**Role of the Cluster Manager**

The cluster manager oversees a specific category of student organizations (such as club sports or publications) and plays a key role in the training, collaboration and success of student organizations. The cluster manager is a knowledgeable member of the student life team and available to answer questions about finances, policies, and procedures. In addition to serving as an expert on student org policies and procedures, cluster managers provide training and encourage collaboration among their cluster of organizations. When challenges arise, the cluster managers are ready to assist group leaders, connect them to helpful resources, and work through organizational difficulties.

Overall, the cluster manager holds the following responsibilities:

- Train student orgs during the re-registration process in the fall. Meet with leaders of new organizations within the cluster.
- Encourage student org usage of MiddLink and maintain an updated MiddLink profile
- Check-in periodically with student orgs and seek out ways to encourage collaboration amongst the cluster
- Stay knowledgeable on student org policies and procedures; communicate relevant updates and changes of policies and procedures to your cluster
- Support student orgs in their event planning process
- Meet regularly with other cluster managers to discuss best practices

**Re-Registration & New Org Registration**

Student organizations are required to re-register each fall. This re-registration process includes MiddLink submission, completion of the Student Org Handbook quiz by the president and treasurer, and attendance at fall training with their cluster manager. The deadline for this re-registration is October 1st. The Programs Intern in Student Activities will send out reminders for student orgs to re-register and will be in contact with you about training dates and times.

To assist you with the re-registration process, the Student Activities Office (SAO) provides a sample Powerpoint presentation and list of agenda items to cover in the trainings. These resources are also located in the cluster manager Google Drive.

New organizations approved by the SGA Student Organization Oversight Committee (SOOC) are required to undergo the same steps for student org registration including: MiddLink registration, completion of the Student Org Handbook quiz, and training with their respective cluster manager. These trainings tend to be shorter; make sure that you are relaying pertinent policy information to new leaders. New organizations are created throughout the year, and the
deadline for new student organizations to apply through the SOOC is April 1st. Once a student org is approved by the SOOC, you will be notified via email in order to initiate leader training.

**MiddLink**

Cluster managers have full or partial administrative access to the student org database, MiddLink, and are expected to be active and knowledgeable users of MiddLink. While student org usage of MiddLink varies, there are a range of capabilities and functions that MiddLink provides for the successful management and marketing of current student orgs. Advisors of student orgs are also encouraged to use MiddLink.

Make sure that you are designated as the MiddLink cluster manager for your cluster orgs. To initiate this process, visit the organization’s MiddLink page, and click the Roster tab. Select the Invite People at the top of the page, and you will be prompted to enter an email address for invitation. Once you enter your work email, click the + Add E-Mail Addresses button. A pop-up box will appear with the opportunity to assign your invitation to a specific position (i.e. Member, Advisor, Cluster Manager, etc.). The invitation will appear in your email inbox and in your MiddLink message inbox. Your MiddLink message inbox is located in the top right corner under your name in the Messages subheading. You will need to accept the invitation in order to have cluster manager designation for the organization. A member of the SAO team or the Programs Intern can also help you navigate this process.

Learning how to navigate and maximize your use of MiddLink can be difficult at first. The following resources will help you become a MiddLink expert:

- **MiddLink Video Support Site** – includes helpful how-to videos for MiddLink users
  - middlebury.collegiatelink.net/support
- **CollegiateLink Support Site** – full of articles, best practices and previously recorded webinars. A CollegiateLink representative is always available to assist users with questions and issues. You can direct chat with a representative, email the CollegiateLink team or call them at 716-270-0000.
  - support.collegiatelink.net
- **Campus Labs Youtube Channel** – contains a video archive of CollegiateLink’s webinars on student engagement, assessment and institutional effectiveness
  - www.youtube.com/user/CampusLabs

The Programs Intern can also serve as a resource for questions and assistance about MiddLink. You can reach the Programs Intern through student_activities@middlebury.edu or ext. 3628.
COLLABORATION

The cluster manager model allows student orgs to collaborate more often and effectively with orgs that share similar interests. As a cluster manager, one of your responsibilities is to help encourage this collaboration on events, fundraisers, etc. To help promote collaboration amongst student orgs, it is important to be aware of the Student Government Association Finance Committee (SGAFC) guidelines (located at go/sgafc) that dictate responsible spending and to promote best practices in event planning, as articulated in the Student Org Handbook.

The Student Activities Office (SAO) also promotes student org collaboration through events and communication. Cocoa and Collaboration, an annual event during Jterm, is an opportunity for student orgs to meet with each other and create event proposals for unique collaborations. The event proposal winner receives a small amount of funding from the SAO. Please encourage your cluster to attend this event and consider hosting a similar event for your student orgs.

Events that involve co-sponsorship with College departments require attentive oversight. The SAO works to carefully document and reconcile any funding contributed by departments. To facilitate this process, we created the SAO departmental collaboration form. When departmental funds are promised to support a student org event, we ask that you instruct the student point person to provide the link below to the budget administrator of the contributing department. The information it collects streamlines the collaborative and reconciliation process and is required as part of event budget planning. This form is available at: https://forms.middlebury.edu/student-life/community-living/activities/sao-collaboration-form.

POLICY AND PROCEDURE

Student org policies and procedures are updated and edited throughout the year. As the cluster manager, it is important for you to maintain a working knowledge of the policies that directly affect your cluster. Whenever a policy or procedure changes, student orgs are notified by the SAO through email or Word on College Street (WoCS); WoCS is a regular student org newsletter created by the Programs Intern. These policy and procedure changes are discussed during the monthly or bimonthly cluster manager meeting and are also added to the Student Org Handbook. Learn about the current student org policies in the Student Org Handbook at go/studentorghandbook. Questions about current student org policy can be directed to a member of the SAO team at anytime.

ORG MANAGEMENT TIPS

Outside of the responsibilities listed above, your work with student org cluster depends entirely on your capacity throughout the academic year and your managing style.
Suggestions for org management and staying in touch with your cluster include:

- Monthly or quarterly meetings with your cluster
- Drop-in office hours specifically for student orgs
- MiddLink relay messages throughout the semester for check-in
- Connecting with student org advisors individually or as a group (i.e. brownbag lunch)

**Resources**

To assist in your role as cluster manager, the SAO created a helpful Google Drive that contains resources on student leader training, financial management, MiddLink and event planning. Feel free to incorporate these resources in your work with student orgs. The Google Drive can be accessed here: [https://goo.gl/A9PaMY](https://goo.gl/A9PaMY)

**Current Cluster Managers**

Each cluster manager holds a specific set of skills and knowledge related to student org management and success. We encourage you to reach out to other cluster managers to seek advice and build collaboration. Current cluster managers include:

Doug Adams, *Associate Dean of Students for Residential and Student Life*
- Clusters: Commons Councils and Social Houses

Doug Connelly, *Director of Outdoor Programs and Club Sports*
- Cluster: Club Sports and Outdoor Interest organizations

Derek Doucet, *Associate Dean of Students for Student Activities and Orientation*
- Clusters: Debate, the Campus, Activist and Political organizations

Sophie Esser Calvi, *Associate Director of Global Food and Farm Programs*
- Cluster: Food organizations

Maria Farnsworth, *Student Activities Office and Budget Manager*
- Cluster: Special Interest organizations

Jennifer Herrera, *Associate Director for the Anderson Freeman Resource Center*
- Cluster: Middlebury Intercultural Leaders Coalition (MILC) organizations

Sam Hurlburt, Student Activities Technical Coordinator
- Cluster: Performing Arts organizations

David Kloepfer, *Assistant Director of Student Activities for Programming & Events*
- Clusters: A Capella groups and MCAB

Ashley Laux, *Associate Director of the Center for Community Engagement*
- Cluster: Service Cluster Board organizations

Amy McGlashan, *Director of Academic Outreach and Special Projects*
- Cluster: Academic organizations
Ellen McKay, *Scott Center for Spiritual and Religious Life Administrative Program Coordinator*
Cluster: Religious Life Council (RLC) organizations

Amanda Reinhardt, *Assistant Director of Orientation*
Cluster: Publications, Recreation and Visual Arts organizations

Charlotte Tate, *Associate Director of the Rohatyn Center for Global Affairs*
Cluster: Model United Nations

**STUDENT ACTIVITIES**

The SAO team is here to support you. SAO can be reached at (802) 443-3628 or email *(student_activities@middlebury.edu)*. Check out our website at *go/studentactivities* for additional resources and information.
**IMPORTANT DATES**

July 1  ○ Beginning of the new fiscal year  

**Mid-August** ○ Student Activities sends registration instructions to all orgs’ primary contacts (listed in MiddLink) and org email accounts

September 12 ○ Mandatory student org re-registration meetings begin  

September 15 ○ Fall Activities Fair from 4:30-6:00pm on McCullough Lawn

September 19 ○ MiddAction Fair from 6-7:30pm in Wilson Hall  

**October 1** ○ SGA Student Organization Oversight Committee will begin accepting proposals for new student organizations  
 ○ Deadline for existing student orgs to re-register through MiddLink or else be considered inactive and have budgets frozen

November 15 ○ Deadline for budget requests from the SGA Finance Committee  

**December 5** ○ Deadline for orgs under review by the SGA Student Organization Oversight Committee to submit materials  

December 13 ○ Deadline to submit all vouchers and receipts for the fall semester

**Winter Term** ○ Annual review of student orgs by the SGA Student Organization Oversight Committee  

February 16 ○ Spring Activities Fair from 4:30-6:00pm in McCullough

**April** ○ Budget presentations to the SGA Finance Committee begin  

April 1 ○ Deadline for new student org applications  
 ○ Deadline to submit new money requests to the SGA Finance Committee

May 6 ○ Deadline for ticketed student org performances

May 11 ○ Last day for all student org spending

May 14 ○ Deadline for distribution of spring publications

May 17 ○ Deadline to submit all vouchers and receipts for the spring semester

**June 30** ○ End of the fiscal year