# Osprey Involvement Center Policies and Procedures

## Establishment and Purpose

### Establishment

The UNF Student Involvement Center was an initiative approved in the Fall of 2019 to expand the pre-existing Club Alliance. Pursuant to Title XI Revisions passed in the Summer of 2021, the name was changed to the Osprey Involvement Center (OIC).

### Purpose

The Osprey Involvement Center serves to regulate Registered Student Organizations (RSOs) while offering them support both financial and material. OIC also works to coach UNF students into involvement that will enrich their time at our university, increasing Grade Point Averages and Retention.

## Membership Requirements

Executive Branch members must be Activity and Service (A&S) Fee paying students, enrolled in at least one class during the Fall semester and at least one class during the Spring semester at the University of North Florida, maintain an institutional grade point average of 2.5 or higher (unless otherwise approved by the Chief Student Affairs Officer), and not be restricted from participation in Student Government by the University of North Florida Student Conduct Office. Additionally, members may serve during the summer semester without being enrolled in a class if they are still considered students by the University of North Florida.

## Executive Administrative Authority

### Executive Administrative Oversight

1. The Supervision of the Agencies is the responsibility of the Student Body President, who may delegate the responsibility to the Student Body Vice President.
2. Hereinafter, the Student Body President shall be referred to as “President,” the Student Body Vice President as “Vice President” and the OIC Director shall be referred to as “Director”.

### Executive Administrative Operations

1. The President, or delegate, may exercise administrative oversight over the Executive Agencies of Student Government as delegated by the President per Title XI Chapter 1101.2 and the Executive Branch Policies and Procedures Chapter V Duties and Powers of the Executive Branch.

### Executive Administrative Appointments

1. The Director shall be selected and hired by the President.
2. Assistant Director of Clubs, Marketing Coordinator, and Involvement Staff shall be selected and hired by the Director.
3. In the event there is a vacancy in the office of the Director, the Assistant Director should assume their duties on an interim basis.
4. In the event there is a vacancy in both the office of the Director and the Assistant Director, the President, or delegate, should assume their duties on an interim basis.

## Osprey Involvement Center Members

### Composition

1. OIC may be comprised of a Director, Assistant Director of Clubs, Marketing Coordinator, and Involvement Staff as established by the Agency Director.
2. The creation, hiring, and termination of Agency Staff positions shall be prescribed in each Agency’s policies and procedures, subject to approval by the President, or delegate.

### Chain of Command

1. The President is responsible for the management of all Agency personnel, subject to delegation to the Vice President.
2. The Director shall report directly to the President or delegate.
3. The Assistant Director of Clubs shall report to the Director.
4. The Marketing Coordinator shall report to the Director.
5. The Involvement Staff shall report to the Assistant Director of Clubs.

## Personal Duties and Responsibilities

### Director

* Shall oversee the Osprey Involvement Center and Club Funding Indexes.
* Shall keep record of OIC’s inventory of durable goods.
* Shall keep record of the goods stored on behalf of RSOs in conjunction with the Student Body Treasurer.
* Shall create and maintain a Resource Binder for the Student Assistants that includes answers to frequently asked questions.
* Shall create partnerships with on-campus and off-campus involvement opportunities in conjunction with the Osprey Involvement Center staff.
* Shall hold meetings with the Student Body President or delegate, Student Body Treasurer, Accounting Associate, and OIC Staff as frequently as the Director desires.
* May submit a weekly report to the Student Body President or delegate.
* Shall share responsibility for organizing OIC events for students with the Assistant Director of Clubs.
* May help review Grant Requests and approve/deny/edit them as necessary to be in compliance.
* Shall actively seek out involvement opportunities on campus to inform students about.
* Shall report to Senate once a month or as needed.
* May attend Senate and Budget & Allocations Committee meetings, especially when requests are being heard from RSOs.
* Shall serve as a voting member on Club Funding Board or chair the meeting if the Assistant Director of Clubs is unavailable.
* Shall organize and lead at least three General Body Meeting for RSOs per semester.
* May attend events, such as tabling at Market Days, on behalf of OIC as needed, and as their schedule allows.
* Shall not divulge student information to anyone outside of the OIC team, except when the information needs to be forwarded to the Student Body President or delegate or the Director of Student Government.

### Assistant Director

* Shall be the main point of contact for RSOs.
* Shall be responsible for reviewing RSO information during registration and reregistration periods to ensure the RSOs are in compliance with OIC requirements.
* Shall be responsible for reaching out to RSOs via email to inform or remind them of any OIC updates.
* Shall Chair the Club Funding Board.
* Shall review Grant Requests and approve/deny/edit them as necessary to be in compliance.
* May plan or assist in planning events put on for RSOs by OIC.
* May share responsibility for organizing OIC events for students with the Director.
* Shall act in the stead of Involvement Staff if a student requests coaching, but Involvement Staff is not available.
* Shall hold regular meetings with Involvement Staff.
* Shall be responsible for informing the Budget & Allocations Chair whether or not a RSO requesting funds is funding eligible.
* Shall lead RSO General Body Meetings if the Director is absent.
* May attend events, such as tabling at Market Days, on behalf of OIC as needed, and as their schedule allows.
* Shall not divulge student information to anyone outside of the OIC team, except when the information needs to be forwarded to the Student Body President or delegate or the Director of Student Government.

### Marketing Coordinator

* Shall run the OIC social media pages.
* Shall maintain the website.
* Shall create posts and graphics to advertise OIC events.
* Shall assist RSOs with marketing advice.
* Shall curate music playlists as needed by the Director.
* Shall maintain the branding throughout agency graphics and purchased items.
* Shall include RSO posts in the OIC social media Highlight as requested.
* Shall attend OIC events to take photographs for the OIC social media accounts, as their schedule allows.
* May Archive photos and graphics in an organized manner on the O-Drive.
* May attend events, such as tabling at Market Days, on behalf of OIC as needed, and as their schedule allows.
* Shall not divulge student information to anyone outside of OIC team, except when the information needs to be forwarded to the Student Body President or delegate or the Director of Student Government.

### Involvement Coach

* Shall m Shall guide students into individualized involvement.
* Shall actively seek out involvement opportunities on campus and in the community to inform the Director and students about.
* May assist OIC staff with any events/ duties they may need help with.
* May attend club events and opportunities with prior approval from OIC Director and President or delegate.
* May work outside of office hours to attend club events/ opportunities, this includes weekends and after the hours of 5 on weekdays.
* May follow up on students who received coaching to find out if the student followed advice and/or whether they enjoyed the RSOs that had been recommended.
* May attend events, such as tabling at Market Days, on behalf of OIC as needed, and as their schedule allows.
* Shall not divulge any student information to anyone outside of the OIC team, except when the information needs to be forwarded to the Student Body President or delegate or the Director of Student Government.

### OIC Student Assistant(s)

* Shall greet students when they enter the OIC lobby.
* Shall answer questions from students or refer students to someone that can answer their question.
* Shall answer the phone in the OIC lobby and, if needed, direct the call to the necessary staff member.
* Shall assist OIC staff in maintaining OIC lobby.
* Shall not divulge any student information to anyone outside of the OIC team, except when the information needs to be forwarded to the Student Body President or delegate or the Director of Student Government.

## Work Policies

### Workspace

1. The President or delegate shall be responsible for ensuring the upkeep and maintenance of all office space allocated to OIC.
2. The Director shall coordinate the upkeep and maintenance of space allocated to OIC.
3. OIC members shall maintain their office space in an organized and professional manner.

### Inventory

1. The Director, or delegate(s), shall maintain a complete and updated inventory of all Agency items using the current and approved technologies available/provided to meet this task and made accessible in the O-Drive.

### Dress Code

1. The Dress Code for the OIC shall consist of the standards established and enforced at the discretion of the Director.
2. The Director, in conjunction with the Assistant Director, shall be responsible for enforcing the Dress Code.

### Scheduling & Attendance

1. OIC Staff shall have their work hours inputted into their outlook calendar two-weeks in advanced.
2. Regular and punctual attendance is expected of all OIC members to ensure a productive and positive environment.
3. Failure to be on time consistently will result in remediation with the Director, then, if deemed necessary by the Director, remediation with the Agency Advisor.
4. Failure for the Director to be on time consistently will result in remediation with the President, then, if deemed necessary by the President, remediation with the Agency Advisor or delegate.

### Time Sheets

1. All OIC members must document their time worked in the Time Sheet Binder located in the OIC lobby when working on the first floor of the Student Union East Building.
	1. Remote work must have attached documentation of approval in the Time Sheet Binder.

### Professional Etiquette

1. As representatives of Student Government, all formal and job related online, and in-person communications shall adhere to the highest level of professional etiquette.

### Office Visitors

1. Students will come into OIC offices for various reasons:
	1. If a student is looking to get involved, every employee should be equipped to handle guiding the student. However, if there is Involvement Staff that is currently in-office, they should be the one to assist the student.
	2. If a student has a question about Registered Student Organization (RSO) registration or other policies. Regarding RSOs, they should be directed to the Assistant Director of Clubs, the Director, or the OIC Professional Staff Advisor.
	3. This is also true if a student comes in with a complaint about an RSO.
	4. If a student comes in wishing to advertise their organization or event, they should be directed to the Marketing Coordinator.
	5. If a student wishes to simply utilize the lounge, they will be allowed to do so.
	6. If an OIC employee has a friend/visitor, make sure they know that you are claiming hours at OIC, and that business comes first.
	7. Visitors of a personal nature are discouraged while you are on the clock. If the visits are frequent, the Professional Staff Advisor or the Director may request that the visits cease or decrease in frequency.
2. Treat all visitors politely to ensure that communication is clear, and the experience is positive.
3. Remind the visitor of any events coming up with either OIC or elsewhere or campus and thank them for visiting.

### Operating Hours

1. The operating hours of OIC shall be between regular business hours of 8:00AM-5:00PM Monday through Friday.
2. The operating hours of Lend-A-Wing may be established and subject to change at the discretion of the Director and/or Agency Advisor.
3. Operating hours shall be determined based on OIC student employee’s availability to work during regular business hours.

### Keys

1. OIC members shall comply with the UNF Key Policy (Policy Number 6.0040P).
2. No person(s) without key access may access any space without an accompaniment of someone with key access to said space.

### Transition Binders

1. OIC members may complete a Transition Binder on their respective positions.
2. The purpose of the Transition Binder is to pass along information about the position to the successor of that position and may include the following:
	1. A template, which serves as a precise skeleton model of how a document should be written, on important documents (i.e., Purchase Requests, Shopping, etc.) and emails.
	2. Professional tips on the position that is based off the collective knowledge from the year.
	3. An opening letter to the successor, which offers words of advice on the position, explanations, and things the individual would have liked to be completed during their term.
	4. A timeline, giving a rough estimate on what things should be completed by what time.
	5. Basic duties and requirements for the positions.
	6. A checklist to help the successor adjust to the new position.
	7. Adequate examples of each important document or email.

## Durable Goods – RSO Checkout

1. There is a designated, OIC controlled space for RSOs to store a limited number of items.
2. The only items allowed to be stored in this space are items that were purchased utilizing the Activity and Service (A&S) Fee
3. Items belonging to an RSO may only be removed by an executive board member of that RSO.
4. Executive board status is confirmed by checking the student’s ID against the RSO’s Perch Portal Page.
5. Items are allowed to be returned by any member of the club.
6. The OIC employee that provides the student access to the storage area should remain with the student to ensure they are only retrieving items from the RSO they are an executive board member of.
7. The OIC employee that provides the student access to the storage area should confirm that the items being returned were purchased utilizing the A&S Fee.

## Club Funding Board

1. The Club Funding Board (CFB) is established in Title XI, Chapter 2. The CFB serves to provide clubs with funding that does not exceed 1,000 dollars per semester, per RSO. The CFB hears Budget Requests to determine if they are fiscally responsible, and to ensure they comply with Title VIII, the Finance Code.
2. Request Process
	* A funding eligible club will submit a Budget Request via the Perch Portal form.
	* Form must be approved by the RSO President and Advisor.
	* Form will be reviewed by the Assistant Director of Clubs or delegate to ensure the RSO is funding eligible.
	* Form will then be reviewed by the Student Body Treasurer.
	* Form will then be reviewed by the SG Accounting Associate/ Business Manager
	* If approved at all above stages, the Request is heard by CFB.
	* An RSO representative must be present for their request to be heard by CFB.
	* The RSO representative will give an overview of the reasoning and purpose behind their request.
	* The CFB members will ask the representative questions. The representative will answer to the best of their ability.
	* CFB will move into discussion about the request. The RSO representative is not to speak during this time unless additional clarification is needed from the representative. If there are major concerns put forth by the board, these should be noted in the minutes.
	* If the Grant Request passes, the Assistant Director of Clubs will reach out to the RSO with their reference number that must be included on all the RSO Purchase Requests and Reimbursement Forms.
3. Internal Structure
	* The members of the CFB are determined by the requirements set forth in Title XI, Chapter 2.
	* The process of conducting a CFB meeting shall fall within the guidelines established within Title XI, Chapter 2.
	* All meetings shall follow Robert’s Rules of Order for parliamentary matters.

## Reporting and Assessment

### Communication and Reporting

1. The Director and Assistant Director shall be responsible for coordinating and facilitating effective communication between OIC and the President.
2. The Assistant Director shall submit reports at the pleasure of the Director.
3. The Director shall submit reports at the pleasure of the President, or delegate.
4. The Director shall meet at the pleasure of the President, or delegate.

### Monthly Senate Reports

* + - 1. The Director shall request to submit a monthly operating report to the Senate highlighting service rendered to the Student Body.
			2. The Director may delegate this responsibility to any OIC member.

### Monetary Allocations

1. The process of monetary allocations shall fall within the guidelines established within Title XI, section 1101.9.

## Agency Documents

### Financial Documents

1. The Budget Director shall have signature authority over all financial requests and transfers from Executive Agency Indexes including the following:
2. Event Proposals
3. The Osprey Involvement Center shall create and maintain an internal event proposal form that will be used to propose and create events.
4. Event proposals shall be subject to approval by the Director and President or delegate.
5. Agency Policies and Procedures
6. The Director shall be responsible for creating and maintaining Policies and Procedures for their respective Agency, subject to review by the Agency Advisor and approval by the President or delegate.
7. Other Documents
8. The creation of internal operational documents shall be the responsibility of the Director, subject to review by the Agency Advisor and approval by the President or delegate.

## Executive Rule of Law

### Executive Policies and Procedures

1. The President, or delegate, shall be responsible for all revisions to the Lend-A-Wing Policies and Procedures, subject to approval from the President. Revisions to the Lend-A-Wing Policies and Procedures may be made at any time.
2. All revisions shall be made public, and any member directly affected by the revision(s) shall be issued written or electronic notice of the policy change.
3. This document shall be subordinate to the Student Government Constitution, Statues, and to the Policies and Procedures of the Executive Branch.

History

Revised (September 21, 2022)