

Texas A&M University Career Closet
Standard Operating Procedures
2019-2020

Student Government Association
Texas A & M University

Chapter One: Governing Documents

I. Constitution and Bylaws

Texas A&M University (TAMU) Career Closet is a member committee of the Texas A&M University Student Government Association (SGA). TAMU Career Closet adheres to the procedures outlined in this document as well as SGA's constitution and bylaws, which blanket all member committees.

II. Mission Statement

To enhance the professionalism of Texas A&M students while alleviating the financial burden inherently associated with launching a career by providing professional attire and educational services, in collaboration with the Texas A&M Career Center and the Texas A&M Student Government Association.

III. Vision Statement

Aggies helping Aggies dress for success

IV. Core Values

Excellence, Leadership, Selfless Service

V. Goals and Action Plans

Each year, the executive team compiles a list of hopeful outcomes for both the organization at large, as well as each committee. Along with the desire to fulfill our mission statement and vision, we have included the following as indicators of a successful year:

A. General

- a. Ensure that every Aggie has access to professional attire by improving and expanding operations
- b. Increase awareness about the organization on campus and in the community through outreach and targeted marketing

B. Internal Operations

- a. Improve operating systems to be easier and more user-friendly
- b. Improve systems within the organization
- c. Create efficient and more accessible documents

C. External Operations

- a. Develop the Adopt a Suit program and Giveaway program

- b. Refine processes and establish protocols for donations
 - c. Improve methods of acquiring suits so that donated suits better match the needs of students
- D. Development
 - a. Make substantial progress towards growing endowment
 - b. Develop and maintain relations with new and existing donors
- E. Marketing/Communications
 - a. Increase social media presence and number of people following our platforms
 - b. Increase level of name recognition on campus

History of Governing Documents

Texas A&M University Career Closet was founded in Fall 2015 through Senate Bill number 68-04. The founders of the TAMU Career Closet believed that careers should be awarded based on merit, and student success should not be hindered by the clothing they can afford. TAMU Career Closet provides the opportunity for Texas A&M's student body to checkout professional clothing at no cost except a small dry cleaning fee. This service allows all students equal opportunity in securing their first position in the workforce and further perpetuates Texas A&M's core values of excellence, leadership and selfless service. Refer to **Historical Information** in Chapter 6 for copies of the Senate bills.

TAMU Career Closet has always driven its purpose based on a mission statement, which is reviewed and revised annually. In addition to the mission statement and vision, TAMU Career Closet annually revises this operations manual to assist in the transition process and document its history. Since its inception in 2016-17, the TAMU Career Closet Operations Manual contains the only documented rules and regulations specific to this committee.

Chapter Two: Executives

I. Job Descriptions and Responsibilities

A. Executive Director

- ★ Oversees executive meetings
- ★ Serves as a liaison between the committee and SGA, attending Chair Team Roundtables
- ★ Directs the activities and productivity of the organization
- ★ Communicates regularly with the organization's advisor
- ★ Develops and facilitates the implementation of strategic planning
- ★ Oversees volunteer recruitment, training, and all other activities related to Human Resource Management

B. Assistant Executive Director/Finance

- ★ Oversees general financial oversight
- ★ Provides administrative support to Executive Director as needed
- ★ Ensures monetary compliance with both SOFC and SGA regulations
- ★ Advises on financial implications of strategic and operational plans
- ★ Manages the financial planning and the operating budget

C. Committee Directors

- ★ Oversee projects and programs
- ★ Create leadership opportunities for committee members

1. Internal Operations

- ★ Ensures customer-oriented quality of internal operations processes
- ★ Evaluates and implements changes to the internal operations of the TAMU Career Closet
- ★ Manages communications between the TAMU Career Closet and patrons
- ★ Ensure all documents needed for internal operations are updated and stocked

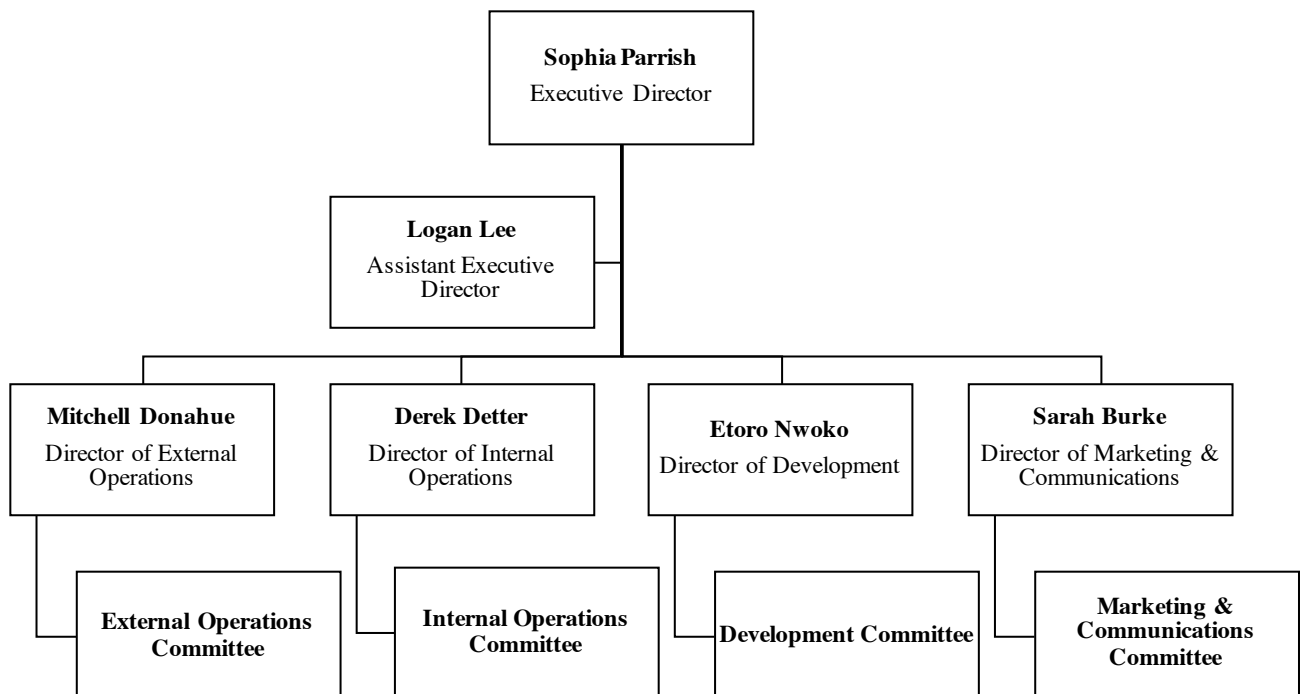
2. Development

- ★ Raises money for TAMU Career Closet Endowment

- ★ Manages Donor Recognition and Thank-you cards
- ★ Organizes the Biannual Newsletter
- 3. External Operations
 - ★ Manages the Adopt-a-Suit program
 - ★ Plans and organizes donations drives
 - ★ Collects donations of professional clothing
 - ★ Oversees the input and organization of donated items
- 4. Marketing and Communications
 - ★ Manages website and all social media accounts
 - ★ Creates deliverable marketing materials for any and all events and campaigns throughout the year
 - ★ Coordinates outreach initiatives to maximize Career Closet's involvement and name recognition on campus
 - ★ Oversees the educational components such as guides on how to dress professionally and the importance of appropriate clothing in professional settings

II. Organizational Chart

Updated: February 2020



III. Transition Process

A. Qualifications

1. Have a minimum cumulative and semester grade point ratio (GPR) as stated below and meet that minimum cumulative and semester GPR in the semester immediately prior to the election/appointment, the semester of election/appointment and semesters during the term of office.
 - a) For undergraduate students, the minimum cumulative and semester GPR is 2.00. In order for this provision to be met, at least six hours (half-time credits) must have been taken for the semester under consideration. In one limited circumstance, summer semester hours may be applied to this provision. In order for summer coursework to qualify toward a grade point ratio prior to election/appointment, at least six credit hours must have been taken during the course of either the full or two summer session(s).
 - b) For graduate level students the minimum cumulative and semester GPR is a 3.00 and for first professional students the minimum cumulative and semester GPR is 2.50. In order for this provision to be met, at least four hours (half-time credits) must have been taken for the semester under consideration. In one limited circumstance, summer semester hours may be applied to this provision. In order for summer coursework to qualify toward a grade point ratio prior to election/appointment, at least four credit hours must have been taken during the course of either the full or two summer session(s) unless fewer credits are required as they complete the final stages of their degree.
2. Be in good standing with the university and enrolled:
 - a) 1. at least half time (six or more credit hours), if an undergraduate student (unless fewer credits are required to graduate in the spring and fall semesters) during the term of office. Students enrolled in the Blinn TEAM program are also eligible to hold an office, as long as the student is meeting all

applicable Blinn TEAM requirements and is in good standing with the program.

- b) at least half time (four or more credits), if a graduate level student (unless fewer credits are required in the final stages of their degree as defined by the Continuous Registration Requirement) during their term of office.
- 3. Executive Director required to have served at least 1 prior term in an executive position

B. Selection

- 1. Executive Director
 - a) Executive Director applications will be distributed by current Executive Director.
 - b) Chair applications will be reviewed and interviews will be scheduled.
 - c) The Executive Director and advisor will conduct interviews.
 - d) Executive Director-elect will then be chosen by a consensus of the aforementioned people.
- 2. Assistant Executive Director
 - a) Executive Director-elect will distribute applications.
 - b) Executive Director-elect will review applications and schedule interview times.
 - c) Executive Director-elect and Executive Director will host interviews.
 - d) Assistant Executive Director-elect will then be chosen by a consensus of the aforementioned people.
- 3. Executives
 - a) Executive Director-elect will distribute applications.
 - b) Executive Director-elect will review applications and schedule interview times.
 - c) Executive Director-elect and Executive Director will host interviews.
 - d) Executive Director-elect and Executive Director will select director-elects.
 - e) Specific positions may be assigned by Executive Director-elect after selection or during the application process.
- 4. Co-chairs
 - a) Directors will distribute applications within their respective committees.
 - b) Directors will review applications and schedule interview times.
 - c) Directors and Executive Director will host interviews.
 - d) Co-chairs will then be chosen by a consensus of the aforementioned people.

C. Transition

1. Executive Director

- a) Executive Director and Executive Director-elect should set up a series of meetings to go over this Operations Manual and the general workings of TAMU Career Closet.
- b) Once the Executive Director-elect has selected his/her executive team, the Executive Director may participate and help guide the team and Executive Director-elect.
- c) Throughout the year, the past Executive Director should be available for questions, although the Operations Manual, past records and advisor should be the primary source of assistance.

2. Assistant Executive Director

- a) Executive Director-elect and Assistant Executive Director-elect should set up a series of meetings to go over this Operations Manual and the specific responsibilities of the Assistant Executive Director.
- b) Meetings will also be scheduled with the Assistant Executive Director and Assistant Executive Director-elect
- c) Throughout the year, the past Assistant Executive Director should be available for questions, although the Operations Manual, past records, Executive Director and advisor should be the primary source of assistance.

3. Executives

- a) Executive Director-elect and Assistant Executive Director-elect should set up a series of meeting with the executive team to go over this Operations Manual and the specific responsibilities of each executive member.
- b) Meetings will also be scheduled with the executives and executives-elect
- c) Throughout the year, the past executives should be available for questions, although the Operations Manual, past records, Executive Director, Assistant Executive Director and advisor should be the primary source of assistance.

4. Co-chairs

- a) Executives should set up a series a meetings with their respective co-chairs to go over this Operations Manual and the specific responsibilities of the co-chair.

D. Timeline

1. Applications will be made available the last week of March.
2. Applications for Executive Director will stop being accepted after one week.

3. Applications for Assistant Executive Director and executive team will stop being accepted after a week and a half.
4. Interviews will begin within 3 days of the applications being due
5. Executive Director and executive team will be announced before April 21st, with terms starting on April 21st.

Chapter Three: Advisors

I. Expected Roles and Responsibilities

- ★ Explain University policy when relevant to the discussion.
- ★ Meet with the committee chair weekly as a follow-up to the committee's status.
- ★ Be sympathetic to the plans and wishes of the committee.
- ★ Attend group activities, retreats, and projects.
- ★ Give impartial advice and several options to plans.
- ★ Be available to intervene when conflicts arise.
- ★ Have a clear understanding of what is the committee's focus and mission.
- ★ Represent the group with members of the university staff.
- ★ Be able to communicate the resources and procedures that committee activities must follow in accordance with university regulations.
- ★ Aid in the introduction of the new executive team.

Chapter Four: Standard Operating Procedures

I. Membership Standards & Procedures

A. Qualifications

1. Be a current student at Texas A&M University.
2. Be in good standing with the university academically and relative to personal conduct.
3. Maintain a 2.0 or better cumulative GPR overall.

B. Selection

1. Applications will be distributed through university-wide advertisement and advertised at MSC Open House.
2. Applications will be offered on the TAMU Career Closet website and MaroonLink.
3. No pictures may be requested of applicants, whether listed as a requirement or optional for applicants.
4. A standard process must be applied and carried out for each applicant when considering their qualifications for membership within the committee.
5. Applications must include a supplemental insert informing applicants of all forecasted dues that they will be required to pay.
6. No qualified applicant may be denied membership to a committee based solely on their race, gender, color, religion, national origin, age and sexual orientation.
7. The Executive Director and/or executive team will review completed applications.
8. Interview list will be posted and applicants can sign-up for time slots.
9. Executive Director and Assistant Executive Director will conduct interviews; advisor is welcome to participate as well.
10. Executive Director and executive team will review applications and interviews and select new members.
11. Executive Director will contact the applicants.

C. Timeline for Selection

1. The selection process will begin with the Executive Director and the executive team reviewing the applications.
2. A week after the initial round of applications are reviewed, interviews will be held for those that meet TAMU Career Closet requirements.
3. After interviews are held, the Executive Director and executive team will meet again to admit the new TAMU Career Closet members into the organization.

II. Discipline Procedures

A. Maintenance of Active & Valid Membership

1. Maintains Membership Qualifications of Acceptance (Ch.4.I.A pg10)
2. All meetings are mandatory, unless one has a University excuse or is excused by the Executive Director.
3. Excused absences include illness, death in the family, other family emergency, or if a member has predetermined plan set forth and brought to the attention of the Executive Director in advance prior to the event or meeting.
4. Social events are highly encouraged.

B. Removal of a Member

1. If a member has two unexcused absences from required events – general meeting, etc. – a violation will be issued to the member in question, who will be notified by email.
2. After two violations, member in question will be notified via email that his or her membership is under review.
3. The member will attend a meeting with the Chair, Advisor and possibly members of the executive team to discuss the violations and share their perspective.
4. Advisor will be notified of the member's current situation and asked for input in determining what possible actions can be considered.
5. The member will be put on probation for 30 days prior to removal.
6. Once the 30 days have expired, the executive team will review the member's situation.
7. Advisor will be notified of the decision of the executive team and asked for input again.
8. A decision will be reached within that week and the member will be notified in a timely manner.
9. Termination of membership is effective immediately.

C. Removal of an Executive

1. Each executive will be given one warning for not complying with the requirements, expectations and/or roles of his/her respective office.
2. Executive in question will be notified via email when each warning is issued.
3. After two warnings, the executive in question will be notified via email that their executive position will be reviewed.
4. The executive member will attend a meeting with the Executive Director and Advisor to discuss the violations and share their perspective.

5. Advisor will be consulted separately to discuss course of action and provide input in determining what possible actions can be considered.
6. The executive member will be put on probation for 10 days prior to removal.
7. Once the 10 days have expired, the Executive Director and Advisor will review the executive's situation.
8. A decision will be reached within that timeframe and the executive member will be notified in a timely manner.
9. Termination of executive position is effective immediately, but TAMU Career Closet membership may be maintained.
10. Any violation of federal or state law or student rules will result in a meeting with the Executive Director and the Advisor without a previous warning required.

D. Officer Vacancy

1. In the event of a vacancy of an executive position, the executive team can reasonably assume the responsibilities of the open position, and, if necessary, fill the vacancy through an informal interview process from general members.

III. Publicity & Media Relations Guidelines

A. Purpose

1. Inform student body of services offered by TAMU Career Closet.
2. Make student body and community aware of significant milestones and other important information regarding the TAMU Career Closet.
3. Advertise activities and recruit participation in those activities.
4. Increase TAMU Career Closet visibility on and off campus.

B. Banners

1. Reserve Banner Space
 - a) MSC: In the Student Programs Office, reserve 28 days prior to hanging time. 845-1515
 - b) Blocker: First come, first serve policy. 845-0807 or go to BLOC 103
 - c) Zachry: In the Engineering Academic Programs Office (Room 204), reserve space 7 days prior to hanging. 845-7247 or 845-7200
2. Purchasing Paper
 - a) Banner paper available at \$.18/foot at MSC Bookstore.
 - b) Zachry requires a banner length of less than 10 feet.
3. Painting
 - a) The Banner Room can be reserved at the MSC Hotel Desk.

4. Hanging and Removing
 - a) MSC: Clamps provided; removal of banners after 10 days.
 - b) Blocker: Can only use string that oneself provides; removal after 10 days.
 - c) Zachry: Hooks provided; removal after 8 days.

C. Newspapers

1. Battalion Ads
 - a) Rates are \$9 per column-inch.
 - b) Place order before 4 p.m. 2 days prior to running date.
 - c) Room 032 Memorial Student Center (979) 845-2696
2. Battalion Events Calendar
 - a) Free “What’s Up” spots available.
 - b) Fill out events calendar form in 014 Reed McDonald.
 - c) Submit form anywhere from 30 days to 2 days prior to event.
3. Eagle Ads
 - a) Call 776-4444 for prices of specific ad sizes or e-mail advertising@theeagle.com.
 - b) Order should be placed at least 3 days prior to running.
 - c) Offices are located at 1729 Briarcrest Drive.
4. Featured Newspaper Article
 - a) Write and have the Press Release approved by organization officer.
 - b) Submit Press Release to a local newspaper or radio station.

D. Brochures/Flyers/Posters

1. Flyers & Mailings
 - a) Lambda Sigma will distribute flyers to various buildings on campus; take 110 copies to their cube at least 5 days prior to event.
 - b) Distribution A delivers flyers to each department; tape one copy to the front of a campus mail envelope (with Distribution A marked on it) and include 455 copies; drop in any campus mail bin.
 - c) Corps of Cadets → take 43 copies to the Guard Room and one will be distributed to each outfit. 845-6789
 - d) MSC Mailboxes → take 40 copies to the island in the Student Programs Office at least 5 days prior to your event for distribution to MSC chairs.
 - e) Multicultural Services → take flyers to their office in the MSC basement to distribute flyers to 14 organizations; office is located in the MSC basement Room 137.
 - f) SOFC → obtain approval by staff and make 700 copies.

- g) Student Activities → make 70 copies to put in clubs' boxes in Koldus.
 - h) Residence Halls → Submit 78 copies to the North Side Area Office (847-4768) and 82 to South Side Area Office (845-2236).
 - i) Greek Life → place 52 flyers in an envelope addressed to Office of Greek Life, Mail Stop 1257; drop it in any campus mail bin.
- 2. Posters & Brochures
 - a) Obtain copies.
 - b) Distribute posters.
 - c) On-campus printing prices can be found at pnc.tamu.edu
 - 3. Table Tents
 - a) Print two -- one above the other "landscaped" on the page; make them three sided.
 - b) "Texas A&M University's Department of Food Services...a Tradition of Excellence since 1876" must be printed at the bottom of each tent.
 - c) Contact each dining area to reserve space.
 - d) All MSC locations can be reserved together by calling 845-1100
 - e) Displayed for one week at a time.
 - f) Your organization will put them on tables and Food Services will remove them.

E. Television and Radio

- 1. Local Talk Show
 - a) Contact local radio and television stations 30 days before you need an appearance.
 - b) Prepare a summary to submit and have it approved by organization officer; submit it to the station.
 - c) Practice the interview with other students before you go.
 - d) Show up early and dress appropriately.
- 2. Public Service Announcements
 - a) Contact local radio and television stations about PSA.
 - b) Gather any forms required.
 - c) Complete forms and prepare a statement to be approved by organization officer.
 - d) Submit forms and statement to the station.
- 3. Radio Advertisements
 - a) Contact radio stations for pricing and requirements.
 - b) Approve charges and arrange payment with Treasurer.
 - c) Prepare a statement for advertisement.

- d) Go to the radio station to record the advertisement or arrange for someone else to record it.

F. Additional On-Campus Displays

1. Bulletin Boards
 - a) No reservations required.
 - b) Approval stamp by MSC (SPO) 845-1515
2. Chalkboard Raids
 - a) Contact academic buildings on campus for guidelines.
 - b) Write statements on chalkboards in their classrooms.
3. Display Cases
 - a) Reserve a case through the building proctor of any building.
 - b) Reserve MSC displays through SPO, 845-1515; displays must be removed after 10 days.
4. Sandwich Boards
 - a) Obtain board permit from Student Activities at <http://studentactivities.tamu.edu/sandwichboards>
 - b) Have building proctor of the location sign the permit.
 - c) Submit the permit with a sketch of the planned design at least 2 days before the board is to be displayed.
 - d) Pick up the approved permit and place in a plastic sleeve on the back of each board.
 - e) Limited to two weeks of sandwich board advertising in a calendar month.
 - f) Must be removed promptly the day after final approved day for advertising; failure to do so will result in a suspension of display privileges.
5. Screen Savers
 - a) Complete info and regulation form at <http://oalinfo.tamu.edu/tools/screensaver/>
 - b) Design must be submitted 7 days before running date.
6. Stuact News
 - a) Submit info about event to vdobiyanski@stuact.tamu.edu.
 - b) Information will be distributed to all student organization presidents on a bi-weekly basis.
 - c) Include the title of your event, a brief description of the event, the cost (if applicable), time, location, and contact information for additional questions.
7. Kyle and Olsen Field
 - a) Student Organizations can display information on the “Jumbotron” screens at Kyle and Olsen Fields.
 - b) Information must be sent by noon the Wednesday prior to the game day when you want your information displayed.

- c) Info submitted will be labeled as a “wildcard” and will be displayed on a first come, first serve basis during the games.
- d) Contact the Office of the Associate Director of Promotions and Operations, 845-8915, for the submittal questions and additional info.

G. Misc.

1. Listservs

- a) Prepare a statement, including contact information.
- b) Have the statement approved by organization officer.
- c) Use the Student Activities Database (<http://studentactivities.tamu.edu/orgsearch>) to find contact email addresses for other student groups.
- d) Send the statement to that person asking them to forward it to their members.

2. Presentations

- a) Contact local and campus groups to speak about your event.
- b) Groups’ contact info can be found at studentactivities.tamu.edu
- c) Arrange for the appearance at least 30 days in advance.
- d) Prepare a summary.
- e) Practice presentation with other students before you go.
- f) Show up early for appearance, neatly dressed.

3. Web Page

- a) Design a textual, informational web page and have it drafted by an officer.
- b) Work with organization’s webmaster to implement the page.
- c) Apply for web space with Student Activities in Koldus 125.
- d) For assistance, contact Shawn Smith, Student Activities 845-1133, shawn@stuact.tamu.edu

IV. Concessions & Sales Guidelines

A. Meeting Room Requests

1. MSC, Rudder Tower and Koldus Building

- a) Requests can be made at <https://events.tamu.edu/EmsWebApp/Default.aspx>.
- b) It is possible to make requests but competition for rooms among committees is very strenuous and should be filed as close to the start of the open request day as possible.

2. Student Activity Area (including Governance Room)

- a) Availability for rooms is limited so plan ahead.

- b) File requests with front desk of student activities, 125 Koldus.
- 3. Student Government Area – SGA Conference Room
 - a) Availability for the room is limited so plan ahead.
 - b) File requests with Amy Loyd.

B. Information Table Requests

- 1. Request forms are available on the second floor of Rudder Tower, M-F, 8am-5pm.
- 2. Require committee's SOFC cash account (a fee is charged), advisor's signature, and dates for table's use.

C. Other

- 1. For other Concession Guidelines, see Concessions Desk at 125 Koldus or <http://studentactivities.tamu.edu/concessions>
- 2. Permits can be picked up and filed at the Concession Desk in 125 Koldus.
- 3. Sale guidelines can also be accessed there too.

V. Budget Process & Financial Guidelines

A. Creation of Committee Budget

- ★ Responsibility of Assistant Executive Director.
- ★ Past budgets (esp. immediate past) should be the most used tools in developing the committee budget.
- ★ The budget should include but is not limited to, allowances for Internal Operations, External Operations, Development, and Marketing and Communications.

B. Sub-Committee Budgets

- ★ Sub-committee allocation budgets from the committee budget should be assigned at the start of the school year after receiving the committee's allocation from the Student Government Association.
- ★ Sub-committee directors are responsible for maintaining their budget and reporting all expenditures to the Assistant Executive Director.
- ★ Sub-committees may request Purchase Orders from the Executive Director or Assistant Executive Director.

C. Who to Consult During Budget Creations

- ★ TAMU Career Closet committee advisor

- ★ TAMU Career Closet past financial director (Assistant Executive Director)
- ★ TAMU Career Closet Executive Director
- ★ Student Government's current executive finance director
- ★ Student Government's accountant assistant

VI. Important Phone Numbers, Websites & Resources

A. Resources

- ★ TAMU Career Closet's advisor.
- ★ Other committee chairs.
- ★ Past committee chair.
- ★ Past executive team and past members.
- ★ Student Government's Executive Council.
- ★ Student Body President.

B. Phone Numbers

- ★ Student Activities Main Office: (979) 845-1133
- ★ Student Government Association (SGA): (979) 845-3051
- ★ Career Center Main Office: (979) 845-5139
- ★ TAMU Career Closet's Advisor, Samantha Wilson: (979) 255-4622
- ★ Student Organization Finance Center (SOFC): (979) 845-1114
- ★ Student Government's Accounting Assistant, Judy Been: (979) 458-1145
- ★ Assistant Director, SGA, Amy Loyd: Phone: (979) 845-4869

C. Websites

- ★ <http://www.tamucareercloset.com/>
 - Texas A&M University Career Closet Website.
- ★ <https://maroonlink.tamu.edu/organization/careercloset>
 - Texas A&M University Career Closet Maroon Link page.
- ★ <http://www.tamu.edu/>
 - Texas A & M University's Official Website. Great for searching anything on-campus or having to do with the university directly.
- ★ <http://www.tamu.edu/phonebook>
 - Texas A & M University's on-line phonebook. You can type staff or students in the prompt to find their on or off campus phone numbers.
- ★ <http://studentactivities.tamu.edu/>
 - Able to find out anything about Student Activities on this website.
- ★ <http://sga.tamu.edu/>
 - Student Government's official website.

- ★ <http://sofc.tamu.edu/>
 - Student Organizations Finance Center. Where you get the check reimbursement form.
- ★ <http://studentactivities.tamu.edu/resources/organization-manual/>
 - The Organizational Manual for recognized student organizations.

Chapter Five: Risk Management

I. Customer Service Procedures and Guidelines

A. Staffing Policies

1. Staffing of volunteers and executives is to be completed by Executive Director with the assistance of the Assistant Executive Director.
2. Each volunteer is to be staffed for 1 one-hour shift per week.
3. If a volunteer is unable to attend a shift, he or she is responsible for finding their own replacement by communicating with volunteers within their respective committee.

B. Customer Service

1. During each shift, one volunteer must sit at the front desk, greeting patrons as they enter the Career Closet.
2. TAMU Career Closet volunteers are to provide service to all student patrons in a courteous and respectful manner.

II. Damaged/Lost Inventory Procedures

As per TAMU Career Closet Terms of Agreement, patron assumes responsibility of suit upon checkout. Patron is financially liable up to \$100 for suit that is lost or severely damaged.

III. Pre-event Planning Procedures

For any activity where risk/injury can possibly surmount above a paper cut, follow these guidelines for preventive measures, liability/legal issues, and the morality aspect of keeping our members' safety paramount. Retreats and traveling outside of Bryan-College Station are automatic scenarios for the following guidelines:

These procedures do not have to be completed by the Executive Director. Any member of the committee can complete these steps to ensure safe and happy activities

1. Consult your advisor as to the details of the activity.
2. Complete the Student Activities' Pre-event Planning form through MaroonLink, with more information at <http://studentactivities.tamu.edu/manage-your-organization/event-planning/> and discuss with your advisor.
3. Keep Pre-Event Planning forms on file by returning them to the committee chair upon completion and filing in this Operations Manual after occurring.

4. If the activity has too high an amount of risk to the committee, then consider alternatives.
5. Never proceed with an activity if advisor or any of the above contacts strictly advise against it. The committee's future and reputation should be priority one. Never put any members in situations of danger or questioning of danger.

IV. Travel Procedures and Guidelines

- A. Student Activities Travel Guidelines
 - a. Student Activities provides step-by-step guidelines and procedures for planning and hosting trips. Check out their Web site at: <http://studentactivities.tamu.edu/risk/travel>

V. Safety & Liability Guidelines

TAMU Career Closet does not currently purchase any forms of insurance policies. The committee, by the executive team's discretion, does not participate in high-risk activities. Safety and liability guidelines followed are those set out by the Student Government Association and the Student Activities.

After following pre-event planning procedures, TAMU Career Closet will choose to not participate in activities that are of high-risk as agreed upon with any of the above contacts and experts.

VI. TRANSITION POLICIES

41.1.2 File an annual request for official recognition with the Department of Student Activities. An organization's annual recognition cycle should begin in the month that the organization elects or selects leadership, as defined by the organization's constitution. Each organization should provide: signatures of the university advisor and the student officers authorized to withdraw money; the names and contact information of all advisors and officers of the group; and a current constitution and by-laws that comply with the provisions outlined in the Student Organization Manual. Any changes to the Career Closet's constitution and by-laws shall be submitted to the Department of Student Activities in a timely manner.

VI. Texas A&M Student Rules Alcohol & Drug Use

Guidelines and rules for student alcohol use can be found at:
<http://student-rules.tamu.edu/append8.htm>

Guidelines and rules for student drug use can be found at:
<http://student-rules.tamu.edu/append7.htm>

VII. Texas A&M Student Rules Hazing

Guidelines and rules for student hazing issues can be found at:

<http://student-rules.tamu.edu/append6.htm>

VIII. Texas A&M Student Rules Sexual Harassment

Guidelines and rules for student sexual harassment issues can be found at:

<http://student-rules.tamu.edu/rules47.htm>

IX. Texas A&M Discrimination

Guidelines and rules for student discrimination issues can be found at:

<http://student-rules.tamu.edu/rules45.htm>

Chapter Six: Organizational History

I. Historical Information

A. The Idea Behind a Career Closet

The fundamental principle of the TAMU Career Closet is that a student's attire should not be a barrier for their success. A group of students believed that something needed to be done to ensure students were selected for positions based off of merit, not simply the professional attire they own. Their idea began to become a reality with support from the Career Center and the Student Government Association.

B. Creation of the Texas A&M University Career Closet

During the fall of 2015, the Texas A&M University Career Closet became a student organization and an executive committee within SGA. If in the future you need to look up the senate bill that created the TAMU Career Closet in Student Senate's records, ask a senator for help and give them this reference number for the bill: S. B. 68-04

C. Building a Closet

The TAMU Career Closet was an organization with no room and no attire. The Chancellor's Century Council and the Association of Former Students helped fill these voids. With the support of the Century Council, the organization was able to purchase 200 suits. The Association provided the funding for room renovations in the MSC to create a space for the Closet to operate. The TAMU Career Closet began operations in January of 2016.

II. Calendar of Regular Events

April –

- ★ New SBP is instated.
- ★ New Executive Director and Executive Team start terms on April 21st.
- ★ Transitional meeting(s) should be held to help new executives assume roles of past executives. Advisor, past chair, past directors, and new exec. team should all be in attendance.
- ★ Monday of last full week of classes is the last day to check out suits.

May –

- ★ All suits should be returned before finals begin.
- ★ New Executive Team should be contacted and planning over the summer should ensue.

June –

- ★ New Executive Team should be contacted and planning over the summer should continue.

- ★ Try to get together with officers for some quality time (QT).

July –

- ★ New Executive Team should be contacted and planning over the summer should continue.

- ★ Try to get together with officers for some quality time (QT).

- ★ Planning for fall volunteer recruitment should take place. The Executive Director and Assistant Executive Director can make the application and have it approved by the other executives before school starts.

- ★ Design and order executive button downs for MSC Open House (contact C.C. Creations). Design t-shirts and fleeces (if choose to do these).

- ★ Plan for MSC Open House and create graphics and flyers.

August –

- ★ Begin Executive Team meetings and have an Executive Team retreat before school starts or first weekend after.

- ★ Contact career fair organizers for partnership in marketing.

- ★ Plan for MSC Open House. Hosting an informational meeting is optional.

- ★ Post volunteer application on MaroonLink and website during Howdy Week.

- ★ Publicize applications on social media, post banners in the Commons, Blocker, Zachry, and MSC (See page 12 for instructions on banners).

- ★ Attend the all SGA informational and have one Career Closet representative to discuss committee's purpose and timeline. Also, have applications available.

September –

- ★ Begin closet operations on the Thursday of the first week of school.

- ★ Application deadline is 1 week after the MSC Open House, but this deadline can be varied.

- ★ Need to get recognition done if was not already completed in the spring.

- ★ Host TAMU Career Closet Volunteer Training meeting.

- ★ Host TAMU Career Closet volunteer retreat with committee reveal.

October –

- ★ Meetings, socials, service events, and activities.

November –

- ★ Meetings, socials, service events and activities.

- ★ Order inventory replacement 3 weeks before the end of finals.

- ★ Monday of last full week of classes is the last day to check out suits.

December –

- ★ Host TAMU Career Closet volunteer social.

- ★ Planning for spring applicants should take place. The Executive Director and Assistant Executive Director can make the application and have it approved by the other executives before school starts.

- ★ Input new suits into inventory and retire selected suits.

- ★ Send all members greeting cards at their homes over the break.

January –

- ★ Begin Executive Team meetings and have an Executive Team retreat before school starts or first weekend after.
- ★ Begin closet operations on the Thursday of the first week of school.
- ★ Plan for MSC Open House. Hosting an informational meeting is optional but highly suggested.
- ★ Post volunteer application on MaroonLink and website.
- ★ Publicize applications on social media, post banners in the Commons, Blocker, Zachry, and MSC (See page 12 for instructions on banners).
- ★ Host TAMU Career Closet Volunteer Training meeting.
- ★ Meetings, socials, and activities.

February –

- ★ Meetings, socials, and activities.

March –

- ★ Meetings, socials, and activities.
- ★ Big Event Participation.

April –

- ★ Meetings, socials, and activities.
- ★ Final TAMU Career Closet social event.
- ★ New SBP is instated.
- ★ New Executive Director and Executive Team start terms on April 21st.
- ★ Transitional meeting(s) should be held to help new executives assume roles of past executives. Advisor, past chair, past directors, and new exec. team should all be in attendance.
- ★ Monday of last full week of classes is the last day to check out suits.

May –

- ★ All suits should be returned before finals begin.
- ★ New Executive Team should be contacted and planning over the summer should ensue.

III. Budgets and Financial Records

The budget and financial records will be executively overseen by the Financial Director (currently the Assistant Executive Director).

A new budget will be created each year and will be submitted for approval to both the Executive Director and the Faculty Sponsor.

The AED/Financial Director will also be in charge of communicating with the Student Organization Financial Center regarding deposits and withdrawals into the Organization's bank account.

All monies belonging to this organization shall be deposited and disbursed through a bank account established for this organization at the Student Organization Finance Center and/or the Fiscal Office. All funds must be deposited within 24 hours after collection. The advisor to this organization must approve and sign each expenditure before payment.

Chapter Seven: Internal Operations

I. Purpose

To plan and execute the Texas A&M University Career Closet procedures and day-to-day operations in order to enable efficiencies and become a successful closet.

II. Participants

Within TAMU Career Closet

- Director of Internal Operations
- Internal Operations Co-chair
- Members of Internal Operations Committee

Outside of TAMU Career Closet

- Students who utilize our services

III. Format/Procedures/Functions

Check-Out/Check-In Procedures

- 1 Executive on call in the closet to assist volunteers
- 2-3 CLOSET Volunteers in the back of the closet
- 1 LOBBY Volunteer sitting in front to welcome/confirm appointments

Check-Out Procedure

LOBBY Volunteer Roles:

1. Greet Customer, smile, and ask if they have an appointment.
 - a. If yes, confirm their appointment using a label on Setmore.
 - b. If no, create an appointment for them using Setmore. Inform them about online appointment making.
2. Call for a volunteer from the closet. Try to match similar genders (See step 1 for Closet Volunteer Roles).
3. While waiting on patron to acquire the right sized suit, transfer information about patron from the Setmore site to the Access database.
4. After patron finds their desired suit, log the "Apparel IDs" in the Access database as well as the date checked out. The "Date Should be Returned" is one week (5 business days) from the "Check-Out Date."
5. Give the patron the clipboard with the Terms of Agreement, summarize Terms of Agreement, and answer any questions. (Completed while the suit is being steamed and prepared for departure.)

6. Stamp the dry-cleaning voucher and hand it to the patron. Inform them what is on the voucher and their hours (Monday through Friday 7am-6pm) (Saturday 8:30am-12:30pm) (Sunday Closed).
7. Tell the patron to keep their Park Cleaners receipt for the check-in process. The patron is now free to leave once they have their suit.

CLOSET Volunteers Roles:

1. Introduce yourself to patron, smile, and ask them what size suit they want to try on first. If female, ask if they want a skirt and/or pants.
2. Go and retrieve desired suit for patron to try on. Tell them that they can either use the dressing room or walk with them to the bathrooms down the hall.
3. Let the patron know that if they have any questions about the fit or want a second opinion, they can step out and you can take a look at them.
4. Once the suit fits, you need to tell the patron to change out of the suit.
 - a. If not, try on another suit.
5. Once the patron has found the suit they want, you will take the suit back to the lobby to get it checked out with the Lobby volunteer.
6. Once the Lobby Volunteer has the "Apparel IDs," proceed to steam the suit in the back.
7. Make sure you return the wooden hanger to the closet rack and place the suit on a plastic/metal hanger.
8. Once the suit is steamed and on the right hanger, place the suit in a plastic bag and walk it up front to the patron.
9. If you have no patrons you are working with, feel free to work on returns or cleaning up the closet.

Check-In Procedure

LOBBY Volunteer Roles:

1. Greet Customer, smile, and ask if they are here to check in a suit
 - a. If yes, confirm the suit is dry cleaned with the Park Cleaners receipt (other dry cleaners are acceptable).
2. Briefly check for any obvious signs of staining or tears on suit.
3. If the suit is clean and free from major flaws, open up the Access database and find the patron's checkout record by searching for their UIN. Verify the "Apparel IDs" and enter the return date.
4. Patron needs to fill out the survey and complete a thank you note.
5. While patron is working on survey, give the suit to the Closet Volunteer after completing the return in the Access database.
6. Once patron completes both survey and thank you note, they are free to leave.

CLOSET Volunteer Roles:

1. Further inspect the suits for signs of stains or tears. If major flaws, inform Exec-on-call (EOC).
2. Take the plastic bag off and remove the tags from the dry cleaners.
3. Replace the dry cleaning or plastic/metal hangers with our wooden hangers. Make sure you match each piece is placed on the correct hanger. Pants are the white label; skirts are the blue label.
4. Steam suit if needed, time permitting.
5. Return the suit back to its respective location in the closet.

Weekly Audit Procedures

1. Use Student Government given laptop to open up the Access Document used for input of patron information.
2. Open the “Inventory Check” query on Access.
3. Filter the checkouts based on suits that are not checked out, which is done by clicking on return dates and clicking on “blanks.”
4. Filter using MJ, MP, FJ, FP, FS to see the Male Jackets, Male Pants, Female Jackets, Female Pants, and Female Skirts, respectively, that are checked out.
5. Go through each category (MJ, MP, FJ, FP, & FS) and compare to the actual on-hand inventory that is checked out.
 - Do this by calling out all the suits that are checked out in the system and matching them to the hangers that are empty on the rack.
 - If a match does not occur (i.e. a size 4 women’s jacket is checked out in the system and a size 4 hanger is not on the rack), make note of this on an ongoing list of issues for the week in a Google Document (Google Keep).
 - Continue this until all matches are made and all issues have been noted down.
 - After you finish, make sure the closet has enough materials for the next week. i.e. make sure there are adequate dry cleaning vouchers, terms of agreement, surveys, and thank you notes.

Managing Apparel IDs Procedure

Overview: The Apparel IDs on our suits are one of the most important function of the closet. Each piece of garment should have a unique Apparel ID, which serves to keep track of that specific suit throughout its life.

1. There is a master spreadsheet titled “Career Closet Sizes with Unique IDs” that lists all the pieces that are located in the closet, their size, their gender, their article, and their unique Apparel ID.

2. Whenever suits are added to the closet, we assign a new unique Apparel ID. We will never reuse an Apparel ID, unless the suit was returned.
3. It is imperative that this list stays up to date with current inventory to make sure we do not lose any suits.
4. This list is also kept up to date within the Access Database with the table labeled "Apparel." Every time a change is made with the Excel spreadsheet listed above, the same change must be made in the access database.

Ordering New Suits Procedure

1. To order new suits, you must first figure out which pieces have been checked out the most.
2. Copy and paste all the rentals from the "Rental" table in Access into an Excel spreadsheet.
3. Create a pivot table and determine which Apparel IDs or suits have been checked out the most.
4. We retire 10% of our total inventory, so since we have roughly 200 items, you will find the 20 most checked out pieces to retire.
5. After you've decided which pieces to retire, you will order new pieces that are the same size as the ones retired.
6. We have a partnership with JCPenney, as well as an account, so you will order the new suits from their Post Oak Mall Location.
7. This whole process should be started 3 weeks before the last day of finals to make sure they arrive before you leave for break/summer.

IV. Materials

1. Dry Cleaning Vouchers
 - Continual costs
 - Print as needed from:
 - our account at Copy Corner OR
 - using a personal form of payment and getting reimbursement through a check from our funds by submitting your UIN, address, and name to the Assistant Executive Director with receipt.
2. Surveys
 - Print from our documents in our Google Drive or take a leftover survey and go to the copy machine located in the Career Center in Koldus and make copies as necessary. Tell the staff you are with Career Closet and they should let you make copies for free.
 - At the end of each semester, submit surveys to Student Life Studies and obtain a report of suggestions to improve the closet. Susan Forester is our contact. Her information is located below.
3. Contracts

- Review contracts yearly by going to Department of Student Activities.
- 4. Hangers
 - Order hangers as necessary when broken, damaged, destroyed, lost, etc. from Amazon.
- 5. Suits
 - Refer to section on “Ordering New Suits Procedure” above to see procedures to procure the necessary amount of suits.

V. Additional Information

Survey Contact

- Susan Fox Forrester - Student Life Studies
- SForrester@sls.tamu.edu

Hold Contact

- Laura Sigle - Student Activities
- laura@stuact.tamu.edu

Chapter Nine: Development

I. Purpose

To ensure the long-term success of the Texas A&M Career Closet by building and maintaining relationships with financial donors.

II. Participants

Within TAMU Career Closet

- Director of Development
- Development Co-chair
- Members of Development Committee

Outside of TAMU Career Closet

- Current and potential donors to the Career Closet

III. Procedures

Mailing Thank You Notes

The Career Closet would not exist without the support of our gracious donors. Thank you notes written by students who use the Career Closet's services should be mailed to all donors approx. once a month. The Director of Development, along with his or her committee, is responsible for reviewing, addressing, and mailing out all donor thank you notes.

Career Closet Newsletter

As part of donor outreach, a Career Closet newsletter that outlines noteworthy news and events regarding the organization is to be sent to all donors biannually. The newsletter should be worked on by the Director of Development and the Development Committee throughout the fall and spring semesters and completed in time to be mailed out during the last week of each.

Donor Levels

The Director of Development, with assistance from the Development Committee, oversees all aspects of donor recognition. Financial donors are grouped into four levels based on the size of the donation: Bronze, Silver, Gold, or Founder. The Director of Development must make sure that all donors are recognized properly, according to their respective donation level. Information regarding each level can be found at tamucareercloset.com/donate.

IV. Materials

1. Thank You Notes
 - Order 500 at the start of each semester.
2. Plaques
 - Necessary to purchase if a “Founder Level” donation is received

V. Additional Information

Texas A&M Foundation Contact

- Torii Kapavik
- tkapavik@txamfoundation.com
- Can provide helpful documentation, such as list of donors and donor addresses

Chapter Ten: External Operations

I. Purpose

To provide high quality clothing that was donated to the Career Closet to deserving students, free of cost, through a stringent selection process.

II. Participants

Within TAMU Career Closet

- Director of External Operations
- External Operations Co-chair
- Members of External Operations Committee

Outside of TAMU Career Closet

- Students who utilize our service
- Donors of professional attire

III. Procedures

1. Donations are received from donors in the following manner:
 - a. Volunteers accept donations at the career closet on designated donation hours and place in donations inbox (see Sub Process 1).
 - b. Donors drop off donation in person at the Texas A&M Career Center on designated days and place in career closet cubicle.
 - c. Donors mail donations to the Career Center or the closet address.
2. All donations from above locations are removed weekly and placed in the donations storage closet.
3. At the donations storage closet, External Operations committee members will quality check and sort clothing into the following categories:
 - a. *Category 1* – This category includes high quality suit sets that is deemed acceptable to be given away to suit applicants.
 - b. *Category 2* – This category includes quality shirts, blouses, dresses, skirts and other accessories, which can be worn in business settings.
 - c. *Category 3* – This category includes casual clothing that are otherwise in good condition.
 - d. *Category 4* – This includes clothing that cannot be given away to students because of rips, tears, stains or other visible quality issues.
4. The suit application will open in the middle of October with applications being reviewed once in every 15 or 30 days depending on volume.
5. All successful applicants will be invited for a fitting to find a suit set in their size.

- a. If a suit matching their size is found from Category 1, then proceed to step 6.
 - b. If a suit matching their size cannot be found in Category 1, then place their application in priority waitlist.
6. Once applicants find suits in their size, they are allowed to choose three items of their choice from Category 2 and Category 3.
7. Repeat process every 15 or 30 days for all successful applicants and priority waitlist applicants.
8. At the end of every month, operations committee members will review the donations inventory and make the following decisions/actions:
 - a. All items in Category 4 clothing are delivered to Goodwill or a suitable charity.
 - b. If there is enough or excess inventory of Category 1 clothing to meet the forecasted demands of the next month, no additional actions are taken.
 - c. If there is not enough inventory of Category 1 clothing to meet the forecasted demands of the next month, proceed to Step 9.
 - d. If there is excess inventory of Category 2 or 3 clothing compared to the projected demand for the following month, proceed to Step 10.
9. When there is not enough inventory of Category 1 clothing (i.e., suits) to meet the forecasted demands of the next month, then the following actions are taken:
 - a. Applications are temporarily stopped until the inventory can be replenished.
 - b. The Director of Marketing and Communications is notified of the need to conduct donation drives and marketing events.
 - c. This process is repeated until enough suit sets have been accumulated.
10. When there is excess inventory of Category 2 & 3 clothing (non-suit professional and casual clothing and accessories):
 - a. The excess inventory is moved to the Career Closet and placed in the donation outbox.
 - b. The Director of Internal Operations is notified of the availability of items in the outbox so that volunteers can provide patrons this option.
 - c. Volunteers follow the process outlined in Sub Process 2 to provide patrons with clothing from the donations outbox.

★ SUB PROCESS I - VOLUNTEER PROCESS FOR ACCEPTING DONATIONS

Hours: Monday (9-11 AM) and Thursday (5-6 PM)

Lobby Volunteer role

1. Greet donor, smile and ask if they are here to donate clothing.
 - a. If yes, proceed to step 2.
 - b. If no, assist them with their query.
2. Call for a closet volunteer to accept the donated clothing.
3. While the closet volunteer is accepting the donations, write a receipt to the donor (sample filled receipt will be attached once the receipt book arrives).
4. Once all donations have been accepted, hand the donor the receipt and let them know that they are free to leave.

Closet Volunteer role

1. When the lobby volunteer calls, introduce yourself to the donor and accept the clothing they provide.
2. Place the donation in the designated donations in-box.

Important Points to Note for Volunteers Accepting Donations

- If the donor asks whether a particular piece of clothing is accepted, answer them by referring to the donations guidelines found on TAMU Career Closet website. If in doubt, accept the clothing and mention that any clothing that does not meet the quality criteria will be given away to goodwill or to other students.
- Volunteers are NOT expected to perform quality check of the donated clothing. The quality review will be performed by the External Operations committee outside of closet working hours. Volunteers only need to place the clothing in the designated donations inbox.
- The items in the donations inbox will be removed weekly and moved to the donations storage area.
- In-kind donations do not qualify for 501 (c)3 tax exemption.

★ SUB PROCESS 2: VOLUNTEER PROCESS FOR DISTRIBUTING DONATIONS TO PATRONS

Lobby Volunteer role

1. If the patron asks about the availability of shirts, ties and/or accessories, let the closet volunteer know which article of clothing was requested.
2. After the closet volunteer assists the patron in finding the right apparel, pull up the patron's record on Access and enter the following information:
 - a. The code "DON" in Apparel ID
 - b. Current date in "Check-out date"
 - c. Any date in "Date Should be Returned"
3. Once the information is entered, let the patron know that any items from donation do not need to be returned.
4. Inform the patron that they are free to leave.

Closet Volunteer role

1. When the lobby volunteer requests a donated item (shirts, ties, shoes and/or accessories), see if the requested item is available in the Donations Outbox.
 - a. If item is unavailable, inform the patron and let them know that new selections will be available at the end of that month.
 - b. If more than one selection of the requested item is available, bring the selection to the patron so that they can choose the clothing they desire.
2. Once the patron selects their desired article of clothing, hand it over to the patron and inform the lobby volunteer.

IV. Materials

1. 2 well-constructed wood or plastic boxes (one time cost)
2. 1 additional clothes rack
3. Receipt Books (continual cost – more books need to be printed or purchased as needed)

Chapter Eleven: Marketing and Communications

I. Purpose

To create awareness of and involvement in the services offered by TAMU Career Closet, and to provide updated information on social media, website, etc. regarding these services

II. Participants

Within TAMU Career Closet

- Director of Marketing and Communications
- Marketing and Communications Co-chair
- Members of Marketing and Communications Committee

Outside of TAMU Career Closet

- Students who utilize our service

III. Procedures

Social Media

The Director of Marketing and Communications should make regular posts on TAMU Career Closet's various social media accounts regarding extended hours, significant milestones, and important information regarding operations (ex. missing certain suit sizes). Any inquiries received on social media accounts by followers should also be responded to promptly.

Website

Marketing and Communications is also responsible for maintaining the committee's website and must update information as needed (ex. contacts, changes in operation, etc.).

The TAMU Career Closet website should be easily accessible and informative for patrons.

IV. Materials

- 1.** Promotional/Marketing items (flyers, brochures, posters, etc.)
 - See “Publicity and Media Relations Guidelines” above (Ch. 4. III.)

Chapter Twelve: Forms

1. **Risk Management Matrix**
2. **Incident Report Forms**
3. **Event Planning Forms**
4. **Travel Forms**
5. **Financial Forms**
6. **Waiver Forms**

Risk Management Matrix

Located at:

<https://urc.tamu.edu/enterprise-risk-management/risk-assessment-tools/>

Incident Report Forms

Located at:

https://stuaactonline.tamu.edu/online/forms/incident_reporting/index

Event Planning Forms

Located at:

<http://studentactivities.tamu.edu/risk/eventplanning.htm>

<http://studentactivities.tamu.edu/risk/allforms/eventplanningform.pdf>

Travel Forms

Located at:

https://stuaactonline.tamu.edu/app/form_travel

Financial Forms

Located at:

<http://studentactivities.tamu.edu/resources/forms/>

Waiver Forms

Located at:

<http://studentactivities.tamu.edu/wp-content/uploads/2014/10/riskrelease.pdf>