

There are two types of insurance plans available and they include a PPO through Florida Blue, formerly Blue Cross Blue Shield. And HMO through either AvMed (network includes FL counties only) or Aetna, which is Brevard County only.

Regardless of the type of health plan you choose, there are two payment and coverage structures available. We will discuss the differences between the Standard option and the Health Investor Plan option, also referred to as a high deductible plan.

SLIDE 7

We will begin by talking about the Standard option pricing. You can see from the slide that regardless of whether you choose a PPO or HMO, individual coverage is \$50 a month. Family coverage is \$180 a month and includes coverage for you as the employee and one or more dependents.

The spouse program offers family coverage at a cost of \$15 per month for each spouse. Participation is voluntary and available to any married state employee whose spouse is also a benefits eligible state employee.

Also note that 9-month faculty will be double-deducted during Spring months to pay for Summer coverage.

SLIDE 8

This is a good time to discuss some of the main differences between a PPO and an HMO. You can see on the left hand side under the PPO column that you have the option to see a doctor in the preferred network or outside of the preferred network. If you go outside of the network, know that you will be paying higher out of pocket costs. Compare that to an HMO, which requires you to see a doctor in the network or else your claims will not be covered. The good thing about these HMO's, is they are considered open access. This means you do not have to receive a referral from a primary care physician before you can go see a specialist.

The PPO has co-payments, deductibles and co-insurance that apply; whereas the HMO only has a flat co-pay.

The PPO with Florida Blue, has a pre-existing condition exclusion. This means you must provide a letter of credible coverage, also known as a HIPPA statement, if you or your dependent have been treated for an ongoing health condition prior to signing up with Florida Blue. If you do not provide this, Florida Blue can potentially deny claims for this condition for up to 12 months after enrollment. Examples of ongoing health conditions are diabetes and epilepsy. You can contact Florida Blue directly for specific information. The HMO has no pre-existing condition exclusion.

All of the health plans also offer an annual eye exam, as well as some discounts on glasses and contacts.

Prescription coverage is offered through Express Scripts for 30-day retail pharmacy as well as 90-day mail order.

You will receive a separate Express Scripts card in the mail which you will need to fill prescriptions. If you are enrolled in the PPO Plan, you must fill your maintenance medications through the Express Scripts mail-order pharmacy after three fills at a retail pharmacy. Maintenance medications are typically used to treat chronic conditions that require regular or ongoing use of medicines.

SLIDE 9

Now we will talk about the Health Investor option (HIP), also known as a high deductible plan. Regardless of whether you enroll in an HMO or PPO, you can choose the HIP structure. This includes a lower monthly premium but a higher deductible. With

this plan the employee is assuming greater responsibility for their healthcare costs in exchange for paying a lower monthly premium.

In order to offer employees assistance while they are meeting the higher HIP deductible, the state also offers accounts specific to the HIP only, which are the Health Savings account and a Limited Purpose medical reimbursement account. We'll go over the differences of these accounts in the upcoming presentation.

SLIDE 10

Unlike the Standard plan, you can see from the slide that regardless of whether you choose a PPO or HMO, individual coverage is \$15 a month. Family coverage is \$64.30 a month and you will be considered family coverage if you have one or more dependents.

Spouse program family coverage remains \$15 per month if both you and your spouse work for a state of Florida agency.

Also note that 9-month faculty will be double-deducted during Spring months to pay for Summer coverage.

SLIDE 11

The bottom two rows of this chart highlight the HIP plan deductibles of \$1,250 for individual coverage and \$2,500 for family. This is in contrast to the Standard plan deductibles above which show \$250 or \$500 for the PPO. While the HMO has no deductible.

SLIDE 12

Under the Health Investor Plans, you are responsible for 100% of medical bills and prescription costs until the annual deductible has been met.

SLIDE 13

We mentioned earlier that the HIP has special accounts that are only available if you enroll in this option. The first one is a health savings account. This is an actual savings account where UCF will automatically contribute on the employees behalf regardless of whether the employee elects to contribute their own funds.

Participation is voluntary however, enrollment is recommended in order to take

advantage of employer contributions while attempting to meet the annual deductible.

SLIDE 14

Employees must take additional steps to enroll in the Health Savings account by completing an application with the Tallahassee State bank and following up to ensure the account is open.

Employees receive a debit card and checks to pay eligible healthcare expenses directly or reimburse yourself for eligible healthcare expenses and accumulated balance. Funds remaining in account at year-end roll over to future years and are portable. Note that a \$3 per month maintenance fee is charged if the balance remains under \$5,000.

SLIDE 15

The Limited Purpose Medical Reimbursement account is also associated only with the Health Investor plan and is different than the Health Savings account because the limited purpose is a flexible spending account. Flexible spending accounts require that you use the annual balance or you will lose the funds to the state. Employees receive reimbursement of flexible spending accounts by submitting copies of their receipts to the state and receiving a reimbursement check in the mail.

The contribution limit for the limited purpose account is up to \$2,500 for 2013. This particular account is designed to be used along with the health savings account. Because the health savings account covers medical expenses while the limited purpose covers all other expenses. And the funds are available immediately.

SLIDE 16

There are additional flexible spending account options for employees who are not interested in the health investor plan but instead sign up for the standard plan. These flexible spending accounts are designed so the employee can set aside money on a pre-tax basis to pay for out-of-pocket expenses.

These accounts have a use it or lose it rule so employees must use the funds by the end of the yearly grace period or they will lose the remaining amount to the state.

To file claims for reimbursement, employees incur expenses out of pocket, submit claim form to People First including receipts or use convenient debit card. Employees have the option to request an immediate effective date.

SLIDE 17

There are two types of flexible spending accounts. The first is the medical reimbursement account, also known as the MRA and the second is the dependent care reimbursement account. The MRA allows employees to contribute up to \$2,500 annually in 2013, can be used to cover eligible expenses such as co-pays, prescriptions, and dental work. It can be used with the standard health plan or by itself and the balance is available immediately.

The dependent care accounts has a maximum of \$5,000, can be used for child or elder care expenses, is available with the standard plan, the health investor plan or by itself. The balance is available for reimbursement only after the funds have actually been deposited into the account.

SLIDE 18

The eligible dependents that an employee can add to coverage include your spouse, children up to age 26, children with disabilities. Overage children can be covered up to age 30 if they meet eligibility requirements.

SLIDE 19

UCF offers a domestic partner health insurance subsidy which is a program separate from the insurance coverage offered through the state. This program is designed to assist eligible employees in same-sex domestic partnerships with paying for health insurance. The subsidy is paid to UCF employees in the form of a stipend, which does not replace or pay for eligible same-sex domestic partner's actual insurance.

The Domestic Partner program requires certification form and supporting documentation, forms are available on the HR website, and eligibility is determined by UCF HR.

SLIDE 20

There are only two ways to change insurance elections through People First outside of the new 60-day enrollment window.

First is through a qualifying Status Change such as marriage, divorce, birth of child, spouse insurance termination, etc. Employees have 60 days from the qualifying event to contact People First and make the change. The second is during Open Enrollment. Open

Enrollment is held each fall. Any changes made during Open Enrollment take effect January 1st of following year.

SLIDE 21

Life insurance options offered are basic life insurance and optional life insurance underwritten by Minnesota Life. Basic Life is a group term policy that includes accidental death and dismemberment, is valued at \$25,000 and is at no cost to the employee. Optional life insurance also a group term policy including accidental death and dismemberment, is in addition to the basic life policy and values can be chosen from 1-7 times salary. This policy requires the employees to pay 100% of the premium. All policies are available to the employee only.

SLIDE 22

Dental plan options have a later effective date than health plan options. Depending on when an employee enrolls in the plan, the effective date will be two months in the future with the coverage date being the 1st day of the month.

Example: if an employee enrolls in coverage in January, the effective date will be March 1st.

SLIDE 23

The monthly dental premium is determined by the plan as well as the coverage level. Unlike the health plans, dental coverage can range anywhere from employee, to employee + child, to employee + family.

SLIDE 24

Vision coverage is offered through Humana and there are two options to choose from. This plan would be in addition to the employee's health plan. Option 1 covers exam plus materials and option 2 covers materials only.

SLIDE 25

The monthly vision premium is determined by the plan as well as the coverage level. Unlike the health plans, vision coverage can range anywhere from employee, to employee + child, to employee + family.

SLIDE 26

Other supplemental plans available in addition to health insurance include hospitalization, cancer/intensive care and accident and disability. All of the supplemental plans require a meeting with the company representative in completion of medical underwriting forms. Once reviewed the coverage effective date will be determined by PeopleFirst.

SLIDE 27

People First is the plan administrator for State of Florida insurance.

They're responsible for Plan Enrollments, Dependent Eligibility, Qualifying Status Changes, Open Enrollment, and COBRA.

SLIDE 28

Using People First to Enroll requires a UserID and Password. This is for Online enrollment, enrolling through the Service Center, or when submitting enrollment forms.

To receive your UserID, employee information must be keyed into the UCF system. A computer file will then be submitted to People First, and then People First will mail packets (including UserID) to employee's home.

SLIDE 29

If you are a first time user in the People First system, the default password is capital "P", small case "f", followed by your birth date (month month/day day/year year). Log in and choose three security questions and then you will be prompted to create an 8-character, alpha numeric password.

SLIDE 30

Additional options available through The Gabor Agency include, Long Term Disability, Life Insurance, Long Term Care. Options are on a post-tax basis. Employees may cancel plans at any time. No annual open enrollment period.

SLIDE 31

Additional disability options through the Gabor Agency include Benefits paid after either 30 or 90 days.

Policies for employees only. This replaces 66 2/3% of salary up to \$15,000 per month. The benefit length is either when you return to work or reach Social Security Normal Retirement Age.

This includes Lifetime Benefit in the event of a catastrophic disability.

To enroll, complete application found in the brochure, submit to Human Resources. Offered Guaranteed Issue if enrolling within 90 days of employment.

SLIDE 32

Gabor also offers additional life insurance options that are separate to the state life insurance plans through people first. They offer Permanent Life Insurance, Term Life Insurance, Return of Premium Life Insurance, and Group Term Life insurance.

Permanent Life is offered Guaranteed Issue during your first 90 days of employment.

Group Term Life is offered Guaranteed Issue during your first 60 days of employment.

Policies available for employee, spouses and dependents.

All are fully portable upon termination of employment or retirement. Contact local Gabor Representative to enroll at 800-330-6115 ext. 5.

SLIDE 33

The Gabor agency offers Long term care insurance, which is coverage that provides valuable support and financial resources that help cover the cost of long term care you might need in the event of an illness, accident, or through the normal effects of aging.

Gabor offers simplified issue during your first 60 days of employment. You must be full-time and answer qualifying questions.

Options include 3 or 5 years of coverage, which is fully portable at the same rate upon termination of employment or retirement. Contact Gabor to enroll: 800-330-6115 ext. 5

SLIDE 34

Other benefits available to UCF employees include the following:

Sick Leave Pool; allows employees to pool their unused sick leave and upon depletion of their own sick annual and compensatory leave, draw leave credits from the pool. All full time and part time employees who have been continuously employed with the University for more than 1 year, and have 64 hours of sick leave, are eligible for membership.

Open enrollment for the Sick Leave Pool occurs every March and September. USPS employees enroll by submitting a USPS Sick Leave Pool Open Enrollment Application to Human Resources during an open enrollment period. Faculty and A&P who wish to enroll, should contact Barbara Davis in Academic Affairs at 407-823-1113.

Tuition Waiver; all full time faculty, A&P, and USPS employees of the University of Central Florida employed in an established position on the date fees are due, and who meet academic requirements may enroll for up to 6 credit hours of instruction without payments of the registration fee. Courses are restricted to those taken at UCF. The employee tuition waver program form may be obtained from the student accounts in room 109 in Millican Hall, in Human Resources, or from the Human Resources website at www.hr.ucf.edu

Employee Assistance Program; provided by Horizon Health, is there to help instill confidence when the stresses of life, family, and finances become too great. Employees are encouraged to learn more about the EAP and make use of this program if they or an immediate family member of their household would like professional help in dealing with a personal problem. Horizon health may be reached at 407-788-8822, or toll-free at 800-272-7252

Pegasus Perks is our employee discount program and is hosted by Abenity. It offers several discounts online, by category, and in one centralized location. You may view your discounts, print coupons and save. Register with your UCF email address at www.abenity.com/UCF

Florida Pre-paid college plan (post-tax); for more information or to enroll, contact Florida Pre-paid college plan at 800-552-4723

Health and Wellness resources; the Health Center is an in network provider for Florida Blue and also accepts AvMed and Aetna. The pharmacy and medical services are available to faculty and staff. UCF Pegasus Health is also available to members of the UCF community. It is located on University Blvd. and all physicians are faculty members at the UCF College of Medicine. The Wellness Research Center offers a workout center,

fitness assessments, fitness classes, and recipes. Membership for full time staff and faculty is free.

There is a state of the art Dental facility on the 2nd floor of the health center that is available to faculty and staff.

SLIDE 35

If you are injured on the job, you may be entitled to worker's compensation. These injuries are not covered by regular health insurance, so you will want to report any injury to OptaComp or contact our worker's compensation section at 407-823-2771.

SLIDE 36

To recap the insurance presentation, we've gone over:

Available Insurance Plans at UCF

How to Enroll

Enrollment Deadlines

People First

Insurance Resources

If you have additional questions, please contact the UCF benefits section at 407-823-2771 or benefits@ucf.edu

This information plus additional resources is also available on the human resources website at www.hr.ucf.edu

Online Orientation / Retirement / Paul Newman / January 2013

SLIDE 1

In this presentation, we will go over the available retirement plans for new employees at UCF. This includes state, or employer-funded plans, as well as employee-funded plans.

SLIDE 2

There are 3 state-sponsored retirement plans available to UCF employees; the FRS Pension Plan, the FRS Investment Plan, and the Optional Retirement Program, also known as the ORP. There is also a FICA Alternative Retirement Plan, however this is available only to Post-Doctoral associates (and all non-student OPS employees) and we will cover that in more detail later on in the presentation.

The FRS Pension Plan is a defined benefit plan that is available to USPS, A&P and faculty. The FRS Investment Plan is a defined contribution plan and is also available to USPS, A&P and Faculty. The optional retirement program is also a defined contribution plan and is only available to A&P and Faculty. By law, the ORP is mandatory for faculty in the College of Medicine.

SLIDE 3

Now we'll look at the differences between the FRS pension and investment plans. The pension plan has an 8 year vesting requirement, which means you have to work for UCF and/or any state or county agency in Florida for 8 years to qualify for a future benefit. All state-sponsored plans have a mandatory 3% contribution that the employee will see automatically deducted from their paycheck. Employees may request a refund of personal contributions after termination. However, by receiving such refunds, you will lose the retirement credit for those years of service on which contributions were made. The employer contribution to the pension plan is set by law and subject to change. The monthly benefit received upon retirement is based on a formula, which looks at the employee's age, total years of service and the average of the 8 highest fiscal years of salary earned during covered employment. The pension plan is geared towards employees who think they will be working for an FRS employer for a long period of time.

The FRS investment Plan is a defined contribution plan under which contributions are made by UCF and the employee to individual member accounts to generate funds for distribution to the member at retirement. Investments are directed by the employee, among investment products offered by the plan. The amount received at retirement is

based on contributions made and investment earnings and/or losses. The investment plan has a one year vesting requirement.

There is a mandatory 3% employee contribution, as well as an employer contribution that is currently 3.3%.

To enroll in these retirement plans, employees must return the retirement enrollment form, also known as an ORP-16A form. The deadline to enroll in these plans is the end of the 5th month from your date of hire and you will receive an enrollment packet from FRS within approximately 60 days after your date of hire.

SLIDE 4

The optional retirement program is a defined contribution plan qualified under section 403(b) of the Internal Revenue Code. Your benefit at retirement depends on the amount of money that has been contributed by you and UCF, where you have directed those contributions, and how well the investments have performed. Defined contribution plans are influenced by the economy and only the contributions are guaranteed.

Unlike the pension and investment plans, the ORP has immediate vesting. This means employees are entitled to 100% of their account balance after terminating all employment with a covered agency. The ORP employer contribution is currently 5.14% per pay period and employees are required to contribute an additional 3%. In addition, employees are permitted to match the employer contribution in a voluntary ORP account.

A completed Retirement Plan Choice Form (ORP-16) and company application from one or more of the ORP providers must be submitted to Human Resources within 90 days of your date of hire. If no election is made, the employee will be automatically be transferred to the FRS Pension Plan.

SLIDE 5

To enroll with ING, Jefferson National and/or MetLife Resources, you must meet with one of their local representatives. VALIC and TIAA-CREF offer online enrollment.

Regardless of which provider you choose, it is recommended you meet with a company representative to ensure enrollment is done timely and correctly.

SLIDE 6

If you are a re-hired employee who has previous FRS or ORP participation, there are certain rules to be aware of. The state considers you retired if you have previously taken a distribution from any of the plans. This means as a re-hired retiree, you are not eligible to participate in any state-funded retirement plans.

SLIDE 7

Enrollment in the FICA Alternative plan is mandatory and automatic for all employees who accept a Post-Doctoral associate position at UCF. The 7.5% automatic deduction is contributed to the FICA Alternative plan instead of Social Security.

Employees who were previously employed in an OPS position and contributed to the FICA Alternative Plan, who are now employed in a benefits eligible position (A&P, Faculty or USPS), are permitted to move their funds via directed rollover, into any non-ORP 403(b) within UCF's plan.

SLIDE 8

Now we will discuss employee-sponsored retirement plans at UCF. By these we mean participation is voluntary and the employee can contribute to these plans in addition to their state-funded retirement plan. Because participation is voluntary, employees can start or stop these plans at any time.

Available options include: Pre-Tax 403(b), 403(b) 7, 457 and Post-Tax Roth 403(b). Contact information for the investment companies that offer these plans is available on the Retirement page of the HR website.

SLIDE 9

The 2013 IRS maximum amounts that an employee can contribute to a voluntary retirement plan are: \$17,500 for employees who are under age 50 and \$23,000 for employees age 50 and older. Employees can contribute the IRS maximum to a 403(b) as well as a 457. For example, an employee under age 50 can contribute \$17,500 to a Roth 403(b) and an additional \$17,500 to a 457 account.

SLIDE 10

Today we have gone over the state-sponsored retirement plans as well as available

Revised 1/16/14

employee voluntary retirement plans, how to enroll in these plans, enrollment deadlines, and resources available to new employees.

If you have any questions, please contact Benefits via email at benefits@ucf.edu or visit the Human Resources website.

DRAFT

Victim Services/Bryan Williams/ January 2014

SLIDE 1

UCF Victim Services: Providing confidential services to all our UCF community members and serving all UCF campus locations twenty-four hours a day, seven days a week. Our contact information is as follows: you can reach us Monday through Friday from 8:00am to 4:30pm by calling our main office number: (407) 823-2425, or you can reach the on-call advocate twenty-four hours a day by calling our hotline number: (407) 823-1200. You can also contact Victim Services via email at askanadvocate.com .

SLIDE 2

Our services center on those who have been impacted by an act of crime, violence, or abuse. Concordantly, UCF Victim Services can provide: twenty-four seven crisis intervention; practical assistance and safety planning; reporting options for the Criminal or Civil Justice system, UCF Equal Employment Office or Human Resources; and information and referrals to on and off campus resources.

SLIDE 3

Our services center on those who have been impacted by an act of crime, violence, or abuse. Concordantly, UCF Victim Services can provide: twenty-four seven crisis intervention; practical assistance and safety planning; reporting options for the Criminal or Civil Justice system, UCF Equal Employment Office or Human Resources; and information and referrals to on and off campus resources.

SLIDE 4

In some cases, even if you have not been affected by crime personally, you may know someone who has been. As such, we encourage all of our UCF community members to be active in helping victims by: listening to someone in need; providing non-judgmental support and encouragement; and referring victims of crime to UCF Victim Services.

SLIDE 5

As previously mentioned, UCF Victim Services is available twenty-four hours a day, seven days a week. You can always reach an advocate by calling the crisis hotline at (407) 823-1200. You can also stop by our main office in Research Park. We are located at 12201 Research Parkway, Suite 450 in the University Tower building. During the

Revised 1/16/14

semester, you can stop by our on-campus outreach office Monday through Friday 10:00am to 4:30pm in the John T. Washington Center, Suite 108.

SLIDE 6

This map shows the location of both our main and outreach offices. Please feel free to contact us with any questions. We hope you enjoy the rest of your orientation and welcome you to the UCF family!

DRAFT