

## LETTER OF AGREEMENT

**RE: Approved Development Program APPENDIX "A" guidelines**

### **PURPOSE OF DEVELOPMENT PROGRAM**

To help encourage Clerical, Office, Technical (COT) staff members to take advantage of professional development opportunities.

### **WHAT CONSTITUTES AN APPROVED DEVELOPMENT PROGRAM?**

Any program directed at improving both "non-technical" and "technical" job performance and awareness may be considered an approved development program. College level courses if directly related to improving on-the-job performance and awareness may be considered.

To be eligible for the 2.5% pay factor, an eligible staff member must take an approved program within 3 years prior to the beginning of the latest contract year (October 1<sup>st</sup>). The approved program may be either a "non-technical" or a "technical" development program.

To be eligible for the 3.5% pay factor an eligible staff member must take at least 3 approved programs within 3 years prior to the beginning of the latest contract year. The 3 approved programs must include at least one "technical" program and at least one "non-technical" development program. For example, to be eligible for the 3.5% pay factor, the staff member must have completed at least 15 years of service prior to October 1, 2002 and have taken 3 approved development programs since October 1, 1999.

Examples of a "non-technical" program include such programs and seminars as: Time Management, Customer Service, Telephone Etiquette, Dealing with Difficult People, Interviewing, Cultural Diversity, Building Teamwork, Conflict Management, Effective Office Behaviors, Listening & Feedback, Problem Solving, Delegation. "Technical" programs may pertain to various types of computer related training and other specialized training of a technical nature (e.g., equipment repair, equipment maintenance).

An approved development program may be offered by the University and recognized trainers such as Career Track, KEYE, and Fred Pryor.

Payment of the 2.5% or 3.5% factors will be included in the base pay for both full and part-time eligible staff members and will be paid on a bi-weekly basis. Such payment will be included for the purposes of calculating overtime and shift premiums pursuant to the Fair Labor Standards Act.

### **WHO APPROVES PROGRAMS/SEMINARS?**

The Human Resources Office will approve programs and seminars. The Association will be advised in writing of all programs and seminars that have been approved or disapproved. If a

dispute arises, a committee consisting of two Human Resources representatives and two Association members will meet and resolve. If the dispute is not resolved by the committee, the Association may pursue the matter in accordance with section 6.5 of the collective bargaining agreement

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\*Development pay is effective on October 1, 2007 for any staff member who is on the top step of the salary schedule and who did not receive an October 1 step advancement because of being on the top step, and has completed an approved development program within the past three years, shall receive in addition to the increase in the schedule 2.5% of his/her new hourly rate. Any staff member who has received the 2.5% increase for 11 years and has completed two additional approved development programs within the previous three years (a total of 3 in the previous three years), shall receive in addition to the increase in the schedule 3.5% of his/her new hourly rate instead of 2.5%. The method of payment is subject to the terms in the Letter of Agreement Re: Development Pay. The University may change the method of this payment.