

# Code of conduct

## Student Government of RIT Croatia

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# Introduction

This document is an internal document of the Student Government of RIT Croatia and any external use is forbidden without the explicit, written consent from the Student Government of RIT Croatia. This document and its supporting documentation is complementary to the last version of Student Government of RIT Croatia Statute and is intended to be used in such a way that is not contradicting to it. In case that there are any differences between the two, or difficulties in interpretation of this COC, the conclusion should be derived from the Statute - SG's founding document. The document enters into force, with RIT Croatia Administration's approval on September 7<sup>th</sup>, 2020. Date of application is September 1st, 2020.

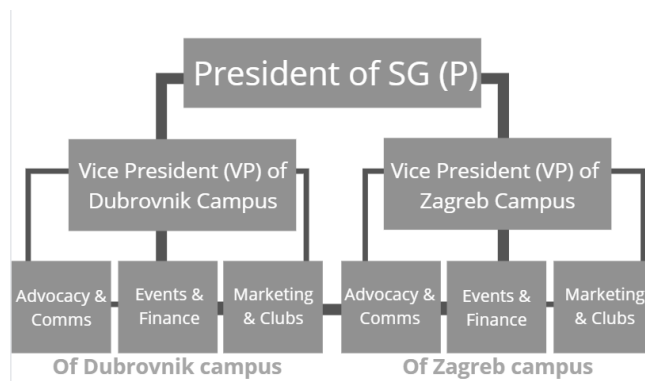
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# 1. Structure of SG

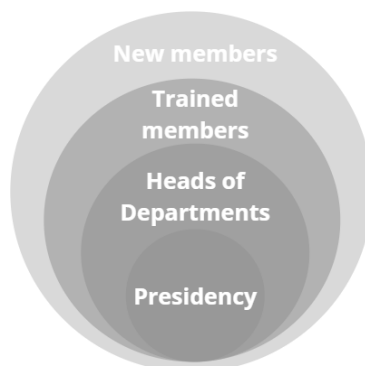
## 1.1. Hierarchy

The 12 members of the Student Government, representing their respective year levels, should have established and precisely defined positions in order to provide structure and clear responsibilities through which the Student Government accomplishes its goals and fulfills its duties towards the student body and the college administration. The structures are based on:

a) Positions:



b) Level of seniority:



<sup>1</sup> As per SG's Statute, the Presidency, Heads of Departments and Trained members form a body called SG Members Cabinet.

### 1.1.1. Vertical structure - Departments & Roles

All departments have a head of department that is in charge of coordinating work within that department and is responsible for its results. The department roles are advisory and can change depending on the number of members of SG at the time (the campus that is not presiding during that mandate, will have one more member to assign a role to, apart from the ones mentioned below - and they will be placed in one of three departments, as decided by the Presidency in collaboration with the assigned SG Advisor):

Advocacy & Communication	Events & Finance	Marketing & Clubs
<ul style="list-style-type: none"> <li>• Head of Advocacy &amp; Communication</li> <li>• Communication Assistant</li> <li>• Advocacy Assistant</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Events &amp; Finance</li> <li>• Creative Direction Assistant</li> <li>• Organization Assistant</li> <li>• Finance Assistant</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Marketing &amp; Clubs</li> <li>• Social Media Assistant</li> <li>• Clubs Assistant</li> </ul>

### 1.1.2. Horizontal structure - Positions

	President	Vice President	Head of Department	Member of Department
Requirements	Minimum 2 semesters as a member, recommended to have been a Head of a Department previously	Minimum 2 semesters as a member, recommended to have been a Head of a Department previously	Minimum 2 semesters as a member, with recommendations from previous Head of Department with good track record of their work in the department	Member of the SG

			previously	
Term	2 semesters with a possibility of a second term election. During the last semester of being in this position, the President will closely work with a successor in order to transfer contacts, knowledge and anything else necessary for an efficient transition of roles	2 semesters with a possibility of a second term election. During the last semester of being in this position, the Vice President will closely work with a successor for an efficient transition of roles	2 semesters with a possibility of a second term election	2 semesters with a possibility of a second term election
Role	Leading the Student Government of RIT Croatia, with a special accent on connecting the work of two campuses and long-term work - such as building connections, improving and maintaining the structure and workflows of the SG, and being responsible for achieving the goals set. The goal of any president should be to make the SG better in some way and lay down a foundation for the work started to continue after they have left the organization or stepped down from the role.	Leading the Student Government in one campus of RIT Croatia with a special accent on coordination of events and projects planned, communication with members. The Vice President should support the President in their role and in case of them stepping down earlier for some reason, the Vice President's role is to attend to their functions until the election of a new President happens	Leading the respective department of the Student Government, organizing the work in that department so it can meet its goals, and coordinate with their sister department on the other RIT Croatia campus (and other colleges' departments if necessary)	Working on tasks assigned by the head of the department, participating in meetings, and representing their respective year level. Leadership, initiative and creativity that lead towards improving the SG are highly encouraged on all levels and recognized appropriately.

## 1.2. Membership

### 1.2.1. Becoming a member

Student Government is a democratically elected body, representing students of all year levels. There are two election procedures in place -

- *Election procedure 1 - ASV (all students vote)*

This procedure is used when electing Student Government representatives for sophomores, juniors and seniors. It occurs at the end of the academic year, so elected students start their mandates as soon as next academic year starts.

All students are eligible candidates for the roles (including the students who are already serving their mandates in the SG), with the exception of students whose SG membership was terminated as a disciplinary measure. Following the announcement of the candidates, students will vote electronically within a certain period of time, and the results will be announced before the end of the semester.

- *Election procedure 2 - AMV* ( all [SG] members vote)

This procedure is used in two cases - when electing in-coming freshmen students and in a case of an irregular election.

In both cases the students apply by filling out a form. Candidates are interviewed by current members of the SG and based on the interviews, the members of the SG vote on them.

In-coming freshmen elections occur at the beginning of an academic year. Irregular elections occur when a SG member's mandate is for certain reason terminated (before its end). The irregular election will take place either right away if it's between Week 1 and Week 10, or at the beginning of next semester if it's between the weeks 10 and 16.

### 1.2.2. Leaving the SG

The SG members can leave independently for personal or professional reasons or be voted out of the SG.

1.2.2.1. Independent mandate discontinuation may happen:

- During the first month after the elections (until the end of September), in which case SG has a right to appoint a new SG member in order to maintain the total of 12 members
- In between the Fall and Spring semester (during the Winter break), only if they notify the Head of their Department and the Vice President at least a week before the semester starts
- At any other time during the academic year only if at that particular time they are not appointed any specific task (event organization, promotion, upcoming work)

1.2.2.2. Termination of the mandate - members can be voted out in two cases: either when their evaluations continually do not meet the SG standard, hence showing member's disinterest and/or their disregard for the SG's Code of Ethics, or when the member in question meets one or more of the following criteria:

- They have continuously failed to successfully complete their appointed tasks over a course of one month
- They haven't been present in weekly meetings for 3 consecutive weeks (unless appropriate exceptional situations arise, in which case the other members will be notified and aware of the circumstances)
- They repeatedly break the student rights of other members/students
- Their semester evaluations are unsatisfactory, as predefined by chapter 4 of this COC

## 2. Work of SG

### 2.1. Interdepartmental responsibilities & tasks

All members of the SG are obligated to operate on a level higher than their respective departments in order to achieve SG's objectives. Following levels need to be considered:

#### 2.1.1. RIT Croatia SG (DBK+ZG)

- Both Member's Cabinets - in Zagreb and Dubrovnik should make a cohesive unit that works towards common goals and shares the same core priorities.
- Joint meetings are to be held at least twice a semester, where problems are discussed, and the reports are done on current joint initiatives.
- Joint SG Members Cabinet should meet once a semester for a teambuilding alternating the team building locations per semester.

#### 2.1.2. RIT Croatia SG Departments (DBK+ZG)

- Each department in the RIT Croatia Student Government should cooperate with the other campus' equivalent department in order to practice continued collaboration in the departments' work and coordination on important events.
- Respective departments have an obligation to find solutions to common problems, and build joint events or projects that would ensure further cooperation between the campuses.
- The meetings between departments are scheduled to be at least twice in a semester, using a format and a time determined by two Heads of departments in question.

#### 2.1.3. RIT Croatia SG Presidency (DBK+ZG)



- To ensure cooperation between the campuses, members of the RIT Croatia SG Presidency will always work together to improve SG's work, implement necessary changes and build new projects and initiatives.
- The President and the Vice Presidents meet monthly to discuss the current situation in the SG and coordinate long-term goals.

#### **2.1.4. Campus SG Leadership (DBK/ZG)**

- President - if appointed at that campus, Vice President and heads of departments ought to hold a monthly meeting at a minimum where they will brainstorm ideas for events and determine tasks for each department

#### **2.1.5. Campus SG Member's Cabinet (DBK/ZG)**

- All current members are obliged to be present at SG's weekly meetings.
- The agenda for the upcoming meeting should be formulated and sent out by the President/Vice President at least 2 days before the meeting with all members
- During the meetings, the President/Vice President will update all members on the ongoing issues or upcoming events and opportunities.
- The events and projects will be discussed at an appropriate time, depending on the type of an event or project
- P, VP, HD need to tell all other members what was agreed on monthly meeting and allocate tasks throughout departments to each member
- Discuss updates and weekly news

#### **2.1.6. Individual level**

- All members are expected to actively participate in SG's work, thus responsibility working during a mandate they were elected/appointed to.
- All members are expected to have a certain number of office hours per week, where they'll have the opportunity to be available for any student inquiries or problems. During office hours, members must be in the office itself for the duration,

or in exceptional cases, be available online. The president does 10, VPs 8, other paid positions must do office hours 5 hours a week, the rest do 2.

New members do not have to do office hours until they've been in the SG for at least 1 semester.

## 2.2. Intradepartmental responsibilities and tasks

Each member is expected to be fully engaged with their department's work, respecting the SG Code of Conduct and Code of Ethics. Heads of department are expected to fairly assign tasks, coordinate and be responsible for the work of their respective departments.

### 2.2.1. Events & Finance

- Objective

Organizing events for the student body (occasionally include and/or faculty staff as well). Department commits to organize events that serve a variety of purposes that include - education, cultural development, sport, and fun; in order to engage as many students as possible, while maintaining the high quality.

- Head of department

In charge of the organization and the logistics of all events and projects, unless assigned differently.

- HoD assigns tasks to other members, using a designated project management platform - at least one week before for smaller, two weeks for medium and 3 weeks for large events.

HoD tracks their progress, assists if necessary, and evaluates their work, initiative, creativity and leadership abilities, as specified in the 4th chapter of this document.

- Organization Assistant

Takes care of all the logistics work connected to organization of events - bookings or reservations of space for events, preparation of that space.

- Creative Direction Assistant

Helps the head of department to brainstorm and prepare everything for the events before allocating concrete tasks through the department, also works with other departments on specific tasks - such as social media content

- Finance Assistant

Helps the head of department to take care of the budget - create budgeting tables and making sure the other members of department stick to the budget with their ideas, cash managements in coordination with Head of department and the organization assistant

## 2.2.2. Advocacy & Communications

- Objective

Making sure that the student body is informed about the entire scope of student activities, gathering information about student suggestions/complaints as well as making sure they are being communicated clearly.

The department is responsible for the coordination of elections.

- Head of department

HoD takes the role of a Student Ombudsperson and has a responsibility of being available to students upon request.

HoD assigns tasks to other members, in accordance to that department's goals, using a designated project management platform - at least one week before for smaller, two weeks for medium and 3 weeks for large events.

HoD tracks their progress, assists if necessary, and evaluates their work, initiative, creativity and leadership abilities, as specified in the 4th chapter of this document.

- Communication Assistant

Focus on proactive policies - informing students not only on the events the SG is doing but our work in the Academic Senate, respective committees, work in the National student council, news from the administration and other long term projects and so on

- Advocacy Assistant

Receives any complaints or suggestions from students to SG

First contact person for any student issues which he/she does not want to share with Faculty and/or Staff

### 2.2.3. Marketing & Clubs

- Objective

Establish a digital presence of SG that is informative about events and projects as well as engages the student body to attend them. Manages and advises clubs about all the needed information for it to function.

- Head of department

Responsible for event promotion and social media management coordination, oversees clubs' activities and financial state.

HoD assigns tasks to other members, in accordance to that department's goals, using a designated project management platform - at least one week before for smaller, two weeks for medium and 3 weeks for large events.

HoD tracks their progress, assists if necessary, and evaluates their work, initiative, creativity and leadership abilities, as specified in the 4th chapter of this document.

- Social Media Assistant
  - Manages social media for SG (Instagram & Facebook) promoting events and activities of SG (including promotional material)
- Clubs Assistant
  - Facilitates communication between clubs and the HOD, and helps to promote the them
  - Organizes monthly meeting with all the clubs, as well as has individual meetings when needed; reminds and receives clubs' biweekly reports

## 2.3. Events and project organization

### 2.3.1. Event organization

- An event is discussed on a weekly meeting of all SG members when the preparation time for that event (laid out in the action plan) comes due -- All the instruction about events needs to be noted on Google Drive, and all the tasks will be shared to each member on the Project management platform
- At the meeting, the SG Leadership informs everyone about the key aspects of the event after which all members can pitch in any ideas about the features, organization or promotion of that event
- Heads of departments create tasks and assign them to their dpt. members on the project management platform no later than 24 hours after the meeting
- All SG members start doing their tasks and they report when they have completed them on the project management platform. They are expected to communicate any issues to their department head as soon as they arise
- Evaluation is done per the 4th chapter of this COC

### 2.3.2. Project organization

- Extra initiatives that certain SG members want to accomplish in order for our students to be more informed about SG or anything that improves student life, and involve students into activities that are beneficial to the RIT community.
- Each project will have a project leader (not necessarily from the Event & Finance department) who is responsible for its.
- The projects can go through the approval process at the time of budget creation (end of the academic year), as well as budget revision (at the end of the Fall semester), when is the latest for the project leader to deliver satisfactory project documentation, containing all the necessary information about the project planning, implementation and evaluation.
- Evaluation is done per the 4th chapter of this COC

## 2.4. Other

### 2.4.1. Student Government Advisors

SG Advisors are staff appointed by RIT Croatia administration to act as a supervisory and advisory role for the SG. There is, as stated in the Statute, an advisor per campus. The SG president reports to both of them.

### 2.4.2. Academic Senate

- Per the National Law, RIT Croatia Guidelines and the SG's Statute, student representatives need to participate in the work of the Academic Senate, and the respective Senate's committees.
- Five students in total participate per year in the Academic Senate's work - three from the campus where the president is appointed, and two from the other campus. The roles who participate are: the SG president, two vice presidents, and two Advocacy & Communication department heads.

- In order to stay transparent in its work, SG (Advocacy & Communications department) will make reports about the topics relevant for the student body and SG's work in the Academic Senate.

#### 2.4.3. Collaboration with other departments in RIT Croatia administration

- The collaboration can be initiated either by the SG or the RIT Croatia administration, with a purpose of getting support for an event or a project organized.
- Any collaboration of this kind is coordinated by SG's advisors, who facilitate communication between the SG members and the administration, having in mind SG's resources and priorities.
- Any such collaboration or a request for a collaboration will be documented in a pre-set format.

#### 2.4.4. Other organizations outside the campus (National Student council)

- SG will actively participate in the work of a competent authority and/or a student organization, in order to maximize opportunities for RIT students through interconnection and collaboration with other educational institutions, their representatives etc.

## 3. Management of SG

At the end of the academic year, following the appointment of the new SG leadership and the election process for filling in the remaining representative roles (as described in this COC), SG will engage in the planning and evaluation process for the next academic year. The goal is making a solid plan of action and structure that will be maintained during the next year that will enable meeting set goals.

## 3.1. Strategy

- **Participants**

Members of old and new Presidency and new HoDs.

- **Timeline**

After the general direction meeting also by the end of the academic year - between weeks 13 and 15.

- **Purpose**

Series of meetings with SG leadership (both DBK+ZG) to broadly discuss all the SG activities and in which direction SG should go, which types of projects should the SG participate in or start.

Determining the strategy and high-level goals for next year.

## 3.2. Tactics

### 3.2.1. Events and projects meeting

- **Participants**

All trained members - members who are in the SG more than one semester

- **Timeline**

Maximum 2 weeks after the end of the academic year

- **Purpose**

Discussing about which old events should be held again, which ones should be cut, and brainstorming which new ones should be added for the next academic year

Discussing which concrete projects should be organised in order to fulfill the selected goals

### 3.2.2. Review of the organizational structure



- **Participants**

New SG leadership.

- **Timeline**

Between 2 - 4 weeks after the end of the academic year

- **Purpose**

If necessary revise the structure of the SG - departments and the roles within departments; SOPs of departments and revise all the project management platforms. Appoint roles to newly elected members and revise roles of the trained members.

### 3.3. Budget

- **Participants**

New SG leadership.

- **Timeline**

A month after the end of the academic year.

- **Purpose**

Each year's budgets (RIT Croatia funded & RIT funded) will be decided at the end of the previous academic year.

In order to get the budget, SG leadership needs to make a detailed budget proposal that includes a brief description of events and how much money would be spent on each event

Send the budget proposal to RIT Rochester main campus in order to be approved

### 3.4. Action plan

- **Participants**

All trained members

- **Timeline**

Maximum 1-2 weeks before the beginning of the Fall semester

- **Purpose**

After briefly determining the budget and events for the next academic year, plan the dates for each event and project

Details about events and projects that are important for the organization of events.

Determining the preparation start date for each event and project

List all the known resources for each event/project

### 3.5. Members' Management

#### 3.5.1. Members' evaluation meeting

- **Participants**

SG leadership

- **Timeline**

Week 13 of the spring semester

- **Purpose**

Finalizing the evaluation process by assigning points based on the data gathered throughout the semester according to the evaluation process rules.

Determining whether the members who applied for paid positions meet the requirements

Discussion based on the data gathered from evaluating projects and events.

The member(s) that has applied throughout the year in order to fill out the position in the SG, will get the official approval of being a member at the end of the academic year.

### 3.5.2. Election Meeting

Members that passed the evaluation process will be eligible for election.

#### 3.5.2.1. *Regular elections*

- **Participants**

SG Members Cabinet

- **Timeline**

Week 13 of the spring semester

- **Purpose**

Organizing the regular elections being held in the upcoming week (week 14 of the spring semester)

#### 3.5.2.2. *New SG Leadership Appointment*

- **Participants**

All senior SG members

- **Timeline**

Week 14 of the spring semester

- **Purpose**

Election of new paid positions in the SG

### 3.5.3. “Welcome to SG” meeting

- **Participants**

All SG members

- **Timeline**

End of week 15 of the spring semester (after finals)

- **Purpose**

Welcoming and getting to know the new members elected through the regular election process. Familiarizing new members with the basics of the SG work.

### 3.5.4. Member Training

- **Old paid positions train new paid positions**

New paid positions need to be familiarized with the complete department SOPs

Each old head of the department should meet the new head all about his/her work;

familiarize the most important contact persons with the new head, meet the new head with all the documentation needed to be filled during the year, etc.

Training should be organized anytime between the end of the academic year and the beginning of the action plan, depending on when the two individuals (new and old head of particular department) have come to an agreement

- **New paid positions train other members**

New members need to be familiarized with all the relevant SOPs of their assigned department, preferably by the Week 3 of the new semester.

Assigning the roles in each department should happen in the week 4 at the beginning of Fall semester

Familiarized with the project management platform, also the Google Drive resources

Meet them with all channels of the communication - externally and internally regarding their department

### 3.5.5. Burnout Procedures

The procedure is available to be taken twice whenever during the academic year for all the members, if the SG member is unable to successfully perform all the given tasks due to any academic or personal complications; Each break can last from 1 to 3 weeks depending on the situation

- In case the president takes a break, Vice President takes all his/her obligations and vice versa; meaning President and Vice President cannot enter the burnout procedure at the same time
- In case a department head is granted a burnout break, the Vice President has the authority to coordinate with the department - distribute the tasks of the department as he/she sees fit
- The first break is granted to anyone without the approval from other members or advisors
- For a second break a member is required to get an approval from the advisors, if they do not have approval they will be given 5 workdays to finish all their tasks (if not their membership will be terminated)

### 3.5.6. Complaint system

- All the members of SG can file a complaint against any member, when they recognize a serious violation of the statute, the code of conduct or the code of ethics.
- All members can write a counter-complaint against the complaint about them
- This complaint can be a basis of termination of the mandate, as described in the first chapter of this COC.
- The resolution of this procedure is made by the SG leadership and the academic advisor - either deducting the evaluation points or by automatically terminating the SG membership.

## 4. Evaluating the SG

### 4.1. Evaluation of members

#### 4.1.1. General

- All members are evaluated at the end of each semester
- All members are evaluated on their attendance regarding events/meetings, their activity throughout the semester and their behavior throughout the semester. Each category will be rated on a scale of 1-10 based on how they performed, and the evaluations from each category will be summed up for the final evaluation. Members who score below a base threshold (15-18) get a warning, if they fall below that threshold again they will be removed from SG.
- Members who score below 10 during one complete semester will be immediately relieved of their position as a member of the SG.
- Members who score between 11 and 16 points for two consecutive semesters will be removed from the SG.
- A member that has a score below 3 in two of the three categories will immediately be removed from the SG
- Members who score over 90% on evaluations have the right to submit the evaluation as a part of the additional SG work for the Merit Scholarship awarded each AY.

#### **4.1.2. Evaluation points**

Each member has their own record, only the VPs and the member can have access to the record. Each record contains a table with categories for attendance, behavior, activities and any additional categories.

- *Attendance*

Members must attend every meeting (either personally or virtually) or excuse themselves if they're unable to. Members are expected to be active during meetings. All members must show up to SG events. Meetings vs events (6/4). Attendance score formula:  $10 * (\text{meeting attendance percentage}) * 0.8 + 10 * (\text{events attendance percentage}) * 0.2$

- *Behavior*

Members are expected to follow SG Code of Ethics, RIT Croatia guidelines & Student Handbook

Behavior strikes gained if any of the above are not followed, with the emphasis on honesty, professional behavior and fulfilling of obligations

Behavior score formula: 10 - 1 point for each behavior strike (more than one point can be deducted for more severe breaches)

- *Activity*

Members are expected to communicate any problems/hurdles that they encounter to their Department head in a timely manner

When a member completes their given task, they can, but are not obligated to, help others with their tasks

Activity score: during the semester, heads of departments keep notes on the activity and inactivity of their department members. At the end of the semester, the department heads have a meeting with the vice president to determine how those notes relate to an activity score on a scale from 1 to 10. The vice presidents do this same scoring procedure for the department heads in consultation with the president.

### 4.1.3. Evaluation of Events & Projects

Each event will be evaluated upon its conclusion, based on the attendance of and the feedback from students compared to the effort required to organize the event.

#### 4.1.3.1. Evaluation of event success

- **Attendance**

Based on the expectations of each event beforehand

Attendance should be collected by the Head of the Events Department,  
format - amount of people at the event.

- **Feedback**

Feedback on the event should be gathered after the event ends and/or on  
campus during a few days after the event

Feedback should be collected by the Head of the Events Department,  
format - standardized Y/N questions and open-ended questions.

#### 4.1.3.2. Evaluation of event organization

- **Evaluation items**

Resources needed vs used

Effectiveness of the planning process

Effectiveness of the implementation process

#### 4.1.3.3. Report

Data analyzed at the end of the semester and AY in order to see which  
events did well (planning for next year), general grade given by the person  
in charge of the event.