

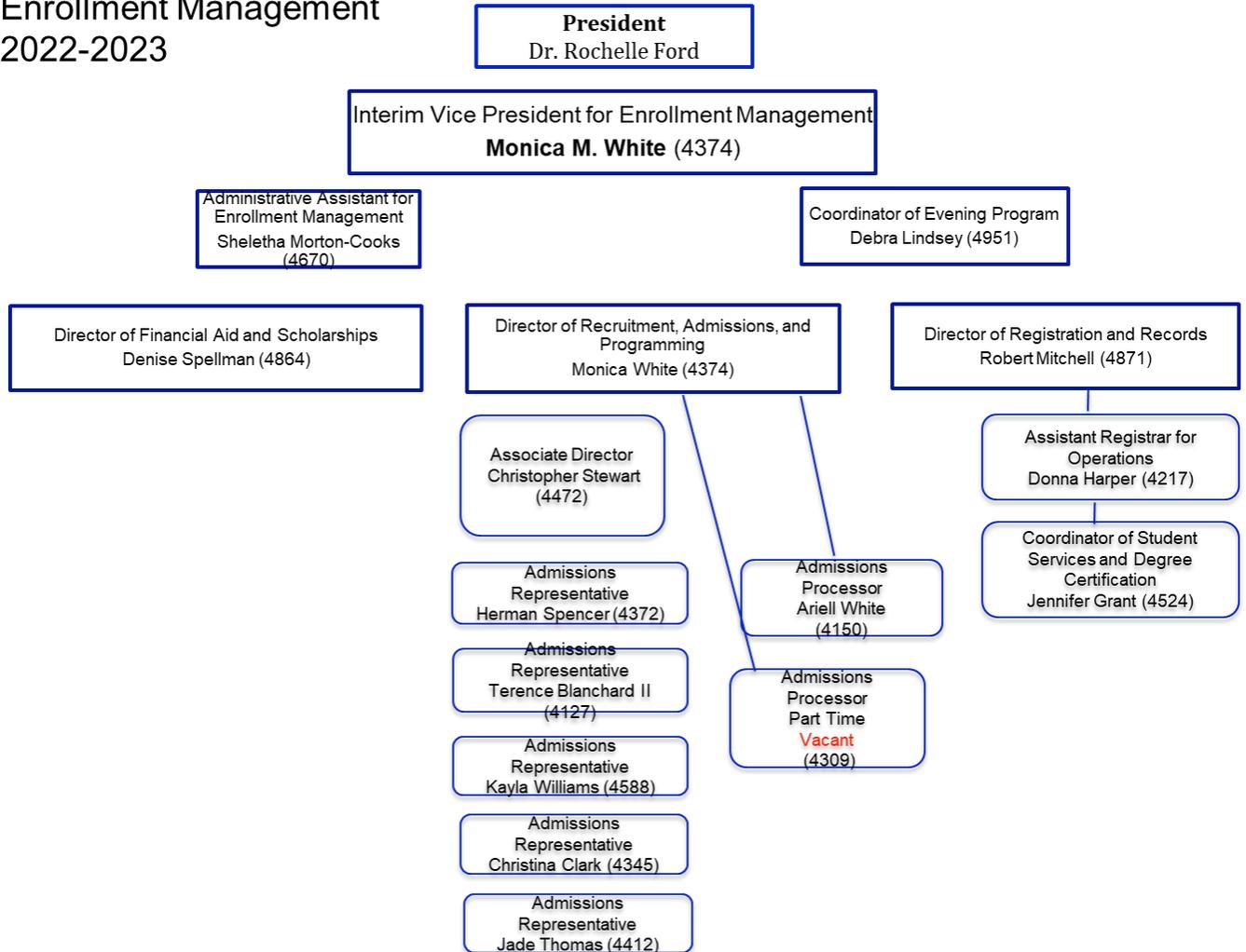


Enrollment Management Policies Manual

Table of Content

- | | |
|--|---------------|
| 1. Enrollment Management Org Chart | (Page 1) |
| 2. Divisional Code of Conduct | (Page 2-5) |
| 3. Financial Aid and Scholarships | Separate File |
| 4. Recruitment, Admissions & Programming | Separate File |
| 5. Records and Registration | Separate File |

Enrollment Management 2022-2023



| | |
|--|------------------------------------|
|  Location | Rosenwald Hall, Room 111 |
|  Hours of Operation | Monday – Friday, 8:00 am – 5:00 pm |
|  Office | (504) 816-4362 |
|  Fax | (504) 816-4895 |
|  E-mail address | enrollmentmanagement@dillard.edu |

Division of Enrollment Management

This division is the **Alpha and Omega** (the beginning and the end) and everything in between. Our responsibility and mission is to see to it that all incoming and continuing students enroll every term successfully at Dillard University. We house the Offices of Financial Aid and Scholarships, Records and Registration and Recruitment, Admissions and Programming as well as the Evening Program.

The Division of Enrollment Management is committed to providing superior customer service to its students. Your role in accomplishing this is critical. If you have any questions, problems, or concerns, please feel free to ask.

This code of conduct is in support of the official university's Employee Handbook and Code of Conduct. [Please click here to access the most recent Employee Handbook.](#)

Dress Code/Attire

As the face of the university it is also important and we look the part. University employees contribute to the academic culture and reputation of the University in the way they present themselves. A professional appearance is essential to a favorable impression with students, employees, and individuals outside of the University's campus. Good grooming and appropriate dress reflect employee pride and inspire confidence on the part of such persons. Employees are expected to maintain an appropriate appearance that is professional, neat, and clean, as determined by the requirements of the work area. Neatness and cleanliness are expected of all.

Appropriate work attire does not include revealing clothing, torn or dirty clothing, beach attire, and logos or graphics that reflect violence, discriminatory, abusive, demeaning, or otherwise unprofessional messages. Specialized personal protective clothing or equipment is to be worn or used by employees whenever appropriate for protection against hazard. An employee who is inappropriately attired may be sent home. Casual Day Friday has been approved as "casual day." For purposes of this policy, casual attire is defined as casual business attire. Denim jeans and pants are permitted. Casual attire also may be appropriate, as determined by your supervisor, during summer months or break-periods. Any employee who requires an accommodation regarding attire should contact the Office of Human Resources.

While serving in an official capacity representing Dillard University Professional Attire is required. This representation includes but is not limited to presentations, senior level meetings, college fairs (unless otherwise indicated). When in doubt business attire is always appropriate.

Freedom of expressions should always be professional and tasteful. While the university supports one's ability to express, staff within Enrollment Management must always be mindful that they are often the face of the university and as such, a positive identity should always be maintained. Self-expressions should never interfere with an employee's ability to do their job.

Conduct

As an employee within the Division of Enrollment Management, you represent the Division specifically and Dillard University as a whole. Keep in mind that a prospective student or their

parents' first contact may be with you. Therefore, you should always present a positive attitude, exhibit excellent customer service, and conduct yourself in a courteous professional manner.

Be considerate of staff and co-workers. Do not talk loudly or unnecessarily or disrupt the concentration of others or intrude upon telephone or other conversations. Always be professional.

The playing of music in your work area should be at a moderate level so not to distract anyone. The use of headphones, headsets and ear pods should be used in moderation.

Because of the sensitive nature of documents within Enrollment Management and the volume your workspace should ALWAYS be kept neat. This also limits misplacement of student documents.

Eating in front of prospective students, current students, parents, and other guests is prohibited.

Phone Usage

Use of office telephones should be restricted to official university business. Personal use of office telephones should be limited to emergencies. Please do not abuse this privilege. Personal cell phone use should be limited, and not allowed when working in front of others. When personal calls are taken, you should close your door or step outside of the office for appropriate privacy and courtesy.

1. When answering the office telephones please be courteous and professional. Make sure you identify the office, yourself, and ask, "How can I assist you today?" Example: Good Morning, Office of Financial Aid, this is Mary, how can I assist you today?
2. If you have a personal cell phone, it should be on vibrate during work hours. Continuous personal calls and cell phone use during office hours will not be tolerated. This includes but not limited to texting, playing games, using apps or actual phone conversations.

Make sure you are familiar with the direct telephone extension of your immediate supervisor (Ext. XXXX). That person must be contacted as soon as you know you will be delayed for work or if you will not be in to work at all. If you are unable to reach your immediate supervisor, please contact your immediate supervisor via email. Failure to report, may result in the use of a vacation day.

Communication

1. All EM staff members should have their email signatures setup to align with what your respective office and position reflects.
2. Mail merged emails should be used when communicating with multiple students so to have the personalized appearance and be more effective.
3. Voicemails should be setup to reflect your name, title and office recorded.

4. Written, verbal and digital communication should ALWAYS be professional. This includes but is not limited to texting, emails, written postcards/letters, calls etc.

Job Performance and Productivity

You will be trained and given instructions on performing the duties in your designated area, by your supervisor or their designee. Ask questions about assigned work and be sure to understand the instructions before proceeding. Know your limitations and responsibilities.

1. If you have been assigned to answer the telephone, release information only if you are absolutely certain of its accuracy. A good referral is far better than misinformation. You are not expected to know all the answers. Please be sure to check with other staff members if you are unsure of any answers to a question.
2. Answer the telephone for any staff member who is temporarily away from his/her desk, by the second ring if possible. Take complete messages by recording their name, the date, time, and a return telephone number. Please initial all messages taken for someone.
3. If you have finished one project, check with your supervisor for more work. If he/she does not have work for you, you may be asked to check with other staff members. Please do not hesitate to suggest work that you see needs to be done.
4. Lunch should be taken during the hours of Noon-2:00pm (only allowing one hour for lunch). Office coverage should be maintained during the lunch period.

Leaves of Absence

1. Normal business hours are 8:00am-5:00pm, excluding travel times, events or flextime. Flextime can be granted pending supervisor approval for weekend, extended hours or holiday work.
2. The division works year round, summers included. You are expected to work throughout the year unless otherwise notified. Time off must be requested in advance for vacations requests (at least 2 business days in advance). Please note that requested time off is NOT guaranteed.
3. Advance approval from your supervisor is required for all changes in schedules, work or leave.
4. If there is an emergency or sickness that prevents you from reporting to work, you must contact your immediate supervisor via email. All other situations will be handled on a case-by-case basis.
5. Please remember, unscheduled absences interrupt the normal workflow in addition to burdening other staff members with a heavier workload, resulting in decreased moral. It can also affect your professional growth. Failure to call in or report to work will not be tolerated and could also be subject to disciplinary sanctions should it persist.

Payment and Wages

All employees are paid on a semi-monthly basis. Employees receive paychecks on fifteenth (15th) and last workday of the month. The amount of each paycheck is compensation for all hours worked during the relevant pay period, which is typically the preceding two-week period, ending on the prior Saturday. If the fifteenth (15th) falls on a Saturday or Sunday, employees will be paid on the preceding Friday. If the normal payday falls on a University-observed holiday, paychecks will be distributed on the previous workday. Under no circumstances will the University release any paychecks prior to the announced schedule.

The University is required by law to deduct the following from your paycheck: Federal Income Tax, Louisiana State Tax, and Social Security Tax. You may arrange through the Payroll Office to have additional deductions withheld from your paycheck. Voluntary deductions may include, but are not limited to, group insurance, charitable donations and your retirement plan. All authorized deductions are recoded on the check stub of each paycheck. Deposits of employment checks is required of all employees. Forms and information on this process are made available during the on-boarding process with Office of Human Resources.