

ARTS & SCIENCE UNDERGRADUATE SOCIETY CHAIR HANDBOOK 2011-2012



Internal ASUS Information

The General Manager, The Core, Photocopies, Faxes, Long Distance, Mail, Cheque Requisitions, Deposits

A) The General Manager: Jo-Anne Lorway

- Make sure your committee knows who she is as she has much important information
- She is the institutional memory-if you have a new idea feel free to ask her about it because she will know if it has been done before and will have a more holistic opinion of the whole society
- Will NOT take messages for committee members or Commissioners, USE THE MAILBOXES BY THE ENTRANCE!
- A list of the many things she can help with:
 - information from front reception at the Core
 - internal billing
 - hand in cheque requisitions and deposits, and processing reimbursements
 - knowledge of university
 - Queen's Housing contacts
 - Red Room Bookings (done through Services Commissioner)
 - distributes and accepts committee/chair applications, election nomination packages

B) The Core

- Hours: 9-4 Mon-Fri (closed weekends and holidays)
- Security:
 - Key-holders=anyone who has a key to the Core whether for the full year or even just for a temporary time (eg. a committee member who borrowed their Commissioner's key to lock up after a later interview)
 - i)are responsible for security of the building (ensure all doors and windows are locked before leaving)
 - ii) all non-key-holders must leave with you
- Supplies: before making purchases, check the Core (may already have it)
- refer to budget (if it is outside your budget talk to the Commissioner)
- Boardroom and Workspace:
 - Main Floor Kitchen-informal, group activities (eg. rolling coins), or where discussions aren't confidential
 - 2nd Floor ASUS Boardroom-formal, for hiring and more confidential meetings
 - use red binder on wall outside the door to book (write in the space you need)

C) Photocopies

- cheapest option is at the Core (5 cents each)
- Commissioner will give you a code and your responsibility to use for committee purposes only (limit amount of people who know it)



-also have accounts at P&CC, only used by co-chairs and must show ID to use

D) Faxes

- can be sent and received at the Core
- located downstairs in the common area
- # is 613-533-6475

E) Long Distance

- can be made at the Core through an office phone
- will need Commissioner's code

F) Mail

- most committees have a mailbox at the front desk near entrance
 - check often, any mail you receive will be put there!
- Commissioners and Executive have them too
- can use campus mail system to send across campus (ask Commissioner)

G) Cheque Requisitions

- see Appendix B for how to fill one of these out
- these must be filled out when a committee or an individual requires reimbursement from ASUS
- cheques can only be written once the **receipts are submitted**
 - receipt must have a **list of items purchased** with relevant **prices**
- these will only be granted for necessary spending
- available on the 1st floor of the Core
- the Cheque Req must be filled out and the spending must be **approved BEFORE** the purchase is made by the Commissioner for purchases **over 100\$**
- VP gives final approval and writes cheques
- the VP tries to have these ready for one week after they were submitted

H) Deposits

- see Appendix C for how to fill one out
- cash boxes are available from the Exec and the General Manager (they must be signed out and used for fundraising purposes)
- all money must be given directly to the VP during their office hours and be put in the safe until deposited
- must fill out a DEPOSIT FORM, located beside the cheque reqs on 1st floor
 - must be counted twice by a committee member before the deposit is submitted (your committee's financial records are your responsibility)
 - all coins that can be rolled must be before the deposit is made (you can get these from the VP and the General Manager)
- can only make deposits during VP's office hours
 - if they are not there you must keep the money until you can give it directly to the VP (DO NOT LEAVE THE MONEY UNATTENDED)



Volunteer Recruitment

Interviewing Committee Members

- once you have seen interest in your committee, you need to convince volunteers that your committee is the one that they should focus on
- remember the importance of accurate email lists (they show that you are professional, organized, and enthusiastic-three traits of a Chair that make your committee look especially good)
- we never want to turn volunteers away, so have lots of different things for people to do
 - giving someone ownership over an aspect of the committee is a great way to keep their interest
- even if your committee is full make an effort to get back to anyone who expresses interest, and tell them about other opportunities in ASUS to steer them in the right direction

A) Interviewing Committee Members

- select smart! your members are largely responsible for the success of your committee
- committee selection must follow section 17 of the ASUS constitution
 - i)BEFORE an Interview
 - make a list of characteristics you're looking for (one suggestion-they should have a general awareness of ASUS)
 - make a list of questions that will show you if they have those qualities (not yes/no, can check with Commissioner or Deputies if you aren't sure about yours)
 - be familiar with ASUS hiring policy regulations (section 17)
 - post interview times (and a phone # or email they can reach you at)
 - ii) DURING an Interview
 - make them feel comfortable
 - smile, shake their hand, introduce yourself
 - outline the structure of the interview
 - read the preamble to all applicants before the interview begins
 - pay attention and take notes
 - give the applicant a chance to add anything at the end of the interview
 - iii)AFTER an Interview
 - use your previously established criteria to rate and compare the applicants
 - call the yes' first because they may say that they can no longer be a part of your committee and you will then have to pick from one of the applicants that you previously declined
 - with a no, be gracious; thank them! (mention that though they may not be the best fit for your committee there are many other opportunities within ASUS)

General Information

Planning an Event and Managing Risk, Room Bookings, Marketing

A) Planning an Event and Managing Risk

- ASUS EPP (Event Planning Package) is **required** for all events
 - must follow appropriate steps and have event approved **at least one week** in advance
 - you can find these on the first floor of the Core and online, and there is a sample in Appendix D
 - there will be no event until the Commissioner and a member of the Exec have signed it with their approval



- ASUS cannot provide insurance for events
- PEO (Primary Event Organizer) is the main organizer and contact during the planning stage and the actual event (this will be one of the co-chairs)
- the EPP has 5 steps:
 - Step 1: Identify PEO
 - the person identified as the PEO must understand their responsibility to follow the Process of Risk Management and actions involved
 - the PEO is required to sign a document outlining their role as PEO
 - Step 2: Risk Assessment and Management Planning
 - determine level of risk involved so that you can plan accordingly (see Risk Matrix in full Handbook)
 - on and off campus events must fill out the Stu-Con’s Guide to Event Sanctioning
 - contractual agreement, PLEASE READ IT, all ASUS events need AMS sanctioning
 - this provides insurance coverage and gives presence of Stu Cons and QFA
 - must get approval as well as event insurance if necessary
 - think about the other people you may need (Queen’s Physical Plant Services, Queen’s Security, waivers)
 - EMERGENCY RESPONSE PLAN-made by the PEO, outlines communication (key people need cells), 1st Aid kits, location of nearest hospital and Emergency contact list
 - Step 3: Implementation and Control
 - PEO must ensure that they have all the documentation in order and on hand as well as the Emergency Response Plan on hand and accessible to those involved in the event
 - have a simple ‘Day-of-Event’ checklist which can ensure that all areas are covered
 - Step 4: Accessibility and Sustainability
 - must be in compliance with the standards outlined by Equity office
 - they must see consideration of both when signing off on the event
 - Step 5: Evaluation
 - after the event look at successes, failures, strengths, weaknesses, opportunities and threats in order to have an even more successful event the next time

B) Room Bookings

- must book rooms in JDUC or M-C online at <http://www.queensu.ca/jduc/student.html>
- if you experience problems, you can go to the JDUC office, located on the 2nd floor by the Union St. entrance
- can book A-V equipment in the JDUC office
- try to use ASUS space as much as possible
- can book the Red Room (in Kingston Hall) through Jo-Anne (the General Manager)

Name of Room	Where to Book/Who to Contact
Rooms/Tables in the JDUC	Online at: http://www.queensu.ca/jduc/roomres.html
Rooms/Tables in Mac-Corry	Online at: http://www.queensu.ca/jduc/roomres.html
Rooms in Residences	Event Services at: confserv@post.queensu.ca
AMS Boardrooms (new and old)	Sign up for them at the AMS Reception Desk
Rooms on campus not mentioned above	Contact: Queen’s Event Services at:



	event.services@queensu.ca or John O'Shea at: osheaj@post.queensu.ca
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C) Marketing

- all marketing should be done through the marketing commission
 - requests for posters or images should be forwarded to the marketing Commissioner who can send them to the appropriate committees
- if you want to do a larger marketing strategy meet with him personally (email is marketing@asus.queensu.ca)
- advertising should start at least two weeks before an event, start working with the Marketing Commission at least one month before

Professionalism and Etiquette in the Workplace

Chairing an Effective Meeting, Managing Conflict, Effective Delegation

A) Chairing an Effective Meeting

- be prepared (have your reading and research done before the meeting)
- set and maintain a regular meeting time (BE CONSISTENT!)
- create and follow an agenda (not too many things as people will lose interest, provide copies if you can, provide an opportunity for the members to raise any issues)
- arrive early, start on time, keep it focused and fun!
- the committee will follow your lead (if you conduct yourself in an open and professional manner, they will be more likely to as well)
- at the end try to establish what has been decided, delegated, needs to get done, and th timeline until the next meeting (what it looks like); reiterate everyone's individual tasks
- every once in a while take it to a different location, or have a social after (VOLUNTEER APPRECIATION CAN GO A LONG WAY!)

B) Managing Conflict

- conflict can be a catalyst for creative solutions and positive change-do not think that it is always a bad thing!
- identify and prioritize interests of parties involved (both those that are common and conflicting)
- collective brainstorming-how many alternative options can you come up with?
- ensure the solution is fair and realistic, and if possible agreed upon by all
- stick to the decision
- don't hesitate to involve the executive if you need to
- do not forget that you have been hired to run your committee successfully and you CAN do it! (do not be afraid to make the final decision and move on)

C) Effective Delegation

- IMPORTANT because:
 - 1) you can't do everything yourself, and every aspect deserves attention
 - 2) when you give someone ownership over an aspect of your committee they will be much more likely to give it their all, it's their baby! (LET THE VOLUNTEERS HELP, THAT'S THEIR JOB!)
- try to delegate whenever possible, but of course it isn't always possible



- your role is to oversee everything, not do it all personally
- REMEMBER:
 - review your purpose (decide what must be done, who must do it, and when it must be done by)
 - know your people (knowing your volunteers' strengths and weaknesses will help you to delegate better, ask for their input as well in order to create opportunities of growth)
 - communicate effectively (state desired results before tasks)
 - establish deadlines and goals (for yourself, committee members and volunteers)

Budget Planning

- one of your most important responsibilities: managing the finances of your committee
- budget for the year consists of:
 - estimated revenues
 - expenses
 - contingency (profit)
- some committees work to end up with a positive net profit which will be donated, others to have one of zero; check with Commissioner for the financial goals of your committee
- rule in budgeting: be realistic and conservative (revenue should be underestimated so expense can be aligned accordingly)
- once it is finished submit it to your Commissioner for review!





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