

MEMBERSHIP COMMITTEE POLICIES & GUIDELINES

Approved 2/4/2010; MemCom
Updated 1/24/2012; MemCom
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(P = Policy; G = Guideline)

P1: A contract is valid when all of the following apply:

- A. It is completely filled out; all required staff signatures are present; and the prospective member has initialed all required lines,
- B. Proof of student status has been received by the ICC OR non-student approval has been granted by the house in question as determined by their constitution and SR 4.4.1.4.
- C. The signer is over the age of eighteen OR a legal guardian has co-signed the contract,
- D. No information given is found to be either untrue or misleading as decided by the Director of Member Services or the Membership Committee
- E. Has photo ID on file (2/22/07).
- F. Any contract missing any of these required items will be considered invalid until required information is provided. The space may be held during this time according to the holds policy.

P2: If a form is not complete:

- A. Member Services Staff may reject a form that is incomplete. The member may correct the form and resubmit it.
- B. If there is a disagreement, MemCom will have the final decision.
- C. If initial a prospective member's share or membership payment is rejected or otherwise unsuccessful, staff will notify the prospective member, and the prospective member will be allowed seven business days to make necessary corrections before their hold expires

P3: The following programs and individuals are considered eligible as academic members under SR 4.4.1.1:

- A. Undergraduate students enrolled at least half time in an accredited educational institution
- B. Graduate students officially recognized by their departments as active participants in their programs
- C. Visiting scholars
- D. ICPSR
- E. Access International
- F. ICC employees covered by the UWCC
- G. NASCO employees
- H. Michigan Language Center
- I. ISR Summer Program

P4: Acceptable proof of student status includes (any one of the following):

- A. A class schedule for the term in question
- B. Unofficial transcript with student ID

- C. Correspondence on educational institutional letterhead indicating one of the following:
 1. Refer to SR 4.4.1.1, and P3 above
 2. Letter of acceptance

P5: Approval forms for Non-Student Status, Pets, etc.

- A. Office staff will forward the form to House President.
- B. House President is responsible for using form for house approval, signing it and returning to the office
- C. In the case of a member who has previously received non-student approval and wishes to continue their membership in the same house, and anonymous electronic vote by current house members, moderated by the House President, is an acceptable means of approval.

P6: Official contracting and house operations dates and deadlines established by the Membership Committee in accordance with SR 2.2.2.D:

The following dates are established by the Membership Committee:

- A. **August 1:** Date past which Gender Ratios need no longer be observed
- B. **January 15:** Homestead Expiration (SR 4.3.3)
- C. Meal service changes by a house deadline: March 1 (SR 8.2.4.2)
- D. **March 1:** Interim officer election deadline (SR 8.2.4.1)
- E. **March 1:** Spring/Summer short term contract approval methods by houses deadline (SR 8.2.4.3)
- F. **March 1:** Intervention or House Referral Status by Membership Committee if house is less than 25% full for the following fall deadline (SR 8.10.1)
- G. **March 1:** Fall/Winter responsibility for Spring/Summer plans deadline: (SR 8.2.4)
- H. **The following March:** ICC refund of shares to member who want refunds and who ended their contract in Spring/Summer term (SR 4.2.6)
- I. **April 15:** Deadline for Spring/Summer members to be automatically released from original house charges when switching houses (SR 5.3.2.2)
- J. **April 15:** If a house is not full by April 15, a member can sign a contract for a particular apartment house for more than three consecutive years (SR 9.5.2)
- K. **June 3:** Deadline for Fall/Winter member to be automatically released from original house charges when switching houses (SR 5.3.2.1)
- L. **August 1:** Membership Committee has power to convert doubles into optional singles (SR 4.6.1)
- M. **October 25:** Homestead reservation questionnaire (SR 4.3.3)
- N. **The following October:** ICC refund of shares to members who want refunds and who ended their contract in Fall/Winter term (SR 4.2.6)
- O. **First week of November:** Availability of Fall/Winter contracts (SR 4.3.2)
- P. **Early December:** King House homesteads (SR 9.2.4)

P7: Controlled and Illegal Substances:

The ICC does not condone the unlawful manufacture, distribution, possession, or use of controlled and illegal substances on ICC premises. Houses are encouraged to set a more detailed policy on controlled and illegal substances as needed (11/18/2009).

P8: House Pet Status (policy implemented October 2013, officially adopted January 2014)

Every three years, House Policy Letters will inform houses that their pet status is up for renewal. Houses will vote on their pet status, and submit any desired changes in pet status to Membership Committee. Membership Committee will recommend approval or disapproval of the changes based on: (1) whether or not 85% of the house voted in favor of the change, (2) the current and future ratio of pet-friendly to pet-free ICC houses, and (3) other relevant factors. The Committee will then bring any such requests before the Board for a vote.

MEMBERSHIP COMMITTEE GUIDELINES

G1: Guidelines for approving Non-Students:

- A. Member submits approval form, including all references, to the front desk via e-mail
- B. The front desk is responsible for checking the prospective member's references
- C. The front desk then forwards the non-student approval form to the president or interim manager of the house, who is responsible for calling a meeting to approve the non-student
- D. The prospective non-student should be asked to attend the house meeting
- E. 48 hours after the house meeting, the house president or interim manager and one other house officer should sign the approval form and return it to the front desk along with the minutes from the house meeting
- F. The front desk then sends an e-mail to the prospective member notifying him/her whether or not he/she was approved

G2: Guidelines for Appealing Contract Release Committee Decision

- A. If a member wishes to appeal a CRC decision, he/she must inform the CRC in writing within 14 days of receiving the committee's decision
- B. The appeal will then be presented to the Membership Committee
- C. The Vice President of the Membership Committee will not facilitate the CRC appeal; instead, a facilitator will be chosen by the Membership Committee from the voting members of the committee
- D. The Vice President of Membership may not be active in the decision-making process, but may be consulted about the facts of the CRC's initial decision
- E. Membership Committee will then decide whether there is sufficient reason (according to 2.5.3.2) for the appeal
- F. If the appeal is considered valid, then the Membership Committee may overturn or confirm the CRC's initial decision
- G. The Membership Committee's decision is final and must be reached within 14 days of receiving the appeal

G3: KEY PERFORMANCE INDICATOR (KPI) SYSTEM; Voted into MemCom Policy 4/14/2014

KPIs give ICC houses consistent, objective, measurable standards against which to assess overall house operations. This list and form have been developed by the Membership Committee for use by houses, Board, committees and staff to help ICC houses thrive, and to help catch potential problems early.

The purpose of the KPI system is to improve and standardize various aspects of house operations, to enhance communication between houses and ICC Staff / leadership, and to encourage houses to be as cooperative as they can be. We will aggregate all of the data collected in a spreadsheet that will be maintained by future Membership Committees, and will be available on the server for long-term analysis.

If a house exhibits significant deficiency in a single KPI, or group of KPIs, this may warrant the committee to discuss the issues at hand. MemCom may vote to contact the house. MemCom may choose to invite the House President or House Officers to a MemCom meeting, or set up an outside meeting. MemCom may also vote to begin the House Referral Status process, in accordance with Standing Rule 8.10.3.

KPI 1: House Board rep regularly attends board meetings.

Membership Committee will solicit a report from the ICC President on Board Rep attendance at least once per month. This information will include each Board Rep's attendance record, indicating presence, absence, and/or presence of a substitute at each meeting.

KPI 2: House meetings are held once per month, and minutes are distributed to the house and ICC Office.

The Director of Housing will review meeting minutes and keep records of frequency of house meetings. These records will be shared with MemCom at least three times per year - once during the fall, winter, and spring/summer contract periods. The Director of Housing and MemCom will track the number of months during which houses had at least one house meeting, reported as a fraction of the total number of months considered. (ex. 3 / 4 ; meaning that there were three out of four months during which the house held at least one house meeting).

KPI 3: House members attend house meetings with at least 75% of house members present at each meeting.

The Director of Housing will review meeting minutes and keep records of attendance at house meetings. These records will be shared with MemCom at least three times per year - once during the fall, winter, and spring/summer contract periods. Using the house meeting minutes submitted to the ICC Office, the Director of Housing and MemCom will track the percentage of members present at house meetings each month.

The Director of Housing should keep a checklist detailing whether or not house meeting minutes are received for each month.

KPI 4: House officers are evaluated according to their job descriptions at least once in the fall and once in the winter.

House Presidents will send confirmation of house officer evaluations to MemCom. MemCom will update records accordingly, indicating whether All, Some, or None of a house's officers have been evaluated in

the fall and winter terms.

KPI 5: Occupancy rates are no lower than the overall ICC occupancy rate.

MemCom will track occupancy rates for each house during each of the four contract periods - fall, winter, spring and summer. The overall ICC occupancy rate will be calculated by dividing the number of rooming contracts by the total number of beds in the ICC. MemCom will record each house's occupancy rate, along with the overall ICC occupancy rate for that contract period (ex. 96%, 94% ; meaning that the given house had 96% of its spots filled, while the ICC overall had 94% of spots vacant.)

KPI 6: All new house officers attend required trainings within one month of contract start date.

MemCom will receive a report from EdCom after each training session detailing the officers who attended training from each house. MemCom will then input the number of officers who have been trained as a fraction of that house's total officers. (ex. 6 / 7; meaning that 6 out of 7 of house officers from the given house attended required training.)

KPI 7: All new members have participated in the ICC new member orientation program.

MemCom will receive a report from EdCom after each new member orientation session detailing the new members who attended training from each house. MemCom will then input the number of officers who have been trained as a fraction of that house's new members.

KPI 8: The house is kept in a state of cleanliness that is welcoming to new members to the ICC.

At least three times per year (once during the fall, winter, and spring/summer contract periods), ICC members will receive a survey and will evaluate houses on a scale of 1 to 5 in terms of cleanliness. Membership Committee may choose to utilize other measuring tactics (such as cooperation with ReCo on mock house tours) in order to track house cleanliness. MemCom may also choose to include additional questions in the survey in order to gauge whether or not members deem the house a "welcoming atmosphere" - these may relate to house culture, general maintenance, food etc.

KPI 9: City inspections are passed on the first or second round.

The results of all city inspections are currently reported on the ICC Maintenance website in the "Inspections" section. MemCom should update its records accordingly, and check in with the Director of Annual Maintenance three times per year - once during the fall, winter, and spring/summer contract periods - to ensure accuracy of data.

KPI 10: ICC kitchen inspections are passed on the first or second round.

MemCom will check in with the Director of Annual Maintenance three times per year regarding the results of the kitchen inspection once per contract period - once during the fall, winter, and spring/summer contract periods - and update its records accordingly.

KPI 11: Work Holidays are organized at least once a semester.

Work Holidays should be planned and executed in accordance with Standing Rule 15.12. Maintenance Managers should submit a plan for the Work Holiday based on the [Work Holiday Task List](#), available on the ICC Maintenance website. This should be submitted to the Director of Member Services and Membership Committee at least one week prior to the scheduled Work Holiday. The plan should specify the date, and projects to be worked on (see Work Holiday task list / general resources on the maintenance site for reference).

KPI 12: The percentage of debtors is not larger than average for ICC houses.

At least three times per year (once during the fall, winter, and spring/summer contract periods), the Director of Housing will generate a report detailing the number of debtors in each house. This number will be reported as a percentage, with the average percentage of debtors in each house.

KPI 13: Budgets and treasurer reports are submitted to Finance Office on time.

At least three times per year (once during the fall, winter, and spring/summer contract periods), the Finance Office will evaluate houses on a scale of Good, Satisfactory, Less Than Satisfactory, or Poor in terms of submission of budgets and treasurer reports.

KPI 14: Rent rolls are posted publicly.

Each month, House Treasurers, with verification by the House President, will confirm with the Membership Committee via email that rent rolls are posted publicly in the house.

KPI 15: Total amount of house-level fines do not reach alarming levels.

At least three times per year (once during the fall, winter, and spring/summer contract periods), the Director of Housing will generate a report detailing the amount of house-level fines in each house.