STANDARD OPERATING PROCEDURES
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I. Introduction to University Staff Council Standard Operating Procedures Manual

A. Purpose

The University Staff Council (USC) Standard Operating Procedures have been designed to provide guidance, reference material, and historical continuity for the USC Executive Officers and Committee Chairpersons. This document is stored online for ease in updating and access for the Executive Officers who will consult and seek input from USC Internal Committee Chairs as needed for updating purposes.

B. Content

The USC Standard Operating Procedures Manual supplements the Constitution and Bylaws.

1. Provides an overview of the Council’s structure
2. Describes the responsibilities of members in leadership positions
3. Presents the USC’s approved operating policies and procedures

C. Use

It is the responsibility of each Council member and each Committee Chair to:

1. Follow the procedures in this manual
2. Keep this manual constantly updated as procedures evolve
3. Make sure the procedures are understood by the next person responsible when leadership roles change.
II. Meetings

1. Purpose
   To explain the general USC meeting frequency, location, dates and exceptions.

2. Procedures
   - Frequency: General USC meetings will be held monthly, occurring on the third Tuesday of each month. Meeting dates should be standardized as much as possible for ease of attendance.
   - Location: The location of the meetings will be determined by the Executive Committee in order to gain as much visibility and access to the staff constituency. An alternating location of Main Campus and West Campus is currently used.
   - Time: Meetings times should alternate between afternoon and morning in order to allow as many staff access to the meetings as possible.
   - Exception: Meetings dates, locations, and times can be changed by the Chair in consultation with the Executive Committee in order to facilitate unforeseen complications or scheduling conflicts.
III. Executive Committee

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1. **Basic Function and Responsibility**
   The Executive Committee shall ensure overall USC group cohesiveness and the validity and attainment of collective group goals. The membership shall consist of the elected officers. This committee shall ensure active member participation. The committee shall provide information and recommendations to the President of the University. Executive Committee meetings shall be held at least once a month and as necessary to conduct Council business.

2. **Duties and Responsibilities**
   - Meets to formulate the agenda for the monthly USC meetings, meetings with upper administration, speakers, special guests, etc.
   - Organizes retreat(s), forum(s), reception(s), and other USC activities.
   - Addresses issues (including Keystone items) brought to the attention of the USC and determines course of action. Reviews responses and other official outgoing correspondence.
   - Organizes member orientation program and materials.
   - Coordinates with membership to develop, proof, and distribute annual report.
   - Reviews and amends Executive Committee SOP as needed.
   - Determines official communication for dissemination by all USC representatives.
   - A simple majority of the Executive Officers is necessary to conduct business, whether in person, via conference call or e-mail.

3. **Reference Documents**
   - Attachment A: USC Communications Process
   - Attachment B: Keystone Process
   - Attachment C: Listserv Process
   - Attachment D: Surveys Process
   - Attachment E: Issue Process
   - Attachment F: USC Responsibility Regarding Fraud and Abuse
IV. Chairperson

| Date Originated | 08/2011 | Last Revised | 10/2014 | Revised By | Jennifer Le Grévellec |

1. Basic Function and Responsibility
The Chairperson acts as the chief Executive Officer of the University Staff Council, presiding at all meetings of the Council and chairing all meetings of the Executive Officers.

2. Duties and Responsibilities
- Holds Executive Officer meetings on a monthly basis and as needed.
- Prepares agenda for Executive Officer and general meetings.
- Schedules meetings with the TAMU President and Executive Officers in the Fall and Spring semesters or as needed.
- Schedules meetings with the President’s Chief of Staff and other administrators as needed.
- Serves on campus committees and taskforces as requested by university administration.
- Chairs all meetings and forums, providing leadership and direction.
- Serves as the official representative of the USC or delegates such responsibility to another officer as deemed necessary.
- Serves as official spokesperson for the USC or delegates such responsibility to another officer as deemed necessary.
- Calls and presides at all meetings of the USC, determines length of floor debate and manner of voting.
- Signs all contracts and agreements.
- Provides leadership, guidance and feedback to the USC support staff position. As hiring supervisor, responsible for assigning job duties, approving timesheets and leave requests. Provides and recommends position description changes, as well as annual evaluation input in collaboration with Past Chair to the TAMU President or designee. In the event this position becomes vacant, communicates and coordinates with the TAMU President or designee for permission to rehire.
- Maintains TAMU USC listserv membership roster.
- Schedules and coordinates meetings with other staff councils as directed. Presents proposed Council budget to TAMU President or his designee for approval.
- Ensures council bylaw compliance.
- Oversees Esteemed Staff Advisory Committee.
- Announces results for internal and external elections, and initiates contact with new members.
- Installs new members and officers.
- Reviews and amends Chairperson SOP as needed.
V. Vice Chairperson

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1. Basic Function and Responsibility
The Vice Chairperson is an officer of the Council and supports the Chairperson in his/her responsibilities and acts as Chairperson in the event of his/her absence.

2. Duties and Responsibilities
- Provides assistance to the chairperson in any area as requested.
- Oversees logistical arrangements for USC meetings and events.
- Distributes agenda and draft minutes prior to monthly USC meetings.
- Responsible for ensuring quorum at meetings for voting purposes, as well as assists in counting votes.
- Attend monthly meeting with President of Texas A&M University or the President’s Chief of Staff (with USC Chairperson).
- Oversees preparation of annual report.
- Oversees Keystone System and consults with Executive Officers monthly on ticket assignments.
- Other functions as assigned by the Chairperson or prescribed by the Executive Officers.
- Reviews and amends Vice Chairperson SOP as needed.
VI. Secretary

1. Basic Function and Responsibility
   The Secretary is an officer of the Council and shall perform such duties as are assigned by
   the Chairperson or prescribed by the Executive Officers.

2. Duties and Responsibilities
   - Records and distributes minutes of USC monthly meetings.
   - Develops and distributes membership rosters.
   - Records official attendance for meetings.
   - Coordinates with USC support staff position to maintain USC letterhead.
   - Ensures official USC forms and archiving of official USC documents in coordination with
     USC support staff position.
   - Brings a copy of the Constitution, Bylaws, Policies and Procedures, and Robert's Rules
     to each meeting.
   - Captures relevant questions at forums that may require future action/consideration and
     reviews video to ensure all action items are captured. Chairperson may appoint a
     designee if necessary.
   - Performs other functions as assigned by the Chairperson or prescribed by the Executive
     Officers.
   - Reviews and amends Secretary SOP as needed.
## VII. Treasurer

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1. **Basic Function and Responsibility**
   The Treasurer is an officer of the Council and shall perform such duties as are assigned by the Chairperson or prescribed by the Executive Officers.

2. **Duties and Responsibilities**
   - Assists Chair in developing proposed budget for the upcoming year based on current year spending and future needs. Consults with Executive Officers and Committee Chairs as needed.
   - Reviews all financial transactions for accuracy before forwarding to President’s accounting staff for processing and payment.
   - Maintains accurate and appropriate record of all transactions based on university guidelines and procedures.
   - Works with FMO and the President’s office as necessary.
   - Provides verbal budget update at monthly USC meetings and Executive Officer meetings.
   - Assists any committee or sponsored activity needing financial service or advice.
   - Works with the USC support staff person to ensure payment transactions and logs are maintained appropriately.
   - Performs other functions as assigned by the Chairperson or prescribed by the Executive Officers.
   - Reviews and amends Treasurer SOP as needed.
VIII. At-Large Members

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1. **Basic Function and Responsibility**
   At-Large Members represent Council membership to the Executive Committee and provide additional support to accomplish Executive Committee responsibilities.

2. **Duties and Responsibilities**
   - Participates in the meetings and activities of the Executive Officers and contributes to the formation of policies and practices of the USC.
   - Serves as parliamentarian at USC monthly and Executive Officer meetings.
   - Organizes monthly luncheons and social events.
   - Performs other functions as assigned by the Chairperson or prescribed by the Executive Officers.
   - Reviews and amends At-Large Members SOP as needed.
IX. Committee Chairs

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1. Duties and Responsibilities
   - Receives issues.
   - Creates committee meeting agendas.
   - Organizes teams or assigns individuals to review issue(s) as needed.
   - Communicates with the issue submitter as needed for follow-up questions or official response.
   - Takes notes at committee meetings.
   - Submits meeting summary to USC Chairperson prior to EO meeting or immediately following committee meeting that falls between EO and USC meetings.
   - Provides monthly reports at EO and USC meetings.
   - Updates tickets in Keystone system with follow-up communication and closes tickets as issues are resolved.
   - Provides a committee summary documenting its accomplishments and activities over the course of the fiscal year to the EOs for inclusion in the Annual Report.
   - Holds election for the following year’s Committee Chair and meets with the new Chair to relinquish responsibilities by the end of the fiscal year.
   - Reviews and amends Committee Chair SOP as needed.

2. Processing Issues
   - Issues are assigned to committee via email or in person.
   - Issues remain with the committee until resolved.
   - Once the issue is resolved or closed because it cannot be resolved, the committee chair reports the outcome to the EOs at the next monthly meeting to determine whether it should be added to the next monthly USC meeting agenda.
   - Conclusion of issue(s) presented to the full USC to determine what further direction/action, if any, to take.

3. Reference Documents
   - Attachment A: USC Communications Process
   - Attachment B: Keystone Process
   - Attachment E: Issue Process
   - Attachment F: USC Responsibility Regarding Fraud and Abuse
X. Communications Committee

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1. **Basic Function and Responsibility**
   To develop and recommend internal and external communications strategies and processes for the University Staff Council.

2. **Duties and Responsibilities**
   - The Committee Chair and Co-chair are selected by the committee members.
   - Maintains the USC website.
   - Facilitates both internal and external communications for the USC.
   - Oversees, coordinates, and approves all internal and external official USC communication protocols.
   - Reviews and amends Communication Committee SOP as needed.

3. **Reference Documents**
   - Attachment A: USC Communications Process
   - Attachment B: Keystone Instructions
   - Attachment G: Maintenance of USC Website
XI. Elections Committee

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1. Basic Function and Responsibility
To review eligibility and ensure representation across classification levels and executive reporting levels. They shall announce the call for officer nominations and conduct the election of officers. The committee will create and recommend election procedures to the representative units as well as assist in election processes if needed. The committee shall present proposed representation changes to the USC body as a whole preceding each election cycle in order to reflect a council that is representative of the university. The committee shall request at least one member who is serving his/her third term on the USC.

2. Duties and Responsibilities
- The Committee Chair and Co-chair are selected by the committee members.
- Chair/Co-Chair
  - Reviews member representation on USC.
  - Discusses with Elections Committee prospective representation needed.
  - Organizes Elections Committee meetings as necessary.
  - Takes notes of meeting discussions.
  - Presents discussion notes to EOs at EO monthly meeting.
  - Discusses with full USC prospective representation needed to represent employees at Texas A&M University.
  - Re-invites unrepresented groups at the beginning of each calendar year to elect a representative to the USC. The term expiration will remain the same each year the group is invited. Depending on what year the group responds the elected representative may have a one-, two-, or three-year term.
  - Updates all internal and external nomination forms.
- Election Process Timeline
  - Four months before election (January)
    - Extend invitation to unrepresented groups.
  - Two months before election (March)
    - Elections Committee Chair will inform unit head of upcoming vacancy.
    - Unit names election coordinator (submit to Elections Committee Chair).
    - USC Elections Committee Chair sends nominations packet to unit elections coordinator.
  - One month before election (April)
    - Unit election coordinator sends call for nominations to unit and solicits nominees.
    - Unit election coordinator collects and reviews nomination forms for each (assure that nominees are eligible and that forms are signed and complete) - continuing through close of nomination period.
    - Unit election coordinator announces close of nomination period.
  - Unit election coordinator drafts ballots and considers ballot distribution to be as inclusive as possible for all unit members to vote.
  - Month of election (May)
    - Unit election coordinator sends call to cast votes and announces voting period.
    - Unit election coordinator closes voting.
  - Month after election (June)
    - Unit election coordinator submits name and forms for all nominees to Elections Committee Chair.
    - Unit elections coordinator reports election results to Elections Committee Chair (no later than the first week of June).
Unit election coordinator reports election results to unit and announces elected representative to take office in September.

- Newly elected representative takes office on University Staff Council.

**External Nomination Process:**
- Each college/unit will:
  - Describe the role and expectations of being a USC member.
  - Promote and facilitate staff participation in the nomination process.
  - Conduct the nomination process electronically and/or in print format to reach all staff within the college/unit; the nomination form is available online at http://staff.tamu.edu.
  - Encourage staff who have not had as many professional development opportunities to consider being nominated to serve on the USC; outreach should be conducted electronically, in print and/or in staff meetings to reach all staff in the organization.
  - Communicate the following desired competencies: ability to build relationships, interpersonal skills, leadership, creative problem solving, strategic thinking, commitment to staff issues and university mission, development of staff and others, communications skills, ability to devote time and energy to USC meetings and committee assignments.
  - Conduct a nomination process using standard communication located at http://staff.tamu.edu.

**External Election Process:**
- Each organization will create an election ballot and conduct a confidential election, electronic and/or print, through existing established processes within the organization, to reach all staff within the organization [sample ballot provided by USC].
- If an established practice does not exist within the organization and an electronic ballot is preferred, collaborate with USC to create a ballot and conduct a confidential election through USC Survey Monkey survey tool (or other survey tool) capabilities.
- Each College/Unit election coordinator will:
  - Submit an elected representative to the Elections Committee Chair no later than the first week of June.
  - Submit copies of nomination forms to the Elections Committee Chair for record-keeping on eligibility with the elected representative name once voting closes. *(Nomination form ensures eligibility and supervisor approval so that step is completed at the organization level.)*
  - Report election results electronically and/or in print to reach all staff within the organization.
  - Report election results via e-mail to the Elections Committee Chair.

**Internal Nomination Process - Nomination of EOs (Leadership within the University Staff Council):**
- Chair/co-chair will:
  - Update nomination forms.
  - Promote and facilitate council member participation in the nomination process.
  - Conduct nomination process electronically and/or print format to reach all council members.
  - Council members may be nominated for no more than two officer positions. In the event of a conflict (ex: if a member receives majority vote for two positions), USC Chairperson shall decide how to proceed.
  - Names of nominees shall be kept anonymous until voting period opens.
  - Number of nominees for each office may be revealed during the nomination period to council members that inquire.
  - In the event that the Elections Committee Chair has been nominated for an office position, his/her responsibilities shall be resumed by another Elections Committee member or by the USC Chairperson's designated representative.
Election of EOs (leadership within Staff Council):
  o Official vote requires participation of at least two-thirds of council who are eligible to vote.
  o Preferably, Vice-Chairperson candidates should be first year members with two years remaining.
  o All other positions can have candidates with one year remaining.
  o Elections put on EOs monthly meeting agenda for discussion.
  o Elections Committee creates internal timelines for elections process.
  o Elections Committee creates and sends out ballot to committee members.
  o Elections Committee presents ballots to EOs at March’s monthly meeting.
  o USC holds elections in May (utilize “survey monkey” or other survey tool).
  o In the event that no nominee obtains greater than 50% of the votes, there will be a runoff election between the two nominees who received the most votes.
  o USC Chairperson confirms with each individual elected to confirm they want to be elected.
  o USC Chairperson sends out email to USC of newly elected members.

Reviews and amends Elections Committee SOP as needed.


XII. Bylaws Committee

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1. **Basic Function and Responsibility**
   To develop and maintain a set of Bylaws which shall be the governing document of the USC. The committee shall establish procedures to permit amendments to these Bylaws as they become necessary.

   The Bylaws Committee shall consist of at least three (3) members of the USC in good standing, including the Chairperson. Ex-officio members shall not be members of this committee, since they do not possess voting power. The Bylaws Committee shall be under the direct cognizance of the Chairperson of the USC.

2. **Duties and Responsibilities**
   - The Committee Chair and Co-chair are selected by the committee members.
   - Reviews current Bylaws to ensure compliance with University and System Rules and Policies.
   - Reports to the members of the USC discrepancies with the Bylaws, and propose additions, deletions and/or changes to the Bylaws to bring them into compliance.
   - Proposes changes to the Bylaws amendment procedures as necessary.
   - Based on Executive Officers’ and the USC’s actions and decisions, establishes new or revises existing Bylaws.
   - Ensures that the Secretary maintains copies of all duly approved Bylaws.
   - Reviews and amends Bylaws Committee SOP as needed.

3. **Procedures for Bylaws Amendments**
   - Amendments to the Bylaws may be proposed by any USC Member by submitting a completed “Bylaws Amendment Proposal Form” to the USC.
   - Amendment proposals shall be sent to the Bylaws Committee for review. After review, the Bylaws Committee will make their recommendations to the entire USC membership.
   - The Council-approved proposed amendment shall be posted, either written or electronically, for at least three (3) days prior to the vote by the entire USC membership.
   - If the USC members approve the proposed amendment by two-thirds vote of those voting members present at the next regularly scheduled USC meeting, the USC shall declare the amendment adopted for immediate implementation into the Bylaws.
   - The Bylaws will be reviewed annually by the Bylaws Committee to ensure they are in compliance with the mission of the USC.
XIII. Parking, Transportation, Facilities, and Infrastructure Committee

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1. **Basic Function and Responsibility**
   To work on issues that affect staff at TAMU concerning parking, transportation, facilities and infrastructure relating to the physical space and facilities of TAMU. The committee will provide input to the administration concerning policies, user fees, or other issues that affect staff; evaluate service levels, demands for new services, buildings, and other facility or infrastructure related projects; work with units across campus to assist in informing staff on items relating to parking/transportation/facilities/infrastructure.

2. **Duties and Responsibilities**
   - The Chair and Co-chair are selected by the committee members.
   - Reviews and amends Parking, Transportation, Facilities and Infrastructure Committee SOP as needed.
XIV. Work Life & Benefits Committee

1. Basic Function and Responsibility
To work to enhance the quality of work-life for university employees. The committee will address work-life issues to include but not limited to: safety and wellness, benefits, employee incentive programs, alternative work models, and dependent care. The committee will collaborate with units across campus to identify and to share information about exemplary work-life improvement efforts.

2. Duties and Responsibilities
- The Chair and Co-chair are selected by the committee members.
- Ex-officio Human Resource Member Responsibilities
  - Reviews issue(s) for any human resource related issues.
  - Discusses with WLB Committee options concerning issue(s).
  - Researches university rules, policies and government regulations concerning issue(s).
  - Researches issue(s) with similar universities to Texas A&M University.
  - Discusses outcome(s) of research with WLB Committee.
- Reviews and amends Work Life & Benefits Committee SOP as needed.
XV. Staff Scholarship Committee

1. Basic Function and Responsibility
   To manage the Texas A&M University Staff Scholarship program benefiting Texas A&M University staff employees who choose to further their academic pursuits at Texas A&M University-College Station while maintaining their employment with the university.

2. Duties and Responsibilities
   - The Chair and Co-chair are selected by the committee members.
   - Chair/Co-Chair
     - Coordinates communication and meetings for Staff Scholarship Committee.
     - Coordinates review of the application for any necessary edits.
     - Works with EOs and Staff Scholarship Committee to set the application deadline date. (This is usually the last Friday in May.)
     - Calls for applications.
     - Coordinates communication/announcement of the Scholarship Application period.
     - Coordinates and responds to questions regarding the Staff Scholarship process.
     - Coordinates with HR and Student Financial Aid to confirm eligibility.
     - Enters applicant data in Scholarship spreadsheet.
     - Provides committee members with applications, essay, and scoring form to review applicants.
     - Coordinates meeting to review applications.
     - Provides Student Financial Aid a list of scholarship recipients.
     - Coordinates communication to scholarship recipients and those that did not receive scholarship.
     - Communicates with Kelli Hutka (khutka97@aggienetwork.com) at the Association of Former Students on scholarship recipients.
     - Follows up with scholarship recipients on sending Thank-you notes to Association of Former Students.
   - Reviews and scores applications.
   - Reviews and amends Staff Scholarship Committee SOP as needed.

3. Ad Hoc Member
   - The committee will retain one Ad hoc member who serves as a direct contact for USC residing in the office of Student Financial Aid.
XVI. Staff Appreciation Week Committee

| Date Originated | 08/2014 | Last Revised | 10/2014 | Revised By | 2014-15 EOs |

1. **Basic Function and Responsibility**
   To organize activities and events during Staff Appreciation Week which encourage the campus community, including faculty, students, administration and fellow staff members, to show their appreciation for staff and acknowledge the important role staff plays at Texas A&M University.

2. **Duties and Responsibilities**
   - The Chair and Co-chair are selected by the committee members.
   - Decides upon the week which will be recognized (may be in conjunction with National Staff Appreciation Week, President's Meritorious Service Awards, etc.).
   - Works with Human Resources ex-officio and other HR personnel in planning the events.
   - Works with Communications Committee to draft announcements.
   - Determines a budget and submits a request to the EOs for voting by the council.
   - Solicits donations from on- and off-campus groups (departments, organizations, businesses, etc.).
   - Provides examples of activities for department/college/division heads to show appreciation to their staff to assist in their organizations’ planning.
   - Recruits members of the University Staff Council to assist at campus events during the week.
   - Reviews and amends Staff Appreciation Week Committee SOP as needed.
XVII. Esteemed Staff Award Selection Committee

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1. **Basic Function**
   To recognize staff employees that perform exemplary service over the course of their careers serving Texas A&M University. The committee is mindful of the traditions and excellence of Texas A&M while determining if the nominee’s service and contributions to Texas A&M have been meritorious and significant.

2. **Duties and Responsibilities - Guidelines**
   - Esteemed Staff Status is documented in the Texas A&M Rules and SAPs 31.08.99.M0.01.
     http://rules-saps.tamu.edu/(S(24jgg1jmhigr1un5u4vc1ngm))/PDFs/31.08.99.M0.01.pdf
   - Receives nomination packets from Human Resources.
   - Meets to review nomination packets.
   - Presents recommendation to EOs.
   - Submits recommendation to the President’s Office for final decision.
   - Ensures Human Resources has a copy of the final determination for record-keeping.
   - Reviews and amends Esteemed Staff Award Selection Committee SOP as needed.

3. **Esteemed Staff Nomination Review Committee**
   - The current USC Chairperson oversees and appoints from current USC membership. Committee membership includes a minimum of the following representation: Chairperson, Past Chairperson (or Past Executive Officer in absence of Past Chairperson), one second-year member, and one first-year member.
### XVIII. Elected Members

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1. **Basic Function and Responsibility**
   To ensure that the University Staff Council is adequately connected with its constituents, the following process is to be followed by each reporting unit.

2. **Duties and Responsibilities**
   - Requests access to the represented unit’s staff distribution email or, at the minimum, ascertains a contact person that could allow dissemination of USC information. Reports any problems achieving this task to Executive Committee.
   - Introduces self to constituents as the unit’s elected USC Representative.
   - Asks to be invited to the represented unit’s Staff/Executive Meetings.
   - Educates the university community about the USC and encourages them to support staff participation.
   - Provides information to unit administration about USC accomplishments in order to support the efforts of the USC.
   - Attends monthly USC meetings and internal committee meetings to ensure USC business can be adequately conducted. External committee appointments are equally important and attendance at these meeting is vital to ensure the USC is represented and has a voice in these dialogues.
   - Attends and engages in USC meetings as a spokesperson for the staff they represent.
   - Assists with distribution of official USC communications to their constituents.
   - Solicits input from their representative groups to share with USC.
   - Voices concerns or brings issues to the USC that are important to their constituent groups by submitting to staff@tamu.edu.
   - Views issues/topics raised during USC meetings from the larger perspective of their constituent group and not from a personal perspective.
   - Acts as a conduit for information from ANY staff member; receives and shares feedback with USC chair, Executive Officers (EOs), and membership, as appropriate.
   - Distributes information to their constituents via multiple avenues, such as:
     - Delivery to executive team of their organization(s).
     - Emailing to the organizational listserv.
     - Posting on organization’s intranet site (internal web site viewed only by employees of the organization).
     - Posting on break room or other appropriate bulletin boards.
     - Delivery to staff in their organization.
   - Reviews and amends Elected Members SOP as needed.

3. **Reference Documents**
   - Attachment A: USC Communications Process
   - Attachment E: Issue Process
   - Attachment F: USC Responsibility Regarding Fraud and Abuse
XIX. Ex-Officio Members

<table>
<thead>
<tr>
<th>Date Originated</th>
<th>8/2014</th>
<th>Last Revised</th>
<th>11/2014</th>
<th>Revised By</th>
<th>2014-15 EOs</th>
</tr>
</thead>
</table>

1. **Basic Function**
   To support the functions and activities of the University Staff Council by serving as a resource for information and a liaison to their organization.

2. **Duties and Responsibilities**
   - Ex-officio members, being non-voting members, may not serve as chair or co-chair of committees or as representatives for the USC on external committees.
   - Human Resources ex-officio must serve on Work Life & Benefits Committee.
   - Reviews and amends Ex-Officio Members SOP as needed.
   - Researches issues related to their area of expertise as requested by the USC.

3. **Reference Documents**
   - Attachment A: USC Communications Process
   - Attachment E: Issue Process
   - Attachment F: USC Responsibility Regarding Fraud and Abuse
XX. New Member Orientation

<table>
<thead>
<tr>
<th>Date Originated</th>
<th>8/2014</th>
<th>Last Revised</th>
<th>11/2014</th>
<th>Revised By</th>
<th>2014-15 EOs</th>
</tr>
</thead>
</table>

1. Purpose
   To explain the New Member Orientation planning and activities.

2. Procedures
   - Once all new representatives have been selected, the EOs should work with them to secure a date in August for orientation. Incoming Executive Officers and Committee Chairs should be included.
   - Orientation documents should be updated and include:
     - Welcome Letter
     - New Member Information Form
     - Internal/External Committee Descriptions
     - Parliamentary Procedure
     - Issues Process
     - Representative Duties and Responsibilities (What Does it mean to be a USC Rep)
     - Constitution
     - Bylaws
     - Council Roster
     - USC Standard Operating Procedures for Meetings and Elected Members
     - A copy of the most recent briefing and approved monthly minutes
   - Binders with the orientation documents, a USC shirt, name tent and nametag should be ordered for each new representative. Have new members verify correct spelling.
   - Orientation agenda should include:
     - Welcome
     - Brief History of the USC
     - Introduction of EOs
     - Representative Duties and Responsibilities
     - Overview of other orientation documents
XXI. New Member and Officer Installation

1. **Purpose**
   To explain the procedure for installation of new representatives and incoming Executive Officers (EOs).

2. **Procedures**
   - Installation occurs at the beginning of the September meeting.
   - Outgoing Chairperson (or other former EO) installs incoming EOs.
     - Asks incoming EOs to stand.
     - Reads the following statement:
       
       *Having been duly elected to an office in the USC, do you solemnly promise to uphold the bylaws and constitution of the USC and to truly and faithfully discharge the duties of your offices to the best of your abilities and, at all times, to conduct yourselves in a manner becoming an executive officer? If you are willing to accept these responsibilities, please respond by saying, “I do.”*

   - New Chairperson installs new members.
     - Asks new members to stand.
     - Reads the following statement:
       
       *I congratulate you on the honor that your fellow staff members have bestowed on you. This honor brings many responsibilities. Good members are honest, sincere, dependable, loyal and attend meetings on a regular basis. You will need to think clearly and be unbiased in your discussions and decisions. If you are willing to accept these responsibilities, please respond by saying, “I do.”*

   - New Chairperson reaffirms returning members.
     - Asks returning members to stand.
     - Reads the following statement:
       
       *All USC members please stand. Do you pledge to assist our new members providing leadership, aiding them in ways to help them perform their duties? If so, please respond by saying “I do.”*
XXII. Attachments

Attachment A: USC Communications Process

- USC is asked for input and/or a position/stance on resolutions, etc.:
  - Chairperson shares with EOs and/or full USC as appropriate.
  - If warranted, USC members will solicit, then share with USC, input from their representative groups.
  - USC may vote on position and communicates as needed to staff/campus constituencies.

- Request for representation on other university committees/task forces, etc.:
  - USC Chairperson determines the anticipated term of appointment on committee.
  - If USC Chairperson or other USC Executive Officer is not required of the committee, the USC Chairperson may ask for volunteers or make an appointment.
  - USC Chairperson considers qualifications and past committee service when making the appointment.
  - USC Chairperson ensures term of selected USC representative is not likely to expire before appointment term expires.
  - The designated USC representative should provide written or oral report of committee activities at each USC meeting during the term of the appointment.

- USC receives an issue from an individual or organization:
  - If the issue is received outside of the Keystone system, the Keystone Administrator will enter it into the Keystone system.
  - Issue is forwarded, if necessary, to Executive Officers and Committee Chairs. Acknowledgement is sent to issue submitter.
  - Keystone Administrator adds a note to the slip informing the issue submitter of the committee assignment and a copy is sent to the Committee Chair.
  - Refer to the Issues Flowchart on USC website for communication process on issues.

- Forum / Town Hall Issues:
  - USC solicits questions to be asked at the forum prior to the event.
  - Chairperson designates members to compile submitted questions.
  - During the event and upon review of the video after the event, Secretary or designee captures relevant questions that may require future action/consideration.

- “Hot Topics” or Time-Sensitive Items
  - Chairperson determines if an issue warrants input from the USC or staff community at large.
  - If warranted, a formal poll/survey will be developed and distributed to the membership or staff community at large.

- Surveys
  - See operating procedures manual for survey process.
Attachment B: Keystone Process

1. DEFINITIONS

- **Keystone**: A database driven system hosted on a World Wide Web server at http://Keystone-staff.tamu.edu used to store and keep track of information and communications related to issues or questions, called "slips", submitted by the staff at Texas A&M University.

- **Slip**: An individual issue or question in Keystone which consists of the initial request, any attachments that have been received, and communications that have been received and sent out.

- **Contact**: The contact information for the person who initiated the issue. Normally this consists of the name, email address, and sometimes the phone number.

- **Modify**: You will modify a slip when you need to change the Group, Contact information, Summary or original issue description. When a slip is modified, follow-ups are added which note the original information that was changed and the NetID of the person who changed them.

- **Follow-ups**: Follow-ups are subsequent additions to Keystone slips and are available in the slip view. They consist of additional information added by persons working Keystone slips, records of the content and destinations of communications, and the names and NetIDs of the people who added the follow-ups. When email messages related to the slip are received, they are automatically added as follow-ups.

- **Attachments**: Normally, they are Multipurpose Internet Mail Extensions (MIME) attachments that are received and decoded. The email headers and original content of email messages related to the slip are also added as attachments. This can be helpful in determining where the email messages came from. Persons working in Keystone may also add attachments to slips through the web interface.

- **Group**: A field in a Keystone slip which allows one to associate the slip with other slips of the same nature. The groups in Keystone have been named after the committees in the University Staff Council. Each time an addition is made to a slip, an email message containing the addition is sent to the Chairperson and Co-Chairperson of that committee. Currently the groups defined in Keystone are:
  - Bylaws
  - Communications
  - Elections
  - Garbage
  - Parking-Transportation-Facilities-Infrastructure
  - USC (a place for questions that have been asked of the USC)
  - Worklife-benefits

- **Status**: The status of a slip is used to determine where the slip is in the Issues Process or for the status of communication when the slip is a question.
  - **Issue Process Statuses**:
    - **Open**: The initial state of the slip or when new information is received via email follow-ups.
    - **RequestMoreInfo**: Corresponds with sections 2A and 2B in the Issues Process. A request for more information needs to be made or has been made.
    - **ExecOfficersRev**: Corresponds with section 3 in the Issues Process. The EOs or committee chairs will determine if the issue should be accepted for further action.
    - **RecommToDecline**: Corresponds with section 3A in the Issues Process. The issue is listed in the next USC meeting agenda within the consent agenda, to decline the issue.
    - **AssignToComm**: Corresponds with sections 4 and 5 of the Issues Process. The issue has been assigned to a committee.
    - **Closed**: Corresponds with section 6 of the Issues Process. The issue has been closed.
  - **Question Statuses**
    - **Open**: The slip has just been opened or has received a new email follow-up.
    - **EmailLeftMessage**: An email message has been sent to the Contact with either an answer to the question or with a request for more information.
- CallLeftMessage1: An attempt was made to call the Contact with either an answer to the question or with a request for more information.
- CONTACT: The last person working on the slip would like for the Contact to be contacted by someone else.
- FYI: For Your Information. The slip has been completed but the last person working the slip would like others to look at it to further their information.
- HELP: The last person working on the slip does not know the answer and would like for someone else to look at the question.
- Closed: The slip has been completed; the customer has been contacted and told the answer.
- Filter: A saved database query normally used to display all of the open or closed slips associated with a particular Keystone group. Currently, there is a filter for the open and closed slips for each USC committee.

2. GENERAL PROCEDURES
   1. Log in to https://keystone-staff.tamu.edu with NetID and password.
   2. Choose from the filters on the left to select a committee or the general USC.
3. Choose a slip to review by clicking on the ID number or the green arrow.

4. Review follow-ups and attachments beneath the message or Modify, Close or Delete the message to the left of the message.

5. To send a follow-up comment, type the comment into the Follow-up Comment box and then click Post Modifications.
6. To reassign a slip to a committee, click Modify, then choose the committee from the dropdown.

7. Once the slip has been completed, the slip will need to be closed by clicking Close.
Attachment C: Listserv Process

GENERAL PROCEDURES

- **Membership**
  - The membership of the listserv should be synchronized with the membership roster on the USC website and user accounts on the USC website. All three rosters should contain the same list of names. Changes to membership will originate from the Executive Committee following elections and other membership changes. The listserv requires a listserv owner – someone who has access to make changes to the listserv. The USC Chairperson, Vice Chairperson, USC support staff position, and, if needed, a designated listserv administrator shall be made list owners.

- **Settings**
  - The listserv settings control the behavior of the listserv. These settings should only change when the listserv owners change.
  - Settings are set in a system header. The appropriate settings are below:
    - SUBSCRIPTION = closed
    - SEND = private
    - REVIEW = private
    - NOTEBOOK = no
    - REPLY-TO = list
    - Editor = Chairperson
    - CONFIDENTIAL = yes
    - SERVICE = *
    - EDITOR-HEADER = yes
    - Notify = Yes
    - Owner = Chairperson
    - Owner = Vice Chairperson
    - Owner = USC support staff position

- **Changes**
  - To make a change to the membership of the USC listserv, follow these steps:
    - Use a web browser to go to https://listserv.tamu.edu
    - Click on ‘Manage Your Lists’
    - Log into the site with your e-mail address and password. Use the address listed on the listserv membership list.
    - A list of listservs that you are related to will appear. Click on [VIEW] for the UNIVERSITYSTAFFCOUNCIL list.
    - This will bring up the membership list. Click on a name to modify member. Use the empty field at the top of the list to add a member. Check the box next to a name and click ‘Delete’ at the bottom of the page to remove a member.
  - To make a change to the list owner(s), follow these steps:
    - Use a web browser to go to https://listserv.tamu.edu
    - Click on ‘Manage Your Lists’
    - Log into the site with your e-mail address and password. Use the address listed on the listserv membership list.
    - A list of listservs that you are related to will appear. Click on [Configure] under the heading for the UNIVERSITYSTAFFCOUNCIL list.
    - This will bring up the list header information. The header information can be edited to add or remove list owners. The e-mail address(es) used in this header must match that of a member of the list.
Attachment D: Surveys Process

GENERAL PROCEDURES

- **Planning Stage**
  - A committee sees a need to survey staff and gathers background information on the issue.
  - The committee sets the objectives of the survey and the means to accomplish goals.
  - The committee decides and sets the specific time frame of the survey (i.e., date, time). Note that the bulk mail system will need at least 3 days of notice to process a request.
  - The committee chooses the methods for reminders and follow-up.

- **Design**
  - The committee designs questions for survey.
  - The committee chooses the format of survey.
    - Introduction - purpose of the study, duration and incentive information
    - Broad questions as a warm-up
    - Specific, in-depth questions
    - Broad questions as a wind-down - demographic, sensitive and personal questions
  - The committee sends the survey for review/feedback to the Executive Officers.
  - If necessary, Executive Officers forward the survey to the entire USC for review/feedback.
  - Final survey is created in USC's Survey Monkey account.
  - USC Chairperson approves the official invitation message.
  - The official message should include:
    - USC Chair name in signature block.
    - Chairperson Name | Chairperson
    - University Staff Council | Texas A&M University

    1358 TAMU | College Station, TX 77843
    Tel. 979.862.3648 | staff@tamu.edu

    [http://staff.tamu.edu](http://staff.tamu.edu) | Staff Matters – Your Voice Matters

    - Information on how people can contact USC for questions; i.e., “If you have any questions or concerns regarding this survey, please send an email message to staff@tamu.edu.”
    - A date for when the survey will close.
  - When a message is sent to staff@tamu.edu, a ticket is opened in the Keystone system for USC. The designated USC Keystone Administrator is responsible for ensuring that all tickets are responded to in a timely manner with messages approved by the USC Executive Officers.

- **Review and Pre-test**
  - Test the survey on a small group of people who review question wording and survey timing.
  - Check to confirm that the survey will be collecting the right data to answer the question(s) posed by the client.
  - Solve any design problems.
  - If necessary, run a final test with small group of people, including customers.

- **Data Collection**
  - Open the survey to respondents on the specific date.
  - Survey link is provided to Communications Coordinator, who will follow the steps outlined in “Bulk Mail Requests” below.
  - USC members whose constituency includes staff who do not have computer access should request paper copies of the survey to distribute to those employees.

- **Bulk Mail Requests**
  - Go to “bulkmail.tamu.edu” and complete a bulk mail request. It is better to send out survey invitation through the TAMU bulk mail system so that the messages will not be rejected as junk or spam mail at the TAMU firewall.
- Bulk mail will ask several questions including:
  - Whose name should appear in the FROM: line (University Staff Council)
  - What email address should appear in the REPLY TO: line (staff@tamu.edu)
  - What is the SUBJECT
    
    NOTE: always begin the Subject line with USC or University Staff Council so people know immediately that it is official University mail and not just random spam.

- Be very specific who the target population is. Hint: mention that a similar bulk mail request was made on March 23, 2011, job #110322!
  - For example, you can use the following instructions for parameters:
    - Distribute to all staff under the leadership of the President of Texas A&M University
    - EXCLUDE faculty and students
    - INCLUDE or EXCLUDE College Station Campus agencies:
      - 06 Tx AgriLife Research
      - 07 Ex Agrilife Extension
      - 08 Ex Eng Exp Station
      - 09 Tx Eng Ext Service
      - 11 TFS
      - 12 TTI
      - VMDL

- Once you have submitted the bulk mail request, the submitter will receive a return email message with a bulk mail Keystone ticket number. Keep this message and REPLY to it if you have any questions or changes that you need to make in the original bulk mail request.
- After the survey invitation has been mailed via bulk mail, the submitter will receive an email message that will indicated the day and time the message was distributed and the number of email accounts that it was mailed to. Whoever does the analysis for the survey results will need to know how many messages were actually mailed, including paper surveys.

- Analysis and Report
  - The committee conducting the survey performs the initial data analysis.
  - In-depth analysis may be conducted if requested by the USC Chairperson.
  - Raw survey data, result report, and executive summary are presented to the Executive Officers.
  - With approval of the USC Chairperson, survey results may be forwarded to the President’s Office or other requesting groups.
Attachment E: Issue Process

1. GENERAL PROCEDURES
   - All operational information is to be posted on the USC website in the Issues Process Document and the Issues Schematics.
   - The Keystone Administrator is responsible for keeping current on all the issues brought to the Council’s attention.

2. PROCESS
   - A USC member receives an issue and enters into the Keystone System, if needed.
   - Assign to committee if necessary. If not, the Executive Officers discuss/draft response and the Keystone Administrator sends the response to issue submitter and closes Keystone slip.
   - The committee researches/resolves the issue and drafts a response.
   - The committee chair presents the draft response to Executive Officers.
   - The Executive Officers approve or modify the response.
   - Committee chair sends the response to issue submitter and closes Keystone slip.
Attachment F: USC Responsibility Regarding Fraud and Abuse

1. GENERAL PROCEDURES
   - All information received by the USC pertaining to potential fraud, misconduct or abuse shall receive the following treatment per System Audit:
     o The individual reporting the information to the USC should be advised to report the information through the Risk, Fraud & Misconduct hotline.
     o The USC should also forward the information received to the Risk, Fraud & Misconduct hotline.
Attachment G: Maintenance of USC Website

The University Staff Council web site runs on a content management system (CMS) called DotNetNuke (DNN). This allows end users to login to the site and make minor updates and changes as needed.

The following is a list of pertinent information for reference only.

Virtual Host Information:
- Computer Name: CIS-DNN
- Domain: tamnet.tamus.edu
- IP Address: 128.194.147.42
- Mask: 255.255.255.128
- Gateway: 128.194.147.1
- Operating System: Windows Server 2008 R2
- Processor: 1 Processor
- RAM: 2.0 GB
- Storage:
  - C:\ 40.0 GB
  - E:\ 40.0 GB

User Accounts:
- Administrator
- localadmin

Software:
- DNN Version: 05.0.01 (26)
- DNN Installation Directory: E:\inetpub\wwwroot
Instructions for adding a user to the USC web portal:
1) Use a web browser to go to [http://staff.tamu.edu](http://staff.tamu.edu).
2) Click the ‘Login’ link in the upper right corner of the page. Log in to the site using your USC web portal username and password.

3) Once logged in, you should see an ‘Admin’ tab in the header. Hover your mouse over the ‘Admin’ and choose ‘User Accounts’ from the menu that shows up.
4) You will see the User Account page listing the current users. Click on ‘Add New User’ at the bottom of the page.

5) In the ‘Add New User’ page, fill out the form as follows:
   a. User Name: This should be in the format of firstname.lastname (john.smith).
   b. First Name: The user’s first name (John).
   c. Last Name: The user’s last name (Smith),
   d. Display Name: This is the name that the user will see when logged in. It should be the first name followed by the last name (John Smith).
   e. E-Mail Address: This should be the user’s e-mail address as specified on the public membership page.
   f. Authorize: Check this box. This will let the user use the account once it is created.
   g. Notify: Uncheck this box. You do not want to notify the user of the account electronically as this will include the password in the e-mail.
   h. Random Password: Uncheck this box. You want to specify a random password so you can tell the user.
   i. Password & Confirm Password: Select a sufficiently strong password and type it in twice (Pass04177654).
6) Click ‘Add New User’ at the bottom of the page.
7) You will be returned to the user listing page. Find the newly created user (you may have to advance to the next page a few times) and click on the pencil icon (editing) for the user. You will see the user profile page.

8) Click on ‘Manage Roles for this User’ at the top of the page. Select the appropriate security role for the section of the site the user is to access. This usually corresponds to the committee that the user belongs to. Click on ‘Add Role to User.’ Repeat this step for all roles that are appropriate (i.e., if a user belongs to more than one committee).

9) Click ‘Logout’ in the upper right corner of the page to log out of the site.
Instructions for removing a user to the USC web portal:
1) Use a web browser to go to http://staff.tamu.edu.
2) Click the ‘Login’ link in the upper right corner of the page. Log in to the site using your USC web portal username and password.

3) Once logged in, you should see an ‘Admin’ tab in the header. Hover your mouse over the ‘Admin’ and choose ‘User Accounts’ from the menu that shows up.
4) You will see the User Account page listing the current users. Find the user you want to delete (you may have to advance to the next page a few times) and click on the ‘X’ icon next to that user.
5) You may get a pop-up asking if you are sure you want to delete the user. Click ‘OK.’

6) Click ‘Logout’ in the upper right corner of the page to log out of the site.
Instructions for updating USC minutes, agendas and meeting dates:

1) Use a web browser to go to http://staff.tamu.edu.
2) Click the ‘Login’ link in the upper right corner of the page. Log in to the site using your USC web portal username and password.
3) Once logged in, you should see an ‘Admin’ tab in the header. Hover your mouse over the ‘Admin’ and choose ‘File Manager’ from the menu that shows up. You will see the File System module.

![File Manager](image)

4) Expand the Portal Root Folder in the left pane. Click on Documents. This will show you the documents that are currently on the server.

5) Make sure your document is a PDF and has the proper naming convention. Minutes are named in the format `year-month-dayMinutes.pdf` (2011-05-13Minutes.pdf). Agendas are similarly named with ‘Agenda’ used instead of ‘Minutes’ (2011-05-13Agenda.pdf).

6) Click on the ‘Upload’ icon above the list of files. This will bring you to the upload page. Click the ‘Browse’ button and select the minutes or agenda file you want to upload (you can only upload one at a time). Once it is selected, press the ‘Upload’ button.

7) Now that the files have been uploaded, you can edit the web page. Hover over the ‘USC Home’ tab and then choose ‘Meetings’ to go to the Meetings page.
8) At the bottom of the page, click on the 'Edit Content' link. This will bring up a notepad-style editor with the page content already loaded.

9) Use the editor to make modifications to the text on the webpage, including meeting dates and times and links to meetings and agendas.

10) Use the editor to make modifications to the text on the webpage, including meeting dates and times and links to meetings and agendas.
11) Select and highlight the text that you would like to link to a PDF file. Usually this is the word ‘Agenda’ or ‘Minutes.’ Press the Hyperlink Manager button in the toolbar:

12) The Hyperlink Manager window will appear.

13) Press the Hyperlink icon next to the URL field. The icon looks like a page and paperclip. This will open up the file system module. Select the PDF file (in the documents folder) that you would like to link to and press ‘Insert.’

14) In the Hyperlink Manager window, press the ‘OK’ button to save the hyperlink.

15) When all of your edits have been made, press the ‘Save’ link under the editor window to save the changes and return back to the Meetings page.

16) Click the ‘Logout’ link in the upper right corner of the page to log out.