

Lander University Staff Senate Online Suggestion Box Policy

Purpose

The purpose of the Online Suggestion Box is to provide Lander University staff members with an accessible platform to submit suggestions, seek clarity, or share ideas for improvement to the Staff Senate. The goal is to foster open communication, enhance staff engagement, and contribute to a positive work environment at Lander University.

Strategic Goal Alignment

The Online Suggestion Box directly supports the Staff Senate's strategic goals **B** and **C**:

- **Goal B** – Promote effective communication and collaboration among staff, administration, faculty, and students.
- **Goal C** – Ensure staff perspectives and insights are actively included in administrative decision-making processes.

Process

The Online Suggestion Box is hosted through an MS Teams form tied to the Staff Senate email account (staffsenate@lander.edu). The submission process is outlined below:

- Staff can access the Online Suggestion Box form via an MS Teams link shared by Staff Senators or available on the Staff Senate website.
- On the form, staff will have the option to input their questions, comments, or suggestions. The form includes the following form fields:
 - **Confidentiality:** [Yes/No] Would you like your name to be kept confidential? If you choose "Yes," every effort will be made to protect your privacy.
 - **Area of Feedback:** Select the relevant category for your feedback (e.g., Appreciation/Recognition, Professional Development, Community Service, Safety/Health/Physical Environment, Services & Administration, or Request for Information).
 - **Feedback:** Provide your detailed feedback or suggestions.

Submission Review

- All submissions through the Online Suggestion Box will be initially reviewed and categorized by the Staff Senate Chair.
- The Staff Senate Chair will determine the relevance, feasibility, and appropriateness of each submission.

- To ensure accountability and a balanced perspective, the Staff Senate Chair will review the submissions with the Staff Senate Board. This collaborative approach will help validate suggestions and ensure a fair and thorough evaluation process.
- Only the suggestions that are deemed necessary, actionable, and aligned with the goals and mission of the Staff Senate will be brought forward for discussion in Staff Senate meetings.
- Relevant suggestions will be discussed and acted upon by the Staff Senate. Suggestions unrelated to Staff Senate operations (e.g., matters concerning Human Resources, Title IX, or other specific departments) will be forwarded to the appropriate offices or resources.

The Staff Senate is committed to guiding staff to the correct resources and departments when issues are outside of its purview.

Response and Follow-Up

- The Staff Senate Chair will reach out directly to the submitter with an update on how their suggestion is being addressed.
- The Staff Senate will make every effort to address and resolve actionable suggestions.
- In cases where the suggestion falls outside of the Senate's purview, the Staff Senate Chair will direct submitters to the appropriate department or resource for further assistance and provide guidance on how to proceed.

Inappropriate Submissions

- Submissions that are deemed inappropriate include, but are not limited to, those containing offensive language, personal attacks, defamatory remarks, or irrelevant content.
- Submissions falling into these categories will not be acknowledged or reviewed by the Staff Senate.
- If a submission is considered inappropriate, the Staff Senate Chair may report the incident to the appropriate university authorities.

Confidentiality

- a. The email address of each submitter will be recorded; however, submitters can choose to remain anonymous when their suggestion is presented to the Staff Senate or any other parties.
- b. No identifying information will be shared with the Staff Senate or any other parties unless required by university policy or law.
- c. The Staff Senate Chair will ensure that submissions are handled with discretion, and efforts will be made to maintain confidentiality for those who request it.