



SFSS Office
Administration
Policies

Simon Fraser Student Society

simon fraser

student society

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INTRODUCTION

POLICIES



OAP-1: KEY AND FOB 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> <i>Next Scheduled Revision: April 2024</i> <i>Previous Revisions: June 2022</i>		
Position	Signature	Date
President		

Policy

1.1 The Facilities Manager is responsible for ensuring that all staff and Executive Officer are provided with access to the spaces they require in the performance of their duties.

Supports

- Executive Officers
- 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 and the Facilities Manager are authorized to order University keys for Society spaces.

1.4 The President and the Facilities Manager 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 Facilities Manager and the VP Student Services may distribute, collect, copy, loan, or alter Society keys

1.8 Lost keys will be reported immediately to the Facilities Manager or the VP Student Services.

Process

1.9 Keys will be provided to Executive Officers and staff by the Facilities Manager 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 Executive Officers and employees of the Society may sign keys out for short-term use for up to 4 hours without deposit.

1.12 Where an Executive 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 paycheque 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>		
<i>Adopted: June 12, 2020</i>		
<i>Next Scheduled Revision: April 2024</i>		
<i>Previous Revisions: June 2022</i>		
<i>Position</i>	<i>Signature</i>	<i>Date</i>
<i>President</i>		

Policy

2.1 The Student Centre is responsible for booking space at the Burnaby and Vancouver campuses in SFU-controlled spaces on behalf of Executive Officers, 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 Executive Officers, staff, and members, and ensuring those spaces are clean, organised, accessible, and prepared as requested prior to the booking time.

2.3 The SUB Bookings Coordinator is responsible for booking space in the SUB

Supports

- Executive Officers
- Staff
- Members

Booking options

Burnaby

- Spaces and Rooms in the SUB
- SFU administered spaces (where available)

Surrey

- SFU administered spaces (where available)

Vancouver

- SFU administered spaces (where available)

Process

2.3 Anyone booking space must:

- (a) email the Student Centre or Surrey Campus Coordinator.
- (b) For the SUB fill out the form “SUB Space Bookings - Internal”.
<https://form.jotform.com/221005946884258>

2.4 The Student Centre 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



OAP-3: CONFERENCE ROOM, FORUM CHAMBERS, AND ATRIUM BOOKINGS-~~TO BE DELETED~~

<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>		
<i>Next Scheduled Revision: April 2024</i>		
<i>Previous Revisions: June 2022</i>		
Position	Signature	Date
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 Executive Officers 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 Next Scheduled Revision: April 2024 Previous Revisions: June 2022		
Position	Signature	Date
President		

Policy

4.1 The Student Centre is responsible for booking equipment at the Burnaby and Vancouver campuses on behalf of Executive Officers, staff, and members.

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

Supports

- Executive Officers
- Staff
- Members

Booking options

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

Process

4.3 Booking equipment:

(a) Student groups must submit their request through the appropriate forms in the Club and Student Union portals

(b) SFSS Executive and staff may email the Student Centre.

4.4 The Student Centre 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.



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 Next Scheduled Revision: April 2024 Previous Revisions: June 2022		
Position	Signature	Date
President		

Policy

5.1 The Administrative Coordinator is responsible for ordering and distributing all director and staff office supplies

- (a) Department Coordinators wishing to order office supplies can do so and ensure that they submit cheque requisition forms and receipts to Finance Coordinators.
- (b) Coordinators can fill out the Administrative Coordinator’s form for orders from the SFSS Staples business account

Supports

- Executive Officers
- 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.



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 Next Scheduled Revision: April 2024 Previous Revisions: June 2022		
Position	Signature	Date
President		

Policy

6.1 The Operations Organizer 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

- Executive Officers
- 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.



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: June 12, 2020 Next Scheduled Revision: April 2024 Previous Revisions: June 2022		
Position	Signature	Date
President		

Policy

7.1 The Operations Organizer and Board Organizer is responsible for administering the Society’s corporate Gmail account for Executive Officers, 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

- Executive Officers
- 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 Council.

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.



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: June 12, 2020 Next Scheduled Revision: April 2024 Previous Revisions: June 2022		
Position	Signature	Date
President		

Policy

8.1 The Student Centre is responsible for administering the Society’s mail services for Executive Officers 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 Executive Officers 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

- Executive Officers
- Staff
- Members

Process

8.3 Anyone wishing to send mail via internal or external mail or carrier services will submit the item to the Student Centre 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.



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 Next Scheduled Revision: April 2024 Previous Revisions: June 2022		
Position	Signature	Date
President		

Policy

9.1 The Facilities Manger is responsible for forwarding all requests for office phone support to SFU Network Services or the appropriate vendors on behalf of Executive Officers and staff.

Supports

- Executive Officers
- Staff

Process

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

9.3 The Facilities Manager 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.



OAP-10: OFFICE FURNITURE

<i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>		
<i>POLICY TITLE: OFFICE FURNITURE</i>		
<i>POLICY REFERENCE NUMBER: OAP-10</i>		
<i>Adopted: June 12, 2020</i> <i>Next Scheduled Revision: April 2024</i> <i>Previous Revisions: June 2022</i>		
Position	Signature	Date
President		

Policy

10.1 The Facilities Manager is responsible for administering any requests from Executive Officers or staff relating to acquisition or removal of office furniture.

Supports

- Executive Officers
- 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 Facilities Manager 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.



OAP-11: MAINTENANCE REQUESTS

<i>POLICY TYPE: OFFICE ADMINISTRATION POLICY</i>		
<i>POLICY TITLE: MAINTENANCE REQUESTS</i>		
<i>POLICY REFERENCE NUMBER: OAP-11</i>		
<i>Adopted: June 12, 2020</i>		
<i>Next Scheduled Revision: April 2024</i>		
<i>Previous Revisions: June 2022</i>		
Position	Signature	Date
President		

Policy

11.1 All SUB Maintenance/Facilities requests (cleaning, plumbing, electrical, carpentry, etc.) will be submitted by the Building Manager or Building Coordinators

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

- Executive Officers
- Staff

Process

11.3 Request is received in person, via phone, text, or email from a staff member or tenant. Needs for requests are established by a member of the building staff.