Date: March 28, 2013

To: Human Resources Officers
Payroll Managers

From: Evelyn Nazario
Associate Vice Chancellor
Human Resources Management & CO HR Services

Subject: On-Call and Call-Back Provisions for Campus Housing/Residence Life Employees in Unit 4

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<td>This Technical Letter provides information regarding on-call and call-back hours worked by Student Services Professionals (SSP’s) in campus housing/residence life positions. Those individuals listed above should review the remainder of this Technical Letter to ensure that compensation or tracking for such work is consistent with the new agreement language.</td>
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This Letter highlights changes regarding on-call and call-back hours for SSP’s in campus housing/residence life positions under Provisions 28.28 – 28.31 of the November 13, 2012, to June 30, 2015, collective bargaining agreement with the Academic Professionals of California (APC) who represent residence life employees (classified as SSP’s) in Bargaining Unit 4.

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Distribution:
- CSU Presidents
- Associate Vice Presidents/Deans of Faculty
- Vice Chancellor, Human Resources
- HR Professionals
- All Campus Vice Presidents
- Budget Officers
Unrestricted means the employee must be able to respond to emergencies within a reasonable period of time, but there are no mandatory, specific restrictions.

Restricted time is when there are mandatory restrictions on the employee, such as being required to be on premises or within close proximity (such as a location not more than 15-30 minutes from campus) or being prohibited from using alcoholic beverages.

Call-Back:
Refers to any instance in which the appropriate administrator deems it necessary that a residence life employee actually works while on on-call time.

Compensation for Non-Exempt Employees

On-Call Hours

Unrestricted – When the CSU does not impose mandatory restrictions on a non-exempt employee’s use of on-call time, the first two (2) hours of continuous on-call time shall be compensable at the employee’s regular or overtime rate of pay based upon the number of hours worked for the respective work week period.

Restricted – When the CSU imposes mandatory restrictions on a non-exempt employee’s use of on-call time, the entire period of continuous on-call time while under such restrictions shall be compensable at the employee’s regular or overtime rate of pay based upon the number of hours worked for the respective work week period.

Call-Back Hours

When a non-exempt employee is called back to work while he or she is in an on-call status, all time worked shall be compensable. This time must meet or exceed the two hour minimum compensable time due, paid at the employee’s regular or overtime rate of pay as appropriate.

Considered “Hours Worked” for Exempt Employees

When it is necessary for exempt SSP’s in Campus Housing/Residence Life positions to work either restricted or unrestricted on-call hours or call-back hours, they do not receive overtime or CTO for those hours. These hours are incorporated pursuant to provision 28.27 of the CBA. Pursuant to Provision 28.27, campuses must ensure that the “average forty (40) hours per week over a six (6) consecutive pay periods” language within provision 28.27(a) is upheld.

Please direct questions regarding this technical letter as follows:

- Collective bargaining aspects
  Labor Relations at (562) 951-4400
- All other questions
  Human Resources Management at (562) 951-4411

This document is available on the Human Resources Management’s Web site at:
https://www.calstate.edu/HRAdm/memos.shtml

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