Suggestion Box System Procedure for Staff Senate

1.0 Protocol Statement / Rationale

This document establishes guidelines and defines procedures for submitting suggestions to the ASU Staff Senate through the Angelo State University Suggestion Box, located in the main lobby of the Mayer Administration Building, and through the Staff Senate comments/suggestions webpage at http://www.angelo.edu/org/stsenate/suggestions.html.

The Office of the Vice President of Finance and Administration (VPFA) is responsible for retrieving suggestions from the physical ASU suggestion box and forwarding any appropriate suggestions to the Staff Senate Chair.

The Staff Senate Chair or Vice-Chair is responsible for retrieving confidential submissions through the Staff Senate webpage. The Chair or Vice-Chair will forward the suggestion to the appropriate staff senator.

A drafted response to the suggestion must be made by a staff senator within 10 working days of the submission, if possible. The response may be a promise to investigate further, and update on the submission's current standing or an invitation to submit the suggestion as an agenda item for discussion in Staff Senate.

If a response cannot be communicated to the originator of the suggestion, it is at the discretion of the designated staff senator to decide whether the suggestion should be submitted as an agenda item for the next scheduled Staff Senate meeting.

It is the responsibility of the entire Staff Senate to act as advocates and to effectively communicate suggestions and responses to all interested parties and to ensure any required action is acted upon in a timely manner.

2.0 Applicability

All faculty, staff and students must be aware of the protocol which ensures the confidential submission of suggestions and recommendations.

Submitting a Suggestion

To ensure confidentiality, the Angelo State University Suggestion Box is kept locked and only opened by designated personnel of the Office of the VPFA. Suggestions are forwarded to the Staff Senate Chair through unmarked and secured means.

To further ensure confidentiality, suggestions may be placed in sealed envelopes with the preferred office/department clearly marked upon the outside of the envelope. The VPFA will forward the unopened envelope directly to the Staff Senate Chair.

Suggestions made through the ASU Staff Senate web page can be submitted anonymously, with no tie back to an originator's email. Webpage submissions are retrieved by the Staff Senate

Chair or Vice-Chair and any responses to the originator are made in confidence by a staff senator.

Once an agenda item is requested, either by the originator or a staff senator, the suggestion becomes public knowledge. It is the responsibility of the Staff Senate to ensure that all interested parties are involved and that any required action is acted upon in a timely manner.

3.0 Responsibilities

The Office of VPFA is responsible for:

- checking the ASU Suggestion Box for submissions each Monday
- determining which office to forward the suggestion and delivering in a timely manner

Staff Senate Chair and Vice-Chair are responsible for:

- ensuring the system is widely accessible to faculty, staff & students by posting suggestion box procedures on RamPort, sending periodic everyone emails and requesting frequent exposure through Human Resources.
- retrieving confidential suggestions made through the Staff Senate web page
- determining which senator is assigned to act on and draft a response to the suggestion

Staff Senators are responsible for:

- encouraging faculty, staff and students to submit suggestions that will improve day-to-day operations, cost efficiency, work environment and general campus well-being.
- thoroughly investigating submissions with any and all interested parties
- responding to submissions, if possible, in an appropriate and timely manner (10 working days from time of submission)
- determining whether the suggestion should be requested as an agenda item at the next scheduled Staff Senate meeting
- acting as an advocate of the agenda item and ensuring that any required action is acted upon in a timely manner

Faculty, Staff and Students are responsible for:

- respecting the Angelo State University Suggestion Box System by submitting reasonable recommendations that have the best interests of the university in mind. Issues/comments/suggestions of a personal nature should not be submitted to the Suggestion Box program. Rather, such issues should be raised with an individual's supervisor to ensure a timely and most effective response. In cases when this is not possible, please discuss such issues with the human resources department or your personal staff senator.

Cognizant Office / Getting Help

- Those who have questions about the Staff Senate Suggestion Box system should contact a staff senator or send an email to staff_senate@angelo.edu.
- For questions on the Angelo State University Suggestion Box, located in the Mayer Administration Building, contact the Office of the VPFA at extension 2017 or send an email to Finance.Administration@angelo.edu.