



SFSS Office  
Administration  
Policies

Simon Fraser Student Society

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**simon fraser**

**student society**

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# INTRODUCTION

# POLICIES



## OAP-1: KEY ACCESS

| <i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>  |           |      |
|---|-----------|------|
| <i>POLICY TITLE: KEY ACCESS</i>   |           |      |
| <i>POLICY REFERENCE NUMBER: OAP-1</i>   |           |      |
| <i>Adopted: June 12, 2020</i><br><i>Next Scheduled Revision: June 2021</i><br><i>Previous Revisions</i> |           |      |
| Position  | Signature | Date |
| Board President   |           |      |

### Policy

1.1 The Administrative Services Department liaison and the VP Student Services is responsible for ensuring that all staff and directors are provided with access to the spaces they require in the performance of their duties.

### Supports

- Directors
- Staff

### Standards

1.2 Apart from this policy, access designations may be granted by motion of the Executive Committee or the Board of Directors.

1.3 Only the President, the VP Student Services, and the Administrative Services Department liaison are authorized to order University keys for Society spaces.

1.4 The President and Administrative Services Department Liaison shall have access to all Society spaces in emergency situations and as necessary when scheduled maintenance is to be performed.

1.5 Only those with an operational need for keys will be provided with keys.

1.6 No one with a key may provide access to non-authorized individuals.

1.7 No one other than the Administrative Services Department liaison and the VP Student Services may distribute, collect, copy, loan, or alter Society keys.

1.8 Lost keys will be reported immediately to the Administrative Services Department liaison or the VP Student Services.

**Process**

1.9 Keys will be provided to directors and staff by the Administrative Services Department liaison during their office orientation, after having completed and signed all new director and employee forms and waivers.

1.10 Key holders will be required to pay a deposit for each key they are given.

1.11 Directors and employees of the Society may sign keys out for short-term use for up to 4 hours without deposit.

1.12 Where a director or employee leaves the Society, that person is responsible for returning all Society keys to the Administrative Services Department liaison.

(a) Only once those keys are returned will that person be eligible to have their deposit reimbursed.

(b) The cost of key and lock replacement may be deducted from a person's last paycheck where keys are not remitted before that person's end date.

1.13 If a key is lost, a replacement fee will be charged as billed by SFU.

1.14 Where a support needs a key with which they have not been provided during their orientation, they are to submit a Society Key Work Order.



## OAP-2: SPACE BOOKING

|  |           |      |
|--|-----------|------|
| <i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>   |           |      |
| <i>POLICY TITLE: SPACE BOOKING</i>   |           |      |
| <i>POLICY REFERENCE NUMBER: OAP-2</i>  |           |      |
| Adopted: June 12, 2020<br>Next Scheduled Revision: June 2021<br><a href="#">Previous Revisions</a> |           |      |
| Position   | Signature | Date |
| Board President  |           |      |

### Policy

2.1 The General Office is responsible for booking space at the Burnaby and Vancouver campuses on behalf of directors, staff, and members, and ensuring those spaces are clean, organised, accessible, and prepared as requested prior to the booking time.

2.2 The Surrey Campus Coordinator is responsible for booking space at the Surrey campus on behalf of directors, staff, and members, and ensuring those spaces are clean, organised, accessible, and prepared as requested prior to the booking time.

### Supports

- Directors
- Staff
- Members

### Booking options

#### *Burnaby*

- Executive Conference Room - only accessible to directors
- Maggie Benston Centre Conference Rooms
- Forum Chambers
- SFU administered spaces (where available)

#### *Surrey*

- SFU administered spaces (where available)

#### *Vancouver*

- SFU administered spaces (where available)

**Process**

2.3 Anyone booking space must submit a completed Space Booking Work Order Form.

2.4 The General Office or Surrey Campus Coordinator will:

- (a) administer requests on a first come first served basis,
- (b) confirm the cost of any booking with the requester,
- (c) submit any required invoices or cheque requisitions to the Finance Department for processing and copies to the requester for record keeping,
- (d) confirm bookings in writing with the requestor, and
- (e) ensure bookings are reflected in the SFSS calendar.





## OAP-3: CONFERENCE ROOM, FORUM CHAMBERS, AND ATRIUM BOOKINGS

| <i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>  |           |      |
|---|-----------|------|
| <i>POLICY TITLE: CONFERENCE ROOM, FORUM CHAMBERS, AND ATRIUM BOOKINGS</i>                               |           |      |
| <i>POLICY REFERENCE NUMBER: OAP-3</i>   |           |      |
| <i>Adopted: June 12, 2020</i><br><i>Next Scheduled Revision: June 2021</i><br><i>Previous Revisions</i> |           |      |
| Position  | Signature | Date |
| Board President   |           |      |

### Audio-Visual Equipment

3.1 Student groups may borrow audio-visual equipment for student activities, except that students who require equipment for class projects shall arrange to borrow it through their departments.

3.2 For audio-visual equipment set-up involving an audio-visual technician, or for equipment that is to be used off-campus, borrowers shall complete an Instructional Media Centre Work Order to be signed by a General Office coordinator.

3.3 Where there will be a charge for a student group with no Society budget or trust account, a deposit or pre-payment shall be required.

3.4 Rooms may be booked by submitting an appropriate form and attaching the name and contact information of two people.

3.5 The walls which separate the Society's conference rooms may only be opened or closed by a trained employee or trained directors of the Society. Between Friday 4:00 pm and Monday 10:00 am, all the walls will be opened. Between Monday and Thursday after 4:00 pm the wall configurations will be set and may not be moved.

3.6 Groups booking the Society's conference rooms, the Atrium and the Forum Chambers must return the room to the original set-up as laid out by posted diagrams. Groups who do not complete this requirement may have their booking privileges revoked or restricted for up to one semester. Any cost incurred on behalf of an event will be forwarded to the group.

3.7 Non-paying groups may make up to 2 conference room bookings. Any subsequent booking may only be made at the end of the current bookings. Groups may book the Forum Chambers on a semester basis.

3.8 Furniture may not be removed from any conference room, the Atrium or the Forum Chambers of the Society, unless given prior permission by a General Office employee. All applicable work orders must be forwarded to the General Office for prior approval.

3.9 The General Office reserves the right to require a deposit from groups who are hosting events involving food in conference rooms, the Atrium and Forum Chambers. The deposit will be returned upon a clean inspection by a General Office.

3.10 The conference rooms, the Atrium and the Forum Chambers are not available for booking between the last working day in December and the first school day of the Spring semester.

3.11 Any group or individual booking conference rooms, Forum Chambers or the Atrium for the purpose of review or exam preparatory sessions relating to University courses may charge:

- (a) a maximum of \$10 per student for admission to the session, and
- (b) a maximum of the cost of producing the materials for the materials provided at the session.



## OAP-4: EQUIPMENT BOOKING

|  |           |      |
|--|-----------|------|
| <i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>                                   |           |      |
| <i>POLICY TITLE: EQUIPMENT BOOKING</i>   |           |      |
| <i>POLICY REFERENCE NUMBER: OAP-4</i>  |           |      |
| Adopted: June 12, 2020<br>Next Scheduled Revision: June 2021<br>Previous Revisions |           |      |
| Position   | Signature | Date |
| Board President  |           |      |

### Policy

4.1 The General Office is responsible for booking equipment at the Burnaby and Vancouver campuses on behalf of directors, staff, and members.

4.2 The Surrey Campus Coordinator is responsible for booking equipment at the Surrey and Vancouver campus on behalf of directors, staff, and members.

### Supports

- Directors
- Staff
- Members

### Booking options

1. Audio-visual equipment
2. Instruments
3. Table
4. Rolling Board
5. Easel/Whiteboard
6. Rolling Board
7. Button Maker
8. Fencing
9. Power

### Process

4.3 Anyone booking equipment must submit a completed Equipment Booking Work Order Form.

4.4 The General Office or Surrey Campus Coordinator will:

- (a) administer requests on a first come first served basis,
- (b) confirm the cost of any booking with the requester,
- (c) submit any required invoices or cheque requisitions to the Finance Department for processing and copies to the requester for record keeping, and
- (d) confirm bookings in writing with the requestor.

4.5 A feedback form will be made available to all requesters using the room booking service.



## OAP-5: OFFICE SUPPLIES

|  |           |      |
|--|-----------|------|
| <i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>                                   |           |      |
| <i>POLICY TITLE: OFFICE SUPPLIES</i>   |           |      |
| <i>POLICY REFERENCE NUMBER: OAP-5</i>  |           |      |
| Adopted: June 12, 2020<br>Next Scheduled Revision: June 2021<br>Previous Revisions |           |      |
| Position   | Signature | Date |
| Board President  |           |      |

### Policy

5.1 The Administrative Services Department liaison is responsible for ordering and distributing all director and staff office supplies. VP Student Services will serve as oversight for this service and will work to ensure the process does not break down.

### Supports

- Directors
- Staff

### Process

5.1 Anyone wishing to order office supplies must submit an Office Supply Order Form.

5.2 The Administrative Services Department liaison will ensure that:

- (a) the details of all orders are confirmed,
- (b) the cost of any supplies with the requester is confirmed,
- (c) all required invoices or cheque requisitions are submitted to the Finance Department for processing and copies to the requester for record keeping, and
- (d) requesters are notified of the arrival of their orders once received.

5.3 A feedback form will be made available to all requesters using the office supply ordering service.



## OAP-6: PHOTOCOPIER AND PRINTER SUPPORT

|  |           |      |
|--|-----------|------|
| <i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>                                   |           |      |
| <i>POLICY TITLE: PHOTOCOPIER AND PRINTER SUPPORT</i>                               |           |      |
| <i>POLICY REFERENCE NUMBER: OAP-6</i>  |           |      |
| Adopted: June 12, 2020<br>Next Scheduled Revision: June 2021<br>Previous Revisions |           |      |
| Position   | Signature | Date |
| Board President  |           |      |

### Policy

6.1 The administrative services department liaison is responsible for forwarding all requests for photocopier and printer support to the appropriate vendor. VP student services will serve as oversight for this function and will work with the department to ensure the process does not break down.

### Supports

- Directors
- Staff

### Process

6.2 Anyone requiring printer or photocopier support will submit a Photocopier or Printer Support Work Order Form.

6.3 The Administrative Services Department liaison will:

- (a) confirm the details of the work order,
- (b) where applicable, confirm the cost of any service request with the requester,
- (c) where necessary, submit a work order to external vendors,
- (d) submit any required invoices or cheque requisitions to the Finance Department for processing and copies to the requester for record keeping, and
- (e) confirm with the requester that the issue has been resolved.

6.4 A feedback form will be made available to all requesters using the photocopier and printer support service.



## OAP-7: EMAIL ACCOUNT SUPPORT

|  |           |      |
|--|-----------|------|
| <p><i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i></p> <p><i>POLICY TITLE: EMAIL ACCOUNT SUPPORT</i></p> <p><i>POLICY REFERENCE NUMBER: OAP-7</i></p> |           |      |
| <p>Adopted: June 12, 2020</p> <p>Next Scheduled Revision: June 2021</p> <p>Previous Revisions</p>  |           |      |
| Position   | Signature | Date |
| Board President  |           |      |

### Policy

7.1 The Administrative Services Department liaison is responsible for administering the Society’s corporate Gmail account for directors, staff, and any other members provided with an SFSS email account.

- (a) The President will serve as backup and oversight for this function and will work to ensure this process does not break down.
- (b) The President will take over the responsibility of this policy in the event of a transition in staff role.
- (c) The President shall have access to any and all information in dormant accounts.

### Supports

- Directors
- Staff
- Members (where members are provided with an SFSS email account)

### Process

7.2 Anyone requiring additional support with, or changes to their email account will submit an Email Account Support Work Order Form.



7.3 No deletions of an account shall be made without approval of the Board of Directors.

7.4 The Administrative Services Department liaison will ensure that:

- (a) the details of the issue have been confirmed,
- (b) where feasible, make any requested changes to the corporate account, and
- (c) confirm with the requester that the issue has been resolved.

7.5 A feedback form will be made available to all requesters using the email account support service.



## OAP-8: MAIL SERVICES

|   |           |      |
|---|-----------|------|
| <p><i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i></p> <p><i>POLICY TITLE: MAIL SERVICES</i></p> <p><i>POLICY REFERENCE NUMBER: OAP-8</i></p> <p style="text-align: right;"> <a href="#">Adopted: June 12, 2020</a><br/> <a href="#">Next Scheduled Revision: June 2021</a><br/> <a href="#">Previous Revisions</a> </p> |           |      |
| Position  | Signature | Date |
| Board President   |           |      |

### Policy

8.1 The General Office is responsible for administering the Society’s mail services for directors and staff in Burnaby. VP Student Services will serve as oversight for this function and will work to ensure the process does not break down.

8.2 The Surrey Campus Coordinator is responsible for administering the Society’s mail services for directors and staff in Surrey. VP Student Services will serve as oversight for this function and will work to ensure the process does not break down.

### Supports

- Directors
- Staff
- Members

### Process

8.3 Anyone wishing to send mail via internal or external mail or carrier services will submit the item to the General Office or Surrey Office front counter along with a cheque requisition containing all the necessary details for the cost of the shipping.

8.4 The General Office or Surrey Campus Coordinator will:

- (a) ensure that the details of the mailing are confirmed and correct, and
- (b) confirm the cost of any mailing with the requester,

(c) submit any required invoices or cheque requisitions to the Finance Department for processing and copies to the requester for record keeping.

8.5 A feedback form will be made available to all requesters using the mail service.



## OAP-9: OFFICE PHONE SUPPORT

| <i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>                                   |           |      |
|--|-----------|------|
| <i>POLICY TITLE: OFFICE PHONE SUPPORT</i>  |           |      |
| <i>POLICY REFERENCE NUMBER: OAP-9</i>  |           |      |
| Adopted: June 12, 2020<br>Next Scheduled Revision: June 2021<br>Previous Revisions |           |      |
| Position   | Signature | Date |
| Board President  |           |      |

### Policy

9.1 The Administrative Services Department liaison is responsible for forwarding all requests for office phone support to SFU Network Services or the appropriate vendors on behalf of directors and staff. VP Student Services will serve as oversight for this function and will work to ensure the process does not break down.

### Supports

- Directors
- Staff

### Process

9.2 Anyone requiring support with their office telephone will submit an Office Phone Support Work Order Form.

9.3 The Administrative Services Department liaison will:

- (a) confirm the details of the issues,
- (b) confirm the cost of any work order with the requester,
- (c) where necessary, submit a request for support to SFU Network Services,
- (d) submit any invoices or cheque requisitions for phone support to the Finance Department for processing and copies to the requester for record keeping, and

(e) confirm with the requester submitting the request that the issue has been resolved.

9.4 A feedback form will be made available to all requesters using the office phone support service.



## OAP-10: OFFICE FURNITURE

| <i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>                                   |           |      |
|--|-----------|------|
| <i>POLICY TITLE: OFFICE FURNITURE</i>  |           |      |
| <i>POLICY REFERENCE NUMBER: OAP-10</i>   |           |      |
| Adopted: June 12, 2020<br>Next Scheduled Revision: June 2021<br>Previous Revisions |           |      |
| Position   | Signature | Date |
| Board President  |           |      |

### Policy

10.1 The Administrative Services Department liaison is responsible for administering any requests from directors or staff relating to acquisition or removal of office furniture. VP Student Services will serve as oversight for this function and will work to ensure the process does not break down.

### Supports

- Directors
- Staff

### Process

10.2 Anyone requesting new office furniture, or the installation or removal of existing office furniture, will submit an Office Furniture Work Order Form.

10.3 Departments are responsible for budgeting for the purchase of any office equipment.

10.4 The Administrative Services Department liaison will:

- (a) ensure that the details of the request are confirmed,
- (b) confirm the cost of any work or furniture order with the requester,
- (c) where necessary, a request for support from SFU Facilities Services or other appropriate vendor is duly submitted,

- (d) submit any invoices or cheque requisitions for office furniture to the Finance Department for processing and to the requester for record keeping, and
  - (e) confirm with the requester that the work order has been fulfilled.
- 10.5 A feedback form will be made available to requesters using the office furniture service.



## OAP-2: MAINTENANCE REQUESTS

|  |           |      |
|--|-----------|------|
| <i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>                                   |           |      |
| <i>POLICY TITLE: MAINTENANCE REQUESTS</i>  |           |      |
| <i>POLICY REFERENCE NUMBER: OAP-11</i>   |           |      |
| Adopted: June 12, 2020<br>Next Scheduled Revision: June 2021<br>Previous Revisions |           |      |
| Position   | Signature | Date |
| Board President  |           |      |

### Policy

11.1 Departmental coordinators are responsible for submitting maintenance requests to SFU Facilities Services as those requests relate to the spaces administered by their departments. VP Student Services will serve as oversight for this function and will work to ensure the process does not break down.

### Definitions

11.2 Maintenance requests for Society spaces include, but are not limited to:

- (a) cleaning,
- (b) painting,
- (c) lighting, heating, plumbing, and cooling repairs, and
- (d) event table set up.

### Supports

- Directors
- Staff

### Process

11.3 Anyone requiring maintenance support will submit the appropriate Work Order at <http://www.sfu.ca/fs/Services/Burnaby/Maintenance-Requests.html> for Burnaby or <http://www.sfu.ca/fs/Services/Surrey/> for Surrey.



11.4 Departmental coordinators will submit any invoices or cheque requisitions for maintenance to the Finance Department for processing and copies to the person submitting the request for record keeping.

11.5 Board director will submit any invoice or cheque requisition for maintenance to the VP Finance who shall liaise with the Finance Department on behalf of the director.