

**Iowa Small Business Development Center  
State Office Employee Handbook**

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December, 1998



Dear SBDC Employee:

I would like to take this opportunity to welcome you to the Small Business Development Center. We are pleased to have you aboard.

The SBDC is an ever changing and growing organization. The SBDC strives to deliver top quality service, programs and products to our customers. In order to do that, we need staff, like yourself, to help us carry out our mission and vision. As we move into the technology age, the demands of small businesses in Iowa and around the country change at an amazing rate. I challenge you to be a visionary and rise to the occasion, making the only constant your ever-increasing knowledge of business and its implementation.

We will orient you to the SBDC and to our culture. We will provide you with the tools you need to get the job done. We will provide you with the opportunity for personal development. All we ask in return is that you continue to learn and to pass on that knowledge and skill, whether it be to the next employee or to our staff or clients.

Remember to have fun, and WELCOME!

Crista Walsh

Manager, Information Systems and Communications

*“To attain excellence, you must care more than others think is wise, risk more than others think is safe, dream more than others think is practical.”*

*-Anonymous*

# **Section I**

## **Overview of the SBDC**

*“Whatever you vividly imagine, ardently desire,  
sincerely believe, and enthusiastically act upon,  
must inevitably come to pass!”*

### ***Mission Statement***

The mission of the Iowa Small Business Development Center is to provide the highest possible quality management and technical assistance to pre-business and existing for-profit private sector businesses. The statewide program will have a beneficial impact on the economy as evidenced by employment, sales, profits, and taxes.

### ***SBDC Vision***

By the end of July, 2000, Iowa SBDC will have achieved this status:

Iowa SBDC will be Iowa's expert on small business.

Iowa SBDC will be the leader in small business services.

Iowa SBDC will be important to every Iowa small business.

In order to achieve this vision, SBDC will grow, and its systems will change.

### ***SBDC System Goals***

To develop and express a clear understanding of the needs of Iowa small businesses.

To establish a program of SBDC services which addresses the needs of small business.

To make a plan of operational and financial strategies to deliver the SBDC program.

To develop measurement systems that will gauge our progress.

To develop communication systems to indicate necessary adjustments as needs and resources change. SBDC's Executive Information System, including components for financial information and controls, activity planning and reporting, and our Web Site IOWASBDC.ORG, plus the IOWA BUSINESS NETWORK will be utilized to best advantage in this effort.

## **Section II**

# **Guidelines, Policies, and Procedures**

*“Nothing Great was ever done without enthusiasm”*  
*-Ralph Waldo Emerson*

There are two basic qualities we expect from every SBDC employee in all levels of the operation:

**Honesty ... Complete and Unconditional**  
There is no such thing as being “kind of” honest. We believe our employees are honest, and we know everyone appreciates working in an environment of trust.

**Respect for SBDC Employees and Property**  
If we treat all co-workers and property with respect, the work environment will remain enjoyable and our property and equipment will have a longer life.

***Equal Employment Employer***

The SBDC is a department of Iowa State University and fully adheres to the University’s Nondiscrimination and Affirmative Action policy.

If you require special working conditions, please discuss this with your supervisor during orientation.

***Employee Status***

All employees are hired under a 90 day orientation period. During this time, your attitude, dependability, and overall job performance will be monitored by your supervisor. You will receive training and direction which will help to increase your job knowledge and proficiency. Do not hesitate to ask your supervisor any questions you may have regarding any aspect of your position. A copy of your job description is included in Appendix C.

***Student Status***

Full time students who are hired are not allowed to work more than 20 hours a week during the academic year. During academic breaks and summer term, students are allowed to work 40 hours a week. Student employees are hourly employees. Hourly employees are allowed to work a maximum of 780 hours per year as non-student, non-ISU employees. All overtime must be authorized in advance.

***Merit Staff***

Full time staff hired under the Merit classification must adhere to the University policies and procedures for Merit Staff.

***Professional & Scientific***

Full time staff hired under the Professional and Scientific classification must adhere to the University policies and procedures outlined for Professional & Scientific staff.

At the time of hiring, it will be discussed with you your classification. You will receive an orientation, if applicable, from the University that will be specific to your classification.

International employees must have the appropriate authorization to work in the State of Iowa and Iowa State University.

### ***Dependability***

Each of us has certain responsibilities in our respective positions. As a reliable and dependable employee, you should always arrive at your scheduled time, ready to work.

If you find that you are unable to work during a scheduled period, it is your responsibility to notify your supervisor.

### ***Orientation***

You will spend your first day on the job completing orientation with your supervisor. The orientation session is meant to review the procedures and policies outlined in this handbook, give you background on the SBDC and review your job description and initial projects. You will be given an orientation schedule, which will designate times for you to meet with all the state office staff on a one to one basis and all training sessions required. Your hours of work will also be scheduled on this day. Any paperwork that has not been previously completed will be finished at this time. You will be introduced to all staff members and given a tour of the office.

Each new employee will be assigned a mentor. The mentor is meant to provide continuous direction and training once the orientation process is over.

Employees will go through a benefits orientation when they join the university for the first time. At this time, options for the following items will be discussed with you.

- Insurance Programs
- Retirement Programs
- Salary Administration

### ***Hours of Work***

The hours of operation for the SBDC is 8:00 a.m. to 5:00 p.m., Monday through Friday. The office is closed for all University holidays. (See Appendix A for a list of holidays.)

### ***Vacation***

Employees are given vacation based on their university classification. A vacation request card must be submitted to your supervisor for approval. (See Appendix A for a sample.)

Hourly employees are allowed to take two weeks off, unpaid. Arrangements should be made with your supervisor as far in advance as possible for time off. You are encouraged to make up the hours you will miss within the same pay period. Your schedule should reflect your daily activity.

### ***Sick Leave***

Employees are given sick leave based on their university classification. A sick leave card must be submitted to your supervisor for approval. (See Appendix A for a sample.)

Hourly employees are allowed to take two weeks off, unpaid. All employees must notify their supervisor if they will not be in for scheduled hours of work. Hourly employees are encouraged to make up the hours missed within the same pay period.

***School Leave***

Student employees should know that the SBDC realizes that their number one priority is school. The SBDC is flexible and will work around your student priorities. You should let your supervisor know as far in advance as possible and make sure your schedule reflects your daily activity.

***Bad Weather***

If the weather prohibits you from traveling to work, you should call your supervisor and let them know of your situation. Supervisors will deal with individual situations as they arise.

***Holidays***

In Appendix A, you will find a list of the days that are official university holidays. The SBDC is closed on university holidays.

In Appendix A you will find a list of university breaks. Students are expected to make arrangements for their schedules with their supervisor prior to the break.

***Other Leave Policies***

For any of the following types of leave, the SBDC follows the university policy and procedures. For hourly employees, please speak with your supervisor should you need to take such a leave. Arrangements will be made, if possible, on an individual basis.

- |                           |                      |
|---------------------------|----------------------|
| Bereavement/Funeral Leave | Family/Medical Leave |
| Emergency Leave           | Military Leave       |
| Maternity Leave           | Jury Duty            |
| Adoption Leave            |                      |

***Professional Development Planning***

At the SBDC, it is our intention to hire top employees and to continually develop their skill and performance.

You will have an initial evaluation of your performance after 90 days. Following your first evaluation, you will have additional evaluations every three months. A date for the evaluation and a proposed agenda with action items will be distributed one month prior to the meeting.

Salary increases for hourly staff will be discussed in the evaluation process after six months of employment. You will receive a confidential copy of the Hourly Employee Action Sheet (See Appendix A).

If special achievements or goals are reached prior to the planning session, Certificates of Achievement will be distributed.

The SBDC likes to promote from within, however, is required to follow the hiring policies of ISU.

### ***Telephone Procedure***

All employees may be required to answer the telephone from time to time. There is certain protocol that must be followed. The phones should be covered, unless absolutely necessary, from 8:00 a.m. to 5:00 p.m.

When answering an incoming call, greet the caller with the following message; “Small Business Development Center, this is <Your Name>....

If the caller is asking for a state office employee, ask who is calling and then place the caller on hold. Page the employee and see if they are available to take the call. If yes, tell them what line and they will pick up the call.

If the employee is not available, ask if you can take a message. Send the employee an electronic message via interoffice email with the following in the subject line, MSG from <Callers Name>, with the number and the message in the body of the message. If the employee is out of the office, make sure that the appropriate support staff is copied on the message.

You will be shown how to operate the phone during the orientation process. There are instructions available in the directories that can be found in the MIS room, the communications coordinator’s workstation, or at either administrative assistant’s workstation. To dial out, you must select a line, one through five. There are also speed dial numbers programmed into the system for all subcenters and common numbers called. There is a speed dial directory at each phone.

If a caller is wondering how they can receive the services of the SBDC, ask them where they are calling from. Get their county or the city and determine what subcenter is closest to them. The directories available in the MIS room, the communications coordinator’s workstation, or at either administrative assistant’s workstation contain lists of all Iowa towns and counties and what center is responsible for that area.

If someone is calling from out of state, refer them to the state SBDC in their area. The directories available in the MIS room, the communications coordinator’s workstation, or at either administrative assistant’s workstation contain an ASBDC directory listing of the main number for each state.

Personal phone calls are permitted, however, you are encouraged to make/take them during your breaks. If you make long distance phone calls from the office you are required to pay for them. A copy of the invoice will be circulated throughout the office every month. Simply initial next to your calls and put the appropriate amount in the

envelope. You are welcome to give out the 800 number for the SBDC; however, those calls should be noted and paid for via the monthly invoice as well.

### ***Subcenter Contacts***

A list of the contacts for all SBDC subcenters is available in directories that are located in the MIS Room, at the communications coordinator's workstation, and either of the administrative assistant's workstations

### ***Parking***

There is ample parking in the upper parking lot. At orientation, you will be shown how to access the lot from our office. At orientation, you will need to give the following information for your car that it does not get towed; make, model, year, color, license plate number, and county. The Personnel Information Form will collect all this information. (See Appendix C.) You are permitted to park in the parking lot all day, Monday thru Friday; however, evening and weekend parking is only permitted if you are in the office. The lower lot is reserved for building guests and visitors and should not be used by employees.

### ***Bike Storage***

If you ride your bicycle to work, there is a bike rack located in the front of the building. All bikes are to be locked up outside and should not be brought into the building.

### ***State Car***

The SBDC has access to a University owned state car. It is parked in the lower parking lot and should remain there as the parking lot is lighted for security purposes. At orientation, you will be asked to complete a form that will be kept on file with the university once you have been approved to drive. (See Appendix C.)

If you will be using the state car, you need to check the ADMIN schedule and determine if anyone else has it scheduled for use.

### ***Dress Code***

The SBDC dress code is business casual. Clothes that are seen as promiscuous or flashy should not be worn to the office. Inappropriate dress will be addressed on an individual basis by your supervisor.

For students who attend classes between their work hours, there is some flexibility. We ask that you use your best judgement. Keep in mind that business professionals come and go from our office regularly.

### ***Tabacco Policy***

The Chamberlain building is a smoke free environment. If you smoke, you are asked to do so outside in the lower parking lot. There is an ashtray available there. You are asked to take your cigarette breaks at your regularly scheduled break time.

The use of chewing tabacco is prohibited in the office.

### ***Payroll***

Hourly employees are required to complete a time sheet twice monthly. The first time sheet should be completed for hours worked the 1<sup>st</sup> through the 15<sup>th</sup>. It should be turned in to your supervisor on the 15<sup>th</sup> of every month. The second time sheet should be completed for the hours worked the 16<sup>th</sup> through the end of the month. It should be turned in to your supervisor on the last day of the month. Your supervisor will approve the time sheet and forward it to the accounting office. You will be given an electronic copy of the timesheet during orientation. It should be completed and printed to turn in to your supervisor. (See Appendix A.)

Hourly employees are then paid twice monthly. You will receive a check at your home address.

During the orientation process you will be asked to sign up for the university payroll. You must do so in the Human Resources office located at 16 Beardshear. You are not permitted to be paid until you are registered with the university.

### ***Lunch Hour/Breaks***

Hourly staff receive an hour and ten minutes for lunch. They also receive a 15 minute break after working for two consecutive hours. You can take your break or lunch hour in the conference room if it is not being used.

### ***Pop and Snacks***

The SBDC maintains a refrigerator of pop in the back office. Put \$.50 in the can in the refrigerator. There is also juice available for \$.75. Make sure and replace the can you took out with a warm can off the shelf.

The money received from the pop fund is used to keep the refrigerator stocked, supply birthday cards, and hold various office functions.

The SBDC has a service that maintains a candy box in the back room. Place \$.50 in the candy box money slot.

Pop and snacking are permitted at your workstation, however, you are encouraged to remember that we are all working with computers which can be easily damaged by either.

The refrigerator in the back office can be used to store any personal items. Please remember to keep the refrigerator clean.

### ***Mail***

The SBDC receives both campus mail and US mail. The mail will be sorted and put in your bin. Bins for all hourly staff are located in the back office. Your bin should be checked daily. If you want your mail opened or stamp dated, please discuss with your supervisor so arrangements can be made.

When mail needs to be routed and shared with all members of the office, a routing slip will be placed on the item. The routing slip will contain a check next to everyone who needs to see the item. You should read the item, initial next to your name and route it to the next person. If you are the last person, the routing slip will tell you who the item should be returned to. A sample routing slip appears in Appendix A.

If you need to send personal mail, it must have a stamp and it can be left in the bin on the Communications Coordinator's workstation. The mail carrier will take the mail from the bin.

If you need stamps for your personal mail, they are available in the petty cash drawer. The administrative assistant's or a supervisor to get you what you need.

If you need to send out mail for the SBDC, the item must be in an SBDC envelope and must be placed in the outgoing campus mail bin. The item must contain a card with the SBDC account number on it, the class of the item being sent, today's date, and your signature.

If you are sending out mail to a department on campus, it can go in a recycled campus envelope and in the outgoing campus mail bin.

If you need to send mail to a subcenter, use the center bin for distribution. The center bins are emptied and mailed on a weekly basis. If it is urgent, send the mail through outgoing US mail.

There are labels in the back room for common campus address, all subcenters and return labels for the state office.

If you need to receive information back from a contact, there are return envelopes that can be mailed out. These should be used wisely as they cost the SBDC.

This process will be reviewed with you during orientation.

### ***Travel***

If you travel for business, your expenses incurred are reimbursable. If you drive your own car, pay for parking, travel during a meal, stay in a hotel or fly somewhere, are all reimbursable. You should always get receipts! The forms are available on the ISU web site, [www.iastate.edu](http://www.iastate.edu), under faculty and staff university forms or available from accounting. Your supervisor must approve the expenses and it must be logged by the accounting office. Appendix A contains some policy information and a mileage guide.

### ***Personnel Information Form***

During the orientation process, your personal data will be collected and distributed to the appropriate support staff and University departments. It will not be released to anyone outside the department or university without your permission.

If you have a change in any of your personal data, please notify your supervisor so they can let the appropriate support staff know.

At any time, you have access to your own personnel file at the SBDC or the University. Contact your supervisor to make arrangements.

***Personal Property***

Your personal property should be kept at your work station. There is a coat rack in the back room that is available for use.

***Bulletin Board***

There is a bulletin board available in the back room over the copy machine. It is changed on a regular basis. Employees are invited to contribute to the board.

***Document Retention***

All project documentation should be kept for a lifetime.

All accounting paperwork should be kept for a lifetime.

All MIS/Training reports should be kept for 3 years.

Email messages sent to office staff should be kept for one month and then may be deleted.

***Services Available to the SBDC***

Because the SBDC is a university department, we have access to several services of the university.

- |                                      |                             |
|--------------------------------------|-----------------------------|
| Administrative Data Processing (ADP) | Affirmative Action Office   |
| Bookstore                            | Central Stores              |
| Computation Center                   | Credit Union                |
| Employee Assistance Program          | Identification Cards        |
| Iowa State Center                    | Key Service                 |
| Library                              | Media Resources             |
| Memorial Union                       | News Service                |
| Occupational Medicine                | Parking and Traffic         |
| Personnel Office                     | Training and Development    |
| Photo Service                        | Postal and Parcel Service   |
| Printing Department                  | Public Safety               |
| Purchasing Department                | Telecommunications Services |
| Transportation Services              | Women's Center              |

***Separation Procedures***

If you decide to leave the SBDC on a voluntary basis, you are asked to update your supervisor on the status of all work and projects. Your work area will be gone through and overviewed. You will be asked to answer some exit interview questions. Time permitting, you will be asked to mentor your replacement.

If you are leaving the SBDC involuntarily, your work area will be inventoried and your personal belongings will be sent to you. You will be given an exit packet of information that contains all necessary information regarding status of benefits, final paycheck and any future action that will be taken.

If you retire from the SBDC, the ISU policies and procedures will be followed.

If the SBDC should be reorganized or your position should be discontinued, the ISU policies and procedures will be followed.

Should the ISU work force be reduced, the ISU policies and procedures will be followed.

#### *Non-Compete/Trade Secrets*

Several of the projects that the SBDC has developed are considered intellectual property. It is expected that these projects will remain confidential when your employment has been terminated.

#### ***Safety Procedures***

##### *Ergonomics*

The SBDC will work to ensure that all workstations are ergonomically correct. Please discuss any special needs with your supervisor. See Appendix A for recommendations.

##### *Training*

Employees will be given training on any equipment that they will be required to operate. Please notify your supervisor if you feel additional training is required.

##### *Employee Incident*

If there should be an accident, an act of violence or theft that occurs at the SBDC, an ISU Employee Incident Report must be completed and turned in to your supervisor. (See Appendix A) The incident should be discussed with your supervisor as soon as possible in case further action is required.

If the office is broken into, make sure the premises are safe and call the police. If possible, notify your supervisor.

##### *First Aid/CPR*

There is a first aid kit available in the supply cabinet in the MIS room. If an accident occurs, if there is any doubt about the severity of the injury, call 911. Several staff members, see Appendix A for a list, are certified in CPR and first aid and can help in case of an emergency.

Remember that you must select a line when dialing out and then 911 can be dialed directly.

### *Fire Procedures*

In case of a fire, exit to the door at the north of the building, facing Chamberlain. If the exit is blocked by the fire, exit through either of the lower level doors on the south side of the building. If available, a supervisor should be notified in case of fire so that he/she can ensure all employees in the entire building are notified. The person who discovers the fire should notify all employees in the office and then exit the building and call 911.

If a fire extinguisher can be used, it is available in the back hall between the restrooms. You will be shown the location at orientation.

Once it is safe to return to the building, the office staff should evaluate all damages.

If a fire should occur during non-working hours, your supervisor will notify you of working conditions.

### *Natural Disaster*

In case of a natural disaster, seek shelter in the conference room. If time permits, all computer equipment and lights should be turned off.

If a natural disaster occurs during non-working hours, your supervisor will notify you of working conditions.

### *Securing the Premises*

The last person to leave the office in the evening should make sure that all doors are locked. This includes the north internal and external doors, the south internal door and the south external doors. All equipment and lights should be turned off and the answering machine turned on.

Student employees should not be left alone unsupervised in the office for safety reasons.

### *Lending Library*

The SBDC has an extensive library of materials that are available for its clients. All staff members are able to borrow materials from this library at any time. Check the materials out with the Manager, Information Systems and Communications.

### *Supplies from the SBDC*

If you need to purchase paper or envelopes, or need to make personal copies or faxes please pay the prices below to the administrative assistant.

Manila envelope	.11
Paper	.02
Photocopies	.03
Faxes (to send)	.05
(to receive)	.15
Special paper	.05

### ***Community Involvement***

Iowa State University is a very vibrant and exciting community. The SBDC strongly encourages all employees to become involved in the community. There are many events, athletics, lectures, museums, music and theatre. For more information, visit with your supervisor.

### ***Interoffice Communications***

You will be given interoffice email access via Microsoft Outlook. This should be checked daily for important messages and assignments.

You will also be given a schedule which should be updated with your daily schedule via Schedule Plus.

The SBDC also has an forum and discussion area via the Business Answer Center on the Iowa Business Network, [www.iabusnet.org](http://www.iabusnet.org).

You will be given a password and the necessary training at orientation.

## **Section III**

# Professional Policies and Procedures

*“In the field of observation, chance favors only the prepared mind.”*  
*-Louis Pasteur*

The SBDC is a department of Iowa State University and fully adheres to the University's policies and procedures in the following issues:

Statement of Ethics  
Sexual Harassment  
Nepotism  
Conflict of Interest  
Gifts Solicited or Accepted  
Uniform Rules of Personal Conduct

If you would like further reference information, please see your supervisor and they can direct you to the proper resources.

### ***Code of Computer Ethics***

The SBDC follows the ISU computer code of ethics. After orientation, you will be asked to provide a list of your passwords to the Manager, Information Systems and Communications. It is for security purposes only and will be kept in confidence.

### ***Open Door Policy***

The SBDC will always endeavor to communicate our expectations, to provide you with the training you need to feel satisfied in your job, and to "leave the door open" when you have problems at work. No member of management is too busy to listen to your work-related challenges or concerns. When you have a concern:

*First:* Tell your supervisor. Feel free to talk with your supervisor in a frank and open manner. Your supervisor will listen in a friendly, courteous manner because it is his or her desire to understand and help resolve concerns that are related to your work. Generally, you and your supervisor will be able to resolve your problem.

*Secondly:* If your concern is not resolved with your supervisor, ask to see any other member of management. He or she will gather all the facts with the intent to satisfy your concern in a fair and equitable manner. If you still feel you have not reached an acceptable solution, you are encouraged to follow the official grievance process outlined by the university.

Please note that you are welcome to discuss your concern or suggestions with members of management at any time. All employee suggestions and uncertainties are given full consideration. There is not discrimination or recrimination against you for presenting a difference of opinion about an issue. Management welcomes questions and positive suggestions as well, relating to the improvement of the SBDC and your position.

### ***Progressive Discipline***

If there is a situation that management feels is unacceptable, management will first conduct a counseling session. An action plan will be discussed to correct the situation. The employee will receive a written reminder of the agreed plan. The progress on the plan will be evaluated no later than 30 days later. If at that time, the employee has not

moved toward the goal, they will be given a decision making day. This is a paid day where the employee must be at home and determine exactly what their action will be to reach the plan. The employee must be reachable at home during this day. If there is no action taken, the employee is subject to the ISU Disciplinary Grievance process.

If the situation is outrageous, the progressive discipline process can be bypassed and immediately move to the ISU Disciplinary Grievance process. This applies to both employee conduct and work performance.

## **Section IV**

# **Employee Involvement Programs**

*“First Seed, then stem, then flower.  
First thought, then idea, then action.”  
-Rabbi Alexander Alan Steinbeck*

### ***Referral Program***

When positions become available at the SBDC, all staff are encouraged to make referrals and the recommendation of potential new employees. Resumes or applications should be submitted to the appropriate supervisor.

### ***Training and Development***

The SBDC provides continual training and development to all staff. Talk with your supervisor on potential topics of interest.

### ***Wellness Programs***

The SBDC provides the opportunity to utilize the Wellness Programs through Iowa State University. Talk with your supervisor about potential topics of interest.

### ***Management Information Support and Services Team (MISST)***

Student staff are encouraged to become active members of MISST.

MISST meets monthly to review project status and present new technology or hot topics to the group.

### ***Mission***

The mission of the Iowa Small Business Development Center Management Information Support and Services Team is to provide the highest possible quality and cutting edge technical services to the SBDC management and staff.

### ***Vision***

The vision statement for MISST is: by July 1, 2000 we will be an expert on cutting edge technical services to management and staff, we will be the best possible technical and information provider to management and staff, and we will be a valuable resource for technical information and advice to management and staff.

### ***Goals***

Our first goal is to provide continuous training, education, and assistance via cutting edge technology. Our second goal is to keep ourselves abreast of the latest technologies and means of technological services and support by personal education and effort as well as by regular training sessions. Our third goal is to continually evaluate the usefulness, effectiveness, and efficiency of existing systems and processes and to act upon those findings.

## ***The CREDO of MISST***

As members of the Iowa SBDC MISST, we will uphold the ideals that will benefit our customers, our organization, and our team members.

We believe our foremost responsibility is to the Iowa SBDC directors and staff, small businesses and their owners.

Everything we do must be accurate, reliable and honest in order to effectively meet their needs.

### **Knowledge**

We must constantly strive to stay on top of quickly changing technology in order to maintain our effectiveness as information technology leaders.

We must be innovative and embrace new ideas.

We must investigate and develop new programs to effectively anticipate the needs of those we serve.

### **Teamwork**

We are also responsible to each other as members of a team working towards common goals.

The success of MISST depends upon the many disciplines that the team members come from.

### **Respect**

Every team member is an individual whose dignity must be respected and whose strengths must be recognized.

Team members should be secure, knowing they can be comfortable bringing new ideas and suggestions to the table.

Acceptance and understanding of each individual is crucial to the success of MISST.

In order for us to best fulfill the goals of MISST, we believe that understanding how we fit into the organization is vital to us, the organization, and the community.

## ***Ground Rules***

Listen with an Intent to Understand

Participate Actively

Take Care of Personal Needs

Respect Others Views

Support Each Other

Confidentiality

Have Fun

**Disclaimer**

The policies in the handbook may be changed and modified at any time by the SBDC management. All employees will be made aware of the changes. Many of the policies explained in this handbook are that of Iowa State University and depend greatly on the classification of the employee. This handbook in no way represents a contract for employment nor should be seen as promises of continued employment. Both you as an employee, and the SBDC, retain the right to terminate the employment relationship at any time.

For information on the Iowa State University Policies and Procedures, visit their web site at [www.iastate.edu](http://www.iastate.edu). If you are unable to locate the appropriate information, your supervisor would be glad to help you locate this information.

## **Appendix A**

### **Overview Information**

History sheet  
Profile of Small Business  
Overview of the special programs  
SBDC organizational chart  
State Office organizational chart  
State Map  
County Map  
Request for Counseling  
Activity Report – 1062  
Hold Harmless  
Training Report - 888  
Common Acronyms  
1999 University Holidays  
Counselor Application  
Counselor Agreement  
Employee Incident Report  
Vacation/Sick Leave Card  
Routing Slip  
Timesheet  
Hourly Employee Action Sheet  
Travel Miles  
Creed  
Because the Customer  
Ergonomics  
CPR Certified Employees  
Meeting Minutes  
Bright Ideas  
Teamwork  
SBDC Publication List

## **Appendix B**

### **Training and Development**

Assertiveness Training  
Conflict Management  
Time Management  
Stress Management  
Highly Effective People  
Goal Setting  
Scared Speechless

## **Appendix C Paperwork**

Job Description  
Personnel Information Form  
University Authorization  
Handbook Received  
Password Sheet  
Hourly Employee Action Sheet