

Emory College of Arts and Sciences

Engaged Citizenship Service Process

What is Engaged Citizenship?

Engaged Citizenship is an Emory College Arts and Sciences initiative that enables College staff to be of service to the Atlanta community. By encouraging our College employees to devote up to 8 hours per year of College-funded effort, we hope to see College staff lend their time, expertise, and talent to local, non-profit organizations already devoted to improving the lives of community members in chronic or episodic need. This program, which provides labor in direct service to humanity, is one way the College can contribute to the vision of [One Emory – Engaged for Impact](#).

How will it Benefit the College and University?

One of the strategic initiatives at Emory University is to form a deeper partnership with the Atlanta community through One Emory. One Emory is a strategic framework based on four pillars. The fourth pillar focuses on Atlanta as a “gateway to the world.” Engaged Citizenship builds on this connection by further developing a culture of service while improving Emory’s image and increasing its visibility in the community. Additional organizational benefits include:

- Increase in employee satisfaction and retention
- Promotion of teamwork and camaraderie across the organization
- Professional development
- Increase in employee morale, loyalty and productivity
- Providing new talent and ideas to meet community needs.

As an influential organization of higher learning, Emory’s commitment to the principles of inclusion, tolerance and responsibility is strengthened by its employees’ participation in Engaged Citizenship. Just one day can make a difference.

Engaged Citizenship enables employees to enhance professional skills like customer service, people/time management, teamwork, and effective communication. These skills are transferable and can be used to advance and enrich any career. As importantly, participating in the Engaged Citizenship program provides an opportunity to gain a new perspective. It also provides an opportunity for employees to expand networking and increase their awareness of community issues. Research shows that service to others helps keep you mentally stimulated, reduces stress, combats depression, and provides a sense of purpose.

Program Overview for College Staff

Who is Eligible to Participate?

Although the entire institution will be impacted by this project, the focus is on regular, college-funded, classified ECAS staff as defined through the Human Resources compensation system.

Emory College will grant eligible employees up to 8 hours of paid service, subject to management approval, to participate in activities already sponsored or endorsed by Emory that benefit the community. Employees who work part-time (minimum 20 hours) will receive paid service time, according to the following guidelines: *Employees who work between 20-29 hours per week will receive 4 hours of paid service time per academic calendar year (September – August). Employees who work 30 or more hours per week will receive 8 hours of paid service time per academic calendar year.*

Service may be officially requested in two blocks of time (e.g. 3 or 4 hours) or as a full 8-hour day. Part time, College-funded, employees may request the use of up to 4 hours of their work time for participation in the program. It is the responsibility of the individual staff person to discuss program participation with their supervisor prior to officially applying.

This program is not currently available to employees who:

- Work less than 20 hours per week;
- Are currently undergoing progressive discipline;
- Are working on a temporary assignment; or
- Are paid fully by external grant funding.

The Participation Process for College Staff

1. Review the [Engaged Citizenship Program](#) parameters.
2. Visit the [Atlanta Food Bank](#) and [MedShare](#) websites to view sign up instructions. We will continue to expand the selection of community partners as participation increases over time.
3. Meet with your supervisor to discuss the program and your desire to participate – be prepared with potential dates and times that you have in mind.
4. As soon as you have received verbal approval from your supervisor to participate, go to the service organization website and register for a date and time that you would like to provide service.
5. Go to the [Engaged Citizenship Request Form](#) on the [ECAS Human Resources website](#).
6. Submit the form as instructed. The request form will automatically be routed to your supervisor based on the email address you provide. (Once you submit the request form, you will receive the following response)

Engaged Citizen Request Form

 Thanks!

Your response was submitted.

[Submit another response](#)

You will then receive the following email from ECAS Forms Submission which means the form has been forwarded to your supervisor:



Once your supervisor approves/rejects the request, you will receive the following notification from ECAS forms submission:



Employee effort/recording time:

Biweekly employees should clock in and out following standard procedure. If you have been approved to clock in and out off-site, you may do so if your service time begins at the start of your work day, or ends at the end of your work day. Bi-weekly employees who must clock in at an Emory location should make the time adjustment within 24 hours of completing service.

Employees who do not wish to return to work after providing service, should sign up for an afternoon slot. Employees who provide half-day service during morning hours are expected to return to work after completion of service.

Engaged Citizenship is considered professional development and will be tracked electronically by ECAS Human Resources outside the Monthly or Bi-weekly leave tracking systems.

Things to Consider

Clothes: Please take into consideration that your clothes may get a little dirty depending upon the service provided. If you are returning to work, it is recommended that you bring a change of clothes just in case.

Logistics: Each organization has different processes for volunteers. Be sure to check with your organization before the date of service regarding directions, parking, appropriate clothing, handicap access, and additional information or concerns regarding duties you will be performing at a particular location.

Transportation: Employees are responsible for their own transportation to and from the service site, and should plan their time to accommodate the commute.

What Supervisors Need to Know:

Staff participation in the Engaged Citizenship Service program is completely dependent upon supervisor approval.

Full-time, College-funded, employees may request participation in this service program in two blocks of time (e.g. 3 or 4 hours) or as a full 8-hour day. Part time, College-funded, employees may request the use of up to 4 hours of their work time for participation in the program. Participation in this program is considered professional development. Staff must complete an official request form that you, as the employee's supervisor, will be required to review and approve before participation is allowed. This form will be used to track employee service electronically. Bi-weekly employees will clock in and out following normal procedure. Participation in the Engaged Citizenship program is considered work time.

Currently we are using two organizations, the Atlanta Food Bank and MedShare, which offer a number of service opportunities for employees. We expect expansion of community partnerships as participation increases over time.

Engaged citizenship provides managers with an opportunity to learn what interests their employees which can lead to greater job satisfaction. Each day employees make decisions about whether they will go the extra mile to contribute to their organization's success. Research shows that when employees are willing to go beyond their formal job description by helping co-workers and volunteering for special projects, it increases the organization's efficiency and effectiveness.

This is also an opportunity to initiate team building among employees. Registration for groups is an option; however, groups must consist of 8 or more people. It is also possible to coordinate individual sign up so that several or all of the staff in an office attends the same service opportunity. Although this is a staff-focused initiative, faculty supervisors may also elect to participate in the program. Such

participation would be essential if using the service as a team-building exercise. Managers play a vital role in encouraging employees to engage in good citizenship behaviors.

1. What is the Supervisor's Responsibility?

a. Discuss the Engaged Citizenship Service program with your staff

Employees must have a discussion with you regarding the service request prior to completing the Engaged Citizenship Participation Request form. You should ensure there is not a work conflict during the selected time and that the employee's performance is satisfactory. After the discussion, your employee will complete the [Engaged Citizenship Participation Request](#) form online, and it will then come to you through an email for approval or rejection. Once you click approve or reject, the form will be routed to the employee and to College HR. **Note: Notifications will come from Microsoft Flow (see sample below).** This is a no-reply address. All questions or concerns regarding the program itself or the process should be routed to ECAS_Connections@emory.edu.

From: Microsoft Flow <macount@microsoft.com>
Sent: Thursday, February 7, 2019 9:19 AM
To: Papotto, Laura <LPAPOTT@emory.edu>
Subject: Melody Edwards Engaged Citizenship Request



Requested by Edwards, Melody <mdehwa3@emory.edu>

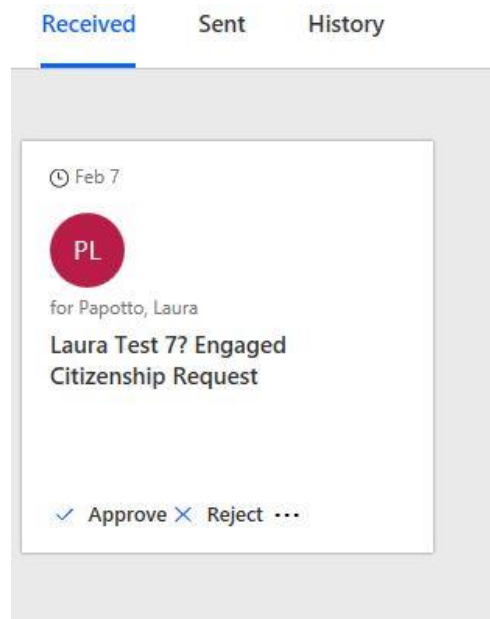
[Melody Edwards Engaged Citizenship Request](#)

Melody Edwards would like to provide service at Atlanta Food Bank on Friday, February 8, 2019 for 4 hours. Service duties will be Food Distribution.

Please go to the [Approval Center](#) to approve or reject this request.


If you are prompted to log in, please use your Emory NetID account.

Supervisors must go to the Approval Center (a link within the Microsoft Flow email) to approve the request. Once at the Approval Center, you will see the following screen:



Click on Approve/Reject and a confirmation screen will appear:

Laura Test 7? Engaged Citizenship Request ×
Created by Edwards, Melody at mdedwa3@emory.edu

For
 Papotto, Laura
LPAPOTT@emory.edu

Requested
Feb 7, 2019 at 12:26 PM

Details
Laura Test 7? would like to provide service at Atlanta Food Bank on Saturday, February 16, 2019 for 4 hours. Service duties will be whatever they tell me to do.

Please go to the [Approval Center](#) to approve or reject this request.

If you are prompted to log in, please use your Emory NetID account.

∨ Reassign

Status
You have chosen to **Approve** this request. ...

Add comments (optional)

Looks good!

[Confirm](#)

Click “Confirm” and the approval/rejection will be submitted to the employee and ECAS HR. If you wish to make comments before submitting you can do so in the comments box before you select “Confirm.”

Once the approval/rejection has been confirmed you will receive the following message from ECAS Forms Submission:

-----Original Message-----
From: ECAS Forms Submission <ecasforms@emory.edu>
Sent: Thursday, February 7, 2019 9:22 AM
To: Papotto, Laura <LPAPOTT@emory.edu>
Subject: Your Engaged Citizenship Decision has been Recorded
Importance: Low

Laura Papotto,

Your "Approve" decision has been recorded for the Engaged Citizenship service request from Melody Edwards for Friday, February 8, 2019 at the Atlanta Food Bank.

After you have completed your service, fill out the [Engaged Citizenship Survey](#). Your feedback will help us to continually improve the program.

Please contact ECAS_Connections@emory.edu with questions or concerns.