



STANDARD OPERATING PROCEDURES 2025-2026

NOTE: This Standard Operating Procedure Manual will be continuously updated. Notifications will be sent to the campus community as new versions are made available. Please always refer to the version posted on the website to ensure you are following current procedures. Contact the Executive Assistant at 406-447-6927 if you have additional edits or additions.

Contents

1.0 General Information	1
1.1 ID Cards.....	1
1.2 Agency Number	1
1.3 Printer/copiers.....	1
1.4 Lost and Found	1
1.5 Helena College Policies	1
1.6 Legislative Contact.....	1
1.7 Institutional Committees.....	2
1.8 Organizational Chart.....	2
1.9 MUS Compliance Hotline, Report an Incident.....	2
1.10 Supervisor on Call.....	2
1.10.1 Procedure	3
1.10.2 After-Hours Contact Information after 5 p.m. and Weekends.....	3
1.11 Emergency Action Procedures	3
1.11.1 Evacuation Procedures, Meeting Area, and Accountability	3
1.11.2 Campus Lockdown/Remain-in-Place Protocol.....	3
1.11.3 External Temporary Shelter-in-Place Locations (Donaldson Campus)	3
2.0 Information Technology	4
2.1 Wireless Network Access	4
2.2 Email.....	4
2.2.1 Online Email.....	4
2.2.2 Accessing Email on Smart Device	5
2.2.3 Directions on How to Set Up Email Signature Using Outlook 2016.....	5
2.2.4 Setting up Multi-factor Authentication	7
2.2.5 Using the Microsoft Authentication App.....	8
2.2.6 Use the Office Phone	8
2.2.7 Use Phone to receive text code	9

2.2.8 OneDrive information.....	11
2.2.9 Changing your settings	11
2.3 Telephone.....	14
2.3.1 Phone List.....	14
2.3.2 Cisco Phone System.....	14
2.3.3 Voicemail.....	15
2.3.4 Conference Calls.....	16
2.4 IT Support Request	17
3.0 Mail.....	18
3.1 Incoming/Outgoing Mail.....	18
3.2 Shipping with Special Instructions.....	18
3.2.1 Insurance.....	18
3.2.2 Certified Mail.....	18
4.0 Human Resources	20
4.1 Payroll	20
4.1.1 Timesheets	20
4.1.2 Web Time Entry (WTE).....	20
4.1.3 Overtime/Flex Time.....	20
4.1.4 Leave Options as per UM Human Resources Policies:	20
4.1.4 Leave Requests.....	21
4.2 Professional Development.....	22
4.2.1 Professional Development Committee.....	22
4.2.2 Recording Professional Development Activities	22
4.3 Tuition Waiver	22
4.3.1 Faculty and Staff Tuition Waiver	22
4.4 Work-Study	23
5.0 Purchasing.....	24
5.1 Payment Works	24
5.2 Purchase Order for ProCard Purchases (all other purchases are through GrizMart).....	24
5.3 Supplies.....	25
5.4 Business Entertainment / Meeting Expense / Alcoholic Beverage Form	25

5.5 ProCard	25
5.5.1 To Obtain a ProCard	25
5.5.2 To Process ProCard Purchases:	25
5.6 Costco Membership/Credit Card	25
5.6.1 Costco Merchandise Returns and Exchanges.....	26
5.7 Tracking Budget Balances through UMDW	26
5.7.1 To Obtain Access to UMDW	26
5.7.2 Checking Budget Balance	26
5.7.3 Detailed Transaction Report	27
5.7.4 UMDW Online Training / UMDW Handbook.....	28
5.8 GrizMart Training and FAQs MS Team	28
6.0 Parking	29
6.1 Hanging Permit Requirements	29
6.2 Parking Requirements	29
7.0 Travel	30
7.1 Travel Procedures	30
7.1.1 Travel Check List.....	30
7.1.2 Helena College Equinox Reservation Procedure	31
7.2 The Equinox & Motor Pool	33
7.2.1 Making Motor Pool Reservations.....	33
7.2.2 Motor Pool Authorized Signers	33
7.2.3 Estimating Cost of Motor Pool Rental for Request and Authorization to Travel Form.....	33
7.2.4 During and After the Trip	34
7.3 Student Travel and Field Trips Note: Under revision	34
8.0 Maintenance	35
8.1 Campus Hours.....	35
8.2 Door Locks	35
8.3 Maintenance Work Order Requests.....	36
9.0 Meetings	37
9.1 MEETING ROOM & EQUINOX RESERVATIONS.....	37
9.1.1 Search for Meeting Room Availability.....	37

9.1.2 Request Meeting Space or the Equinox	37
9.2 Reimbursement for Food, Beverages, and Other Supplies	39
9.2.1 Food/Beverage	39
9.2.2 Other Meeting Supplies.....	39
10.0 Library Learning Hub	40
10.1 Books, Technology, and Other Resources	40
10.1.1 Helena College Library Collection	40
10.1.2 Resource Sharing through TRAILS.....	40
10.1.3 Interlibrary Loan	40
10.1.4 Popular Reading.....	40
10.1.5 Print Journals	40
10.1.6 Course Reserves.....	40
10.1.7 Databases.....	40
10.1.8 Subject & Class Research Guides	41
10.2 Library Instruction	41
10.3 Open Educational Resources (OER).....	41
10.4 Suggest a Purchase.....	41
10.5 Displays.....	42
10.6 Excellence in Library Research Award.....	42
10.8 Quiet Study Rooms.....	42
10.9 Web Print	42
10.10 Additional Services	42
11.0 Brand Standards	43
11.0 Acronyms	44

1.0 GENERAL INFORMATION

1.1 ID CARDS

Helena College employees need to obtain an ID card from the Welcome Desk on the Donaldson campus. Employees will complete an application, and the first ID card is free. Replacements may result in additional charges. Contact the Administrative Associate at the Welcome Desk for more information on extension 6900.

1.2 AGENCY NUMBER

3514

1.3 PRINTER/COPIERS

The main printers/copiers are located in the Welcome Center, the Faculty area, the Library Learning Hub, and the Airport Main Office. The default printer is "secure printer on hc-staffprint". This printer allows you to use any of these printers. Just print to "Secure Printer" and then go to the printer of your choice and use your 790 number; enter your HC# and password; or scan your HC card to release the print. Scanning and copying require you to log in first with your credentials to the printer. Fischer Copier/Printer Contract Repair 406-558-2025. Provide FEQ # when you call.

1.4 LOST AND FOUND

Return any lost and found items to the Welcome Center or the front desk at the Airport Campus. Purses and wallets are to be taken to the Cashier's Office.

1.5 HELENA COLLEGE POLICIES

Employees are expected to adhere to [Helena College Policies](#).

https://helenacollege.edu/campus_facilities/policiesprocedures/default.aspx

1.6 LEGISLATIVE CONTACT

Montana University System (MUS) employees cannot use public time, money, or other resources to support political candidates, positions, or ballot initiatives. Employees should not communicate directly with Legislators on personal matters using college equipment or during work hours; this also applies to any travel to testify on personal matters.

If contacted by a Legislator or asked to testify before a legislative hearing, please notify the Dean / CEO, who will contact the lobbyist representing the MUS and the campuses of the University of Montana (UM).

1.7 INSTITUTIONAL COMMITTEES

Faculty members are required to regularly attend Institutional Committee meetings per the Collective Bargaining Agreement between the Montana Board of Regents (BOR) of Higher Education and the Helena Teachers' Union, MFPE, NEA, AFT, AFL-CIO, Section 4.11. Staff members are highly recommended to attend these meetings as well.

More information on the committees, members, minutes, and meeting times is on the [Helena College website](#).

1.8 ORGANIZATIONAL CHART

Organization charts for the institution and departments can be found on the [Helena College Website](#).

1.9 MUS COMPLIANCE HOTLINE, REPORT AN INCIDENT

The **MUS Compliance Hotline** is published on the [Campus Safety Page](#).

[Report an Incident](#)



The reporting options below provide Helena College community members an opportunity to share important information directly with the appropriate offices. This is an internal reporting tool intended to address concerns in a safe, timely, and supportive manner with the goal of connecting individuals to the resources they need. **In the case of an emergency, always dial 9-1-1 first!**

Choose the report that best matches your concerns. Any reports mistakenly submitted to the incorrect office can be directed to the appropriate office by a Helena College Administrator.

- **Academic Dishonesty**-This report is for faculty use only. Use this report for any incidents involving a violation of academic integrity standards as stated in the Helena College Student Handbook.
- **CARE Referral** - Use this form to refer a student who may be struggling with academic, personal, or emotional difficulties or who may be exhibiting concerning behavior.
- **Early Academic Alert Report** - Use this form to refer a student who may be struggling with academic difficulties, experiencing attendance issues, is in need of a tutor referral or is recommended to drop a course.
- **General Accident/Incident Report**-Use this report for any accidents, or general incidents. (i.e. falls, car accidents, stolen or damaged items, travel incidents, etc.)
- **Sexual Misconduct and/or Discrimination** -Use this form to report any alleged sexual misconduct, discrimination, or harrassment. This form may be used to report a student, staff, or faculty, or other employee of the college.
- **Student Conduct Incident Report**-Use this form to report any alleged violations of the Helena College Student Code of Conduct.

Please choose from the following report options:

Figure 1: Maxient Report Image

1.10 SUPERVISOR ON CALL

The Supervisor on Call (SOC) is responsible for providing leadership support and presence on campus. The SOC agrees to be available to employees and provide support as necessary when a college official is required.

1.10.1 Procedure

1. Employees should first seek support from their director/supervisor. In the absence of the director/supervisor, contact the SOC by calling X6991 or 406-447-6991. The call will be forwarded to SOC's cell number. If the SOC is unavailable, contact the Dean or the Executive Assistant to the Dean/CEO.
2. The current SOC is posted weekly in the Monday Morning Memo. Unexpected changes to the schedule are announced through the Helena College Main Channel or to the campus by email.

1.10.2 After-Hours Contact Information after 5 p.m. and Weekends

1. **Emergency:** Call 911, then call Kelley Turner at 617-446-3691, Jason Grimmis at 406-461-0635, or Tommi Haikka at 406-439-0767
2. **Gas Leak:** Call Northwestern Energy at 888-467-2427, then call Kelley Turner at 617-446-3691 or Tommi Haikka at 406-439-0767

1.11 EMERGENCY ACTION PROCEDURES

- Refer to [Policy 100.2 - Emergency Protocol Policy](#)

IN CASE OF AN EMERGENCY OR IF YOU NEED IMMEDIATE ASSISTANCE, PLEASE CONTACT:

- Kelley Turner, Executive Director of Operations: 617-446-3691
- Jason Grimmis, Director of Crisis and Emergency Management: 406-461-0635
- Tommi Haikka, Asst. Director of Facilities & Maintenance: 406-594-341

1.11.1 Evacuation Procedures, Meeting Area, and Accountability

- In the event requiring Evacuation, everyone shall immediately exit the building through the closest and safest exit and:
 - Donaldson Campus will assemble at Ramey Park/Helena High School field near the Southeast corner parking lot.
 - The Airport Campus will assemble at the Southeast corner parking lot or the auxiliary parking lot on the NW side of the building.
- Accountability of all employees, students, and campus guests shall be reported to the Dean or SOC.

1.11.2 Campus Lockdown/Remain-in-Place Protocol

- As part of an emergency lockdown, all exterior doors and any door with a PDK (FOB-operated) mechanism will lock. You can always exit any electronically locked door.
- Depending on the threat level and/or severity of the emergency, all personnel should consider Sheltering-in-Place inside interior rooms and should remain there until an "All Safe" broadcast is made.

1.11.3 External Temporary Shelter-in-Place Locations (Donaldson Campus)

- In the event an evacuation is required, and we must seek a Temporary shelter the following locations are immediate options:
 - Helena High School "Gymnasium – Door #21"
 - Bryant Elementary School "Gymnasium – Door #11"

2.0 INFORMATION TECHNOLOGY

2.1 WIRELESS NETWORK ACCESS

Helena College employees, faculty, and students may gain access to the secure wireless by selecting:

Network SSID: eduroam
Login name: HC NetId@helenacollege.edu
Password: HC NetID password

Helena College users may gain access to the guest wireless by selecting:

Network SSID: HCGuest
Login: Follow the instructions and enter a valid email address

2.2 EMAIL

2.2.1 Online Email

1. Helena College email can be accessed by using a web browser on the [Helena College website](#): From the upper right, select Portals>Employee Portal. Select Email.



Email

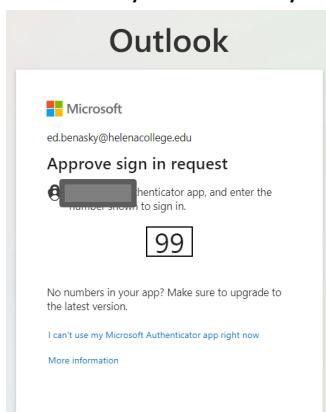
2. You will be taken to the Helena College Single Sign-On page (SSO). Use your Helena College Net ID (HC###) and the password that you use to log into your network workstation. Click Sign In.

⚠ For your security, please close your web browser when not in use.

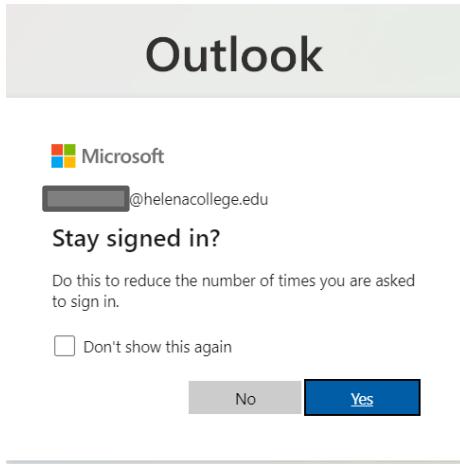


A screenshot of a web-based sign-in form. It has two text input fields: 'NetID' containing 'hc####' and 'Password' containing '*****'. Below the password field is a link 'I don't know my password?'. At the bottom is a 'Sign In' button with a user icon.

3. Email uses Multi Factor Authentication. The next screen will prompt you with your Microsoft Authenticator number if you have set your MFA to use the app. (MFA is referenced in the next section)



4. At the Stay signed in screen, select “Yes”.



5. Your Inbox should now open to allow you to access all your mail.
6. To log out, click on your picture (or initials) in the upper right corner and select Sign out.

2.2.2 Accessing Email on Smart Device

1. On your device, open either the Play Store or Apple Store and search for “Outlook”. The one you want to load has the blue “O” icon.



Figure 2: Blue “O” Icon Image

2. After loading, open the app and go through the welcome screens.
3. Add an account. When prompted, enter your HC#####@helenacollege.edu
4. You will be taken to the Helena College login screen. Log in with your HC### number and password.
5. As above, you will be prompted for your Multifactor Authentication.
6. Once signed in, your email will show up.

2.2.3 Directions on How to Set Up Email Signature Using Outlook 2016

1. Select the File Manager at the bottom of the screen.

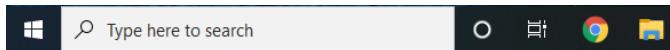


Figure 3: File Manager Icon Image

2. On the left side, look for the “Employees” drive.

3. On the right side, double-click on the folder named “Marketing Materials”

 Live Chat	6/14/2019 1:17 PM	File folder
 MAPS	5/19/2020 4:03 PM	File folder
 Marketing Materials	11/12/2020 9:35 AM	File folder

Figure 4 Marketing Materials Folder Image

4. Double-click to open the folder “Email Signature Template”

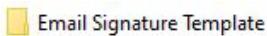


Figure 5: Email Signature Template Image

5. Double-click on the Word document named “Email Signature Template.” There are six templates to choose from. Follow the directions provided in the template.

6. Start in the upper left side of the area you need to copy from, and then click and hold your mouse button and drag to the bottom right to highlight the signature block. Either enter Ctrl-C to copy this to the “Clipboard”.

7. Close the Word document.

8. Open Outlook

9. Select New Email



Figure 6: New Email Image

10. Along the top of the menu line, select Signature

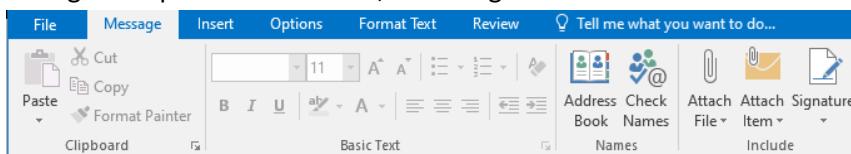


Figure 7: Signature Display Image

11. On the “Pull Down” select Signatures. This will open the Signatures and Stationery. Select “New” to create a new signature.

12. Enter a name for the new signature. In this case, I named it “Default,” but it can be anything. Select OK



Figure 8: New Signature Image

13. On the Signatures and Stationery screen, select “Edit Signature” on the lower part of the screen. Select Ctrl-V to copy the information from the clipboard to this area. If you do not see the information or it is incorrect, you may need to reselect it again per instruction #6.
14. Make the corrections to the signature area as needed.

Your Name | Your Title
p: 406.447.6900 | f: 406.447.6900 | e: your.email.name@helenacollege.edu



Donaldson Campus 1115 North Roberts, Helena, MT 59601
Airport Campus 2300 Airport Road, Helena, MT 59601
p: 406.447.6900 | www.helenacollege.edu

Figure 9 HC Signature Template Image

15. On the upper right side of the Signatures and Stationery, make sure to at least select your signature name for New messages:

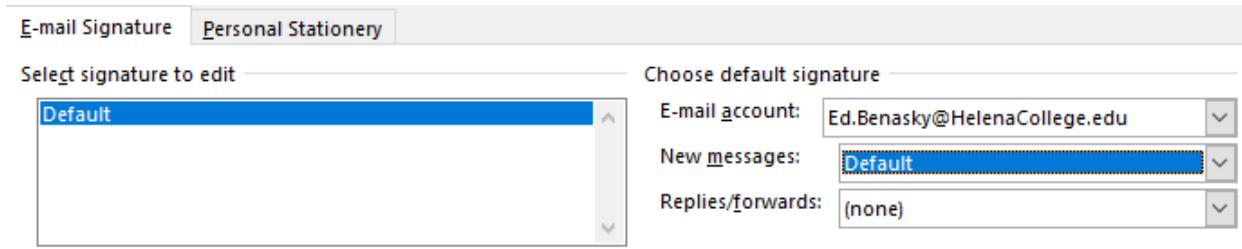


Figure 10 Signature New Messages Image

16. Select OK to save your signature. Close the blank email that you had opened and do not save it.
17. Open a new email again, and your signature will appear at the bottom.

2.2.4 Setting up Multi-factor Authentication

Once Multi-Factor Authentication has been turned on for you, the system will prompt you when you sign in to applications like Teams. The steps are easy to set up.

1. The system will have you sign in as you always do through the SSO screen.

Member Services

An authentic NetID account is required for access to member services.

[Access My NetID](#)

- After this screen, Microsoft will inform you that it needs some additional information at the login screen.
- You then get to choose the method you wish to use to authenticate. The easiest method is to use the Microsoft Authenticator App with your phone. **No matter what method you use – you will be prompted to set up a second method as well.**

2.2.5 Using the Microsoft Authentication App

- To load the App, just go to the Apple Store or Play Store to find and [download the Microsoft Authentication App](#). Follow the instructions for setting it up.

2.2.6 Use the Office Phone

- If you don't want to use the App, you can have Microsoft call you. When you are setting up the methods, select "I want to set up a different method."

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App

App 2 Phone

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[Next](#)

[I want to set up a different method](#)

You will be given a choice screen. Select Office Phone. *Although it says office phone, this can be any phone number.*

Choose a different method [X](#)

Which method would you like to use?

Choose a method

Authenticator app

Phone

Office phone

- The system will prompt you for a number to call. You need to enter the area code along with the phone number.

Method 1 of 2: Office phone

Office phone	2	Phone
--------------	---	-------

Office phone

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

Extension:
Enter phone extension

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

- When you select Next, Microsoft will call the number and prompt you to enter # to continue.

2.2.7 Use Phone to receive text code

- A common method that many businesses use is to send you a code through text. To set this up, select Phone.
- You need to enter the phone number where you want to get the text. You need to enter the area code along with the number

Method 1 of 2: Office phone

Office phone	2	Phone
--------------	---	-------

Office phone

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

Extension:
Enter phone extension

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

- Once you enter the number and select Next, Microsoft will send a text message to that phone and will prompt you to enter the code that was texted to you.

 Microsoft

hce034825@helenacollege.edu

Enter code

We texted your phone +X XXXXXXXX24. Please enter the code to sign in.

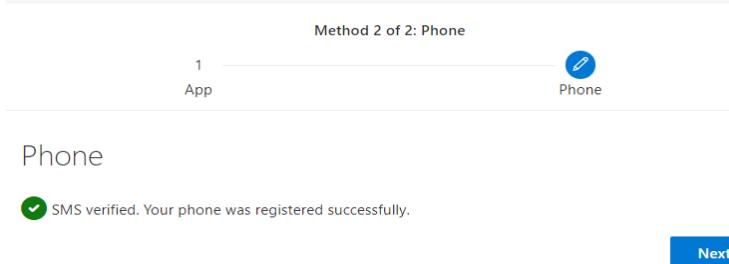
Code

Having trouble? [Sign in another way](#)

[More information](#)

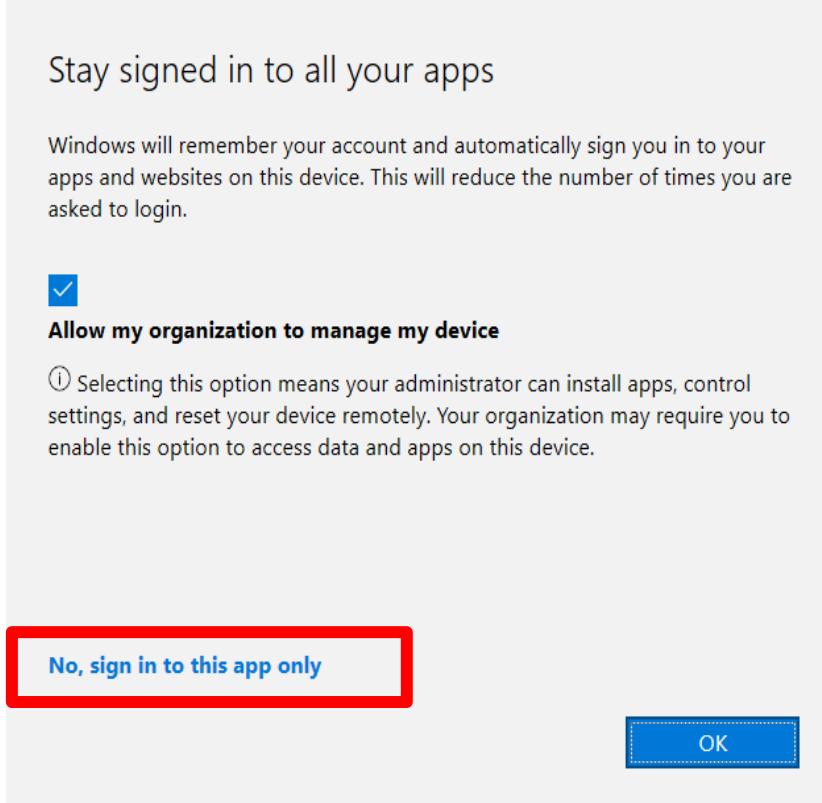
Verify

11. Once done, Microsoft will let you know that it has been verified.

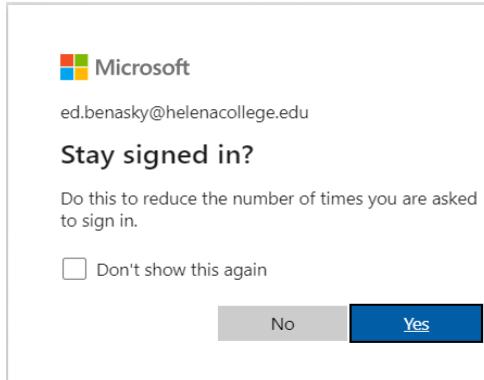


Important - A note about signing on

12. If you are prompted about staying signed into all your apps – **ALWAYS select No, sign in to this app only.**

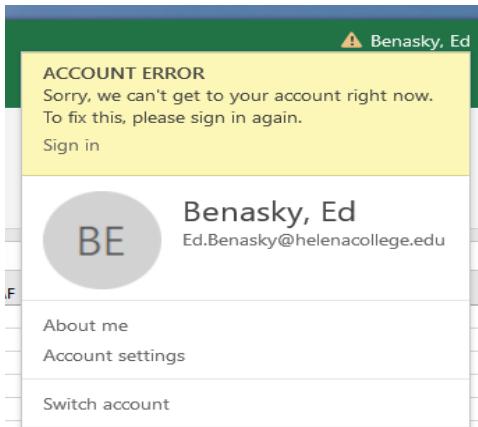


13. When you are prompted to “Stay signed in”, select Yes. In the past, this setting didn’t make any difference but with Multi-factor Authentication (MFA) it makes things easier.



2.2.8 OneDrive information

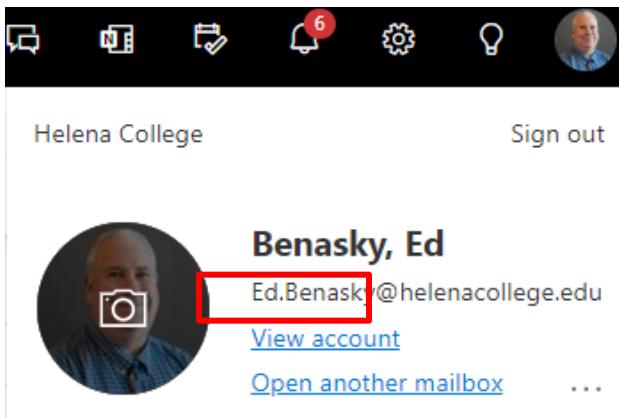
14. There may be a time that you leave your computer on, and the system logs you out of OneDrive; you may see a message on your open document.



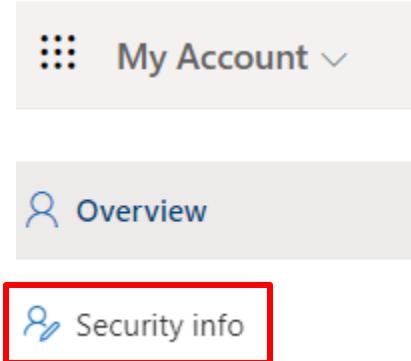
15. This just means that you need to select Sign In and go through the MFA for OneDrive again. Once you are connected, you can save the document again.

2.2.9 Changing your settings

16. You can change your MFA settings easily. Sign in to your Helena College email online through the portal
17. In the upper right corner where your picture/initials are, select it, and it will give you a menu.
18. Select View Account

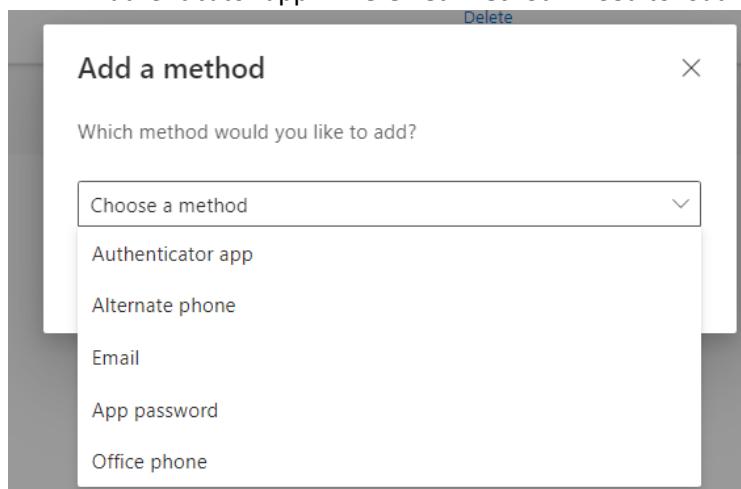


19. With your account information open, on the left side, select Security Info



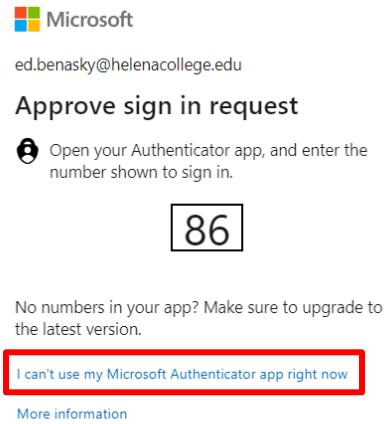
20. From here, you can add other methods or change the ones you have. The breakdown is:

- a. Phone – You can choose to have a voice message or text message sent
- b. Office phone – Voice message. Microsoft calls you
- c. Alternate phone – Like Office phone but gives you a second number
- d. App password – **Will not work.** Will let you set it up, but it will not work correctly.
- e. Email – **Will not work.** Lets you set up, but won't prompt at this time.
- f. Authenticator app – **Preferred method.** Need to load the App into your smart device.



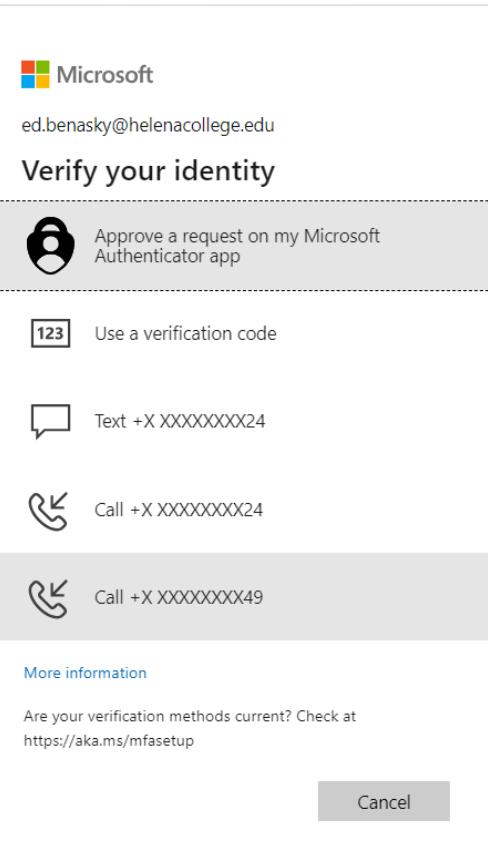
21. If you choose other methods, Microsoft will either send a code or call to verify.

22. If you wish to use another method, just select “I can’t use my Microsoft Authenticator right now”.



The screenshot shows the Microsoft Authenticator app interface. At the top, it displays the Microsoft logo and the email address ed.benasky@helenacollege.edu. Below this, the text "Approve sign in request" is centered. A large, outlined box contains the number "86". Below the box, a note says "No numbers in your app? Make sure to upgrade to the latest version." A red rectangular box highlights the text "I can't use my Microsoft Authenticator app right now". Below this, a link "More information" is visible.

23. You will be given a list of other options that you can use



The screenshot shows the Microsoft Verify your identity options page. At the top, it displays the Microsoft logo and the email address ed.benasky@helenacollege.edu. Below this, the text "Verify your identity" is centered. A list of verification methods is shown: "Approve a request on my Microsoft Authenticator app" (highlighted with a red box), "Use a verification code" (with a "123" icon), "Text +X XXXXXXXX24" (with a speech bubble icon), "Call +X XXXXXXXX24" (with a phone icon), and "Call +X XXXXXXXX49" (highlighted with a red box). Below the list, a link "More information" is visible. A note at the bottom says "Are your verification methods current? Check at <https://aka.ms/mfasetup>". A "Cancel" button is at the bottom right.

24. Just select the alternate method and log in!

If you need any assistance with MFA, please don't hesitate to contact IT at 447-6960; email it@helenacollege.edu; or open a helpdesk ticket by emailing ithelp@helenacollege.edu

2.3 TELEPHONE

2.3.1 Phone List

The Staff/Faculty Department Phone List is updated regularly by the Dean's Office and can be found:

- Employee Drive>Phone List Directory> HC Department Phone List, or by last or first name lists.

2.3.2 Cisco Phone System



Figure 11: Cisco Phone Image

1. Phone Screen	8. Transfer Button	16. Messages Button
2. Video Camera	9. Redial Button	17. Applications Button
3. Lens Cover Button	10. Keypad	18. Contacts Button
4. Softkey Buttons	11. Speakerphone Button	19. Phone Speaker
5. Navigation Pad and Select Button	12. Video Mute Button	20. Line Buttons
6. Conference Button	13. Mute Button	21. Handset Rest
7. Hold Button	14. Headset Button	
	15. Volume Button	

LED indicators:

- Flashing Amber—Incoming Call
- Solid Green—Your Call
- Flashing Green—Call on Hold
- Solid Red—Line in use by another user
- Flashing Red—Line on hold by another user

Phone Call Instruction

Lift the handset, press the **SPEAKER** button, press a **LINE** button, or press the **CALL** softkey to place the call. You may dial the number before lifting the handset.

- Dial the 4-digit extension for other Helena College phone numbers.
- Dial 8 to get an outside line, then 1, then the 7- or 10-digit phone number.
- Emergency 911 or 8911

Call History/Missed Call

- Select **CALL HISTORY** and **APPLICATIONS** to view the last 150 calls.
- When there are missed calls on the phone, an indicator for missed call info will appear next to the line info. View **CALL HISTORY**, then tab over to **MISSED CALLS** to clear the indicator.

Placing a Call on Hold

- Press the **HOLD** button
- Press **RESUME** softkey to return to a call. If multiple calls are on hold, press the line button of the desired call.
- If you have two calls on one key, use the navigation bar and highlight the call to return to, and press **RESUME**.

Transferring a Call

- During a call, press the **TRANSFER** button. This places the call on hold.
- Dial the extension number of the person you wish to transfer the caller to.
- When ringing begins, press **TRANSFER** again, or wait for the party to answer, then press **TRANSFER**.
- To cancel the transfer, press **END CALL**, then **RESUME** softkey, or extension key where the call is held.

Transferring a Call to Voicemail

- Press **DIVERT** softkey while a call is ringing, on hold, or active.
- To transfer directly to voicemail, press the **TRANSFER** button, Press ***#**, dial the **4-digit extension** number, and **QUICKLY** press the **TRANSFER** button.

2.3.3 Voicemail

Enrolling/Initializing Voicemail

To access your voicemail, you will first need to initialize/enroll your mailbox (record your name, record a greeting, and change your password). Contact IT Support for your temporary password. Your new password must be 4-15 digits in length.

Accessing Voicemail

- To access voicemail, press the **MESSAGES** button or dial voicemail extension 6996. Enter your password followed by the **#** key when prompted.

- Press 1, to listen to new messages
- Press 2, to send a message
- Press 3, to review old messages
- Press 4, for setup options
 - *Press 1*, to change the greeting
 - *Press 2*, for message settings
 - *Press 3*, for preferences
 - *Press 4*, for transfer settings
 - *Press 0*, for help
 - *Press **, to exit
- Press ***, to exit
- Press 0, for help

VoiceMail Tips:

- Limit background noise
- Be unique
- Smile—a smile is a great way to make your greeting a pleasant tone.
- Rehearse
- Identify yourself and the college
- Update greeting frequently

VoiceMail Examples:

- “Hello, this is _____. I’m sorry, I’m not available to take your call. I will get back to you as soon as possible.”
- “This is _____ and I am not available to answer your call right now. You may leave a message after the tone.”

VoiceMail Remote Access

- Dial 406-447-6996.
- When voice mail answers, press the * key.
- Enter your 4-digit mailbox ID (your extension) number followed by the # key.
- Enter your password followed by the # key.

2.3.4 Conference Calls

Conference Phone

If a conference phone is needed (Star phone), contact the IT department through the Support Ticket tracking system (see Section 2.5 IT Support Request). All employee phones are speaker capable and will work for small groups (2-4); conference phones are needed for larger groups (5-16).

Conferencing – up to 3 callers.

- With conferencing, you call everyone and conference together.
- Helena College pays any long-distance charges.
- Can conference on the regular phone.
- Can also be used for internal video conferencing.

2.4 IT SUPPORT REQUEST

IT utilizes Help Desk Ticket software to better serve Helena College faculty and staff.

Email request: <mailto:ITHelp@HelenaCollege.edu>

Or <mailto:IT@helenacollege.edu>

3.0 MAIL

3.1 INCOMING/OUTGOING MAIL

Located in the administrative hall next to the cashier's office and the Fishbowl, DON 1020. Staff may drop off state or stamped mail in the box marked outgoing mail. Mail is delivered/picked up in the morning, and official state mail arrives in the afternoon.

3.2 SHIPPING WITH SPECIAL INSTRUCTIONS

3.2.1 Insurance

Package and label as usual. Attach a note to the package that states:

Please ship via UPS with \$[insurance amount] insurance and send the tracking number to:

Name (First and Last), Title

1115 North Roberts

Helena, MT 59601

Phone

Email address

3.2.2 Certified Mail

Two forms are needed. Forms are available in the Executive Assistant Office Manager's office.

1. PS Form 3800 (Certified Mail Receipt)
2. PS Form 3811 (Domestic Return Receipt) (two-sided)

Print two small (return address size) labels with the recipient's name and address. Place one on Form 3800 as follows (it is helpful to write your name on Form 3800 so the business office knows who it goes to when the receipt is returned from the state Print & Mail service):



Figure 12: Certified Mail Form 3800

Put the second label in the **Article Addressed to:** box on Form 3811, as follows:

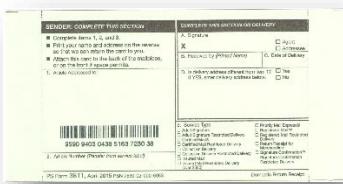


Figure 13: Certified Mail form 3811

Print a label with the Helena College address (be sure to specify Attn:) for the return receipt and place it in the **Sender** box on the opposite side of Form 3811 as follows:



Figure 14: Reverse side Form 3811

Figure 15: Form 3800 & 3811

Take the sticker from the top of Form 3800 and place it in the Article Number box on Form 3811. Address the envelope with the recipient's name and address, insert the letter, and seal the envelope. Peel the backing from each end of Form 3811 and place the form on the back of the envelope. Peel the backing off the top of Form 3800 and align the dotted white line with the top of the envelope, towards the right of the envelope, but allowing for enough space for postage. Fold the top over the back of the envelope. The certified letter is now ready to mail.

Once it has been processed at the state mail service, they will stamp Form 3800 and return it to you as a receipt of the mailing. The letter will be delivered to the recipient, and the recipient must sign for the letter. If the recipient signs for it, acknowledging receipt of the letter, Form 3811 will be returned to you. If the letter is unable to be delivered with a signature confirmation acknowledging receipt, the entire letter will be returned to you. Ask the Executive Assistant for assistance if needed.

4.0 HUMAN RESOURCES

4.1 PAYROLL

4.1.1 Timesheets

The biweekly payroll yearly calendar can be found at <http://www.helenacollege.edu/hr/forms.aspx> under payroll.

4.1.2 Web Time Entry (WTE)

Web Time Entry (WTE) is a Banner module that allows employees to submit their timesheet electronically via GrizPortal.
<https://www.umt.edu/human-resources/payroll/web-time-entry/>

There is a HC Team file which all HC employees are members.

4.1.3 Overtime/Flex Time

Always obtain supervisor approval before working over 40 hours a week or changing schedules. If they approve your request, note the overtime/flex on your timesheet.

4.1.4 Leave Options as per UM Human Resources Policies:

Holidays

A legal state holiday as provided in 1-1-216, Montana Code Annotated (MCA), except Columbus Day (second Monday in October) is exchanged for the day after Thanksgiving (the day following the fourth Thursday in November) as provided in BOR Policy 801.5 – Holiday Exchanges:

- **New Year's Day, January 1;**
- **Martin Luther King Jr. Day, the third Monday in January;**
- **Lincoln's and Washington's Birthdays, the third Monday in February;**
- **Memorial Day, the last Monday in May;**
- **Independence Day, July 4;**
- **Labor Day, the first Monday in September;**
- **Veterans' Day, November 11;**
- **Thanksgiving Day, the fourth Thursday in November, and the following Friday (as per BOR Policy 801.5);**
- **Christmas Day, December 25;**

Floating Holiday

The floating holiday is a calendar year annual leave. The floating holiday can only be used as a single eight-hour block of time that expires annually. It does not roll over, and it does not accrue any value upon separation. (Under certain circumstances, the Commissioner of Higher Education may designate specific business days as holidays for all employees of a campus in exchange for the same number of legal holidays enumerated in 1-1-216, MCA, as per BOR Policy 801.5 – Holiday Exchanges

Annual Leave

A leave of absence with pay for rest, relaxation, or personal business at the request of the employee and with the concurrence of the employer as provided in 2-18-601 (19), MCA. An employee must be continuously employed for a six (6) calendar-month period to be eligible to use annual leave credits. The accrual rate depends on the position and the number of years of service.

Sick Leave

A leave of absence with pay for a sickness suffered by an employee or his immediate family or for a permanent employee who is eligible for parental leave under the provisions of 2-18-606, MCA. Includes the following conditions: illness, injury, medical disability, maternity/paternity-related absence including prenatal care, birth, miscarriage, abortion, or other medical care for either employee or child; quarantine resulting from exposure to contagious disease; medical, dental, or eye examination or treatment; care of or attendance to an immediate family member or, at the supervisor's discretion, for another person; death or funeral attendance for an immediate family member or, at the supervisor's discretion, for another person. An employee must be continuously employed for a 90 calendar-day period to be eligible to use sick leave credits. The accrual rate is approximately 8 hours per month.

Juror/Witness Leave

A non-student employee summoned as a juror or subpoenaed as a witness in a court or judicial proceeding must elect to receive leave with pay or annual leave, if eligible. If the employee elects leave with pay, juror, or witness fees paid to the employee shall be forwarded by the employee to the office of Human Resource Services within three (3) days of receipt. The fees shall be applied against the amount due to the employee from the University. If an employee elects to charge witness or juror leave against annual leave, the employee shall retain juror/witness fees paid by the court.

Military Leave

An employee who is a member of the organized militia of this state or who is a member of the organized or unorganized reserve corps or military forces of the United States, and who has been an employee for six (6) continuous months, shall be given leave of absence with pay for a while not to exceed fifteen (15) working days in a calendar year for attending regular encampments, training cruises, and similar active duty training programs of the organized militia of the state or the military forces of the United States. Such leave of absence will not be charged against any other leave credit earned by the employee. Military leave shall not be taken for regularly scheduled drills.

Staff Professional Development Leave

A staff member of UM who has served a minimum of five (5) consecutive years of full-time service or its equivalent may apply. Following completion of the leave, the staff member must remain with UM for at least two (2) consecutive years of additional full-time service before becoming eligible to apply for another Staff Professional Development Leave.

4.1.4 Leave Requests

A Leave Request form must be signed by your supervisor at least 5 days in advance of the planned leave. Unplanned leave (emergency or sick leave) must be reported to your supervisor immediately. Upon return to work, complete the [Leave Request form](#) and submit it to your supervisor.

4.2 PROFESSIONAL DEVELOPMENT

Professional development is defined as the continuous process of acquiring *new knowledge and skills* that relate to one's profession, job responsibilities, or work environment, regardless of job classification. Departments may include funding for professional development in their budget. College employees also have free access to LinkedIn Learning through the University of Montana. Find the link in the [Professional Development box](#).

4.2.1 Professional Development Committee

The Professional Development Committee also awards funding to administrators, faculty, contract professionals, and staff members on an annual basis through a competitive application process.

To be eligible for funding, the activity has to relate directly to the applicant's position or job classification and/or be of benefit to the applicant's department/program. This may include (but not be limited to):

- Credit/non-credit courses
- Conferences (including video/teleconferences)
- Workshops
- Seminars/webinars
- Presentations
- Research (publications)
- Participation in committees/councils
- Higher education

The Professional Development Committee will announce when applications open and how to apply in the Monday Morning Memo. Applications must be approved by the appropriate area supervisor.

To view the full guidelines, a scoring rubric, and find the link to the [application \(in Vector Solutions\)](#).

4.2.2 Recording Professional Development Activities

Employees are highly encouraged to keep a record of their training and professional development activities in Vector Solutions. This facilitates individual, departmental, and college-wide tracking of professional development for assessment and planning purposes.

Employees are sent instructions to log into Vector and create their passwords during their first week of employment. Link: [Vector Solutions, along with instructions for using the platform](#).

4.3 TUITION WAIVER

4.3.1 Faculty and Staff Tuition Waiver

As per [BOR Policy 940.13 – Tuition Waivers](#): Tuition may be waived for University System employees who are employed at least 3/4 time for the entire period of enrollment. Permanent employees employed at least 3/4 time for the entire academic year and reemployed for the following academic year are eligible for a tuition waiver during the intervening

summer term. Faculty whose assignment is .75 FTE or greater in their second consecutive semester of employment are eligible to use a tuition waiver.

- Each campus may at its discretion, also waive other fees, but in no case may registration and building fees be waived.
- Each campus may adopt regulations to limit the amount of credit an employee or staff member may register for and to control the times at which courses may be taken.

Employee tuition waiver forms are campus-specific. Helena College forms may be found under [Tuition Waiver Forms](#).

4.3.2 Dependent Partial Tuition Waiver

As per BOR Policy 940.32 Tuition Waiver for Dependents, ([Montana University System Dependent Partial Tuition Waiver Application \(mus.edu\)](#)), employees of the Montana University System (MUS) will be eligible for a 50% residential tuition waiver benefit for their dependents to complete a certificate program or obtain a first baccalaureate degree at any unit of the university system. The tuition waiver benefit may not be used to attend law school or obtain a graduate degree and does not apply to non-credit, continuing education, or other self-supporting courses.

- Employees must be employed at least 3/4 time for 120 days (e.g., four months). Up to two dependents may utilize the dependent tuition waiver simultaneously in an academic year.
- Employees who utilize the faculty and staff tuition waiver are eligible for a single (one) dependent waiver during the same academic term.

Dependent tuition waiver forms are campus-specific. Helena College forms may be found under [Tuition Waiver Forms](#).

4.4 WORK-STUDY

- To request a work-study position, a Work Study Request form must be completed and returned to the Financial Aid Specialist/Work Study Coordinator.
 - Request forms are due between May and June of each year, for the upcoming academic year
 - Request forms can be found on the Employee Drive under Work Study/Work Study Requests
- All requests are reviewed by the Work Study Committee. Each request is evaluated; allocations are divided between all approved departments depending on Federal and State Work Study allocations to the institution.
- Once allocations have been determined, the Work Study Coordinator notifies all departments. Positions are then posted to the website, and eligible students submit their applications to the supervisor of the position they are interested in.
- Timecards must be signed by the work-study student and their supervisor and submitted by the due date specified on the student payroll calendar. Both timecards and the payroll calendar are on the [Human Resource Webpage](#).

5.0 PURCHASING

5.1 PAYMENT WORKS

- All vendors must be current in UM Payment Works, Banner Finance, and legal to conduct business in the United States.
- Payment Works asks for the vendor's legal business name, Tax ID information, addresses, and an email with a two-step verification. Payment Works checks the status of the vendor through the IRS. The account must be renewed every four years.
- Payment Works Vendor instructions and a list of approved vendors are posted on the [Business Services webpage](#).

5.2 PURCHASE ORDER FOR PROCARD PURCHASES (ALL OTHER PURCHASES ARE THROUGH GRIZMART)

Take completed Purchase Orders to the Business Office via the Cashier. The Purchase Order form and Account Code list are available on the [Business Services webpage](#).

- Date Ordered – Actual date of purchase.
- Order Placed on Purchasing Card – Check Yes
- Vendor/Payable to
- Dept. Index: List the Index (Hxxxx), not the department name.
- Account Code: Include the applicable expense account from the Account Code list. See the Business Office if you are unsure which Account Code to use.
- Item Number: This can be the actual item number on the order, invoice number, or left blank.
- Item Description: Can be grouped according to their expense account. (For example, the purchase includes pens, staplers, tape, and printer ink. The pens, stapler, and tape may all be listed together and described as office supplies as they are all 62241. Printer ink would be on a separate line under account 62282.)
- Quantity/Unit Cost
- Total: The total of all index/account amounts. The fillable form will auto-sum.
- Purchase Approved by: Signature of authorized budget authority for the index to be charged.
- Ordered by: Must have a signature, not a typed name.
- Date: Date signed by signatory.
 - Receipt: Attach the original, itemized receipt, and packing slip (if there is one) to the purchase order and submit the paperwork to the Business Office via the Cashier. A second party must sign to verify the items were received. If the purchase has not been delivered yet:
 - a. Retain a copy of the signed purchase order and invoice(s). When the item(s) arrive, ask a second party to verify the items and the quantity of the purchase. The second party signs the "received by" line. Attach any packing slips to the PO and turn in the paperwork to the Cashier's office.

5.3 SUPPLIES

- Faculty/Academic supplies may be obtained through the General Education Division Manager or the CTE Program Manager.
- Supplies may be purchased through vendors with signed supervisor approval. If a ProCard is used for the purchase, a Purchase Order form is required. Most supplies can be ordered through GrizMart at a discounted price. Contact the Business Office for more information and training.
- Supplies must be approved as part of the departmental budget by the corresponding department chair/supervisor. A budget modification must be completed and approved for any purchases not already outlined in the department budget.

5.4 BUSINESS ENTERTAINMENT / MEETING EXPENSE / ALCOHOLIC BEVERAGE FORM

Must be attached to a Purchase Order for any business meeting expenses aside from Office Supplies (food, beverages, or favors). All Business Entertainment / Meeting Expense / Alcoholic Beverage forms must be signed by the requestor (purchaser) and supervisor/budget authority signer before the event. The Business Entertainment/Meeting Expense/Alcoholic Beverage form is available on the [Business Services webpage](#).

*If alcoholic beverages are being served, you must receive approval from the Dean/CEO before the event.

5.5 PROCARD

ProCards enable simplified departmental purchasing by allowing designated UM employees (cardholders) to make appropriate purchases from vendors for the College through a charge card. All lodging, rental cars, and airfare must be purchased using a ProCard. The application must be submitted 6 weeks before departure to allow for processing. ProCards may NOT be used in restaurants or to purchase gifts or gift cards/certificates, for services, or personal expenses. Click for more [guidelines on the Business Services webpage](#).

5.5.1 To Obtain a ProCard

Read the UM ProCard Purchasing Procedure manual, complete the UM ProCard Quiz, apply by completing the UM ProCard application with your department supervisor, and submit to the Business Office via the Cashier. All documents can be found on the [UM Business Services Procard](#) page.

5.5.2 To Process ProCard Purchases:

- Helena College uses the Emburse Enterprise system for Procard Management.
- Each cardholder is responsible to submit their receipts through [Emburse](#).
- Contact [Fiscal Services](#) for training and more information. (<mailto:hcfinance@helenacollege.edu>)

5.6 COSTCO MEMBERSHIP/CREDIT CARD

Obtain the Costco membership card from the cashier. Using your personal membership card is strictly forbidden. Costco purchases are to be paid for using your ProCard. Return the Costco card to the cashier as soon as you return. The purchasing employee is responsible for submitting a completed typed Purchase Order form, as well as a Business

Entertainment / Meeting Expense / Alcoholic Beverage form (if applicable), for each receipt to the Business Office via the Cashier.

5.6.1 Costco Merchandise Returns and Exchanges

If merchandise purchased with the Costco card is not acceptable (incorrect, damaged, defective, etc.), the purchasing employee is responsible for contacting Costco to make arrangements for a return/credit or an exchange.

- If merchandise is returned for credit, the purchaser is responsible for obtaining a credit receipt from Costco and submitting it to the Business Office with a Purchase Order form. Receiving cash, gift cards, or checks to resolve a credit is prohibited.
- If the merchandise is to be exchanged, the purchasing employee is responsible for returning the merchandise to Costco and obtaining the replacement as soon as possible. Documentation showing the proper resolution of the exchange is to be sent to the Business Office.

5.7 TRACKING BUDGET BALANCES THROUGH UMDW

The UM Data Warehouse (UMDW) is the application used by Helena College to keep track of budgets and expenditures. Data is pulled nightly from Banner. The data cannot be changed through UMDW. Any adjustments must be made via the Business Office.

5.7.1 To Obtain Access to UMDW

Contact the Executive Director of Fiscal Services or the Business Office to obtain access. IT will install UMDW on your computer and place the following icon on your desktop:



Figure 16: UMDW Icon

You will initially log in with a user ID and password assigned by UM and will reset your password when you sign in the first time. If you log in and receive a message stating you have an expired license or an update is required, contact the IT Department.

5.7.2 Checking Budget Balance

- Open UMDW (employee ID and password)
- Enter your Index in Enter Chart Elements next to Index
- If you do not want the report to include Payroll information, type 62* under Enter Chart Elements next to Account. (Payroll is recorded under Account codes starting with 61, so this will pull other expenditures excluding

Payroll.)

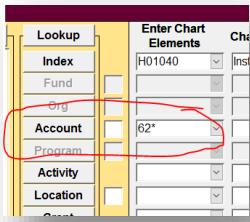


Figure 17: Account 62* Image

- On the Operating tab, click 2 Operating Statement (Fund, Orgn, Prog)

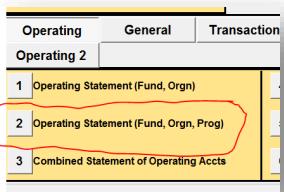
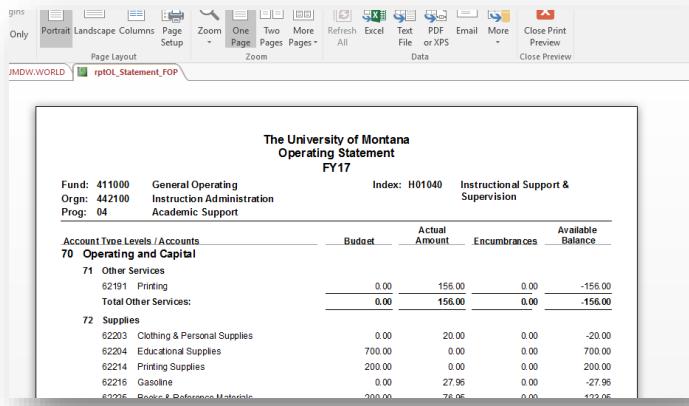


Figure 18: Operating Statement Image

A report will open showing your balances recorded in UMDW to date (does not include encumbered amounts that have not yet been processed).



You can close out this report by clicking Close Print Preview or clicking the X on the right-hand side of the tabs.

5.7.3 Detailed Transaction Report

- Enter your index in the Enter Chart Elements box (and 62* in the Account box if applicable).
- As before, if you do not want the report to include Payroll information, type 62* under Enter Chart Elements next to Account.
- (Payroll is recorded under Account codes starting with 61, so this will pull other expenditures excluding Payroll.)
- Click on the Transaction tab and select 2 O/L – Actual Amount

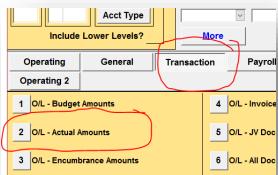


Figure 1919: Transaction and Actual Amount Image

- This will provide a detailed report that you can use to determine actual expenditures under Type of Document: Actual (after that are Budget amounts). If you require more detail that is found in UMDW, please contact the Business Office with the Transaction date and Doc #.

Acct	Account Title	Period	Trans. Date	Doc #	Acct	JDC	Transaction Description	Amount Dr	Amount Cr
62200	Clothing & Personal Supplies	02	8/29/2016	JH00002	1	8000	Other Inquiry of Helms	\$156.00	0.00
							Not Assess	156.00	0.00
62210	Gasoline	02	8/19/2016	H079150	2	8000	W/C Exam	27.00	0.00
							Not Assess	27.00	0.00

Figure 20: Transaction Detail Image

5.7.4 UMDW Online Training / UMDW Handbook

Further information on using UMDW can be found in the [Online Training and Handbook](#).

5.8 [GRIZMART](#) TRAINING AND FAQS MS TEAM

For further training, contact Beau.Howard@helenacollege.edu.

6.0 PARKING

Parking permits are required for all Helena College “Permit Only Parking” areas. Parking Permits are valid for the academic year. Applications for parking permits are found at the Cashier’s Office, in the Welcome Center, or on the [HC website](#).

All employees receive one parking permit free of charge annually and may purchase additional permits for the standard \$17.50 fee. For more questions, contact the Cashier’s Office. Temporary parking permits are available to campus visitors by contacting Christy Stergar at Christy.stergar@helenacollege.edu.

If a vehicle has Helena College license plates, the plates will substitute for a parking permit, and paperwork does not have to be filled out.



Figure 21: I Love HC License Plate Image

6.1 HANGING PERMIT REQUIREMENTS

- The hanging permit must be placed on the rearview mirror with the permit number facing outward. Tags must show all information and be easily read from outside the vehicle

6.2 PARKING REQUIREMENTS

- All vehicles must be registered with a hanging permit displayed when parking in designated areas.
- Park in one space, not crossing space lines.
- Do not block driveways or access areas.
- Forward-facing parking ONLY; do not back in.
- If you forget your permit, park in non-permit required areas (on the street, not in the interior of the lots).
- Helena College license plates are a substitute for the permit.
- Do not park in a hazardous manner.
- Do not park on snowbanks.

Helena College permits or license plates do not allow you to park in handicapped or reserved parking. Parking in those areas will result in your vehicle being ticketed and/or towed. Parking violations for handicapped areas could result in a minimum of a \$100.00 fine.

Parking violations in permit parking areas are \$10.00. Vehicle owners are responsible for all accrued charges associated with parking illegally.

7.0 TRAVEL

7.1 TRAVEL PROCEDURES

Travel forms can be found on the Helena College Business Services page under [Travel](#):
(<https://helenacollege.edu/businessservices/>)

7.1.1 Travel Check List

Before making travel arrangements:

- Submit a completed Request and Authorization Travel form to the Business Office via the cashier.
- Select the “RAT” tab of the spreadsheet.
- The form must be signed by the employee and their supervisor.
- Include all expense documentation – i.e., Airline tickets, registration fees, hotel estimates, etc.
- If using Professional Development funding, the request must be approved before making travel arrangements (See Section 4.2 Professional Development).

Making travel arrangements:

- You must use a ProCard to purchase:
 - Airline tickets
 - Hotel/Motel rooms
 - Rental cars

If you do not have a ProCard, contact Fiscal Services to apply for a travel “ghost” card. (See Section 5.4 ProCard).

- Reserve a Motor Pool vehicle for all out-of-town car travel or reserve the HC Equinox through the EMS Scheduling System (See Section 7.1.2).
- Make lodging arrangements (if needed):
 - Request the “State Rate” for in-state lodging (hotels may require your employee ID at check-in).
 - For out-of-state travel, room rate guidelines can be found at:
<http://www.gsa.gov/portal/category/21287>
- Book your airline tickets (if needed):
 - Print your flight confirmation receipt and submit it to the Business Office via the cashier with a Purchase Order form.
 - Include a copy of your Request and Authorization to Travel form.

Upon return:

- Complete a Travel Expense Report (TER tab of the spreadsheet) listing the actual costs incurred.
- List all ProCard charges Expense tab. For more information about travel guidelines, refer to the UM Travel [Quick Reference Guide for UM Business Travel](#).
- Attach all relevant receipts to the form and submit them to the Business Office via the cashier.
 - Hotel/Motel itemized receipts
 - Miscellaneous business expenses; i.e. copies, office supplies, etc.

- Motor Pool vehicle trip receipt
- Copy of the meeting agenda
- Per Diem for meals being claimed (not available when meals are provided as part of the meeting).
- Any amount owed to the employee will be paid via a separate check directly to the employee.

7.1.2 Helena College Equinox Reservation Procedure

- See Section 9.0: Reserve the Equinox through the [EMS Scheduling Software](#). (Use the Firefox browser for the best connection.) The room scheduler will send a confirmation email containing the Equinox Requisition Form and the following instructions:
- The day of your reservation:
 - Pick up the key from the cashier approximately 1 hour before your departure, but no later than 4:30 p.m. For early morning departure (before 8:15 a.m., please plan to pick up the prior weekday by 4:30 p.m.)
 - For weekend use, pick up the key no later than 4:30 p.m. on Friday.
 - Fill in all available information in the Equinox Requisition form when you pick up the keys. Note: if the vehicle does not have a full tank when you pick it up, please let the Business Office know before departure.
- Returning the vehicle:
 - Refuel the vehicle before returning.
 - The Wex card and PIN # are inside the binder located in the car. You will need to enter the PIN # and odometer reading at the gas pump. The binder includes a zippered pouch to store receipts until you return.
 - Note the final odometer reading on the Equinox Requisition form and return the form and the keys to the Cashier.
 - Keep the fuel receipt and submit it with the requisition form. A PO is not necessary.
 - The department responsible for the travel will be charged the fuel expense rather than a mileage charge to keep costs down.
 - Submit a Travel Expense Form to the Business Office if the trip was outside the Helena area and meal per diem is due the employee, and include a copy of the fuel receipt. Add an Index to the accounting distribution chart. The account code is 62216. Add the amount to the line under the itemization of UM ProCard charges. Note: Tax will be added after the Wex receipt is processed.

Itemization of UM Procard Charges				
Date	Item	Name on Procard if Different	Amount	
	Airline			
	Per Diem Lodging		\$0.00	
	Wex Card Gas	Wex	\$ 16.83	

Figure 22: Travel Expense Chart

7.1.3 TRAVEL PROCEDURE FLOW CHART

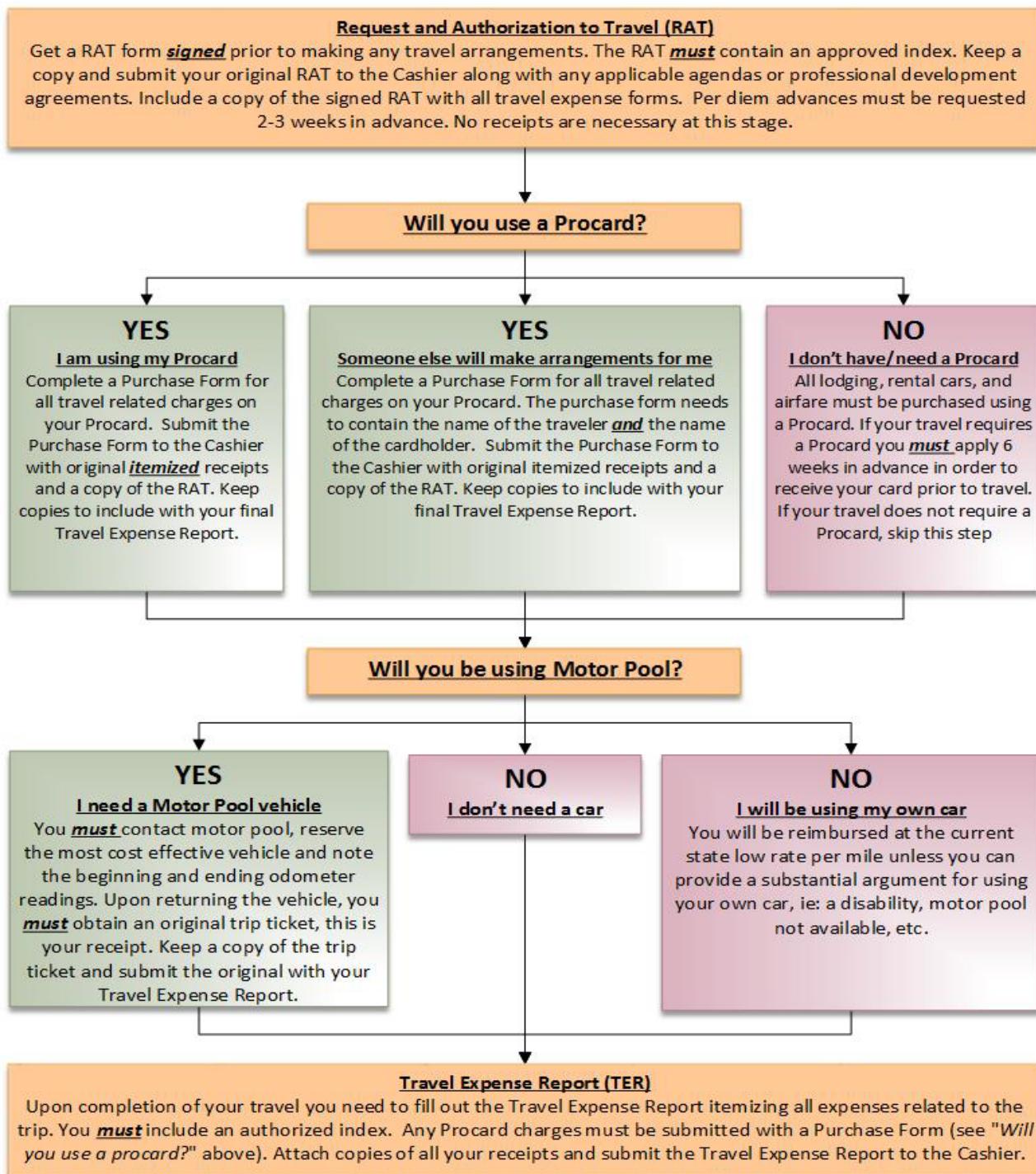


Figure 23: Travel Flow Chart

7.2 THE EQUINOX & MOTOR POOL

Traveling to approved events in the Equinox or a State Motor Pool vehicle is the preferred method of car travel. Personal vehicles may only be used with the prior approval of the employee's supervisor and only when:

- The Equinox or a State Motor Pool vehicle or other State-owned or leased vehicle is not available, or
- The use of a personal vehicle is considered to be in the best interest of the College.
 - [A Personal Vehicle Form](#) must be filled out before traveling and included with the [Request & Authorization for Travel \(RAT\)](#) paperwork.

7.2.1 Making Motor Pool Reservations

Motor Pool can be reached by calling (406) 444-2705 (we do not have access to the MINE site as many state employees do). The first time you call, Motor Pool will request the agency number (3514) to create a “*user number*” that you will give them when making future arrangements. They will also ask for your email so they can email the Trip Ticket to you after the reservation has been confirmed.

Motor Pool will need the following information to make a reservation:

- Driver name (if making the reservation for someone else)
- Departure Date and Time
- Type of vehicle requested and total number of passengers:
 - Class 02 - Small Utilities (Jeep Patriots)
 - Class 04 - Large Utilities (Ford Expedition)
 - Class 05 - Hybrid Sedans (Toyota Prius)
 - Class 06A – Compact (4 Passenger - Chevy Impala, Ford Fusion)
 - Class 11 - Large Pickups (Dodge, including open bed/topper)
 - Class 12 - Vans (6 Passenger mini, 8 or 12 passengers)
- Destination ([estimated mileage – distance calculator](#)).
- Return date

7.2.2 Motor Pool Authorized Signers

Motor Pool will email a Trip Ticket that must be signed by an authorized signer, preferably the driver's supervisor.

- Dean/CEO
- Executive Director of Fiscal Services
- Executive Director of Operations
- Executive Director of Compliance & Financial Aid
- Executive Director of General Education & Transfer
- Executive Director of Career Technical Education & Dual Enrollment
- Executive Director of Enrollment

7.2.3 Estimating Cost of Motor Pool Rental for Request and Authorization to Travel Form

Rental rates and instructions on computing the estimated rate are available on the [Montana.Gov website](#).

7.2.4 During and After the Trip

The driver must have the signed Motor Pool Trip Ticket and driver's license with them when picking up the car. When returning the Motor Pool vehicle, retain your copy of the trip ticket to submit to the Business Office with your Travel Expense Report, even if you did not have any additional expenses. **Do not use a ProCard for Motor Pool gas.** Use the WEX card that is found in the glove box of each Motor Pool vehicle.

For more information, visit the [Motor Pool Information](#) page.

7.3 STUDENT TRAVEL AND FIELD TRIPS **NOTE: UNDER REVISION**

Student travel is considered college-sponsored if *any* travel expenses are covered by Helena College. Helena College will not assume liability or responsibility for participants of any trip that is not college-sponsored. Students taking trips that are not college-sponsored must be informed of that fact in advance. Faculty or staff who violate policy may be subject to disciplinary action, up to and including termination of employment.

All participants in college-sponsored travel must comply with state statutes regarding employee travel and Helena College, UM, and BOR policy. The faculty/staff member leading travel should utilize the **Student Travel Procedures Checklist** to ensure such compliance.

Helena College Policy 300.5 Student Travel, the Checklist, and related forms are available on the [HC Policy](#) webpage. Turn in all forms to the Academic Desk, DON102P, or to the Administrative Associate at the APC front office. The Administrative Associates will keep a copy and turn the paperwork into the Business Office. **Note: Under revision.**

8.0 MAINTENANCE

8.1 CAMPUS HOURS

Donaldson Campus Official College Hours.

Doors lock 30 minutes before the posted closing time.

Monday – Wednesday	7 a.m. - 9:30 p.m.
Thursday	6 a.m. - 9:30 p.m.
Friday	7 a.m. - 6 p.m.
Saturday	8 a.m. - 4:00 p.m.
Sunday	Closed to the public

Airport Campus Official College Hours

Doors lock 30 minutes before the posted closing time.

Monday – Friday	6:30 a.m. – 5:30 p.m.
Front Entrance	6:30 a.m. – 5:30 p.m.
Other Exterior Doors	6:30 a.m. – 1 p.m.
Saturday & Sunday	Closed to the public. Some courses are scheduled on Saturdays.

Summer Campus Hours (Subject to Change)

Donaldson Campus:

- Monday, Tuesday, Thursday: 7:00 a.m. to 7:00 p.m.
 - Doors lock at 6:00 p.m.
- Wednesday: 7:00 a.m. to 7:30 p.m.
 - Doors lock at 6:30 p.m.
- Friday: 7:00 a.m. to 6:00 p.m.
 - Doors lock at 5:00 p.m.
- Saturday: Salon Only 7:00 a.m. to 4:00 p.m.
- Sunday: Building closed

Airport Campus:

- Monday through Friday: 6:30 a.m. to 4:00 p.m.
 - Doors lock at 4:00 p.m.
- Saturday and Sunday: Closed to the public

The alarm system is armed outside of these hours. Campus Hours may change over holidays and breaks.

8.2 DOOR LOCKS

The door locking mechanism on campus provides important security for offices and classrooms. When unlocking the door, turning the key in one direction completely unlocks the door, but turning it in the other direction unlocks the door to open, but the lock remains active, and when the door is closed, it will lock. Many doors are also equipped with a device that can be flipped down when leaving a room to prevent the door from latching.

Most classrooms and offices are equipped with electronically controlled FOBS. FOB issuance, access management, and troubleshooting are through the IT Dept. FOBS are a cost-effective device allowing the college to better manage access. This system is fully operational. Issued keys will be returned to Maintenance, and FOBS will be used exclusively

8.3 MAINTENANCE WORK ORDER REQUESTS

Requests for:

- Emergency (follow-up after calling SOC/Emergency Services)
- Replacement
- Room Set Up (attach schematic)
- Office/Instructional Equipment or Furniture movement (*5-day notice for scheduling*)
- Safety
- Maintenance

To request daily custodial or maintenance assistance, email HCMaintenance@helenacollege.edu.

9.0 MEETINGS

9.1 MEETING ROOM & EQUINOX RESERVATIONS

All facility and Equinox reservations are to be scheduled through the [EMS Scheduling Software](#). (Use the Firefox browser for the best connection)

9.1.1 Search for Meeting Room Availability

Go to [EMS Scheduling Software](#). (There is also a link on the Faculty/Staff page of the Helena College website under Meeting Room Availability.) Individual credit classes show as blue blocks of time. Hover the mouse over the blue bar to view extra-curricular event details, or click in the upper left on “Browse” and select “Browse for Events.”

9.1.2 Request Meeting Space or the Equinox

You may schedule your meeting or reserve the Equinox through the EMS portal.

You will need a login specific to EMS to use the program.

Please contact the Continuing Education office at CE@HelenaCollege.edu or 6945 to request an account. Once you have received your login information, you will navigate to the EMS home screen.

1. From the website [employee portal homepage](#), select the green “Meeting Room Availability” button.
2. At the upper right, click on “Welcome, Guest.”
3. Once you are logged in, the home screen will display bookings you have scheduled through the application (it will automatically show today’s bookings, but you can select to view by month or to view a particular date).
4. To begin creating a reservation, click on “CREATE A RESERVATION” on the top left, then choose “Book now.” Fill in the date and time of your meeting (use the recurrence button if applicable).
5. Set your Number of Attendees as your first step. This will eliminate rooms from your list that will not accommodate the group size. Once you see an appropriate room on the grid to the right, hit the green plus sign to the left of the room you would like to choose.
6. Scroll to the top of the screen to select the “Next Step” button.
7. Once you have verified the number of attendees and the room setup, choose “Next Step” again.
8. Select applicable services option(s). Choose “Next Step” again.
9. Enter the required information about your meeting. Your name is available as a drop-down under 1st Contact, which will autofill your phone and email.
10. Then choose “Create Reservation.”

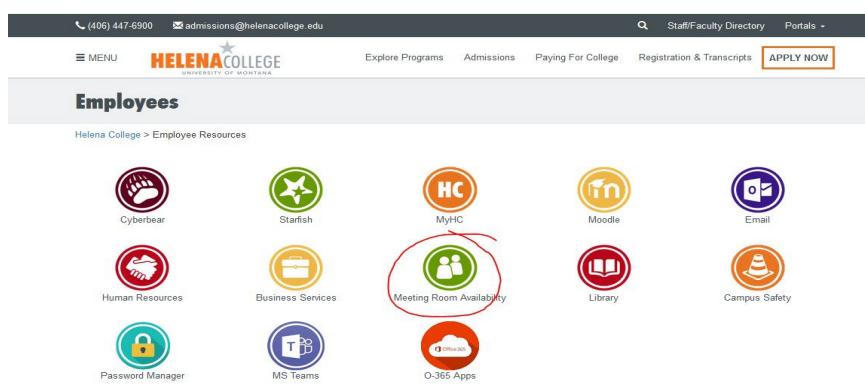
The Meeting is now scheduled and will appear on the calendar as a “waitlist” item. The personnel in scheduling receive a notification email and will update the status to “Confirmed” and will follow up with an email.

Note: if you are curious about an existing reservation in a space, items marked “Private” are courses for academic credit. The system cannot efficiently display a large number of entries in this category. If the item is not private, you can click on the reservation to see the event name and which general department is the host.

If you are interested in viewing a calendar of non-credit events, on the left side of the EMS screen, select Browse – either event (for a calendar listing) or browse locations (for a grid view of rooms).

Calendar of Non-credit events in our buildings

To see event listings for the day or month, go to Meeting Room Availability in the Employee portal.



The screenshot shows the Helena College Employee portal. At the top, there are links for Staff/Faculty Directory and Portals. Below that is a navigation bar with 'MENU', the 'HELENA COLLEGE UNIVERSITY OF MONTANA' logo, and buttons for Explore Programs, Admissions, Paying For College, Registration & Transcripts, and 'APPLY NOW'. The main content area is titled 'Employees' and shows 'Helena College > Employee Resources'. There are several icons representing different services: Cyberbear, Starfish, MyHC, Moodle, Email, Human Resources, Business Services, Meeting Room Availability (circled in red), Library, Campus Safety, Password Manager, MS Teams, and O-365 Apps.

EMS **BROWSE** **LOCATIONS**

BROWSE LOCATIONS

Filters

Date: Thu 09/03/2020

Time Zone: Mountain Time

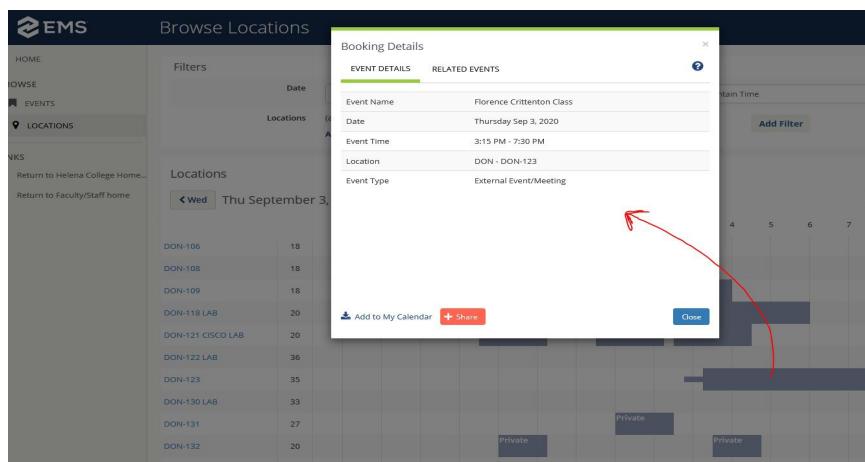
Locations (all) [Add/Remove Locations](#) [Add Filter](#)

Locations

Thu September 3, 2020 [Fri](#) [Today](#)

Find A Room

Room	Capacity	1	2	3	4	5	6	7	8
DON-106	18								
DON-108	18								
DON-109	18			Private	Private				
DON-118 LAB	20		Private	Private		Private	Private		
DON-121 CISCO LAB	20		Private		Private		Private		
DON-122 LAB	36								
DON-123	35								
DON-130 LAB	33								
DON-131	27				Private				
DON-132	20			Private			Private		



The screenshot shows the 'Browse Locations' screen with the 'LOCATIONS' tab selected. It displays a calendar for Thursday, September 3, 2020, showing room availability and private events. A specific booking detail is highlighted in a modal window for a meeting in DON-123 from 3:15 PM to 7:30 PM. The modal shows the following details:

Booking Details	
Event Details	Related Events
Event Name: Florence Crittenton Class	
Date: Thursday Sep 3, 2020	
Event Time: 3:15 PM - 7:30 PM	
Location: DON - DON-123	
Event Type: External Event/Meeting	

[Add to My Calendar](#) [Share](#)

Figure 24: Booking Detail Image

The default screen is the “Browse by LOCATIONS” screen.

All credit classes are marked “private” so that they do not show up on the calendar page. If they did show here, that page would be so long!

All non-credit events (meetings, CE classes, and special events) do NOT say private. You can click for details - see the next image.

Sometimes it would be easier to use the “Browse by EVENTS” screen.

The screenshot shows the EMS system's event management interface. On the left, a sidebar has links for 'HOME', 'BROWSE' (with 'EVENTS' circled in red), and 'LOCATIONS'. Under 'LINKS', there are links to 'Return to Helena College Home...' and 'Return to Faculty/Staff home'. The main area is titled 'Browse Events' with a 'Filters' section. A date input shows 'Tue 09/01/2020' with a calendar icon. A 'Compact View' link is in the top right. The main content is a monthly calendar for September 2020, with days from 30 to 5. Each day cell contains a list of events with their times and descriptions. At the top of the calendar, there are buttons for 'Aug' (left), 'September 2020' (center), and 'Oct' (right). Below the calendar, there are three tabs: 'DAILY LIST' (underlined), 'WEEKLY LIST', and 'MONTHLY LIST' (highlighted with a red box). The 'MONTHLY LIST' tab is the default view.

Figure 5: EMS Room Location Image

In the “browse by EVENT” or calendar page, the MONTHLY LIST is the default. All non-credit class items are listed by time and title. If you click on the item, a booking details screen pops up (similar to the previous illustration.)

9.2 REIMBURSEMENT FOR FOOD, BEVERAGES, AND OTHER SUPPLIES

9.2.1 Food/Beverage

If refreshments are purchased out of pocket for a meeting, reimbursement can be processed with the original itemized receipt via Business Entertainment/Meeting Expense/Alcoholic Beverage Approval form as directed in Section 5.3 Business Entertainment / Meeting Expense / Alcoholic Beverage Form.

9.2.2 Other Meeting Supplies

If non-food items are purchased for a meeting, reimbursement can be processed with the original itemized receipt via the Purchase Order form as directed in Section 5.0 Purchasing.

10.0 LIBRARY LEARNING HUB

10.1 Books, Technology, and Other Resources

Faculty, staff, and students may borrow print books and DVDs for 4 months, with the option to renew twice, provided the item has not been requested by another patron. The library makes it easy to obtain the materials you need. Materials may be renewed by calling, emailing, or visiting the library to request a renewal. Renewals can also be requested by logging into [My Library Account](#).

10.1.1 Helena College Library Collection

Use [OneSearch](#) to search the library's current collection. If the item is not available here, the library will locate it for you.

10.1.2 Resource Sharing through TRAILS

Helena College is a member of the [TRAILS consortium](#) of academic libraries in Montana. Search the collections of these libraries in [OneSearch](#). Sign in with your NetID (HCF#) to request an item to be sent to the Helena College Library for you to check out. It can take about a week for items to arrive. If the item is not available in TRAILS libraries, the library can request it via interlibrary loan.

10.1.3 Interlibrary Loan

For an item that is not available from Helena College or a TRAILS library, [contact the library](#) with the title and author information. Allow a few days to one week for materials to arrive.

10.1.4 Popular Reading

The library has a collection of new and popular fiction available in our leisure reading collection.

10.1.5 Print Journals

For any journal we receive in print format, we will gladly route each new issue to a specific faculty mailbox. Contact the library to see a list of journals to which the library subscribes. Faculty are consulted for subscription requests in the spring semester.

10.1.6 Course Reserves

Faculty may place personal or library materials—and some electronic documents—on reserve in the library for short-term use by students during a semester. Please visit the library and fill out the Request to Place an Item on Reserve form; bring the item you wish to place on reserve with you.

10.1.7 Databases

The library subscribes to over [180 databases](#) that provide access to peer-reviewed journal articles, magazine and newspaper articles, videos, images, career and test prep, and more. Search these databases together in OneSearch, or search the databases individually in [Databases A-Z](#). Access off-campus using your NetID (HCF#) and password.

10.1.8 Subject & Class Research Guides

The library has created several [Subject & Class Guides](#) to direct students to the most appropriate library resources for a given subject or class (see the [Psychology](#) or [WRIT101](#) guides for examples). Most guides contain links to recommended databases, books, and websites, as well as guidance in using library resources and information literacy skills. Please share these guides with your students, such as via a link in Canvas or on your syllabus. If you don't see a guide that suits your course, librarians are happy to collaborate with you to create a new guide.

10.2 LIBRARY INSTRUCTION

Whether it's face-to-face, hybrid, or online, librarians are happy to visit a class and provide targeted instruction to help your students learn about information and research skills. Library instruction is available for small groups or classes and can be scheduled outside regular library hours if necessary. Faculty are encouraged to arrange instructional sessions that are tied to specific class assignments and projects.

Instruction can be as broad or specific as needed. After a typical library instruction, students will be able to:

- Explain the importance of using library resources in academic research
- Navigate the library website
- Choose keywords in order to search for books and journal articles in OneSearch, EBSCO, or other library databases
- Evaluate information
- Cite sources according to established styles (APA, MLA, Chicago, etc.)

Library services can be integrated into an online course through Canvas. For example, we can host a text or video chat on the library, moderate a forum discussion, or provide links to library services in your course. The [Library Research Tutorial](#) in Canvas is available to all students.

Please [email the Library](#) with any requests to deliver library instruction.

10.3 OPEN EDUCATIONAL RESOURCES (OER)

The Helena College Library has developed a comprehensive [Guide to Open Educational Resources](#). The Library is also a member of the [Open Textbook Network](#) (OTN). This is a supportive group of librarians and faculty representing 600 campuses across the nation. You will find the team of experts leading OTN, helpful resources, and the [Open Textbook Library](#) (OTL) on their website.

10.4 SUGGEST A PURCHASE

In our effort to provide the best print books, videos, journals, ebooks, articles, etc. for our academic programs, we encourage you to [contact the Library](#) with title and author information for the item you wish to add to the collection. We will notify you upon receipt of the item.

10.5 DISPLAYS

The library welcomes displays of student work. Please contact the Library to schedule a date to showcase your students' work.

10.6 EXCELLENCE IN LIBRARY RESEARCH AWARD

The Helena College Excellence in Library Research Award recognizes students who engage in rigorous scholarship to complete research needed for assigned papers, presentations, and projects. The Award encourages students to develop the information literacy skills needed for lifelong learning through consistent, thoughtful, and methodical academic processes.

10.7 Tutoring and Academic Coaching

Individualized tutoring services are free for Helena College students and are available for most courses. In addition to clarifying coursework, tutors can assist with test review, project planning, writing development, study skills, and more. The tutors are ready to help students have a successful semester.

Academic Coaching will help students boost learning potential. Managing time and developing a variety of skills for learning are essential to being successful in college. The Academic Coach will help create a study schedule and explore the best strategies for each of your courses while providing support and accountability.

Please check the Library website for details on scheduling an appointment.

10.8 QUIET STUDY ROOMS

In the Donaldson Library, there are Quiet Study Rooms equipped with a whiteboard and large multi-use flat screen monitors, which can be connected to a computer. Individuals or small groups of students may reserve the room for study, tutoring, or quieter activities. [Contact the library](#) to book the rooms.

10.9 WEB PRINT

Students, faculty, and staff have the ability to wirelessly print to the library's black and white or color printer from laptops or other mobile devices using Web Print. Find the Web Print link on the applicable web portal, log in with your NetID (HC#), and follow the steps to upload the file to be printed. Then, visit the Library to release and collect your print job.

10.10 ADDITIONAL SERVICES

The Donaldson Campus Library Learning Hub provides settings for both active group collaboration and quiet study. The Library Learning Hub has comfortable seating, study carrels, computers, a printer, scanner, copier, and the Independent Record and other periodicals. The Library's collection of physical books, reference materials, and study guides is also available at this location. Students, faculty, staff, and community members are welcome to use the Library Learning Hub.

The Airport Campus Library is located in the Student Center. It has computers and a printer, as well as a variety of seats and tables. Students, faculty, and staff will find books and periodicals about the programs of study at the Airport Campus in this collection.

11.0 BRAND STANDARDS

Helena College Brand Standards must be adhered to ensure consistent, professional-looking communications that make for a stronger Helena College brand. Brand standards include the usage of the Helena College logo, the name of the institution, official colors, fonts, and other collateral that can be found in the Employee Drive> Marketing Materials Folder. Please note that the Helena College logo has been updated to include the University of Montana's sans serif font.

Email: <mailto:marketing@helenacollege.edu> with any questions.



Figure 26: Helena College in Orange and Gray



Figure 27: Helena College Logo in Black



Figure 28: Helena College Logo in Grays

11.0 ACRONYMS

AAFTE	Annual Average Full-Time Equivalent
ABE	Adult Basic Education
AE	Adult Education
ALC	Adult Learning Center
ANA	American Nurses Association
APR	Academic Program Review
APRC	Academic Program Review Committee
ASCRC	Academic Standards and Curriculum Review Committee
ASRN	Associate of Science-Registered Nursing
ATI	Assessment Technologies Institute, LLC
AWP	Annual Work Plans
BLs	Basic Life Support
BO	Business Office
BON	Board of Nursing
BOR	Board of Regents
CAEL	Council for Adult and Experiential Learning
CAM	Computer Aided Manufacturing
CCA	Complete College America
CCN	Common Course Numbering
CCS	Campus Climate Survey
CCSSE	Community College Survey of Student Engagement
CDL	Commercial Driver License
CE	Continuing Education
CEC	Community Education Center
CESS	College Employee Satisfaction Survey
CMA	Clinical Medical Assistant

CNA	Certified Nursing Assistant
CNC	Computer Numerical Control Manufacturing
COD	Common Origination Disbursement System
CPS	Central Processing System
CRM	Customer Relationship Management
CTE	Career & Technical Education
DE	Dual Enrollment
DL	Direct Loan
ECAR	Eligibility & Certification Approval Report
ED	Department of Education
EEA	East End Advising
EFC	Expected Family Contribution
EMS	Event Management System
EMT	Emergency Medical Technician
Evals	Course Evaluations
FAFSA	Free Application for Federal Student Aid
FERPA	Family Education Rights & Privacy Act
FISAP	Fiscal Operations Report & Application to Participate
FSA	Federal Student Aid
FSA ID	Federal Student Aid Identification
FTE	Full-Time Equivalent
Gen. Ed.	General Education
HiSet	High School Equivalency Test
HSJP	Helena Area Summer Jobs Program
IC	Instructional Council
IDEA	Institutional Development, Effectiveness, & Accreditation
IPEDS	Integrated Postsecondary Education Data System

IR	Institutional Research (& Effectiveness)
IRS	Internal Revenue Service
IRS DRT	IRS Data Retrieval Tool
ISIR	Institutional Student Information Record
IT&P	Information Technology & Programming
LOA	Letter of Assignment
LOO	Letter of Offer
LMS	Learning Management System
LPN	Licensed Practical Nurse
MASFAA	Montana Association of Student Financial Aid Administrators
MFA	Multi-Factor Authentication
MPN	Master Promissory Note
MSDS	Material Safety Data Sheet
MT 10	Montana 10
MUS	Montana University System
NAPR	Non-Academic Program Review
NASFAA	National Association of Student Financial Aid Administrators
NEH	National Endowment for the Humanities
NIP	Nursing Information Page
NSLDS	National Student Loan Database System
NWCCU	Northwest Commission on Colleges & Universities
OCHE	Office of the Commissioner of Higher Education
OPI	Office of Public Administration
OWL	Onboarding Welcome Leader
PJ	Professional Judgement
PLA	Prior Learning Assessment
PN	Practical Nurse

PO.....	Purchase Order
PPA.....	Program Participation Agreement
R2T4	Return of Title IV Funds
RAT.....	Request for Authorization to Travel
RATTER.....	Request for Authorization to Travel and Travel Expense Report
RMASFAA	Rocky Mountain Association of Student Financial Aid Administrators
RN.....	Registered Nurse
ROI.....	Release of Information
ROI.....	Return on Investment (Finance)
SAP	Satisfactory Academic Progress
SAR	Student Aid Report
SBA	Small Business Administration
SBDC.....	Small Business Development Center
SENSE	Survey of Entering Student Engagement
SEOG.....	Supplemental Educational Opportunity Grant
SEP.....	Strategic Enrollment Planning
SOP	Standard Operating Procedures
TABE	Test of Adult Basic Education
TER	Travel Expense Report
TRAILS.....	Treasure State Academic Information's and Library Services
TRIO.....	Student Support Services
WIOA.....	Workforce Innovation and Opportunity Act
WRIT.....	Writing