

Computers West

Operating Procedures

CW Board Approved

October 07, 2013

These CW Operating procedures supersede any and all prior CW operating procedures.

Computers West Operating Procedures
 Approved 03/08/2010

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Appendix contains types of sample records required.

I. Hours of Operation

- A. Monitors are on duty from 8:00 AM to 4:00 PM Monday through Friday, except when the Recreation Center is closed.
- B. Classes are scheduled from 7:00 AM to 4:00 PM Monday through Saturday.

II. Meetings

- A. Computers West Board Meetings are held on the Monday before the second Tuesday of the month, September through May.
- B. Computers West General Meetings are held on the second Tuesday of the month in September, October, November, January, and April.
- C. Platform Group meetings are held at the discretion of each Platform Group Board.

III. Room Usage

- A. The door locks in Room A and Palo Verde will be re-tumbled every three years.
- B. The Room keys will be held by the Officers, The User Group Chairs, and anyone designated by the President or user group chairperson.
- C. Keys to the hardware and network workrooms will be held by the President, the Tech Support persons for PC Group and Mac and anyone the President so designates.
- D. It is the responsibility of each Platform Group to leave the room they occupy for the sessions in the same condition as they found it. This includes all equipment setups.
- E. Any group that uses another group's equipment shall not alter that equipment in any fashion. They shall not add or delete any software or hardware without permission of that group's chairperson.
- F. The use of food and drinks will be restricted to the Palo Verde room only. Food and drinks served should only be the type that will not crumble and soil the carpet.

IV. Processing of Membership Applications

- A. All persons eligible for membership in the CW Club will complete a membership application. This includes new members and renewal members. Membership forms may be obtained from the CW Club Monitor, or the membership chairperson. All new and renewal applicants must complete the form under the guidance of the Monitor and show a valid SCW Recreation card.
- B. Monitors are responsible for reviewing the correctness of each application and guiding the applicant. All membership forms must be returned to a Monitor. The Monitor then deposits them in the Membership box. All memberships are individual. Cash will not be accepted with applications.
- C. If a member decides at a later date to join another UG, they may do so by obtaining the correct form from the Monitor. They return the completed form to the Monitor, who deposits it in the Membership box.
- D. Change of Personal Information forms are also available at the Monitor's desk. The completed form is returned to the Monitor who places it in the Membership box.
- E. The Club Membership Chairperson, or designated assistant, will open the deposit box and process the membership forms contained therein. S/he will update the database, endorse the checks, and prepare a deposit list for the Club Treasurer. The information the treasurer receives on the deposit list also breaks down the allocation of funds within the Club. The checks and deposit list are given to the Treasurer. The CW Treasurer verifies the deposit list, prepares the deposit slip and delivers the checks to the bank.
- F. The membership forms, along with a copy of the deposit amount, are retained each day and filed alphabetically for quick reference in the Membership files.
- G. The membership database is used by the door entry program and by the platform groups for email or membership activities. See the CW bylaws for restrictions.
- H. The CW Membership Chairperson, or an appointed assistant, shall prepare the name badges for all new members, containing the bar code of their SCW Rec Card number for the door entry system. New badges shall be on file in Room A for the member to pick up. Effective January 2010 lost badges will only be replaced with a fee charged of \$3.00. Defective badges will be replaced free of charge.

- I. The CW Membership Chairperson is to report to the Board, at each regularly scheduled meeting, the number of new members joining each month, and the current membership count.

V. Procedures for Disbursement of CW Club Funds

- A. The CW Treasurer is responsible for the accounting and disbursement of all CW Club funds. Two additional officers will be designated by the President to have authorization for signing bank checks.
- B. In accordance with Sun City Recreation Centers Rules for Charter Clubs, the Treasurer will manage the funds for purchasing all fixed and non-fixed assets, equipment, material and supplies. To comply with this regulation the following club policies/procedures will be implemented:
 1. All monies received, including money for special activities (parties, etc.) must be deposited in the Club's bank account and duly recorded.
 2. All disbursements will be made by payment from the CW bank account either online or from the check book. Expenditures in excess of \$5,000 will require the signatures of the President and another authorized signer, unless payment is required and only one signer is available, such as at an authorized event.
 3. The CW treasurer is not a purchasing agent for the club, and is strictly prohibited from ordering property without the specific authorization of the appropriate Board, and recorded in the Board's Minutes.
 4. Request for disbursement will be submitted to the CW Treasurer using a standard expense report form with supporting receipts or invoices.
 - a. Expense report forms will reflect approval by the indicated User Group and will be signed by the appropriate Group Treasurer or Chairperson.
 - b. The expense report will show the group to be charged, the payee, the expense category, the date of the invoice or receipt, a brief description, and amount to be paid.

- c. All records of disbursements, with supporting documents, will be filed when created and retained as a permanent record for an annual audit with other financial documents.
 - d. A copy of the CR-10 form(s) for MAJOR EQUIPMENT will be attached to the expense form.
 - e. Exception to the above policy will include recurring monthly disbursements for telephone, printing and mailing of newsletters. The invoice for printing the newsletter will be approved by the Random Access Editor. A bulk mail account will be maintained at the Sun City Post Office with a deposit. Postage charges to the deposit will be obtained from the bulk mail clerk, and a payment made to the U.S. Postal Service to reimburse the deposit.
5. Equipment with a unit cost exceeding \$300 is classified as major equipment purchase and requires approval of the Platform Group's Board prior to purchase. A CR-10 form must be processed and approved prior to the purchase of this equipment. A copy of this approval will be retained as a permanent record with the inventory files and a copy of the CR-10 will be forwarded to the CW Treasurer.
- C. Each Platform Group Treasurer is responsible for reporting receipts and disbursements of their Group. To support this responsibility the CW Treasurer will provide each Platform Treasurer with a statement of the amount of cash in banks, a copy of the Group's monthly transaction register, and a summary of their income and expenses for the month.

D. Financial Operating Procedures

Each Platform Group (PG) authorized by Computers West will have dues collected along with Computers West dues. The CW Treasurer will credit such fees and other monies collected by the PG to their account.

Request for Disbursement from each PG will be submitted to the CW Treasurer with receipt, invoice or other authorization.

Each PG may use their funds at their discretion not to exceed a maximum of \$1000 for any item. Expenditures over \$1,000 require approval of the membership of the group.

All PG capital expenditures in excess of \$300 require a CR-10 - Request to Purchase Equipment, submitted to the CW Board President for signature and the Recreation Activities Manager for approval. If, for any reason, the President does not sign the CR-10, the form will be returned to the requesting Group within 10 days with an explanation. The requesting Group then may request a vote of the CW Board at the next scheduled monthly meeting.

Computers West annual dues shall be set by the CW Board and approved by the membership.

Annual dues and fees for each PG shall be set by Their Boards, approved by their membership, and by the Computers West Board.

All property acquired by Computers West or any PG shall be owned by the Association. An inventory of all property will be recorded by each PG and reported to the CW Board and the Recreations Activities Manager by December 31 each year.

An asset, once acquired by a PG shall not be disposed of without its Board's approval.

VI. Inventory Procedures

Annually in December all Club equipment with a unit price exceeding \$300 shall be inventoried in accordance with the R, R, & P for Chartered Clubs as stated in Chapter 4, section 6, paragraph b. Using a copy of the prior year inventory list provided by the Association's Finance Department, people in the Club who have been active in purchasing and disposing of equipment will revise last year's list to reflect the correct inventory as of December 31. New equipment will be priced using vendor's invoices. The original of the revised inventory list will be submitted to the office of the Recreation Activities Manager by December 31. A copy will be provided to the CW Treasurer so that totals can be reported on the annual CR-7 report. The inventory will show items identified as PC or MAC equipment. Items valued as less than \$300 per unit will be shown as a third category on the list. The list will show the location of all equipment and the purchase date if known as well as a description, unit cost and extended value.

VII. Files and Records

A. The following are permanent files/records of the CW Club, and will be maintained by the current officer responsible for the indicated Club function.

1. Minutes of the CW BOARD MEETINGS. By the Secretary.

2. Minutes of the CW CLUB GENERAL MEETINGS, by the Secretary.
3. Financial records to include for the current year and 7 prior years:
 - a. Transaction register (monthly)
 - b. Balance sheet (annual report)
 - c. Revenue and Disbursements (monthly year-to-date report)
 - d. Bank reconciliation (monthly)
 - e. Record of Expense Reports with supporting receipts
 - f. Bank deposit slips
4. Annual financial reports to include the following:
 - a. CW CLUB Audit of Financial records: By Club member, who is not a member of the CW Board.
 - b. CR-7 FINANCIAL REPORT TO RECREATION CENTERS OF SCW: By the President and Treasurer.
 - c. TAX REPORTS TO FEDERAL INTERNAL REVENUE AND STATE OF ARIZONA: By the Treasurer.
 - d. ANY CORRESPONDENCE SUPPORTING THE ABOVE REPORTS.
5. Inventory Record of Club Property to include annual report to Recreation Centers of SCW: By Inventory Manager.
6. Records of approval by Recreation Center Manager (i.e. CR-10 Forms) for purchase of major items of equipment: By Treasurer and the hardware manager for each group.
7. Accident Reports: Form RC-20-5, by CW President.
8. By-laws: By CW President
9. Policies and Procedures: By CW President
10. Random Access Newsletter: By Editor
11. Monthly Report of Member daily attendance: By President.

B. Record retention schedule:

1. Correspondence and Meeting Minutes: 3 years
2. Financial records: 7 years (prior to current year)
3. Daily attendance: Current and Prior Year
4. Charter Approval, and Federal Tax ID Number, and Other Tax Topics: Life of Club

C. Location of files/records

1. Current Year files and records will be placed in designated folders in the CW Club Filing Cabinet in Room A, or appropriate facility. Financial Records will be placed in appropriate files and computer software in the treasurer's office.
2. Annual files will be stored in a secure room within the club and storage containers will be marked to reflect content, year, and date of future disposition (as applicable).

VIII. Monitor Corps

- A. Monitoring once a year is mandatory for taking classes or computer maintenance. Board members, committee members, teachers, and anyone already actively doing something for the club are exempt. Disabilities will be on an individual basis.
- B. The Monitor Corps as volunteers are charged with the responsibility for maintaining the decorum and protecting the assets of Computers West. The Monitor Chairperson updates the Monitor Manual to reflect current policies and procedures. The Administrative Assistant maintains the list of monitors and charts attendance. The assistant also enters the persons signing up onto the web schedule. The monitor chairpersons for each Platform Group will maintain monitor schedules and develop an adequate substitute list for the use of the monitors in seeking replacements when required.
- C. The Monitor Corps assures that:
 1. Computers West will be open for member use on each scheduled day of operations. The Monitor Chair will be responsible for closing Room A if no monitors are available.
 2. Monitors will perform their duties as described in the Monitor Manual and as described in earlier references in these Operating Procedures.

- a. Entry control, assuring that each member who enters is current and conducts themselves in accordance with Computers West policies and procedures.
- b. Assure continuity of service with verification of the attendance of the next monitor-on-duty.
- c. Use sound judgment in determining courses of action to meet any emergency that occurs during their duty assignment.

D. The Monitor Corps recognizes its importance to the continued and successful operation of Computers West. They will strive to perform to the best of their ability and to constantly improve their abilities to serve.

IX. Facilities Administration

- A. The CW Scheduling Chairperson prepares the schedule for Rooms A, B, and the Palo Verde Room. There is a MacsWest chairperson who schedules the use of Room C.
- B. The use of Summit A and the use of other Recreation Board facilities requires clearance in writing from the Recreation Board Scheduling Office. Normally the use of Summit A and the Palo Verde Room is scheduled on a yearly basis. Parties and special functions are scheduled individually.
- C. It should be apparent that the scheduling of resources involves the cooperation of several people. The CW Scheduling Chairperson is responsible that this cooperation exists. If s/he is unable to resolve a problem the matter is referred to the Platform Group Chairpersons or the CW President as may be appropriate.

X. Random Access

- A. The Random Access (RA) newsletter of CW is published monthly except for the months of June, July, and August. The newsletter is available from the CW website to all CW members.
- B. RA articles are prepared by the Platform Group Chairperson, their Education and Programs Coordinators, and various other contributors as appropriate to the events in any forthcoming month.
- C. The responsibilities of the RA Editor are to:
 1. Notify contributors of the deadline for each issue.
 2. Edit submitted material for language and content.

3. Determine the number of copies to be printed for new and prospective members.
4. Assemble the material into a web and print-ready format.
5. Deliver to CW webmaster for upload to computerswest.org.
6. Deliver the print-ready copy to the contracted printer with sufficient time for the printer to complete the printing process.

D. The CW RA Editor will maintain a file of past copies of the newsletter.

XI. Website Operating Procedures

The purpose of the Computers West website is to provide information about the Club and computer technology. To accomplish this, the following general procedures are applicable:

- A. Computers West, through its Board of Directors, is responsible for its website.
- B. The CW Webmaster is responsible for the content of the website subject to the oversight of the Computers West Board.
- C. Change to any part of the CW website will be coordinated with the CW Webmaster. The CW Webmaster may delegate, subject to his/her supervision, the creation and/or upkeep of certain pages of the website.
- D. Personal information will not be posted on the website unless authorized by the affected member(s).

XII. Procedures for a Contested Election

In the case of a contested election for CW Officers, the CW President, with the approval of the Board, will appoint an Election committee. The Election Committee will:

- A. Draft the rules and procedures that will govern that campaign and election for approval by the CW Board. If the rules that are established by the Election Committee and approved by the CW Board are violated by any of the candidates, the CW Board may disqualify the candidate(s) from the election.
- B. Distribute the approved rules and procedures to all candidates and to the general membership.

C. Plan and oversee the voting process.

XIII. Election of officers for the CW, PC Group and Mac officers will be as written in the CW bylaws.

XIV. Document Statement

The Operating Procedures and Policies is a working document that can be amended at the discretion of the Computers West Board. The Operating Procedures and Policies of any Platform Group must conform to these Policies and Procedures and be included in the CW operating procedures manual.

XV. Job Descriptions

A. CW President

Shall preside over CW Board meetings, special called meetings and CW General Meetings.

Includes developing an agenda and following Roberts Rules of Order in conducting the meetings.

Attends the Rec Centers called meeting for officers and represents the club.

Assembles the annual scheduling of rooms for all club activities including social activity room requests and delivers it to the Rec Centers Scheduling office in May.

A member of the Computers West Board.

Submits reports, and requests reports from other CW Board members for assimilation to the Rec Centers through Computers West. RE: inventory of assets, membership, monitor listing, room reservations and scheduling, etc.

Works with the System administrator of PC and MAC in developing the needs of the club in the area of software and hardware.

Works with the Hostess chairperson in co-coordinating refreshments and special parties.

Reviews the treasurers report, approves expenditures for the club.

Helps to promote harmony, new ideas & programs.

Attends the PC and Mac Board meetings to advise and be advised of needs and policies.

Reviews the CW Bylaws and operating procedures and recommends changes to the board and membership.

B. CW Vice President

Assumes the duties of the President in his/her absence.

C. Secretary

The Secretary of Computers West is responsible for maintaining an accurate account of all Board, General Business and Special meetings conducted by the Club. In this capacity he/she must take minutes at all meetings. These minutes must be then be posted in Room A as well as distributed to Computers West Board Members in a timely fashion. The secretary will maintain the minutes for a period of 3 years and file original copies in the cabinet in room B. It is the responsibility of the Secretary to establish the quorums at these meetings.

D. Office Manager

Buy's supplies such as, but not limited to:
Paper, Batteries, Pens, Pencils, notebooks, cookies and supplies for meetings, toner cartridges, tape, programs, etc. Checks out room A for any needed repairs or changes, includes dusting and cleaning of screens, and maintaining orderliness within the room.

E. Historian

The CW Historian compiles an accounting of the Club's activities. This includes a record of the Club's formation, purpose, members instrumental in its growth, instructors and classes provided and social and educational services. This record is kept up-to-date and maintained by the Historian and made available as a document stored on a CD. The history file will also be made into a Power Point presentation so that it can be shown to members upon request.

F. Membership Chairperson

1. Maintain and update the membership databases. One database contains each Club member's personal information (rec card number, address, phone, email address, and whether they receive the "Random Access" by mail or internet). The second database is for dues and tracks the date the members' dues were paid and for which groups.
2. Provide the treasurer with a listing of checks processed showing the numbers of items and the totals. Checks are stamped with the Club's endorsement for deposit.
3. Make club badges for new members, members who have lost badges, members whose rec card number has changed, or who need a new badge for other reasons. File club badges in the box on the monitor's desk in room A.

4. Print a membership listing periodically. This listing is kept on the monitor's desk in Room A.
5. Provide the Sun City West Rec Centers with a CR-15, a year-end listing of members in good standing, by 1 February.
6. Ensure that sufficient quantities of membership envelopes and other supplies are kept in the right middle drawer of the monitor's desk in Room A.
7. Order membership envelopes, change of personal information cards, laminating pouches and other supplies for membership as needed.
8. Attend monthly board of directors' meetings. Provide monthly updates on members total and number of new members.
9. Provide the MAC membership chairperson with the envelopes of all MAC members once processing is completed.
10. Provide the PC group with the envelopes for new PC members so they can update the PC group's email listing.

G. Cell Phones for Soldiers

Place Cell Phone boxes around community

Contact information on boxes

Solicit additional drop off locations

Collect phones on a regular basis

Keep list of phones collected

Keep list of dates & locations

Box phones, get labels and arrange for pick up,

send to Recellular

Submit articles for Random Access/Mac Message

Submit information to publicity person for:

Rec Center News, PORA, Local papers

Attend Board meetings and report on progress

H. Monitor Chairperson

1. Keep the manual for monitors up to date with new officers for CW, PC, MAC and new information.
2. Check the website monitor's schedule daily for all sign-ups on the calendar.
3. Prepare sign-up sheets monthly for the monitor training classes. Type a clear copy of both sessions ready for the training class. Check all information with those attending.
4. Keep notices current on the monitor desk.
5. Make sure the desk has supplies and the membership envelopes are available.
6. Attend monthly board meetings and CW meetings.
7. Write the monthly "From the Monitors' Desk" column for Random Access.
8. Teach the training class on the 4th Monday each month except Dec., June, July, and August.
9. Call for subs when the calendar schedule shows openings.
10. Keep a printout of each month's calendar of monitors and list of substitutes.
11. Update the training sheets annually with revisions and phone numbers. Updated sheets need to go to Moore Graphics for printing 125 copies of all sheets, stapled.
12. Distribute monitor's lanyards to those who monitor two times.
13. Work with the calendar scheduler for changes and sign-ups on the webpage display.
14. Prepare Room C for the monthly training classes.

I. Publicity

Publicity person is responsible for Computers West, MacsWest, PC Group Publicity

1. Submit article for Club Section in Rec Center News-runs monthly all 12 months
2. Keep Club Contact list in Rec Center News updated (When CW president changes)
3. Update brochures, print, & keep Room A supplied
4. Attend monthly Board meetings & give report
5. Write articles for Random Access/Mac Message
6. Attend Special Events with table display, brochures, information-talk to visitors about club

7. Submit articles to PORA e-newsletter when events include whole community-weekly
8. Cover any special events and submit articles to local papers, Rec Center e-newsletter

J. Parliamentarian

Parliamentarian is a consultant, commonly a professional, who advises the president and other officers, committees, and members on matters of parliamentary procedure. Appointed by the president.

Prior to meeting

President confers with the parliamentarian to anticipate any problems that may arise.

May perform any other duties as requested

During meeting

Limited to giving advice to the chair and, when requested, to any other member.

Call the attention of the chair, as inconspicuously as possible, to any error in the proceedings that may affect the substantive rights of any member or may otherwise does harm.

K. Audit

To prepare a statement on the accuracy of the immediate past years records and to meet the Recreation Centers requirements for the end of the year audit.

1. Review copies of the financial statements (CR-7) and supporting documents prepared by the Club Treasurer.
2. Review the bank statements and check and verify the year opening and year closing bank reconciliation. Verify that end of year open items cleared after the end of the year as recorded.
3. Trace several deposits and several expense items to the bank statements and reconciled them with their ledger entries. Tracing may consist of both large and small items and from random times of the year.
4. Verify that there were no accounts on the ledger that were not included on the financial statement both from an income and expense standpoint.
5. Sign the financial statements as required by the Rec Centers in the presence of the treasurer and retain a copy of signed statement for the auditors record of the financial review.
6. Prepare a statement of opinion on the accuracy of the records. Submit letter to the President of the club by Feb. 28 summarizing what was done.

L. Safety

Computers West uses common sense in dealing with safety measures.

Job descriptions for Treasurer, Webmaster, Random Access Editor, Room Coordinator, PC Group Chair, and Mac Chair are covered under other sections of this procedure including the PC and Mac Procedures.

Approved:

A handwritten signature in black ink, appearing to read "Bruce Merrihew". The signature is written in a cursive style with a large initial "B".

Bruce Merrihew, President Computers West

October 7, 2013

Date