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**SAMPOERNA  
UNIVERSITY**

# **SAMPOERNA UNIVERSITY**

## **STAFF HANDBOOK**

# **2019-2020**



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## FOREWORD

Sampoerna University's educational programs are designed to prepare students to be successful adults who are capable of making meaningful contributions to their community and nation. Programs and strategies that promote access---as well as academic and personal success---are the foundation of SU operations. This Staff Handbook contains pertinent information that is current through the date of issuance.

## SCOPE

This Staff Handbook applies to all categories of employees excluding faculty. Faculty should refer to the Sampoerna University's Lecturer Handbook for information related to their employment. This handbook is designed to serve as a quick reference relating to your employment with SU. In order to remain current, the handbook treats most topics briefly and refers to other resources when applicable.

## VISION, MISSION AND CORE PRINCIPLES

### VISION

Sampoerna University aspires to foster future leaders with strong moral character and internationally competitive skills sets, enabling them to actively participate in building a more prosperous, equitable, respected, and globally competitive Indonesia.

### MISSION

Sampoerna University aims to provide students affordable access to education that meets the highest international standards. Sampoerna University offers a curriculum unique in Indonesia built around an American general education core, successfully preparing students for credential completion at Sampoerna University or for recognized transfer abroad. We also provide a full spectrum of co-curricular and pre-professional opportunities that ensure student success, preparing leaders for a global society.

### CORE PRINCIPLES

The following Core Principles guide Sampoerna University in delivering its key value proposition:

- **English Language Proficiency** as the key enabler and connector for international education.
- **Character Development** as the nurturing of self-confidence through an affirming and engaging educational experience.
- **Science and Technology** as key instruments for personal and national advancement.
- Developing **Leadership** potential as an integral part of education.
- Building an **Entrepreneurial Spirit** through industry collaborations that provide a stimulating learning environment.
- Cultivating a sense of **Social Responsibility** as a key part of our education agenda.
- **Inclusion and Diversity** – promoting secularity and tolerance to foster greater local and international ties.
- Tangible and ongoing commitment by family and community to ensure **student success**.
- Access to **Financial Assistance** and student support tools for those in need.
- **Collaboration** with best-in-class institutions to extend our reach and provide greater choice.

## STATEMENT OF NON-DISCRIMINATION

SU is committed to fostering a welcoming, affirming culture of respect and inclusion, empowering and engaging all students, faculty, and staff. The University demonstrates this commitment by integrating diversity and inclusive excellence into its organizational processes, structures, and practices. SU affirms its commitment to recruit, support and retain a diverse student, faculty and staff community that upholds the principles of Indonesia's *Pancasila* and the spirit of non-discrimination as defined by the United States' Equal Opportunity Commission.

## DISCRIMINATION/HARASSMENT REPORTING PROCEDURE

SU is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, SU expects that all relationships among persons in the office will be professional and free of bias, prejudice and harassment. Any employee or applicant for employment at SU alleging discrimination, harassment, or failure to reasonably accommodate a disability may submit a complaint by contacting Human Resources.

## BACKGROUND AND REFERENCE CHECKS

To ensure that individuals who join SU are well qualified and to ensure that SU maintains a safe and productive work environment, SU will conduct pre-employment background checks on all applicants who accept a conditional offer of employment. Background checks may include verification of any information on the applicant's resume or application form. Employment background checks apply to all employees.

## HUMAN RESOURCES POLICIES

### EMPLOYEE PERSONNEL FILES

Employee personnel files are maintained by the Human Resources Department and are considered confidential. Managers and supervisors who want to get the files may contact HR Department. A manager or supervisor considering the hire of a former employee or transfer of a current employee, may be granted access to the file. Personnel files may not be taken off campus. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

### DRESS CODE

The University has a designated uniform that is provided to all staff members. Specific policies regarding dress code may differ by unit or be updated by the leadership; all staff should consult their supervisor for the appropriate attire for the office, classroom, or University event.

### HIRING, PROMOTION AND DEVELOPMENT

The hiring process is initiated when a Unit Manager has a vacant position and completes a requisition form. The requisition form includes information related to the requirements of the job, minimum and preferred qualifications and competencies desired of candidates. HR follows up by posting the position and sourcing candidates who meet the minimum requirements detailed on the requisition form. HR assists the Unit Manager throughout the recruitment and hiring process. All vacant positions requiring external candidates are posted on the SU website. In addition, higher-level positions may be advertised through various media channels.

The University is supportive of providing opportunities for career growth for incumbent staff. The HR Department and Unit Managers actively work to identify talent and provide and support professional development designed to upgrade both skills and knowledge. Professional Development is provided internally and externally. Internal development is offered through in-house training, coaching and job shadowing. External development is available through conferences, trainings, workshops, and certification programs.

### PERFORMANCE MANAGEMENT AND SALARY REVIEW

The University has a performance appraisal cycle designed to promote communication between managers and staff. It is also designed to improve individual results and organizational performance. The Performance Appraisal Form for staff is provided by Human Resources.

#### 1. Objective Setting

The appraisal cycle starts at the beginning of each academic year with the identification of key objectives to be achieved during the academic year. These objectives form the Key Performance Indicators for each unit that are then communicated to each employee by his or her supervisor.

#### 2. Mid-Year Review

The Mid-Year Review is conducted between each employee and his/her supervisor. This includes a discussion and a review of the employee's performance and progress at Mid-Year. Prior to these meetings, managers complete a Mid-Year Review Appraisal Form that documents key elements of the discussion. At the end of the discussion, both parties sign the form to acknowledge the completion of the review.

### 3. Year-End Appraisal

The Year-End Appraisal is performed no later June 1 of each academic year. This is a final evaluation of employee performance performed by his/her respective manager. As with the Mid-Year Review, managers must complete a Year-End Appraisal Form prior to the discussion with the employee. This appraisal is designed to be a two-way communication about accomplishments, challenges and barriers to success, if any. At the end of the discussion, both parties sign the form to acknowledge the completion of the review. The result of this process is a performance rating based on key objectives and KPIs as agreed upon at the beginning of the academic year.

The performance rating categories for staff (administrative/technical professional employees) are:

- Exceeds Expectations (rating 4)
- Meets Expectations (rating 3)
- Partially Meets Expectations (rating 2)
- Doesn't Meet Expectations (rating 1)

The final performance ratings impact decisions related to compensation. It also impacts decisions related to future promotions or movement within the organization. All increases in compensation must be approved by the President of SU.

### EMPLOYEE GRADES, PAYMENT OF WAGES AND TIME REPORTING

Staff employee levels are divided into grades as follows:

| GRADE    | STAFF POSITIONS |
|----------|-----------------|
| 19       | Senior Manager  |
| 18       | Manager         |
| 17       | Manager         |
| 16       | Senior Officer  |
| 15       | Officer         |
| 14       | Officer         |
| 11 – 13  | Support Staff   |
| Below 10 | Non Staff       |

All active fulltime employees are paid monthly on the 25<sup>th</sup> of every month, or if the 25<sup>th</sup> falls on a weekend, they will be paid earlier.

All nonexempt employees must complete a timesheet for all hours worked. The timesheet must be submitted to the employee's supervisor for review prior to required submission deadlines. A work hour is any hour of the day that is worked and should be recorded accurately. The normal workday is from 8am to 5pm with a 1-hour break per day. The normal workweek covers five consecutive days beginning on Monday and ending on Friday. The workweek period is 40 hours. Nonexempt staff are expected to work during normal operating hours.

Overtime is defined as hours worked by an hourly or nonexempt employee if working beyond 5.30pm daily, but the University limits overtime work to no more than 25 hours per week. Overtime must be approved in advance by the employee's supervisor and should be recorded accurately. Generally, all instances of overtime will be processed back to the employee as compensatory time. If wages will be paid for overtime worked, this must be approved in advance by the employee's supervisor.

Exempt employees (Officer and Manager levels) are not eligible for overtime pay, but are eligible for compensatory time when they work during weekends or public holidays. Officers who work beyond 8pm are eligible for a transportation allowance.

### EMPLOYEE TRAVEL AND REIMBURSEMENT

Employees who are engaged in University business requiring travel need to submit the Travel Request Form (TRF) and get approval from their Unit Manager. The booking arrangement for transportation and accommodations will be provided by the Internal Booker. Upon returning from a business trip, employees should provide receipts for reimbursements for all eligible expenses incurred in connection with approved travel on behalf of the University. Complete employee travel policies and procedures can be found under the Business Travel Policy.

### BENEFITS

The University provides a daily lunch, a uniform, and benefits for employees according to their respective employee level.

#### Health Insurance

All full time employees will receive health insurance that covers the employee and all immediate family members in accordance with the Health Insurance policy and The Provider Agency regulations.

#### Life Insurance

All full time employees with Indonesian citizenship are granted Life Insurance, Demise Insurance, Working Accident Protection Insurance, and Retirement Insurance provided by *BPJS Ketenagakerjaan*. Non-Indonesian employees are provided with appropriate insurance coverage for their appointment status, and should confirm these benefits with HR.

#### Telecommunication Benefits

The University provides a telecommunication allowance for all employees with Indonesian citizenship.

### Child Tuition Fee Benefits

For local employees, the University provides a waiver of 50% of tuition for up to two children who enroll in Sampoerna Academy. A waiver of 30% applies for a third child and 15% for a fourth child and above.

For expatriates, the University fully covers the tuition for up to 2 children who enroll in Sampoerna Academy. A waiver of 50% applies for a third child and 25% for a fourth child and above.

### Formalities Benefits (eligible only for expatriates)

The University covers all costs associated with obtaining work permits for employees and obtaining immigration authorization for their families (a spouse and up to two children).

## OUTSIDE EMPLOYMENT

No employee is allowed to engage in any outside employment or other activity that is directly incompatible with the duties and responsibilities of the employee's position at the University, including any business transaction, private business relationship or corporate ownership that presents a conflict of interest.

The employee is not allowed to accept outside compensation for performance of University duties. This includes the acceptance of fees, compensation, gifts, rewards, gratuities, expenses or other things of monetary value that could result in preferential treatment, impediment of SU efficiency or economy, loss of complete independence and impartiality, decision making outside official channels and disclosure or use of confidential information acquired through University employment.

Employees who wish to seek/accept outside employment must complete the Employee Disclosure of Outside Employment form with approval of their supervisor and submit to Human Resources.

## PROGRESSIVE DISCIPLINE

Every employee has a duty and the responsibility to be aware of and abide by local and national laws and SU procedures. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or otherwise established duties. SU supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline practice is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline practices are designed to be consistent with our organizational values, HR best practices and all applicable employment laws.

Outlined below are the steps of our progressive discipline practice and procedure. SU reserves the right to combine or bypass steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's overall work record; and the impact the conduct and performance issues have on the larger organization. The following outlines SU's progressive discipline process:

- **Verbal Warning:** A supervisor verbally counsels an employee about an issue of concern and a written record of the discussion is placed in the employee's file for future reference.
- **Written Warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the serious nature of the written warning.
- **Corrective Action:** Further written warning that is used for behavior or violations that a supervisor considers serious or in situations when verbal and written warnings have not changed unacceptable behavior. Corrective actions are placed in an employee's personnel file. Employees should recognize the serious nature of the corrective action.
- **Disciplinary Action:** Any action taken that impacts an employee's pay or status up to and including termination of employment.

SU reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including verbal and written warnings, suspension with or without pay, demotion and discharge.

## SEPARATION OF EMPLOYMENT

**Types of Separation of Employment:** Separation of employment with SU can occur for several different reasons.

- **Resignation:** Resigning employees are encouraged to provide one month's notice in writing to facilitate a smooth transition out of the University. If an employee provides less notice than requested, the employer may deem the individual ineligible for rehire depending on the circumstances regarding the notice given.
- **Retirement:** Employees who wish to retire are encouraged to notify their supervisor and Human Resources as soon as it is determined, or at least one month's notice in writing.
- **Job Abandonment:** Employees who fail to report to work or contact their supervisor for five (5) consecutive workdays shall be considered to have abandoned their job without notice, effective at the end of their shift on the fifth day. The supervisor shall notify Human Resources no later than the end of the first workday of an employee not reporting to work and providing notice for the purpose of officially contacting the employee. Human Resources is responsible for making official notification to the employee. In the

event the employee does not respond, Human Resources may pursue corrective action, up to and including termination, consistent with applicable labor laws. Employees who are separated from employment due to job abandonment are ineligible for rehire.

- **Termination:** Employees of SU are employed on an at-will basis and SU retains the right to terminate an employee at any time in accordance with any applicable labor laws.

## RETURN OF UNIVERSITY PROPERTY AND SEPARATION

An employee who separates from the organization must return all University property at the time of separation, including uniforms, keys, laptops, identification cards and any other University property they have in their possession. The separating employee shall contact Human Resources as soon as notice is given to schedule an exit interview. The interview should be on the employee's last day of work but may be scheduled on an alternate date as mutually agreed upon. Unused accrued annual leave and applicable sick leave for employees who are resigning or retiring will be paid in accordance with applicable labor laws. Health insurance and employee benefits terminate on the first day of non-employment with the University.

## WORKPLACE SAFETY

### DRUG-FREE WORKPLACE

SU is committed to provide a safe and productive working environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, SU is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in any space operated by SU. Observance of this policy is a condition of employment and violation of such will subject the employee to appropriate disciplinary action which may include termination.

Individuals who violate the Drug-Free Workplace policy may also be subject to penalties, including arrest, under Indonesian law.

### WORKPLACE BULLYING AND/OR HARASSMENT

SU defines bullying and harassment as inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.

Workplace bullying and/or harassment will not be tolerated and those employees found to have committed these actions in the workplace are subject to disciplinary action up to and including termination or dismissal from employment. This applies to all employees.

Bullying and/or harassment may be intentional or unintentional. However, it must be noted that where an allegation of bullying and/or harassment is made, the intention of the perpetrator(s) is irrelevant and will not be given consideration when determining discipline. It is the effect of the behavior upon the individual that is important.

The following types of behavior are examples of bullying and/or harassment:

- **Verbal Bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using the person as a subject of jokes; abusive and offensive remarks. This includes repeated, harmful comments made to or about a person by one or more other people.
- **Physical Bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's work area or property. This includes any repeated, physically aggressive actions toward a recipient.
- **Cyber Bullying:** Using digital means, such as the internet, cell phones or other devices to bully someone.
- **Sexual Harassment:** Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when either:
  - » The conduct is made as a term of condition of an individual's employment, education, living environment or participation in the University community.
  - » The acceptance or refusal of such conduct is used as the basis or a factor in decisions affecting an individual's employment, education, living environment, or participation in the University community.
  - » The conduct unreasonably impacts an individual's employment or academic performance or creates an intimidating, hostile or offensive environment for that individual's employment, education, living environment, or participation in the University community.

### SMOKE-FREE WORKPLACE

Smoking is not permitted in the following areas:

- Campus owned or leased buildings
- Within 7.5 meters from an exit, entrance or open window of a campus owned or leased building
- Campus vehicles, including automobiles, shuttles, trucks and vans.

There are designated areas where smoking can occur within the L'Avenue Building Complex.

## EMERGENCY PREPAREDNESS

SU complies with all relevant institutional, industrial and governmental regulations and policies regarding health, safety and security procedures. It is our goal to provide a safe, secure and healthful learning and work environment for the University and its guests. Plans have been developed to promote the health and safety of the University community in cases of accidents, fires, natural disasters, and other emergency events.

Plans are reviewed annually by an ad hoc committee of employees and updated as needed. In addition, changes are made whenever changes are made by relevant governmental or regulatory bodies.

### EMERGENCY NOTIFICATION

All students, faculty and staff subscribe to the Emergency Notification System (ENS) and receive email alerts in the event of campus-wide emergencies or incidents. These same notifications are also posted on the SU website and distributed via Instagram. All students, faculty and staff are responsible to ensure that their contact information is up-to-date and accurate. In addition, emergencies requiring the evacuation of SU facilities is also broadcast over a campus-wide public address system.

### SAFETY RESOURCES

Academic program specific safety resources such as sharps disposal, material safety data sheets, biological pathogen disposal kits, eye protection, hand protection, hearing protection, eye wash and safety shower stations are located in the appropriate areas. The University is serviced by overhead sprinklers to assist with fire mitigation. Evacuation maps and first aid kits are also available on each floor. The campus is currently served by two health clinics staffed by professional medical personnel.

### EMERGENCY PROCEDURES

#### Fire

During orientation each semester, all faculty, staff and students are notified of fire extinguishers, fire hoses, emergency exits and manual alarm systems across campus and how to use them. Specific training is provided to Safety Captains who are on duty on each floor. Safety Captains receive specific training regarding the use of fire extinguishers and/or hoses, assessing a fire hazard, and notifying emergency officials.

The main building has an active fire control detection and suppression system. Signs of an active fire (smoke, gas odors, and/or increased room temperatures) automatically activates the fire alarm. In addition, there are manual station alarms located throughout the campus that can be activated by breaking glass and pulling the alarm.

If a minor fire appears controllable, General Affairs should be immediately notified. The individual or local Safety Captain should then promptly direct the charge of the fire extinguisher or water from the fire hose toward the base of the flame.

If the fire appears uncontrollable and poses a threat to health and safety, General Affairs should be immediately notified to request that the building evacuation alarm be sounded (if the automatic system has not previously sounded). All rooms should then be evacuated, closing all doors to confine the fire and reduce oxygen. Doors must not be locked upon exit. Once the building evacuation alarm is sounded, the nearest Safety Captain will be mobilized to assist with the evacuation of their area by directing people to safety exits. Additional help will be provided to any handicapped individuals that require assistance. If a smoke event exists, the Safety Captain will remind everyone to stay as close to the floor as possible during evacuation. Evacuees will muster at three designated safety muster points located in outside areas clear of hazards.

Individuals will not return to the buildings until an "all clear" has been given by Emergency Responders or University officials.

Notes: 1) If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a signal for the rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews. Do not panic. 2) After any evacuation, report to your designated campus assembly point. Stay there until an accurate headcount is taken.

#### Earthquakes

When an earthquake is detected, take cover under a desk, table or in a doorway; or stand close to the wall in a hallway. Stay away from windows or objects that could break or shatter. Wait approximately two minutes after tremors stop OR until the building evacuation order is given and then evacuate as per fire evacuation instructions.

#### Medical Emergencies

Student illnesses or minor emergency medical care requirements should be reported to the nearest faculty or staff member. These problems will be resolved by utilizing first aid kits or a referral to one of the health clinics. No medical care will be administered by faculty or staff (other than trained medical professionals assigned to the clinics). If a serious or life threatening medical emergency exists, immediately call 112.

#### Behavioral Disturbance

A behavioral disturbance can be either verbal or physical. Everyone is to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

Individuals who are a victim of or a witness to an on-campus offense should avoid placing himself or herself at greater risk. They should report any suspicious behavior or offense to a faculty or staff member as soon as possible and report the incident using the Incident Report Form. If you observe a criminal act, notify General Affairs.

If you observe someone appearing to be threatening with a weapon, explosive, or other dangerous device that could potentially threaten lives, notify General Affairs (GA) immediately. GA will notify security to secure the situation and notify local police. If there is a direct exit away from the event, use it. Do not enter hallways and do not pull the fire alarms. If a direct exit is not immediately available, follow lockdown in place procedures. Move to a classroom or office, lock the doors, make sure the lights are turned off and stay clear of doors and windows. When security and/or police officials arrive, follow all instructions. Remain in lockdown until security or campus officials provides an all clear signal.

## WORKPLACE EXPECTATIONS

### CODE OF ETHICS

Confidence in the integrity of Sampoerna University demands that all employees demonstrate the highest ethical standards at all times. Those who serve the University should do so with integrity and honesty, and should discharge their duties in an independent and impartial manner. Any effort to realize personal gain through his/her official capacity, other than through compensation through established processes, or disclosures of confidential information, is a violation of the public trust. External obligations, financial interests and activities of each employee must be conducted so there is no real or perceived conflict or interference with the employee's primary obligation and commitment to SU.

All employees of SU:

1. Shall serve the University community with respect, concern, courtesy and responsiveness;
2. Shall demonstrate the highest standards of personal integrity, truthfulness and honesty and shall, through personal conduct, inspire public confidence and trust in the University;
3. Shall not use his/her official position to bestow any preferential benefit on anyone related to him/her by family, business or social relationship;
4. Shall not disclose or use or allow others to use confidential information acquired by virtue of their employment for private gain;
5. Shall not perform work for individual benefit when the work in question falls within the regular assignment of the individual;
6. Shall not engage in outside employment unless: (1) the outside employment is disclosed to the employee's immediate supervisor; and (2) the outside employment does not interfere with the performance of University duties;

7. Shall not use University time, property, equipment or supplies for personal benefit or the benefit of outside employers or activities;
8. Shall not assist any person for compensation or a contingent fee in obtaining any contract, claim, license or other economic benefit from the University;
9. Shall not knowingly engage in any activity or business that creates a conflict of interest or has an adverse effect on the confidence of the public in the integrity of SU.

### CONFLICTS OF INTEREST---RELATIONSHIPS

Employees of SU shall not engage in any activity or relationship that places them in a conflict of interest between their official activities and any other interest or obligation. All University activities are to be conducted in a manner that is free of real or perceived conflict of interest or favoritism. A conflict of interest requires all employees to disqualify themselves from participating in a decision when a personal interest is present. In addition, employees shall avoid any relationship, influence or activity that may adversely affect or give the appearance of adversely affecting an employee's independent judgment in making decisions related to their job. Certain activities create a conflict of interest or appearance of favoritism unless they are properly disclosed, approved or managed. These activities can be undertaken only after appropriate disclosures, approvals or management in accordance with this procedure.

University standards for employment decisions such as hiring, promoting, reappointing, evaluating, awarding salary and terminating employees are based on qualifications for the position, ability and performance. Educational decisions are based on academic performance and conduct. This procedure is intended to reinforce the University's commitment to employment and educational practices that create and maintain constructive working and educational relationships, and which reflect the University's commitment to employment and educational practices that are fairly, efficiently and consistently applied.

## INFORMATION TECHNOLOGY

Sampoerna University, as an employer and owner of the computer system, possesses authority to restrict the electronic communication technology use of its employees and students in their capacity as employees and students.

The University may monitor access to the equipment and networking structures and electronic communication system for the following purposes:

1. To ensure the security and operating performance of the systems and networks.
2. To review employee performance.
3. To enforce University policies.

Electronic communications includes but is not limited to email, internet services, web pages and computer use.

### ELECTRONIC COMMUNICATION USE GUIDELINES

Resources should be used in a manner consistent with the administrative, instructional, educational and research objectives of the University.

Following are examples of prohibited use of SU computers, email and internet:

- Sending or storing mail judged to be obscene, known to be false, harassing or otherwise abusive or transmitting to others, in any location, images, sounds or messages which might reasonably be considered harassing.
- Initiating or propagating chain letters.
- Attempting to forge electronic mail messages or using someone else's email.
- Creating or willfully disseminating computer viruses.
- Copying copyrighted material (such as software), except as permitted by law or by contract with the copyright owner.
- Accessing, downloading, printing or storing obscene, sexually explicit images, text, or services on University owned computers.

### SANCTIONS

Inappropriate use of electronic communications, including email and internet, may be grounds for disciplinary action. Violations of this policy may result in penalties ranging from reprimand, loss of access, suspension or dismissal.

### FERPA (FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT)

Sampoerna University complies with FERPA regulations related to the use of student academic records. Student academic records are considered confidential and may not be released without the written consent of the student. Employees have access to student information only for legitimate use in completion of their responsibilities as a University employee. "Need to know" is the basic principle of a legitimate educational interest. If employees are ever in doubt, they should not release any information until they speak to the Office of Student Success or the Registrar.

Some information is considered public and may be referred to as "directory information." This information can be released without the student's written permission. "Directory information" includes: name, dates of attendance, degrees and awards received, major

program, participation in officially recognized activities and sports, University issued student email account and most recent educational institution attended. However, the student may opt to consider this information confidential as well.

The following is considered private and should not be posted, displayed or made available to the general public or other students, even if they are in the same class:

- Grade sheets
- Anything containing a student ID#, student ID, GPA or grade
- Any information that would personally identify the student
- Class lists

Employees will not:

- Use any portion of a student ID# in any public way
- Speak to any third party, even a parent, about a student's progress, attendance or grade. All such requests should be made to the Office of Student Success or the Registrar to obtain a signed release.
- Provide anyone with lists of students enrolled in classes for any commercial purpose.
- Provide anyone with student schedules, addresses and phone numbers or assist anyone other than University employees in finding a student on campus.

**Sampoerna University**

**L'Avenue**

Jln. Raya Pasar Minggu, Pancoran,  
Jakarta Selatan, Indonesia