



COSA

Council of Student Advocates

http://www.pstcc.edu/departments/student_life/cosa.html

Manual 2011-2012

Table of Contents

1. Student Life and Recreation Office

- SLR Mission Statement
- Objectives

2. The Council Of Advocates

- History
- Mission Statement
- Protocol
- Code of Ethics
- Benefits
- Job Description
- Essential Job Functions
- Job Standards
- Meetings
- Budgets

3. Office Operations

- Supplies
- Computer Usage
- Email
- Telephone
- Customer Service

4. Event Planning 101

- Planning
- Registering
- Reserving a Place to Meet
- Arrangements
- Publicity and Promotion
- Financial Procedures
- Program Evolution
- Event Report
- Celebrate and Appreciate
- Cancellation

5. Budget for Each Campus

6. Pertinent Policies and Procedures

- Alcohol and Illegal Drug Use
- Hold Harmless Agreement
- Fund-raising
- Solicitation of Contributions and Donations
- Financial Operating Procedures
 - Purchasing
 - Open Purchase Orders
 - Petty Cash
 - Deposits
 - Pellissippi Campus
 - Site Campuses
- Travel

7. Appendix

- COSA Event Planning Packet

1. Student Life and Recreation Office

Our Mission

The purpose of Student Life and Recreation is to provide learning and personal development in co-curricular activities and experiences where students connect and engage with other students, faculty, staff and the community.

Our Objectives

- ✓ *Encourage and support the development of social, cultural, recreational and educational experiences that expand involvement with the campus community and society.*
- ✓ *Provide students the opportunities for practical growth and understanding in the development of such skills as leadership, problem solving, decision making and communication through involvement in co-curricular activities.*
- ✓ *Encourage in students an understanding and tolerance of cultural diversity as it applies to both personal and life situations.*
- ✓ *Assist in the creation of a positive institutional spirit through creative interaction and communication between students, faculty, staff and the community.*

Pellissippi State offers a quality education, as well as provides its students with the opportunity to get involved in a variety of co-curricular activities. These activities build confidence and self-esteem, strengthen interpersonal communication skills, and develop leadership skills and qualities that are essential to future success. Studies show that students who are involved in campus activities are more likely to achieve higher grade point averages (GPA) complete their academic goals, graduate, obtain employment, while enjoying the college experience.

Student Life and Recreation builds a strong campus community by sponsoring quality educational, leadership, social, recreational and wellness programs and events at all campuses. Welcome Week, Club Connection, Fall Fest, Spring Fling, Cultural Awareness Month, Health and Wellness weeks are examples of the activities provided.

Through leadership training, the Student Life and Recreation office provides students with experiences outside the classroom to enhance *Real-Life* skills so that they are better equipped to attain academic *and* personal goals. The Student Life and Recreation Team offer free planners that are given to participants; relationship building tools; personalized fitness programs; and time management skills as well as other various topics.

Student Life and Recreation office provides students with recreational sports intramural leagues and competitions like basketball, volleyball, golf, and table tennis to name a few. The expanded cardiovascular and weight training facility offers cutting edge fitness equipment for students' enjoyment.

With more than twenty-five student organizations available, students have the opportunity to be connected to activities and events that matches their interests. Student Life and Recreation office approves club events, fundraisers and travel. The office also maintains contact information, records for student organizations regarding budget information, end of the year reports, awards, officers, club activities and achievements. Each spring semester Student Life and Recreation office sponsors the Outstanding Student Leadership and Student Organization Awards.

The Fee Board is an opportunity for student clubs to request money to assist with a project. It is managed by the Director of Student Life and Recreation. Three to four students review applications and make the decisions about the use of the student fees for appropriate funding for student organization events, projects and travel.

2. The Council of Student Advocates

The Council of Student Advocates, COSA, provides students with a voice in student government and student activities. "Voice Out!" allows COSA to identify the concerns of students and works to resolve issues and implement change. COSA also sponsors numerous activities and programs at all four campuses.

History

Faculty, staff and students were appointed to the *SGA Task Force* during the fall of 1999. This group was charged by the President of the college to ascertain if the present Student Government Association (SGA) was effective in meeting the needs and concerns of the student body. The task force agreed that a new "student voice" should be developed at Pellissippi State to better serve our students. A great deal of research and collaboration was accomplished to create an organization that would move us into the future at the community college level.

The **Council of Student Advocates (COSA)** became a reality in the fall of 2000.

COSA Mission Statement

COSA continually represents the interests of the students and works in partnership with the Administration on decisions pertaining to the processes of education and the future of Pellissippi State Community College. In addition, the Council of Student Advocates offers the students intellectual, social, and cultural enrichment opportunities.

Protocol

In order to assure effective representation of student interests on every campus, there will be a student activities board member established at each site campus and six-member board at the Pellissippi Campus. Each board will have unlimited student volunteers, staff, and the Student Success Mentors. This board will be selected during the spring semester for the next academic year. Members will assume responsibility for specific activities related to issues, events, and marketing at each location.

Board members will meet weekly at their respective campus with the site deans. The Pellissippi Campus will meet weekly. All board members will meet at least once each semester to coordinate student activities and to support student interests. Board members will be responsible for coordination and planning of activities for their campus, and will work with the Director and Office Manager to ensure the success of the activities. Board members will be expected to attend weekly meetings, work on planning, participation in the events, and provide office hours to the Site Dean at their campus and the Director of Student Life Recreation.

These COSA board members will select one board member to act as the Administrative Liaison to facilitate joint board meetings and to serve as the student representative to the Administration. The Administrative Liaison will be required to attend TBR/Student President meetings, which will require travel and phone conferencing. Each campus will run their own Voice Out event and share that information with the COSA Liaison, Site Dean, and Director of Student Life and Recreation.

Code of Ethics

Members of COSA subscribe to and seek to live by the principles of:

1. **Courtesy**--knowing that good manners are a necessity in dealing with individuals;
2. **Honesty**--being aware that this is an attribute of good character;
3. **Cooperation**--realizing that we must work closely with one another;
4. **Responsibility**--assuming personal responsibility for our actions;
5. **Service**--being aware that true happiness comes in service to others.

We will serve the students, administration, faculty and staff of this institution with integrity, competence, and objectivity. We will encourage the fair and equitable treatment of all individuals. We will maintain the highest standards of professional and personal conduct. We will support the mission and goals of the council and of the college. We will strive for personal growth in this endeavor.

Benefits

- *\$8.50 and hour; working 6 to 12 hours a week; paid once a month*
- *Leadership conferences and training*
- *Leadership experience for resume building*
- *Enhanced team skills*
- *Networking opportunities*
- *Office on Campus*
- *Representing Pellissippi State at Community and State levels*

COSA Student Activities Board Description

Title: Student Activities Board (SAB)

Reporting Supervisors:

Director of Student Life & Recreation (Issues, Planning, and Activities)

COSA SAB Objective:

Cosa board will assist the Student Life & Recreation Office in planning, budgeting, and implementing co-curricular programs and activities that meet the cultural, social, and educational needs of Pellissippi State's students. In addition, work in partnership with the Administration to represent and to voice the interests of the student body.

Essential COSA Functions: Student Activities

Cosa board will assist in the development and implementation of co-curricular activities for the student population.

1. Participate in the planning, implementing, and work all COSA sponsored events at your campus as well as other student life events.
2. Coordinate with staff, and facility to make sure that publicity for campus activities, programs and events are made visible on the campuses in a timely manner.
3. Assist the Director and Office Manager to facilitate and procure supplies, materials and necessary items as needed for planned activities/events.
4. Coordinate with the appropriate staff to secure, prepare, and clean locations for all events on the campuses.
5. Evaluate the activity and/or program with feedback from the student body.
6. Facilitate meetings with COSA volunteers for planning and implementing activities/events.

Student Advocacy

Meet with the student population to acquire about the interests, concerns and suggestions for improvement and serve as liaison with the College administration.

1. Facilitate at least one "Voice Out" open meeting each semester with the student body as well as coordinate the responses and an event to present the results to the student body.
2. Coordinate focus groups and one-on-one communication opportunities with students and administration when needed to address special issues.
3. Represent the student body at various college functions and College committees that enhance the college mission.
4. Coordinate student body referendums as appropriate.
5. Meet with Dr. Edwards regularly to ensure student voices are being heard.

COSA SAB Standards:

- A. Student must have and maintain a GPA of 2.5.
- B. Student must be registered for and maintain at least 6 credit hours.
- C. Student must maintain at least four office hours per week and an additional two to four hours for activities when determined.
- D. Attendance at the August and January leadership/training/planning retreat is required for all board members.
- E. Each board member will serve as the chair of one event committee at their campus.
- F. Each board member will serve the full academic year and be responsible for recruiting committee members. Committees will be made up of an unlimited number of student volunteers.
- G. Professional dress and behavior is expected. **"Attitude is everything!"**
- H. Each board member must be available for meetings to coordinate, plan, and implement all campuses activities/events at his/her campus.

There may be situations that arise when job standards are not being fulfilled by a board member. In such cases, individual meetings will be scheduled to determine goals to improve performance. The tool most commonly used for this is the Performance Agreement.

Meetings

- The COSA SAB members from each campus are required to meet weekly at a regular scheduled time each week with the Site Dean, and Office Manager and/or Director of Student Life and Recreation.
- The COSA SAB member is responsible for taking minutes of the meeting that can be available to the student body.
- Each board member is required to meet as needed with their volunteer committee members.
- All COSA Board members will meet jointly one or more times each semester.
- Additional meetings as necessary for focus groups, recognition programs, leadership opportunities and student representation on college committees and task forces.

3. Office Operations

Each COSA Board will have an office to work in throughout their term as a Board Member. A key request form will need to be completed before a key is issued. At the end of your term, you will need to return your key to the Student Life & Recreation Office. If your key is not returned, you will be put on hold status with the college. If this is the case, you will have problems getting your grades, transcripts or even graduating. The Pellissippi Campus is not given a key because of it be located inside the Student Life office.

Blount County Center	BL	114	981-5309	hlburkett@pstcc.edu
Division Street Campus	DS	119	971-5241	mnorth@pstcc.edu
Magnolia Avenue Campus	MA	106	329-3107	rtillman@pstcc.edu
Pellissippi Campus	GN	144	694-6408	kthomas@pstcc.edu

Supplies

Office supplies may be requested through the Director and Office Manager. Please send an email requesting the supplies needed to kthomas@pstcc.edu or gfmiller@pstcc.edu or to the site dean above. If we have it in stock in the Student Life & Recreation Office, you will receive it the next day through campus mail. Other supplies will be purchased through various vendors and will take up to two weeks to receive. Please plan accordingly.

Equipment

Each campus will have a computer and printer in their office. All equipment will be maintained by computer services. If you are having problems with your computer or printer, email the helpdesk at Helpdesk@pstcc.edu and please CC: the Director and Office Manager, and Site Dean at your campus.

Computer Usage and Printing Policy (<http://www.pstcc.edu/departments/itsc/cug.html>)

Email

Each office has a COSA email account for communication and marketing purposes for their respective campus. Email is a vital tool when communicating with your students, faculty and staff. **PLEASE USE THIS ACCOUNT** and CC: the Director and Office Manager and/or Site Dean on ALL of the COSA emails sent out on your campus. Also, before sending the email, please have someone look over the email for any spelling or grammatical errors.

	From:	To:	Faculty:
Blount County	COSA_B	blount-L@pstcc.edu	bltco-l@pstcc.edu
Division Street	COSA_D	division-L@pstcc.edu	divst-l@pstcc.edu
Magnolia	COSA_M	magnolia-L@pstcc.edu	magnolia_fac_staff-l@pstcc.edu
Pellissippi	COSA_P	student-L@pstcc.edu	fac_staff-l@pstcc.edu

***Note the Pellissippi Campus distribution list goes to ALL students, faculty, and staff. Therefore, please include Pellissippi Campus in the subject line.**

Telephone and Voice Mail Instructions

(http://www.pstcc.edu/misc/phone_list/vmpell.pdf)

Customer Service

(Customer: Anyone who comes to you for a service or information.)

Reception - How you receive your customer.

First impressions are usually lasting impressions! Therefore, a warm smile and kind greeting goes a long way to put a customer at ease and shows that you are willing to help and welcome them. Example: "Hello, may I help you?" Avoid asking how a customer is feeling when first meeting them. Why? Because sometimes you will get a long narrative that will take up more time than you bargained for.

Good posture is also very important. Sit up straight, stand up straight and offer a handshake, especially to anyone in a higher position than yourself. This is a welcoming gesture.

Telephone Reception - Put a smile in your voice. Since the person cannot see you, they are drawing a picture of you in their mind by what they hear in your voice. Try to be warm and kind even in trying circumstances. Example: "This is Jane, how may I help you?" or use "Good Morning, (business name), Jane speaking." **Be prompt by answering the phone after the second ring** (or third ring if you have someone in your office). If you have ever had to wait for someone to answer a phone, after 5 rings you are usually drawing the conclusion that they are not there or they do not care. If you take a message for someone, be sure to jot down the time, date, person who is calling, their phone number and name of business (repeat it for accuracy), the purpose of the call, and your name or initials.

Dress for Success - Again, first impressions! What you wear says a lot to your customer. This is a tricky subject, but the norm is to observe what your boss wears or what other successful people on your job is wearing and wear something comparable, unless you have a given dress code. Avoid wearing suggestive, low cut, inappropriate clothes. You want your customer to respect you and the business you represent.

Being on Time - How you manage your time says a lot about you as a person. If you make an appointment with someone, be on time! Put yourself in that person's place. Having to wait on someone past your appointed time, gives your meeting a negative start. Again, *first impressions are lasting impressions!* If you agree to perform a service in a specific time frame, make your deadline! Things may happen that are beyond your control, make sure that you contact your customer as soon as these things arise.

The Irate Customer - Most everyone has had an unsatisfied customer. There is a saying, "Kill them with kindness." Listen to your customer and keep your voice calm and mild. Be sympathetic, empathetic (if you can) and even though you are boiling inside and wish you could walk away, use self-control. Take a deep breath. Try to solve the problem or find someone who can help. Example: "I am sorry that happened to you. Let's see what we can do to figure this out." Sometimes there is nothing you can do and you just do not know where to send that person for help. Example: "I am sorry that happened to you Ms. Jones, I have not dealt with this situation before. I will call my boss to find out whom to refer you to."

The key to Customer Service is to put your best self forward. Be welcoming and try your best to help the customer with whatever need that you are able to supply, if not, refer them to someone who can help. Make it a good experience for your customers. It is good public relations and it looks good on you and your employer!

4. Event Planning 101

Purposeful Planning is the key element to any successful event. A Purposeful Planning module is located on your COSA drive. The module will give you "step by step" guidelines to make the planning process flow smoothly. The following information will also assist you in planning. Planning forms and sample events are included in the appendix. Always remember that planning for success requires an investment of time, energy and organizational skills.

Step #1 – Planning:

What activity or event are you going to do?

What is the purpose of the activity?

What is the expense of the activity/event?

What materials, supplies, and services will you need?

Who is responsible for the activity/event in detail?

Who is going to come and what is necessary to promote the activity/event?

A handy **COSA Event Planning Packet** is provided in the appendix to assist your planning efforts.

Step #2 - Reserving a Place to Meet:

Pellissippi Campus

For Room Reservations:	Please call:	Phone #:
Performing Arts Center (500)		539-7167
Classrooms, Auditorium (150) Executive Conference Room (20) Administrative Conference Room (8) Cafeteria Annex (70) Cafeteria (180) Faculty/Staff Dining (30) * Rotunda Student Lounge	Gwen Miller, SLR Secretary	694-6555
Student Recreation Center	Dan Jones	694-6576

The cafeteria annex needs a minimum of 30 people in attendance and faculty/staff dining room needs a minimum of 15 people to reserve these rooms. They cannot be reserved between 11a.m. – 1 p.m. unless it is a function catered by our food service company.

Site Campuses

For Room Reservations:	Please call:	Phone #:
Blount County Campus	Rhonda Mattingly	681-1064
Division Street Campus	Marcia Dean	971-5200
Magnolia Avenue Campus	Patti Rogers	329-3102

Step #3 – Arrangements:

Maintenance Request - If you need a special set-up or additional tables and chairs, please submit a service request to the Physical Plant at least two weeks in advance. Please email kthomas@pstcc.edu or gfmiller@pstcc.edu, or Site Dean for assistance. You will need to provide the following information:

- Specify location, set-up needs, date, start and end times

Audio-visual Request - All audio-visual equipment requests need to be arranged through the Media Center at 694-6593 at least two weeks in advance. Equipment availability is "first come, first serve" basis, so get your order in early.

Catering Food Service -If you need refreshments or catering for your event or meeting, please contact Five Star Food Services by calling 694-6615, emailing cafeteria@pstcc.edu or going online at <http://www.pstcc.edu/cafeteria.html> and completing the catering request form. The cafeteria has first-right-of-refusal for all food at events. However, if they decline, you can secure off-campus catering or food purchases.

Step #4 - Publicity and Promotion:

Your events can only be successful if people know about them! Here are some services at the college that are available to you as you promote your events.

Panther Pause Newsletter: This is a newsletter that is posted bi-weekly to promote Student Life & Recreational activities and events. The posting of the Panther Pause in restrooms and student lounge areas is important in getting the word out about what is going on at Pellissippi State. You may email newnews@panthterpause.pstcc.edu to submit information about an event. If you are at a site campus, please check with the Assistant Dean on the process.

One Email of Events and Activities – A weekly email designed to limit the number of emails that students receive in their mailboxes from departments around campus. It contains announcements, reminders, events, workshops, club information and Student Recreation information. To promote your event in the "One Email," send your information to gfmiller@pstcc.edu. "The One Email" is sent out on Monday mornings. Submissions must be sent by Thursday at 4:30 pm of the previous week.

Community Relations Office: Community Relations is the direct link to the College's internal audiences and our community. You can announce events in the "Inside Pellissippi", on the internal TV monitors, or through the College's calendar, or posted on the Welcome Board.

Go to http://www.pstcc.edu/community_relations/calendar/annou.html and submit the "Promote your Event".

If your event could be promoted off campus, contact the Community Relations (CR) Office (694-6530). The CR staff will assist you in publicizing your event through the local media. Please allow at least three weeks notice. All student organizations must contact this office before arranging for outside publicity.

Welcome Board: Another way to have your events publicized on the marquee at the entrance of the college you may complete the "Welcome Board Reader Form" with Security in GN 148. Please note, you can also make this request when completing the "Promote Your Event" with Community Relations. The Director of Community Relations reserves the right to decide those announcements that will appear on the "Welcome Board".

Closed Circuit TV Monitor: Contact the Media Center to use the video monitor bulletin board at the college with your Director and Office Manager's approval. A

completed form must be turned in at least two days prior to the desired transmission date. Please call the Media Center at 694-6593.

Bulletin Boards: The Student Life and Recreation office must approve all announcements to be posted on the college bulletin boards. Please note: Fliers/posters are not to be posted on painted surfaces. They may be posted on various glass panels if they have a "remove by" date stamped on them.

Word of Mouth: One of the most successful and inexpensive ways to promote your event or activity is to tell everyone you know and announce it in all your classes.

Give out something with a note attached about the event/activity: Maybe it's a pencil, honey bun, candy, whatever it is—include a label announcing the event with the time, date and location. FREE is a good word to use to get the attention of those you are targeting.

Print Banners or Large Print Pictures: There are several plotters on campus that can print large banners. The directions for printing these are found in the appendix.

Step #5 - Financial Procedures:

Please refer to the Financial Procedures section in this handbook for details. Most approvals take at least two weeks, so bear this in mind when you need to purchase or order items for your event.

Step #6 - Program Evaluation:

The event was a huge success! It's all over, right? WRONG! It's time to evaluate. Hopefully, as your team developed and implemented the event/activity each member learned a great deal about the total planning process, (i.e., what is the right way / wrong way of doing things, budgeting, how to work with others). Would it have been nice to know all of this information prior to starting the planning process? A ***COSA Event Evaluation*** (*please see website*) can assist future teams in the future of making the same or similar plans.

Step #7 - Event Report:

Submit a copy of your ***COSA Event Report*** form to the Director and Office Manager within two weeks of the event. As a state institution, we have strict guidelines concerning payments for services and supplies and deposits of all revenue. Be sure that your organization has completed all the necessary steps regarding financial procedures

Step #8 - Celebrate and Appreciate!

Your event may have required the assistance of individuals on this campus, or in the community as well. These individuals need to be recognized for the role they played in your success. A phone call or a thank-you note is very appropriate. Your efforts will be remembered when it is time for your next event! You not only represent your organization in a professional manner by doing this, but you also build a positive support network for future endeavors.

Cancellation of an Event

In the event that your program needs to be canceled, be sure to let all of those involved know your plans. Remember, the way you conduct your events reflects on your organization for now and in the future! Some possible offices to notify are: Student Life and Recreation, Safety and Security, Community Relations, Media Center, Food Services, and the person with whom you reserved the facility or equipment.

5. Budgets for Each Campus

Breakdown Per Campus

Pellissippi/COSA	\$7,000
Blount County	\$ 800
Division Street	\$1,200
Magnolia Avenue	\$ 800

Additional items purchased for all campuses:

Planners

NSO Gift Cards

Convocation

Fall Fest/Spring Fling

Entertainment

T-shirts

SAB/Student Mentors leadership dress shirts, t-shirts for training

6. Pertinent Policies and Procedures

Alcohol and Illegal Drug Use

Pellissippi State employees and students are prohibited from engaging in the unlawful manufacture, distribution, dispensation, possession, use or being under the influence of illegal drugs or alcohol on the college campus, at off-campus facilities owned or controlled by the college or as part of college sponsored activities.

Hold Harmless Agreement

A Hold Harmless Agreement must be signed by ALL students and employees who are involved in student activities planned off campus or activities that require any extra physical involvement/risk on the part of the student (e.g. intramurals, rafting, hiking), or any off campus travel. Forms must be completed and kept on file at the Student Life office or Student Recreation Center office.

Fundraising

The Tennessee Board of Regents requires all fund raising activities to be approved by the appropriate administrators before any fundraising activity begins. This includes soliciting of contributions or donations from local businesses, organizations or individuals. Following these easy steps will insure compliance with the policies and will work to support your successful fund raising ventures.

Fund raising events are typically conducted by clubs and organizations. COSA is funded by the Student Activity Fee and not usually involved in fund raising activities; however, this information is important for COSA members to be aware of the procedures.

Fundraising Events

Requests for approval to conduct a fundraising activity must be submitted at least 2 weeks in advance to the Director of Student Life who will then determine whether or not the Executive Director of the Foundation needs to approve the activity. The *Fundraising Application* form can be found in the appendix and on the Student Life website. It is highly recommended that the person/s planning the event meet with the Director of Student Life when submitting the form.

Examples of fundraising activities may include, but are not limited to the following:

- Selling goods, e.g., bake sales, books, T-shirts, etc.
- Special events or services, e.g. dances, car washes, tournament, car show, etc.

Certain fundraising activities are NOT allowed. Examples include, but are not limited to: raffles, any type of gambling, games of chance, money pools, e.g., sports pools, bingo, horseracing, guess the number of M&M's in a jar, etc.

Solicitation of Contributions and Donations

As you're planning your event, the conversation often includes someone saying, "Hey, I know someone who can donate 'that' to us." Please be aware that the TBR has strict rules regarding these types of donations.

The Director of Student Life and the Executive Director of the Foundation must approve fund raising activities requesting contributions and/or donations from any individuals or businesses for your event, special activity, or service project. To seek approval to even approach a company or business, please email kthomas@pstcc.edu requesting to talk to business regarding donating item(s). Once approval has been made you will be notified to proceed with completing and submitting the appropriate forms to the Student Life Office. Once the *Fund Raising Application* and the *In-Kind Gift Report* forms are submitted to Student Life and Recreation office, they will in turn, submit the forms to the Foundation Office. You will then be notified within three days on the status of your request.

Examples of contributions or donations may include, but are not limited to:

- Cash, food, clothing, cars, stereos, dinner coupons, gift certificates, CD's, DJ services, graphic design charges, printing, etc.

Financial Operating Procedures

Purchasing

Follow these steps when using Purchase Orders.

Use a *Requisition* to order services or products (decorations, prizes, tickets etc.)

How to get a Purchase Order:

- Complete the [purchase requisition](#) and submitted it to the Director and Office Manager
- Allow two weeks for approval and processing. Then it becomes a Purchase Order and a P.O. number is assigned to it.

Immediately following event:

- Return the original receipt or invoice to the Director and Office Manager.

Open Purchase Orders

Use an Open Purchase Order to order multiple products or services at different times throughout the semester from the same vendor.

How to do an open Purchase Order:

- Give the completed purchase requisition to the Director and Office Manager
- Allow two weeks for approval and processing.

After each purchase:

- Send receipt/invoice the Director and Office Manager

Petty Cash

When you use your own money up front to purchase items, you will need to follow these steps to get your reimbursement:

- Petty cash limit is \$250 per day.
- The original receipt must be submitted with the completed *Petty Cash Reimbursement* form and must clearly identify the item(s) purchased.
- Services CAN NOT be purchased using the petty cash process.
- The *Petty Cash* form must be completed in ink or typed.
- The *Petty Cash* form must be submitted to the Director and Office Manager
- Depending on the amount of the purchase, reimbursement will be made by check or cash. You will be e-mailed when your reimbursement is available; which usually takes two weeks.
- All reimbursements can be picked up at the cashier's office at the Pellissippi Campus. If you would like your money to go to a site campus, you will have to e-mail or call Eileen Maynard after she sends notice.

Deposits

Pellissippi Campus

- All deposits (checks and cash) must be turned in to the Cashier's Office within the business day of collection.
- Deposits should be made before 3:30 pm on business days.
- *Receipt Transmittal* forms are required to make a deposit and are available at the Cashier's Office.
- State law mandates the Business Office to deposit all monies they receive within 48 hours of collection.
- A delay in depositing checks increases the chances for personal checks (e.g. club dues) to bounce and not be credited to your account.
- Deposits from special events like Fall Fest and Spring Fling should be taken directly to the Cashier's Office, not Student Life and Recreation office.

Site Campuses: Blount County, Division Street and Magnolia Avenue

All deposits (checks and cash) must be turned in to the cashier or secretary in the main office on your campus within 5 business days.

- *Receipt Transmittal* forms are required to make a deposit and are available at the Cashier's Office or with the secretary. The Business Office is mandated by state law to deposit all monies within 48 hours of collection.
- A delay in depositing checks increases the chances for personal checks to bounce and not be credited to your account. (e.g. club dues)
- Deposits from special events like Fall Fest and Spring Fling are to be deposited with the main office secretary on your campus.

Travel

For details on travel procedures, please refer to the SLR web site http://www.pstcc.edu/departments/student_life/club_forms.html

Travel Agreement

It is recommended that all students and Director and Office Managers agree to specific standards of conduct while traveling on college-sponsored trips. Clear communication of expectations, liability issues and rules and regulations will support appropriate behaviors. The *Travel Agreement* form is available on our website.

Travel by students enrolled at PSTCC to college-sponsored events is a privilege. Students' conduct and activities while traveling on such trips reflect upon the college, as well as upon themselves. Simply put, student and sponsors should behave as ambassadors from the college and the community. Moreover, student travel on college-sponsored trips shall be conducted in accordance with TBR and PSTCC policies and procedures.

- Alcoholic beverages and/or illegal drugs are prohibited while traveling and while attending college-sponsored activities, conferences, meetings, etc.
- College vehicles must be driven safely at all times by obeying all traffic regulations.
- The Director and Office Manager must be informed of club members' whereabouts at all times, if club members are not with the group or in the assigned hotel room.
- Attendance at all conference workshop sessions and conference activities is mandatory unless otherwise approved by the Director and Office Manager.



Student Life and Recreation