



SFSS Office
Administration
Policies

Simon Fraser Student Society

simon fraser
student society

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INTRODUCTION

POLICIES



OAP-1: *UNDER REVIEW* KEY ACCESS

<i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>		
<i>POLICY TITLE: KEY ACCESS</i>		
<i>POLICY REFERENCE NUMBER: OAP-1</i>		
Adopted: April 23, 2021 Next Scheduled Revision: April 2022 Previous Revisions		
Position	Signature	Date
President		

Policy

1.1 The Building Manager and the VP Internal & Organizational Development is responsible for ensuring that all staff and Councillors are provided with access to the spaces they require in the performance of their duties.

Supports

- Councillors
- Staff

Standards

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

1.3 Only the President, the VP Internal & Organizational Development, and the Building Manager are authorized to order keys for Society spaces.

1.4 The President and Building Manager shall have access to all Society spaces in emergency situations and as necessary when scheduled maintenance is to be performed. The Surrey Campus Coordinator shall have access to all Society Spaces in Surrey in emergency situations and as necessary when scheduled maintenance is to be performed.

1.5 Only staff and Councillors 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 Building Manager and the VP Internal & Organizational Development may distribute, collect, copy, loan, or alter Society keys.

1.8 Lost keys will be reported immediately to the Building Manager or the VP Internal & Organizational Development.

(i) Lost keys for Society spaces in Surrey will be report immediately to the Surrey Campus Coordinator or the VP Internal & Organizational Development.

Process

under review



OAP-2: *UNDER REVIEW* SPACE BOOKING

<i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>		
<i>POLICY TITLE: SPACE BOOKING</i>		
<i>POLICY REFERENCE NUMBER: OAP-2</i>		
<i>Adopted: April 23, 2021</i>		
<i>Next Scheduled Revision: April 2022</i>		
<i>Previous Revisions</i>		

Position	Signature	Date
President		

Policy

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

Supports

- Councillors
- Staff
- Members

Booking options

Burnaby

- Student Union Building Bookable Spaces
- 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 MSC – Clubs and the Surrey Campus Coordinator will ensure that:

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



OAP-3: *UNDER REVIEW* CONFERENCE ROOM, FORUM CHAMBERS, AND 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: April 23, 2021</i> <i>Next Scheduled Revision: April 2022</i> <i>Previous Revisions</i>		
Position	Signature	Date
President		

Bookings

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

3.2 Groups booking the Society’s conference rooms 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.

3.3 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.

3.4 Furniture may not be removed from the conference room or the Forum Chambers, unless given prior permission by the MSC - Clubs. All applicable work orders must be forwarded to the MSC - Clubs for prior approval.

3.5 The conference rooms 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.

3.6 Any group or individual booking conference rooms or the Forum Chambers 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: April 23, 2021 Next Scheduled Revision: April 2022 Previous Revisions		
Position	Signature	Date
President		

Policy

4.1 The MSC - Clubs are responsible for booking equipment at the Burnaby and Vancouver campuses on behalf of Councillors, staff, and members.

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

Supports

- Councillors
- Staff
- Members

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 Member Services Coordinator - Clubs.

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.

Process

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

4.4 The Member Services Coordinators - Clubs or Surrey 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: April 23, 2021 Next Scheduled Revision: April 2022 Previous Revisions		
Position	Signature	Date
President		

Policy

5.1 The Operations Organizer is responsible for ordering and distributing all director and staff office supplies. VP Finance & Services will serve as oversight for this service and will work to ensure the process does not break down.

Supports

- Councillors
- Staff

Process

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

- (i) Councillors or Staff may also purchase office supplies and be reimbursed.

5.3 The Operations Organizer 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.

5.4 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: April 23, 2021 Next Scheduled Revision: April 2022 Previous Revisions		
Position	Signature	Date
President		

Policy

6.1 The Operations Organizer is responsible for forwarding all requests for SFSS photocopier and printer support to the appropriate vendor. VP Finance & Services will serve as oversight for this function and will work with the department to ensure the process does not break down.

Supports

- Councillors
- Staff

Process

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

6.3 The Operations Organizer 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

<i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>		
<i>POLICY TITLE: EMAIL ACCOUNT SUPPORT</i>		
<i>POLICY REFERENCE NUMBER: OAP-7</i>		
Adopted: April 23, 2021 Next Scheduled Revision: April 2022 Previous Revisions		
Position	Signature	Date
President		

Policy

7.1 The Operations Organizer is responsible for administering the Society’s corporate Gmail account for Councillors, 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

- Councillors
- 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 contact the Operations Organizer.

7.3 No deletions of an account shall be made without approval of Council.

7.4 The Operations Organizer 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.



OAP-8: MAIL SERVICES

<i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>		
<i>POLICY TITLE: MAIL SERVICES</i>		
<i>POLICY REFERENCE NUMBER: OAP-8</i>		
Adopted: April 23, 2021 Next Scheduled Revision: April 2022 Previous Revisions		
Position	Signature	Date
President		

Policy

8.1 The MSC - Clubs are responsible for administering the Society’s mail services for Councillors and staff in Burnaby. VP Internal & Organizational Development 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 Councillors and staff in Surrey. VP Internal & Organizational Development will serve as oversight for this function and will work to ensure the process does not break down.

Supports

- Councillors
- 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.

8.4 The Member Services Coordinator - Clubs or Surrey 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.



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: April 23, 2021 Next Scheduled Revision: April 2022 Previous Revisions		
Position	Signature	Date
President		

Policy

9.1 The Operations Organizer is responsible for forwarding all requests for office phone support to SFU Network Services or the appropriate vendors on behalf of Councillors and staff. VP Finance & Services will serve as oversight for this function and will work to ensure the process does not break down.

Supports

- Councillors
- Staff

Process

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

9.3 The Operations Organizer 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: April 23, 2021 Next Scheduled Revision: April 2022 Previous Revisions		
Position	Signature	Date
President		

Policy

10.1 The Building Manager is responsible for administering any requests from Councillors or staff relating to acquisition or removal of office furniture. VP Internal & Organizational Development will serve as oversight for this function and will work to ensure the process does not break down.

Supports

- Councillors
- 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 Operations Organizer 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-11: MAINTENANCE REQUESTS

<i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>		
<i>POLICY TITLE: MAINTENANCE REQUESTS</i>		
<i>POLICY REFERENCE NUMBER: OAP-11</i>		
Adopted: April 23, 2021 Next Scheduled Revision: April 2022 Previous Revisions		
Position	Signature	Date
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 Finance & 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

- Councillors
- 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.