



LightsVolunteers

Handbook

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Welcome

Southern Adventist University is a place where students can learn and grow socially, spiritually, and academically. We believe modeling and integrating service into learning is the best way to ensure that young people leave Southern prepared for service. Thank you for choosing to join us in our mission.

Your gift of time, talent, and treasure helps make quality education affordable for our students, and sets a high standard for service. ***No matter the size of the task, you are making a difference.*** We are instructed in Matthew 5:16 to “let your light so shine before men, that they may see your good works and glorify your Father which is in heaven.” By sharing your knowledge, skills, and experience, you are providing invaluable guidance and support to our students, staff, and faculty.

This handbook is designed to connect you with the mission of Southern, discuss the Lights Volunteer program, share the perks of volunteering, and orient you to the resources on campus. Take the time to read through the whole handbook as the first step in joining Southern’s volunteer community.

Let’s roll up our sleeves, seek out and engage in volunteer opportunities that contribute to quality education. We deeply appreciate your participation with the Southern family in this mission.

Sincerely,

Cheryl Torres, '05 & John Boone, '21
Lights Volunteers Coordinators

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Southern.edu/Volunteer

Mission Values

Mission Statement

Southern Adventist University, as a learning community, nurtures Christ-likeness and encourages the pursuit of truth, wholeness, and a life of service.

Vision

Southern Adventist University's vision is to:

- Model the love of Jesus in every interaction
- Invite each student into a saving relationship with Jesus
- Inspire each student to engage with God's Church and the world through service and witness
- Provide each student with an exceptional learning experience that equips them to thrive in a fluid, global job market

Core Values

As Southern Adventist University employees, we:

- Embrace the Seventh-day Adventist Church's Worldview and Fundamental Beliefs
- Love Others as God Loves Them
- Act with Integrity
- Live Prayerfully
- Serve Others Generously
- Follow God's Calling
- Pursue Excellence
- Exercise Responsible Stewardship
- Offer an Exceptional, Wholistic Learning Experience

Service Philosophy

We serve God through our service to others. We recognize the intrinsic value of each student, colleague, and member of the Southern Adventist University community as a child of God and through our service we honor our Creator. To facilitate this service philosophy, each employee will:

- Initiate proactive interactions with colleagues, students, alumni, campus visitors, community, and other constituents and strive to recognize and promote the other's significance.
- Engage others with presence, curiosity, and authentic service.
- Take ownership by pursuing and implementing the best possible solution that can be offered to resolve another person's needs.

- Seek opportunities to deliver exceptional service and to recognize the value of others.
- Ensure all the needs of the individual have been addressed and promote a positive relationship.

Mission of Lights Volunteers

Southern Lights, as a volunteer group, support the students, staff and above all, the mission of Southern Adventist University. Lights give of themselves to ensure that Southern is a school they can be proud of, a school with a central focus of preparing students for the Kingdom, and a school that provides the best Christian education.

Rights & Responsibilities

The Lights Volunteer program is based on a philosophy of partnership. Responsibility for the program rests with the vice president for Advancement. However, all Lights and employees work together to share vision, ideas, and responsibility for Southern's success.

Lights are valued program partners at Southern and represent an outstanding example of outreach as they serve. Each member should know that the program is strengthened with the cooperation of the entire team. Active communication between departments is essential. For the team to work successfully there must also be a balance of trust, credibility, truth, and accountability.

Lights have the right to

- Be respected as a co-worker and not just free help
- Expect a suitable and worthwhile assignment
- Be well-informed
- Receive quality orientation and/or training
- Have appropriate volunteer conditions
- Be recognized and receive expressions of appreciation
- Be trusted and respected by faculty and staff
- Be valued as a person capable of unique contributions

Lights have the responsibility to

- Wear Southern name badges while volunteering on behalf of Southern Adventist University
- Choose assignments suited to personal interests, talents, and skills
- Participate in appropriate orientation, training, and evaluation
- Respect confidentiality and exercise personal integrity
- Uphold and follow policies and procedures
- State any personal limitations

- Follow through and complete assignments once assumed or notify the supervisor if unable to fulfill the assignment
- Communicate both problems and successes
- Work as a team member
- Follow the reasonable directions of faculty and staff

Employees have a right to

- Review and evaluate Lights
- Clearly define expectations and responsibilities of their needs
- Be informed regarding project status
- Request information and services available through Lights

Employees have the responsibility to

- Give clear job descriptions and reasonable timeframes
- Communicate clearly and provide constructive feedback
- Treat Lights as co-workers with acceptance, trust, and respect
- Keep Lights up to date with pertinent information

Attendance

Volunteer work schedules may vary depending on the assignment. Volunteers work with their supervisors to set a schedule that is mutually acceptable. Many volunteer positions are crucial and of great value to the university. Because of this, many positions require reliable attendance. If unforeseen circumstances arise and result in tardiness or possible cancellation of the shift, appropriate notice is needed.

All Lights may receive a Southern ID card and Name Badge that identifies them and their position as a volunteer. It is requested that you carry/wear these while volunteering on behalf of Southern Adventist University.

Recording Volunteer Hours

It is of major importance to the University for each volunteer to faithfully track the time they volunteer on campus. Please be sure to use 1 of these 2 methods each time you volunteer.

- Volunteers may use the timecard form found at southern.edu/volunteer to record the number of hours they volunteered. This should to be done each time you finish a volunteer activity.
- Volunteers may use their Southern ID card to clock-in and out using timecard stations on campus. This needs to be done at the beginning and end each time you volunteer. You can ask your supervisor where the nearest timecards station is to you.

Southern's fiscal year runs from June 1 through May 31. Volunteer hours will be recorded in the same period when defining an "active volunteer." Only active volunteers qualify to audit 1 class for free or take 1 class at 50% tuition each semester.

Reimbursement of Expenses

There may be times when Lights need to purchase items that are necessary to carry out a volunteer activity. This should only be done if requested by a Southern employee on behalf of the university. Reimbursement always requires advanced approval by a Southern employee. In order to be reimbursed, the volunteer should acquire the appropriate tax-exempt letter from the volunteer office prior to making a purchase, collect the receipts, and give receipts to the volunteer coordinator. Southern does not reimburse for tax, so purchases made without the tax-exempt letter will only be reimbursed for the purchase price.

Dress Code

As representatives of Southern, all volunteers are responsible for adhering to Southern's dress code and presenting a positive image to constituents in the community. Volunteers should practice common sense rules of neatness, good taste, modesty, and comfort, and refrain from wearing jewelry. For reference, a complete copy of the dress code can be obtained from Human Resources in Wright Hall or by going to www.southern.edu/hr.

Grievance Procedure/Conflict Resolution

Lights are encouraged to share their concerns, seek information, provide input, and resolve problems. If a problem should arise between two volunteers or between a volunteer and any employee, they should attempt to reconcile the matter in a professional and courteous manner. If an agreement or solution cannot be reached, notify the volunteer coordinator. In the event that a conflict should arise with the volunteer coordinator, please contact the vice president for Advancement to share your concerns.

Training

All volunteers are required to participate in scheduled trainings, including an annual Title IX training session. Training equips the volunteer with necessary skills and information to be successful and to fulfill the guidelines for keeping volunteers and our campus safe. Training may be provided in-person or through materials distributed via email.

University Policies

Accidents & Injuries

While participating in the Southern Lights program, volunteers assume the risk of injuries and property damage and release and discharge Southern, its obligations or financial responsibility resulting from or arising out of any such incident. If Southern is held financially responsible for any such incident, injury, or accident, volunteer agrees to indemnify and hold Southern harmless from any such responsibility, including cost, damages, and attorney's fees incurred by Southern. Notwithstanding the foregoing, nothing contained herein shall absolve Southern from liability for injury arising out of the gross negligence or intentional misconduct by Southern employees or agents.

All property damage and personal injury accidents while functioning as a Lights Volunteer (on or off campus) must have a police report made. Campus Safety and the Lights Office must also be notified as soon as possible. For serious injuries where an emergency exists, call 911 immediately (8-911 from campus phones) as well as Campus Safety at 423.236.2100.

Southern does not cover damages or injuries to volunteers who choose to use their personal vehicles for university business.

Alcohol, Smoking & Drugs

It is the policy of Southern Adventist University to maintain a safe and healthy environment for its students and employees. The university prohibits the unlawful use, manufacture, possession, distribution, sale or dispensing of drugs and/or the use or possession of alcohol or tobacco on university property or during university activities which may be on or off campus.

Violation of this policy will result in disciplinary action up to and including immediate discharge. Federal and state laws, as well as local ordinances, provide additional penalties for such unlawful activities, including fines and imprisonment. The university will take all appropriate actions against violators, which may include referral for legal prosecution.

Vehicle Operation

Campus Safety is authorized to ensure that campus vehicular traffic is operated in a safe and orderly manner. The department will enforce compliance with posted traffic signs, parking regulations, and speed restrictions. Violators will receive citations if they disregard campus vehicle rules as follows:

- A ticket will be placed on the windshield of the offending vehicle
- A copy of the ticket will be sent by mail to the registered owner of the vehicle within one business day

- The registered owner will have 10 business days from the time the vehicle was ticketed to contact Campus Safety to pay the fine or appeal the ticket in writing

Anti-Harassment Policy

All staff and volunteers have the right to work in an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive and disruptive. Harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation, or any other characteristic protected by law will not be sanctioned or tolerated. Southern encourages volunteers to bring any incidents of discrimination or harassment to the attention of a volunteer supervisor or to the vice president for advancement.

Eligibility

To become a volunteer, one must be at least 18 years of age (unless they are accompanied by a parent or other responsible adult), possess a heart for service and understand the mission of Southern Adventist University and its programs.

Seat Belt Policy

Tennessee State law makes it mandatory for seat belts to be worn in all moving vehicles such as cars, vans and pickups. Because the wearing of seat belts has proven that lives are saved and bodily injuries are prevented or greatly reduced when accidents occur, Southern Adventist University requires all employees to buckle up while operating any and all vehicles owned by the university. Southern Adventist University strongly recommends to all employees and their families that seat belt use be practiced at all times while operating or riding in motor vehicles. This practice can and will save this institution and employees much grief and loss.

Key Access to Campus Doors/Building

If your volunteer position requires to you receive access to unlock specific doors on campus, please understand that this comes with an extra layer of responsibility, and we request that you adhere to the following guidelines:

Renewal

Door/building access expires every year on August 31. Your supervisor must fill out a new Lights Volunteer access request form each August if you will need continued access to doors/buildings on campus. This request form can be found at www.southern.edu/volunteer.

Providing Access to Others

Unless given direction from your volunteer supervisor, your access is meant for you alone. You are responsible for anyone you let into a building/room. Please do not let someone into a locked space and leave them there alone. You may not lend or give your card to anyone. Should you be approached by someone asking you to provide access to a building or room, refer them to Campus Safety to request access. 423.236.2100

Replacing a Lost/Destroyed ID Card

Your first Southern ID card is provided by the University. Replacement cards for volunteers are \$5, charged to the volunteer. Exceptions to this replacement cost include cards that are worn out due to use and cards that show no visible signs of wear but do not work. Replacement cards may be paid for with cash, check, and credit card.

Internet Access and Network Use

The Southern Adventist University network is a private network and is available only to authorized users.

Following are excerpts that outline the basic rules concerning what is appropriate on the network, assure the fair use of limited networking resources, protect the security and privacy of network users, and safeguard the university from legal action.

Appropriate Use

- Users should follow the “Golden Rule”, use good judgment with respect to networking activities, and cooperate with system administrators
- Users must not use any tools, or provide tools to others, that would damage files or computers that belong to others, compromise network security, or disable accounts
- Users must not harass others, send obscene, defamatory, or threatening messages
- Users may not use the university’s computing resources to impersonate another individual or misrepresent authorization to act on behalf of other individuals or the university
- Users must not distribute copyrighted or proprietary material without written consent of the copyright holder, nor violate U. S. copyright or patent laws.
- Users are responsible for all use made of their accounts
- Users must not attempt to undermine the security or the integrity of the university network and shall not attempt to gain unauthorized access

Privacy

The privacy of network users is important to the university and will be protected to the extent that is technically feasible and allowed by law. Network users should realize that messages sent and received electronically are potentially accessible to administrators through normal system administration activities, and to the public through public record laws, subpoenas, decoding, interception, or other means. Because of this, the university cannot guarantee complete privacy of electronic communications. If systems administrators, while involved in their routine duties, encounter information that indicates that a crime or breach of this policy may have been committed or is about to be committed, they are required to report the existence and sources of the information to the proper authorities. Specific personal electronic communications and computer

files will not be searched or monitored deliberately except in an emergency or pursuant to proper written authorization as described below.

If a breach is suspected, the university president has the authority to authorize the search and monitoring of personal electronic communications. Authorization must be in writing and must be specific about the information or communication to be the subject of the search. The president is empowered to delegate this authority to authorize searches and/or monitoring to specific employees, but delegation must be in writing.

Blocking & Security

While it is impossible to make the network totally secure, our goal is to provide a reasonably secure environment for personal and institutional computing and communication.

Southern Adventist University may maintain blocking software in order to protect users from inadvertent encounters with inappropriate materials (e.g. pornography), as determined in the sole discretion of the university. However, the failure to use blocking software should not be construed as an endorsement of any site which is not blocked.

Information Systems provides a method for users to report sites which they feel should or should not be blocked.

User Responsibility

- While Information Systems can take steps to make the network secure, security is ultimately the responsibility of the user. Take time to become familiar with the security policies outlined in this handbook. They are here to protect you and other students and employees.
- Users should not share their passwords with anyone. No one, including Information Systems employees, has authorization to ask for a password. We strongly suggest that all users take time to learn passwords in order to avoid writing them down.
- Users should not remain logged in to university servers when they are away from their desks for an extended period of time.

Sanctions

First Minor Incident. When a user appears to have violated the Network usage Policy in a manner that is deemed minor by Information systems, and the user has not been implicated in prior incidents, s/he will be provided a copy of the Network Usage Policy and will be asked to sign an agreement to conform to policy statement.

Repeated and/or Major Violations. Repeated or major violations will be forwarded to the appropriate vice president or the president for disciplinary action.

Disciplinary actions for violation of this policy may include, but are not limited to, loss of network access, dismissal, and legal action. When violations may constitute criminal offenses, the university will report such activity to the appropriate authorities.

Appeals of actions should be directed through the process in place for both employees and students.

Volunteer Dismissal

In the unlikely event that a volunteer does not adhere to the policies of Southern Adventist University or fails to perform his/her duties in a responsible manner, Southern has the right to terminate his/her involvement with the university. Reasons for termination include any conduct inconsistent with the mission and policies of Southern. Southern reserves the right to request that a volunteer leave immediately if circumstances warrant such action.

Campus Resources

A number of resources are available on campus for purchasing office items, dining, banking, copying, and transportation.

Southern Shoppe

Located in the Bietz Student Center, various items are available for purchase. Southern attire and memorabilia, greeting cards, stationery, writing utensils and small gifts are just a few of the more popular items.

The Southern Shoppe is also the university bookstore. It is the purchasing agent for office and school supplies. Purchases of office and school supplies for university use are charged directly to each department at a 20% discount. The Southern Shoppe provides catalogues from which departments may request special orders, which also receive a 20% discount.

Credit Union

Collegedale Credit Union is a mutual-help financial organization offering many services, including savings (shares) with quarterly dividends, auto, mortgage, personal, and share loans, American Express Travelers Checks, notary public, money orders, safety deposit boxes, and various insurance

Library

As a Light, you may check books out of the McKee Library. You are also welcome to use the computers and other facilities. Facilities for photocopying and laminating, computer access, and computer printing are some of the additional fee-based services available to you as a Light.

Transportation

Some volunteer duties may call for the use of a vehicle. Volunteers who choose to operate their own vehicles can keep track of mileage and submit it to their supervisor for reimbursement. Another option is to rent a vehicle from Transportation Services. Vehicles used to carry out volunteer duties will be paid for by the department requesting the service. Vehicles rented for personal use will be paid for by the volunteer. For more information, visit: www.southern.edu/transportation or call 423.236.2716.

Volunteer Perks

Thank you for becoming a Light on our campus! Departments across campus have collaborated to show appreciation for your services.

Lights Volunteer Tuition Waiver

Lights Volunteers who have achieved a cumulative total of 200+ hours of service may audit one undergraduate course free of charge per semester, or take for credit one undergraduate course, at one-half the current tuition rate per hour. To maintain this perk, a volunteer must remain active by volunteering 40 hours a year.

The waiver does not apply to lab fees or other charges that may be in addition to tuition. There must be space available in the class to be eligible for this benefit. Please contact the Lights Volunteer office if you plan to enroll in a course.

Parking

Campus Safety provides volunteers with a special “Volunteer” window decal that allows parking anywhere on campus without being ticketed. Permits expire August 31 every year and must be renewed at campus safety each year to get a new sticker. Please remember you must have a handicap-certified parking pass for those specific spots.

ID card

As a Light, you will receive a Southern “Volunteer” ID card. This card identifies you as a treasured part of our campus family. This ID card provides you with a few resources and perks. Please carry your ID card with you any time you are on campus as this identifies you and your purpose for being on campus.

Your ID card can also serve as your timecard. To use your ID card to clock-in or out, ask your supervisor where the nearest timecard station is. Swipe your card and clock-in or out as needed.

You have the opportunity to put money on your ID card at the Campus Card Desk to use at university locations such as the Dining Hall, CK2, and the Southern Shoppe.

Other perks of having a Southern ID card include:

- Free Access
 - Campus events and lecture series*
 - Teaching Material Center
 - McKee Library book loans and in-house use of library materials**
 - Special invitation-only events
- Discounts
 - 25% off at the Dining Hall, Kayak, & CK2
 - 15% off rental of campus meeting space
 - 50% off Hulsey Wellness Center membership
 - 10% off pricing at QuickPrint

*Some campus events may require purchased tickets to attend.

**No inter-library loans or media checkouts.