



Cleveland State University

CCE Advisor Support Guide

Student Organization Management - Quick Reference

Student Organization Management - Leadership Education Framework

Our Purpose: Leadership Educators

Student learning is the larger purpose of our work. We facilitate leadership development through:

- Intentional learning opportunities embedded in organizational processes
- Data-driven, mission-centered educational practices
- Strategic enhancement of student development through co-curricular experiences

Positive Engagement Strategies- Reframe Compliance as Learning
Leadership Development Conversations

When Students Resist Requirements:

Learning Opportunity: "These processes mirror what you'll encounter in professional settings. Let me help you develop skills you'll use throughout your career."

Questions to Ask:

- "What leadership skills do you want to develop this year?"
- "How can this experience help you reach your professional goals?"
- "What would success look like for your organization?"

When Students Make Mistakes:

Growth Mindset: "Mistakes are learning opportunities. What can we learn from this situation to improve next time?"

Reflection Questions:

- "What would you do differently?"
- "How can this experience inform your future decisions?"
- "What systems could prevent this issue?"

Celebrating Student Achievements:

- Acknowledge leadership growth: "I've noticed how your communication skills have improved"
- Connect learning to outcomes: "Your attention to detail in budgeting helped your event succeed"
- Encourage reflection: "What did you learn about yourself as a leader?"

The Bigger Picture: Why Student Organizations Matter

Student organizations provide experiential learning laboratories where students:

- Develop Leadership Capacity through authentic decision-making experiences
- Build Professional Skills in communication, planning, and resource management
- Create Community and belonging through shared purpose
- Practice Civic Engagement through democratic processes and collaborative governance

Your role: Facilitate these learning experiences while ensuring compliance supports rather than hinders student development.

Remember: Your role is crucial in helping students succeed while ensuring compliance. When in doubt, always contact Campus Engagement for guidance. Your partnership with CCE ensures student organizations thrive within proper university guidelines.



Cleveland State University

CCE Advisor Support Guide

Student Organization Management - Quick Reference

Student Development Opportunities

- Budget Process → Financial literacy and resource management
- Event Planning → Project management and strategic thinking
- Officer Training → Leadership skills and team dynamics
- Accountability Check-ins → Self-reflection and goal assessment

Authority Structure - Know Your Role

YOU make final decisions on funding and operations while facilitating student learning.

Entity	Role	Your Response
CCE Staff	Final decision makers	"I'll review and get back to you within 72 hours"
GFAC	Advisory only	"GFAC provides recommendations. I make the final call."
SGA	Advisory only	"SGA's input is noted. Final approval comes from CCE."
Faculty Advisors	Resources/mentors	"Your advisor can guide you, but CCE handles compliance."

Common Scenarios & Responses

1. "Our advisor said we could do [X]"

Response: "Faculty advisors provide great guidance, but CCE handles all financial and compliance approvals. Let me review what you need and get you the official answer."

Action: Don't contradict the advisor directly. Redirect to proper process.

2. "SGA already approved our budget"

Response: "SGA's recommendation is helpful, but all budgets require final CCE approval before any spending occurs."

Action: Check GFAC recommendations → Review budget → Approve or deny with explanation.

3. "We've always done it this way"

Response: "I understand you have established practices. The current process ensures compliance and protects your organization's funding."

Action: Explain current requirements without criticizing past practices.

4. "This is too much paperwork/requirements"

Response: "These requirements protect your organization's funding and status. I'm here to help make the process as smooth as possible."

Action: Offer to walk them through it step by step.



Cleveland State University

CCE Advisor Support Guide

Student Organization Management - Quick Reference

Timeline Requirements - Non-Negotiable

Action	Deadline	Your Enforcement
Travel requests	45+ days before	"Cannot process without 45-day notice"
Event requests	30 days before	"Submit through VikesConnect 30 days prior"
Receipt submission	10 business days	"No exceptions - 10 days maximum"
Officer training	Before any spending	"No access until training completed"
Budget requests	March 28	"Late submissions will not be reviewed"

Key phrase: "These deadlines aren't suggestions - they're requirements for maintaining your organization's status."

Financial Red Flags - Immediate Action Required- STOP Signs

Student Says	Your Response	Follow-up
"I already bought it"	"Did you get CCE approval first?"	If no: explain personal liability
"I used my credit card"	"Was this pre-approved by CCE?"	If no: no reimbursement possible
"We're using Venmo/CashApp"	"Stop. All org money must go through university accounts."	Redirect to proper accounts
"I can sign this contract"	"Only university officials sign contracts."	Take contract, submit to CCE

Action Steps for Violations

1. Stop the activity immediately
2. Document the issue in writing
3. Contact Senior Director within 24 hours
4. Do not promise reimbursement

Quick Approval Checklist

Before You Say "Yes" to Any Request:

- Written request submitted in VikesConnect
- All officers have completed training- Organization is in good standing
- Expenses align with approved budget
- Proper timeline followed
- No prohibited activities involved

Prohibited Items (Always "No"):

- Alcohol purchases
- Off-campus retreats
- Year-end parties (unless educational)
- Personal credit card use
- Contract signing by students
- Venmo/CashApp transactions

Remember: Your role is crucial in helping students succeed while ensuring compliance. When in doubt, always contact Campus Engagement for guidance. Your partnership with CCE ensures student organizations thrive within proper university guidelines.



Cleveland State University

CCE Advisor Support Guide

Student Organization Management - Quick Reference

Monthly Advisor Meeting Script

Required Topics to Cover:

1. Budget status review: "Let's look at your current spending vs. approved budget"
2. Upcoming events: "What events do you need approval for?"
3. Compliance check: "Are all officers trained? Roster updated?"
4. Documentation: "Do you have all receipts submitted?"

Document: Date, attendees, topics covered, action items

Escalation Guidelines

Escalate to Senior Director Immediately:

- Student mentions unauthorized purchases already made
- Contract signing questions
- Advisor relationship conflicts
- Repeated policy violations
- Student pushback on CCE authority
- Missing deadlines impacting funding

You Can Handle:

- Basic procedure questions
- Deadline reminders
- VikesConnect navigation help
- Expense pre-approval (if clearly within guidelines)

Difficult Conversation Frameworks

- When Students Push Back:
 - Student: "This is ridiculous/unfair/too much work" You: "I understand this feels frustrating. These processes exist to protect your organization's funding and ensure you can continue your activities. Let me help you work through this."
- When Advisors Overstep:
 - Advisor: "I told them they could do [X]" You: "Thank you for supporting them. For compliance purposes, let me review this and get back to you with the official approval."
- When Students Try to Bypass You:
 - Student: "Can we just ask [higher authority]?" You: "I'm your designated CCE contact for all organization needs. Let's work through this together."



Cleveland State University

CCE Advisor Support Guide

Student Organization Management - Quick Reference

Emergency Contact Reference

Issue Type	Contact	Timeline
Financial violations	Director of Campus Engagement	Same day
Policy questions	Director of Campus Engagement	24 hours
System issues	Help desk	72 hours
Urgent approvals	Director of Campus Engagement	Same day

Phone: 216-687-2048

Email: cce@csuohio.edu

Process Improvement - Your Input Matters

Advisor Feedback Form (Complete after challenging interactions)

Issue encountered: _____

Student response: _____

What worked: _____

Suggested improvement: _____

Submit to: Director of Campus Engagement for process refinement

Context: Why These Standards Exist

This accountability framework emerged from documented compliance failures totaling \$31,153.56 in unresolved expenditures. The new structure ensures:

- Consistent application of university policies
- Protection of student organization funding
- Clear decision-making authority
- Sustainable organizational operations

Result: 134 organizations now operate under unified standards with 90% compliance achievement.

Key Phrases That Work

Authority Reinforcement:

- "CCE has final approval on all financial matters"
- "I need to review this through our compliance process"

Supportive but Firm:

- "I'm here to help you succeed within the guidelines"
- "Let's make sure this is done correctly to protect your organization"

De-escalation:

- "I understand your frustration. Let me see how I can help."
- "Your organization's success is important to us"

Remember: You Are the Decision Maker

- Don't defer to others when policy is clear

Remember: Your role is crucial in helping students succeed while ensuring compliance. When in doubt, always contact Campus Engagement for guidance. Your partnership with CCE ensures student organizations thrive within proper university guidelines.