



OPERATIONS MANUAL AY 2015-2016

In consultation with the Dean of Student Affairs, the Student Affairs Directors' Council, the CAO Council of Advisers, and the CAO Council of Company Managers, the Culture and Arts Office (CAO) presents this manual of policies and procedures for the use of its artists, managing, and production groups. It serves as a guide to the Executive Board of the CAO groups through providing pertinent information necessary to conduct business with the mother office and other offices in the campus.

All provisions outlined in this manual are made consistent with the University's Mission Statement. More specifically, these provisions are instituted:

- To instill Lasallian virtues of Christ-likeness, dedication, discipline, honesty, and imparting of these values among the members;
- To maintain order in the operations of the office and the CAO groups;
- To maintain excellence and to strive for higher standards in all performances
- To encourage a striving for academic and professional competence and accountability and;
- To render service to the University and Nation by enlightening and educating them on the different art forms through relevant programs and by sharing with them our talents and resources.

These policies are made in conformance with University-wide and Student Affairs policies and directions of DLSU.

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Any proposal to amend these policies shall be coursed through CAO, the policy maker and the implementer of the said policies such as the Chancellor, Vice Chancellor for Administration, Vice Chancellor for Lasallian Mission and Alumni Relations, Dean of Student Affairs, and the Student Affairs Directors' Council. For comments and suggestions, email us at: glorife.samodio@dlsu.edu.ph or visit us at <http://www.dlsu.edu.ph/offices/sps/cao>.

All the staff, trainers, officers and members of the Culture and Arts Office are required to read the contents of this guidebook to facilitate smooth working relations and operations. Ignorance is not an excuse for any violation of the policies that will be committed.

THE LASALLIAN ARTISTS' PRAYER

Almighty God, source of all that is good
We praise and thank you for the wonderful talents
You bestowed upon us.

As we, at this moment, are about to
fulfill another task, let this be for your glory.

As we strive to excel in our performance,
may you be the one, Lord,
to shine among those who will be with us today.

Like John Baptist De La Salle,
who responded to your call of educating the least the last and the lost,
May we also teach the minds, touch the hearts and
transform the lives of others through our performances.

With this, we invoke your loving guidance for us to be
filled with faith, act with zealous heart and
commune with one another forever and ever.

AMEN.

Section 2

ORGANIZATIONAL STANDARDS

2.1. MANDATE FROM THE UNIVERSITY

The University recognizes the importance of developing creative and responsible student leaders who will eventually assume the mantle of leadership in their chosen fields of endeavor. For this purpose, it seeks to encourage the formation of student groups that pursue clearly established common objectives and the initiation of student-directed endeavors set up along social cultural, religious, literary, educational or recreational lines. (*Student Handbook p. b42*)

2.2. NATURE OF CAO AS AN ADMINISTRATION-INITIATED OFFICE

In the 80's, the performing groups (i.e. Dance Troupe, Concert Band, Chorale) of the university was under the Office of Student Activities. However, due to the increasing number of requests and the need for more systematized operations in relation to cultural activities, the Culture and Arts Office was born.

Unlike the Student Council and the Council of Student Organizations, the Culture and Arts Office is considered an administration-initiated office rather than a student organization. The office's operations are funded by the university, from the operational funds for each group, the tuition discounts for its student artists, the salaries for its trainers, to providing necessary equipment and materials for the artistic development of the students. Even if the individual student performing groups operate on their own, they are still under the mandate of the office to ensure that the content and quality of the performances they produce inside and outside the university. The student performing groups are given the privilege to operate independently as the office recognizes the individuality of the groups, and the value of honing the management skills of these artists to ensure that they are well-equipped after graduation.

2.3. ORGANIZATIONAL STANDARDS FOR CULTURE AND ARTS OFFICE GROUPS

1. *Program Development.* All programs and plans for the year must be presented to the office to ensure that they tie-in with the vision-mission of the university and the office, and the Lasallian Guiding Principles. All the artistic trainings shall be guided by a syllabi provided and discussed by its trainers at the beginning of the school year. The office programs undergo a bi-annual evaluation from stakeholders.
2. *Organizational Management.* All CAO groups should conduct planning and undergo regular review of implementation, monitoring and evaluations set by the Office to ensure the quality of the individual groups' operations. The groups should also organize activities where at least sixty percent are related to cultural promotion, and forty percent for all other activities such as leadership trainings, teambuilding, fundraising, and the like. The groups should also subject themselves to performance checks by selected faculty and SA staff for all the shows that they produce. In terms of accountability and conceptualization of productions, 70% is given to trainers and 30% to the Executive Board and the members. This is to ensure the production value of the shows while the student artists retain "ownership" over their

creative work. All programs and performances should have an evaluation rating of at least 4.0 (scale of 1-5, 5 being the highest).

3. *Socio-civic activities.* All CAO members shall undergo a specialized Civil Welfare Training Service program and the Summer Immersion Program, incorporating the value of culture and the arts in social development. The socio-civic activities of the students are skewed toward cultural education and dissemination to the grass roots level.
4. *Social Norms.* All CAO groups officers and members, and its staff are expected to act as Lasallian professionals at all times, showing respect for persons, property, culture, belief, gender and environment, thereby ensuring an atmosphere conducive to value formation and student development. *(excerpt taken from SPS Manual 2005)*
5. *Commitment to the University.* All CAO group officers and members, and its staff shall endeavor to protect the good name of the University and uphold the principles and teachings of St. John Baptist De La Salle. *(excerpt taken from SPS Manual 2005)*

2.4. COUNCILS WITHIN THE CULTURE AND ARTS OFFICE

2.4.1. COUNCIL OF ADVISERS

The Council of Advisers is the consultative policy-making and decision-making body tasked to establish, review, and amend existing policies of the Culture and Arts Office. It is headed by the Culture and Arts Director and is composed of all the Advisers of the Culture and Arts groups and the Culture and Arts Coordinators. The Council defines the vision, mission, and strategic thrusts and objectives of the Unit. The council meets once a month or as the need arises. The scope of the tasks of the Council of Advisers, as a policy-making body, includes the following:

- Proposal of new policies and/or procedures within the Office
- Proposal to amend existing CAO policies.
- Proposal to amend new university policies with unfavorable implication to CAO and its clients

To form a quorum, the council should be composed of eight advisers or more out of nine advisers and 4 Coordinators from Manila and STC campuses). A meeting for policy amendment or approval will not be held should it fall short of the quorum. For approval of proposals, the majority vote should be eight votes from the body.

The advisers are required to attend at least 75% of all council of advisers' meetings called by the office every month. It means that out of possible pre-scheduled 12 meetings (once a month) at the start of the year, only three (3) absences are allowed. Failure to attend with the abovementioned commitments will require a formal letter of excuse at least 5 days before the meeting date. Unless there is a formal announcement from the Director, the schedule stands. Absences will be excused for performance/production requests, self-organized productions, pre-scheduled vacation and personal emergencies which should be immediately backed by an excuse letter the day after the meeting.

A "representation" scheme in COA or COCM or joint meetings shall also be applied to make sure that the group is well represented during meetings; and that the representatives know some administrative matters. Since it's always the Adviser and Company Manager who attends the meetings, the Vice President/Asst. Company Manager/Div.Mgr.- Documentation or its equivalent will be the official representative of the Adviser in his/her absence, and the Secretary, for the absence of the Company

Manager. Any other representative in the meeting will not be allowed because anyone else might not understand the proceedings of the meetings and issues discussed. If the adviser will be absent, the representatives should be briefed about the official stand in the issues that will be discussed in the meeting. The CAO Secretary should release the minutes of the previous meeting and the agenda, at least one week before the meeting. The COCM/COA joint meetings will be held every end of the term or as needed.

The minutes of the meeting will be uploaded at the Google drive which shall include all the possible attendees of the joint meeting. The copy of the minutes and agenda should be brought by the attendees (either soft copy or hard copy, which they will print on their own). A prayer leader (either adviser or every meeting will be assigned every meeting in this particular order: Chorale, Contemporary, GMG, HTG, Innersoul, LYO, Street, SAMs).

PROCEDURES ON POLICY-MAKING

- A. Proposal of new policies and amendment of existing Student Affairs policies
 1. Any of the Advisers may author or propose a policy for the improvement of office services. He /she should prepare a position paper regarding the new policy - its rationale, and the procedures.
 2. The position paper will be presented to the Council of Advisers for review and evaluation. The alternative courses of action should be submitted for votation purposes.
 3. The Council of Advisers may move for the approval of the proposal on the same date of the presentation. However, it can also request for the postponement of the decision for a thorough evaluation of the proposal.
 4. If the votes reach the majority number, the proposal is approved. If it is disapproved, the Adviser may revise his/her proposal and present to the Council in another meeting.

- B. Proposal to amend new university policies with unfavorable implication to CAO and its clients
 1. The Director briefs the Council on new university policies in the council meeting. The council discusses the implications of the said policy to the CAO groups and their clients. The council may decide for its position on the said policy.
 2. The Director assigns an ad hoc committee to prepare the position paper for presentation to the Dean of Student Affairs and the Vice Chancellor for Lasallian Mission and External Relations.
 3. The position paper will be presented to the Dean of Student Affairs and the Executive Vice President for review and decision.
 4. The decision of the Dean of Student Affairs and the Vice Chancellor for Lasallian Mission and External Relations after the appeal will be considered irrevocable.

2.4.2. COUNCIL OF COMPANY MANAGERS

The Council of Company Managers is a consultative body composed of all the Company Managers and presided by the Director or the Coordinator. It serves as a venue for information dissemination, issues discussion, feedback-giving and policy recommendation. The body gathers once a month or as the need arises. The Company Managers will elect a Chair during the CAO Officers' Lasallian Artists' Management Program. The tasks of the Chair include the following:

- Represent CAO in SA General Assembly, Council of Leaders.
- Consolidate the CAO groups' stand on pertinent issues that affect the groups and the whole student body
- Lead certain projects as assigned by the CAO staff.
- May initiate relevant projects agreed on by the Council of Company Managers upon approval by the Council of Advisers

It should also be noted that in lieu of the CAO group's handbook/operations manual which will not be required by the office, any additional policies will just be given through a memorandum, prepared and signed by the Company Manager, Trainer and CAO Director. Any new policies related to the group must be in line and should not run contrary the policies in the CAO manual.

2.5. PROCEDURES ON TRANSACTIONS WITH THE OFFICE

The Culture and Arts Office is open from Mondays to Fridays, 8:30 a.m. to 12:00 p.m. and 1:00 - 5:00 p.m., and Saturdays from 8:00 to 12:00 p.m. For more efficient delivery of services, the student artists and clients are advised to follow these guidelines. During regular days, the Office will be closed by 7:00 p.m. at the latest or until an office staff is present; or if there is prior (1 day) approval that meetings or production work will be done. On days prior to an official activity of the unit, the office may be open until 9:30 p.m. upon approval of the Director/ DSA. It is the duty of the last person leaving the office to ensure that all lights/ air conditioning units are turned off.

GENERAL GUIDELINES

- Signing of documents and consultations with the staff may be done Mondays to Fridays, 8:30 a.m. to 5:00 p.m. Any matter for the signature and approval of the staff or trainer should be given a lead time of 1 day upon the office's receipt of the document. All letters and requests to the staff and follow up of signatures and requests should be done through the secretary. Signed documents will be left at the pigeonhole and logbook outside the office after 5:00 p.m. A document log for all papers coming in and out of the office is in place to easily track the status of the documents for processing.
- Ideally, consultations with the Director or Coordinators about very delicate matters must be arranged by appointment so they can be given time to attend to specific concerns. Appointments should be arranged through the secretary at least two days before the target date. However, if the matter has to be dealt with immediately, the trainer may approach the Director at once, so the Office can attend to the concern as soon as possible.
- All CAO group officers and advisers are encouraged to use their DLSU email addresses. They are advised to regularly check their emails, invitations to meetings via Google calendar, respond to calls or texts sent by the office for important matters. Moreover, CAO Group officers are required to process all the documents for their group during the first term of office, so they will be knowledgeable in the processes before they pass on their responsibilities to their prospective EB's.
- All CAO members and advisers are required to have a Facebook account and include CAO in their list of friends. The Council of Advisers and Council of Company Managers have separate accounts of which they will be invited in by the Director per academic year. All are encouraged to check the messages posted in these accounts.

- Important announcements are usually disseminated through memoranda and circulars prepared by the Director, and distributed by the secretary.
- In the absence of the Director, any of the Coordinators will automatically act as the officer in charge.
- In writing to administration and other offices, please follow the prescribed format under Communication System of this Manual.

2.6. WORKING CONDITIONS OF THE STAFF AND TRAINERS

- The Director, Coordinators and trainers work under flexi-time conditions. In cases when they work on weekends, they are entitled to take a day off anytime within the term to offset this. A biometric time-log for all staff and trainers is placed in all gates to monitor their attendance.
- The following are the required staff residency hours:
 - Director, Operations Coordinator, Theatre and Facilities Management Coordinator, Lasallian Youth Orchestra Conductor and Secretary = 40 hours per week
 - Events Coordinator and Green Media Group trainer = 20 hours per week
 - Contractual artistic trainers = 12 hours per week plus during performance requests
- The following are the allowed leaves of the full time staff:
 - Director, Operations Coordinator = 15 day sick leave, 18 days vacation leave, 18 days service leave (on the third year after three continuous years of service), and 5 days emergency leave.
 - Theatre and Facilities Management Coordinator, Lasallian Youth Orchestra Conductor and Secretary = 15 days sick and vacation leave
 - Secretary = 15 days sick and vacation leave.

Any vacation leave/ service leave by the staff will be announced at least three days before the date, at the white board posted on the Director's Office door, via email and Facebook.
- The contractual artistic trainers, events coordinator and Green Media Group trainers are required to declare their regular training days. They are not entitled to leaves, but they may offset their absences in their residencies provided that they are announced at least 1 day before the intended absences via email and Facebook. Should the absence affect the whole week of training, s/he should officially communicate this to CAO via an offset form.

2.7. JOB DESCRIPTION OF THE STAFF AND TRAINERS

2.7.1. DIRECTOR (ASF Full Time)

SKILLS:

- Bachelor's degree in any of the following fields: Education, Arts Management, Marketing Management, Advertising Management, Theatre Arts, Communication Arts
- At least 5 years of experience working in an arts related field

JOB DESCRIPTION:

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Conceptualizes the development of non-formal cultural education programs for the university.
2. Plans, implements, attends, and evaluates cultural programs and activities under his/her office (in terms of performing arts and broadcast arts/film).
3. Supervises the operations of all cultural groups and organizations under the CAO.

4. Creates and implements internal policies based on the university policies.
5. Acts as overall adviser to the different cultural groups and the artistic director of all the shows produced by the office.
6. Supervises and evaluates seminars and workshops conducted by the CAO trainers/resource persons.
7. Is available for consultation to the staff and other University offices or student leaders on matters related to cultural activities and services.
8. Prepares the office budget and oversees the disbursements of funds.
9. Attends the Student Affairs Directors' monthly and special meetings.
10. Supervises and evaluates the performance of all members of the staff who are assigned to CAO.
11. Ensures proper attendance of staff and members in all CAO, Student Affairs and university activities as needed.
12. Establishes and maintains linkages with the academic units and other University offices for the effective and efficient delivery of office programs.
13. Chairs the University Committee on Culture.
14. Represents the office in pertinent meetings or activities within and outside the University.
15. Facilitates teambuilding seminars for CAO groups during the summer and the first term.
16. Performs other duties and responsibilities related to the above enumeration of duties and responsibilities.

A. DAILY OPERATIONS

1. Writes, answers and acts upon correspondences addressed to the office on matters related to culture and arts, the student artist groups (with members from Taft and STC) and the like.
2. Addresses feedback given to the office regarding its staff, operations and groups.
3. Signs the payment requisition slips (PRS) and other pertinent documents related to CAO and CAO groups' budget and oversees the disbursements of funds from the CAO budget. Ensures that the office budget is allotted properly to important activities. Determines the budget for the office every year and has the discretion to check the financial status of all the groups.
4. Presides the CAO Council of Advisers' Meetings at least once a month or when needed.
5. Conceptualizes and supervises the implementation of the artistic development program, supplementary non-formal cultural education program; ensures that all the programs and output reflect the University Guiding Principles.
6. Ensures the quality of output in all performance and production requests.
7. Ensures the compliance of the staff and student artist groups in university policies pertinent to office operations.
8. Supervises the documentation system of the office.
9. Mediates on conflicts or problems that may arise within a CAO group, among groups, and/or between the group and other university sectors or outside agencies.
10. Makes himself available for consultation to the students of the CAO groups on matters related to organization development, personal development and other issues affecting their daily operations.

11. Handles the accreditation system of all CAO groups, which involves the assessment of performance every term in the areas of operations management, resource management.
12. Exercises discretion to grant or deny tuition discounts given to members in all cultural groups.
13. Presides over the CAO Council of Company Managers and Student Artist Managers' bi-monthly meetings.
14. Supervises the quality of all the cultural activities initiated by the office and its cultural arts groups.
15. Supervises the procedures of group accreditation which has a direct effect on the students' tuition discount benefit submitted Student Financial Assistance Office.
16. Prepares the office operational plan.
17. Supervises the education component of all the cultural activities and prepares the public programs for cultural education and internationalization
18. Assists in productions for other university offices.
19. Supervises the theatre and facilities management pertinent to CAO, university and external users.
20. Is responsible for the image and welfare of the cultural arts groups and serves as the model in promoting Lasallian and Philippine culture and arts.

B. MARKETING WORK FUNCTIONS

1. Acts as the over-all talent manager of the cultural arts groups. Implements booking procedures for all cultural arts groups.
2. Acts as the representative of the University in cultural affairs and events. Attends cultural events and activities upon invitation.
3. Establishes and maintains linkages with the academic units, other University offices and other culture and arts government officers for the effective and efficient conceptualization and delivery of office programs.
4. Acts as the marketing officer in terms of soliciting sponsorships for the projects and marketing tickets to outside parties.
5. Prepares and implements the marketing plan for the office in coordination with the CAO staff. Initiates the conceptualization and production of office calendar of events, brochures, newsletters and liaises all information to pertinent university offices. Supervises/updates the social media accounts of the office.
6. Oversees the ticketing and box office systems for CAO events.
7. Assists the university in looking for theatre lessors.

C. HR-RELATED FUNCTIONS

1. Supervises, follows up and evaluates the performances of all members of the staff who are assigned to CAO (i.e Coordinator, Co-Academic Personnel, Trainers/Advisers).
2. Prepares and submits monthly, trimestral and year-end status, planning, evaluation and other reports of the office activities to the Dean of Student Affairs.
3. Prepares and conceptualizes learning sessions for the CAO staff for professional development.
4. Reviews and recommends to the Dean of Student Affairs staffing matters such as recruitment, hiring, promotion, permanency and severance and established Cultural Arts Office procedures.

5. Interviews and reviews the recommendation of officers of all student artist and student support groups for every academic year.

D. EVENTS MANAGEMENT

1. Conceptualizes and heads major productions of University-initiated events and other university offices as requested.
2. Chairs the Gawad Lasalyano Programs Committee.
Is always involved with the cultural presentation part of the Lasallian Personal Effectiveness Program. Acts as the over-all person-in-charge for this part in the LPEP.
3. Makes arrangements for campus performances of external cultural groups.
4. Plans, directs, conceptualizes, researches, writes the script of the shows produced by the Culture and Arts Office such as the Art in Action and other special projects, as needed.
5. Performs other duties and responsibilities related to the above enumeration of duties and responsibilities.

2.7.2. OPERATIONS COORDINATOR (ASF Full time)

SKILLS:

- Bachelor's degree in any of the following fields: Education, Arts Management, Marketing Management, Advertising Management, Theatre Arts, Communication Arts
- At least 2 years of experience working in an arts related field

JOB DESCRIPTION:

A. GENERAL OPERATIONS

1. Supervises, oversees, evaluates, and coordinates the activities and daily operations of all the CAO groups.
2. Attends the meetings of the CAO Council of Advisers (composed of the CAO Director and Coordinator; and full-time Trainers and the CAO Secretary), meeting with CAO Staff
3. Represents CAO on pertinent meetings and activities within and outside the university.
4. Chairs the CAO Council of Company Managers (Presidents of the student groups)
5. Make himself/ herself available for consultation to members of the CAO groups, other Student Affairs units, and the academic community on matters pertaining to group administration and performance requests that are to be carried out by the group.
6. Assumes the position of Director in the Director's absence, as appointed.
7. Submits office reports, pertinent documents addressed to various service recipients and internal/ external partners.
8. Assists the Director in conducting program evaluation and researches on new trends in arts management that can be applied to the office.

B. FORMATION AND PROGRAM DEVELOPMENT

1. Assists the Director in initiating and implementing existing and new programs, and cultural activities (e.g. shows, exhibits, etc.) for the continuous improvement of the student artist/ artist managers and the general student body.

2. Assists the Director in designing formation programs, organizes personal development, production development, and team development seminars for the groups.
3. Facilitates in the planning, evaluation, teambuilding and other seminars that may be necessary for all CAO groups inside/ outside the campus.
4. Monitors the academic status, artistic performance and holistic growth of the student artists and student artist managers and recommends necessary programs to answer the issues.
5. Ensures that formation programs and activities of the CAO groups and Student Artist Managers are aligned with the Culture and Arts Office's mission statement and policies, and that all of these activities are of good quality and worthwhile for the audience. (Checking of grades and group accreditation documents, Art in Action program organization, monitoring of policies and processes)
6. Monitors the academic status and formation of student artists through recommending and supervising appropriate programs of other student affairs offices for their enhancement
7. Acts as the adviser of the Student Artist Manager (volunteer program of the office) through directly supervising them, from recruitment to training to implementing and monitoring.
8. Assists the Director in organizing learning sessions for the trainers' personal development; and monitoring the performance of the trainers.
9. Assists the Director in the implementation of faith-related activities and community engagement activities organized by the student groups.

C. **MARKETING AND COMMUNICATIONS**

1. Facilitates and maintains linkages and communication by serving as liaison between and among CAO groups; and, between the CAO groups and other university offices and external agencies (monitoring and coordination of performance requests) for the effective and efficient delivery of CAO programs.
2. Assists the Director in the marketing functions of the office through managing ticket sales, managing sponsorships, producing publicity materials, maintaining the CAO Newsletter and Website and handling information of all CAO Groups and Artists under the office.
3. Accompanies the CAO groups in official engagements within and outside the University, as needed.
4. Serves as over-all house manager during CAO organized and CAO group shows.
5. Assists the Director in the implementation of the overall marketing and PR of the CAO services and groups through the production of relevant materials, management of social media accounts and website and audience development programs.
6. Manages and markets the public education programs of the office
7. Assists the Director in overseeing the artistic and production trainings
8. Assists the Director on securing additional finances for the office through donations and company sponsorships

Perform such other duties and responsibilities analogous, germane or related to and/or implied from the above mentioned functions.

2.7.3. **THEATRE VENUE & FACILITIES TECHNICAL COORDINATOR (APSP full time)**

SKILLS

- Bachelor's degree in any of the following fields: Theatre Arts, Communication Arts or

National Certification in Technical Theatre

- At least 5 years of experience working as a technical theater practitioner

JOB DESCRIPTION:

1. Oversees all safety aspects related to the working and general environment of the theater venues and technical equipment for outdoor use.
2. Facilitates and coordinates repair and maintenance of the venues' physical facilities, resources and equipment in coordination with the office of AVC-Campus Development; and is directly responsible for the equipment and venue upkeep, including ancillary areas such as the technical booth, dressing rooms, lobby and toilets.
3. Heads the operation of the all theater equipment such as lighting, sounds, projectors and fly systems.
4. Ensures that he/she is present during the technical set-up, for any troubleshooting, inquiries or in cases of emergency.
5. Is available and responsive to requests for technical advice and assistance regarding equipment and venue purchase by all university offices and external lessor
6. Creates and implements administrative policies for theatre users to facilitate safe and orderly usage of the theatres.
7. Advises the theater users on the technical specification of the venue and assists them if they need other equipment handled by other university offices.
8. Acts as university consultant to matters pertaining to design and purchase of theatre equipment or rooms which need to have proper sound equipment; makes / approves recommendations regarding the capital purchases of technical equipment to the university;
9. Leases and/or borrows additional technical equipment from external suppliers, on behalf of the university as needed per project, within specified budgetary limits in compliance with the accounting policies.
10. Assists and supervises the implementation on mounting the theater user's approved technical design and suggests alternative technical solutions to meet the theater user's requirements.
11. Trains and supervises theatre technical staff (to be hired).
12. Serves as the trainer and technical of the Green Media Group in matters relating to technical theatre inside and outside the university, with Green Media Group as the official student production arm of the university; and prepares training modules for all technical theatre-related topics.
13. Schedules and chairs the meetings of the technical core group composed of the IMS technicians/ external project-based technicians and the Green Media Group adviser and officers.
14. Schedules and chairs pre-production meetings and attends feasibility meetings for specific productions of internal and external theatre users.
15. Does the technical direction, lighting and sound design for institutional events.
16. Assists in recruiting, training and assignment of volunteer or temporary paid technical staff for individual shows of other technical theater work as may be required from time to time.
17. Assists the Director in marketing the venue to external users and liaises with national cultural agencies and professional arts organizations for prospective clients.
18. Prepares an inventory report on the status of the technical equipment and the venues every end of the term, for the perusal of the CAO Director and the AVC- Campus Development.

19. Performs such other duties and responsibilities analogous, germane or related to and/or implied from the above mentioned functions.

2.7.4. LASALLIAN YOUTH ORCHESTRA CONDUCTOR (APSP full time)

A.SKILLS

- Bachelor's degree in any of the following fields: Music, with specialization on conducting
- At least 5 years of artistic experience working in an orchestra, either as musician or cond
- At least 3 years of teaching experience related to the field

JOB DESCRIPTION:

1. Trains, supervises and coordinates the officers and members of the LASALLIAN YOUTH ORCHESTRA for the purpose of:
 - a. Forming a university orchestra with exposure to all forms of music.
 - b. Developing the university orchestra as a semi-professional group capable of performing in University and external engagements with a superior level of expertise in playing of instruments.
 - c. Maintaining a university orchestra constantly updated in the rudiments of orchestra music and honed in playing instruments' techniques.
 - d. Producing at least one (1) MAJOR, one (1) MINOR concert and one (1) collaborative concert within or outside the university within the school year. Collaborative concert would mean either guesting on another cultural arts group's concert or having a joint concert with the other cultural arts groups.
 - e. Presenting other performances as requested by the other sectors of the academic community as approved by the Director and Coordinator of the Culture and Arts Office.
2. Forms, recruits, auditions, organizes and maintain membership in the LASALLIAN YOUTH ORCHESTRA.
3. Composes and arranges all musical requirements of the orchestra and all the CAO groups in the office and university, as needed, for FREE.
4. Prepares the syllabus, program and modules for the student artists, based on the Lasallian Artist Framework and ensures that the values promoted by their artistic output are congruent with the Lasallian values.
5. Directs (musical direction) three (3) Art in Action Music Series in the academic year and any other similar shows that will be conceptualized within the year; and all the Lasallian Youth Orchestra concerts.
6. Completes a residency equivalent to not less than forty (40) hours per week at a time convenient to the members of the orchestra and as approved by the Director of the Culture and Arts Office.
7. Maintains and submits an official grading sheet which will be provided by the Office on the members of the LASALLIAN YOUTH ORCHESTRA every term for the purposes of evaluation most especially in determining the Tuition Discount given to the group.
8. Prepares and submits trimestral progress reports on the orchestra and other reports to the Director and Coordinator of the Culture and Arts Office.
9. Makes himself /herself available for consultation to members of the LASALLIAN YOUTH ORCHESTRA and other SA units, and the academic community on matters pertaining to orchestra music and other related areas.
10. Consults the Director of the Culture and Arts Office before making any major decisions

- regarding any production plans (i.e. costumes, sets, acquiring of equipment, endorsing my group to any media exposure, and the like) for the LASALLIAN YOUTH ORCHESTRA.
11. Conducts for the LASALLIAN YOUTH ORCHESTRA in official engagements within and outside the University.
 12. Assists the Director and Coordinator of the LASALLIAN YOUTH ORCHESTRA in conceptualizing, scheduling, and inviting other orchestra groups for activities and performances within and outside the University.
 13. Represents the LASALLIAN YOUTH ORCHESTRA in meetings, symposia and conventions related to orchestra music as determined by the Director of the Culture and Arts Office.
 14. Maintains discipline and promotes camaraderie among members of the LASALLIAN YOUTH ORCHESTRA during rehearsals and performances within and outside the university.
 15. Sees to it that programs and activities of LASALLIAN YOUTH ORCHESTRA are aligned with the Office's mission statement and policies.
 16. Supervises the cash flow of the group and ensures that the group is financially viable.
 17. Approves and endorses all letters prepared by the LASALLIAN YOUTH ORCHESTRA for verification purposes.
 18. Maintains an inventory list of all instruments, musical pieces, music stands and other paraphernalia purchased and used by the LASALLIAN YOUTH ORCHESTRA, check such at the end of every term and give a status report every term certifying that these are complete and are in good condition.
 19. Performs such other duties and responsibilities analogous, germane or related to and/or implied from the above mentioned functions.

2.7.5. EVENTS COORDINATOR (CONTRACTUAL APSP)

SKILLS

- Bachelor's degree in any field but preferably in Theatre Arts, Communication Arts and/or National Certification in Events Management
- At least 3 years of experience working as a production manager, stage manager or events manager

JOB DESCRIPTION:

1. Assists the Director in conceptualizing and implementing proposals and cultural activities (e.g. shows, exhibits, etc.) for the continuous improvement of the Culture and Arts Office (CAO) program as may be required to meet the needs of the students.
2. Assists the Director in designing formation and skills development programs; prepares modules and may facilitate the planning, evaluation, teambuilding and other seminars that may be necessary for all CAO groups as needed.
3. Oversees CAO activities, CAO-group events, performance requests and special events in consultation with the Director and serves as the over-all show director and production manager for regular CAO events, minor internal events and institutional major events such as:
INTERNAL : CAO Year –end Party, CAO Awards, Art in Action- Music, Dance, Film, Theatre per term, EXTERNAL: Gawad Lasalyano, Institutional Christmas Celebration, International Students' Night, Arts Congress Performance, and other Arts Month events and one major

institutional event, as needed.

Any service requests that would go over and above these events, depending on the intensiveness of the preparation will merit a separate honorarium.

4. Facilitates and maintains communication by serving as liaison between and among CAO groups; and, between the CAO groups and other university offices and external agencies and makes himself/herself available for consultation to them on matters pertaining to production and other related areas and gives professional advice and recommendations on the activities that are to be carried out by the group, especially to aid the group in having educated decisions in their operations and projects, depending on the type of request or event.
5. Oversees the image of the CAO groups to its audiences and stakeholders with its marketing and publicity efforts and materials. Ensures that all the marketing activities & publicity materials in all media and documents are aligned with the CAO's directions and standard look.
6. Oversees and implements the cultural education public programs and community engagement programs of the office.
7. Presides pre-production meetings and monitors self-organized events of CAO groups based on the production preparation checklist and CAO directions on theme and quality standards; and promptly submits reports as needed duly to the Director and Operations Coordinators of the Office.
8. Attends meetings of the CAO Council of Advisers (composed of the CAO Director and Coordinators, Trainers and the CAO Secretary); and meetings of the CAO Staff, every two weeks.
9. Performs such other duties and responsibilities analogous, germane or related to and/or implied from the above mentioned functions.

2.7.6. TRAINER AND ADVISER – GREEN MEDIA GROUP (CONTRACTUAL APSP)

SKILLS

- Bachelor's degree in any field but preferably in Theatre Arts, Communication Arts and/or National Certification in Events Management
- At least 3 years of experience working as a production manager, stage manager or events manager

JOB DESCRIPTION:

1. Attends meetings of the CAO Council of Advisers (composed of the CAO Director and Coordinator; and full-time Trainers and the CAO Secretary) and CAO Staff, every two weeks.
2. Designs the curriculum, program and modules, and may facilitate the planning, evaluation, teambuilding and other seminars that may be necessary for the Green Media Group pools
3. Makes himself/herself available for consultation to the students of the CAO groups, and to members of the Green Media Group, pertaining to production matters of their groups
4. Makes himself/herself available for consultation to the students of the CAO groups, and to members of the Green Media Group, other SPS units, and the academic community on matters pertaining to production and other related areas and gives professional advice and recommendations on the activities that are to be carried out by the group, especially to aid the group in having educated decisions in their operations and projects.

5. Oversees CAO-organized activities and special events, as requested, in consultation with the Director.
6. Represents CAO on pertinent meetings and activities related to special events within and outside the university and sits as a member of ad-hoc committees in the university upon the invitation of the sponsoring university office and assists in major special projects assigned to the office.
7. Acts as adviser for the Green Media Group, and shall form, recruit, interview, organize and maintain membership in the said group; and initiate the selection of candidates for officership of the Green Media Group together with the outgoing executive board, and the election of the incoming officers.
8. Promptly submits the accomplished Attitude and Ability Forms for the purposes of evaluation and in determining the tuition discount given to its members.
9. Does technical direction and stage management for FREE, for all the requested regular performances, activities, and as requested by the administrators for minor internal performances.
10. Accompanies the Green Media Group in official engagements within and outside the University, attend their planning sessions and organized major activities, and AQUA CHECK evaluations.
11. Takes full responsibility for the safety and maintenance of the equipment and property acquired or assigned to the Green Media Group and promptly reports any damage or losses to the equipment or property for the office to take action on the matter.
12. Reads and approves all programs, activities, letters prepared by the Green Media Group for verification purposes, such as formal and written proposals or reports (ex. Calendar of Activities, Financial Documents, etc.); Oversees that the notification or waiver forms for off-campus activities – seminars, workshops, performance requests, outreach/immersion activities, retreat/recollection, overnight activities are all accomplished and well accounted for, and endorses and takes responsibility for contracts to sponsors' and suppliers.
13. Assists in the staging of the Cultural Education Public programs of the office.
14. Helps promote the services of the Green Media Group and in getting potential fund sources for the group.
15. Performs such other duties and responsibilities analogous, germane or related to and/or implied from the above mentioned functions.

2.7.7. TRAINER AND ADVISER – ALL PERFORMING GROUPS (CONTRACTUAL APSP)

GENERAL JOB DESCRIPTION

1. Trains, supervises and coordinates the officers and members of the *GROUP* for the purpose of:
 - Forming a *University (artform/ genre) group* with exposure to *(artform/ genre)*
 - Developing a *University (artform/ genre) group* as a semi-professional group capable of performing in University and external engagements with a superior level of expertise in *(artform/ genre)*
 - Maintaining a *university (artform/ genre) group* constantly updated in the rudiments of *(artform/ genre)*
 - Producing at least one (1) major and one (1) minor productions in the academic year and entertaining all requests within and outside the university, upon the availability of the members.

- Presenting other performances as requested by the other sectors of the academic community as approved by the Director and Coordinator of the Culture and Arts Office.
2. Forms, recruits, audition, organizes and maintains membership in the *GROUP*.
 3. Conducts regular training sessions equivalent to an average of *twelve(12) hours* per week at a time convenient to the members of the *GROUP* and as approved by the Director.
 4. Prepares the syllabus, program and modules for the student artists, based on the Lasallian Artist Framework and ensures that the values promoted by their artistic output are congruent with the Lasallian values.
 5. Directs for FREE, for the requested regular performances, the Art in Action- program refinements featuring (*name of group*), and as requested by the administrators for minor internal performances. That should you do such for the group's self-organized productions or as requested by other offices inside or outside DLSU on a project not related to the CAO group you handle, it shall be charged separately from the regular honorarium, depending on the agreed rates and terms with the group.
 6. Maintains and submits an official grading sheet which will be provided by the Office on the members of the *GROUP* every term for the purposes of evaluation most especially in determining the Tuition Discount given to the group.
 7. Prepares and submits term progress reports on the *GROUP* and other reports as needed duly signed by himself/herself to the Director and Coordinator of the Culture and Arts Office.
 8. Makes himself available for consultation to members of the *GROUP*, and the academic community on matters pertaining to (*artform/ genre*) and other related areas.
 9. Consults the Director of the Culture and Arts Office before making any major decisions regarding any production plans (i.e. costumes, sets, acquiring of equipment, endorsing my group to any media exposure, and the like) for the *GROUP*.
 10. Oversees the performance of the *GROUP* in official engagements within and outside the University.
 11. Assists the Director and Coordinator of the Culture and Arts Office in conceptualizing, scheduling, and inviting other (*artform/ genre*) *groups* for activities and performances within and outside the University.
 12. Represents the Culture and Arts Office in meetings, symposia and conventions related to (*artform/ genre*) as determined by the Director of the Culture and Arts Office.
 13. Maintains discipline and promotes camaraderie among members of the *GROUP* during rehearsals and performances within and outside the university.
 14. Approves and endorses all letters prepared by the *GROUP* for verification purposes.
 15. Supervises the cash flow of the group and ensures that the group is financially viable.
 16. Maintains an inventory list of all costumes and other paraphernalia purchased and used by the *GROUP*, check such at the end of every term and give a status report every term certifying that these are complete and are in good condition.
 17. Ensures that the Lasallian Artist Framework is being followed in providing guidance and direction in the holistic development of the officers and members by encouraging them to attend relevant activities and seminars organized by the office or university or share knowledge on topics which may be of use to the organization and the office depending on my availability and capacity.
 18. Sees to it that programs and activities of *GROUP* are aligned with the Culture and Arts Office's mission vision-mission, thematic direction for the year, and university guiding principles. S/he shall have the full discretion about the preparedness of the group in terms

of performance, and ensures that s/he shall not put the group's reputation at stake for the sake of having a presentation.

19. Schedules regular artistic training sessions, administrative time for consultations and document preparations equivalent to an average of 12 hours per week at a time convenient to the members of the (*name of group*) and as approved by the Director of the Culture and Arts Office.
20. Performs such other duties and responsibilities analogous, germane or related to and/or implied from the abovementioned functions.

2.8. RESPONSIBILITIES OF THE CAO GROUPS

A. DUTIES AND RESPONSIBILITIES TO ITS TRAINER/ADVISER

1. Submits to the adviser the periodic reports, documents and other papers pertinent to the group, for the fulfillment of the Arts Quality Assurance checks.
2. Submits itself for consultation with the trainer/ adviser on all the plans, activities and day-to-day operations.
3. Secures the agreement, cooperation and physical presence of the trainer/ adviser in off-campus activities, coordinates with the Operations Coordinator in case the trainer/ adviser in case the latter will not be able to attend. All the pertinent documents (waiver forms) must be endorsed to the Secretary at least 2 days before the date of the activity. (NOTE: If these rules are not complied with, CAO will then be forced to nullify the project.)
4. Schedules a planning seminar before the beginning of every term/year and an evaluation seminar every end of the year (optional). In both seminars, the group must make sure that the adviser and Director/Coordinator is present so that it can consult with the latter on important matters.
5. Shoulders all expenses incurred in participation of the adviser in group activities.
6. Observes and respects all decisions made by the trainer on behalf of the group in terms of program development and performance-related issues, provided that that group or at least its officers were informed before the decision was given to CAO.

B. DUTIES AND RESPONSIBILITIES TO CAO

1. Accomplishes the related evaluation forms of the trainers/coordinator and the CAO programs.
2. Reviews related documents from CAO and then gives its recommendations on those that require such.
3. Inform and request for assistance from CAO to settle differences of opinion between the group and the adviser, if any.
4. Submits pertinent documents to CAO for the Arts Quality Assurance System and attends the AQUA check.
5. Follows their planned calendar of activities diligently, and the office/university policies.
6. Remits yearly group contribution to the CAO Endowment Fund.
7. Perform in command performance requests in fulfillment of the media values committed for Art in Action solicitations.
8. Remit 10% from any sponsorship package brought in as external performance requests.

2.9. CODE OF ETHICS (STUDENTS & FACULTY OF THE DLSU CULTURE AND ARTS OFFICE)

FREEDOM OF EXPRESSION. They should enjoy artistic freedom to pursue their creative endeavor in relation to Lasallian values, socio-political issues and cultural issues, to supplement academic learning, in their most innovative and original way.

RESPECT ACCORDED TO ALL. They are objective and fair in their professional relations with superiors and co-artists, and treat them with respect.

ACADEMIC FREEDOM. They support academic freedom and encourage comments and suggestions to enrich the creative processes.

RESPECT FOR INTELLECTUAL PROPERTY RIGHTS . They protect the rights of other artists in respect to their legitimate share of intellectual property rights.

FREEDOM FROM HARRASSMENT. They respect each other as persons, under no circumstance will they exploit, harass, and discriminate against anyone.

ROLE MODEL. They are expected to be good role models of Lasallian values and Cultura, avoiding conduct which runs counter to the Christian Teachings of the University.

CULTURAL AND ARTISIC INNOVATOR. They are active searchers of new artistic knowledge and techniques, and exercise critical self-discipline in using, extending, and transmitting these to their co-artists and audience.

ACCOUNTABILITY IN ARTISTIC OUTPUT. They assume full accountability to the artistic outcome of their performances, activities and all other endeavors.

OPEN COMMUNICATION LINES. They are expected to collaborate and communicate properly with each other and resolve conflicts through procedures established to ensure fairness and amicable settlement of issues and concerns.

CONFIDENTIALITY OF INFORMATION. The faculty should live their roles as intellectual guide and counselor to students, and observe confidentiality in their professional relationship with students when such is called for.

SUPPORT OF ARTISTIC EXCELLENCE. They perform with excellence as their aim, with all vitality and passion during trainings, rehearsals and performances, observing professionalism by always being on time and being prepared for their assigned tasks.

COMMITMENT TO THE UNIVERSITY GOALS. They, together with the other sectors of the academic community, work for the achievement of the ultimate goals of the University.

2.10. SOCIAL NORMS – STUDENTS

1. Manner of dressing during performances - follow prescribed costumes as agreed with the group.

2. Students should be polite and courteous at all times. Trainers may call attention of students who display unbecoming behavior
3. Students should follow the organizational policies and code of conduct as well as those pre set by the trainer provided these are communicated and accepted beforehand by the students. Disregarding policies if committed 3 times may render the student liable to be asked by the group to discontinue his/her services after due process.
4. Boisterous conduct by members which tends to distract other members from practices, performances and meetings should be avoided.
5. Cell phones should be turned off during rehearsals, dance classes, exercises, performances and at least turned in silent mode during meetings.
6. The whiteboards and markers are to be used only for official announcements from CAO, trainers or officers. Feet should be kept off furniture, walls and equipment should be handled with reasonable care and properly stored after use. Smoking, eating, drinking and playing cards in the offices and rehearsal rooms are prohibited.
7. Students should not make any unfavorable remarks towards another, including sexist remarks.
8. Healthy interaction with members of the opposite sex is encouraged by CAO. However, acts or gestures which tend to offend other members of the community, including public display of physical intimacy are not tolerated (*Section 4.6 Student Handbook p. b18*). Moreover, members are discouraged to have romantic relationships within the same group to maintain a certain level of professionalism. In cases of proven irresponsibility arising from the said issue, one of them will be advised to leave for the interest of the group and CAO.
9. Students may not participate in any outside activity, advertisements in any media, contest, play, band, orchestra, choir, conference, association, society or group as representative of the University or any of its recognized student organizations, without written authorization from the Culture and Arts Office and Dean of Student Affairs. Participation in activities as individuals and not as representatives of the University is not contemplated in this reservation. However, if it will involve two or more individuals from the same group, a written authorization is already required.
10. Propagating other religions in the group should be avoided. Prayers within the group should follow the Catholic format, but if majority are not, prayers should be ecumenical in nature. Conversion of religions should not be influenced by the group.

2.11. DECORUM IN OFFICES (SPS MANUAL 2005 and CAO COA/ COCM Meeting Aug. 2010)

In the promotion of proper office atmosphere, the following guidelines will be followed by all SPS offices:

1. Proper decorum shall be maintained at all times, as befits an office atmosphere. Boisterous laughter, horseplay, shouting, sleeping and unnecessary display of intimacy are discouraged. Staff members are likewise expected to show common courtesy towards all SPS personnel and clients.
2. Offices are off-limits/closed after office hours unless there are meetings or other office business as authorized either by the directors or coordinators.
3. All office materials and equipment are for official use only. Using of materials and equipment for personal purposes is not allowed. The last person leaving the room should turn off all the electrical and electronic equipment in the office.

4. The staff members are expected to assist in the general requirements of the office and help in any way they can (e.g. answering the phones when the secretary is not around, entertaining inquiring visitors, reminding students of the house rules, etc.)
5. The secretary and coordinators' work area is prohibited to all students unless given permission by the secretary, coordinators or director.
6. The office telephone is strictly for official use only.
7. Cleanliness should be maintained in the workrooms/ offices at all times.
8. Only officially designated student support staff of a particular SPS office is authorized to stay in the workrooms/ offices. Non staffers are only allowed to stay when on official business.
9. Posting on the bulletin boards should have prior permission from the Director. Nothing should be posted in walls, doors or cabinets.
10. All student artists/ artist managers should wear IDs when they are in the workroom/ office. Not wearing of identification tags can be a sufficient reason for any SPS personnel to request students/ to vacate work rooms/ offices.
11. Use of CAO computers inside the office is limited to organization work only. Personal laptops may be used for school and organization work inside the office. Playing games and movies are not allowed.

2.12. COMMUNICATION SYSTEM WITHIN THE CULTURE AND ARTS OFFICE

All communications should be coursed through proper channels, following the standard medium of communication in this manual.

1. All communications should follow the endorsement, approval and signature of significant administrator/s as outlined in the organizational structure (SPS Directors' Workshop, Sept. 2004).

If the communication is addressed to an administrator/s beyond the CAO structure, it should pass through the trainer, CAO director and Dean of Student Affairs for signature and endorsement. If the communication involves colleagues of equivalent level in designation, e-mail may be used. It is advised that all communication copies should be kept for future reference (SPS Directors' Workshop, Sept. 2004).

2. For service requests to other offices without prescribed forms, it is advised to use the Memorandum format. For invitations, the letter format may be used. It is advised that all communication copies should be kept for future reference (SPS Directors' Workshop, Sept. 2004).
3. Regarding Contracts and Agreements, the memo issued by the Office of the Executive Vice-President regarding hierarchy of approving officers for payment requisition slips (i.e. for the trainers' extra remuneration and other contracted suppliers or lecturers where professional fee is required), and contracts and agreements dated Aug.12, 2004 shall be followed.
4. In notarizing official documents of the DLSU-Manila by the University's Office of the Legal Counsel, the policy on "Notarization of DLSU Official Documents" shall be followed. It can be accessed at:
http://intranet.dlsu.edu.ph/policies/gen_info/notarization_documents.asp
5. The executive board may be called by the CAO Director, Coordinator or Secretary from time to time to monitor their day-to-day activities. The Company Managers are obliged to attend the monthly Council of Company Managers and informally update the Office of their concerns and activity status as needed.
6. Invitations and requests for souvenir messages from the administrators should be given at the latest two weeks prior the event.

7. All communications and documents submitted to CAO should observe the following:
 - a. That the document is not crumpled
 - b. That the name and title of the addressee is correct
 - c. Black ink is used for printing and only black or blue ink for signing.
 - d. That the prescribed format is used (e.g. memos, business letters, approved absence, etc.)
 - e. That correct grammar and spelling is observed.
 - f. That the signature of the trainer is there (e-signatures are prohibited).
8. There are special separate Facebook group accounts exclusively for the use of Advisers and Company Managers. These shall be considered an alternative and official means of communication for the councils.
9. There is a special Facebook group for Culture and Arts Office – exclusively for members and a separate public Facebook page for the office for important announcements that would involve all members, alumni and patrons.
10. All requests and communications with the CAO staff may done via email (but the Secretary and trainer should always be copy furnished), with the following format of the email subject for easy reference – (AREA) Details of subject, Date response is needed:
 - (FINANCE) Details of subject, ex. inquiry on account balance of CAO group- May 2, 2015
 - (MARKETING) Details of subject, ex. Request for souvenir program message- May 2, 2015
 - (OPERATIONS) Details of subject, ex. inquiry on university policies - May 2, 2015
 - (HR) Details of subject, ex. Issue with a member - May 2, 2015
 - (PRODUCTION) Details of subject, ex. Request for review of commissioned script- May 2, 2015
 - (DOCUMENTATIONS) Details of subject, ex. inquiry on AQUA documents- May 2, 2015
11. Those requesting for recommendations for graduation awards should prepare a formal letter of request, together with the highlights of their work as CAO artists/artist managers (as officers and members) (Appendix F.22). Moreover, the CAO director will only entertain making letters of recommendation for application to arts-related graduate courses. In which case, s/he would also need the said document containing highlights of their work in CAO. These requests may be emailed to CAO initially. The requesting party should provide other forms that should be in hard copy, together with the prescribed envelope.

2.13. STANDARDS OF CUSTOMER / CLIENT SERVICE

The different Student Affairs offices adhere to the standards of quality service to their major clients /customers as they are guided by the values of service and excellence.

The following are the standards of customer /client service:

- A. Availability
 1. Offices should not be left unattended during official hours except for scheduled official activities. In cases where the office needs to be closed, the Director should inform the whole university through the e-mail facility and a message at the door of the office.
 2. The office should be conducive to assist the clients / customers at all times.
 3. Clients/customers should be attended to immediately.
- B. Telephone /Email Courtesy

1. Telephone calls should be answered within three (3) rings.
2. In answering the telephone call, all staff and students of the office should apply the standard telephone phraseology:
3. "Good Morning /Good Afternoon, (Office), this is (name), may I help you?"
4. The complete name of the office may be stated rather than abbreviations to avoid confusion.
5. The telephone is for official use only. Personal calls are discouraged.
6. Observe courtesy in dealing with all clients at all times
7. Received messages from callers should be relayed promptly to the staff concerned.
8. Return calls and respond to email messages immediately.

C. Meetings /Appointments

Be at the scheduled appointment/meeting on time. Clients (especially potential sponsors and patrons) and colleagues should not be kept waiting for more than 10 minutes for scheduled meetings or appointments. Notice should be given to the attendees of the meeting should there be any changes in the given appointment/meeting.

2.14. GRIEVANCES

All members of the Lasallian community are given the right to air their grievance against its other members. The school encourages settlement of grievances through sincere dialogue and discussion between the parties to a grievance without any influence of external parties not involved in the dispute. It is also discouraged to involve the media (i.e. student publications or professional) while the parties and the Office are resolving the issue, to ensure an objective and fair decision for all parties. Moreover, the office protects all its student members and staff from baseless negative publicity as any of these would be detrimental to the image of the group, which will possibly backfire in all the CAO groups' activities. The procedures in handling internal grievances are outlined in this section. Some of the clauses in this section are based and lifted from Section 14 of the Student Handbook 2006-2009. For assistance, the students are encouraged to drop by the Culture and Arts Office at SPS Room 403 or 404.

2.14.1. DEFINITION

For purposes of this section, a grievance refers to any controversy between two parties in the community. A grievance may be informal or formal. A grievance made verbally is considered informal. Only when a grievance is reduced into writing and duly signed does it become a formal complaint. A grievance may be academic or behavioral. An academic grievance is one that arises from any controversy related to learning or to artistic performance in the group, while a behavioral grievance is one that arises from the manner a person conducts himself or herself.

2.14.2. GENERAL PROCEDURES FOR FILING FORMAL / INFORMAL GRIEVANCES

Formal grievances will not be honored until an informal grievance was made known verbally to the person concerned and that there has not been any settlement done when the involved parties tried to resolve the dispute (except for sexual harassment and bullying cases where a formal grievance should immediately be filed). Both parties should acknowledge that there was an informal grievance settlement that happened,

and should be stated in the account of events in the formal grievance.

The procedures for formal grievance from the Student Handbook will be followed accordingly, with consideration to the matrix below with regards to whom the complaints should be submitted to.

COMPLAINANT	PERSON BEING COMPLAINED	RESPONDENT	
		INFORMAL	FORMAL
Member	Officer	Officer & Trainer	Trainer
Member	Trainer/ Coordinator	Trainer & Director	Director
Member	Secretary	Secretary & Director	Director & HRDO Director
Member	Director	Director & Dean of Student Affairs	Dean of Student Affairs
Officer	Member	Officer	Trainer
Officer	Trainer/ Coordinator	Trainer & Director	Director
Officer	Secretary	Secretary & Director	Director
Officer	Director	Director & Dean of Student Affairs	Dean of Student Affairs
Trainer/ Coordinator/ Secretary	Member	Member involved / Company Manager	Behavioral: Discipline Office noted by trainer/coordinator Performance related: Director, trainer & Officer
Trainer/ Coordinator/ Secretary	Officer	Officer/Trainer/ Secretary	Behavioral: Discipline Office Performance related: Director
Trainer	Secretary	Secretary & Director	Director & HRDO Director
Trainer/ Coordinator/ Secretary	Director	Director	Dean of Student Affairs
Director	Member	Member involved, Officer & Trainer	Behavioral: Discipline Office Performance related: Director
Director	Officer	Officer involved & Trainer	Behavioral: Discipline Office Performance related: Director
Director	Secretary	Secretary & Director	HRDO Director
Director	Trainer/ Coordinator	Trainer	Dean of Student Affairs

2.14.3. THE CAO GRIEVANCE BOARD

The CAO grievance board is tasked to hear and decide formal grievances filed by any of the abovementioned parties, except in cases where the respondent is the CAO Director or the secretary. In such cases, the position of the CAO Director in the grievance board will be replaced by the Dean of Student Affairs if the Director is the respondent, and for cases against the secretary, the case will immediately be turned over to the HRDO, where the case will be heard in accordance with the Staff Manual.

The Board shall be composed of the following:

- CAO Director as Chairman of the Board
- CAO Coordinators
- CAO Trainer/ Adviser of the particular group involved
- The Executive Board of the particular group involved
- Any SPS Director or Coordinator

The Board shall exercise the following powers (based on the Student Handbook):

- To define the procedures to be followed in the conduct of its hearings.
- The authority to summon witnesses or persons whose assistance is needed in arriving at a just and fair decision.
- To have access to all information and documents relevant to the case.
- To recommend the appropriate measures consistent to its findings.
- The authority to turn over the case to either the Discipline Office or DSA.

2.15. SYSTEMS, POLICIES, PROCEDURES FOR NEW CULTURE AND ARTS ORGANIZATIONS (REVISED AND DIRECTLY LIFTED BASED FROM SLIFE PROCEDURES – SLIFE MANUAL 2010)

The establishment and operations of student organizations in the University are governed by the rules and regulations concerning student organizations and their activities within school campuses contained in Department of Education Order no. 61, Series of 1985.

1. Authority to Operate

Students desiring to establish, join, and participated in student organizations on campus may do so as a right, subject only to reasonable regulations promulgated by the University through the Dean of Student Affairs, consistent with the Students' Charter and other laws and regulations, in return for recognition by, affiliation with, and support from the DSA. It is also understood that organizations and publications of students that exist or operate outside the system of school recognition shall continue to be governed by law (Student Handbook 09-12 B.39, Sec.12.2).

2. System of Accreditation for Affiliation

The University through the Culture and Arts Office has designed a system of accrediting student culture and arts organizations aspiring for affiliation. The Aspiring Student Culture and Arts Organization Accreditation Committee facilitates this process of recognition and is likewise tasked to define and formulate, for approval, policies governing the affiliation and accreditation of student culture and arts organizations.

3. Functions of the Aspiring Student Culture and Arts Organization Accreditation Committee

The University through the Culture and Arts Office has designed a system of accrediting student culture and arts organizations aspiring for affiliation. The Aspiring Student Culture and Arts Organization Accreditation Committee composed of the Council of Advisers and the Chair of the Council of Company Managers, facilitates this process of recognition and is likewise tasked to define and formulate, for approval, policies governing the affiliation and accreditation of student culture and arts organizations.

3.1. To screen the application of aspiring organizations.

3.2. To prepare aspiring, newly affiliated and accredited student culture and arts organizations in the rudiments of student organizations.

3.3. To facilitate the admission of successful aspirants in the other Student Affairs offices.

3.4. To recommend and make policies regarding aspiring organizations.

4. Accreditation Policies

4.1. All aspiring organizations shall abide by the policies of the University as stipulated in the CAO manual.

4.2. All reservations of aspiring organizations during their trial period shall be on their own.

4.3. The official standard for accreditation is the CAO Accreditation Model of aspiring cultural organizations.

4.4. Any violation of the aspiring organization on the existing policies of the University will be counted against their application.

4.5. A disqualified aspiring culture and arts organization, depending on the reason for disqualification, will not be allowed to re-apply. On the other hand, they may be allowed to reapply when disqualified for the following reasons:

4.5.1. Incomplete documents

4.5.2. Failure to attend any of the scheduled presentations for accreditation

4.5.3. Executive Board officers with less than two (2) years of residency

4.5.4. Overlap of objectives with existing CAO organizations

4.6. Acceptance or rejection of application shall depend on the existing Policies for Applying Culture and Arts Organizations, and shall be made consistent with the Students' Charter and the Student Handbook.

4.7. Appeal of any nature should be submitted through the Committee to the Dean of Student Affairs for resolution.

4.8. All decisions to be carried out by the Committee shall be based on the majority vote.

The decision to recognize the organization as an affiliate shall be based on a majority vote.

Specific Policies Regarding Applying Culture and Arts Organizations

- a. As a general policy, the Committee will only consider aspiring cultural organizations that contribute to the University's goal of establishing an integrated community of persons, learners, scholars and citizens. Thus, any applicant-organization whose goals, objectives and/or activities (proposed or implemented) seem to promote some form of regionalism, exclusivity, prejudice or malice toward any sector of the University will be denied affiliation.

- b. Aspiring organizations whose membership qualifications or activities are rigid and unreasonable, and demand the use of physical harm or violence will be denied affiliation.
- c. Aspiring organizations whose membership is open to DLS-CSB students will be denied affiliation.
- d. In view of limited funds, facilities and other resources in the University, the Committee will not recognize an applicant organization:
 - Whose general nature, objectives and/or activities overlap with those of existing student organizations; and
 - That which can be integrated into the functions of any existing CAO group
- e. All accepted applicant-organizations will undergo a three-month orientation, 3-year trial operation to prepare themselves with the rudiments of a recognized affiliate organization and help the Committee verify its nature. After the trial period, any of the two(2) conditions will apply:
 - The organization is accepted under a three-term probationary status under CAO.
 - The application of the organization is denied.
- f. The Executive Board of Officers of all applicant organizations must have at least two (2) years left of academics residency from the time of application.
- g. An organization must pass the entire probationary period to qualify for full accreditation for affiliation.

PROCEDURES IN FORMING STUDENT ORGANIZATIONS:

1. Application and Filing

Any group of 15 students may apply to the Committee to form a student culture and arts organization. The application may be filed with the Committee on the first trimester of the current academic year but not later than 30 school days before the final examination of the first trimester.

2. Documents Required

- Three copies of the following documents should be presented at the time the application is filed.
 - A formal letter of application addressed to the Committee.
 - Constitution and by-laws
 - List of interim board of officers, with their names, respective positions, majors, year levels, addresses, telephone numbers, birthdays, specimen signatures and ID numbers
 - Names, year levels, majors, ID numbers and signatures of at least 15 founding members, inclusive of officers
 - A master plan of activities good for one year, which includes the goals, objectives, brief description and budget breakdown per activity and where will they source the funds for their activities.
 - A Table of Organization/Organizational Structure
 - Budget Proposal for one year

- Certification from the Discipline Office stating that the members and founders are bonafide students of De La Salle University together with the students' existing discipline records;
- Name of faculty adviser/s with the letter of acceptance addressed to the CAO Director.
- Other requirements
The constitution and by-laws as well as the proposed activities of the application should be in accordance with the institutional policies and other rules and directives of the Student Affairs and Culture and Arts Office, and such should not conflict or overlap with those of existing CAO performing organizations. In addition, the officers and founding members should be of good moral character.

APPROVAL OF APPLICATION

The applicant should be informed of the approval of its application within two months from the date of submission of requirements. No student cultural organization shall be allowed to function without the prior approval required. If the membership of a probationary organization is less than 50 members, the Committee shall deliberate on a case-to-case basis on the status of recognition of the organization.

BENEFITS OF AN AFFILIATE ORGANIZATION

1. Will get P10,000 starting operational fund (one time only)
2. May serve as back-up groups for performance requests (in case any CAO group is not available)
3. May perform in the Arts Festival for new groups during February.
4. Their hired trainers will be subject to CAO policies for trainers (from hiring to conducting sessions) - will be given a one-time training by CAO and evaluated every year (internal evaluation).

RESPONSIBILITIES OF AN AFFILIATE ORGANIZATION

1. Should make themselves available if they are called for performance requests.
2. Should market at least 10% of the major production tickets of the CAO group closest to their genre.
3. Sessions per week should not be more than 4 hours. They will reserve their own venues.
4. Attend seminars/learning sessions of CAO as announced.
5. Should be ready to extend their help in any of the CAO productions either as performers or production people.
6. Should conduct art appreciation sessions to interested parties, based on their specific field of art, in cooperation with the CAO group.