Dear Advisors:

We would like to begin by thanking you for taking on the role of Advisor for a student organization at The University of Memphis. The position of advisor is a very important and respected one. Hundreds of students are involved with various organizations on The University of Memphis campus and these student organizations could not be successful without you! As advisor to a Registered Student Organization, you play a crucial role in the development of students. Students need assistance in many areas including planning, funding, and executing events. RSO’s need someone who is knowledgeable in University policies as well as state and local laws. We are very grateful and appreciative that you have chosen to take on the role of advisor. Good luck in your endeavors and if there is anything that we can do to make your job easier please let us know.

Thank you,

The Student Leadership and Involvement Staff
The University of Memphis
If your actions inspire others to dream more, learn more, do more and become more, you are a leader.
John Quincy Adams

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Student Leadership & Involvement

The Office of Student Leadership and Involvement provides programs and opportunities through which students may become meaningfully involved in campus life. Our programs and activities support the Student Life mission of enhancing the learning, educational growth, and development of students.

Contact Us:
211 University Center
University of Memphis

P: 901.678.8679
F: 901.678.5708

Within the division of Student Affairs, we strive to help students:

- **Understand and manage self by:**
  - Developing and applying knowledge of self; including personality, values, interest and aptitudes
  - Developing integrity and make ethical decisions
  - Demonstrating autonomy and personal responsibility
  - Enhancing physical, psychological, interpersonal and spiritual well-being
  - Possessing appropriate self-efficacy

- **Engage others in a diverse world by:**
  - Establishing a connection to the University of Memphis
  - Developing an understanding of, respect for; work, communicate and interact with, people from cultures and ethnic groups different from their own
  - Becoming globally engaged citizens locally and globally
  - Developing effective social change skills
  - Demonstrating civility

- **Succeed as a professional by:**
  - Applying academic and co-curricular content to real-world contexts through experiential learning
  - Identifying, developing, and articulating competencies necessary to succeed in one’s chosen field
  - Understanding the importance of life-long learning
  - Demonstrating effective leadership skills
  - Understanding the concept of professional identity and developing appropriate professional behaviors

It is our understanding and expectation for these core values to be reflected in the student organizations on campus. While each organization individually may not meet the needs of every student; it is our hope that each and every student can become engaged through some sort of organization participation.

As an advisor, you have the opportunity to ensure that students are growing and learning through their organizational experience. View each interaction as a time to teach. Help students understand how life-long skills are gained and can be applied to future opportunities. From budgeting, to inclusion, to promotion, and so much more; supplement their classroom experience with a chance for application. Take an ordinary experience and make it extraordinary.
Advisor Basics

At The University of Memphis, all student organizations are required to have at least one faculty or staff advisor. Advisors are needed to provide leadership and guidance to the organization as well as continuity, to ensure the smooth organizational transition from year to year. By understanding University policy and procedure, advisors may explain roles, rules, and responsibilities to officers of the organizations as well as serve as liaisons between student members and the University.

Advisor involvement varies from group to group; however, there are several roles that the University expects advisors to play:

- To be aware of and have understanding of University policies and procedures governing students and student organizations
- To be aware of liability issues (i.e. facilities use, hazing, etc.) and willing to advise the organization to make reasonable and prudent decisions regarding these issues in planning activities.
- To be aware of and to assist students in utilizing University funding resources, including Student Event Allocation, Operational Assistance, and Travel funds.
- To meet with officers of organizations regularly and/or attend organizational meetings whenever possible.
- To be available to assist students in organizational matters, from electing officers, to fundraising, to selecting programs.
- To be aware of and approve all organizational programs, activities, and use of University funds by signing relevant paperwork. To attend all on-campus and campus-wide events sponsored by the organization and be available to problem-solve, manage risk, and direct organizational members on-site when needed.
- To provide insight and assistance with the orientation and training of newly elected student leaders.
- To oversee (but not manage or be listed on) all student organization financial accounts, and advise students on responsible financial practices.
- To counsel and inform the organization

The students should be responsible for the organization. They should be in charge of all paperwork and requests for funds for the organization. However, as the advisor of the organization it is necessary to be aware of what the organization does. Each funding request, request for space and any solicitation of funds request requires the advisor’s signature. Please call the Office of Student Leadership & Involvement (678-8679) with questions.

It is best for advisors to meet with student officers at least one day before meetings to review the agenda and topics to be discussed. The advisors should openly offer suggestions and reasonable criticisms. The advisor’s knowledge and experience will help students with solutions to problems and organizational procedures. If the advisor cannot attend the meeting, he/she should meet with the student officers to be updated on what happened at the meeting. Most of all advisors should be a resource for students from the organization.

Registration & Re-Registration

Annually, organizations must complete an on-line registration process. This process begins towards the end of Spring semester. This can be found at: http://saweb.memphis.edu/RSO. Students will be asked to supply the following:

- Basic organization information (purpose, membership requirements, etc.) and contact information for officers and advisors
• A constitution and bylaws [in digital format to be uploaded at time of registration]
• Member verification
• Advisor verification
• [Complete online RSO training and supply] Quiz results verifying completion of training (80% min. score.)

It is highly encouraged that organizations complete the “Registration Demonstration” prior to registering so that they can be prepared. Make sure that all contact information is current and correct; this information is what is used for our office and prospective members to contact you.

Each year, each organization must create a new login username and password when registering (All organizations begin with the “Register” tab, not the “Update” tab.) This username and password should not be personal to the individual registering and should be shared with other officers and advisors for use in the Update process throughout the year.

**Updates**

Once an organization is registered, students may use the “Update” tab to make changes to information throughout the year. If officer contact information changes mid-year, it is the responsibility of the organization leaders to login and make those changes. This is the only way Student Leadership & Involvement can know who the current contacts are and your organization may miss important information, if the contacts are not current.

**Advisor’s Role**

• Remind students to register/re-register
• Review the organization’s constitution and by-laws with students
• Sign Advisor Verification
• Assist in officer transition [see section below on “Member/Transition”]

**Recruitment**

Organizations are only as strong as their members. Sometimes, organizations can become stagnant in their recruitment efforts. While some organizations are specifically tied to a department or interest, this does not mean that additional efforts should not be made to bring in students from outside these areas. While this is not an advisor’s direct responsibility, you do play a crucial role. With your direction and support, the students in the organization can make recruitment a priority rather than an after-thought.

Recruitment does not have to stop after a few weeks of school have passed. Consider placing a mid-semester Helmsman ad listing your committee meeting times. Have an event that showcases what your organization does, and use this as a recruitment opportunity. Reserve a space to hold an information table and have members communicate to students what it is that you do, and how they can be a part of it.

Some useful tips to increase membership:

• Make sure officer/organizational contact information is correct and up-to-date on the Student Leadership & Involvement RSO page; which will occur through the registration process
• Get in touch with students who show interest in your organization right away. Don’t let weeks go by without returning an email. Send them a special invitation to meetings
• Evaluate your meeting structure [for more tips see “Meeting” section on page....] Is it inviting to new members? Can they find out where you meet? Once they get there, will they want to come back? Is the time convenient?

**Advisor’s Role**

How can you help? Here are some tips for recruitment:

• **Encourage students to recruit throughout the year.** Recruitment is typically done heavily at the beginning of a semester and then isn’t given any more thought. This can mean that sometimes you miss students who are interested in an organization such as yours – including students who did not see your initial recruitment efforts as well as transfer students.

• **Encourage students to be inclusive and inviting to new members.** While this tip may seem obvious, it is an important notion to keep in the forefront of thought. Student organizations are a great way to meet new people and make new friends. For this reason, members can sometimes forget what it feels like to be “the new person.” So by encouraging students to do ice-breakers, introductions, have some sort of mentor program, and simply sitting by new members; students will come back meeting after meeting.

• **Have students reach outside of their typical recruitment areas.** Get creative. Reach out to departments that are not directly associated with the organization. Have events that show the campus what the organization does.

**Collaboration**

While there are many benefits to collaboration, this does not mean that successful collaboration is easy. If done correctly, collaboration can reap rewards far beyond the work that you put into the project. There are over 200 organizations and countless departments on campus. Identifying a partnership opportunity on campus can provide chances to expand your organizations and the events that you do.

What are the benefits to collaboration?

• Lessened work load
• Meet new people
• Expanded resources/network
• Budget

Things to remember when collaborating:

• Have a clear understanding of who is doing what. Set clear expectations before beginning any work. Identify the group & individual who will be responsible for all aspects of the program.

• Communicate a clear understanding of the decision making process. Who is making the decisions? Will there be input from all involved organizations? True collaboration is not one organization telling another what to do and how to do it. Ideally, decisions will be made with input from all.

• Set a timeline with firm deadlines. Work backwards from the program date and identify specific dates that tasks will be completed & who is completing them.

• Find organizations whose values and goals align with yours and the program.

**Advisor’s Role**

• Attend meetings where all groups are involved
• Encourage positive interactions between all involved groups
• Make sure that organizations have clearly identified tasks and the responsible party for each task
• Serve as a mediator if necessary
Event Planning

Start Planning Early
It is never too early to start thinking about an event. When you are thinking about doing some sort of event as an organization, ask yourself:

- **What**... Is the type of event...Outcome do you want the event to achieve...Is the name of the event
- **Who**... Is your intended audience
- **Why**...Are you having this event...Is it valuable to the campus
- **When**... Is the date and time of the event [check the campus calendar to avoid any conflicting programs]
- **Where**...Will the event take place
- **How**...Many people do you expect to attend...Will you fund the event...Will you promote your event (see advertising/promotion section)...Do you want the room to be set-up

Develop a Plan/Agenda
Develop a timeline and checklist for your event. As you identify the tasks that need to be completed, assign an individual to be responsible. It can help to work backwards from your event – giving yourself plenty of time to promote, order catering [if necessary], contract speakers/performers, etc. Events typically require at least 8-10 weeks of planning, develop a realistic timeline accordingly. The Student Leadership & Involvement staff has a sample checklist available to review upon request.

Set the Date and Time
There are several things to consider when selecting a date and time for your event. When are your organization members available to assist? When is the performer able to be on campus? When will students be able to come? While there is not a formula to identify the “best” time to host an event, by doing a little planning you can hopefully increase your crowd size! Some things to consider:

- Class schedules
- Holiday breaks [this also includes study week – when events are not to be scheduled]
- Other events [if you know there is an event already scheduled that is likely to draw a big crowd, see if there is an alternate date/time]

Check room availability and reserve the space for your event (for outdoor event check on alternate rain site)
Work with the University Center staff to reserve space across campus. They will be able to consult with you on your needs to make sure you have the space that best fits your needs. When you speak with the UC staff, clarify any potential costs involved with your room rental as well. When you are reserving your space consider your expected attendance as well as the type of event, and the atmosphere you are trying to create.

Have clear communication with everyone involved (i.e. vendors, performer/speaker, staff, etc.)
External Communication:

- Vendors – arrival time, length of time scheduled, minimum & maximum time limits, pricing [& what is all included in the price]
- Performer/Speakers – arrival time, length of performance, travel arrangements
• University staff – reservation time, any costs involved, staffing at the event, physical plant

Internal Communication:
• Who is responsible for each task
• The message that you as an organization, want to send about this event

**Develop a checklist for the weeks/months leading up to the event**
Include all aspects of the event [no detail is too small]. Things to include: reservations, publicity plan, catering, & contracting. The Student Leadership & Involvement staff has a sample checklist available to review.

**Read contracts carefully**
If you are bringing in an external performer, make sure that you are able to accommodate any requests that are included in an artist rider. This includes hospitality [items that are typically found in a dressing room], technical [sound & lights], and accommodations [lodging, transportation, venue space]. Sometimes performers will surprise you with their requests, so make sure you are up front in asking what they absolutely need, and what they can have some flexibility with.

**Film Showings**
The rental or purchase of a Video does not bear the right "to perform the copyrighted work publicly." What this means is that organizations wishing to show a movie in a public setting must work with a film licensing company to obtain the rights. Movie showing rights can be expensive and range from $300 - $1000 [depending upon the film.] Additionally, when a university organization purchases public viewing rights, the promotion of the movie to off-campus participants is typically prohibited. Please do not hesitate to call the Office of Student Leadership and Involvement with any questions about showing films.

**Outdoor Events**
When organizations are planning to hold an event outside, the following things need to be discussed:
• A back-up plan – what will your organization do if the weather or other circumstances prohibit the event from taking place outside?
• Outdoor amplification – have you worked with the University Center scheduling staff to determine if you have the proper approval necessary to hold the event outside? You must request outdoor amplification approval for any amplified sound outside, through the space reservation process. This approval can be difficult due to class schedules/disruptions, so make sure you communicate you needs with the University Center staff. Also please remember that approval is not guaranteed and is on a first come-first served basis.
• Physical Plant needs – will you need power? Sprinklers shut off? Trash cans? Etc.

**Additional things:**
• Event evaluations – have your audience complete an evaluation of your program to identify areas of strength as well as areas for improvement
• Post-event – make sure the venue is cleaned up, promotion comes down, thank-you’s are sent, bills are paid, and equipment is returned.

**Advisor’s Role**

• Ensure that the organization adheres to university policy in all aspects of the event
  [http://policies.memphis.edu/umpolicies.asp?area=all&listorder=activedate_ts%20desc&displaymode=1](http://policies.memphis.edu/umpolicies.asp?area=all&listorder=activedate_ts%20desc&displaymode=1)
• Assist in negotiating with, and contracting any performers
• Help students develop a realistic event budget
• Encourage and facilitate post-event reflection/debriefing exercises to determine areas for improvement in future events and promote the learning process for students.

**Advertising/Promotion**

Students are bombarded by information daily. So how do you get your information to stand out? Think beyond the traditional 11x17 poster. Use creative shapes. Play with color. Use words that stand out. Use people to spread the word!

Consider these publicity options: Press Release, Helmsman Ad, Flyers, Letters or emails to Faculty/Special Interest Groups, Social Media, Banner, Use Special Promotions: [flashing lights, remote control cars, costume promotions, talking posters, pendulums, give-aways, theme snacks]

Outdated promotion can be worse than no promotion. Make sure that once you are done with the promotional pieces, you go back and collect them.

Some general University policies for posting are:

• All materials must clearly identify the group, organizations, or person responsible for producing and posting the materials.
• Approved signs, publicity materials, and other non-commercial literature may be posted only on bulletin boards.
• Materials may not be posted on interior walls and doors, overhangs, exterior doors and walls, building columns, fences, utility poles, benches, newspaper and other distribution racks, waste receptacles, signs, signposts, trees, shrubbery, or on automobiles. Exceptions are permitted only for posting on departments and activities entrance doors informational notices concerning hours of operation, special events, cancellations and similar information.
• The posting of materials in the University Center is permitted only with the advance approval of the University Center Director’s Office and in accordance with those guidelines.
• For posting in residence halls, all materials must be counted out by hall (contact Residence Life or Student Leadership & Involvement for maximum numbers) and taken to the Residence Life Offices in Richardson Towers. Materials will be stamped for approval and distributed through RA’s. No materials should be posted directly in residence halls by RSO members.
• Paint or chalk may not be used on sidewalks or buildings.

For a complete copy of the University’s posting policy please visit:
[http://policies.memphis.edu/UM1741.htm](http://policies.memphis.edu/UM1741.htm) (Section H: Miscellaneous)
Advisor’s Role

- Proof advertisements/literature that the organization is posting. Verify that the information that is necessary [Who? What? When (date & time)? Where? Why? How Much?] is not only on the advertisement, but is correct.
- Make sure students have a clear promotion plan – how many promotional pieces will they have, where/how will these be seen, and who is responsible for taking items down when you are past the date.
- Have students considered the following things. **Appeal**: Who is the program and publicity directed toward? **Timing**: When should publicity be released? Should it go out all at once or at specific times? **Location**: What are the traffic patterns? Are areas being left uncovered? **Information**: How much information should appear on the printed material? Is this information perfectly clear? **Budget**: Will the response be worth the amount of money spent? Is enough money being spent? Is the total publicity budget a realistic one? **Image**: What is the advertisement saying about the event and your organization?

Funding

There are several sources of funding available to organizations. However, these funds are not guaranteed and organizations should always have a plan B. It is important for organizations to analyze their budgetary needs and plan accordingly; including discussions about dues, fundraising, and sponsorship/donations. Some funding sources, currently available from the university are:

**Operational Assistance**

- **Up to $400/semester** (fall and spring semesters) available to Registered Student Organizations.
- This money may be used to:
  1) Place Daily Helmsman ads.
  2) Make copies, etc. at Tiger Copy and Graphics.
  3) Use mail services (for sending mail only, not for stamps).
  4) Buy office supplies for the organization in the campus bookstore.
- To request these funds, students should pick up paperwork in the Student Leadership & Involvement office. Paperwork must be filled out prior to spending to ensure that funds are actually available.
- Get estimates of how much you will spend, get appropriate signatures (must have advisor’s) and return to Student Leadership & Involvement for approval.
- Operational Assistance funds are not guaranteed and are awarded on a first-come, first-served basis. RSO’s are encouraged to plan ahead and make requests early in the semester.
- Call Student Leadership & Involvement, 678.8679 with questions.

**Student Event Allocations (SEA)**

- Funding is available for speaker/artist fees, lodging & travel for the speaker/artist, advertising, publicity, promotion, facility charges, etc. Must provide detailed information about program, room reservations, date, time, cost, etc.
- Available only to Registered Student Organizations.
Proposal packets are available in the office of Student Leadership & Involvement. They must be completed and turned in by the posted deadline.

Proposals are heard by a committee of students a semester in advance. They are heard in the fall for January-April programs and in the spring for September-December programs.

Call Student Leadership & Involvement, 678.8679 with questions.

SGA Travel Funding

- Funds offered by SGA for students for university related travel such as conferences and conventions.
- These funds can be applied for on an individual or group basis.
- Contact Ms. Julia Rhodes in the Dean of Students Office, 678.2188 for details.

Fundraising

When organizations are preparing to do a fund-raiser [on or off campus], a “Solicitation of Funds” form must be filled out. The “Solicitation of Funds” form is a two-page document that can be found in the Student Leadership & Involvement office. Organizations fill out the first page prior to the fundraiser, and the second page after collection of any money. The first page is to ensure that the intended fund-raiser is not in conflict with any University policy/contract, as well as to make sure the organization has thought through logistics and potential liability matters. The second page is serves as documentation of revenue. The Office of Student Leadership & Involvement keeps these records on file, and should an organization need to access these [ex: in the case of organizational auditing] they are accessible.

It is encouraged for organizations to be creative in their fundraising efforts. Ideas can be run by the Student Leadership & Involvement staff.

Fundraising guidelines:
- Organizations are permitted to do one bake-sale per semester (must be home-baked goods)
- Space must be reserved if needed

All funding must meet the guidelines for use of Student Activity Fees as determined by the Tennessee Board of Regents and The University of Memphis

Advisor’s Role

- Sign-off on all paperwork
- Help students develop a yearly/semester budget
- Encourage students to think creatively to maximize their budget

Money Management

All Registered Student Organizations must adhere to the University of Memphis Cash Handling policies. Any organization found to be in non-compliance will be unable to retain “Approved” status.
Introduction
The handling of University funds requires that certain basic procedures be followed precisely. Procedures for the handling of University funds are designed to protect employees and activities as well as the University and to provide accountability for University funds in accordance with accepted standards of internal control. This Cash Handling Overview serves as a quick reference guide to the cash handling procedures found online in the University’s Cash Control Guide at http://bf.memphis.edu/bfguide/hnd.php. All cash handling personnel should have a copy of and be very familiar with the complete Cash Control Guide and follow all appropriate procedures. Student organizations should also be familiar with the University Operating Procedure for Student Organizations 2E:15:01A.

General Cash Receipting Information
The Cash Control Guide provides general cash handling procedures to ensure individual responsibility and accountability for University funds, including:
• All University fees and charges must have formal approval initiated from the Bursar’s Office. The “New Fee/Change in Amount Fee Request Form” is located at http://bf.memphis.edu/forms/burs/feereq.xls
• The Bursar’s Office must approve all drafts of brochures, forms, websites, mail-outs, etc. that contain University fee and/or fee payment information prior to publication.
• Individual accountability for University funds should always exist.
• Receipts supporting documentation MUST be maintained for all transactions.
• The Bursar’s Office staff is available to provide cash receiving training.
• The Bursar’s Office is responsible for ordering and issuing all official University of Memphis receipt books and pre-numbered tickets and determining whether a department/activity would have access to the University’s cash receipting system. When a cash handling office intends to purchase a cash register, the Bursar’s Office must review the register’s capabilities prior to purchase. Once receipt books and tickets are issued, the responsibility for them transfers to the collection site to which they are assigned. Once the receipt book is completed or no longer needed, it must be returned and signed back in to the Bursar’s Office.

Receiving Funds
• An official University receipt must be issued immediately upon acceptance of any payment.
• All checks must be made payable to The University of Memphis and endorsed by the cashier immediately upon receiving.
• Monies should be immediately placed in a secured area as soon as the transaction is complete. At a minimum, a cash box should be used.
• All voided transactions should be supported by documentation stating the reason for the void, the signature or initials of the person recording the void, and the signature or initials of a supervisor responsible for reviewing voids. The original voided receipt should be kept by the department/activity with the receipt book.
• Checks received through the mail should be receipted, photocopied or logged and restrictively endorsed at the earliest point in the collection process. These logs should subsequently be reconciled with the cash management system reports. A standard Mail Log may be used or customized as needed.
• Departments/Activities cannot accept credit card payments unless approved by the Bursar’s Office. Credit card payments can be accepted through Marketplace (online payments).
• Online Payments (Marketplace)- Approved conferences, workshops, seminars and university events are some examples that are set up to receive online payments.
Transmittals and Deposit
• Departments and activities receiving monies will transmit the receipts to the Bursar’s Office using a deposit transmittal (if using the receipt books, cash register or ticket accountability) or a cashier balance form if receipting with the University’s cash receipting system.
• Monies must be transmitted to the Bursar’s Office within 24 business hours of receipt if $500 or more (see TBR guideline below).

Depositing Funds
Each institutional department will deposit funds each day when $500 in funds have been accumulated. All funds must be adequately secured. In all cases, a deposit must be made at least once each work week (Monday - Friday) if there are any funds to be deposited. The $500 is considered in excess of the established change fund amount.

Cash Shortages
• All cash shortages in any University fund must be reported to the Bursar’s Office on a deposit transmittal or cashier balancing form accompanied by a Report of Cash Shortage Form.
• Any shortage of funds of $250.00 or more must be reported to the Bursar’s Office immediately (within 2 hours); any shortage of less than $250 must be reported within 24 hours. The Bursar’s Office will notify Tennessee Board of Regents immediately for shortages $250 or more.

Transport of Receipts
• Departments and activities will be issued bank deposit bags to be used in transporting monies.
• Security transport services provided by Police Services are available for departments and activities that receipt monies.
• A night depository drop box at the Bursar’s Office, located on the wall at Room 115 Wilder, is available for deposits after normal business hours. Police Services must be notified to unlock the night depository in order for deposit bags to be placed in the night depository.

Exchange of Cash Between Custodians
• An exchange of cash between custodians typically occurs when a cashier provides additional funds to another cashier temporarily and is limited to custodians within the same activity. A cash transfer slip must be completed in every instance of an exchange/transfer between custodians. All transfer of funds between custodians must be documented and signed by both custodians.

Petty Cash Change Fund
• A petty cash change fund may be established to serve as a change fund for cash receipting activities.
• If change fund is approved, the cash custodian to whom funds are assigned is absolutely responsible for monies assigned.

Procedures in the Event of a Robbery
Guidelines in an event of a robbery are provided for all personnel who handle University funds. Each person who handles cash or who supervises employees/activities who handle University funds should be familiar with these guidelines.

Advisor’s Role
• Have frequent discussions with students about proper money management.
Help students develop a yearly/semester budget.

Advisors may be reviewers on student organization accounts, but should not handle or be responsible for funds. University policy prohibits faculty & staff from being directly involved in the handling or management of student organization accounts. This protects you and the University.

Space

One of the benefits to being a registered student organization is the ability to rent space on-campus free-of-charge [there are some potential costs depending upon the nature of the space-usage]. Organizations can reserve space for meetings and events. To do this, organizations should use the virtual EMS system to submit a reservation request.

Reservations/Scheduling : How to Schedule an Event Using Virtual EMS Web Tool

Virtual EMS is used to request event space at the University of Memphis by internal clients. It is accessible to all Faculty and Staff and members of designated Registered Student Organizations. For more information, please contact scheduling@memphis.edu or call the Scheduling Office at 901-678-5000.

• First, make sure your EMS schedulers are listed on the RSO registration page (min. 3, max. 5). To update, go to the RSO registration page and click “Update”. Faculty/staff already have access to EMS, and therefore should not be listed as a scheduler on the RSO site.

• Using your Browser, Go to http://vems.memphis.edu, then My Account/Login. Use your University user id and password

• Click on RESERVATIONS and drop down to choose the role for which you are scheduling the event.

• Start with the "Where and When" section:
  - Under "date" enter the date of your event
  - Next enter the start time of your event. The end time is automatically set for 1 hour, but may be adjusted to your needs.
  - Using the drop down, select the building or location you wish to search. If you wish to search multiple, then use the magnifying glass icon to select more.
  - Continue under "Setup Information" to enter number of attendees which will relate to “Setup Type”. [You can also check “Availability Filters” to further define]

• RECURRENCE: In the event you want to book an event for the same time on a number of different days, you may go to the "Recurrence" button and select the date pattern you want the event to meet. (When you use recurrence you may limit the number of spaces available to you, because a location may be available on one date and not on another). Ex: you may want to schedule a meeting the first Wednesday of every month for 6 months starting July 4th. Then click “Apply Recurrence”. [6 months is the usual maximum time period for advance reservations]

• Click to see “Location Details” such as “Setup Types” and “Room Detail Notes” = how to get access to the room.

• Click “FIND SPACE” to Continue.

• Click on the blue lettered name of the room to learn more about the rooms that are available. Select any of the rooms that meet your needs by clicking on the green + sign. You may select up to 5 rooms, if you want them for the same building, date and time that you specified. Your choice will then be moved up to the Selected Locations portion of the page. Notice the red X next to it, if you change your mind and wish to cancel this room, press the X. You may also change any data in your request and look for available spaces in other buildings, dates, times, or setups.

• Once you have your selected room/rooms, click the "Details" tab to continue

• Event Details:
- Event Name: give your event a name.
- Event Type: select a type from the drop down. [Note: be advised that if you choose “Meeting-Private”, your event will not be listed on the Master Calendar. And this might not always be advisable.]

• Client Details: If this is your first time to enter an event, you will need to pull up your client name. Click on the magnifying glass to look up. All University of Memphis departments/organizations will begin with “uofm” to search and at least first part of your Org name. Scroll down to find your Organization. Ex: uofm alum
  - Use “Browse” for Groups if you cannot recall how your Organization was named.
  - Once you have selected it, it will now appear in your drop down to choose. Next time it will be listed in the default for your drop down.
  - Next you can choose your Contact information from the drop down which will auto fill. Or you can choose “temporary contact”. [note: this temporary contact will not remain in the system so if you need to add yourself, please contact the Scheduling Office] Other Information: fill in information as it may apply. Also any special set up notes. EX: “Please set up chairs for theatre style”

• Billing Information: Index Code is ONLY needed if you are requesting additional services in Special Use Spaces (ex. University Center, Rose Theater and/or FedEx Institute of Technology, etc.)

• REVIEW your information to make sure you have the room/rooms you want for that date and time. Then agree to the terms and conditions and SUBMIT.

• You will automatically receive an email notification verifying that you have requested an Event Space. Also you will receive a follow up email on any Status change.
  - It will return a page with reservation details including booking details. Please review for any inconsistencies. Click on any of the blue hyperlinks for additional actions regarding your reservation.

• VIEW YOUR REQUESTS. To view your pending requests for event space, once you have logged into the page, go to RESERVATIONS and choose the drop down for “View My Requests”. If you click on the blue link that will take you to that particular reservation. [See above]. Most important to note is the STATUS of your reservation. Ex: these two are still in “Web Request Status”. They have not been approved or denied. Click on the tab “Historical” to see reservations that have passed, or check mark “Show Cancelled”. The one below shows that the Status is “Web Confirmed” for this Reservation. NOTE: For APPROVERS of space, this would show up for spaces you have responsibility for approving. It would bypass the “Web Request” segment.

• VIEW RESERVATION SUMMARY: After you “View Your Requests” and pick “Reservation” you then need to choose to “View a Reservation Summary”. [See above]. That will return a form with options to print the summary or email it to individuals. Your Web Request will NOT be confirmed until you send a copy of your Reservation Summary to your group’s advisor and copy the Scheduling Office at scheduling@memphis.edu

• Your advisor needs to reply all on the email letting the Scheduling Office know this request is approved or denied.
  • Once an approval is received the Scheduling Office will confirm your event based on availability. Please follow-up with your advisor to gain approval for the Reservation Requests – the Scheduling Office will NOT contact your advisor to ask for approval for you.

• BROWSING: For informational purposes, you can go and “Browse” by “Event”, “Facilities”, “Space” or “Locate by Group”. You can choose various Filters to further define your search: date, type, buildings, etc. However, to actually “Reserve” the space, you will have to go back to the “Reservations” drop down.

• LOGOUT: when done.
**ON – CAMPUS EVENT SPACES**

<table>
<thead>
<tr>
<th>Space Name</th>
<th>Capacity</th>
<th>Room Set-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rose Theatre</td>
<td>930</td>
<td>Theatre</td>
</tr>
<tr>
<td>UC Ballroom</td>
<td>822</td>
<td>Theatre</td>
</tr>
<tr>
<td>UC Theatre</td>
<td>350</td>
<td>Theatre</td>
</tr>
<tr>
<td>River Room</td>
<td>275</td>
<td>Theatre</td>
</tr>
<tr>
<td>Senate Cambers</td>
<td>52</td>
<td>Theatre</td>
</tr>
</tbody>
</table>

**Charges for Space Usage**

There are a few exceptions to free room reservations:

- There is a rental fee for the Rose Theatre when the organization is charging admission. If admission is charged, then a $500 fee will be assessed to the organization.
- Room reservations do not cover any sort of labor needed. If your event requires additional staffing for sound/lights/security/etc., your organization is responsible to cover these costs. It is very important to speak with the University Center staff about the specifics of your reservation to clarify any additional needs/costs.
- In some cases there is an equipment fee. For example, the high power projectors in the Rose Theatre, UC Ballroom, and UC Theatre do come with an hourly usage fee.

For additional information about reserving space, policies can be found at: [http://saweb.memphis.edu/uc/pdfs/UC_Policy_Manual.pdf](http://saweb.memphis.edu/uc/pdfs/UC_Policy_Manual.pdf)

**Office Space**

In addition to reserving space for meetings and events, organizations can apply for *office space* in the University Center. Space is allocated annually via an application process. This space is intended to offer a place for organizations to conduct business. Space is limited and is not guaranteed to any organization, even those having previously occupied space. The application process typically takes place toward the end of the Spring semester, and organizations awarded space may occupy offices July-May.

**Food**

ARAMARK has a contract with the University of Memphis, which does not allow outside food to be brought on campus except in special situations. Violation of this policy, especially if it has not been thoroughly discussed with ARAMARK, could result in contract violation issues. There are a few exceptions to the ARAMARK usage contract. Current exceptions include:

- **Pizza** – ARAMARK has given a blanket approval for organizations and departments to bring pizza onto campus
- **Bake Sale** – student organizations can hold 1 bake sale per semester in which students do not need to utilize ARAMARK [however a “Solicitation of Funds” form must be completed with the Office of Leadership and Involvement, and food must be home-baked.]
- **$200** – organizations are not required to utilize Tiger Dining if it is a closed event (not widely publicized to the student body) and the value of their food and beverage is under $200. This exception is not to be abused and we ask organizations to use this exception with discretion.

For any other proposed exceptions to this policy, organizations must fill out a “Food Services Exception” form if they would like to bring any external food onto campus.
Beverage
The University is under an exclusive contract with Pepsi and all beverages must be Pepsi products, including Aquafina water, Sierra Mist, Mountain Dew, Brisk, Tropicana, AMP energy, etc.

Additional information regarding the University’s guidelines for food can be found at: http://www.memphis.edu/studentaffairs/vpoffice/food_exception_guide.htm

Helpful Hints
The Office of Leadership and Involvement would like you to have some resources on various topics, relevant to organizations. As you move forward advising a student organization, please consider and share the following:

Effective Meetings

- Start and end meetings on time.
- Always come prepared. Have a written agenda.
- Be open-minded. Don’t discredit ideas just because you disagree with them.
- Foster an atmosphere of respect for all people and opinions.
- Summarize throughout your meetings to stress important points.
- Do not permit members to offer only criticism. Model offering possible solutions when pointing out problems.
- Keep your meetings focused.
- Allow each member to speak without interruption.
- Use icebreakers to get new and current members feeling more comfortable
- Have a member take minutes. These will help get new members up to speed and serve as a refresher/clarification for current members.
- Take advantage of having a time where all members are present. Use meetings to brainstorm and complete necessary tasks.
- Think of ways to ensure that all members are engaged in the meeting and feel like contributing members.

Membership/Transition

- Each officer should prepare a guide for their successor that includes their job description, additional tasks they complete that fall outside of their job description
- Make sure new members have all necessary passwords
- Create a “Who’s Who” for your organization. Making sure incoming members know who they need to talk to for any particular matter.
- Hold an officer transition meeting prior to the end of the semester. Use the time when all members are still around to job shadow.
- Determine who is responsible for re-registering the organization with the office of Student Leadership & Involvement.
- Pass along any documents/resources in regards to goal setting, brainstorming, and planning; as well as constitution, by-laws, rosters, etc.
Motivation

- Having members of the group involved in the development of goals will increase emotional investment in results.
- When establishing goals (see Goal Setting), set minor steps to meeting goals, and recognize when these minor goals are met.
- A powerful component of motivation is enthusiasm. Enthusiasm is contagious, and creates a positive and upbeat atmosphere within the organization.
- Set a good example. Make sure that your actions and words are congruent. People are paying attention to what you do as well as what you say.
- Be honest and genuine in your interaction with others. This will encourage others to do the same and create a collaborative atmosphere.
- Delegate tasks to each member in order to provide a strong sense of purpose.
- Positively reinforce the people that are doing an exceptional job. Some examples of reinforcements are verbal praise, rewards, member of the month, etc.
- Continually track progress and communicate with other members in regards to strategies which will better enable the group to meet goals.
- Have a celebration such as a pizza party or ice cream social when the overall goal is met. This will demonstrate appreciation and will encourage people to participate in future endeavors.

Active Listening

- Maintain relaxed but attentive posture and comfortable eye contact.
- Listen for feelings that may be expressed or implied as well as the facts being stated.
- Reflect, clarify or paraphrase what the person has said to ensure that you understand his/her concern.
- Convey a sense of welcoming acceptance and respect, trying not to show annoyance or restlessness.
- Be genuine, real and self-disclosing when appropriate. Show you are engaged when listening to others.
- Be empathetic to the concern that the person attaches to the problem. Place yourself in his/her position.
- Ask questions that seem pertinent in order to get a clear, concise understanding of the problem. Try not to jump to conclusions and judgments.
- Lead with “door openers” that allow the person to think about and to express his/her thoughts. Open-ended questions are useful in the active listening process.
- Actively support and encourage the person by offering help through available resources and reassurance.
- Give specific information when possible or offer assistance with finding relevant information.
- Silence is golden. Help ease anxiety by conveying acceptance, trust and the message that you are actively listening.
Brainstorming

- Provide a central theme to focus on. This gives the brainstorming direction.
- Create an environment conducive to creative thinking. Try generating ideas in a unique location such as a coffee shop, outdoors or a restaurant to foster creativity.
- Focus more on quantity than quality.
- Be open to all ideas. Seemingly off-the-wall contributions can lead to exciting and innovative ways of doing things.
- Do not judge the quality of ideas. Refrain from either criticizing or praising ideas.
- Set a time limit on the brainstorming session. Fifteen minutes is an appropriate timeframe depending on the subject matter.
- Write the ideas down on a large sheet of paper, a chalkboard or a dry erase board for all to see. Record only key words and phrases.
- After the time has expired, bring everybody together to discuss the ideas that were generated in the brainstorm.
- Encourage open and respectful dialogue by letting everyone share his/her thoughts with the group.
- Based on your discussion, select ideas that will be useful. Provide justification for each idea chosen.
- Show appreciation for everybody's ideas and work. This will encourage people to participate in future discussions.
- Continually use brainstorming to elicit creativity and team-building when the discussion becomes stagnant.

Conflict Resolution

- Conduct discussion in a comfortable setting such as a coffee shop, a park, or a living room to alleviate tension.
- If possible, have everyone sit during discussion. This establishes a relaxed posture.
- Use Active Listening (see Active Listening tip sheet) skills to clarify understanding.
- Maintain a calm and relaxed demeanor. Body language says a great deal when interacting with others.
- Encourage those speaking to try using “I” statements, rather than “you” statements. (i.e. When ____________, I feel ________________.)
- Shift conflict from confrontation to cooperation. Emphasize that everyone is working toward the same goal.
- Turn problems into creative opportunities. Focus on the positive aspects of ideas presented.
- Draw attention to the group’s objectives. Brainstorm for ideas (see Brainstorming tip sheet).
- Document the ideas provided. Shift the discussion away from “who is right” to finding solutions.
- Focus on strategies that will meet your objectives. This too takes the spotlight off winning the argument.
- Emphasize your desire to help. Be objective and supportive without being judgmental.
- Make yourself available for individual discussion. This provides you with information or ideas from those less likely to share in group settings.
- End the discussion with a review of the constructive aspects of the meeting, recapping the decisions made.
Leading a Discussion

- Conduct discussion with everyone sitting in a circle so that everybody is facing each other.
- If there are people who do not know each other, have everyone introduce and tell a little about him/herself.
- Make sure rules of discussion, such as being respectful, having one person talk at a time, and paying attention to the speaker, are understood.
- Begin discussion by reviewing what was discussed at the last meeting.
- Encourage discussion by asking open ended questions such as, “What does everybody think?”, “Is there anyone else who agrees or disagrees?” This will encourage discussion among members.
- Attempt to deemphasize your role as facilitator by involving members in all aspects of the discussion.
- Occasionally paraphrase or restate what someone has said. This will demonstrate that you are actively listening (see Active Listening tip sheet) to the members of the group.
- Restate the goal of discussion to emphasize the intended purpose of the conversation.
- End discussion by restating decision and main points discussed.
- Provide time for questions or additional points for the members.
- Make yourself available for individuals who may not be comfortable with a group forum.
- Thank everyone for participating in the discussion.

Goal Setting

- Goal setting is a collaborative effort. Make sure that members of your organization have input into the creation of goals.
- View goal setting as an on-going process in need of continual discussion and evaluation.
- Use Active Listening (see Active Listening) skills when working with members in establishing goals.
- Make sure that goals are specific and measurable. This will allow progress to be accurately tracked.
- Goals should be relevant, meaningful and beneficial.
- When a goal is agreed upon, establish action steps that outline the actions to be taken to accomplish the goal.
- Establish a schedule of when action steps will be taken. This will provide a time frame for accomplishing steps towards the goal.
- Brainstorming (see Brainstorming tip sheet) is a useful tool to generate ideas when the discussion hits a stand still.
- Document both goals and action steps so they may be referenced.
- Display and/or provide to all members a written copy of the goals.
- Continue to evaluate progress within the organization toward accomplishing the goals.
- If progress is unsatisfactory, work with members to find a solution that will enable the group to accomplish the objectives.
- Acknowledge when goals are met and provide praise and/or rewards to the group for meeting the objectives.