

THE INTERNATIONAL EDUCATION EXCHANGE COUNCIL
AT SAN FRANCISCO STATE UNIVERSITY

The IEEC Manual

An introduction, guide, and reference
for working in the IEEC



ieec

INTERNATIONAL EDUCATION
EXCHANGE COUNCIL

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How to Use This Manual

What's on the Page

When reading this manual, you'll notice that the information you come across is usually presented in one of the five styles shown on this page. Passages that look like this act as introductions, and tell you what you *really need* to know. If you're an Officer, please make sure you read these sections; they tell you things that help you a lot during your work with the IEEC, and that will help us work well together as an organization. They also tell you what to expect, give you advice, and help you focus on what's most important.

A summary of all info-boxes like this can be found in the Appendix

Remember

These boxes tell you the most important rules and facts.

Don't forget them!

Passages with this formatting explain things in more detail and give a little more depth. They explain how things work, and why. They also tell you how to do things and how to handle different situations. These sections give you an understanding of how the mechanisms in the IEEC work.

Passages like this one give you background and supplementary information. This information is not essential for being able to work in the IEEC; but it is helpful, and helps you understand why things are the way they are. These passages will tell you more about things like the University, the Law, and how things have been done in previous generations of the IEEC.

Instructions

This manual will also give you step-by-step instructions on how best to perform certain tasks. These instruction sets use boxes like the one below. You can also find all of the following ones in the Appendix.

HOW TO USE THE IEEC MANUAL

IF YOU ARE A REGULAR OFFICER

1. Read all of the "introductions" in the Officer's Handbook
2. Read and memorize all the **Remember** text boxes
3. Read all the **OFFICE GUIDELINES** in the Officer's Handbook
4. Come back to this document whenever you need more information

IF YOU ARE AN IEEC LEADER

1. Read The Officer's Handbook
2. Read and memorize all the **Remember** text boxes
3. Read the parts of the Leader's Handbook section as you need throughout the semester
4. Come back to this document whenever you need more information

Ellipses will tell you that the current section continues on the following page: ...

Who We Are

The International Education Exchange Council maintains a goal of encouraging international education, student exchange, and study abroad at SFSU, and a sharing of cultures between international and domestic students at SFSU.

-IEEC Mission Statement

The IEEC the international students' organization at San Francisco State University: we welcome anyone who has, who is, or who's interested in study abroad. Students from abroad, here as exchange visitors or degree students, have a natural point of connection within the IEEC. Students interested in studying abroad in the future have a chance to meet people from the places they might end up going to. And returning SF State students can continue to be part of a vibrant and active international community long after their own study abroad experience is over.

Above all though, the IEEC exists to bring them all together; to let them bridge gaps, form friendships, and learn things they would never have been able to otherwise.

We continue to be, by far, the largest student organization at SFSU; and we aim to keep growing with every semester. Throughout the year, the IEEC puts on countless events and activities: weekly social nights and film screenings, academic visits, intramural sports teams, major weekend trips, and more. We always have something going on, and are constantly working to make the ideas of our members a reality.

But none of what we do would be possible without the hundreds of dedicated contributors within our organization. Without people volunteering to get involved, we would not exist, let alone be the most successful organization at SF State. IEEC contributions can be as minor as helping us hand out flyers or chalking. It can mean manning the IEEC table in the university quad. It can be volunteering as a friend and guide for one of our arriving internationals through our buddy program, or teaching your native language to one of our domestic students through our language exchange. It could even be joining an IEEC committee, and being a part of what goes on from the inside.

But the heart of the IEEC is its Officer corps. They are the hard core of the IEEC; the ones that really make things happen. Being an Officer means actively shaping the organization and being a part of the work that we do. If you want to get the most out of your experience with the IEEC, if you are ambitious and love working with other people, and if you want to have unforgettable experiences and make friends for life; then becoming an IEEC Officer is definitely for you!

As an Officer, there is no limit for how involved you can get, and how much responsibility you can accept; how much you get out of the experience is also entirely up to you. In some ways the IEEC is like a family, but at its core what we really want is for the IEEC to be a dynamic, exciting and professional environment for our Officers. We want to offer anyone the opportunity of learning and developing invaluable skills through working within our organization. By getting involved you have the chance to develop your organizational skills, your specific skills in professional areas such as marketing, finance and operations, and especially your communication and interpersonal skills. We want all of our Officers to earn valuable experience that will be of great use to them in the future. This is why we strive for professional behavior in all areas, and an openness and transparency that make us accessible to everyone.

A Typical IEEC Semester

Every Week

The Social Committee organizes **“Thank Goodness its Thursday” (TGIT)**, a night out at one of San Francisco’s awesome bars, lounges and clubs. Social also decides where to go for **Taco Tuesdays**, at one of the many Mexican restaurants offerings discounted meals on Tuesdays. The Film Committee organizes **International Movie Night**, where we show a famous international film on Campus for free. The Music Committee hosts a **Jam Session** for anyone interested in playing a musical instrument.

The IEEC Presidents holds the weekly **Officers’ meeting**, and the Committee Chairs hold their respective **Committee Meetings**, either on or off Campus. This is where most of the decisions in the IEEC are made, and where a large portion of the work is done.

Every Month

The IEEC holds a **General Meeting/Open House** for all members and students at SF State. All the Committees get to advertise what they’ve been getting up to, and what they have planned for the coming month. Attending a General Meeting is also one of the best ways to start getting involved in the IEEC; it’s a great chance to ask questions and get to know the Officers and Leaders!

Every Semester

The semester begins with **Orientation**, where the Office of International Programs welcomes all the arriving international students, with help from the IEEC. About one month later, the Presidents hold an **Officers’ Retreat** for all the IEEC Officers.

The IEEC hosts the **Study Abroad Fair**, in which we give our Country Ambassadors the entire main tabling area for two days. The Ambassadors get to represent their country, and get people excited to visit and hopefully study abroad in their country.

The IEEC also aims to benefit the University wherever we can. We are part of **International Education Week** in November, and maintain our **Academic Outreach Program** through our Academic Committee.

At the end of every semester, The IEEC and the Special Events Committee host the End-of-Term Gala; a chance to look back at the semester, to celebrate what we’ve achieved, and to say goodbye to all our friends going abroad or leaving for home.

Our Event Committees work continuously to organize events and activities throughout the semester. The Event Committees section below has some examples of what they have to offer.

The Structure of the IEEC

The IEEC: A Flexible Organization

The IEEC is a very flexible organization: it needs to be. We are a strictly volunteer-driven organization, which means that we need to operate very differently from profit-driven businesses. But there is one fundamental aspect that sets the IEEC apart from most student organizations: every semester we see as many as 9 out of 10 of our Officers leave the country to study abroad, or to return home after studying at SF State. This means that it is next to impossible for us to guarantee that our Officers and Leaders stay on from one semester to the next, at least without imposing overly strict commitments on our volunteer contributors.

Because of this high turnover, the IEEC is constantly changing and evolving. We choose to embrace the uniqueness and flexibility that this gives us, and see it as a strength rather than a weakness. We are able to adapt as an organization to suit any change, and our growth and improvement is never hindered by strict structural rules. If someone has ideas for new events or activities, or new areas for the IEEC to get involved in: we can make that happen! If anyone thinks we need a new committee, subcommittee, or special role: they can let us know, and we're free to start working on that immediately!

Our flexibility is a great asset, but it *does* come at a price. Because we basically have to re-boot the entire organizational layer of the IEEC every year (if not every semester), it can be hard for us to carry on a specific development over a longer period of time. Also, each semester typically needs at least a couple of weeks for things to get going, since most will be new at their role. The IEEC Manual is an important tool for solving this problem.

Members

The IEEC is an open organization: Any student at SFSU can join, and we don't charge a membership fee. Every person working in the IEEC is a member. When you sign up, you'll receive our weekly newsletter, and you'll be able to join our Facebook group for the current semester. You also get to buy an IEEC wristband, which we use as proof of membership for many events and discounts.

Members are encouraged to contribute to what we do. There are many ways to do this, and we'll explore these in more detail below. Members are free to join IEEC committees, and to contribute to their work. All J-1 exchange students are required to contribute at least one hour a week to the IEEC, as part of their exchange agreement.

Officers

Members can sign up to become IEEC Officers. The Officer corps is usually somewhere around 100 Officers strong: by far the largest of any student organization at SF State. The Officers are the ones who make things happen in the organization, and they are also usually the ones who have the most fun! Becoming an Officer is an opportunity to bring your ideas to life, and to help make everyone's experience in the IEEC an unforgettable one. The Officers are also an important link to our members and the campus population, by making the organization available through the IEEC office.

Officers contribute to the IEEC by being part of one or more committees, attending weekly Officer meetings, and staffing the IEEC office one hour every week. Some Officers take on special roles like Office Manager or IT Administrator instead of being part of a committee.

You'll be able to gain a huge amount of practical, professional, and cross-cultural experience working as an Officer in the IEEC. There is no denying that being an Officer means that you will need to some work, but you are rewarded with lasting friendships with other Officers, and the chance to make your ideas a reality. Officers also get specific privileges, such as attending special Officer-only events. If you are interested in becoming an Officer, have a look at the Officer's Handbook section of this manual!

Leaders

Some Officers will take on the role of IEEC Leaders, managing the work of other Officers and members. It is their responsibility to make sure that things get done, that communication is maintained between committees, and that everything runs smoothly. Currently, our IEEC Leaders are:

- Committee Chairs and Vice-Chairs
- Subcommittee Managers
- Office Managers
- Tabling Managers
- Executive Committee members
- The International and Domestic Presidents

Being an IEEC Leader is no easy task, and it typically needs a lot of work and dedication. But it is also one of the most rewarding things you can do in the IEEC. The skills you learn and the experience you gain are things that can never be taught in a classroom; and the level of responsibility and freedom you have in your work as an IEEC Leader is typically only ever given to you after years of employment at a company. So it is no coincidence that the people who have chosen to be IEEC Leaders are frequently the ones who say they got the most out of their IEEC experience.

All IEEC Leaders are also Officers. This means that Leaders are not exempt from regular office hours, with the exception of the two Presidents. There is no upper limit for committee involvement, but being an IEEC leader can be very demanding at times, and we recommend focusing your time and energy on this task.

The Presidents

At its heart, the IEEC is held together by its Domestic President and its International President. The Presidents are the IEEC's chief communicators and problem solvers. Their job is to see the big picture, and how the different parts of the organization fit and work together. But the Presidents also supervise and help out on all levels: from long term planning to solving individual problems.

The two Presidents are the only Officers who are always democratically elected. The domestic Officers in the IEEC elect the Domestic President, and the international Officers elect the International President. They typically remain on duty for two semesters, if this is possible.

Remember

The two Presidents are the only people that can make unilateral decisions for any part of the organization.

Their word is final.

The Event Committees

The Special Events Committee

Organizes major IEEC trips outside of the city, such as Napa Valley, Lake Tahoe, and Yosemite National Park. Special also hosts the End-of-Term Gala.

The Sports Committee

Organizes sports-related activities and events, such as going to football games, baseball games, and rock climbing. Sports also handles all of our intramural sports teams, who regularly compete against other teams on campus.

The Film Committee

Hosts weekly film nights, major screenings and film festivals. They also organize various film related projects and events.

The Academic Events Committee

Are in charge of activities related to language, studies, and learning. They organize things like museum and local business visits, and invite guest speakers. They also handle the IEEC Language Exchange and the Academic Outreach Program.

The Social Events Committee

Makes Thursday night social nights and other fun social events in San Francisco possible: like picnics and beach bonfires.

The Cross-Cultural Committee

Handles cultural events, like organized trips to San Francisco's many festivals. They also maintain the IEEC's relations with other student organizations, and are in charge of the Buddy Program.

The Media Committee

Chronicles the semester through photography, video, blogs, and social media. They also host events to do with photography, videography, and journalism.

The Music Committee

Organizes weekly jam-sessions, concert visits and other music-related activities. They also perform at several IEEC events.

The Operational Committees**The Finance Committee**

Is in charge of everything that involves money in the IEEC. They manage requests for IEEC funds, and make sure that we raise enough money for our scholarships.

The Marketing Committee

Manages the IEEC's advertising and promotions, and a lot of our public relations. They commission work from the IEEC Tablers, Chalkers and Flyerers; and handle content production through their subcommittee the Design House. They are also typically in charge of managing our merchandise sales.

The Executive Committee

Act as communicators between committees. They are also deputies to the IEEC Presidents, and carry out many of their decisions.

IEEC President Eligibility

Presidents should, if possible, be students who are at SFSU for the full academic year.

The conditions of eligibility for the Domestic President include:

- 1) this person must be an alumnus/a of a CSU/SFSU Bilateral certified study abroad program. Applicants and participants in other study abroad programs are not eligible.
- 2) this person must be an alumnus/a of a full academic year program.
- 3) this person should have studied overseas the previous year, or have demonstrated an enduring commitment and an IEEC leadership role in the year after their return.
- 4) this person should, preferably, be an undergraduate student, as more representative of the majority of study abroad alumni.

The conditions of eligibility for the J-1 Presidents include:

- 1) this person must be a J-1 visa student. F-1 and other international students are welcome as officers or Committee Chairs, but not as the overall Co-Chairs.
- 2) this person must come from a SFSU/CSU partner institution of higher education.

These eligibility requirements are to insure that the co-chairs, who serve as the most obvious symbols of the IEEC, embody the goals and ideals of IEEC, and are appropriate representatives of the IEEC membership.

Partners

The SFSU Leadership Engagement Action Development Office (LEAD)

The IEEC is an official student organization at SFSU. As such we function under the supervision of the LEAD Office at SF State (Leadership, Engagement, Action, Development). All IEEC Officers need to attend a leadership training session held by LEAD in order for us to uphold our status as an official student organization. As an official organization, the IEEC is able to work on campus, book rooms and outdoor tabling spaces, and request funding from Associated Students Incorporated.

The SFSU Office of International Programs (OIP)

As is a requirement for official student organizations, the IEEC has an exclusive Adviser within SF State's faculty and staff. The Adviser for the IEEC is invariably part of the Office of International Programs (OIP). His or her role is to make sure that we follow university rules and our own mission statement. The Adviser also mentors and assists the leadership development of the IEEC Presidents, Leaders, and Officers.

The OIP handles administration for all international and study abroad students. We share most of our values and interests with the OIP; As such we make sure to maintain close cooperation between our two organizations. We co-organize many on-campus events together, and we always do what we can to lend assistance to each other.

The IEEC usually has one officer employed in the OIP as an assistant. This is a position handled by the OIP, and a lot of the work revolves around helping them handle the administration of foreign students at SF State. But the Assistant also does a lot of work for the IEEC: handling our databases, event registration, and weekly newsletter. The Assistant is also typically part of the Executive Committee, and is considered an IEEC Leader.

How to Get Involved

Getting involved in the IEEC is easy: just ask the Presidents. They'll help you get in touch with the part of the organization you want to get involved with. After that, it will be up to you to make the most of this opportunity!

Send us an e-mail at

ieec@mail.sfsu.edu

or

presidents@sfsuieec.com

Tell us a bit about yourself, what your interests are, and what you'd like to get involved in within the IEEC. The Presidents will introduce you to the right people, and give you access to our Officer-only pages and events if you choose to become an officer.

If you ever feel that your current position isn't right for you, let us know. The Presidents can usually help you find a contribution that suits you better. Keep in mind though, that if you've taken on responsibility for a certain task, event, or group; it may not be as simple as moving you over. People will often be relying on you to fulfill the duty you have accepted.

Almost all of these kinds of problems can be solved however, and changing your commitment is not always the best option. If you're having trouble with your current contribution, know that we will do our best to give you the support you need to keep going. The IEEC is based on cooperation, so remember to ask for help whenever you need it!

Remember

The only way to become an Officer is through the IEEC Presidents.

No one else can invite non-officers to the Officer page or to Officer-only events.

IEEC Officer's Handbook

Who Are the Officers?

The Officers are the hard core of the IEEC: the inner circle. Over the course of a semester we make more friends, and have more fun and rewarding experiences than anyone else in the IEEC! Being an Officer means always having something to do, and always having great people to hang out with. The IEEC is the most successful student organization at SF State, and the Officers are the ones who make the organization what it is.

Joining this amazing group of individuals is as simple as contacting the IEEC Presidents, and asking to become an Officer. They'll help you find a committee or special role, and get you in touch with the office managers: who will find you an office hour.

Your Commitment

There are two commitments you make as an Officer. The first is to be on duty the IEEC office along with two other Officers for one hour every week: selling tickets and being available to other members and students at SF State. The other is to be part of at least one IEEC committee, and attend their weekly meetings. These are your core duties as an Officer of the IEEC.

But there are of course lots of other ways to contribute. As an Officer, the only real limit is your own imagination and dedication. We have no strict requirements for prior experience; if you think you can do it, chances are we'll let you! If you have an idea for an event, pitch it to one or more committees. Once the event has a committee's support, you'll of course be more than welcome to lead or help organize the event! If you think something is missing in the IEEC, or you see how we could improve, get in touch with the Presidents.

What it means to be on duty in the IEEC office is explained in the Office Guidelines below. As for the other half of your commitment, how far your involvement goes is between you and your committee:

- Some Officers are scribes and document the meetings
- Some are communicators, and represent their committee at IEEC meetings
- Some take on specific roles such as negotiating prices or scouting out event venues
- Some take on responsibility for entire events
- Some rise to the challenge, leading an entire committee as Chair or Vice Chair

How a committee functions varies from committee to committee, and from semester to semester. We're a highly flexible organization, and our committee structure is always evolving. Sub-committees, such as the Cross-Cultural Committee's Food Group or the Marketing Committee's Design House, are examples of this.

If you'd like to take the next step and really get the most out of your time in the IEEC, keep reading after you are done with the Officer's Handbook to find out about the IEEC Leaders. They are the ones in charge; they have the hardest jobs in the IEEC, but by far the most rewarding ones!

General Rules and Guidelines

Throughout your time as an IEEC Officer, we ask that you remember these rules and guidelines. The IEEC is simply too huge and complex to work without common principles. We are not paid employees bound by contract; we are a group of volunteers working towards a common purpose. Because of this, our entire system is and needs to be based on dedication and mutual encouragement.

These rules and guidelines exist to make sure we support and encourage this dedication: the very lifeblood of the IEEC. If we fail to follow these simple principles, we will lose our ability to function, and our organization will eventually collapse.

On the other hand, following these guidelines gives us huge benefits. Just about any problem or challenge we come across can be easily solved if everyone has and continues to follow these rules and guidelines! So please remember them, and do your best to follow them. They make yours and everyone else's work much easier, and make sure that we function properly.

IEEC GENERAL RULES AND GUIDELINES

- Remember our purpose
- We are *one* organization
- Behave professionally
- Be open to everyone
- Help each other out: Go the extra mile!
- Let people know what you're up to
- Everything you do represents the IEEC
- Have FUN!

Remember Our Purpose

The International Education Exchange Council maintains a goal of encouraging international education, student exchange, and study abroad at SFSU, and a sharing of cultures between international and domestic students at SFSU

As an official student organization, University rules *require us* to follow and stand by our mission statement. Whenever you put on an event or activity, whenever you interact with other students as an Officer of the IEEC, and whenever you make an official decision: remember to ask yourself *how this benefits the IEEC, and how this helps us further our goals.*

Just about everything we do has the potential to give these benefits; but it's important that we ask these questions to determine if and how they do so. This way, we can decide if there is any way we can do more to further our goals as an organization and benefit the rest of the IEEC.

Cultural exchange is just about the most important aspect of the IEEC. We exist to bring domestic and international students together. We are not a club for foreign students to hang out with each other, nor are we a pre- or post-exchange group for American students; the IEEC brings these groups *together*. Many organizations emphasize their individuality and specific direction; we emphasize our diversity and openness. Everything we do should aim to bring students of different cultures and nationalities closer together and get them to interact.

We need to do whatever we can to involve *all* of our members in what we do. An IEEC event with only domestic or only internationals is a failed event, period. If we notice that one or more groups or cultures are under-represented, or are not involved in what we do, then we need to look at what we can do differently to integrate them.

We also aim to cooperate with other student organizations at SF State, such as the Japanese Student Association and the Korean Student Association. Cultural exchange goes beyond just the IEEC!

Encouraging international education can be as simple as putting your best foot forward as a current, previous, or aspiring international student. Spread the word about how great studying abroad is, and how much you gained from it. Tell people stories, and convince them to take that step!

We Are One Organization

Some might see the IEEC as a simply collection of committees working on different projects. We are not; we are all part of the same organization. The last thing we want is for our committees to work in isolation. So remember to communicate and work together with other committees whenever you can; that is how truly great events are created!

When groups in an organization become isolated a lot of work is often wasted. In our case, one committee might have some great ideas, or information that you need. They might also have expertise in negotiating with businesses, or useful connections. Events put on with the help of more than one committee have historically been very successful!

The committees that are by far the most important to collaborate with are Finance and Marketing. They are both there for the sake of the event committees, but it is up to the event committees to take the initiative. Make their job easier, and they'll make sure to do the same.

Behave Professionally

The IEEC stopped being just a social hub years ago. Our organization is now a huge complex machine, and in order for it all to work we have to maintain a professional attitude towards the work we do, and the people we do it with. Professional behavior can take on many forms, but in the end most of it comes down to common decency:

- Answer e-mails
- Show up for meetings
- Follow through on the commitments you make
- Communicate and cooperate with other Officers
- Handle problems and criticism constructively
- Try to not let personal matters get in the way of your work

Above all, show respect for other Officers. If someone is trying to do their job, let them do it. If you are at a meeting, focus on the task; it will help you get it done sooner. And after all, an unfocused two hour long meeting is always worse than a focused efficient one that gets done in half the time. We all want to have fun and be social, but it is always best to get your work done and have the chance to be completely free afterwards!

Another aspect of professionalism we try to maintain is adapting to our environment and our “audience”: the students. We have to accept that, in general, our audience will have certain things in common. Chances are, students will always be lazier than you would like them to be. They will almost always have very busy schedules and lots going on, and will almost always have strained finances.

The environment we work in is often one we simply have to accept. Blaming circumstances that we can't change gets us nowhere. If something we do is not as successful as we would have liked, then the first thing we need to do is look at what *we* as an organization are doing. Often times, what seems like an isolated incident may actually be a symptom of a much larger problem in the way we work.

The important thing is that we learn from problems and mistakes. Just as a major business will typically have a well-established procedure for handling its various operations, we are slowly building a collective knowledge base of what works, and what doesn't (of which this manual is an important part). So take note of *why* things don't go well, and pass that knowledge on to fellow and future Officers.

As mentioned earlier in this manual, one of the goals of the IEEC is to develop the skills of the people working here. During our time here we learn things that can never be taught in a classroom; but instead of letting this happen as a side effect of what we do, we aim to consciously ensure that our Officers get as much out of their time with us as possible. A professional attitude is both something we aim to develop, and something that itself helps develop important skills that will be valuable in a future career.

Be Open to Everyone

As such a huge and diverse student organization, the IEEC is home to every type of personality you can imagine. Because of this there will always be social, cultural, or language based barriers to overcome. But just like in a professional environment, we don't get to choose who we work with. The IEEC is not a closed group of friends; we are an open organization where anybody is free to join and participate.

So make a point of being open, friendly, and cooperative with everyone in the IEEC: even if it's with someone you don't get along that well with, and even if they don't treat you the same way. Who you spend your own time with is completely up to you, but in IEEC business we expect everyone to cooperate and behave professionally around each other and other people.

Be inclusive to everyone who's interested, even if they're not an Officer or a member. It is by being inclusive that we grow as an organization, and find more dedicated and talented people to keep us going. So tell non-members about what we are doing, invite them to IEEC events, and introduce them to the rest of us. Who knows, they might end up becoming a major contributor in the future.

Working with people from other cultures can be difficult. A lot of misunderstandings can arise from the different ways in which we think, communicate and do work in the cultures we come from. If you are an active IEEC Officer, there is almost a guarantee that you will eventually run into some very frustrating situations or conflicts with other people. When this happens, try to "take a step back", and look at *why* you are having these problems. There is a good chance you are all just used to thinking, working, or communicating in different ways. Accept this, and try to find a way to bridge that gap.

Help Each Other Out: Go the Extra Mile!

There are a number of things that reliably kill off motivation and enthusiasm. When people who are supposed to be working with you are unhelpful, distracting, or even disruptive; it can be incredibly frustrating. When no one appreciates all the hard work you are putting in, it can make you feel like it was all for nothing. And when you feel like you constantly have to pick up other people's slack while they get an easy ride, it feels frustrating and unfair.

So remember to help each other. The easiest way to follow this rule is simply to be observant. If you notice someone working hard on something, ask if you can help; if nothing else, they'll appreciate you asking and be more likely to help you when *you* need it. If you notice some task hasn't been done, don't just assume that someone else will come along and do it. You may have a specific role, or duty in your committee, but you also have a general duty toward the organization and your fellow Officers; go that extra mile!

As important as helping each other is, it is important to remember to *ask* for help as well. It's not always obvious that you need help with what you are doing, and blaming people for not helping you when they had no idea you needed help gets you nowhere.

Let People Know What You're Up To

There's always a lot going on in the IEEC. At any one time we might be working on more than twenty events. Every one of these has the potential to conflict with any number of other events, meetings, or circumstances. The best way to avoid these conflicts is to let others in the IEEC know what you are planning, and what you are doing.

As a rule of thumb, always give more people more information than you think is necessary. This is especially true for the Presidents and the Finance Committee. They are registered as responsible for the entire organization, and they need to know what's going on at all times. Finance need to know about everything that involves money, both expenses *and* profit.

The Presidents are the IEEC problem solvers. They need to know as much as possible in order to spot problems before they arise. If your committee is facing *any* kind of non-routine decision, the Presidents *need* to know. If for some reason you can't reach the Presidents, please try contacting one of the members of the Executive Committee.

The two most common event conflicts are: having events at the same time or very close to each other; and having events that are very similar to each other. We always want to maximize the turnout for our events. Either of these two situations usually results in one event taking attention, interest, and participants from the other. So make sure to check the IEEC calendar, and ask the other committees what they have planned. If you suspect there is *any* possibility that another committee is planning a similar event to the one you are, get in touch with them. Don't just expect people to know what's happening inside your committee.

Remember

Keep the Presidents **and** the Finance Committee informed of what you're doing.

They are responsible for what goes on in the IEEC.

Everything You Do Represents the IEEC

The IEEC has been built up into an enormous presence at SF State over the course of many years; and it's amazing how little it takes to undo all of those years of hard work. A single mistreated student, a few untracked sales and transactions, or a couple of poorly executed events can all ruin our good reputation at the University. All student organizations are constantly monitored by the SF State LEAD Office, and by other staff on campus. But just as importantly, we stand and fall on our reputation among our members and the rest of the students. IF we do well, we'll continue to grow and develop for years to come!

So remember that whether you like it or not, you are always representing the IEEC: even when you're not "on duty". There is no question that others will judge the organization based on the behavior of its Officers and members. If we do a good job at representing, we'll continue to fulfill our goal of growing and improving the organization. If we misrepresent, break rules, or mistreat people, this can have serious consequences for the entire IEEC. So remember that, for better or worse, you are now part of something bigger. Your own decisions and your own behavior can affect a huge number of people.

One of our goals is to always grow and recruit more members. This is a goal that *every* Officer should work towards, but doing so doesn't have to be hard work! Simply ask yourself the question: If someone were to ask me what the IEEC is and what we do, how would I answer it? Take a few moments to think about what you'd say, and the next time someone wants to know what we're all about, you'll be ready to spark their interest!

*There are several strict University rules that the IEEC must follow at all times. They encompass everything from how money is handled, to what spaces we can use, to how we are allowed to promote our organization. One very important rule is that **no one on campus is allowed to advertise any event involving alcohol, period.** There are also several legal concerns that we face as a student organization and as event organizers. If you are ever unsure whether something is allowed, please contact the IEEC Presidents.*

We Need to Raise Money

The IEEC gets no regular outside sponsorship, and collects no membership fees. All of our operations and events need to be funded by the money we raise during the semester. Our most significant expense is our commitment to award scholarships every semester to students going abroad. This is money we are committed to raising, and unless we work consciously to raise money wherever we can, we simply won't reach this goal.

The good news is that *any* money we raise beyond those scholarships will go towards making our events cheaper and better! We'll be able to sell cheaper tickets, provide better food, and take on more expensive options. The Financial Guidelines below will tell you everything you need to know about how finances work in the IEEC.

The student body at SFSU, Associated Students Incorporated (ASI), can grant student organizations' requests for funding of certain specific expenses on campus. This ASI credit is not really money; it has so many restrictions placed on how it can be used that it should not be seen as a reliable source of income. ASI credit can help fund certain on campus events, and certain expenses such as printing and office supplies, but every single cent needs to be pre-approved.

Have FUN!

As an Officer you have some serious expectations placed on you, and a lot of work to get through in a semester. Since we all have many commitments outside the IEEC as well, it can be easy to lose track of one of the most important guidelines we have: Have fun! Professionalism is often thought of as “all work, no play”. Being professional doesn’t (and shouldn’t) mean being *strictly* professional; just like taking your work seriously isn’t the same thing as taking it (or yourself) *too* seriously.

If you find yourself shut up in a room working on IEEC tasks all the time, see if you can do things differently. Try including others as much as possible, they’ll usually be glad to hear about and get involved in what you are doing!

Also remember to enjoy the events and activities we offer, you deserve it! And make sure you give yourself a chance to just meet up with other Officers and have a good time. Most of our Officer-only activities are all strictly non-work; they are there for our Officers to have fun and get to know one another. If you see a day that has no IEEC events going on, we encourage you to get in touch with your committee or the rest of the Officers, and just meet up. Officer-only dinners, parties, nights out and pot-lucks have all been hugely successful, and they’re a great way of getting to know the people you’re working with.

Even during an exceptionally well-run semester in the IEEC, things *will* go wrong. Events might be poorly attended, or be called off. Officers might get overwhelmed with work, and conflicts might arise. Often this means more work; other times it can mean a lot of work goes wasted.

When this happens it can do crushing things to your motivation, and everyone is affected differently by this. The important thing is to look at failures constructively. Every problem or failure can teach the organization a lot, as well as the Officers involved. So remember to look at what you and your fellow Officers can learn from each situation (they will often teach you more than successes). Discuss them with the Presidents and your Committee members, and decide how you’ll turn things around.

The satisfaction you get from applying something you learnt the hard way, and seeing something become *really* successful because of it, is hard to beat!

Office Guidelines

As an Officer, you commit to working one hour every week in the IEEC Office, which is located in room T-125, on the top level of the Cesar Chavez Student Center at SF State. For most of this hour you'll probably be free to hang out with the other Officers on duty, to study, and to do pretty much whatever you want. Your actual work involves making the IEEC available to any members or other students who walk in: selling tickets and merchandise, answering their questions, promoting what we do, and getting them involved. We ask that you follow these guidelines and the **OFFICE HOUR INSTRUCTIONS** below while on duty in the IEEC Office.

The purpose of the office is to *make the IEEC available to:*

- Students who want to find out about the IEEC
- Students who want to buy tickets to IEEC events
- IEEC Tablers, who need to pick up and drop off supplies

This is *the* purpose of the IEEC office. All other functions of the office are secondary.

This purpose outlines just about everything you need to know about how to treat the IEEC Office. The way we staff, treat, manage, and organize the office needs to always reflect its purpose. If something is preventing you or anyone else from fulfilling this purpose, it's your responsibility as the Officer on duty to do something about it. This can be anything from messiness and over-crowding, to the door not being left open, to not knowing the necessary details about upcoming events. You're free to contact the Office Managers or the Presidents whenever you need help with anything!

The IEEC Office needs to always have at least one on-duty Officer in it during regular office hours. This is especially important during peak hours: between classes and during lunch hour. It goes without saying, but please show up for your office hour. It makes things very difficult for the other on-duty Officers if you don't. If for any reason you can't come to one of your office hours, then that's fine *as long as you contact the office managers beforehand*.

Remember

If you can't make it to your office hour, let the Office Managers know as soon as possible.

It's no secret that the Office is popular hang-out for the Officers. This is no problem as long as the office is still welcoming to non-Officers! If the Office is full of Officers talking loudly amongst themselves behind a closed door, then the purpose of the office just isn't being fulfilled. If you are in the IEEC Office, even if you're not on duty, you still have to respect and work towards the purpose of the office; greeting and helping visitors, and answering their questions. As the Officer on duty, you need to be ready when someone comes in or walks by, and engage them immediately. If necessary, you're also allowed to ask other Officers to leave the office so that you can get on with your work.

Remember

You are responsible for any money or office property that goes missing or unrecorded during your office hour.

It's very important that you follow all of the instructions below, especially those regarding the office key and regarding money. Counting all the money in the office twice during your office hour might seem like a chore, but if you forget to do so properly you might end up being accountable for money that you didn't lose.

OFFICE HOUR INSTRUCTIONS

Start of Office Hour

1. **Collect Key at front desk** in exchange for your Student ID

or, if an Officer is on duty,

Exchange your student ID at front desk for the previous Officer's ID

No one is allowed to be in the office unless the information desk has the ID of an Officer on duty. Do NOT just hand over the key:

Your ID at front desk = YOU are responsible for the key.

2. **Count the money** in the gray metal money box
3. **Record the amount** in the notebook in the money box

During Office Hour

- **Record all transactions** in the accounting notebook
Follow the directions in the accounting notebook
- **Keep the office door open** during office hours
- When a student comes in:
 - **Engage and make them feel welcome** as soon as they walk in
 - **Answer any questions** they have about the IEEC or IEEC events
 - **Ticket sales: Follow procedure** on the 1st page of the event binder
- **Take a picture** with all of the on-duty officers in it, using the office iMac

End of Office Hour

1. **Re-count the money** in the gray metal money box
2. **Record the amount** in the notebook in the money box
3. **Next Officer will leave their ID in exchange for yours at front desk**

otherwise:

Lock the office and return the key to the front desk (The door does *not* lock automatically)

Thank You!
/ The Office Managers

Financial Procedure

The IEEC always needs to raise money. We have a lot of expenses that need to be covered every semester. Running costs like office supplies, printing and advertising are one expense. But most significantly: the IEEC aims to give out four \$1000 scholarships every year to deserving students going abroad. Any extra income after these expenses gets used for upcoming IEEC events.

So it's important that we try to raise money wherever we can. The sooner we raise the scholarship money for the semester, the sooner we are able to use the money we make to benefit everyone: more ambitious events, cheaper tickets, a better end of year Gala, and more! If you're planning a free event, consider charging the participants one dollar, and doing just a little bit extra for them in exchange: guiding, activities, competitions, or anything else that makes it more fun to go with the IEEC than on your own! That little bit of extra income will help us achieve our financial goals, improve future events, and maintain a financial reserve to cover unforeseen expenses (which occur pretty much every semester).

The Finance Committee handles all of the money-related issues in the IEEC. They are responsible for making sure that we raise money, and that we spend that money properly. Finance has to make very difficult choices; and they need your help. Get in touch with them early on, and give them as much information as possible. The more information you give to Finance (and the more specific that information is), the better the chances are that they'll approve your request. Finance *wants* to approve your requests. They have a lot of responsibility, and they need to challenge your ideas because of this; but they are on *your side*!

Remember

Everything that involves money, or *could potentially* involve money, has to be approved by Finance.

When submit a request, Finance needs to examine your plan and decide the following:

- Is it viable? (Will people pay for this?)
- Is the price right?
- Can the costs be lowered?
- What are the financial risks involved?
- What can go wrong? What do we do if that happens?

When it comes down to it, finance only considers money made, money spent, and risk. All of these three factors must be covered when planning an event, designing a product, or creating a marketing strategy. The net profit that the IEEC makes off each ticket or product sold is usually pretty clear. But if something goes wrong, or we simply don't sell enough, then we may end up losing a lot of money or even having to cancel the event. So remember to discuss the risks involved, and how to minimize them.

Note that Finance does *not* get to make personal judgments on products or activities. Their job is to be as objective as possible. They *do* need to be somewhat pessimistic by default, but if you submit enough proof of something being viable and risks being covered, they won't have to be. Even if finance believes that we risk losing money on something, they will still approve it if enough is being done to *cover* that risk. So to take these discussions one extra step; show Finance that you've put in that extra thought.

Some examples of how to use risk management to improve your chances of approval are:

- Doing market research, to determine how many people would be interested in such an event or such a product, at the price you are considering
- Having one or more solid “Plan B’s”, for what to do if different parts of the project go wrong; and actually having them thought out and ready to go when you apply
- Selling products by pre-order, or ordering in small batches, to avoid being left with a lot of inventory if we don’t sell out
- Plans for a last-minute marketing push or “guerilla marketing”, if we do not sell out by a certain date; how to promote, how to sell tickets etc.
- Not over-estimating sales and attendance; there are a lot of circumstances that might cause them to not attend, and some can be hard to spot

The two most common reasons why events or sales fail is miscalculated demand, and inadequate planning for problems. Finance will want to see any proof you might have of people being interested in what you are planning, at the time you are planning it. There is a chance that they might approve your request even without such information, but you usually won’t want to take that risk.

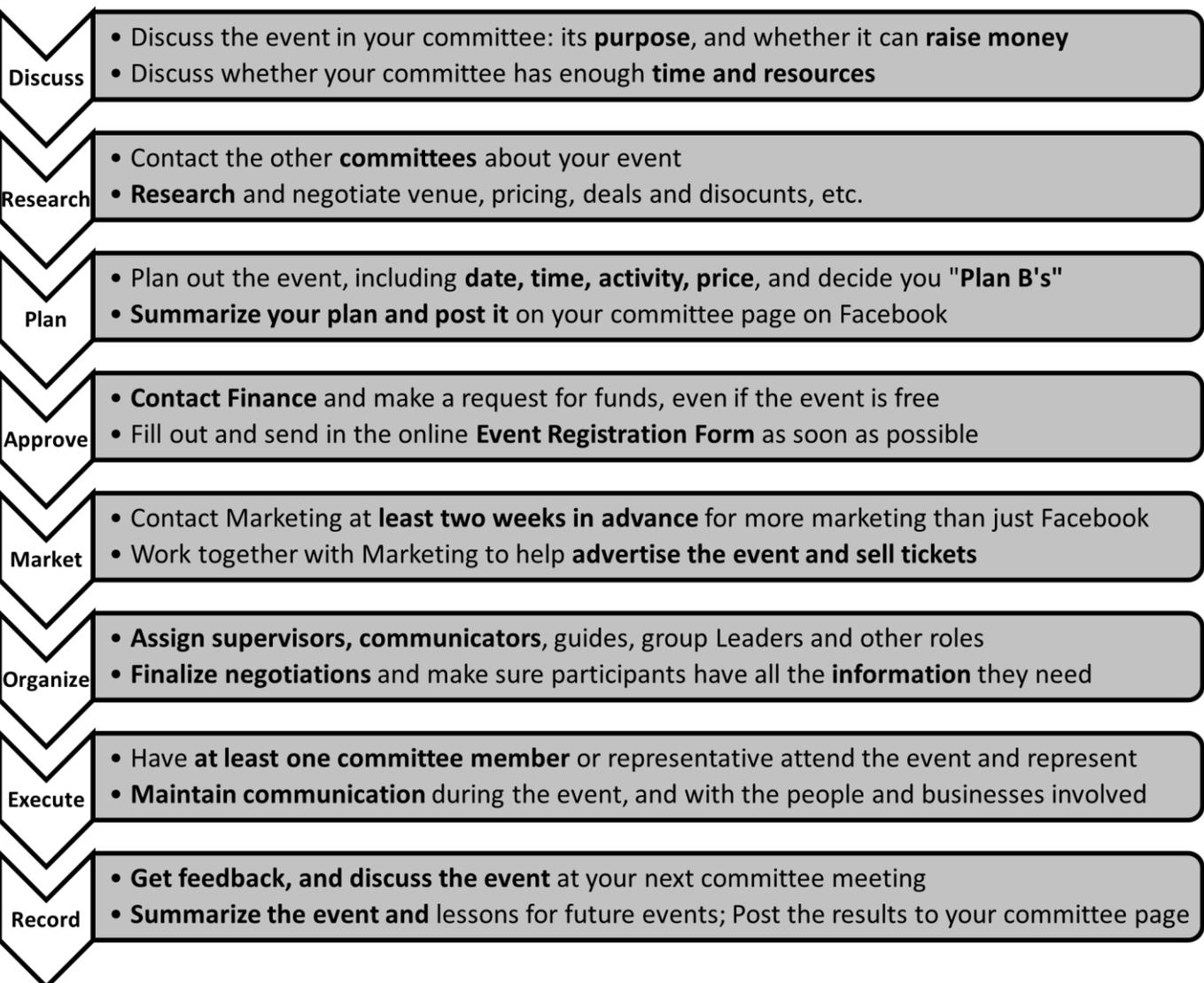
There have often been cases where people drop out of events at the last minute. If, for example, these people had important tasks like driving others on a trip, then the whole event might be put at risk. There have also been cases where something unforeseen has forced us to reschedule, or go somewhere else. Having a plan B (or several) is essential; and an event or product launch with a lot of money invested will almost never be approved without one.

Event Planning

The Officers brainstorm the events for the semester during the semester's first meeting, and others arise as we go. We typically assign the events to the different event committees. Some events and committees go together naturally, and some could potentially be organized by two or more committees. In these cases especially, we strongly encourage committees to share ideas and work together on the event!

Below is a simple guideline for how to organize a successful event in the IEEC. It can seem like a lot of extra work compared to just typing up a Facebook post, but the procedure exists for the benefit of you, your committee, and the whole of the IEEC. Many of these steps are very important, and events that do not follow the proper procedure may unfortunately have to be cancelled and removed from IEEC forums. Most of the procedure below applies to other IEEC projects as well, such as merchandise.

HOW TO ORGANIZE AN IEEC EVENT



IEEC Leaders' Handbook

Who Are the IEEC Leaders?

The Leaders of the IEEC are the people who shape the entire organization; they lead and manage the work of the other Officers. The term IEEC Leader is not as clearly defined as IEEC Officer. The Leaders are not a separate section of the Officer corps. Rather, they are regular officers who have chosen to take on more responsibility, and who have a greater chance to leave their mark on the IEEC because of it.

This handbook is a complement to the Officer's Handbook, which applies to Leaders as well as Officers. We designed this handbook to help IEEC Leaders deal with the unique challenges they face, but this information and guidance can still be incredibly useful even for regular Officers, especially if they decide to take on additional responsibility.

The clearest examples of IEEC Leaders are the **Committee Chairs**, who are in charge of everything their committee does, including any sub-committees. The Committee Chairs report to the IEEC Presidents on behalf of their committee.

A Committee or its Chair can also assign one **Vice-Chair**, who substitutes for the Chair when he or she can't be present. The Chair will also typically delegate several of his or her tasks to the Vice Chair, and ask for advice when making important decisions regarding the committee or committee events.

Sub-committee Managers have a role similar to that of the Committee Chair; they are responsible for what goes on in their sub-committee. The main difference is that the Sub-committee managers usually answer to their Committee Chair, and to the IEEC Presidents when the Presidents directly ask the Sub-committee to carry out a specific task.

The **Office Managers** are in charge of the IEEC Office. They maintain and govern the office space. They also handle the staffing of the office, and supervise the Officers on duty during office hours. All Officers on duty during office hours answer primarily to the Office Managers.

The **Tabling Managers** are in charge of the IEEC table in the Quad. They supervise the IEEC Tablers, and maintain the table supplies. All Tablers on duty answer primarily to the Tabling Managers.

The members of the **Executive Committee** act as communicators between the various committees, as well as deputies and representatives for the IEEC Presidents.

The Presidents supervise the entire organization, from specific short-term tasks, to all-encompassing long-term strategies.

There are also specific Committee Roles, which may vary from committee to committee. There may also be other Special Roles assigned to Officers from time to time, such as project manager, task-force leader, or lead organizer for an event. Many of these officers can also be said to be IEEC Leaders.

Leading Volunteers

Leading volunteers poses a very different challenge from leading individuals who receive compensation, or who have an obligation towards you. When these volunteers are also students, it can make things even more difficult. We typically don't have the benefit of dedicated work hours, nor the luxury of being able to focus only on work-related obligations. We don't always have co-workers who have experience working effectively as part of a team. Above all though, we simply have to accept the fact that not everyone is going to give the IEEC and IEEC work top priority. This fact can make it very difficult to lead a work effort, and as an IEEC Leader there is no doubt that you will come across these difficulties in some form or another.

In this section we'll attempt to give some guidance in leading volunteer work in the IEEC. But there is never any guarantee that a specific approach will work every time. Part of being a good IEEC Leader is learning and developing your management and leadership skills by **finding what works for you**. That being said, there *are* some things that you'll need to know.

We have to remember that **the IEEC can never force or bully people into doing anything**. There are, in a way, exceptions regarding requirements for contribution from J-1 students and office hours from Officers; but even this contribution is done by the contributor's own free will.

As mentioned in the Officer's Handbook, the IEEC runs on **dedication and encouragement**. As a Leader, it is your job to spark, maintain, and feed this dedication and encouragement. When work isn't done properly, or isn't done at all, this is usually due to a lack of dedication, encouragement, or both.

There will be times when you need to assert your authority over the Officers you are leading. Any true lasting authority, especially over volunteers, will need to be earned through **mutual trust and respect**. Without mutual trust and respect, you risk coming across as a tyrant when trying to assert authority. In an employment situation such a leader might be able to get work done, but volunteers have no contractual obligation to follow any directives from someone they might not trust or respect.

We aim for all of our leaders to maintain a principle of mutual trust and respect towards the people they are leading. In order to achieve this, the IEEC expects all of its Leaders to:

- Always behave professionally when performing their IEEC roles, and in all IEEC situations
- Lead by example
- Act encouragingly, and with respect and patience
- Do everything they can to make correct and well-considered decisions
- Deal with problems with a firm but gentle hand; always solving them constructively

It is also important to realize and accept that not everyone will have the same level of dedication and enthusiasm, and hardly anyone will remain at a constant level. Over the course of a semester some people will fall back, and others will ride to the occasion. It is also a known fact that some Officers will turn out to be lost causes. Notify the Presidents in this case, and they will see about reassigning the person in question.

Meetings

Being able to hold efficient meetings is very important for most IEEC Leaders. Many committees' work is based around meetings, and creating effective collaboration is almost impossible without face-to-face discussions and decision making. Your first step towards regular effective meetings will be to find a regular time to for your committee to meet each week. You also need to find a location that works reliably.

A formal meeting is very different from a normal discussion, and it is important to keep that distinction in mind. In an informal discussion you will often run into problems like getting side-tracked, losing focus, not examining all the options and outcomes, or simply running out of time. You can have normal discussions whenever you want, but a formal meeting procedure ensures that you will reach your goal: typically a decision. The instructions below give a good example of how to hold an effective meeting. Unless you already have experience with running effective meetings, try to follow them as closely as possible. This procedure requires a lot more work than just meeting up and having a regular discussion, but following these guidelines will give you the best possible chance of effectively reaching your goal.

Remember

A meeting is not a conversation.

You are trying to reach a pre-determined goal, efficiently.

Finding a time that fits everyone can be tough. If all else fails, some committees have been able to work with alternating between two different meeting times every other week. To ensure that you are able to book a meeting room, make sure that you attend Leadership Orientation, so that you can get permission to book rooms on Campus.

HOW TO PREPARE AN EFFECTIVE MEETING

BEFORE THE DAY OF THE MEETING

1. Review the minutes from last meeting
Make note of anything that needs to be followed up on
2. Advertise the meeting, so that anyone who wants to can join
The Facebook group is a great way to do this
3. Ask the participants if there is anything they want to discuss
This is usually done through Facebook and E-mail
4. Draft the agenda for the meeting
Remember to "triage" your topics: This means dividing them into three categories: Urgent matters, important matters, and things that a decision on meeting day won't change
5. Send out the agenda, and a reminder to attend the meeting
At least 24 hours beforehand

ON THE DAY OF THE MEETING

Prepare agendas and attendance list
Have at least one agenda for every two participants

HOW TO RUN AN EFFECTIVE MEETING

BEFORE THE MEETING STARTS

1. Make sure all the proper preparations have been made
2. Take attendance
3. Wait no more than 10 minutes to start the meeting
Especially if you are short on time
4. If a permanent scribe is not present, designate a scribe for the meeting
Never hold a meeting without a scribe
5. Agree on the time frame for the meeting
It is recommended to always aim for one hour or less

AT THE START OF THE MEETING

1. Summarize last meeting
This is a plain summary, save all discussion for the next step:
2. Follow up the decisions and any tabled discussions from last meeting
3. Ask for additional points of discussion
Topics announced on-the-spot like this should be discussed last, unless they're urgent
4. "Triage" today's topics
This means dividing them into three categories: Urgent matters, important matters, and things that a decision today won't change.
5. Tackle the topics in that order: from most important to least important
You may need to shift points of discussion around. This is OK as long as you decide there is a good reason for it.

DURING THE MEETING – How to Moderate

1. Let the person who has the floor speak
Do not interrupt, do not allow interruptions
2. Stay on topic; Always finish a discussion
Don't get side-tracked or distracted, either close a topic before moving on or explicitly table it for later
3. Do not move on until you have reached a conclusion
Even if it is just to continue the discussion later.
4. Discourage small talk
Don't be afraid to tell people to be quiet if they do not currently have permission to speak
5. Encourage debate
Point out alternatives; ask individual participants what they think
6. Involve everyone
Ask less active/dominant participants for their input

...

AT THE END OF THE MEETING

1. Summarize the decisions made
2. Assign tasks, and responsibility for completing them
Even if the task is simply to gather more information! The person who is responsible for the task can delegate it to someone else, but is still responsible for making sure it gets done
3. Thank all the participants!

AFTER THE MEETING

1. Have the scribe finalize the meeting's minutes, and upload them to the committee Facebook page as a document
2. Inform affected IEEC Leaders about your decisions: Committee chairs, Presidents, etc.

EXAMPLE AGENDA

Meeting

12/21/2012

- 1. Call to order**
- 2. Requests for additional points of discussion**

Summary of previous meeting

3. [Point of discussion X] – [Decision X] (e.g. “Execute event”)
4. [Point of discussion Y] – [Decision Y] (e.g. “Research event venue”)
5. [Point of discussion Z] – [Decision Z] (e.g. “Discussion tabled until next meeting”)

Follow-up

6. [Decision X] – [Follow-up] (e.g. “Feedback from event”)
7. [Decision Y] – [Follow-up] (e.g. “Results of research”)
8. [Decision Z] – [Follow-up] (e.g. “Continue discussion”)

Points of Discussion

9. [Point of discussion A]
10. [Point of discussion B]
11. [Point of discussion C]
12. [Point of discussion D]

- 13. Additional Points of Discussion**
- 14. Summary of decisions and responsibility for tasks**
- 15. Next meeting:** [Time, date and place for next meeting]
- 16. Meeting concluded**

Making Decisions

Routine Decisions

As an IEEC Leader, you will typically be faced with two types of decisions: routine and non-routine decisions. Routine decisions concern only your committee or area of responsibility, and only the current project you are working on. For a Committee Chair, routine decisions would typically involve events, or other day-to-day operations such as assigning tasks to Committee Members. For an Office Manager, routine decisions might involve re-stocking the office, posting information, or assigning tasks to on-duty officers. For a Tabling Manager, routine decisions would have to do with supplying the table, or assigning tasks to Tablers.

When it comes to most decisions, take a moment to discuss or think about contingencies, i.e. what do we do if X happens, or if Y doesn't happen? Many routine decisions carry very little risk, but you'd be surprised how often you get results that you didn't expect or plan for. Unless a decision is almost without consequence, it might be well worth thinking about what unintended effect the outcome might have. Consider and plan for different scenarios, and you'll be more likely to make the right decision: or at least be more prepared to deal with what happens.

Most importantly, though: Don't make big decisions alone! All IEEC Leaders have people to consult with: Vice Chairs, fellow managers, and the IEEC Presidents.

Always try to base your decisions on data, and not on politics. Favoring someone or something just because of your personal taste is unprofessional, and often quite transparent to everyone else. Try to avoid using "I like this" as a rationale; look deeper than that. Try looking at things more objectively: at advantages and disadvantages. Examine the data you have, or consider the possible and likely outcome if no data is available.

Going with your gut feeling is usually fine when you don't have the time to think things over. But unless something is incredibly urgent, taking an extra minute or two to make a well-motivated decision might make all the difference. If something *does* go wrong, you will be able to explain the reasoning behind your decision. No one will blame you if something goes wrong that you couldn't reasonably have been prepared for; but easily avoided mistakes are much more embarrassing.

Non-Routine Decisions

Non-routine decisions are decisions that can affect more than just your committee and its current project. For a Committee Chair, a non-routine decision might be to restructure the committee, change its direction, form a sub-committee, or make a long-term investment. For an Office Manager, a non-routine decision might be to buy new furniture or throw things out, or to re-structure the schedule for office hours. For a Tabling Manager, a non-routine decision might involve cancelling tabling for the day.

When facing a non-routine decision, *always* make sure to *involve the IEEC Presidents* before decision is made! They are there to support you, but also need to keep track of what goes on in every part of the IEEC. They will help by off-loading some of your responsibility, and will help you make the right call!

GOOD LUCK!

We look forward to working with you!



ieec

INTERNATIONAL EDUCATION
EXCHANGE COUNCIL

/The IEEC Presidents

Appendix

OFFICER CHEAT SHEET

The International Education Exchange Council maintains a goal of encouraging international education, student exchange, and study abroad at SFSU, and a sharing of cultures between international and domestic students at SFSU

Remember

The two Presidents are the **only** people that can make unilateral decisions for any part of the organization.

Their word is final.

Remember

The only way to become an Officer is through the IEEC Presidents.

No one else can invite non-officers to the Officer page or to Officer-only events.

Remember

Everything that involves money, or *could potentially* involve money, has to be approved by Finance.

Remember

If you can't make it to your office hour, let the Office Managers know as soon as possible.

Remember

You are responsible for any money or office property that goes missing or unrecorded during your office hour.

Remember

A meeting is not a conversation.

You are trying to reach a pre-determined goal, efficiently.

Remember

Keep the Presidents **and** the Finance Committee informed of what you're doing.

They are responsible for what goes on in the IEEC.

IEEC GENERAL RULES AND GUIDELINES

- Remember our purpose
- We are *one* organization
- Behave professionally
- Be open to everyone
- Help each other out: Go the extra mile!
- Let people know what you're up to
- Everything you do represents the IEEC
- Have FUN!

The purpose of the office is to *make the IEEC available to:*

- Students who want to find out about the IEEC
- Students who want to buy tickets to IEEC events
- IEEC Tablers, who need to pick up and drop off supplies

This is *the* purpose of the IEEC office. All other functions of the office are secondary.

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Start of Office Hour

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or, if an Officer is on duty,

Exchange your student ID at front desk for the previous Officer's ID

No one is allowed to be in the office unless the information desk has the ID of an Officer on duty. Do NOT just hand over the key:

Your ID at front desk = YOU are responsible for the key.

5. **Count the money** in the gray metal money box
6. **Record the amount** in the notebook in the money box

During Office Hour

- **Record all transactions** in the accounting notebook
Follow the directions in the accounting notebook
- **Keep the office door open** during office hours
- When a student comes in:
 - **Engage and make them feel welcome** as soon as they walk in
 - **Answer any questions** they have about the IEEC or IEEC events
 - **Ticket sales: Follow procedure** on the 1st page of the event binder
- **Take a picture** with all of the on-duty officers in it, using the office iMac

End of Office Hour

4. **Re-count the money** in the gray metal money box
5. **Record the amount** in the notebook in the money box
6. **Next Officer will leave their ID in exchange for yours at front desk**

otherwise:

Lock the office and return the key to the front desk (The door does *not* lock automatically)

Thank You!
/ The Office Managers

HOW TO ORGANIZE AN IEEC EVENT

Discuss

- Discuss the event in your committee: its **purpose**, and whether it can **raise money**
- Discuss whether your committee has enough **time and resources**

Research

- Contact the other **committees** about your event
- **Research** and negotiate venue, pricing, deals and discounts, etc.

Plan

- Plan out the event, including **date, time, activity, price**, and decide you "**Plan B's**"
- **Summarize your plan and post it** on your committee page on Facebook

Approve

- **Contact Finance** and make a request for funds, even if the event is free
- Fill out and send in the online **Event Registration Form** as soon as possible

Market

- Contact Marketing at **least two weeks in advance** for more marketing than just Facebook
- Work together with Marketing to help **advertise the event and sell tickets**

Organize

- **Assign supervisors, communicators, guides, group Leaders** and other roles
- **Finalize negotiations** and make sure participants have all the **information** they need

Execute

- Have **at least one committee member** or representative attend the event and represent
- **Maintain communication** during the event, and with the people and businesses involved

Record

- **Get feedback, and discuss the event** at your next committee meeting
- **Summarize the event and** lessons for future events; Post the results to your committee page

HOW TO PREPARE AN EFFECTIVE MEETING

BEFORE THE DAY OF THE MEETING

6. Review the minutes from last meeting
Make note of anything that needs to be followed up on
7. Advertise the meeting, so that anyone who wants to can join
The Facebook group is a great way to do this
8. Ask the participants if there is anything they want to discuss
This is usually done through Facebook and E-mail
9. Draft the agenda for the meeting
Remember to “triage” your topics: This means dividing them into three categories: Urgent matters, important matters, and things that a decision on meeting day won’t change
10. Send out the agenda, and a reminder to attend the meeting
At least 24 hours beforehand

ON THE DAY OF THE MEETING

Prepare agendas and attendance list
Have at least one agenda for every two participants

HOW TO RUN AN EFFECTIVE MEETING

BEFORE THE MEETING STARTS

6. Make sure all the proper preparations have been made
7. Take attendance
8. Wait no more than 10 minutes to start the meeting
Especially if you are short on time
9. If a permanent scribe is not present, designate a scribe for the meeting
Never hold a meeting without a scribe
10. Agree on the time frame for the meeting
It is recommended to always aim for one hour or less

AT THE START OF THE MEETING

6. Summarize last meeting
This is a plain summary, save all discussion for the next step:
7. Follow up the decisions and any tabled discussions from last meeting
8. Ask for additional points of discussion
Topics announced on-the-spot like this should be discussed last, unless they're urgent
9. "Triage" today's topics
This means dividing them into three categories: Urgent matters, important matters, and things that a decision today won't change.
10. Tackle the topics in that order: from most important to least important
You may need to shift points of discussion around. This is OK as long as you decide there is a good reason for it.

DURING THE MEETING – How to Moderate

4. Let the person who has the floor speak
Do not interrupt, do not allow interruptions
5. Stay on topic; Always finish a discussion
Don't get side-tracked or distracted, either close a topic before moving on or explicitly table it for later
6. Do not move on until you have reached a conclusion
Even if it is just to continue the discussion later.
7. Discourage small talk
Don't be afraid to tell people to be quiet if they do not currently have permission to speak
8. Encourage debate
Point out alternatives; ask individual participants what they think
9. Involve everyone
Ask less active/dominant participants for their input

...

AT THE END OF THE MEETING

1. Summarize the decisions made
2. Assign tasks, and responsibility for completing them
Even if the task is simply to gather more information! The person who is responsible for the task can delegate it to someone else, but is still responsible for making sure it gets done
3. Thank all the participants!

AFTER THE MEETING

3. Have the scribe finalize the meeting's minutes, and upload them to the committee Facebook page as a document
4. Inform affected IEEC Leaders about your decisions: Committee chairs, Presidents, etc.

Meeting

12/21/2012

17. Call to order

18. Requests for additional points of discussion

Summary of previous meeting

19. [Point of discussion X] – [Decision X] (e.g. “Execute event”)
20. [Point of discussion Y] – [Decision Y] (e.g. “Research event venue”)
21. [Point of discussion Z] – [Decision Z] (e.g. “Discussion tabled until next meeting”)

Follow-up

22. [Decision X] – [Follow-up] (e.g. “Feedback from event”)
23. [Decision Y] – [Follow-up] (e.g. “Results of research”)
24. [Decision Z] – [Follow-up] (e.g. “Continue discussion”)

Points of Discussion

25. [Point of discussion A]
26. [Point of discussion B]
27. [Point of discussion C]
28. [Point of discussion D]

29. Additional Points of Discussion

30. Summary of decisions and responsibility for tasks

31. Next meeting: [Time, date and place for next meeting]

32. Meeting concluded