



STAFF HANDDBOOK

Erbil Campus
www.ishik.edu.iq
www.ishik.edu.krd

Sulaimani Campus
www.sul.ishik.edu.iq

Staff Login System
<https://pbs.ishik.edu.iq>



Dr. Idris Hadi
President, Ishik University

PRESIDENT'S MESSAGE

Dear Ishik Staff,

The world is going through a new era that is commonly referred to as the "Information Age". Globalization is removing boundaries as well as expanding the markets from a regional to a global level.

In this globalization erain which the content and scope of information have reached such great extents, there are two fundamental principles that enable institutions, societies and states for survival and achievement: to acquire knowledge and to use and share it professionally by means of communication technologies.

Therefore, University Administration tries hard to be able to bring you the most advanced technologies for your classes and working areas and wegive our full support for your academic studies. Our university aims to elevate the standards of higher education and provide professional to the institutions in the country and in the world. I would like to state that we are not only colleagues but the members of the ISHIK FAMILY and i believe that as long as our collaboration continues, we will be able to reach at this aim.

I would like to express my gratitude for the cooperation you have provided so far.
Sincerely Yours,

Dr. Idris Hadi
President, Ishik University

Content

Purpose.....	14
Code of Ethics.....	14
Equal Employment Opportunity.....	15
Educational Rights and Privacy.....	16
Criminal History Record Information.....	16
Possession of Firearms and Weapons.....	16
Employee Arrests and Convictions.....	16
Drug-Free Workplace.....	17
Tobacco Use.....	17
Solicitation and Distribution.....	18
Intellectual Property Right.....	18
Copyrighted Materials.....	18
Policy Statement against Sexual Harassment.....	19
Quality Assurance Procedures.....	21
Staff Accountability.....	25
Functional Committees.....	35
Performance, Evaluation and Staff Development.....	37
Incentives for Academic Achievements.....	39
Health Services.....	46
Emergencies.....	47
Technology Use and Data Management.....	47
Instructional Supplies.....	48
Building Use.....	48
Hiring and Rehiring Standards.....	49
Personnel Files.....	50

Name and Address Change.....	51
Pay and Compensation.....	52
Purchasing and Reimbursements.....	54
Work Hours.....	55
Employee Leaves and Absences.....	56
Tardiness.....	60
Substitute Instructors.....	61
Summer School.....	61
National and Extraordinary Holidays during Academic Year.....	62
Staff Dress and Grooming.....	63
Discipline and Termination.....	64
Complaints & Grievance Procedures.....	71
Procedures for Guests and Visitors.....	72
Outside Employment and Tutoring.....	73
University Activities.....	74
Student Attendance.....	75
Student Discipline.....	75
Student Records.....	76
Parent and Student Complaints.....	76
Code of Conduct.....	77

Important note to the reader

The following terms are used interchangeably in this document.

“University” means Ishik University, “Ishik” means Ishik University, “Trustees ” means Ishik University Board of Trustees, “Board” Ishik University Council, “Senate” and “University Senate” implies the highest hierarchical committee.

Note of Nondiscrimination

It is the policy of the university not to discriminate on the basis of race, color, national origin, sex, or handicap in its vocational programs, services, or activities.

History

General Profile of Ishik University

Brief History

ISHIK UNIVERSITY is a private university which was founded in 2008 in Erbil, Iraq by the private Fezalar Educational Institutions. The University started its education in 2008 on the 60-meter Campus, and moved to 100-meter Campus in 2010. The campus number increased in 2014 and the Sulaimani Campus was opened. The education at Ishik started with 6 faculties and 8 departments in 2008-2009 and now it is up to 7 faculties with 23 departments in two campuses.

In 9 years of educational cycle, the University has played many pioneering roles: double diploma opportunity for the undergraduate students, Certificate of ISO 9001: 2008 Quality Management System, International Accreditation for the Civil Engineering Department and recognition for the international journals by the Ministry of Higher Education and many more.

General Status

The majority of the academic staff of ISHIK UNIVERSITY is international lecturers. The Academics coming from 11 different countries; specifically, America, Canada, England, Turkey, Syria, Palestine and India constitute a Prism of Light at the university and provide an energetic amalgamation of professionalism, culture and knowledge. Likewise, there are approximately 2500 students from different nations and cultures and are exposed to a multidisciplinary and multicultural academic atmosphere, providing as such a broader international way of thinking.

The medium of the education at the University is English in all departments, except for Law Faculty in which Arabic language is used.

Erbil Campus: At the moment our University in Erbil offers 20 undergraduate programs in the fields of Dentistry, Pharmacy, Medical Analyses, Business and Management, Accounting, Banking and Finance, International Relations and diplomacy, English Language Teaching (ELT), Mathematics Teaching, Biology Teaching, Physics Teaching, Civil Engineering, Computer Engineering, Architecture, Interior design, Mechatronic Engineering, Petroleum and Mining Engineering, Surveying and Geomatics Engineering, Information Technology (IT) and Law.

Sulaimani Campus: At the moment our University in Sulaimani offers 3 undergraduate programs in the fields of Business and Management, Civil Engineering, and Architecture Engineering.

Educational Perspective

Ishik University annually organizes several scientific conferences in different fields such as engineering, energy, health, education, environment, applied sciences and legal issues as well. Besides several competitions in education and applied sciences are also organized by the University to prepare students for a better future and make them meet with businessmen in the career days.

Ishik University has an exchange student program that now Ishik students can go and study for one term at outside universities and also accept students from abroad to study at Ishik University within the same program. With the exchange programs now Ishik University students are studying in the USA, Poland, Romania and Turkey. The university offers a double diploma program with one California University in America from the Business Management Department since 2015.

Ishik University was certified by BCI (British Certification Inc.) with ISO 9001-2008 certification in June 2015. In addition to this, the university has signed a contract with the German based accreditation agency ZEvA (Central Evaluation and Accreditation Agency) and the civil engineering programme was granted with the international accreditation as of March 2017.

Scientific Studies

Conferences:

The university has held various national and international scientific, and social activities since its foundation. The first scientific event started with the 1st International ELT Conference in 2010 by the Education Faculty. This international conference later changed into the VESAL series (International Visible Conference on Educational Studies and Applied Linguistics) which were held in cooperation with Salahaddin University in the last two years.

In 2014-2015, the Engineering Faculty commenced its conference series of IEC (International Engineering Conference) which was committed in collaboration with the Erbil Polytechnic University.

In 2016 and later the series of ICEEE (International Conference on Ecology, Environment and Energy) have begun and it has been held in cooperation with Salahaddin University. As of 2017, ICEEE has changed to ICASEE.

In 2016, the first international law conference was performed: ILIC (International Legal/Law Issues Conference).

In 2015 ICOS (International Conference of Oral Science) started and since then it has been organized annually.

In 2018 first international Mathematics Conference is going to be held.

In 2018 first international conference on Architecture and Design (ICAD) is going to be held.

In 2018 first international conference on Business and Administrative Sciences is going to be held.

Student Conferences:

In 2013-2014, the first Ishik Student Conference (ISC) was held by the Education Faculty; as of 2017, ISC was converted into NASCON.

In 2016, the first Ishik Business and Administrative Sciences Student Conference (IBASSC 2016) was held by the Faculty of Administrative Sciences and Economics.

Competitions:

Since 2009, the University has been one of the organizers of the INPO (Iraq National Project Olympiads) that is dedicated to Physics, Chemistry, Biology, Mathematics, and Computer subjects to help the students to create scientific abilities and thoughts.

Since 2014, FPO (Future Inventors' Project Olympiads) has been held to discover the best and brightest students in Physics, Chemistry, Biology, Mathematics, and Computer subjects and to help them realize the scientific competence in their minds, in collaboration with Fezalar Educational Institutions, the Ministry of Education of Kurdistan Regional Government and Ishik University.

Since 2014, NICE (National Innovation Contest in Engineering) was held in three main categories: Computer Science, Civil and Architecture Engineering.

Journals:

European Journal of General Dentistry (EJGD) with Scopus and accredited by the Ministry of Higher Education in the KRG.

International Journal of Social Sciences & Educational Studies (IJSSES) is indexed in DOAJ and Index Copernicus and has been accredited by the Ministry of Higher Education in the KRG.

Eurasian Journal of Science and Engineering (EAJSE) was founded in 2015 and accredited by the Ministry of Higher Education in the KRG.

Social Perspective

The University aims at providing a multicultural atmosphere for its students. Within this context, many social events are organized in terms of integrating students into the society and the outer world. Some organizations are Spring Festival of Language, Culture and Science, Thanks for Martyrs, Volunteer Teeth Care, Clean and Love Kurdistan Campaign, Public Exhibition Projects, Or

phanage House Visit, Blood Donation Project, Prison Visit, Volunteer Teaching in the Refugee Camps, Donation for Peshmerga, Welcoming Physically Challenged Students, Sport Tournaments, Alumni Reunion, Mercy Corner, Donation and Self-Devotion for the Cancer Kids and more.

Recent programs

The following programs have been approved and licensed and as of 2018-2019 academic year enrollments for the following programs have started:

Master's Level

3 Departments: Computer Engineering, Civil Engineering and Mechanical Engineering, Dentistry, Pharmacy, Petroleum & Mining Engineering, Surveying & Geomatics Engineering, Interior Design Engineering, Biology Education, Information Technology(IT), Medical Analysis, Mechatronics Engineering, Law, Business and Management, International Relations and Diplomacy, Banking and Finance, Accounting, English Language Teaching (ELT) , Mathematics Education, Physics Education

Undergraduate Level

5 Departments:

Erbil Campus

- Surveying & Geomatics Engineering
- Petroleum & Mining Engineering
- Mechatronic Engineering
- Pharmacy
- Medical Analysis

University Faculties - Erbil

1. Faculty of Dentistry

- Dentistry

2. Faculty of Pharmacy

- Pharmacy

3. Faculty of Engineering

- Architecture Engineering - Surveying & Geomatics Engineering
- Civil Engineering - Petroleum & Mining Engineering
- Computer Engineering - Mechatronic Engineering
- Interior Design Engineering

4. Faculty of Administrative Sciences and Economics

- Business and Management - International Relations and Diplomacy
- Banking & Finance Accounting - Accounting

5. Faculty of Education

- English Language Teaching - Biology Education
- Mathematics Education - Physics Education

6. Faculty of Science

- Information Technologies - Medical Analyses

7.Faculty of Law

- Law

8.Preparatory school

9.Continuing Education Center -IUCEC

- Language school
- Language Courses Professional Courses

Master Programs - Erbil

- Civil Engineering
- Computer Engineering

University Faculties - Sulaimani

1.Faculty of Engineering

- Architecture Engineering
- Civil Engineering

2.Faculty of Administrative Sciences and Economics

- Business and Management

1. Purpose

Ishik University has adopted certain employment policies and procedures, which are contained in this personnel handbook.

The policies in this handbook are a source of information for employees who have questions about Ishik University (Ishik) personnel practices. These policies are not contractual in nature and may be unilaterally rescinded, revised, or added to by Ishik from time to time. Additionally, although management generally will follow these policies, a quorum of the Board of Trustees or University Senate may, in his or her sole discretion, authorize deviations from or exceptions to these policies if, in the quorum of the Board of Trustees opinion, such a deviation or exception is warranted under the circumstances. The provisions of this handbook control over any contrary statements, representations, or assurances by any supervisory personnel. This handbook is not to be construed as or declared to be a contract of employment by any employee of Ishik. A separate employment contract is signed with each employee with "Personnel Hiring Committee" (PHC). All exceptions to the items stated in the staff handbook must be mentioned in the employee contract; otherwise, all rules and regulations stated in the staff handbook apply. This personnel handbook is the property of Ishik. All employees and trainees will be provided with a copy of the handbook and will be required to read and abide by it. While Ishik intends to notify employees whenever there has been a significant modification or addition to any of the policies in the handbook, the policies are subject to change at any time, with or without notice, at the Ishik sole discretion.

2. Code of Ethics

An effective educational program requires the services of men and women of integrity, high ideals, and human understanding. To maintain and promote these essentials, Ishik expects all professional staff members to maintain high standards in their working relationships, and in the performance of their professional duties, to:

1. Recognize basic dignities of all individuals with whom they interact in the performance of duties;

2. Represent accurately their qualifications;
3. Exercise due care to protect the mental and physical safety of students, colleagues, and subordinates;
4. Understand and apply the knowledge and skills appropriate to assigned responsibilities;
5. Keep in confidence legally confidential information as they may secure;
6. Ensure that their actions or those of another on their behalf are not made with the specific intent of advancing private economic interests; refrain from using position or Ishik University property, or permitting another person to use an employee's position or Ishik University property for partisan political or religious purposes (This will in no way limit constitutionally or legally protected rights as a citizen);
7. Avoid accepting anything of value offered by another for the purpose of influencing judgment.

3. Equal Employment Opportunity

Ishik University shall not discriminate in the payment of wages on the basis of race, color, religion, sex, age, national origin or ancestry by paying wages to any employee at a rate less than the rate at which wages are paid to any other employee for equal work on jobs which require equal skill, effort and responsibility and which are performed under similar conditions, unless payment is made pursuant to the followings:

1. A seniority system,
2. A merit system,
3. A system which measures earnings by the quantity or quality of production, and/or
4. A wage rate differential determined by any factor other than race, color, religious, sex, age, national origin or ancestry.

4. Educational Rights and Privacy

The Educational Rights and Privacy is a university policy that sets forth basic privacy requirements for personally identifiable information contained in educational records maintained by the university. Only university employees with an 'educational need to know' are allowed to access an individual student's or another university employee's records. Disclosing such information to persons other than the student or legal guardians if any, or to other university employee without a legitimate educational interest is a violation of this policy.

5. Criminal History Record Information

Ishik University is authorized by state law to obtain criminal history record information on applicants Ishik University intends to employ. Additionally, Ishik University obtains/may obtain periodical reports on each employee annually.

7. Possession of Firearms and Weapons

Employees, visitors, guests and students are prohibited from bringing firearms, illegal knives, or other weapons onto university premises or any grounds or buildings where a university-sponsored activity takes place. Disciplinary consequences will apply if Ishik University personnel or students commit such an offense. For the safety of all persons, employees who observe or suspect a violation of the university's weapons policy should report it to their supervisors immediately.

6. Employee Arrests and Convictions

An employee who is arrested for any crime or any offense involving moral turpitude must report the arrest to the Administrative Vice President or immediate supervisor within three calendar days of the arrest. An employee who is convicted of or receives deferred adjudication for such an offense must also report that event to the Administrative Vice President or immediate supervisor within three days

of the event. Moral turpitude includes, but is not limited to, the following:

1. Dishonesty
2. Fraud
3. Deceit
4. Theft
5. Misrepresentation
6. Deliberate violence
7. Base, vile, or depraved acts that are intended to arouse or gratify the sexual desire of the actor
8. Drug- or alcohol-related offenses
9. Acts constituting abuse under the Kurdistan regional law and the Iraqi National Law

8. Drug-Free Workplace

Ishik believes that quality education is not possible in an environment affected by drugs. It will seek, therefore, to establish and maintain an educational setting, which is not affected by the use or evidence of use of any controlled substance. The University shall not permit the manufacture, possession, use, distribution, or dispensing of any controlled substance, including alcohol, by any member of the professional staff at any time while on university property or while involved in any university-related activity or event. Any staff member who violates this policy shall be subject to disciplinary action in accordance with Ishik policy. Compliance with these requirements and prohibitions is mandatory and is a condition of employment the University establishes standards of conduct for employees.

9. Tobacco Use

Smoking or using tobacco products is prohibited by law on all university-owned property but designated areas. This includes all buildings, playground areas, parking facilities, and facilities used for athletics and other activities. Drivers of university-owned vehicles are prohibited from smoking while inside the vehicle. For designated areas and concerns about these desig-

nated areas, please contact the office of Administrative Vice President.

10. Solicitation and Distribution

There will be no soliciting of employees by other employees or any person anywhere on Ishik University property unless prior approval is obtained in writing from the Administrative Vice President. This includes selling and delivery of merchandise for fundraising events such as tickets or clothing such as T-shirts and/or the distribution of literature, petitions, etc.

Dietary Supplements

Employees are prohibited from knowingly selling, marketing, or distributing a dietary supplement that contains performance enhancing compounds to students or other university personnel. In addition, university personnel are also prohibited from endorsing or suggesting the ingestion, intranasal application, or inhalation of a performance-enhancing dietary supplement to any student or other university personnel.

11. Intellectual Property Rights

Any materials created by staff members for use by Ishik University, or produced using the staff or resources of the University, are works-for-hire and all intellectual property rights are vested in the university.

12. Copyrighted Materials

Employees are expected to comply with the provisions of copyright law relating to the unauthorized use, reproduction, distribution, performance, or display of copyrighted materials (i.e., printed material, videos, computer data, web material, and programs, etc.). Duplication or backups of computer programs and data must be made within the provisions of the purchase agreement. Rented, checked-out videotapes, CDs, DVDs, regardless of whether they are checked-

out from the university or department libraries, are to be used in the classroom for educational purposes only. Although university students and university personnel are mostly over 18 years old, utmost attention must be paid when dealing with movies, games that are rated unsuitable for a certain age group both in the case of curricular and extracurricular activities even if approved by the related administrative unit.

13. Policy Statement against Sexual Harassment and Harassment

Because Ishik University believes in the dignity of each person and values working in conditions that enhance that dignity, Ishik University views sexual harassment and coercive sexual advances as unacceptable in the university workplace. Such behavior will not be tolerated or condoned.

a. Sexual Harassment:

Sexual harassments can be either employee to employee or employee to a student or vice versa. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct. Employees have to show utmost care, especially when together with students and try not to be alone together in isolated areas. Employees also are not recommended to communicate their personal phone and email information to the students and try to manage all necessary communications during working hours in the day. Phone and email conversations are not recommended. Employees cannot engage in inappropriate social relationships, such as romantic relationships with students which are strictly prohibited, regardless of the age of the student, which is a reason for contract termination. Employees also are not recommended to engage in inappropriate social relationships, such as romantic relationships with other employees since the university is a working place and not a place for romantic relationships thus such conduct is not professional. Employees or students who believe that they have been sexually harassed by another employee are

encouraged to come forward with complaints. The university will promptly investigate all allegations of sexual harassment and will take prompt and appropriate disciplinary action against employees found to have engaged in conduct constituting sexual harassment of other employees.

b. Harassment:

Harassment of a coworker or student motivated by race, color, religion, national origin, disability, or age is a form of discrimination and is prohibited by law. A substantial charge of harassment against a student or employee shall result in disciplinary action. The term harassment includes repeated unwelcome and offensive slurs, jokes, or other oral, written, graphic, or physical conduct relating to an individual's race, color, religion, national origin, disability, or age that creates an intimidating, hostile, or offensive educational or work environment. Employees who believe they have been harassed are encouraged to quickly report such incidents to the disciplinary committee. If anyone in the disciplinary committee is the subject of a complaint, the employee shall report the complaint to a higher hierarchy up to the board of trustees if necessary. An employee who suspects or knows that a student is being harassed by a university employee or by another student shall inform the disciplinary committee. Any allegation of harassment of students or employees shall be investigated and addressed. An employee may appeal the decision of the disciplinary committee regarding the investigation into the allegations in accordance with the employee complaint and grievance policy and procedures (See Complaints and Grievances section). To the greatest extent possible, complaints shall be treated as confidential. Limited disclosure may be necessary to complete a thorough investigation. The university will not retaliate against an employee who in good faith reports perceived harassment. All allegations of sexual harassment or sexual abuse of a student will be reported to the related parties and promptly investigated.

14. Quality Assurance Procedures

Ishik University abides by the quality assurance requirements of Ministry of Higher Education and Scientific Research, Kurdistan Regional Government, which are compiled in three categories that are;

Quality Management Research Quality Assurance Teaching Quality Assurance
Administrative units are responsible for abiding with quality management requirements, while staff will be informed if anything applies to them.

However, research and teaching quality assurance directly affects all academic personnel. For the purpose of research quality assurance, and to continue knowledge upgrading and building in their fields of academic specialty, all academic personnel are required to publish at nationally and interationally recognized journals. Specific incentive mechanisms are employed for this purpose. Please refer to the academic incentives chapter for details. Concerning teaching quality assurance, the three key assessment procedures employed by the department take in Student Feedback (SF), Teacher Portfolio (TP) and Continuous Academic Development (CAD). These procedures serve as a method to assess teaching activity and efficiency of courses taught, and they enhance teaching staff's knowledge and academic proficiency.

For full details please visit the TQA page at <http://www.ishik.edu.iq/qa/> and these links:

<http://www.ishik.edu.iq/qa/students-feedback/>

<http://www.ishik.edu.iq/qa/teachers-portfolio/>

<http://www.ishik.edu.iq/qa/continuous-academic-development/>

Academic Promotion

Academic promotion refers to the promotion of academic staff in terms of academic titles. See the below link to our policy, forms, guidance and additional resources for your application for Academic Promotion.

The guideline covers promotions to the following positions:

- Assistant Lecturer
- Lecturer
- Assistant Professor
- Professor

<http://www.ishik.edu.iq/academic-promotion-guidelines/>

Syllabus

All academic personnel that teach a course must prepare and submit a syllabus for each class they teach to the Head of Department they are associated with (please visit the staff PIS system for submitting your course syllabus). Instructors are expected to communicate the content of their syllabi to their students during the first several courses that take place during the beginning of each academic semester and they must abide by the syllabi they submitted and are approved by the dean. The syllabi must be filled online (PIS system) and at least three types of criteria must be used for evaluating student performance. All instructors are required to allocate a time and place for at least one office hour a week and mention it in his/her syllabus. Places for office hours will be common places known to the students, which will be announced by the respective deans of each faculty in the beginning of the academic year.

Secondly, students will be given surveys to respond for each course they enrolled plus one for evaluating the academic advisor of their respective grade level each academic semester including the summer school. Quality Assurance Committee (QAC) compiles and evaluates these surveys and converts them into a format that the dean of each faculty can discuss the results with each instructor for the purpose of enhancing education. It is the right of each instructor to be informed of student survey results. See the below link for the questions the student survey includes:

<http://www.ishik.edu.iq/qa/students-feedback/>

Thirdly, each staff will fill staff surveys and the results will be compiled and evaluated by the quality assurance committee and given to the respective deans. Although deans are recommended to share the results with their staff, they may not do so with certain staff that they do not deem fit.

Academic Portfolio

The teaching portfolio effectively enables instructors to reflect upon, describe, and document their teaching philosophy, goals, major strengths, and achievements. Refer to the link below to see what academic portfolio includes.

<http://www.ishik.edu.iq/qa/teachers-portfolio/>

Quality Assurance Unit is free to set a schedule to discuss the academic performance of staff. Academic Portfolio files, which are prepared by the respective instructor and stored by the Head of Department, represent an important element of the Ishik University study programs. Information on the conduct of the course during the semester, on the topics covered and on the student performance evaluation should be included in a systematic way in the files. The preparation of the course files and their storage by the Heads of Departments is an indispensable element to ensure a sustainable quality in the teaching process.

The course files may be prepared electronically in the website. In such a case, a printout may be taken at the end of the semester and will be archived as a file. The University will not carry out any financial transaction for the instructors of the courses that do not have their respective course file. Attendance at Workshops and Conferences With the purpose of self development and keeping up the highest level in their respective sciences, teachers should be given the opportunity to attend the Workshop and Scientific Conference and care should be taken to assist them in this endeavor. All academic staff must participate in the conferences in their respective fields organized by Ishik University.

Question Bank

Question Bank consists of a set of questions the teacher will give to students at least 2 weeks before starting final examination. The teacher may take some questions out of the question bank (for example, 4-5 questions). The purpose of question bank lies in the fact that it guarantees more understanding of student for the course and it is applied at many developed universities in the world. At departments that have semester system the number of question is around 40, and at departments that have annual system the number of questions is around 80.

15. Staff Accountability President

The president is the educational leader and chief executive officer of the university and responsible for the effective execution of policies adopted by the university's board of trustees. The president assumes administrative responsibility for the planning, operation, supervision, and evaluation of the education programs, services, and facilities of the university and for the annual appraisal of university staff. The president has thorough knowledge of university law, university finance, and curriculum and instruction. The president heads the University Senate meeting, attends the Board of Trustees meeting and attends any other meeting within the university he/she deems fit such as the meeting of vice president for extracurricular activities with that of faculty student representatives.

Vice President(s)

The vice president may assume managerial or academic duties that the president sees fit. The vice president is automatically appointed in place of the president in areas where he is directly responsible when the president is taking an absence of leave or when he is not reached during emergency situations. Ishik University Council and Board of Trustees decided the following vice president positions as follows;

1. Vice President for Educational Affairs

is responsible for maintaining and improving educational activities and committees. Vice president for educational affairs assumes head of the educational affairs, deans, head of personnel discipline committee, head of exam committee, head of curriculum development. Vice president is responsible to perform educational activities asked by the Ministry of Higher Education and Scientific Research of Kurdistan Region. (meeting for curriculum development is to be

STAFF HANDBOOK

held monthly along with quality assurance meeting, which alternates with the education affairs meeting).

2. Vice President for Administration

Administrative Vice President maintains and improves administrative affairs of the university. Offices under Vice President are Purchasing, Editorial, Human Resources and Personnel Affairs, Student Affairs, Public and Media Relations, Maintenance, IT, etc. The vice president holds at least weekly meetings with the supervisors of each administrative unit. A separate committee is established by the University Council and Board of Trustees for processing purchase orders. All purchases have to be approved by the Finance Committee. Purchases exceeding ten thousand dollars must be approved by the Board of Trustees. Periodical purchases also have to be evaluated by the Finance Committee and approved as periodical purchases to be considered as periodical purchases to be maintained thereafter by the office of Administrative Vice President, purchasing unit.

Dean of Students

Dean of student is responsible for any student activity that is not curricular but supplementary to curricular activities in method and content such as; student clubs, social organizations, guest, alumni relations, career planning, parent relations, student housing, dormitories, etc.; s/he is also responsible cultural, ethical and social improvement of students. Dean of students holds weekly meetings with student representatives of each faculty.

Deans

Dean is a professional educator and is responsible for evaluating and providing leadership for the overall instructional program within the faculty, which includes curriculum and staff development.

Responsibilities include planning, implementing, and evaluating instructional programs with instructors and department heads, including learning objectives, instructional strategies, improving the public relations as it relates to per-

sonnel and instructional services within the faculty, assessment techniques; and facilitating the effective use of computers and other technology in instruction faculty- wide.

In practice deans hold biweekly meetings with their department heads and monthly meetings with all academic personnel within the faculty.

Deans are head of educational affairs, quality assurance and curriculum development of their respective faculties and are expected to attend the corresponding meetings with that of vice president.

Department Heads

The department heads are professional educators and are responsible for the instructors carrying out classroom instruction using the established curriculum, time allotments, and educational resources and, therefore, for the learning of each student. It is expected that each department head sees that all instructional resources, including time, are fully utilized, and that the students will receive professionally adequate or acceptable supervision when in the charge of the instructor and while at university. In practice department heads hold meetings with his/her instructors and academic advisors at least biweekly. Department heads may separate the meetings with academic advisors and instructors or hold it together.

Instructors

Each instructor is a professional educator and is responsible for the classroom instruction using the established curriculum, time allotments, and educational resources and, therefore, for the learning of each student in the class. It is expected that each instructor will fully utilize all instructional resources, including time, and that students will receive professional supervision when in the charge of the instructor. Each instructor may receive surveys for evaluation purposes during the university year, preferably at the end of each semester.

Each instructor shall also have performance development goals and an annual meeting with the supervisor for to evaluate the performance development process and make revisions to the goals if needed. Instructors may be assigned

STAFF HANDBOOK

other professional duties in addition to their teaching and research responsibilities such as academic advising of a grade level, being responsible for extracurricular activities of the department or faculty, heading quality assurance or a curriculum development committee of the respective department or any other duty. In such conditions, however, employees may ask for his/her teaching hours to be re-regulated based on the criteria mentioned in chapter entitled "Pay and Compensation".

Some duties to be carried out by the lecturers

Some duties to be carried out by the lecturers based on the Ishik University Staff Regulations are listed below.

- Submitting or updating complete personal information to PIS (Personnel Information System) by using the password provided by the IT Services.
- Signing the standard working contract and submitting it to the Human Resources Department.
- Reading and acting according to the Regulations and Directives of the Ishik University.
- Taking the attendance list from the web, submitting attendances to the system and submitting the attendance list (with students' signature) to the Secretary of the department weekly.
- Conduct of the courses in time by being in contact with the Head of the Department. If any problems or delay occurs, lecturer needs to get permission to postpone and recover missed course from the head of the department.
- Submitting of the midterm and other grades to the system before the end of the semester.
- Conducting the final exam and submitting of the grades to the system.
- Delivering the course file to the Head of the Department (course file content is given below).
- Signing the grade form to be printed out from the system and submitting them to the Exam Committee of the department.
- Placing the exam sheets to the envelope and after closing with sticker, signing it and delivering to the Exam committee of the department.

Office Hour Policy

At Ishik University we have the Office Hour Policy:

- All full-time/ part-time faculty members, regardless of teaching modality, must maintain office hours per week (free of charge) during which faculty members are available to meet personally in their offices with students.
- Office hours must be posted on the lecturers' office door, listed on course syllabi, and provided to the departmental office.

- Number of Office Hours :

For Full-Time Lecturers: 2 hours per week

For Part-Time Lecturers: 1 hour per week

- Applicability

This policy is applicable to all Full-time/ Part-time faculty members .

- Definitions

Office Hours: In-office, fixed-time hours of availability in which the faculty discuss class performance with the student.

Office hours give students the opportunity to ask in-depth questions and to explore points of confusion or interest that cannot be fully addressed in class.

Teacher-student relationship

The relation between the staff and the students is friendly and based on mutual respecting.

Beside that, all the Full-time lecturers at the university should do "Academic Advising" for groups of students specified by the head of department.

Responsibilities of Academic Advisors

The mission of academic advising is to assist students in their growth and development by constructing meaningful educational plans which are compatible with their life goals. It is a continuous and consistent process which is built upon the basis of frequent, accumulated personal contacts between advisor and students. Effective academic advising is the cornerstone of the academic program of Ishik University. Excellent academic programs will not accomplish the desired end result if students are not properly guided and counseled. As Ishik University, it is part of our mission to provide sensitive and thoughtful support to our students as they wrestle with the many choices open to them. Thus, academic advising fosters the development of the whole student who is a self-directed, motivated, responsible decision-maker and encourages the successful completion of degree requirements and timely graduation. The main activities academic advisors should follow are:

- Advise and counsel students for Fall, Spring, and Summer semester course selections.
- Conduct initial orientation appointments with new students each academic year.
- Participate in office staff development, workshops, programs, and administrative functions and attend meetings.
- Receive and give referrals to and from faculty and other University offices for students' major considerations, academic issues, or personal concerns.
- Monitor progress toward educational/career goals and meet at least once each semester to review the progress toward completing the proposed academic program and to discuss grades and other performance indicators.

STAFF HANDBOOK

- Proactively contact and be available for student advisees on a regular basis. Office hours should be posted on the advisor's office door and preferably given to the student early in the semester.
- Consult regularly with faculty colleagues in order to have up to-date information. for career and other options.
- To be familiar with published academic rules and regulations of the University and to maintain an up-to- date academic advising reference file containing current program area, faculty, and University materials pertinent to advising.
- To inform students of the advisor's and students' responsibilities in the academic advising process.
- To refer students to appropriate sources of information and services.
- To utilize university resources, including student information systems and the degree audit system, in the course of advising.
- Interpret and administer Ishik University policies and procedures.
- Complete other advising duties as requested such as: track retention, authorize add/drops, and conduct degree audits.
- Keep advising statistics, work schedule and other reporting documents up-to-date.
- Facilitate relationships between the student and other individuals on campus who may provide assistance and foster a campus community that promotes student success.
- Follow-up with the student on any report of unsatisfactory work (poor attendance, notice of failing grades, incomplete grades from past semester(s), etc.). Special attention should be paid to students who are weak in terms of their academic and social development.
- Discuss students' academic performance and its implications and inform their guardians/parents about them after receiving department's permission.
- Inform the best possible candidates for the class and/or faculty representative selections.
- Organize a feedback meeting with the students to get opinions of the

students about concerning year's extracurricular and academic activities and complete and evaluate Student Satisfactory Questionnaire and Survey and report the results to the administration.

- Perform other duties as assigned.

Characteristics of Effective Advisors

Advisors who possess the following characteristics are most successful with students:

- interested in advising
- demonstrates a concerned and caring attitude toward students
- exhibits effective interpersonal and communication skills
- available to students
- makes frequent contact with students
- maintains responsive behavior with students
- knowledgeable of institutional regulations, policies, offerings, and procedures
- monitors student progress
- uses appropriate information sources and refers when necessary
- engages in developmental advising versus simply course scheduling

Other Professional Staff

Other professional staff include the managers, and staff of administrative units. Their responsibilities shall include planning, implementing, and evaluating respective assigned programs; complying with all university and/or campus routines and regulations; communicating effectively with colleagues, students, and parents; and compiling, maintaining, and filing all reports, records, and other required documents. Examples of administrative units and their responsibilities are; accounting manager responsible of implementing organizational and management plans, improving the public relations program as it relates to finances, assisting other administrators, providing direction and plans for maintenance and repair of university facilities and equipment, pur-

chasing of supplies and equipment and preparing bid specifications in collaboration with other administrative units, assisting with preparation of campus and university budgets, providing direction for the business affairs, maintaining all insurance policies, assisting in complying with all governmental mandates, and using effective management practices; network/it manager who is professionally trained, licensed, and certified in the field of technology, and is responsible for providing leadership and evaluation for the overall technology program for the university whose responsibilities include planning, implementing, and evaluating technology applications with instructors and department heads, including learning objectives, assessment techniques, and facilitating the effective use of computers and other technology in technology programs university-wide.

16. Functional Committees

University Council

University Council members are President, Vice President for Educational Affairs, Vice President for Administration, Deans and Dean of Students, Scientific Faculty Representatives, Student Council Representative (In subjects related to the students). The council is headed by the president and the secretarial duties of the Board are assumed by the Administrative Vice President.

The Council Meeting is held weekly. All positions in the Board have equal weight votes if voting is implemented provided there is a quorum (majority of members) with the president's vote being the determining vote in case there is a balance in votes.

University Senate

University Senate is headed by the president and the secretarial duties of the Senate are assumed by the Administrative Vice President. Different from hiring and rehiring of other positions, anyone to be a member of the University Senate is to be proposed by the president to the Board of Trustees where it is approved.

University Senate

meetings are held at least once per semester; its frequency may be increased if the president sees fit.

All positions in the Senate have equal weight votes if voting is implemented provided there is a quorum

(majority of members) with the president's vote being the determining vote in case there is a balance

in votes.

Personnel Hiring Committee

The Personnel Hiring Committee works as follows;

Deans, Dean of Students, Administrative Vice President and Directors of Centers are authorized to inform the Council of personnel needs via Presidency. When human resources needs approved by the Council, the process of researching personnel satisfying the qualifications by the related faculties and units begins. When a satisfactory number of candidates have been found, the preliminary interview will be done by the related faculties and units, then by the Council of Faculty request will be sent to the Presidency. On the following with consent of the President the Personnel Hiring Committee will complete the process of signing the contract.

Personnel Hiring Committee that consists of the Educational Vice President, Administrative Vice President, Dean of Students and related Dean. A quorum, in other words, at least 3 out of 5 members must be present for the Personnel Hiring Committee to conduct its affairs. Head of Personnel Hiring Committee, Vice President for Educational Affairs has the upper hand vote in case there is equilibrium in number of votes such as 4 members are present and votes are 2 by 2. The Board of Trustees is informed of all contract signings and terminations and may interrupt with the process if sees fit.

University Disciplinary Committee

The University Disciplinary Committee consists of members of the Council of University. It is authorized to finalize disciplinary issues comes from Faculty Disciplinary Committees.

Faculty Disciplinary Committee(s)

The faculty disciplinary committee consists of members of Council of Faculties. The faculty disciplinary committee is authorized to investigate and finalize discipline issues associated with Ishik University staff and students. Requests to Faculty Disciplinary Committees must be in written.

Financial Committee

A separate committee is established by the President and Board of Trustees for processing purchase orders. This financial Committee consists of the President, Dean of Students, Administrative Vice President, Accounting Manager and Vice Presidents. All financial issues have to be approved by the Financial Committee. Purchases exceeding ten thousand dollars must be approved by the Board of Trustees. Periodical purchases also have to be evaluated by the financial Committee and approved as periodical purchases and maintained thereafter by the office of Administrative Vice President, purchasing unit.

Exam Committees

The following committees deal with all the exams matters and preparations:

- University exam Committee
- Faculty exam Committee
- Department exam committee

Academic Promotion Committee

This committee deals with the academic promotion of t faculty members. Please visit the link below for details:

<http://www.ishik.edu.iq/academic-promotion-guidelines/>

17. Performance, Evaluation and Staff Development

Evaluation of an employee's job performance should be a continual process that focuses on improvement. The performance appraisal is based on an employee's assigned job duties and other job-related criteria. It is part of career development and consists of regular reviews of employee performance within the university. Aim of performance appraisal is to offer feedback, track individual strengths and weaknesses, identify the need to introduce training programs, establish compensation guidelines and identify promotion candidates in Ishik University. Ishik University gradually will implement 360° degree performance evaluation system which consists of appraisal of the employees' performance's by his/her supervisors, subordinates, students, colleagues and self-assessments. The system is being set up and implemented and updated regularly to catch up with the international standards. Ministry of Higher Education's quality assurance guidelines provides an important starting point for our performance appraisal system. Which includes the following processes:

1. Teaching Quality Assurance

Course-book
Student feedback
Continuous Academic Development
Teacher's Portfolio
Research points
Continuous syllabus development
Peer Review
Question Banks
External Assessor
Benchmarking
Course file

2. Program Development

Credit hours

Introduction of fundamental courses, academic debate, etc.

3. Accreditation (Licensing)

Apart from above mentioned criteria, there are other important issues like; following the regular working hours of the University, completing the given tasks on time, following advisorships and superadvisorship given by the Faculties, and keeping professional conduct in the University.

All employees will participate in the evaluation process with their assigned supervisor at least once annually. Assigned supervisors are the deans for the faculties, Administrative Vice President or the directors for other units. Reports, correspondence, and memoranda also can be used to document performance information. All employees will receive a copy of their written evaluation, have a performance conference with their supervisor, and get the opportunity to respond to the evaluation. Staff development activities are organized to meet the needs of employees and the university. Staff development is predominantly campus-based. The instructors may be required to attend the staff development programs, whether it falls weekdays or weekends.

Professional personnel, for reasons other than personal/family illness or death in the immediate family, may be granted permission to be absent from work only by the Dean or designee. Even if absence is granted, the personnel who is absent assumes responsibility of the content of the professional development program. Also, this absence will count through the 7 day total absence count during the academic year. Please refer to the chapter entitled "Employee Leaves" for details about absence of leaves. Administrators are responsible for ensuring that their assigned professional personnel are on duty during workdays and are in attendance at staff development activities if attendance is required.

18. Incentives for Academic Achievements

Ishik University Regulations for Academic Incentives

Article 1:

The scope of this directive is to define the methods and procedures of publication and participation in the scientific activities of the academic staff of Ishik University.

Article 2:

This directive regulates the activities covered in the article 11 of this directive, of the full time and part time academic staff (in the cases of publication on behalf of Ishik University).

Article 3:

The articles of this regulation apply as well to the administrative staff that engages in the above mentioned academic activities.

Article 4:

The application is realized by the applicant by filling the respective form and submitting the photocopy of the published article, the magazine cover and other documents to the faculty council through the head of the department providing the full citation as well as the ISSN and ISBN numbers for relevant publications. Additional documents related to the application are attached to the application form and are submitted to the Rector's office by the Dean of the relevant Faculty to be directed to the Vice President for Scientific Affairs. The application for the reward can be done only for the publication whose application has been done.

Article 5:

The publications which have not been published under the name of Ishik University cannot apply for the reward.

Article 6:

Each academic year the Council of the University decides on the contribution factor for the scientific activities. After the evaluation of the board and the approval by the Rector's office the reward is granted by multiplying the determined contribution factor with the accumulated earned points stated in article 11 and then the reward is divided among the authors.

Article 7:

Academic incentives due to articles published in journals must have a full-citation to earn the respective points.

Article 8:

At most two works can be evaluated, resulting from one conference/congress/symposium.

Article 9:

Aiming at the participation of the academic staff in scientific activities in and outside the country the commission defines the budget and academic activities can be sponsored only by one source.

Article 10:

A calendar year as it pertains to issuing academic incentives begins from 1 September and ends on 1 September of the consecutive year.

Article 11:

Researchers (our lecturers) should mention in acknowledgement that "This research (work) supported by (Research Center of) Ishik University, Erbil-IRAQ.

Article 12:

Evaluation and payment of the academic achievement incentives will be given four times in an academic year.

Article 13:

Regarding A-Article Section, if a publication has 3 authors incentives will be divided by 3 authors equally. If there are more than 3 authors (if only one of

them is our university staff) only 50% of the incentives will be given to our staff. In case two or more authors our university staff 50% of the incentives will be shared by the number of our staff equally.

Article 14:

All part-time lecturers will be awarded incentive payment only for journal articles (items in part A – Articles) on condition that they specify Ishik University on their publications.

Article 15:

The classification and the respective points of the scientific publication and academic activities are shown in the table below:

Genre	Scientific Publication and Academic Activity	Code	Points
A-Articles	The scientific work published in the Citation Index of the Scientific Publication (Science Citation Index (SCI) - Social Science Citation Index(SSCI) the Arts and Humanities Citation Index (AHCI))	A1	2000
	The scientific work published in the Citation Index of the Scientific Publication (Science Citation Index Expanded (SCIE))	A2	1200
	The scientific work published in Scopus Indexed journals	A3	1000
	The scientific work published in the Citation Index of the Scientific Publication (Emerging Sources Citation Index (ESCI))	A4	700
	Scientific work published in other indexed journals apart from SCI, SSCI, SCIE, ESCI and the AHCI (must be indexed at least by two academic databases among Index Copernicus, Ebscohost, Proquest)	A5	400
	Scientific work published in other indexed journals apart from aforementioned categories (DOI is compulsory)	A6	300
B-Conference Articles	Presentations and publications of full articles when invited as a keynote speaker in International Conferences/Congresses/Symposiums *	B1	400
	Presentations and publications of abstracts when invited as a keynote speaker in International Conferences/Congresses/Symposiums- only for the Faculty of Dentistry*	B2	400
	Abstracts published in abstract books and presented in International Conferences/Congresses/Symposiums- only for the Faculty of Dentistry	B3	100
C-Books	Published original books provided that there is an international circulation number such as ISBN or ISSN**	C1	1000
	Translation of published original books provided that there is an international circulation number such as ISBN or ISSN	C2	500
	Published original books provided that there is either national circulation numbers or it is a publication by the Ishik University	C3	500
	Translation of published original books provided that there is either national circulation numbers or it is a publication by the Ishik University	C4	250
	Published chapters in original books provided that there is an international circulation number such as ISBN or ISSN (Very short books may be evaluated as chapters by the Ishik Council)	C5	250

Genre	Scientific Publication and Academic Activity	Code	Points
C-Books	Translation of published chapters in original books provided that there is an international circulation number such as ISBN or ISSN (Very short books may be evaluated as chapters by the Ishik Council).	C6	125
	Published chapters in original books provided that there is either national circulation numbers or it is a publication by the Ishik University (Very short books may be evaluated as chapters by the Faculty Councils or the University Senate)	C7	100
	Translation of published chapters in original books provided that there is either national circulation numbers or it is a publication by the Ishik University (Very short books may be evaluated as chapters by the Faculty Councils or the University Senate)	C8	50
D-Patents	The patents and inventions that are registered on behalf of the University	D1	1500
E-Other Scholarly Activities	Leading of an international research project and writing of the final report	E1	1000
	Leading a national research project and writing of the final report ****	E2	300
	Being a member in an international or national research project ***	E3	250
	Leading a research project for the university and writing of the final report *****	E4	250
	Participation as a researcher in an international research project and preparation of the final project	E5	500
	Being in the organization of International Congresses, Conferences and Symposiums as a chair/co-chair or scientific secretary the abstract or proceedings books	E6	250
	Being in the organization of Student Conferences as a chair or scientific secretary	E6.1	150
	Participation as speaker in the respective professional field in the television or radio (at least 15 minutes)	E7	200
	Writing in the respective professional field in the media organs	E8	150
	Being an editor for Ishik University Journals (will be given for each edition)	E9	200

Explanations:

- * Conferences organized by Ishik University is excluded.
- ** The author has to provide 5 hard copies for the university
- *** Members of a research project at Ishik University level will not be rewarded incentive payment.
- **** If the researcher has incentive both for the project and the craft (like book or any other), then the high amount for the incentive will be preferred.
- ***** Incentive will be calculated separately. The project outcomes/outgoings will not be included in the incentives.

Note 1: University staff can have the incentives if he/she is employee of university at the time of publication date.

19. Ishik University Regulations for Financial Support to Presentations at Scientific Conferences

Article 1:

The scope of this directive is to define the methods and procedures of financial support to presentations realized at scientific conferences.

Article 2:

This directive regulates the activities covered in the article 4 of this directive, of the full time academic staff (in the cases of publication on behalf of Ishik University).

Article 3:

The articles of this regulation apply as well to the administrative staff that engages in the above mentioned academic activities.

Article 4:

A total amount of 2000\$ per calendar year can be reimbursed for oral or poster presentations in the conferences starting from 1 September of the current year until 31 August of the consecutive year.

Article 5:

Reimbursed expenses are travel expenses, e.g. flight tickets; lodging expenses, e.g., conference participation expenses, e.g., conference participation fees; and other expenses that may be deemed to be fit to be included as a conference participation expense by the Faculty Council (Faculty Council).

Article 6:

The application provides such documents as full-text paper, faculty scientific committee evaluated report, Leave request form, Estimated Academic Disbursement Form, and the copy of the acceptance letter for the full-text paper received from the conference organizing committee to the respective department head, whom will direct this matter to the dean and from thereof to the Faculty Council. Accepted applications are directed to the rectorate and from there of to the University Council for approval.

Article 7:

Only the applicant who will make the presentation at the conference will be financially supported with the condition that his/her name appears on the receipts of flight tickets, conference participation fees, and hotel and accommodation and other expenses that may be deemed to be fit to be included as a conference participation expense by the Faculty Council.

Article 8:

Final approval of the conference participation includes the period maximum additional one day apart from real conferences days.

Article 9:

Upon arrival, before the compensation of expenses the university demand for a detailed conference report, detailed expenses report, and presentation certificate. The forms should be submitted to the Dean, and the dean submits the documents to the Admin Vice president. After these procedures, the expenses will be compensated by the University.

Article 10:

The university administration will not allow the lecturers to participate in an international conference unless the lecturer participates in a conference related to his/her own field organized by Ishik University (if the university does not organize any conferences related to field of study of the lecturer, in this case the lecturer is allowed to participate in international conferences without any presentations at Ishik University conferences).

Article 11:

Evaluation criteria to participate in a conference:

- a) The name of Ishik University (affiliation) must appear on the full-test paper
- b) Acceptance Letter from the conference organizing committee
- c) The article is to be on the author's own field.
- d) Each academic staff has to make presentation in his/her own faculty's conference.

According to Council meeting (updated date) at 10/04/2016)

20. Health Services

Ishik University does not currently provide health services. However, Ishik University Personnel, Students and his/her Relatives can take advantage of the Dental Clinics at Faculty of Dentistry with a 20% discount. University Health Services supplement the efforts of parents and personal health care providers to promote, improve, and maintain the health and well-being of students. University Health Services are not intended to replace outside health care and should not be viewed as an alternative to seeking medical attention outside of the university. Instructors should be alert for signs of illness in their students and report such signs immediately to the University Health Services.

The following procedure should be followed in case of serious accidents, injuries, or sudden illness:

1. Administer first aid.
2. Notify parents.
3. Call University Health Services or family doctor if unable to locate parents or others listed in contact information.
4. If indicated, call an ambulance to transport to the emergency room of the local hospital. Ishik University does not assume the responsibility for the payment of ambulance, hospital, or doctor's fees.
5. Complete an incident form. Only designated employees can administer medication to students or other university personnel.

21. Emergencies

All employees should be familiar with the evacuation plans valid in their work areas. Fire, flood, terror attacks, earthquake and other emergency drills will be conducted to familiarize employees and students with evacuation procedures. Fire extinguishers are located throughout all university buildings. Employees should know the location of the extinguishers nearest their place of work and how to use them.

22. Technology Use and Data Management

The university's electronic communications systems, including its network access to the Internet, are primarily for administrative and instructional purposes. Limited personal use of the system is permitted if the use;

1. Imposes no tangible cost to the university,
2. Does not unduly burden the university's computer or network resources; and
3. Has no adverse effect on job performance or on a student's or other university personnel's academic performance.

Electronic mail transmissions and other use of the electronic communications systems are not confidential and can be monitored at any time to ensure ap-

STAFF HANDBOOK

appropriate use. All computers belonged to be used by Ishik University employees are the property of the university, and any and all data stored on those computers likewise become the property of the university. Ishik University reserves the right to review all data stored on university computers or software loaded on university computers - including any data showing Internet use - to ensure that university technology is being used for appropriate purposes.

Employees and students who are authorized to use the systems are required to abide by the provisions of the university's communications system policy and administrative procedures. Failure to do so can result in suspension or termination of privileges and may lead to disciplinary action. Employees with questions about computer use and data management can contact the network/IT manager working under the office of Administrative Vice President.

Online System Utilization: Ishik University may require the use of several online systems and forms to accomplish many of their daily tasks. It is the responsibility of each staff member to be aware of these systems, understand their use, and utilize them when appropriate. The lists of online systems we employ often and currently include, but is not limited to, the following examples: e-mail, schedules, conferences, substitute request forms, and absence from duty forms. Currently, emailing is the primary method for communication of general announcements, requirements, etc.. Therefore, each staff member is required to check their emails once every 24 hours during regular working days.

23. Instructional Supplies

Staff members should initiate requests for supplies through their managers or department heads. The university will assume no fiscal responsibility for merchandise or services purchased without a proper approval issued by related administrative units.

24. Building Use

Generally the office of the administrative vice president is responsible for scheduling the use of facilities within the regular business hours and office of

the Vice President for Extracurricular Activities and Dean of Students are responsible for scheduling the use of the facilities after the business hours. Contact the related supervisors in charge to request to use university facilities and to obtain information on the fees charged.

25. Hiring and Rehiring Standards

Ishik University believes that the quality of the professional staff determines the quality of education offered in the university. It is therefore a primary goal to locate, recruit and rehire the best qualified staff to meet the university's educational and administrative needs.

Office of the Administrative Vice President is responsible for gathering a CV bank through his/her personnel office when there is no active request from the president. CV bank is prepared for the most commonly sought positions as well as other positions that are hard to fill.

Staff evaluation and selection shall be based on;

1. Strong academic preparation,
2. Professional competence,
3. Intellectual rigor,
4. Emotional maturity,
5. Enthusiastic professional attitude,
6. Knowledge of instructional practices,
7. Ability to contribute to the furtherance of the university's educational goals.

Attention shall be paid, among other factors, to the candidate's academic records, and his/her previous relevant experience. Staff must demonstrate that they are aware that children have many different family circumstances and that they are willing and able to provide the educational support that a diverse student population needs in university.

The Ishik University teaching staff members must fulfill their individual responsibilities and work in cooperation with the other members of the teaching team. Ishik University is committed to hire/rehire the individuals who are best quali-

fied for the job without regard to race, sex, religion, age, nationality or handicap unrelated to the job.

26. Personnel Files

Ishik University Office of Administrative Vice President maintains an official permanent record file for each employee.

a. Contents: Only that information which pertains to the professional role of the employee and is submitted by duly authorized university administrative personnel and the Board may be entered in the official record file. This file should contain the following items and other employment documents and records which must be provided by the applicant:

1. Application form
2. Employment contract and signature or affidavit page of staff handbook
3. Resume or curriculum vitae
4. Validated copies of certificates; e.g. diploma, transcripts (Office of editorial is the office to approve documents for validity)
5. Two photographs
6. Passport and proof of residency for foreign nationals and national identity for local nationals
7. Other documents such reference letters (The number of the references and the type of reference depends on the type of position, for instance 3 reference letters for academic positions is the standard procedure, while for administrative staff this can be the contact information of three credible references, such as the phone number of a former boss who could be contacted, Criminal Record and Health Record may be requested depending on the nature of the position to be filled.

b. Employee Inspection Rights: Upon request, the employee will be allowed to inspect his or her own file. The employee has the right to copy his/her file, except for preemployment recommendations and records and such other information as may be privileged and not subject to employee inspection. Employees who wish to make copies or review their own personnel file shall request access in writing; shall review the record in the presence of the administrator designated to maintain said records or designee; shall make no alterations or additions to the record nor remove any material there from.

Employees wishing to appeal material in their record shall make a request in writing to the Administrative Vice President and specify therein: name and date; materials to be appealed; reason for appeal. If the request is about a position equivalent or above the Administrative Vice President, he shall consult with the president and if the president is the requester then Administrative Vice President may consult with the Board. The Administrative Vice President shall make a determination within ninety (90) days of the appeal.

c. Employment References: Ishik University provides references regarding former employment only if Ishik University receives written authorization and release from the former employee. Otherwise, Ishik University will only verify dates of employment, the position held, and rate of pay.

27. Name and Address Change

It is important that employment records be kept up-to-date. Employees should notify their administrative units if there are any changes or corrections to their name, email address, home address, primary telephone number, marital status, emergency contact, or beneficiary. Forms to process a change in personal information can be obtained from the personnel office under the office of Administrative Vice President.

28. Pay and Compensation

- a. Payroll: Professional and paraprofessional staff members receive their pay in twelve (12) equal monthly payments based upon the total contracted salary. Base payments for full-time professional and paraprofessional staff members, substitute instructors, hourly and part-time staff members will cover the period between the first days of two consecutive months. Payments will be processed manually from the office of accounting within the first 5 calendar days every month. Base salaries will not change unless the accounting is specifically informed by the administrative units to do otherwise. Generally, these specific conditions are as follows; If there is a position change or an increase in pay, then accounting must be informed by the presidency to alter the base salary payment. Another occasion is, for both full-time and part-time employees if the absences of leaves exceed the allowed, permitted amount, thus have to be deducted from the salary then either the directors or the deans must inform the accounting. Please note that tardiness may translate into the absence of leave under certain conditions. For details, please refer to the related chapter. For the purposes of payroll, full time personnel are defined as anyone who works for the full 5.5 days stated “the work hours” section of this book. Any substitute, extra duty, hourly and overtime (for nonexempt employees) payments accrued after three weeks in the current month will be included in following month’s payroll. In other words, directors or deans of every unit will inform the accounting between 21 and 25 of every month for the overtime/extra time that accrued from the 21st of the previous month. Thus, the payments that correspond to the extra work, overtime that take place between the 21st of each month and the end of the month will be included in the following month’s salary.
- b. Overtime/Extra time: Currently, the university does not financially compensate overtime or extra time that occurs during working days or holidays except extra class hours taught by academic personnel unless otherwise is stated in the employee’s contract. For personnel who are eligible for overtime/extra time compensation, advance approval from a supervisor is required for cases when overtime/extra time is financially compensated. Unauthorized use of compensating overtime hours may result in disciplinary action being

taken, up to and including termination. Exceptions are granted for advanced approval if the overtime is in support of unforeseeable or emergency circumstances and approval is obtained within one working day of the event.

However, it is within the director's or dean's authority to compensate overtime work as compensatory time off even if the employee has to accept working extra if needed as stated in the employee's contract.

For instance, if due to a certain project or job, the employee had to work 4 extra hours on a certain day, the director or dean may allow that employee 4 hours off at a reasonable time when the director or dean sees fit. However, if the employee has to accept extra working requests as stated in his/her employment contract, then the director or dean may choose not to award compensatory time off. Additionally, personnel who is working overtime is entitled to free extra meals in the university dining hall if meal times fall within the overtime work hours. Financial compensation for overtime work of the full-time personnel based on the titles will be as follows:

1. Full professors: 8 hours for a week with 10 USD per hour for overtime class hours taught.
 2. Assistant professors: 10 hours for a week with 10 USD per hour for overtime class hours taught.
 3. Lecturer holder: 12 hours for a week with 10 USD per hour for overtime class hours taught.
 4. Assistant Lecturer holder 14 hours for a week with 8 USD per hour for overtime class hours taught.
 5. Bachelor degree and No academic title: 20 hours for a week with 6 USD per hour for overtime class hours taught. Part-time personnel who work less than 5.5 working days are not paid a salary, but a wage on an hourly basis.
- c. Retirement Benefits : Ishik University does not regularly provide retirement benefits unless otherwise is stated in the employee's contract. One reason for this implementation is that until this moment there was no way for a private university like Ishik University to pay for retirement benefits for its employees. However, recent developments in Kurdistan region imply that in the near future around 8% of an employee's salary will be paid for the retirement benefits similar to the application for employees working in the governmental

STAFF HANDBOOK

offices in Kurdistan.

- d. Health Benefits: Ishik University does not provide health benefits outside of school premises unless otherwise is stated in the employee's contract.
- e. Nutritional Benefits: Ishik University provides one meal for each working day for each full-time, part-time professional, paraprofessional employee. Part-time personnel may have one meal on the days when they are working at the university. The only exception is the labor personnel who reside within the university premises and are entitled to three meals a day.

Traditionally, the compensated meal is the lunch meal. However, the personnel that work during evening hours may have a dinner meal instead of a lunch meal. As mentioned above under overtime/extra time section, an employee may have more than one meal a day if working overtime and meal times fall within the overtime work hours.

Other than the conditions stated above, no one without any exceptions does have the right to offer meals to anyone else other than self. This includes family members, friends, and guests. If meals will be offered to guests, one time use tickets may be obtained from the Administrative Vice President.

Administrative Vice President deserves the right to ask for a reason, or documentation obtained from the requester's supervisor. Personnel who do not abide by these rules will have to face consequences, including deductions from the salary based on higher rates per meal, and in terms of repeated violations, up to termination of contract.

29. Purchasing and Reimbursements

a. Purchasing Procedures: All requests for purchases must be submitted to the office of Administrative Vice President on a material request form that may be obtained from office of accounting with the appropriate approval signatures from the instructor, department head and the dean. No purchases, charges, or commitments to buy goods or services for the university can be made without an approval. The university will not reimburse employees or assume responsibility for purchases made without authorization. Employees are not permitted

to purchase supplies or equipment for personal use through the university's accounting office. Contact the accounting office for additional information on purchasing procedures.

- b. Reimbursement for Purchases, Travel, Expenses, etc.: Ishik University will honor reimbursement requests only if the expenditure has had prior approval and requested according to established procedures. All requests of this nature must have original receipts attached. Staff members should consult with their supervisors regarding matters of this nature in order to prevent misunderstandings, assumptions, etc. Before any travel expenses are incurred by an employee, the employee's supervisor must give approval. For approved travel, employees will be reimbursed for mileage if personal vehicles are used and other travel expenditures, according to the current rate schedule authorized by the Board of Trustees. Employees must submit original receipts to be reimbursed for expenses other than mileage.

30. Work Hours

- A. Work Hours for Academic Personnel: Academic personnel are president, vice presidents, deans, department heads, instructors, assistants, briefly, who have academic titles to be able to teach in a university. Work hours for full-time academic staff are between 8:30 am and 5:00 pm five days of the week except official holidays. Weekdays are Sunday, Monday, Tuesday, Wednesday, and Thursday. Work hours include a one hour break between 12:00 pm and pm for the employee to have lunch and to run other errands. Other than this one hour break if an employee were to run errands or to spend time for a personal reason between 8:30 am and 5:00 pm, then that time must be compensated for the lunch time. In other words, lunch time must be kept less than one hour on the amount that one spends during regular working hours, which is between 8:30 am and 12:00 pm and 1:00 pm and 5:00 pm. If any personnel work outside of regular business hours, for instance, in the evenings at the continuing education center, then his/her working hours will be determined by his/her supervisor equivalent to the personnel working during regular business hours given that these personnel are full-time academic personnel.

Part-time academic personnel will work within the times stated in their personal contracts.

B. Work Hours for Administrative Personnel: Administrative personnel are all staff members and their supervisors that are entitled with "Administrative Vice President" "director", "head", "manager" titles as well as secretaries and other labor personnel. Work hours for full-time administrative personnel are more varied due to the different natures of different occupations. Generally, unless otherwise is noted in the personal contract, an administrative personnel may expect to be at the university 5 days of the week between 8.30 am and 5.00 pm. On Saturdays, working hours for administrative personnel are between 9.00 am and 13.00 pm. However, there are more than a few occasions when administrative personnel work outside of these regular hours such as in the evenings. Please refer to your personal contract for details. If any personnel work outside of regular business hours for instance, in the evenings at the student affairs office, then his/her working hours will be determined by his/her supervisor equivalent to the personnel working during regular business hours given that these personnel are full-time administrative personnel. Part-time administrative personnel will work within the times stated in their personal contracts. All Ishik university personnel attendance will be controlled through fingerprint system. If personnel do not follow the daily registration (in/out) through fingerprint system they will be considerate as absent from duty.

31. Employee Leaves and Absences

Ishik University offers employees paid and unpaid leaves of absence in times of personal need. Permissions regarding leaves of absence are to be obtained from the Deans and/or Administrative Vice President for domestic leaves. International leaves must be approved by the president as well.

Employees must follow the university and campus procedures to report or request any leave of absence and complete appropriate leave request form, including the reason for the leave, date of leave, and how they will compensate the lectures not taken.

Those who intend to take leaves should submit the leave request form to their related administrative unit, e.g. departments for academic personnel. Then the administrative unit should submit the form to the higher authority, e.g. deans for academic personnel, by indicating their remarks as approved or not.

And this higher authority must submit the form to the President's Office after they mention their remarks about it. The final decision will be taken by the President.

Any employee who is absent more than two (2) consecutive days because of a personal or family illness must submit a medical certification form from a qualified health care provider confirming the specific dates of the illness, the reason for illness, and in the case of personal illness the employee's fitness to return to work. Medical certification shall be made by a health care provider. Upon request for family and medical leave for the employee's serious health condition or that of a spouse, parent, or child, and at 30-day intervals thereafter, the employee shall provide medical certification of the illness or disability.

a. Paid Leaves:

1. Annual (Summer Holiday) Leaves and Unused Annual Leaves: For academic staff (president, vice presidents, deans, department heads, instructors) summer holiday is an exact 30 days, including travelling time, 20 days for assistants and 15 days for administrative personnel. An employee must be employed 12 months before he/she can take a summer holiday. A specific case about annual leaves is regarding academic personnel that stay for summer school. These personnel keep their right to have 30 days annual leave. However, they must be present at the set time by the deans or directors at the beginning of the school year, even if the personnel cannot have his/her 30 days of holiday at once. The difference in duration, that is from the end of the summer term until the designated time to be present at the university will be counted towards the annual leave even if the employee cannot travel abroad due to shortage of time and stays home unless assigned by the university. After the deduction of the accounted days, remaining days can be spent on other occasions during the year upon permission from the supervisor(s) that the employee has to report to. These days shall preferably be chosen amongst

STAFF HANDBOOK

the times when it is a holiday for students, such as Nawrouz, especially in the case of academic personnel so that there is no interruption in the education due to missing classes, etc.

2. Personal (Excuse) Leaves: The university only grants 7 personal leave days besides summer holiday annually to all university employees if there is a valid and acceptable excuse. The university does not grant any local leave days other than personal leave other than the specific allowances stated herein;
 1. 56 days total for birth for non-academic female staff including official holidays if coinciding, before and/or after the birth, but she must complete one year at the current position.
 2. In case of pregnancy of female academic staff cannot start work in that semester. Either the contract will not be renewed or takes a leave without payment.
 3. 3 days for birth for fathers if birth is in Kurdistan and 7 days if birth is out of Kurdistan
 4. 7 days and the duration of travel applies for marriage of self
 5. 3 days and the duration of travel is applied for the deaths of immediate relatives that are mother, father, son/daughter and sister/brother, 2 days for grandparent, aunt, uncle. All other full-day absence of leave permissions for death events are to be deducted from 7 annual personal leave days if granted. Working days spent outside of the university premises due to an assignment by the university do not fall within these 7-day limit. Among these exceptions are days spent outside of the university due to purposes of training and education such as;
 1. Workshops and other professional development opportunities.
 2. Attending masters or doctorate programs authorized by the president
 3. Compulsory attendance to legal or other matters developed without control and intent of the employee that are usually enforced by governmental offices.
3. Anticipated Leave: The academic and administrative staff must take prior permission for the non-urgent (anticipated) leaves at least 7 days before the event occurs. In deciding to approve anticipated, personal leave, however, the supervisor or designee shall consider the effect of the employee's absence

on the educational program, as well as the availability of substitutes. Anticipated personal leave shall not be allowed in the following circumstances, except in extenuating circumstances as determined by the dean or directors:

1. Days scheduled for end-of-semester or end-of-year exams.
2. University norm-reference testing days.
3. Professional or staff development days.

Unanticipated Leave: Leave that is taken for personal and family illness, emergency, a death in the family, active military service, etc. is considered unanticipated leave. This type of leave allows very little or no advance planning. The higher authorities should be informed as soon as possible in case of an unanticipated leave so that necessary arrangements can be made e.g. for missing classes.

b. Unpaid Leaves: Unpaid leaves may be granted when exceed the 7 days of personal leaves in the following conditions if documented;

1. To care for a spouse, parent, or child with a serious health condition
2. An employee's serious health condition A husband and wife who are both employed by the university are subject to limits on the amount of leave that they can take care for a parent with a serious health condition, etc.

Family and medical leave run concurrently with accrued sick and personal leave, temporary disability leave, and absences due to a work-related illness or injury. The university will designate the leave as family and medical leave, if applicable, and notify the employee that accumulated leave will run concurrently.

In some circumstances, employees may take family and medical leave in blocks of time or by reducing their normal weekly or daily work schedule. Intermittent leave may be taken under the following circumstances:

1. An employee is needed to care for a seriously ill spouse, child, or parents
2. An employee requires medical treatment for a serious illness
3. An employee is seriously ill and unable to work
4. An employee becomes a parent or has a foster child placed in his or her home

STAFF HANDBOOK

When the need for family and medical leave is foreseeable, employees who want to use it must provide

30-day advance notice of their need. When the need for leave is not foreseeable, employees must contact their supervisor as soon as possible. Employees may be required to provide the following:

1. Medical certification from a qualified health care provider supporting the need for leave due to a serious health condition affecting the employee or an immediate family member
2. Second or third medical opinions and periodic recertification of the need for leave
3. Periodic reports during the leave regarding the employee's status and intent to return to work
4. Medical certification from a qualified health care provider at the conclusion of leave of an employee's ability to return to work.

Employees requiring family and medical leave should contact the personnel office for details on eligibility, requirements, and limitations. Medical Release: The employee's request for reinstatement shall be accompanied by medical certification of the employee's ability to perform essential job functions.

32. Tardiness

Tardiness: Tardiness is 15 minutes. Any Lateness over 15 minutes will be considered as "Lateness". Tardiness may be in the morning in the form of coming late to work, during lunch time in the form of early leaves for lunch or late coming backs from lunch, and during dismissal as leaving early for home.

In all these types of tardiness the allowed amount of being tardy for the purpose of accounting is 15 minutes. However, being late is contradicted with professionalism and business ethics, even if it is for one minute. Therefore, any type of tardiness except emergencies is unacceptable and results in disciplinary sanctions. For details please refer to Chapter entitled "Discipline and Termination". In this regard, all staff members should obtain authorization from their supervisor when leaving assigned university campuses during work hours.

Time-in, time-out information, for all of the administrative personnel, including faculty secretaries, will be obtained in the form of a signature. While recording time-in and time-out information, designated personnel will use their computer's clock. A mobile phone may be used in cases when it is not possible to get accurate time information from designated personnel's computer. This procedure will prevent many misunderstandings, etc., as well as protect the professional employee.

33. Substitute Instructors

Generally, the nature of classes taught in universities is not suitable for someone else to substitute for the primary instructor for a certain course. However, in cases of urgent needs and depending on the nature of the course taught, faculty administrators may permit the use of substitute instructors. Upon arrival the substitute shall be furnished the following materials usually by the primary instructor:

1. Syllabus of the course
2. Weekly and daily time schedule of classes
3. Fire drill and other emergency procedures
4. Important or unusual information about any child (physical problems, daily medications, etc.)
5. Have copies of textbooks, manuals, and workbooks being used available for use by the substitute instructor.

34. Summer School

Administrative personnel's work intensity usually lessens during summer school time, however, depending on the occupation of the administrative personnel opposite might be true as well.

Thus, summer school concerns mostly academic personnel. Final authority on summer school decisions fall onto the dean of faculties. All academic staff will be assigned courses from the summer school if required.

35. National and Extraordinary Holidays during Academic Year

There are two types of holidays; one is for the academic and administrative personnel, while the other one is for students. For the personnel, the following holidays are the ones currently implemented in Kurdistan Region.

1. Ramadan Festival, 4 days, including the day of "Arafa" (exact days declared by the government).
2. Sacrifice Festival, 5 days, including the day of "Arafa" (exact days declared by the government).
3. 1st and 10th days of the month of Moharrem (exact days declared by the government).
4. New Year Holiday, 1st day of the year, January 1st. (Holiday for students starts from 24th December thru 1st of January).
5. Army Day, 6th of January.
6. 5th of March is the Independence Day and National Holiday.
7. 21st, 22nd, and 23rd of March is Nawroz and National Holiday (Holiday for students in Nawroz starts from 11st of March Friday until 25th of March Friday).
8. 1st of May is Labor Day and National Holiday.

Other days may be declared as holiday by the regional or national government, such as Mawleed (Prophet Mohammad's birth for Muslim's) or other religious holidays for Christians, Yazeedees, etc.;

personnel should follow the announcements and contact his/her supervisor to confirm the holidays.

Other than these national holidays if a day is declared a holiday due to an extraordinary situation such as sandstorms, then please abide by the following:

1. As a private university, we abide by the Ministry of Higher Education. Thus Ishik University is only bound by declarations of governmental authorities that would include Ministry of Higher Education. Such announcements may be followed from national TV or radio stations.
2. Secondly, in such extraordinary cases, you may expect to receive an email

to the email you have provided to the university administration. If you do not have email access at your residence, then please contact a university personnel that might have email access or the information about the emergency situation.

36. Staff Dress and Grooming

The Board of Trustees believes that all staff members set an example in dress and grooming. A professional staff member who understands this precept and adheres to it enlarges the importance of his/her task, presents an image of dignity, and encourages respect for authority.

The Board retains the authority to specify the following dress and grooming guidelines for staff that will prevent such matters from having an adverse impact on the educational process.

Employees will keep themselves neatly groomed and dressed and will keep their hair neat and clean. Grooming and dress that will disturb, interfere with, or detract from the educational process will not be allowed. "Neatly groomed and dressed" shall be defined as dress and grooming that is standard and conforms to local community and university etiquette and decorum. It is within these principles that Ishik University will enforce the following dress code items, specifically but not limited to:

a. Female Dress:

1. Shorts, miniskirts, wind pants, or warm-ups are prohibited on any working day (i.e., a day for which a person is being paid).
2. None of the staff may wear jeans of any color on any working day (i.e., a day for which a person is being paid) except for:
 - a) Campus Designated Days (designation is done by the administration); Saturday is a Campus Designated Day.
 - b) Field-based Activities (but not worn in the regular classroom).
3. Fitted leggings and spandex-type leggings are not permitted as outer wear; they may be worn under a dress, skirt or tunic top. Loose-fitting stirrup pants and loose-fitting leggings are permitted.
4. Dress culottes, skirts, and split skirts must meet the length requirements for skirts. These are clothes that have the appearance of a skirt in the front but

are split.

5. Tight clothing exposing body parts is prohibited.

6. Capri pants are not acceptable on any working day except on a field day.

7. Shirts, Blouses, and Tops

a) All tops (etc.) shall cover the back and stomach. No skin is to show at the waist.

b) Shirts and blouses must be buttoned appropriately.

8. Shoes

No sandals, slippers, flip-flops or thongs

9. Jewelry and Other Accessories

a. All tattoos shall be covered and hidden from view.

b. Jewelry used in conjunction with body piercing (such as nose rings, eyebrow or tongue studs) is prohibited.

b. Male Dress:

1. Items # 1,2, 3, 5, 6, 7, 8 above apply to males as well.

2. All academic personnel, including deans, department heads and instructors along with administrative office personnel must wear tie.

3. Jackets are optional for everyone.

4. Additionally, long/short sleeve shirt choice is also up to the employee.

37. Discipline and Termination

Absent a written employment contract, employment with the Ishik is terminable at will, meaning that the employment relationship can be terminated one-sided by Ishik University at any time, with or without notice and with or without cause provided that Ishik University notifies the employee one month ahead. Employees, on the other hand, however, must abide by the terms in their contracts and fulfill the time stated in their contract. If an employee leaves his position before the stated date in his contract, he will be charged in the amount of the remaining days on his contract. If an employee decides not to renew his contract, he must inform his supervisor, one month ahead of his contract renewal date. Please note that the financial relationship between the employee and

Ishik University is in the form of a monthly paid wages as well as health/retirement benefits if any, and Ishik University keeps its right to cancel any of these benefits upon employee's one sided contract termination at an inconvenient time. Any express or implied agreements or assurances concerning the terms, conditions, or duration of an individual's employment with Ishik are not binding upon Ishik unless they are in writing, and approved by the Board of Trustees. With the exception of substitute employees and temporary employees (one year or less), these policies apply to all employees of Ishik University, including certified, classified, and administrative personnel, and apply to all job-related activities of such employees.

a. Basis for Disciplinary Action:

The following acts or omissions, among others which evidence unfitness to perform duties, by an employee in the scope of employment are prohibited and shall constitute grounds for disciplinary action:

1. Insubordination, including the willful refusal of an employee to perform an assignment or to comply with a directive given by the employee's supervisor.
2. Unprofessional job-related conduct.
3. Incompetence or inefficiency in the performance of duties.
4. Corporal punishment of students.
5. Improper conduct toward students and other employees.
6. Conduct in violation of any Ishik University policy or established expectation of performance.
7. Conviction of a felony related to the employee's employment, or which seriously impairs the employee's ability to perform his or her assigned duties.
8. Serious misconduct related to the employee's job.
9. Abuse of the Ishik University's sick leave policy.
10. Excessive tardiness.
11. Excessive absenteeism.
12. Unexcused absences from work.
13. Gross negligence or gross carelessness in the performance of duties.
14. Use of Ishik University policy or property for personal gain.
15. Negligent or willful damage to Ishik University property.
16. Gross waste of Ishik University supplies or equipment.

STAFF HANDBOOK

17. Dishonesty or falsification of any information involving Ishik University, including grades, credits, data on forms, employee records, or any other information involving Ishik.
18. Possession of alcohol or other intoxicants or illegal narcotics, or other controlled substances without prescription on university property or at any university function.
19. The use of or being under the influence of alcohol or other intoxicants or illegal narcotics, or other controlled substances without prescription on university property or at any university function.
20. Deliberate conduct which has the apparent purpose of exposing Ishik University to censure, ridicule, or reproach (this prohibition is not intended to deprive employees of any free speech rights guaranteed under law).
21. Verbal and/or physical fighting on university premises or at any university related activities.
22. Falsification of records or data with intent to defraud.
23. Sexual misconduct which deviates from the ordinary standards of morality prevalent in the areas served by Ishik University.
24. Misconducts related to violence;
 - a. violent, threatening or intimidating behavior;
 - b. indecent or abusive language or behavior;
 - c. disorderly behavior.
- * This regulation applies within the University. It also applies outside the University in respect of such alleged misconduct by a student to an officer, member or employee of the University.
25. Behavior likely to cause injury or impair safety on University premises.
26. Conduct amounting to harassment. (The University will take harassment to include any behavior that appears or feels offensive, intimidating or hostile, which interferes with individuals' academic, working or social environment; or which induces stress, anxiety, fear or sickness on the part of the harassed person. The defining features are that the behavior appears or feels offended or intimidating to the recipient and would be so regarded by any reasonable person.)
27. Publishing of any matter (including expressed orally or in any writing, sign or visible representation, including electronically) which is threatening, abu-

sive or insulting or constitutes harassment or makes others fear violence, including:

- a. by printing or displaying within the University,
 - b. by publishing or distributing to any visitor, officer, member or employee of the University,
 - c. by using in any form of instruction, meeting or gathering (including social and sporting activities), or
 - d. by broadcasting to any visitor, officer, member or employee of the University.
28. Conduct which obstructs, frustrates or disrupts:
- a. any lecture, class or other instruction, or any laboratory work, or any examinations, authorized to be held, given or undertaken within the University,
 - b. any meeting or other function (including social or sporting activities) authorized to take place within the University, or
 - c. the satisfactory conduct of the administrative work of the University or its public or official functions, activities or legal duties.
29. Interfering with or impeding any officer, member or employee of the University in carrying out his/her duty or proper function as such.
30. Failure to disclose the name and other relevant details to an officer or employee of the University or the Students Union when it is reasonable to require that such information be given.
31. Interfering with or impeding, by the use of intimidation, violence, threat of violence or physical obstruction, the supply or delivery of any goods or services to the University, or so interfering with or impeding the entry into the University of any lawful visitor.
32. Unauthorized interference with any mechanical, electrical or other services or installations within the University.
33. Failure to comply with the ICT (Internet and communication technologies) code of conduct.
34. Theft committed within the University.
35. Damage to or defacement or misappropriation or unauthorized use of the property of the University.
36. Using or knowingly possessing within the University any controlled drug.

STAFF HANDBOOK

37. Forgery, falsification or misuse of the University's name or of any University record or document, or knowingly making any false statement or being party to impersonation in relation to any academic examination or assessment or University administrative function or service, including the use of false documentation or statement in the process of gaining admission to the University.
38. Infringement of the rules relating to admission to social functions.
39. Refusal to make any payment, or comply with any direction or restriction, subject to any right of appeal applicable, imposed by the Librarian in respect of the use of Library facilities.
40. Misuse of fire appliances within the University.
41. Unwarranted sounding or raising of a fire alarm within the University.
42. Disposing of litter inappropriately within the University.
43. Possessing within the University any offensive weapon.

* Any other case that is concluded as a disciplinary misconduct by the university disciplinary committee are evaluated by the committee on a case by case basis.

b. Persons Authorized to Initiate and Carry Out Disciplinary Actions:

Verbal and written warnings may be issued by the following administrative personnel for employees that work directly under them:

1. President
2. Vice presidents
3. Deans
4. Administrative unit heads
5. Department heads

c. Phases in Carrying out Disciplinary Sanctions:

There are five types of sanctions at Ishik University:

1. Oral warning
2. Written warning (Memorandum) by the Head of Administrative Unit
3. Final warning by Disciplinary Committee
4. Suspensions without pay

5. Dismissal Verbal warnings may be issued by the managers; however a written warning (Memorandum) to an employee working under a manager shall be issued by the head of the administrative unit that are the President, vice presidents, Administrative Vice President and deans. Final warnings, probation, suspensions with and without pay, and dismissal may be administered only by the Disciplinary Committee followed by approval from the president.

d. University Disciplinary Committee:

The University Disciplinary Committee is responsible with investigating the issues that are either reported by the relevant authorities via hierarchical order or reported directly by any individual within the university.

University Disciplinary Committee finalizes such cases and is responsible with the execution of the corresponding sanctions abiding with the regulations if charges committed.

Communication of Sanctions

Each sanction is motivated in writing and communicated in writing to the following parties, no matter what the result is:

1. The personnel
2. Related administrative units at Ishik University
3. In any situation, all original copies of signed and stamped documents will stay with Ishik University and only copies of these documents will be handed to the related parties unless an original copy is required by any governmental institute

Execution of Sanctions

1. Sanctions are beginning to take place starting from the time of written notification to the personnel unless otherwise is noted.
2. Upon nomination, Disciplinary Committee must finish all investigation procedures, communication and execution of sanctions within one month. If one month is exceeded, upon request by the committee an extra duration of one month may be granted only for once. If after two months, disciplinary committee cannot finalize the case, a new disciplinary committee shall be

STAFF HANDBOOK

appointed by the President. If president served as the chair in the first committee, he/she shall not be the chair of the 2nd committee. All other members must be replaced as well.

Termination of Employment Resignation: Employees who resign from Ishik should give at least one month notice. The letter of resignation should included and explain fully the reason(s) for leaving and should be turned in to the employee's supervisor.

Resigning employees will be given their final paychecks, no later than the next regularly scheduled payday if the resignation date is prior to the 21st day of the current month. Final paychecks may be given next month if the resignation date is after the 21st day of the current month. All applicable mandatory and optional, authorized deductions will be made from the employee's last paycheck. Ishik University reserves the right to pay the resigning employee for the notice period and accept the resignation immediately.

Dismissal of Employees: Unless otherwise provided in a written employment contract with an employee, employees are employed at will and may be dismissed without notice, a description of the reasons for dismissal, or a hearing. It is unlawful for the university to dismiss any employee for reasons of race, religion, sex, national origin, disability, military status, any other basis protected by law, or in retaliation for the exercise of certain protected legal rights as stated in the notice of discrimination in this document. Employees who are dismissed have the right to grieve the termination. The "notice of discrimination" along with other rules stated in this document is to be abided by the employees as well. Thus, as Ishik University guarantees to follow the "notice of discrimination", the employee also guarantees to abide by it by accepting to be employed at Ishik University. Therefore, as the employee can appeal to the contract termination procedure, Ishik University can also seek for its legal rights in case a violation of "notice of discrimination" occurs.

The dismissed employee must follow the university process outlined in this handbook.

38. Complaints & Grievance Procedures

All employees are encouraged to bring their work-related problems or concerns to the immediate attention of their supervisors. In turn, supervisors will try to reach a quick and fair solution. If, however, an employee is not satisfied with the supervisor's solution, he or she may bring the matter to the attention of an upper administrator in the hierarchic level until either the problem is resolved or had to be dismissed by the president as the last hierarchic level. All complaints and responses must be in writing. The regulations for a grievance procedure against disciplinary actions shall be the same as the grievance procedure for the students as stated under Article 10 in the students handbook. Execution and communication of sanctions shall also be the same as the regulations for students as stated under 8, 9 and 11.

Article 10: Appeal Procedures and Committee of Appeal

The committee of appeal is distinguished from the disciplinary committee by the fact that it must include a university with a higher degree, e.g., president of the university if no other option is available.

The student will have the right of appeal against the imposed disciplinary sanction until seven calendar days after the notification of the decision. To this end, the student can submit a motivated request of appeal in writing. The student may appeal to appeal committee.

The disciplinary action regularly takes effect after the notification of the disciplinary committee. However, initiating an appeal procedure will suspend the disciplinary action until the student is officially notified of the final decision by the appeal committee unless the disciplinary committee decides that the situation may possess safety risks to the university community.

Within Ishik University it is not possible to appeal against a decision by the disciplinary committee of appeal, however, students may choose to appeal the university's decision through legal agencies.

Article 11: Confidentiality

Confidentiality is required in the initiation and developmental stages of the disciplinary case until a final decision is made including the appeal procedure. In other words, reporting and investigating a case; related meetings and all written materials must abide with confidentiality.

39. Procedures for Guests and Visitors

Ishik University annually receives many guests. Most of these guests come to the university through contacting the related department at our university. Thus, the procedures about these guests are not included under this chapter. Guests of university personnel are defined as follows;

1. Guests that currently have a relationship with Ishik University. This relationship may be defined as business, educational, cultural, etc.
2. Guests that may have a relationship with Ishik University in the future and the reason for the visit is to establish a relationship. This relationship may be defined as business, educational, cultural, etc.
3. Exceptions to these if any, may be approved by the Administrative Vice President.
4. Guests may be given a tour of the university by the responsible department if requested by the Administrative Vice President. Additionally, tickets for meals may be obtained from the Administrative Vice President for these very guests.

Visitors of university personnel are defined as friends, relatives, or other third party visitors of university personnel that do not have any current direct or indirect relationship with the university as well as the reason for their visit is not to establish one.

Such visitors shall not visit university personnel except emergency situations during working hours. Supervisor of personnel may interrupt with the visit during working hours if he/she feels that working process is interrupted.

Visitors do not have the right to take advantage of university facilities unless

otherwise is noted, including library, networking, internet, dining hall services and so on unless approved by the Administrative Vice President. In case of approval, for the purposes of this document, this visitor would be considered as a guest as defined above. Facilities that the visitors can use are a cafeteria and main waiting areas.

All visitors are expected to enter any university facility through the main entrance and sign in or report to the building's main office.

Authorized visitors will receive directions or be escorted to their destination. Employees who observe an unauthorized individual on the university premises should immediately direct him or her to the building office or contact the administrator in charge. Any administrative or security personnel have the right to ask an unsupervised visitor an identity with a photograph if suspected. Violations of visitors are to be reflected to the related university personnel or the "acting host".

Regularly, each and every attendant to classes must be enrolled in the university as a student no matter what the status of the student is. Please refer to student handbook for different types of student status.

However, if for any reason, for instance, a legal guardian of a minor, of a 17 year old, which is under 18 years old, or any legal authority requests to attend a lecture, he/she may be permitted if a written request is made until 24 hours before the lecture takes place to the office of Administrative Vice President. If an approved office of Administrative Vice President will transmit this request to the related faculty to be implemented.

For visits to other personnel, visitors are strongly recommended to get an appointment beforehand.

Secretaries are employed within all administrative units that can process these types of demands.

40. Outside Employment and Tutoring

Employees who wish to accept outside employment or engage in other activities for profit must submit a written request to their supervisors unless their

personal contract does not already permit such an action. Approval for outside employment will be determined by the personnel hiring committee and primarily based on whether outside employment interferes with the duties of the regular assignment. Instructors are not allowed to privately tutor students of the campus for pay without approval from the university Senate.

41. University Activities

Staff members are recommended to attend and participate in as many university activities as possible. An instructor's presence projects support and interest to the students, the university, and the community. Many staff members will be involved in university related organizations, and clubs.

Among the activities that university personnel may attend as long as it does not contradict with personnel's working requirements under the condition of approval from the supervisor are as follows;

1. Student club activities that the university personnel sponsor or participate. Such activities must be decided by the executive board of the club, organized by the club members and approved by the Vice President for Extracurricular Activities depending on the nature of the activity as it can be either curricular or extracurricular.
2. Conferences, panels, symposiums, events, celebrations that are organized by faculties, departments or university Senate.
3. Especially for events that take place outside of university premises extra conditions may be present such as extracurricular field trips via vehicle transportation and excursions. If these events do not fall within the two categories mentioned above and it is an activity that university students organize however, not directly associated with the university, then any university personnel are strongly recommended to get a written consent from the Vice President for Extracurricular Activities to participate to such an event. University personnel may not be part of activities that compromises individual rights associated with religious or ethnical issues as well as political activities. For

policies and details about the student clubs and possible activities that may take place, please refer to the student handbook.

42. Student Attendance

Punctual and regular university attendance is required at Ishik University. Based on regulations stated in student handbook each student must attend 80% of theoretical and 85% of practical courses and 70% theoretical and 80% practical provided a medical report by a committee to not to fail the courses. Excessive absenteeism and/or tardiness shall be reported by the academic personnel to the student affairs office via the related department as this problem may not be recognized readily in the student affairs office. The absence shall be recorded on the attendance sheet.

43. Student Discipline

Students are expected to follow the classroom rules, campus rules, and rules listed in the Student Code of Conduct and Student Handbook. Instructors and administrators are responsible for reporting or taking disciplinary action based on a range of discipline management procedures that have been adopted by the university. Other employees that have concerns about a particular student's conduct should contact the faculty administrators or disciplinary committee if needed. Instructors must file a written report with the faculty administrators or disciplinary committee when they have knowledge that a student has violated the Student Code of Conduct. Discipline should be handled by the professional staff members to the extent possible. The staff member should confer with the student, administrators, and other related third party people such as legal guardians in all unusual problems. Cooperation and understanding between these parties and the university can often eliminate problems before they develop into unpleasant situations.

44. Student records

Student records are confidential and are protected from unauthorized inspection or use. Employees should take precautions to maintain the confidentiality of all student records. The following people are the only people who have general access to a student's records:

1. The student
 2. Parents of a minor
 3. University officials with legitimate educational interests
- The student handbook provides parents and students with detailed information on student records. Parents or students who want to review student records should be directed to the department heads for assistance.

45. Parent and Student Complaints

In an effort to hear and resolve parent and student complaints in a timely manner and at the lowest administrative level possible, the Board has adopted orderly processes for handling complaints on different issues. Thus, parents or students are encouraged to discuss problems or complaints at first with the instructors or the appropriate administrators at any time. Parents and students with complaints that cannot be resolved should be directed to the higher hierarchical level. The organizational and hierarchical scheme of the university may be found at the university website or written documents available at the office of Administrative Vice President. The formal complaint process provides parents and students with an opportunity to be heard up to the highest level of management if they are dissatisfied. Once all administrative complaint procedures are exhausted, parents and students can bring complaints to the attention of the Board of Trustees given that the procedures in place are followed as necessary.

**Ishik University
CODE OF CONDUCT**

This code of conduct is the statement on Professional Ethics is to serve as a reminder of the general values, principles, and standards that undergird the profession. Intended to be a resource for faculty to carry out its activities ethically Statement on Professional Ethics highlights the following areas of faculty responsibility in professional practice:

1. to their disciplines;
2. to their students;
3. to their colleagues;
4. to their institutions;
5. to their communities;
6. for honest academic conduct;
7. for cultural and gender sensitivity;
8. for academic standards

These standards are not limited to below mentioned practices, but they are exemplary to follow and adopt and they will be developed and improved periodically when the need arises.

1. Responsibility to Discipline

Faculty members should utilize developmental opportunities to grow and seek to maintain scholarly competence. Exemplar activities may include:

- Attending conferences
- Maintaining affiliation with professional organizations
- Taking courses
- Using staff development, educational leaves, exchange programs and similar means on a continuing basis to enhance their expertise and teaching methods.
- Keeping updated in their field

2. Responsibility to students

Faculty members have responsibilities to students both inside and outside of

the classroom.

Exemplar activities may include:

- Meeting classes as scheduled.
- Encouraging students to make use of office hours.
- Providing student access to course information and syllabi.
- Helping students become full participants in the university community.
- Encouraging students to become involved in extracurricular activities such as student Senate, student clubs, and sport activities, etc.
- Serving as club advisors to help promote student
- Leadership and citizenship
- Ensuring that students have adequate support services such as assessment, counseling, learning resources, career and transfer information.
- Creating an environment that stimulates students' intellectual curiosity and fosters the free exchange of ideas.
- Modeling and teaching critical thinking in the classroom.
- Ensuring academic honesty in the classroom.
- Being fair in evaluation of student work.
- Respecting and accommodating students with learning differences.
- Never exploiting students.
- Cannot attempt to have emotional relationships, (engagement, marriage, etc.)
- Being fair and objective when providing letters of recommendations for students.

3. Responsibility to Colleagues

Faculty members have responsibilities that stem from the common membership in a community of scholars. Exemplar activities may include:

- Being actively involved in the hiring process of new faculty.
- Working toward meaningful evaluation, retention, mentoring, and promotion of all faculty.

- Being fair in the evaluation of colleagues.
 - Serving on committees that recommend policies on academic and professional issues.
 - Modeling professional and ethical ideals that collectively guide institutional behavior.
 - Encouraging collegial behavior such as the sharing of resources ,best practices, and the development of learning communities.
 - Fostering a collegial environment where freedom of expression ensures the open exchange of ideas.
4. Responsibility to Academic Institution (Ishik University)

Faculty members have contractual obligations as well as the obligation to contribute to the integrity of the institution. Exemplar activities may include:

- Following instructions from the department, entering to PIS (Personnel Information System) students' attendance records weekly, entering students' all necessary grades, and other relevant information instructed by the Department.
 - Providing and delivering all the necessary reports, certificates, or other related documentation to the Department when need arises, like Check List for Summer Leave, etc.
 - Following and implementing the instructions of the Examination Committee of the Department.
 - Meeting classes, keeping office hours, and serving on committees (like Teaching Quality Assurance, etc.).
 - Monitoring the integrity of the institution as it applies to the conditions of the workplace.
 - Critiquing the institution in order to improve it.
 - Contributing positively to the academic climate of the institution to create a safe, trusting, non hostile and open learning environment.
 - Treating all members of Ishik University community with fairness and respect.
5. Responsibility to the Community Faculty members serve as role models to both students and community by participating in university sponsored activities and/or community events. Faculty demonstrates the importance of citi-

zenship by actively engaging in such events. Exemplar activities may include:

- Obeying laws
 - Contributing to charitable events
6. Responsibility for Honest Academic Conduct Faculty members have responsibilities to reinforce university policies in the classroom and around the University. Exemplar activities may include:
- Making students aware of rules and regulations of the University
 - Reinforcing respect for Ishik policies by ensuring that students observe them in their presence.
 - Including expectations of academic honesty in syllabi and handouts.
 - Modeling scholarly behavior that fosters academic honesty.
7. Responsibility Toward Cultural, and Gender Sensitivity Faculty members have responsibilities to demonstrate cultural and gender sensitivity that goes beyond tolerance and deference Exemplary activities may include:
- Respecting students as individuals.
 - Recognizing both differences and similarities within the many cultures of our students and faculty.
8. Responsibility for Academic Standards The university is in charge of preparing students for success in both careers and participatory citizenship. Lowering standards to pass students along undermines their abilities to meet future challenges. Faculty members have responsibilities for upholding academic standards. Exemplar activities may include:
- Maintaining a sound and fair standards while helping students understand and meet those standards.
 - Providing a realistic view of what is expected of students in other educational institutions.
 - Helping students understand what it means to be a contributing citizen and how they fit into the larger society.

