ASSOCIATED STUDENTS, INC.

STUDENT LEADER
HANDBOOK

1. **PURPOSE**
   The Student Leader Handbook serves as a guide and manual for elected and appointed student leaders and establishes the expectations and mechanisms for accountability. Upon taking their positions, each student leader shall be presented a copy of the Handbook and shall sign an acknowledgement of receipt. The Handbook may be updated regularly to comply with CSU, Cal State LA, and ASI policies and procedures with the review and approval of the Board of Directors.

2. **REFERENCES**
   ASI Bylaws- Policy 001
   Student Leader Agreement
   ASI policies
   EO 1068- Student Activities (CSU)
   Faculty Handbook (Student Senators)

3. **DEFINITIONS**

   3.1. Student leader – as stated in the bylaws, Faculty Handbook?, ASI policies and codes of procedures...
   3.2.

4. **ELIGIBILITY, ELECTION, AND APPOINMENT**
   4.1. Eligibility
       4.1.1. The CSU Student Activities Policy – EO1068, outlines the minimum qualifications for student office holders.
       4.1.2. The ASI Bylaws states additional GPA requirements for student leaders under Article III, Section 2.
       4.1.3. Student leaders must meet eligibility requirements throughout their term in office. Verification of eligibility is conducted at the end of each academic term by the Dean of Students Office.
       4.1.4. Student leaders who fall below the required eligibility requirements shall be administratively removed from their positions immediately. Students may appeal their eligibility status to the Dean of Students Office.
   4.2. Election -- The election of student leaders is outlined in the ASI Bylaws- Article IV and in the ASI Elections Code- Policy 004. The ASI Board of Directors and Student Senators are the positions filled in the annual elections. If an elected position is not filled during the election, the position may be filled by appointment, in accordance with the ASI Bylaws.
   4.3. Appointment
       4.3.1. An appointment process shall be used to fill vacancies in the ASI Board of

Directors and Student Senators, if unfilled during the election or if a position is vacated during the academic year. Students are also appointed to the other student leader roles, such as Commissioners, elections officials, and ASI or University committees.

4.3.2.   A detailed administrative procedure shall outline the process for application, interview, and appointment of student leaders.

5. ONBOARDING, TRAINING, AND DEVELOPMENT

5.1. **Onboarding**

Every student leader must complete an onboarding process that orients the student to ASI as a campus Auxiliary, the role and responsibilities of their position, identifies the resources available, and includes a review of this Handbook. Onboarding shall include, but is not limited to the following:

- Meeting with Executive Director upon appointment by the BOD for the official orientation session to ASI. Orientation includes but is not limited to the mission, vision history, and values of ASI , any mandated training for employment in the CSU, as well as basic emergency procedures.
- Sign the Student Leader Agreement
- For Board members, read the Conflict of Interest Policy and sign the conflict of interest statement.
- Connect ASI email to individual's student account
- Meet with the Direct Report for additional onboarding and training for the position held

5.2. **Training**

ASI elected and appointed members are required to participate in trainings, orientations, and meetings once their term or appointment begins. These trainings will orient members to the purpose of the organization and how their position and specific responsibilities are essential to the organization's success.

5.2.1.   Summer training- the scheduled summer training and retreat is mandatory for all. ASI will take individual's schedules into account when setting the retreat and training dates, but it is not always feasible to accommodate everyone's schedules and students may need to shift their summer priorities to attend the training sessions.

5.2.2.   January training – The January training is also mandatory and a critical time for the team to review the fall progress and plan for spring semester.

5.2.3.   In-service training – Throughout the academic year, sessions may be held to address specific issues and help student leaders effectively execute their responsibilities.

6. **GRANT-IN-AID (GIA)–**

Associated Students, Inc. will provide Grand-In-Aid payments to eligible student directors on the basis of position and service. GIA payments are issued in the form of scholarships that are non-taxable and will be factored into the student's financial aid package.

Commented [PB1]: The current Policy 016- Appointment and Recommendation Procedure, will be converted to administrative procedure and any policy language has been incorporated here.

Commented [PB2]: Taken from P025 and revised

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6.1. GIA Allocation
    6.1.1. GIA amounts for each position are established as a part of the approved annual budget and are outlined in the GIA Rate Table, which shall be presented to the Finance Committee for review.
    6.1.2. The Executive Cabinet and/or Finance Committee may evaluate and propose changes to the GIA amounts each year as a part of the annual budget.

6.2. Bi-weekly Submission & Processing
    6.2.1. It is the responsibility of every student leader to submit bi-weekly reports that document the activities conducted for the two-week period through their ASI position.
    6.2.2. The reports will be submitted to the Chief of Staff and reviewed and then signed by the student leader's Direct Report. The Executive Director shall sign the bi-weekly report for the ASI President. If the Direct Report determines that the bi-weekly report does not meet expectations, it may be sent back for revision with a stated deadline.
    6.2.3. The Chief of Staff shall establish the deadline to submit the bi-weekly reports.
    6.2.4. If a director does not submit a bi-weekly by the deadline the payment will be delayed to the next disbursement pay period. All bi-weekly's submitted late will have a grace period of 2 weeks to submit. If the member does not complete the bi-weekly within that time frame they automatically become ineligible for the partial GIA.

6.3. The State of Affairs Report – At the end of each academic term, each student leader shall be required to submit a State of Affairs report that summarizes the work they completed for the semester, challenges they faced, student needs that were identified, and plans or recommendations for the next term. The State of Affairs report shall count as a bi-weekly report and calculated in the GIA allocation.

6.4. Disbursement Pay Periods
GIA stipends are disbursed monthly throughout the leadership term in office. The GIA distribution is based an annual schedule created by the ASI staff and the Chief of Staff.

6.5. Proration and Adjustments
    6.5.1. Bi-weekly reports that do not meet expectations are not counted toward the GIA and will result in a reduction in the GIA payment for that period.
    6.5.2. All student directors are pro-rated according to the date they were officiated into office. Student directors who were voted into office through an ASI General Election shall receive the full GIA scholarship. Student directors who are appointed to their office by a vote of the ASI Board of Directors are considered "active" upon completion of their verification of eligibility and onboarding.

7. **STUDENT LEADER AGREEMENT**
    7.1. This policy states the requirement for the members of the ASI Board of Directors, the Commissioners, Officers, and Senators, herein collectively referred to as "Student Leaders", to sign the "Student Leader Agreement" as they take their ASI office. The

> **Commented [PB4]:** How to handle December/January break?

> **Commented [PB5]:** Copied and revised from Policy 007 - retire 007 to be replaced with the handbook

"ASI Student Leader Agreement" serves as a confirmation of understanding by the Student Leaders of their duties and responsibilities as they relate to 1) the access, use, and protection of confidential, proprietary, or private information or documents; 2) liability of Student Leaders and obligations therein to serve as an elected or appointed leader of ASI; 3) acknowledgement of minimum eligibility requirements set forth by the Board of Trustees and the Chancellor of the California State University; and 4) the duties and responsibilities of Student Leaders as set forth in the ASI Bylaws and other ASI policies and procedures.

7.2. All elected and appointed Student Leaders must sign the "ASI Student Leader Agreement" during their onboarding with ASI within the first ten (10) days of the start of their term in office.

7.3. Student Leaders may not officially serve or attend meetings in their elected or appointed capacity until they have signed the ASI Student Leader Agreement.

7.4. The ASI Student Leader Agreement shall be reviewed annually prior to new Student Leaders taking office and revised as necessary.

7.5. Violation of the provisions of the Agreement - A breach of any provision of the ASI Student Leader Agreement shall be considered a failure to complete the required duties of the elected or appointed position. Failing to complete the duties of the position shall result in a performance review, which may lead to additional penalties up to and including removal, as outlined in the ASI Bylaws and this policy (see below).

8. REPORTING LINES

Student leaders report to an Executive Officer, "Direct Report" and an ASI advisor, as identified in the student leader position descriptions. Reporting lines manage communication, oversight, and establish accountability for each position. Student leader reporting lines are not supervisory in that the Executive Officers do not have the authority to remove a leader from their position. Direct Reports review and sign off on bi-weekly reports and may request revisions as a part of holding student leaders accountable to their responsibilities.

9. RESPONSIBILITIES AND BEHAVIOR

Leadership positions in ASI and the Academic Senate provide a rich learning experience that adds to a student's academic coursework and skill development. These positions are voluntary but come with expectations and responsibilities as leaders serve specific organizational functions that require them to be well informed, diligent, articulate, and manage their time and commitments to meet all the demands of their roles. Leaders set an example for others and are expected to perform all responsibilities in a professional, helpful, efficient, and satisfactory manner. A student leader's actions and speech impact the Cal State LA community because of their position and the leader must be aware and thoughtful in how they carry out their position.

9.1. **Position Description** - Individuals elected and appointed to leadership positions are expected to thoroughly read and understand their leadership responsibilities, as articulated in the posted position descriptions, and will be held accountable to them.

9.2. **Attendance and Schedule**

    9.2.1. On average, student leaders should expect to spend 10-20 hours a week fulfilling the responsibilities of their position. How the leader's time was spent during the week shall be reported in the bi-weekly report and tied to their GIA (see GIA section).

    9.2.2. Punctuality – Student leaders are expected to be punctual and must be ready to begin work at the beginning of the meeting or activity.

    9.2.3. Attending required meetings is an important responsibility for the governance of the organization and a significant time commitment. Student leaders are provided the benefit of priority registration in order to align their classes with the ASI and Senate meetings. Attendance is required at Board/Senate meetings, committee meetings, individual meetings with Direct Reports and advisors, and training (ASI Bylaws, Article VI, Section 3). Attendance shall be tracked by the Chief of Staff and reported to the Executive Cabinet on a biweekly basis. Leaders are responsible for attending all of their meetings in their entirety.

    9.2.4. Attendance at leadership trainings is required (ASI Bylaws, Article VI, Section 3). Requests for exceptions shall be made to their Direct Report, the ASI President, and the Executive Director.

    9.2.5. Absence, tardy, early departure-- Members may request an excused absence, excused tardy, or early departure by contacting the Chair at least 24 hours prior to the scheduled meeting. A member shall be counted as absent if they are not present at the meeting at the time of roll call. In the case of an absence due to an emergency, the member should notify the Chair as soon as possible. Excuses will be granted at the Chair's discretion.

    9.2.6. Attendance requirements
- How many excused, unexcused, tardies, etc. are allowed???
- Is there a warning or notice after a certain number? When are they brought to the Board for removal?
- Currently attendance requirements are stated in committee codes and tracked across all a leader's committees. How are we going to hold them accountable?

9.3. **Engagement Hours**

"Engagement hours" are required each week during which student leaders shall be engaged with the student body through meetings, events, tabling, casual conversations, or presentations. Engagement hours shall be documented in the biweekly reports and submitted to the Chief of Staff.
- Executive Officers – 2 scheduled office hours weekly plus 2 engagement hours
- Student Senators –2 engagement hours each week
- College Representatives – 4 engagement hours each week
- At-large Representatives – 4 engagement hours each week

9.4. **Meeting Conduct**
- Use of electronic devices should be limited to reviewing the agenda and meeting attachments and making notes. Emailing, texting/messaging, or doing homework during meetings is prohibited as it detracts from one's ability to engage fully in the meeting content and discussion.
- Committee Members should review supplementary documents in advance and

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Commented [BP7]: Create a separate section for Senators?

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arrive prepared to engage in meetings
- Chairs must post agendas for their committee meetings at least 72 hours in advance (in accordance with Open Meeting Law) and prepare supplementary documents at least 24 hours in advance
- Members must be present and ready to participate in the meeting at the assigned start time of the committee.
- Committee members are expected to engage and contribute during meetings.

9.5. **Use of ASI Offices**

The ASI office is a professional environment and leaders are held to a high standard of professionalism and decorum while serving in their roles and in the ASI office.
- ASI members are not allowed to sleep in the ASI office.
- ASI members must handle ASI Property with care and ensure the property is put away after use to protect items and prevent a cluttered workspace.
- ASI members are responsible for cleaning up after themselves
- ASI members are allowed to use the office printer only for ASI business. ASI members may receive a printing code from the Administrative Coordinator to access the shared printer.
- To ensure fairness and the integrity of the ASI General Election process, use of the ASI Office will limited during election season to those who are running in the election, to comply with the Election Code of Procedures- Policy 004.
- Student leaders are allowed to study and read in the office, but priority use of workspace shall be given to those who are working on ASI business
- Individual offices – Only the ASI President and Chief of Staff are issued individual workspaces for their term in office. Other individual offices are available on a first-come-first-served basis and priority shall be given to those who are using them for ASI business.
- Personal Property – Students are discouraged from leaving any personal property of value in the office. Books or other items that are specifically used for classes should be locked up if possible or placed out of public view. ASI assumes no liability in the event of items being lost, stolen, borrowed, or broken while housed within the facility.

9.6. **Service Mentality**–ASI requires a high standard for customer service when working with other students, faculty, staff, administrators, vendors, business partners, and guests on campus. Attentiveness and respect are expected in all communication including in person, over the phone, and in emails.

9.7. **Professional Attire**- Student Leaders must dress in clean and presentable attire. All dress code requirements are non-gender specific. Shoes and shirts are required in all areas of ASI. ASI logo attire is encouraged during ASI committee and Board meetings and at ASI events.

9.8. **Violations of Behavioral Standards**-- Violation of the policies above may result in disciplinary action up to and including removal.

10. **STUDENT LEADER ACCOUNTABILITY AND PERFORMANCE REVIEW**

Being a leader in ASI or the Seante is a learning process. There are no prerequisites for these positions, so it is understood that all students will need to be trained and will need time to understand their role and expectations. Coaching, training, and holding student leaders accountable to their positions is a part of the learning process and is also necessary to hold students accountable to their responsibilities as leaders.

10.1. **Performance Counseling Procedures**. Any appointed or elected ASI members may be subject to a performance review, probation, or removal from office for failure to complete assigned duties outlined in position descriptions, ASI Policies, and Codes of Procedures. Accountability begins at the Direct Report level, with support from the ASI advisors.

10.1.1. **Verbal Counseling**: When a student leader's performance is problematic or does not meet the expectations of the role, the Direct Report and ASI Staff shall meet to review any supporting documents and discuss experiences that would support possible disciplinary action (i.e. meeting status reports, biweekly reports, emails, etc.) In consultation with the ASI staff and/or Dean of Students, the Direct Report will document the behaviors and determine the course of action to inform the student leader. All recommendations are to be submitted in writing and reviewed by the ASI President and Executive Director/staff before being shared with the officer in question.

10.1.2. **Written Warning(s)**: Any appointed or elected ASI officer may receive a written performance warning from their Direct Report via an official meeting. The written warning shall outline concerns, expectations, and a timeline for accomplishing said task or expectations. The written warning will be shared with the student leader who may be allowed to submit a written response. The meeting should be attended by at least one other person who may be an advisor or witness.

10.1.3. **Remediation Meeting**: The Direct Report shall schedule a meeting within five (5) business days after the initial warning period. If said task(s) or expectation(s) were completed, this process concludes. If not, the performance warning and all supporting document is forwarded to the ASI President for a special Executive Committee Hearing.

10.2. Accountability and performance review for the ASI President

10.2.1. Since the ASI President does not have a Direct Report, the process for counseling, performance reviews, and accountability measures is different than the other student leaders. The ASI President shall be held accountable by the methods articulated below:

11. **RESIGNATION, RECALL, AND REMOVAL**

11.1. **Resignation** – If a seated student leader no longer feels they can meet the expectations and responsibilities of their position, they may resign at any point during their term in office by submitting a letter/email to the ASI President, their Direct Report, and the ASI Executive Director stating the reasons for their resignation and the effective date. Resignations shall be reported to the Board at the next scheduled meeting or in email. At the request of the individual, details for the resignation may not be shared to maintain personal privacy.

Commented [PB10]: Adopted and revised from P020-ASI Officer Performance Review and Removal Procedure, which will be retired after this handbook is approved.

Commented [BP11]: From P020- Officer Performance Review and Removal and revised

11.2. **Recall**– Article V, Section 2 of the ASI Bylaws addresses the recall/removal of any elected/appointed student leader. The Administrative Procedure for Recall articulates a detailed process for recall.

11.3. **Removal by the Board of Directors**: The Board of Directors has the authority to remove a Director for failure to meet the expectations of their position (ASI Bylaws, Article V, Section 3). Removal is a serious matter and follows a process of due process that allows the

11.3.1. Written notice

11.3.2. Individual counseling

11.3.3. BOD meeting –

11.3.4. Opportunity to resign

11.4. **Administrative Removal:** The University has the right and responsibility to remove Directors for a student leader's failure to meet eligibility or conduct that violates campus policy. Administrative removal shall be clearly communicated in writing to the student leader and allows the student to respond to the allegations or eligibility verification. Administrative removal is immediate and final.

12. **GRIEVANCE POLICY AND PROCEDURE**

> **Commented [BP12]:** Still formatting and finalizing this section

Recommended procedure to file the grievance against the President:

1. A written complaint must be completed that outlines the behaviors or actions of the student leader and the policies or governing documents that are being violated.

a. The written complaint can use the ASI grievance template (attached) or a letter can be submitted with the same information. The grievance may include supporting documents and statements from others as needed.

b. The letter should state a proposed remedy or corrective actions and may include a request for the officer to resign or state the intent to call for removal

2. The complaint shall be emailed to the Dean of Students and the ASI Executive Director and as the two advisors responsible for the oversight of the Auxiliary

a. The ED and DOS will have 2 working days to review the grievance

b. The advisors may recommend changes to the document and request an updated grievance to be submitted

3. Once the grievance has been verified by the advisors, it shall be sent to the student leader against whom the grievance was filed.

a. The advisors will inform the student leader of the timeline and invite the student to a meeting to discuss the allegations against them

4. The student leader/respondent will be allowed 10 working days from the date of receipt of the complaint to respond in writing (which is optional)

a. The written response shall be emailed to the ED and DOS by the deadline

b. The respondent may provide additional supporting documentation as attachments to their response

c. The advisors may recommend changes to the document and request an updated response to be submitted

5. At the end of the 10 days provided for the response, a Special BOD meeting shall be called where the case will be presented in a meeting open to the public.

6. The special meeting of the BOD must be called and announced at least 72 hours before the meeting to allow the Board time to review the documents and to inform the public.

a.   The Board members will receive the grievance and response documents via email at the time the meeting is announced. The documents will not be posted to the website and will only be available to the Board.

b.   If the President is the student leader named in the grievance, the BOD meeting shall be chaired by the another member of the Board.

c.   The meeting will be conducted similar to that of a student conduct hearing as follows:

i.   Meeting preliminaries – roll call, approval of the agenda, no meeting minutes for sake of time, establish quorum

ii.   Meeting instructions – The Chair (VPA) shall inform the BOD and the public how the meeting will proceed. Any disruptions will not be tolerated and individuals may be asked to leave. If the meeting is prevented from occurring, the meeting may be adjourned and rescheduled for another date/time.

iii.   Public comment –The public comment period shall be regulated and time limits be placed and upheld for any speakers. This will be the only time when the public may comment during the meeting. Once in the action item, the public will not be allowed to speak.

d.   Action Item – "Student leader Grievance"

i.   Read grievance and allow the BOD to ask clarifying questions of the individual(s) submitting the grievance

ii.   Read the response and allow the BOD to ask clarifying questions from the respondent

iii.   Allow for final statements, 5 min from each side

e.   Call for motions:

i.   The first motion will be to consider any recommended remedies the student leader may take to correct their actions and meet expectations

ii.   If no remedies are recommended, the second motion will be to call for the student leader's removal

f.   Voting

i.   The threshold for approval of the motion shall be a simple majority, quorum having been established

ii.   To protect all parties involved, the votes will be cast by secret ballot (ballots will include name, position, and their vote) that will be passed out and collected by the Chief Justice, who will read the results aloud (without the names/titles) to determine the vote count for those in favor, against, and those who abstain.

iii.   The ballots will be given to the DOS after the reading

7.   The action of the Board shall be final and effective immediately.

Considerations for the formal grievance write up:

-      Focus on professional standards that have been violated

-      Issues that pertain to University policies or conduct cannot be addressed by the Board (such as Title IX complaints that would require a separate investigation)

-      Consider the Job description posted online and the position requirements as stated in the Bylaws, BOD Code, and other Committee Codes

-      Policy 022 – ethics policy- sections on respect and harassment

-      Policy 025 – ASI Officer Expectations and Management Procedure

-      Cite dates and times of incidents if possible

13. **STUDENT LEADER POSITION RESPONSIBILITIES**

> **Commented [BP13]:** Any additional duties not articulated in position descriptions, Bylaws, or handbook- if any.

13.1.   This policy addresses the following student leader positions…

13.2.   **Executive Officers**
- 13.2.1. Office hours
- 13.2.2. Direct Reporting lines
- 13.2.3. Conflict of interest

13.3.   **Board members**
- 13.3.1. Conflict of interest
- 13.3.2. Voice of student body
- 13.3.3. Connection with university departments

13.4.   **Senators**
- 13.4.1. Faculty Handbook
- 13.4.2. Attend meetings
- 13.4.3. Sub-committees

13.5.   **Commissioners**
- 13.5.1. Non-voting members

POLICY HISTORY

Effective: TBD   Next required review:
Revised: