

Policy 5-205: Code of Conduct for Staff

I. Purpose

To describe the ideals that should guide the University's Staff Members as they carry out their responsibilities to students, faculty, one another, the institution, and the community. The statements below are intended as goals for which Staff Members are encouraged to strive and are not intended to be a basis for disciplinary action against Staff Members.¹ Rather, they are to encourage the Staff to pursue excellence as they exercise their responsibilities.

II. Commitment to Students

Staff Members are often the first contact students have with the university and thus the way in which students are treated by Staff forms a first and often lasting impression of the university. As students progress through the university, they continue to have many contacts with Staff Members, often on a daily basis. Again, the quality of the students' lives at the university as well as their feelings about the university depend to a sizeable degree on the level of service they receive from Staff. Therefore, it is important that Staff interactions with students be characterized by courtesy, respect and genuine efforts to meet the students' needs. Students can legitimately expect Staff to be knowledgeable and to provide the best possible service.

III. Commitment to the Faculty

The university's ability to fulfill its three-fold mission of teaching, research and public service depends on the quality of its Faculty and Staff. In order for the university to succeed at the highest possible level, faculty members depend on Staff to help them in countless ways. Faculty deserve and should receive the best possible support that Staff can provide in facilitating the work of the faculty. Interactions between Staff and Faculty should be characterized by mutual courtesy and respect.

IV. Commitment to Other Staff Members

The capacity of the university to succeed depends to a large extent on the presence of a capable, hardworking Staff. In recognition of Staff Members' value to the university, it is important that Staff Members treat one another with courtesy and respect. Staff Members have the responsibility to assist other Staff in their growth and development and should be willing to share their expertise in the training of Staff. They should also be ready to provide extra assistance to other Staff when needed.

V. Commitment to the University

Staff Members should continually try to improve their effectiveness and professionalism in their own positions. A Staff Member's position is one of trust and responsibility to the university community, its students, faculty, and other Staff. Staff Members should attempt to ensure that their departments are always improving and contributing to the overall excellence of the college or school and the University.

VI. Commitment to the Community

Special facilities and activities, such as University Hospital, museums, libraries, the Arboretum, athletic and theater events, draw thousands of people each year to campus from the community. These visitors should be welcomed and treated professionally and with courtesy. Staff should remember that the university is a resource for the entire community, both city and state-wide. Where it is possible to do so without unduly disrupting the regular work of the University, Staff Members are encouraged to assist in providing public service to entities in the community that may require a Staff Member's special expertise. As each Staff Member leaves the campus after work, s/he remains a representative of the University. In this role, each is encouraged to be as knowledgeable as possible about the university's programs and its value to the community and the state.

VII. Contacts

Policy Owner: Questions about this Policy and any related Rules, Procedures and Guidelines should be directed to the Director of Employee Relations for Human Resources.

Policy Officer: Only the [Vice President for Human Resources](#) or designee has the authority to grant exceptions to this Policy.

VIII. History

Editorially revised: October 11, 2011

Editorial changes were made to this document to reflect the changes in employee definitions as set forth in [Policy 5-100](#).

Approved: Academic Senate 12/6/93

Board of Trustees 1/14/94

1. Specific policies governing conditions of employment including such matters as confidentiality and conflict of interest are dealt with in other sections of the university's Policies and Procedures. For example, see [Policy 5-100](#), "Employee Relations and Organizations;" [5-111](#), "Termination of Nonacademic Staff and Disciplinary Sanctions;" and [1-006](#), "Conflicts of Interest." Copies of the Policies and Procedures are generally present in all departments and offices. However, if such is not the case, employees are encouraged to call the Director for Administrative Policies (1-3033) for assistance.