

# Saint Augustine's University

## Policy and Procedure Development/Review

Saint Augustine's University (SAU) Policies and Procedures are officially sanctioned rules and processes for the Institution. Policies and procedures are used to empower employees with the direction and consistency they need for successful process improvement. A policy must be reviewed and discussed through the appropriate development or review processes before adoption by the Board of Trustees. This document explains the development and key points for Policies and Procedures and provides a template for policy creation and review.

<b>Policies:</b>	<b>Procedures:</b>	<b>Guidelines:</b>
<ul style="list-style-type: none"> <li>• Describe the rules that apply throughout the institution and are guides to decision making under a given set of circumstances.</li> <li>• Range from a philosophy to a specific rule, and reflect the SAU mission, vision, or values.</li> <li>• Include <b>WHAT</b> the rule is, <b>WHY</b> it exists, <b>WHEN</b> it applies and <b>WHO</b> it covers.</li> </ul>	<ul style="list-style-type: none"> <li>• Describe the critical steps taken to achieve the policy intent.</li> <li>• Are brief, concise, factual and to the point, and usually expressed using lists. (<i>i.e.</i>, <i>series of steps</i>).</li> <li>• Include <b>HOW</b> to achieve the necessary results.</li> <li>• Refer the reader to related documents, forms, work instructions/department rules.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide <b>SUGGESTIONS</b>, or best practices, and are not usually requirements, but are strong recommendations.</li> <li>• Considered a good idea.</li> <li>• Reactive to change and continuous improvement.</li> <li>• Must be shared with stakeholders.</li> <li>• Not specifically part of a policy or procedure.</li> </ul>
<p><i>Many departmental/divisional procedures and guidelines, although useful and important, do not meet the criteria above, and therefore are not considered Institutional Policies.</i></p>		

**Process:** The Office of the President manages the development, amendment, repeal and approval of all SAU Policies and Procedures. Any individual or constituency group with an interest in contributing ideas/thoughts may submit a policy or procedure proposal. The President may also convene task forces or seek consultation from any department to develop a proposed policy or procedure change. Before the adoption of any change in institutional policy or procedure other than a technical change, the policy draft may be discussed with appropriate divisions/departments/or student groups prior to the change (this does not include forms). Timelines for policy and procedure development and review are as follows:

Policy and procedure development timelines should be completed thoroughly and as expeditiously as possible. Author(s) of the policy should ensure the above key points are followed for creation and review. If the policy is developed or changed for state, federal, accrediting agency, or other governing body compliance, the process must be completed prior to the required date of change. This includes review and signature of the President.

Procedure development or changes must be in accordance with policy development or change. They must also be developed and submitted along with the corresponding policy. If the procedure change is made to further clarify a policy or required by state, federal, accrediting agency, or other governing body compliance, the process must be completed prior to the required date of change. This includes review and signature of the President.

**Publication:** The Office of the President shall maintain policies and procedures in hard copy format and publish policies on the SAU website. Policies shall also be made available to the public upon request.

**Format:** Institutional policies and procedures must be written in accordance with style and font standards, and must include date of origin, effective date, review date, and revision date (if applicable). The templates must be completed in Calibri style 12 font.

*Templates are attached.*

**Other Considerations:**

- Use gender-neutral language – use “their” instead of “he/she.”
- Use short sentences and short paragraphs.
- Use common words (*i.e.*, “use” instead of “utilizes.”)
- Use active, rather than passive language.
- Use “must” or “will” if action is mandatory,” and use “may” if action is permissive and avoid the word “shall” unless there is a legislative requirement that prescribes its use. The use of certain words cause confusion between whether an action is mandatory or recommended. Policies and procedures must be clear and concise.
- Use department names, rather than position titles (if possible).

- Use links to generic web pages rather than specific web pages (if possible). For example, refer to “Student Administration Forms” rather than the specific URL for the form.
- Avoid the use of acronyms. If acronyms are necessary, use the full title/term first before using the acronym.
- Avoid the use of jargon, unnecessary technical expressions and fancy vocabulary.

**Periodic Review:** Policies are only as effective as the relevance and accuracy of their information. To ensure policies stay current and relevant, all policies will be reviewed on a cycle of a minimum of every two years unless deemed otherwise by President or responsible division. Key questions to be asked during the review are listed below:

- Is the policy still relevant, accurate, and legal?
- Have certain technologies and processes changed since the policy was created?
- Does the policy correctly convey the mission, vision, and goals of the Institution?

Upon review, summary documentation will be submitted to the Office of the President.