Wisconsin State Horse Council
Guidelines for Working with Office Staff

1.0   Purpose
  1.1   To establish guidelines for Directors and committee members when working with the paid WSHC staff.

2.0   Scope
  2.1   To create consistency and promote a working relationship with mutual respect between WSHC Directors, committee members and office staff.

3.0   Newsletters and Publications
  3.1   Forms, letters, and ads must be submitted to office staff for review before going into publication. Staff can add appropriate logo and other information.
  3.2   Office staff is more than willing to "polish up" articles with correcting typos, spelling, and grammar (refer to Publication Policy on articles and news releases).
  3.3   Committees and/or Directors must submit 'rough' drafts for review. Office staff will not write or create the needed document; only review what is submitted.
  3.4   All ads being considered for publication must be submitted to the office staff at a minimum of 10 days before the publication deadline.
  3.5   Office staff will make the necessary changes and/or corrections and send the item back to the author for final approval.
  3.6   Author will return the approved copy to the office staff.
  3.7   Office staff will submit the item to the proper publication before the deadline for publication.

4.0   Forms
  4.1   Committees must track their specific forms and revision dates. ALL revision changes are the responsibility of the committee and or committee chairperson. Office staff will not send reminders to update forms.
  4.2   When updates to forms are needed, the current form with 'mark ups' must be submitted to office staff at a minimum of 10 days before needed.
  4.3   Office staff will make requested changes and send the form back to the author requesting the change.
  4.4   Author of form will need to instruct office staff if WSHC website needs to be updated with new form; the office staff will not update the website unless it is requested.

5.0   Event planning
  5.1   If event planning assistance by office staff will be needed, early planning and communication is needed.
  5.2   A written work plan and/or outline of the project, including specifics of what assistance is needed from the office staff must be submitted to the Vice-President (VP) as soon as the plan is created. A minimum of two-week notice is needed for office assistance.
  5.3   The VP will review the plan and contact the submitting event coordinator with any questions or for additional information if needed.

5.4   Upon approval of the plan, the VP will set timelines for the office staff to work with the event coordinator. Consideration of all work loads of the office staffs will be considered when setting workloads and timelines.

5.5   Early communication and submission of projects will ensure assistance as needed with office staff and minimize delays of project deadlines.

6.0   Tech Support

6.1   Any Director not receiving an anticipated email should contact the office staff immediately to communicate the problem.

6.2   Upon notification, the office staff will resend or resubmit the electronic communication and follow up with a phone call to the Director to ensure the email was received.

6.3   Office staff people are *not* tech support specialists and cannot fix computer or software problems. Any communications not being received by the Directors after being resent by the office staff presents a technical problem. To diagnose or correct technical problems, Directors need to contact the tech support for their particular computer program or PC or their Internet provider.