STUDENT ORGANIZATION HANDBOOK

Student Involvement
Keene State College

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The Office of Student Involvement

The Office of Student Involvement is thankful for staff and faculty members who volunteer their time to work with student organizations and is here to support both new and experienced advisors. The following resource outlines the role of an advisor, policies and procedures, and best practices to assist advisors in working with student organizations.

Student Involvement Mission Statement

The Office of Student Involvement promotes student learning by providing opportunities for leadership, personal growth, service, and career development. Programs administered by this office include: Student Activities & Organizations, Fraternity & Sorority Life, Leadership Development, Community Service, and the Night Owl Café, support the missions of the L.P. Young Student Center and Keene State College. Through involvement, students gain the experience needed to **succeed socially, intellectually, and professionally during their time at Keene State College and beyond**.

Sponsored programs are thoughtfully designed to meet a variety of student needs and operate with unique goals supporting the mission of the Office of Student Involvement.

Student Involvement Staff

Brandon Carta is the primary contact for all student organization and advisor needs. For a full listing of Student Involvement staff please visit: https://www.keene.edu/life/si/staff/

Executive Board Roles and Responsibilities

All organizations have an executive board that helps a group to function and operate. The Office of Student Involvement has several policies and procedures to ensure executive boards have the tools they need to be successful.

Responsibilities of an officer

Although officer responsibilities will change depending on an organization, each executive board is required to have a President, Vice President, Treasurer, and Secretary. If an organization has decided to add additional positions, they need to be outlined in its constitution.

The general responsibilities of the required officers are listed here:

President – The President is the primary student contact for the organization and the "external spokesperson" of the group who regularly interacts with other student organizations and College officials. The responsibilities of this position tend to include but are not limited to:

- facilitating all student organization meetings;
- oversight of all student organization operations, officers, and activities;
- completing finance training;
- maintaining all aspects of a group's OwlNet page;

Vice President – The Vice President should be a partner to the President and should maintain continuous contact and support. The responsibilities of the Vice President include but are not limited to:

- facilitating student organization meetings in the absence of the President;
- assisting the President with the oversight of the student organization including fundraising, event planning, etc.;
- support and foster teamwork for the Executive Board and club members through leadership development and social activities;

- Provide oversight to all recruitment efforts for the organization

Treasurer – All student organizations are required to elect or appoint a Treasurer to manage their financial matters. The treasurer should keep the officers and members informed about the student organization's financial activities. The responsibilities of the treasurer include but are not limited to:

- facilitating all student organization's spending;
- completing finance training with the Office of Student Involvement;
- submitting all financial requests to the Student Government Finance Committee;
- if needed, procuring monthly financial reports and documents to keep the student organization's membership informed about the student organization's financial situation.

Secretary – The responsibilities of the student organization secretary include but are not limited to:

- taking and distributing minutes at every student organization meeting;
- uploading minutes to OwlNet website
- manage all social media accounts (if applicable)
- maintaining the student organization history for that academic year by taking pictures or preparing a scrapbook;
- maintaining communication between the student organization president and individual participants (this may include emails, letters, and phone calls).

Registration of Officers

All executive board members must be listed on your OwlNet roster as an officer. These lists must be updated once per year throught he OwlNet transition process. To change or update your list of officers outside of your yearly transition period, please ask the Student Involvement to place your organization in transition.

Constitution

Each organization at Keene State College has a constitution which serves as its primary governing document. Student leaders should have access to this document and every constitution is on file with the Student Assembly and in their OwlNet page. If an organization is no longer following its constitution, they should go through the amendment process by contacting the Director of Student Involvement.

Officer Eligibility

To remain in a student organization officer position, a student must maintain a 2.5 GPA and be in good standing with the College. Students who are placed on College Probation (or any higher sanction) are not in good standing and may be removed by members of the Office of Student Involvement.

Role of an Advisor

Advisors can follow this list of proven practices to ensure effective and successful advising:

1. **Read and assist in interpreting constitution and by-laws:** Each organization at Keene State College has a constitution that outlines how the group should operate. A constitution needs to be easily accessible and should be reviewed at least annually by the club's executive board and advisors. Constitutions can be found within the documents tab of an organization's OwlNet page. Constitutions should be updated and approved by Student Government every three years.

2. **<u>Understand an organization's purpose, history and traditions:</u>** Advisors must have a firm understanding of a group's purpose and should challenge students to operate within their set mission. Additionally, advisors should know about the history of the group and understand their traditional events or practices. If an advisor believes a group has traditions or practices that do not fit within its intended purpose or scope, work with the Office of Student Involvement for support and assistance.

3. **<u>Set goals, meeting times, and expectations:</u>** An effective advisor will help leaders create and reach individual goals while also helping an organization achieve its designed purpose (Perry, 2011). One method of goal setting is to recommend leaders create S.M.A.R.T. Goals on either a semester or annual basis. A S.M.A.R.T. goal is defined as a goal that is specific, measurable, achievable, results-focused, and time-bound. For more information please visit http://www.goal-setting-guide.com/smart-goal-setting-a-surefire-way-to-achieve-your-goals/. Once goals have been set, groups should determine how often they will meet as an executive board, as a membership, as committees, with the advisor, or with peers. Advisors should be invited to all meetings and it is a recommended that they attend at least two executive board meetings a month. Lastly, advisors can help student groups set expectations for their membership, executive board leaders, and the role of an advisor. Advisors should help students hold each other accountable to shared expectations and should reach out to the Office of Student Involvement if they need any assistance.

4. **<u>Encourage consultations, trainings and retreats:</u>** Student organization leaders benefit from attending on-going leadership development trainings and retreats throughout the year. As an advisor you will receive information about on-going trainings that will be beneficial for students to attend. The Office of Student Involvement currently hosts the Student Organization Summit at the beginning of each semester to provide operational support and leadership development for executive board members and advisors.

   If the organization you advise is looking for a specific training or consultation from the Office of Student Involvement, they can sign up here: https://keene.presence.io/form/student-organization-training-and-consultation-form. Lastly, Dunkel, Schuh, and Chrystal-Green (2014) write that student organization advisors are often asked to help organizations develop a sense of community and team. To do so, advisors can recommend that students host a retreat for their members or executive board to help the group connect with one another. For assistance planning a retreat, please reach out to the Office of Student Involvement.

5. **<u>Transitioning student leaders</u>**: As an advisor it is helpful to suggest methods for groups to transition future officers. Fiscus (2011) suggests advisors ease organization transition by: (a) talking about transition early with students; (b) recommending student leaders facilitate events designed for students to learn more about leadership roles; (c) hosting transition retreats; (d) suggesting students write manuals for the position they hold; (e) suggesting groups write reports on what positions accomplished from year-to year; and (f) including outgoing officers in the process of transition.

6. **Time Commitment:** In all cases, it is recommended that an advisor have regular contact with the organization they advise. If applicable, the Office of Student Involvement recommends that an advisor meet weekly with an Organization's President, every other week with the executive board, and attend membership meetings once per month.

The Owl Network (OwlNet)

OwlNet is the one-stop shop for students, faculty, and staff to discover involvement opportunities at Keene State. Without logging in, members of the Keene State community and beyond can view a calendar of campus events and a list of Student Organizations and Campus Departments with OwlNet pages.

Student Organization Advisors will have administrative access to the clubs they advise. Organizations will be asked once a year to complete an OwlNet transition, where they will update their officer list, constitution, and page. Advisors will be notified when their organizations need to transition.

To watch tutorial videos about OwlNet, visit:
https://www.keene.edu/life/si/programs/student-organizations/owlnet/

Event Planning Policies and Procedures

The following information will assist advisors in following College policies and making thoughtful recommendations to organizations about how to execute events.

Questions to Consider

A major function of many student organizations is facilitating events. An important part of being an advisor is to ensure that a group recognizes the many nuances and details that come with event planning and execution. Perry (2011) recommends that advisors help students think about the Who, What, When, Where, Why, and How of an event. Examples of questions to ask include:

a. Who are you planning this event for? Who is your target or intended audience?
b. What do you want to do?
c. When will the event take place?
d. Where will this event take place?
e. Why do you want to do this event? Is this event a need for students?
f. Does this event fulfill your organization's mission and purpose?
g. How do you plan to execute the event? Who is responsible for various tasks? How much money will the event cost? How will you promote the event? How will you evaluate the event? How will you know if it is successful?

Reserving Rooms and Technology

All recognized student organizations are authorized to use campus space for official meetings and events. Requests to reserve all spaces on campus and technology in the student center are done through 25Live: https://25live.collegenet.com/keene/scheduling.html#/home. Students will use their Keene State College username and password to access this software and **must submit requests at least two days in advance**. Groups who require a specific room setup or a staff technician should reserve rooms using the following guidelines:

- All large meetings spaces should be reserved at least 10 days in advance
- Any type of concert or contracted event must be reserved at least thirty days in advance

As students are reserving spaces they will have the option of including the contact information of an advisor in the request. If a student includes the contact information, the advisor will receive an email once the request has been approved or denied.

Student Center Facilities Information

Please note that the following capacities are subject to change based room setup and activity.
Student Center Room Information:

- **Mabel Brown Room**: large multipurpose room located on the 2nd floor of Student Center.
  - Max Capacity: 520 seated, 758 standing
  - Stage Size: 28.5' wide at the back, 33.5' at front, 28' from front edge of stage to back wall
- **Mountain View Room:** meeting space, small lecture/event space located on the 3rd floor of Student Center. Capacity is 24-120 people.
- **Room 307/308**: meeting space located on the 3rd floor of the Student Center. Capacity is 10 people.
- **Room 309:** meeting space located on the 3rd floor of the Student Center. Capacity is 24-48 people.
- **Madison St. Lounge**: meeting space, small lecture/event space location on the 1st floor of Student Center. Capacity is 10-80 people.
- **Student Center Atrium Tabling:** Student Organizations can reserve a table in the Student Center Atrium through 25Live. There are seven tabling areas available and they are listed as STUC-01- STUC-07, in 25Live.
- **Student Center Lawn:** grassy area in the front of the student center. Groups can reserve the entire lawn or a portion of the space. Max capacity is 500 participants.
- **KSC College Camp-** Event space, location located off campus. Max Capacity is 50 inside/Pavilion 125.

The Night Owl Café and additional Student Center spaces may be reserved through 25Live. For specific questions related to reserving these spaces please contact the Office of Student Involvement located on the 3rd floor of the Student Center in the administrative suite.

Keene State College Performance/Presentation Agreements & Contracts

Any student organization that wants an individual, group, or company to provide a service or perform a talent must negotiate a contract. Before requesting a contract, the following information is required:

- Facilities are scheduled and confirmed
- Proper equipment can be obtained or is available
- The group can afford the cost of the program
- All arrangements and services being provided by the campus are known and can be fulfilled
- Contracts are required anytime a performance or service is being provided, regardless of whether or not performers are being paid.

Performance agreement instructions can be found:
https://www.keene.edu/life/si/assets/documents/performance-agreement-instructions/download/

Blank contracts are available here:
https://www.keene.edu/life/si/assets/documents/performance-agreement-form/download/

Once a group has received a contract it should be delivered to the Office of Student Involvement for further processing. **Student organization leaders and advisors do not have contract signatory authority and cannot sign any contracts they receive.** The Office of Student Involvement will secure all signatures and deliver the signed contract back to the student organization with instructions.

Reserving Catering Services

Any time a student organization wishes to have food at an event open to campus they must use Keene State Dining (Chartwells), the contracted vendor for Keene State College. Requests are to be made at least ten days in advance by calling KSC Catering at 603-358-2677 or reaching out online through catertrax https://ksc.catertrax.com/.

Alcohol Policy

If an organization plans to include alcohol at an event or program, please reference the college's:

Alcohol Function Agreement Guidelines:
https://www.keene.edu/life/si/assets/documents/alcohol-function-agreement-guidelines-/download/

Alcohol Function Agreement
https://www.keene.edu/life/si/assets/documents/alcohol-function-agreement-/download/

Parking
Parking pass requests are to be made through the online Event Parking Request form linked below. Once this form is received, a representative from the parking office will e-mail the individual who requested a parking permit with printable permits and/or instructions on where to park for the event. The form to the link is:
https://keenestate.wufoo.com/forms/m1drltq907uxzj5/

Safety and Security
Advisors are not responsible for determining if an activity is unsafe or high-risk. However, it is important for advisors to help their organization consider the safety of event attendees as they are planning events. If questions arise about whether an activity is safe, please contact the Office of Student Involvement. Once contacted, the Office of Student Involvement may determine that an activity or event requires special security or safety needs including waivers, Campus Safety Officers, or the presence of Keene Police, Fire, or EMT. The sponsoring organization will be responsible for any costs associated with these services and must remember that if security and special safety measures are not in place, the Office of Student Involvement reserves the right to cancel an event.

Financial Policies and Procedures for Student Organizations

Finance Training
Student Organization Presidents and Treasurers are required to attend Finance Training at the beginning of each term. Attending finance training allows Student Organizations to request Student Activity Fee funding, use their Student Organization purchasing card, and access any fundraising dollars collected. Advisors are also welcome to attend Finance Training. To be invited to finance training, please make sure student organizations have the most up to date officers listed in OwlNet.

Student Government Finance Committee and Funding Requests
Clubs and Organizations have the ability to request Student Activity Fee (SAF) funding through the Student Government Finance Committee. To request funding from Finance Committee, the organization must complete a Funding Request Form at least 14 days before their event. The Finance Committee meets weekly to review requests and will approve, deny, or put requests on hold pending receipt of additional information. The form can be found at:
https://keene.presence.io/form/finance-committee-funding-request-form

Transaction Form
All organizations wishing to spend funds (regardless of the source) must submit a Transaction Form to Student Involvement 10 days prior to the event. Once all of the necessary approvals are granted, the transaction can proceed. Any personal funds spent without approval will not be reimbursed. The form can be found: https://keene.presence.io/form/transaction-form

For questions regarding financial policies and procedures, please contact Janet Stevenson, Senior Business Services Assistant, in Student Involvement.

Purchase Card Policy
Purchasing cards (also referred to as a p-card) are College issued credit cards which should be used for frequent small dollar purchases to replace the use of petty cash transactions. Presidents and Treasurers are the only two officers from a club that may access the p-card. In order to request the use of a p-card these officers must receive finance training through the Office of Student Involvement.

Cash Bags
Cash bags can be used by any student organization and can be requested via the event registration form on OwlNet. Cash bags hold change for groups to sell merchandise or fundraise and allow organizations to quickly deposit funds that have been raised.

Fundraising Policy and Procedure
Any recognized student organization wishing to conduct fundraising must register an event in OwlNet two weeks before the start of their event. The form can be found here: https://keene.presence.io/form/event-registration.

Student Organization Travel Policy and Procedure
If a student organization plans to travel they must follow the Student Organization Travel Procedures. Student travel procedures apply to student travel sponsored by an academic department, faculty member, college unit or recognized student organization and are required when the intended travel is located outside a five (5) miles radius of Keene State College, located at 229 Main Street, Keene, NH, and/or is deemed a high-risk activity.

Online Pre-Approval
To officially begin the process of proposing a trip/student travel, a member of a student organization must complete the Student Travel Pre-Approval Form:
https://keene.presence.io/form/travel-pre-approval-form

Travel requests must be submitted using the following timelines:
- No later than 10 days prior to departure for low or medium travel in-state.
- No later than 15 days prior to departure for low or medium risk travel out of state or high risk in-state.
- No later than 3 months prior to departure for foreign travel.

Assessing Risk and Insurance
The Office of Student Involvement will assess a trip's risk based on the information provided by the trip leader on the trip pre-approval form. Any travel or related activities deemed extremely high risk will not be approved. Trip proposers should work with the Office of Student Involvement to develop strategies for lowering and mitigating those risks. Any travel or related activities deemed high risk can be approved, but participation in the trip/activity is limited to students with documented health insurance. The Office of Student Involvement can help to provide training for those who are new to travel planning and may require a meeting with trip leaders depending on a trip's complexity.

Forms
Groups must complete and submit the appropriate forms to the Heather Kinsler, Senior Program Support Assistant for Student Involvement, before final approval for the trip can be given.

All forms can be found at https://www.keene.edu/life/si/forms/ under the travel heading.

Movie & Film Viewing Policy

If an organization is planning to view a film or movie they must follow this policy: https://www.keene.edu/life/si/assets/documents/student-involvement-public-viewing-policy/download/

Organizational Misconduct Policy

The College Student Conduct System also applies to Keene State College sponsored student groups including Recognized Student Organizations, Athletic teams, and any other student groups operating using the Keene State College name, likeness, or whose membership is primarily students. Allegations of misconduct by these groups are reviewed and processed by the Office of Community Standards in accordance with the Student Handbook. The full policy and process can be found at: https://www.keene.edu/administration/policy/detail/handbook/code/

Hazing in Student Organizations

Dunkel, Schuh, and Chrystal-Green (2014) write that hazing can occur in any student organization. For information on the Keene State College hazing policy and reporting procedures please visit: http://www.keene.edu/administration/policy/detail/handbook/hazing/

Documenting Community Service Hours

Students can document their community service hours through OwlNet. To document Service Hours, go to the following link: https://keene.presence.io/form/apply-for-opportunity

Publicity and Printing Resources

Publicizing events is essential to the success of any event. Below are procedures and resources that will assist any organization in its ongoing efforts to publicize.

Printing and Copying

Keene State College has partnered with the UNH Print Shop to deliver large scale printing and specified items to campus.

If you are printing less than 100 copies, organizations should utilize the computer and printer on the second floor of the Student Center in the Student Organization Office Suite. Each semester, the Office of Student Involvement will send out a new copy/print code that students can use free of charge.

Groups that need to print over 100 copies of an item will need to submit this form for the USNH Print Shop: https://unh.az1.qualtrics.com/jfe/form/SV_3fyigBb1QJfnLKe. Print shop requests should be submitted at least one week in advance of the date copies are needed. Please note that Student Government Finance Committee approval is needed prior to submitting a print request to the Print Shop.

Community Living Posting Policies

The Office of Community Living shares an office suite with the Office of Student Involvement on the third floor of the Student Center. Organizations can print and deliver posters to the office suite and our staff will coordinate the delivery of posters to each hall. Organizations should provide 90 copies to cover publicity for all residence halls.

Student Center Resources for Student Organizations

Student Organization Mailboxes

Once recognized, each student organization will receive a mailbox in the administrative suite on the third floor of the Student Center. Information from the Office of Student Involvement in addition to mail for the organization will be delivered here. Organization leaders should be reminded periodically to check their mail.

The Club Hub (formally called the Student Organization Office Suite)

Located on the second floor of the Student Center, the Club Hub is a central place for student organizations to gather informally, print flyers, and collaborate with other organizations. Additionally, there is a limited amount of storage and office space available for organizations. For more information, please contact Brandon Carta.

Student Organization Locker and Office Space

Within the Club Hub, the Office of Student Involvement has several lockers, storage spaces, and offices available for student organizations. To request a locker space, students should fill out this request form: https://keene.presence.io/form/student-organization-storage-locker-registration. Office and storage spaces will be provided based on need and level of group activity. Groups will apply each spring for space in the next academic year.

Proven Practices for Student Organizations

Executive boards can follow these proven practices to ensure their groups are functioning effectively:

1. **Setting Goals, Expectations, and Meeting times:** An effective group will create and reach both individual and organizational goals designed to enhance personal growth and group purpose (Perry, 2011). One effective method of goal setting is to use create S.M.A.R.T. Goals. A S.M.A.R.T. goal is defined as a goal that is specific, measureable, achievable, results-focused, and time-bound. For more information visit http://www.goal-setting-guide.com/smart-goal-setting-a-surefire-way-to-achieve-your-goals/. Once goals have been set, groups should begin setting expectations for themselves individually and as a group. Once expectations have been set groups should determine how often they will meet as an executive board, as a membership, as committees, with the advisor, or with peers.

2. **Budgeting:** Organizations should have an understanding of their budget including its balance, and how it receives a new budget each year. If an organization needs assistant they should contact the Senior Program Support Assistant, Deb Edwards in the Office of Student Involvement. To spend money, Dunkel, Schuh, and Chrystal-Green (2014) recommend an executive committee of an organization's membership be formed and chaired by the treasurer to read proposals and approve and deny organization spending. Another method an organization may consider is to have its executive board make all financial decisions for the organization in their scheduled executive board meetings. Lastly, it may be helpful for the treasurer to meet weekly with the advisor to go over transactions, etc.

3. **Trainings and Retreats:** Student organization leaders benefit from attending on-going leadership development trainings and retreats throughout the year. The Office of Student Involvement offers various leadership development retreats and trainings throughout the academic year that focus on individual and group skill development. For more information about these opportunities or to request a training from Student Involvement directly please visit: https://keene.presence.io/form/student-organization-training-and-consultation-form

4. **Creating an Agenda:** A proven practice all organizations can use it to create an agenda for every meeting they facilitate. According to Hughes (as cited in Rabinowitz, 2014) agendas are useful because they tell attendees what will be discussed at a meeting, in what order, and how much time each item will take. Agendas that are provided prior to a meeting also give group members time to prepare and help keep members engaged in the conversations that take place. Groups should also consider a call for agenda items before each meeting and to include an open floor at the end of every agenda. A call

for agenda items should take place in advance of a meeting and should allow all members of a meeting to add items to the agenda. Having an open floor is useful at the end of the meeting to give groups the chance to discuss topics that may have come up in the meeting but were not on the agenda originally, and also can give time for the group to begin creating an agenda for their next meeting.

5. **Setting of Meeting:** Schnell (2013) explains that the location of a meeting and the setup of a room can greatly impact the effectiveness of a meeting. Groups can consider a wide-range of options when setting up a room, but should always consider the purpose of a meeting. For example, if the group is planning to have various discussions, it may be helpful to have a room setup where everyone can see each other and the groups facilitator is at the head of a table. For a meeting where there is a presenter, it may be helpful to have a set up that allows everyone to see the presenter. Regardless, groups must consider the purpose of a meeting and the appropriate setup.

6. **Committees:** Student groups can form committees to allow for more involvement from organization members and to also accomplish a greater quantity of business.

7. **Transitioning student leaders**: Student organizations should have transition materials in place for incoming officers. Perry (2011) suggests officers can ease organization transition by: (a) talking about transition early; (b) facilitating events designed for students to learn more about leadership roles; (c) hosting transition retreats; (d) writing manuals for each officer position; (e) writing reports on what positions accomplished from year-to year; and (f) including outgoing officers in the process of transition.

Common Concerns Facing Students in Student Organizations

As advisors begin serving students, they may find themselves in unfamiliar, or unexpected scenarios. Below are a few examples and suggestions to utilize:

1. **Understanding group dynamics**
   Advisors have the unique role of observing the group dynamics in the students they advise. Group dynamics are the driving force in what make groups effective and capable of achieving their goals, but can also lead to group ineffectiveness. Johnson and Johnson (as cited in Dunkel, Schuh, and Chrystal-Green, 2014) write about three activities groups can perform to be effective. They include: achieving goals that have been set, maintaining good working relationships among members, and adapting to changing conditions in the surrounding environments. The best way to ensure these are occurring is to set a time aside for goal setting, ensure conflicts are properly managed, and to help groups find solutions for changing policies and procedures.

2. **Working with apathetic student leaders**
   Advisors may come across students who are unmotivated and who do not fulfill the expectations of a group. To help motivate these students it is useful to discover their professional goals and to remind them of the transferable skills they can gain through participation in their organization. Additionally, Perry (2011) recommends that advisors can motivate students by finding out why they are unmotivated and to recommending that a student seeks out feedback from their peers. It is vital that advisors also listen to the needs of an unmotivated student and recommend appropriate campus resources for the student to utilize. Finally, it can be appropriate and necessary to recommend that a student should consider leaving a group or role if they continue underperforming.

3. **<u>Boundaries with students</u>**

   Advisors should be very specific and explicit with students about the boundaries and types of relationships they wish to have with students. Common topics to discuss with students may include when and if students should contact advisors after business hours, what students, if any, should have access to an advisor's personal phone numbers, and how often advisors are expected to be at events and meetings.

References

Dunkle, N. W., Schuh, J. H., & Chrystal-Green, N. E. (2014). *Advising student groups and organizations.* (2nd ed.). San Francisco, CA: Jossey-Bass.

Fiscus, L. (2011). *Adviser's guide to student activities.* Reston, VA: Leadership Logistics