

KEOS 89.1 FM

College Station/Bryan

Community Radio for the Brazos Valley

Volunteer Handbook

KEOS Bell Studios

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Bryan, TX

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Updated 6/19/17

KEOS Community Radio Mission Statement

KEOS is committed to the creation of radio broadcasting by and for a public of diverse cultures, under-served and under-represented by other area media.

KEOS shall provide programming that celebrates and expresses the diversity of the community. It shall provide a voice for groups in the community that may otherwise go unheard, sustaining a forum for alternative points of view on local, national, and international issues, with particular awareness to women, students, labor, minorities, and other public interest constituencies. KEOS will promote understandings between cultures and serve as a catalyst for positive social change within the community.

KEOS will provide programming, access, and training to the community, with significant participatory opportunities for students of Texas A&M University, Blinn Community College and other area schools and colleges.

What is KEOS?

KEOS 89.1 FM is the listener-sponsored, commercial-free, non-profit, people-powered, and locally supported, all-volunteer community radio for the Brazos Valley.

KEOS 89.1 FM is a Federal Communications Commission (FCC) licensed, non-commercial radio station, which began broadcasting on March 25, 1995. We are a non-profit educational and cultural organization with 501(c)3 tax-exempt status from the Internal Revenue Service.

We are proud to be completely locally supported by pledges, donations, underwriting, and volunteering. Our programming is produced by and for the people—on a volunteer basis. We believe in the power of community public radio. We provide different points of view as an alternative to mainstream media while encouraging direct participation from our community.

KEOS Board of Directors

Policies and Guidelines

Board Membership

1. The board shall consist of no more than nine members, elected for three-year terms, optimally three every year.
2. Although members of the Board of Directors are volunteers, other volunteers of KEOS 89.1 FM shall not be eligible for membership on the Board of Directors.
3. Board members should believe in the mission of KEOS 89.1 FM.
4. Board members shall not be employed by other commercial or non-commercial radio stations in the market served by KEOS 89.1 FM.
5. An effort shall be made to have a full slate of board members no later than July 31, 2007.
6. As the radio station represents the diversity of the Bryan-College Station community, so should the board, as much as possible.
7. Terms for Board members shall begin on January 1 of the year following their election and end on December 31 three years after.
8. A Nominating Committee shall be established, chaired by a member of the Board of Directors, to recruit nominees for Board membership. Such nominations shall be presented to the full Board of Directors at its September meeting.
9. Board members may interview nominees for Board membership at their November meeting, after which elections for membership may be held. Only members of the Board of Directors shall have a vote on prospective Board members.
10. There shall be a limit if no more than two three-year terms as a member of the Board of Directors, except with the approval of a majority of the Board.
11. Members of the Board with a financial interest in an issue before the Board shall recuse themselves from discussing the issue or voting on it.

Board Responsibilities

1. The Board of Directors shall set policy for the operation of KEOS 89.1 FM. It shall provide guidance and direction to the Management Team.
2. The Board of Directors assumes all fiduciary responsibilities of Brazos Educational Radio and has the ultimate responsibility for KEOS.
3. The Board does not get involved in the day-to-day operations of the station. The Management Team is responsible for the day-to-day operations of the station.

Board Officers

1. The Board of Directors shall have a president, a vice president who shall also serve as president-elect, a secretary and a treasurer.
2. Candidates for these four positions shall be current board members.

3. The Nominating Committee shall make recommendations officer positions to the full Board of Directors at its November meeting.
4. Officers shall be elected by a majority of the Board members present, presuming there is a quorum.
5. Officers shall serve for one-year terms, starting on January 1 of the year following their election and ending on December 31 of the same year.
6. There shall be no limit to the number of terms an officer may serve in a position.
7. The president is responsible for chairing meetings, representing KEOS 89.1 FM at community functions and liaising with the Management Team.
8. The vice president shall preside at meetings at which he president is absent and shall represent KEOS 89.1 FM at community functions when the president is unable to.
9. The secretary shall keep minutes of all regular and called meetings and shall present them to the Board no later than five days prior to the next regular meeting.
10. The treasurer is responsible for working with the Management Team to maintain clear, accurate financial records of the radio station and to prepare necessary financial reports to be presented to the Board no later than five days prior to each regular Board meeting.

Committees

1. The Board shall have the following standing committees:
 - a. Nominating, chaired by the Board vice president.
 - b. Finance, chaired by the Board treasurer.
 - c. Fund raising, chaired by the president.
 - d. Personnel, to include one member of the Board and two members of the Management Team, appointed by the head of the Management Team. The committee shall include the head of the Management Team, who shall serve as chairman. It shall handle personnel issues appealed from the Management Team.
2. Other committees may be created as necessary by the president, who shall appoint their chairmen.
3. Committees shall be appointed at the November Board meeting and serve for one year, beginning in January of the following year. Committee members may serve multiple terms.
4. Committees shall be chaired by a member of the Board of Directors but may also include radio station volunteers and others in the community served by KEOS 89.1 FM.

Meetings

1. The Board of Directors shall meet in regular session at 7 p.m. on the first Wednesday of alternating months, beginning in January.
2. Emergency meetings of the Board of Directors may be called by the president with at least 24 hours notice.
3. Although not required to do so, the Board shall follow as much as possible the Texas Open Meetings Act and its requirements.
4. All Board meetings shall be open to the public with the exception of discussions on certain issues allowed by the Texas Open Meetings Act to include personnel matters, real estate acquisition and discussions with attorneys regarding pending legal issues. All

meetings shall begin and end in open session and any votes by members of the Board of Directors shall be conducted in open session.

5. Volunteers and other community members are encouraged to attend Board meetings and time shall be set aside at each meeting to hear the concerns and comments of visitors.
6. Agendas for the Board meetings shall be developed by the president in consultation with the Board and the Management Team. At least two weeks in advance of a regularly scheduled Board meeting, the agenda shall be visibly posted at the studios of KEOS 89.1 FM and shall be posted to the radio station's Web site and circulated to Board members, Management Team members and posted to the station's Operations List.
7. Agenda items such as minutes, Management Team reports, engineering report and financial report shall be circulated to the Board prior to the meeting so that they may be voted on as a consent agenda in the interest of saving meeting time. Any Board member may ask that an item on the consent agenda be removed for discussion at the meeting.

Finances

1. The Finance committee shall develop an annual operating budget for the radio station, to be presented to the Board of Directors at its September meeting. The budget shall be approved by the Board before the start of a new fiscal year on January 1.
2. The budget shall include realistic estimates of both income and expenses.
3. Monthly financial reports showing year-to-date income and expenses compared to the approved budget and to the year before shall be prepared for each regularly scheduled Board meeting.
4. All non-recurring expenses must be approved by the Board of Directors with the exception that the Management Team is authorized to spend up to \$750 in an emergency and that the Board president may authorize expenses greater than \$750 in an emergency, provided that notice is sent via e-mail to other members of the Board.

KEOS Board of Directors Conflict of Interest Policy

In the event that a member of the KEOS Board of Directors has interests that are in conflict with those of KEOS, the Duty of Loyalty requires that the Board member be conscious of the potential for such conflicts and act with candor and care in dealing with such situations.

A possible conflict of interest exists:

- When a Board member or a close relative is an officer, director, employee, proprietor, partner, trustee, or paid consultant in an organization that could be said in a business context to be "in competition with" KEOS by offering one or more products or services similar to a product or service offered by KEOS.

- When a Board member or close relative is an officer, director, employee, proprietor, partner, trustee, or paid consultant of an organization that seeks to do business with KEOS.
- When a Board member or a close relative has an interest in an organization that is in competition with a firm seeking to do business with KEOS, if the Board member's position gives him or her access to proprietary or other privileged information that could benefit the firm in which he or she has an interest.

Procedure for Handling a Conflict of Interest That May Arise During Board Discussion

A Board member should be sensitive to any interest that he or she may have in a decision to be made by the Board and, insofar as possible, recognize such interest prior to the discussion or presentation of such a matter before the Board. When a Board member has an interest in a transaction being considered by the Board, the Board member should disclose the conflict before the Board takes action on the matter. The Board member shall refrain from voting on any such transaction, participating in deliberations concerning it, or using personal influence in any way. The Board member's presence may not be counted in determining the quorum for any vote with respect to any KEOS business transaction in which he or she has a possible conflict of interest.

If the Board member recognizes that the conflict is ongoing and that information discussed by the Board will bear on the conflict, the Board member should not participate in that portion of the discussion and (in the case of a face-to-face meeting) should leave the room. The Board member should bear in mind any conflict of interest when provided minutes of the discussion and should act accordingly.

If a Board member in good faith fails to recognize a conflict, the Board member, when it is recognized, shall report that failure to the KEOS President, who shall take appropriate action to prevent continuation of the conflict and mitigate past action to the extent reasonable. The matter shall then be referred to the entire KEOS Board for review and recommendation.

Filing of Disclosure Statement

Upon assuming office, each Board member shall file annually a Disclosure Statement with the KEOS Board President and shall retain a copy thereof. The statement shall disclose any foreseeable conflicts that the Board member may recognize, and shall disclose other information that may be necessary or helpful to administer the Conflict of Interest Policy. Such statement shall be retained by the Board President during the period of the Board member's service on the Board. A Board member is responsible for ensuring that the information in his or

her Disclosure Statement remains current, and must promptly apprise the KEOS Board President in writing of any information that materially affects the accuracy or completeness of his or her Disclosure Statement. The KEOS Board President will review all Disclosure Statements annually and, after each review, shall report to the KEOS Board any matters of concern.

Conflict of Interest Disclosure Statement

I declare that if I have any direct or indirect financial interests, or any personal, family, or other relationships that conflict with (or have the appearance of conflicting with) my duties, responsibilities, and exercise of independent judgment as a member of the KEOS Board, I shall voluntarily disclose that a conflict (potential or real) exists and will take other actions as necessary or appropriate to manage the conflict of interest. I have read KEOS's "Conflict of Interest Policy" and I agree to comply with its terms.

Do you, or does any member of your immediate family, have a financial interest in, receive any remuneration from, or serve as an officer or director of any business organization with which KEOS has substantial business dealings or with which KEOS could be said, in a business sense, to be in competition?

_____ No _____ Yes

If your answer is "yes," please supply the following information:

Name(s) of the business organization(s), any office(s) held, and the approximate dollar amount of business involved with KEOS last year:

Nature and amount of each such financial interest or remuneration:

Were you involved in any other activity during the past year that might be interpreted as a possible conflict of interest?

_____ No _____ Yes

If your answer is "yes," please describe:

Signature: _____

Print Name: _____

KEOS Position: _____

KEOS Behavioral Agreement

1. We understand that everyone at KEOS is a volunteer, and we value the time and energy of everyone who contributes to our community radio station.
2. We agree to respect and nurture KEOS by fulfilling our obligations to the station.
3. We agree to treat each other with kindness and respect. This includes:
 - Respecting our differences and the diversity of all volunteers and listeners.
 - Engaging in civil dialogue with each other at all times and offering constructive criticism that isn't personal.
 - Taking concerns we have with others directly to them as soon as possible.
 - Encouraging each other and promoting good will among all volunteers.
 - Enlisting the help of the Management Team (and, in rare instances, the Board of Directors if necessary) to resolve conflicts among volunteers.
4. We encourage all volunteers to ask for assistance when they need it and to offer help to those who temporarily are unable to fulfill their volunteer obligations.
5. We agree to be good stewards of all KEOS property by helping to care for and maintain the station's property and to follow all security guidelines.
6. We represent KEOS and its values and pledge to promote KEOS positively to our listeners and others in our community. For additional information about individual behavior at public KEOS events, see the KEOS Volunteer Handbook.
7. We agree to run all meetings according to the behaviors outlined in this document; if the meeting begins to get out of hand, we encourage all volunteers to remind those in attendance of KEOS's Behavioral Agreement. For more information about the consequences of not following the behaviors outlined in this document, see the KEOS Volunteer Handbook.
8. We recognize that all volunteers have unique talents and strengths that they bring to KEOS, and we agree to help all volunteers use their specific strengths and talents to make KEOS the best community radio station that it can be.

KEOS Board of Directors, February 2014

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Management

The Management Team is responsible for all aspects of station management for KEOS with the help of assistants and coordinators. This includes administrative tasks, personnel issues and programming decisions. To ensure that they understand various technical and programming issues, all members of the Management Team shall be trained in on-air operations; exceptions may be made at Management Team discretion.

Management Team Meetings

Regular Management Team meetings shall be held biweekly. These meetings shall be publicly announced on the KEOS-Discussion email list and posted in the station lobby seven (7) days in advance of the meetings. Minutes shall be taken at each meeting, posted in the lobby and placed in the station's Public Inspection File. Management Team meetings are open to the public, although the Management Team may conduct business in executive session for personnel-related and other confidential matters. This does not preclude discussion by management team members outside of regularly scheduled meetings. Members of the Management Team who miss three consecutive meetings shall be rotated off unless they persuade the remainder of the Team to continue their term in office.

Conflicts of Interest

To prevent the appearance of impropriety and maintain an impartial viewpoint, all Management Team members shall announce any potential conflict of interest they may have in a station matter that comes to the Team's attention and remove themselves from any vote in which they have such a conflict. Such conflicts of interest may include but are not limited to a financial interest or involvement of a family member.

All-Hands Meetings

The Management Team shall announce and lead all-hands meetings at least three times per year, preferably scheduled one week prior to each fund drive. Such all-hands meetings may also be scheduled on an ad hoc basis as important issues arise. At the three regularly scheduled meetings, each Director on the Management Team shall provide updates on station affairs. Ample time shall be reserved for general discussion of station issues.

Rotation

In order to involve a broad range of volunteers in station management, an effort shall be made to identify qualified station volunteers who can rotate into various positions. Current

volunteers are encouraged to express interest to the Personnel Director at any time—whether or not a position is currently open.

Election

When a vacancy occurs on the Management Team, the Management Team shall discuss, nominate, and, if practicable, vote to fill the position. The Management Team may consider the candidate in open or closed session. Newly elected members of the Management Team are announced on the KEOS-Discuss list by the Chair or Personnel Director.

Management Team Positions

- Chair
- Chief Engineer
- Development Director
- Mgmt. Team Secretary
- Music Director
- Operations Director
- Personnel Director
- Program Director
- Social Media Director
- At-Large Directors

Chair

Responsibilities include:

- Presiding over Management Team meetings.
- Preparing an agenda prior to each Management Team meeting that includes reports from each Director and other items that have come to the Chair's attention.

Chief Engineer

Responsibilities include:

- Specifying, purchasing, installing and maintaining all station broadcast equipment and physical plant assets or overseeing other station personnel that might perform any of these duties.
- Acting as the designated Chief Operator of KEOS and ensuring compliance with all FCC Rules and Regulations.
- Participating in annual budget development.

As Chief Operator of the station, the Chief Engineer has the authority to remove any operator from the air at any time for just reason and to shut down the station at any time he or she determines it to be operating illegally.

Development Director

Responsibilities include:

- Maintaining an informational document describing KEOS underwriting options, rates and general information on the KEOS mission and programming.
- Solicit underwriting from area businesses and groups, scheduling this underwriting and communicating this schedule to the Program Director for inclusion in traffic logs.
- Working with underwriters to compose appropriate underwriting copy for on-air in compliance with FCC Rules & Regulations.
- Reviewing Traffic Logs to verify broadcast of all underwriting announcements.
- Ensuring that the financial obligations of underwriters are met.
- Maintaining a current list of underwriters and the programs they support, and filing a regularly updated copy in the FCC Public Inspection File as well as posting in other printed and electronic forms.
- Working with members of the Management Team, assistants, and coordinators to organize all aspects of station fund drives and fundraising events, including but not limited to scheduling and overseeing fund drive training.

Financial Director

Responsibilities include:

- Preparing monthly statements of assets, liabilities, fund balances, revenues and expenditures.
- Preparing checks for signature by authorized persons.
- Incorporating records of online donations.
- Reviewing any tax filings.
- Preparing or reviewing and presenting to the Board or Treasurer quarterly and annual reports as required.
- With the assistance of other members of the Management Team, drafting an annual budget for the Board of Directors to review and approve.
- Administering KEOS Financial Policies and Procedures.

Management Team Secretary

Responsibilities include:

- Attending Management Team meetings and taking notes on the proceedings.

- Compiling notes on Management Team and All-Volunteer meetings into minutes.
- Disseminating minutes to Management Team for approval, corrections, comments, etc. by email.
- Sending approved minutes to the KEOS-Ops email list, printing out a copy and placing it on the bulletin board near the front entrance within one week of the Management Team meeting.
- Filing previous minutes in the Management Team minutes folder near the Public Inspection file.
- Keeping an electronic copy of all minutes in the business office computer.
- Checking email sent to the MT@keos.org, keos@keos.org and keosfm@gmail.com addresses; responding or routing to other staff as needed.

Music Director

Responsibilities include:

- Soliciting, receiving, cataloging and filing music received by the station.
- Representing KEOS with music distribution entities, and filing any necessary reports.
- Maintaining an electronic station music database.
- Managing the in-house music review process including making new music available for airplay and rotating not-so-new music into the general collection.
- Keeping a log of musicians who have been on the air for use in promoting the station to record labels, etc.
- Keeping the FCC-required log of perquisites given to station personnel by record labels and promoters.
- Promoting KEOS to artists and artists' managers to increase awareness of KEOS as a promotional resource.

Operations Director

Responsibilities include:

- Overseeing systems for remote program feed bulletins, scheduling updates, and scheduling remote feed recordings.
- Staffing Operations shifts in consultation with the Management Team.
- Directing operations shifts, and together with the Program Director, overseeing operator procedures, and investigating operations-related programming problems.

- Reviewing traffic logs to verify their accuracy and completeness.
- Managing the station-wide KEOS-Ops electronic mailing list.
- Maintaining a list of ops shift positions which need volunteers and communicating recruiting needs to Personnel Director.

Personnel Director

Responsibilities include:

- Overseeing station recruiting efforts and responding to expressions of interest from prospective personnel.
- Overseeing training of personnel.
- Overseeing the scheduling and content of required training.
- Managing the general station wide and training electronic mailing lists.
- Maintaining personnel records, including training history, FCC and policy violations, and disciplinary actions.
- Consulting with the Management Team regarding personnel placement.
- Maintaining and distributing a station wide phone list.

Program Director

Responsibilities include:

- Determining programs, programmers, and scheduling in consultation with the Management Team. The Program Director shall make emergency programming decisions without need for consultation.
- Overseeing staffing, monitoring locally produced programs, reviewing and evaluating proposals and samples of new programming, and coaching program hosts and producers to improve the quality of their shows and to further the mission of KEOS.
- Announcing new programs to the KEOS community and ensuring they are included in all schedules (web, newspaper, white board and flyers).
- Acting as liaison to international, national and local programming sources, making necessary reports to program providers.
- Compiling a quarterly list of issues and programming by the tenth of the first month of each quarter for the previous quarter's programming, providing [a copy to the Chief Engineer and] filing a copy in the FCC Public Inspection File.

Social Media Director

See Addendum A

At-Large Directors

(minimum 2) are assigned responsibilities ad hoc by the Team.

Support Staff Positions

Facilities Coordinator

Responsibilities include:

- Coordinating the maintenance and repair of the station and transmitter tower building and grounds.

Public Service Announcements Coordinator

Responsibilities include:

- Maintaining PSA copy by checking in the PSA tray/basket, and psa@keos.org for submitted announcements.
- Routing requests for other public service to appropriate staff.

Pledge Drive Coordinator

Responsibilities include:

- Announcing the drive and its theme to all volunteers about a month in advance.
- Reminding hosts to plan special shows, invite co-hosts, and let coordinator know what we can promote on the website and Facebook.
- Checking supplies to ensure there are enough pledge forms and bumper stickers, and identify premiums on hand.
- Reviewing the Pledge Book to be sure it is up to date.
- Working with the Management Team to present the All-Station Meeting.
- Instructing hosts to encourage online donation rather than calling us with credit card information—1% vs. 3% transaction fee and possible elimination of monthly fee, batch fees, phone line, etc. or 3.75% transaction fee.
- Creating a schedule of when there would normally be no live host at the station.
- Helping find people to pitch during those openings.

- Cheerleading!
- Checking daily tally sheets and keeping Volunteers informed.
- Following up on outstanding pledges.
- Sending "thank yous" along with Board of Directors.
- Reporting to Financial Director final totals for Management Team and Board reports.

Office Administrator

Responsibilities include:

- Routing or responding to electronic and print correspondence.
- Responding to requests from the public for general information about KEOS.
- Maintaining reasonable stocks of office supplies.

Other Assistants and Coordinators

The Management Team may designate assistants and coordinators. Directors may select assistants and coordinators with the approval of the Management Team.

Volunteers

All volunteers are required to be accountable, be on-time, and to adhere to FCC, IRS, and KEOS station rules, regulations, and policies including this Handbook. Volunteers are expected to participate in various station-related activities including: fund-raising projects, meetings, discussions, and miscellaneous off-air jobs at the station (cleaning, filing, etc.).

Volunteers have the right to know station activities and have reasonable access to Management and the Board. Volunteers are welcome to attend biweekly Management Team meetings and quarterly Board of Directors meeting. Minutes from both Management Team and Board meetings are posted in the lobby.

Personnel should place an updated Volunteer Application in the Volunteer Coordinator's mailbox whenever changes occur. After contact lists are updated and any other appropriate action taken, it will be in the personnel folder at the station.

On-Air Approved Volunteers

KEOS has opportunities for on-air volunteers including hosting locally-produced shows, being a substitute host, engineering locally-produced shows, and/or putting our non-local programming on the air. No prior experience is necessary. We provide customized training for KEOS.

Program slots open all the time. Once a volunteer is on-air approved, the volunteer may request a vacant time slot when presenting their show proposal or requesting a time slot change.

Support Volunteers (Behind the Scenes)

KEOS has opportunities for volunteers wanting to make long- or short-term commitments to help behind the scenes. Opportunities include reviewing music, station maintenance, distributing schedules, answering phones during pledge drives and talk shows, data entry of pledges, helping at various KEOS booths, spring cleaning, catering for fundraisers, and public relations support.

Minor Permission Requirement

KEOS requires minors (individuals under the age of 18) to get parental/guardian permission before attending FCC+ Training and before being approved as KEOS volunteers. The signed [KEOS Community Radio Parent Permission Form](#) must be in the minor's personnel file before FCC+ Training.

As an all-volunteer, not-for-profit, community radio station, KEOS is unable to provide adult supervision of minors. Additionally, KEOS programming may contain some content of an adult nature (including music). Specifically, during FCC+ training, we review what is indecent and obscene in order to understand and follow the FCC regulations.

KEOS encourages parent/guardian participation on-site when the minor is at the station, including during the training process. We also encourage parents/guardians to contact us with any questions or comments about this process.

Volunteers Facing Felony Charges

If a volunteer faces felony charges, KEOS needs to minimize the negative effects on its reputation. Although KEOS is proud to be represented by its diverse group of volunteers, KEOS will not be defined in the court of public opinion by the crimes of a single volunteer. So, while a felony charge is pending against a volunteer, active or in-training:

- The Program Director will replace any shows produced by the volunteer.
- The Webmaster will remove all references to the volunteer from the KEOS website, marketing material and any other publicly accessible media mentioning KEOS.

- The Operations Director will quarantine all promotional spots, legal IDs, PSAs, or other previously recorded spots mentioning or including the volunteer.
- The Management Team will be KEOS's sole point of contact for the volunteer.

After final resolution of the charges, the Management Team will determine the volunteer's status with KEOS.

Training of Volunteers

Initiation of Training

The Management Team or Volunteer Coordinator will review a new VOLUNTEER APPLICATION, conduct the FIRST CONTACT INTERVIEW, and complete its documentation.

Applicants for on-air positions must meet with the Management Team and obtain approval to begin training.

Volunteer Coordinator/Training Director

The Training Director will provide a newly accepted Trainee with a Volunteer Handbook and explain the following to a new volunteer:

- The volunteer training program and approximate time commitment.
- The Mentoring program for Ops and On-Air Volunteers and the responsibilities to attend and complete all the requirements.
- The Training Director will coordinate training class dates.
- Volunteer Agreement
- The Trainee needs to return a signed V A at the final training session.

The Training Director will schedule required training segments as shown on the TRAINING SCHEDULE FOR OPS AND ON-AIR VOLUNTEERS.

- Volunteers who have previous on-air experience or appropriate technical training may skip one or more mentoring sessions.
- No one may skip New Volunteer or FCC training—even with prior experience—without Management Team approval.

- All volunteers—regardless of length of service—are welcome to avail themselves of more training segments than required either initially or at a later date.
- The Training Director will assign a Mentor who will work closely with the Volunteer to get the remainder of training completed in a comprehensive and timely manner. The Trainee should contact the Operations Director to schedule ops shifts.
- The Coordinator will maintain the training documentation and make it available for Management Team review before the final approval of new members.
- The Training Director will keep the Management Team up-to-date on volunteers-in-training.
- The Volunteer Coordinator will maintain regular contact with all volunteers to keep lines of communication open.

Mentors

Eligibility

Mentors are chosen by the Management Team based on experience, skills and quality as on-air hosts and KEOS citizenship. Mentors must be previously approved by the Management Team.

Mentor Training

The Mentors themselves will be trained as needed to ensure all Mentors are aware of their importance to new volunteers and their responsibilities. The forms will be reviewed with Mentors and may be modified with the approval of the Training Director, who may in turn solicit the input of any member or all of the Management Team. Documentation of sufficiently recent Mentor Training will be noted on the Mentoring Documentation by the Training Coordinator.

Matching Mentors and Trainees

A Mentor will be assigned for an applicant based on time available for both the Mentor and the applicant, among other factors. The Mentor is the primary on-air and procedures trainer for new applicants and will be responsible for them being exposed to the studio board and procedures training, to ensure the trainee is capable of producing a quality show.

Mentoring Requirements

- Mentoring will use the MENTORING DOCUMENTATION; all forms are provided to the applicant at the end of this manual. Masters are available in a binder stored in the cabinet

below the copier. A minimum of three mentored shows and a hot seat are required. During the hot seat, the applicant must host an entire show without major help. The Mentor may speak on-air during a hot seat, but should utilize a secondary mic that the Trainee is bringing on and off air. The shows do not all have to be with the same mentor, but the Primary Mentor is responsible for ensuring all key points are covered by Assisting Mentors.

- The Primary Mentor will stay in close contact with the applicant to ensure all training segments are completed within the first month of contact, if at all possible.
- At a Management Team meeting prior to the applicant's review, the Primary Mentor will advise the Management Team regarding the applicant's progress and approval prospects.

Operations Training

Ops training will be done during Ops time slots with Operations Mentors other than the Primary Mentor. MENTORING DOCUMENTATION will be completed to ensure all areas are covered. At least two Ops training sessions, one Ops monitored session and a hot seat (running an Ops shift without major help) are expected of all applicants. The Trainee should contact the Operations Director to schedule Ops shifts.

Trainee Show Proposal

If the trainee wants to host a new show, one or more mentors will assist the trainee in completing a SHOW PROPOSAL FORM to be presented to the Management Team any time after the new volunteer is approved for on-air duty. The trainee should discuss the proposal and possible time slots with the Program Director prior to presenting the proposal at a Management Team meeting.

First Pledge Drive

- The Applicant must attend the first Fund Raising Rally after beginning training.
- The Applicant will assist the Mentor with on-the-air pitching during their first pledge drive.
- Conversely, the Mentor will assist the new host with on-the-air pitching during the first pledge drive after the new show has begun.

Evaluations

- Prerequisites: After turning in completed Mentoring and Operations Checklists to the Training Coordinator, the Trainee will be eligible for the written test and hot seat.

- Written test: A written test of basic information will be administered to all volunteers at the end of the training program. A score of 85 or above is required to move forward with the final approval process. The test can be retaken a second time to improve the score.
- Hot Seat: The Primary Mentor shall email the Management Team at least ___ days in advance of a Trainee's Hot Seat so that the Management Team will have the opportunity to listen to the show. If the Program Director is unavailable to listen during the live broadcast, the Primary Mentor shall record the show for the Program Director's review. As with prior hot seats, the Trainee needs to demonstrate the ability to host the show without major help. Training Feedback Questionnaire.
- After completion of training, the Trainee should return the Training Feedback Questionnaire to help us identify ways to improve these processes.

Management Team Review

Process

- In closed session, the Management Team will discuss the candidate with the Primary Mentor to learn the strengths and weaknesses of the candidate.
- The Management Team will visit with the applicant as to his/her level of comfort in taking on a role at KEOS. The applicant should be prepared to answer questions to demonstrate knowledge of KEOS, FCC regulations and technical operations.
- If the candidate has turned in a Show Proposal Form, s/he may present the proposal to the Management Team.
- The Management review/approval process will be completed in closed session the same evening.

Approval

- If the applicant is approved, the Operations Director will email the applicant times to immediately become active with some Ops shifts or other open times. It is important to welcome the new member and assign them a duty quickly.
- If a Show Proposal is also approved, the Program Director will propose a time slot for Management Team consideration. The Program Director will communicate the time slot(s) approved and start date to the new host.

Non-Approval

Based on the reason for the non-approval, accommodations will be attempted or the applicant will be informed in person that KEOS cannot use them at this time.

Communications

Volunteers are responsible for keeping up-to-date with all station policies, *KEOS Volunteer Handbook* updates. Checking the Events Calendar, the email lists, and their mailbox regularly will keep volunteers apprised.

Once approved, volunteers are responsible for knowing what is on the KEOS-Ops email discussion list.

Attendance is mandatory for all-station meetings (normally scheduled three times per year). In the unlikely event a volunteer cannot attend, the volunteer is still responsible for knowing the content of the meeting.

Volunteers must notify a member of the Management Team of any on-air FCC violations (even if they're not on their own show).

Group Mailing Lists

KEOS makes extensive use of our email lists to communicate important station information.

KEOS-Discuss

Our optional discussion list for KEOS on-air & support volunteers. To join: go to <http://groups.google.com/group/keos-discuss>

KEOS-Ops

Our mandatory, low-traffic Operations list for ONLY important station operations for KEOS on-air volunteers and management/board of directors. To join: go to <http://groups.google.com/group/keos-ops>

General Station Policies

Failure to follow station policies can and will result in warnings and possible dismissal as a KEOS Volunteer.

Environment

A Smoke-Free KEOS. No use of tobacco products including, but not limited to, cigarettes, e-cigarettes, "spit-tobacco," cigars or pipes is permitted within the station building or on the property of KEOS at any time.

Clean air waves: No alcohol or illegal drugs are allowed at the station. No one is allowed to be on the air while impaired.

Clean planet: KEOS Recycles! *Please* assist us by using the bins posted around the station.

- Paper recycling bins are in the corner office and mailroom.
- All other recycling bins are under the window in the kitchen.
- If a volunteer can't carry their recycling from the studio to the recycling bins, please put additional recycling bins in the studio.

Safety

Fire Extinguishers

Three 5-pound Halotron extinguishers for electrical equipment

- Main Hall—by black shelves with miscellaneous CDs;
- Studio A—small alcove; and
- Engineering Room—just inside the door.

Three 10-pound ABC extinguishers— DO NOT USE ON ELECTRICAL EQUIPMENT

- Kitchen—by the window;
- Loft—by window; and
- Large meeting room—by doors to Mail Room.

Security

Lock all 3 doors anytime the station is left unattended—day or night.

Do not give door combinations to anyone, including other volunteers, unless specifically directed by a Management Team member.

Do not give out any volunteer's personal contact information to non-KEOS personnel. Take a message to pass on. Exception: give out Music Director's email to record companies (but not phone number).

Visitors

General: No visitors in the studios or on the property after 9 PM. Visitors are defined as those who are not actively participating in the production of the currently airing show or other station function.

Exceptions:

- Volunteers actively involved in training or assisting during fund drives
- Station management
- Other visitors pre-approved by the Management Team (pre-approval requires the name and phone number of each guest in advance of the visit)

Enforcement: The on-air programmer is responsible for compliance with all policies including removing visitors after 9 PM and securing the building. Problems should be reported to a Management Team member and if necessary the Police.

Fund Drive

Volunteers are encouraged to come by the station to offer moral support and/or a hand even if they are not on-air approved (yet).

Our Pledge Drives are only done 3 times a year!

Guests are allowed/encouraged during pledge drives to answer phones, talk on air, etc.

Pledge Forms

- Fill out pledge forms legibly (or rewrite them if needed) being sure to reconfirm name and address, phone number, credit card number and expiration date if applicable.
- Fill out the minimum information needed if listener is in a hurry: full name and phone number!
- Pledge forms are to remain at the station.
- Mailed reminder should be sent only to pledges of \$10 or more, if less is pledged encourage listener to drop it off in person or mail it.

Anatomy of a Pitch

! Why give?

- ✓ Explain what non-commercial radio (vs. commercial radio) is: alternative views, no ads, freedom of programming, all-volunteer, etc. but don't insult other stations
- ✓ All volunteer - give examples what the volunteers do, show the station is important to us.
- ✓ List some of benefits the listener gets from the station:
 - Alternative voice - give examples like Free Speech Radio News
 - Diverse shows - give examples of variety
 - Programming only available here: Democracy Now, West Coast Live
 - KEOS gives volunteers a chance to share their favorite music
 - KEOS allows longer songs than allowed on commercial radio
 - KEOS encourages us to play less known / local artists
 - We do live shows (Open Live, etc.)
 - We have actual human beings at the station
- ✓ KEOS has no government or university funding, so it needs more help than other stations
- ✓ Explain where the money goes - programs, utilities, support our home, and equipment

! Call to action (e.g., Call in your pledge!)

! Contact information—our phone number should be the last thing listener hears on each break

- ✓ 779-KEOS 779-5367 KEOS.org
- ✓ For those listening to us on the internet, it's 979/779-KEOS

Pitch Timing

- ! Beginning of show - around 12 minutes of music, short pitch breaks
- ! Middle of show - longer pitch breaks, shorter sets, top of the hour 'conversation'
- ! End of show - short sets; short pitch breaks (increased sense of urgency): song pitch song pitch song pitch
- ! If there haven't been calls during the first hour, last 15 minutes of first hour can be short sets, short breaks (like at the end of the show).
- ! Near the end of show, encourage listeners to call even after the show is over.
- ! Volunteers should do around 15 pitches per 2-hour show.

Pitching Tips

Pitching during Pledge Drives is not easy, but can be fun by following these suggestions:

- ! Set mini-goals - "Just one more call before the end of the hour..."
- ! Use "You" - address the individual listener instead of "Y'all" (group).
- ! Remember: 56% of people polled said it took at least 5 pitches to get them to call.
- ! Don't apologize for asking for pledges.
- ! Good pitching has:
 - ✓ Variety
 - ✓ Enthusiasm (smile while talking)
 - ✓ Energy
- ! Try to make a connection–
 - ✓ "If you're studying right now, give us a call when you take your next study break"
 - ✓ "If you're driving, give us a call when you get home"
- ! Target pitches to the audience, according to:

- ✓ Time of day (business hours vs. late night)
 - ✓ Age of audience (e.g. teens/college students vs. elderly)
 - ✓ Type of show
- ! Break down process for the listener–
- ✓ “Get your check book or credit card, and call now!”
 - ✓ “It will only take a few minutes of your time”
- ! Choose 1-2 subjects to emphasize during pitches.
- ! Avoid use of jargon - 'pitch', 'PSA', 'cart machine', etc.
- ! No whining, threats, or insulting the listeners.
- ! Encourage monthly donations by credit card (try for \$10 a month) online, as well!
- ! Online donations cost the station 1/3 of phoned-in credit card charges (1% vs. 3% fee).
- ! Don't thank donors on the air without their permission and never say the pledge amount on the air.
- ! Inverse: thank donors on-air if they give permission!
- ! See the Fund Raising notebook in the control room. Attend the Fund Raising Rallies to learn more.

Music Policies

Music Acquisition

All music must be directed to the KEOS Music Director (MusDir@keos.org). Use our mailing address: KEOS, P.O. Box 78, College Station, TX 77841.

Music Review

Volunteers can begin reviewing music after they have been approved as a volunteer and have completed New Volunteer training and FCC training for music reviewers (objectionable broadcasts). Volunteers should advise our Training Director that they need music reviewer training, then tell our Music Director (music@keos.org) they are interested in reviewing music.

The sign-up sheet for reviewers hangs in the Music Director's office to the right of the bulletin board.

Each week the Music Director (MD) enters all newly received music into the KEOS Music database. In turn all CDs are branded "KEOS" on the CD and jacket, the CD identified as to Category and Subcategory and a small colored spot affixed to the CD jewel case spine identifying the genre. A larger orange dot is also affixed to the spine to indicate "New Music". A "Reviewer's Insert" is enclosed in the jewel case to make reviewing as easy as possible. These new CDs are then placed in the MD's office on the shelves marked "For Review", separated by major genre.

From the database, a printout of each week's new CDs for review is posted on the wall to the left of the music shelves. This list is also emailed to the KEOS-OPS list server. In addition, a paper chart is generated for the purpose of SIGNING OUT the CDs. This is located on the same wall. Volunteers are asked to indicate which CD(s), the date signed out, and their initials (legibly, please).

Volunteers may take home as many CDs as they can comfortably review in a one-week period (typically no more than 4 to 5 CDs). Keeping them at home longer than a week only deprives all of us from getting them on the air! So volunteers are asked not to take more than they will have time for.

The review, at a minimum, should verify that each cut is FCC Good, FCC Bad or FCC Questionable!

Please DO indicate the word/phrase that identifies a cut as FCC Bad or FCC Questionable. Review the FCC training guide (or see Training Director) regarding the specific words that are FCC violations. Please use the check boxes on the Reviewer's Insert inside the jewel case.

Please identify any Texas affiliations (artist, song, etc.).

Consider whether the CD belongs in the genre and subcategory in which it is categorized and whether it should be cross-listed.

Better yet, volunteers can help out fellow DJ's by offering meaningful commentary in the space provided for each cut. Anything from "I dig it" to "This sax-based jazz tune is a metaphor for a world destined to run amuck"!

Please use (legible) initials on the Reviewer's Insert.

If the CD has no FCC violations, run a vertical line through the FCC "good" check boxes and just state "All OK" with initials.

Return the post-reviewed CDs to the MD's office and place in the wire basket marked "Post Review".

The MD will then:

- Modify the database as required (change of subcategory, flags for FCC violations, etc.);
- Modify the orange sticker on the spine of the CD by placing a black/blue dot in the center (indicating this CD is "Ready for Airplay");
- Put an FCC sticker on the FRONT of the CD (if necessary) indicating which cuts are NOT to be played before 10 PM or require individual consideration under the circumstances;
- Affix a Texas (Star) sticker, etc.;
- Put these new CDs in the NEW ROTATION shelf in the On-Air Studio; and
- Produce a printout of all new airplay
- Place it in the studio; and
- Email it to the KEOS-OPS list.

The Music Director and Assistant will rotate CDs out of the New Rotation and into the Archives as needed. The oldest CDs will be pulled to make room for each weekly batch of new additions.

If a volunteer can't help themselves and need to play a CD that is still in the review process, volunteers are asked NOT to file it in the library! They should be returned to the MD's office. Volunteers should NEVER file an Orange sticker CD into the archives. If it has an Orange sticker but not reviewed, it should be returned to the MD office. If it has an Orange sticker with a review and has been categorized, it should be returned to the New Rotation stack.

KEOS is grateful for its Music Reviewers! Please call or email the Music Director with any questions.

One-Sheets

Information sent with new CDs by music producers and promoters—usually one-page long—is coded with the same database number as the associated CD, three-hole-punched and filed in numerical order in 3-ring binders that are stored on top of the bookshelves in the Music Director's office.

Equipment and Music Loans

No equipment nor any form of music—other than music being reviewed—may be borrowed, loaned, or removed from the KEOS studios without prior notice to the entire Management Team *and* approval of the Chief Engineer, Operations Director or Program Director.

Advance reservations for equipment loans may be made through the Chief Engineer, Operations, Director, or Program Director with notice to the full Management Team. Such reservations will be noted on the Equipment Log posted outside the sound booth.

When equipment is checked out, the Management Team member removing it must ensure there are no conflicting reservations and that we have contact information and the anticipated return date and time.

Volunteers must read the log to determine if their usage will potentially affect a reservation made by another user. Volunteers must make sure they will be able to return it in time for its next use or work out the handover with the next user.

Volunteers must have the Management Team member securing the returned equipment sign it back in on the Equipment Log. Volunteers are responsible for the equipment from the time it is signed out until it is signed back in by a Management Team member or until the next user agrees to take responsibility for it.

Show Proposal Policy

Having a show on KEOS is a serious 52-week-a-year commitment. Having a show on KEOS requires at least 2 hours a week in station duties, in addition to doing a show, and Fund Drives. The additional station duties keep KEOS on the air for everyone. Having a trained and on-air approved co-host is encouraged. Our music programs are almost all 2-hour weekly slots; talk shows are commonly one hour. Program slots cannot be “reserved” or inherited. Program openings vary frequently.

A new program proposal is required for every new show, every new host, every new time slot, and any time there is a major change in program format.

Items volunteers need to think about when putting together their program proposal include:

Relationship to the KEOS Mission:

- How specifically does my program relate to the KEOS mission statement and programming goals?

- How will I support KEOS Community Radio in the community and in its mission?

Basic Information:

- What kind of program am I proposing?
- What is its theme?
- Do I have a name for this program?
- Is it a weekly 2-hour?
- Do I understand and agree to follow both station and FCC policies?

Solo/Group Project:

- Is this program just for me, or are there others interested in being co-hosts?
- Will this project require a lot of people?
- Are they trained or in the training process?

Longevity of Program:

- How long can I produce this program? Will I be there for my audience?
- Do I have to leave the community for long breaks?
- What will I do for my program for when I'm absent?
- Do I understand the Attendance Policy?

Audience:

- Who would listen to my program?
- What part of this community do they represent?
- How do I encourage a wider variety of listeners?

My Resources:

- Do I have enough music or materials to broadcast?

- Do I have people to interview?
- How much time will I devote to my program?
- How much time can I contribute to the station as a volunteer?
- What additional volunteer support duties will I do to keep KEOS on the air in addition to my show (a.k.a. Ops Shifts, CD review)?

Other Resources:

- Do I understand KEOS is made up of all volunteers who come together to make Community Radio and I need to facilitate the meeting of my own needs?
- Does KEOS have enough money, equipment, and/or music for my show needs? c. Do I need help?

Uniqueness:

- Why does KEOS need my program?
- Is this something anybody can just walk in and produce, or is it something really special and wildly imaginative?
- Will there be others doing this same type of program? How is mine different?
- Are there other programs like this on KEOS or other area radio stations?

Background of Programmer:

- Do I need more training than the standard KEOS training process?
- Do I have other applicable experience?
- How am I committed to this community?
- How am I committed to Community Radio?

Special Features:

- Can I bring in special guests to this program?
- Are there any special events in the community that I can connect with my program?

Content:

- What are at least 15 different artists/topics I would program into my show?
- Do I understand and agree to follow FCC Policies?
- Do I understand and agree to follow the Station Music Acquisition Policy?

Sponsorship/Underwriting/Fundraising:

- Do I know an organization or local business who wants to sponsor this program?
- Are there any grant possibilities?
- How do I feel about on-air fundraising?
- How will I prepare for Fund Drives?

Operations Policy

On-Air

Give a Legal ID at the top of every hour: “KEOS College Station.”

- “Bryan” is optional.
- “89.1 FM” is optional.
- If the station is left unattended, volunteers must make sure the legal ID will be played - even if someone is supposed to arrive shortly. Things happen.

TRAFFIC LOG and TRANSMITTER LOG must be completed every time, including signing in and out when you are the Operator-on-Duty. Volunteers must check the tower readings during your shift and know the legal limits. Volunteers must also complete PLAY LISTS and Talk Show Documentation Form and file appropriately (notebooks for each show in Control Room).

The volunteer who is Operator-on-Duty is responsible for all FCC violations, including from guests, on that volunteer’s program. If there are FCC violations by live guests, the Operator on Duty needs to turn off the microphone and terminate the live, on-air interaction immediately. If the Operator on Duty has reason to suspect guests may not be aware of the FCC restrictions and/or may violate them, they should instruct guests before they go on the air in order to prevent any problems.

Attendance is recorded by the Operator on Duty's completion of the traffic and transmitter logs. Failure to complete the logs can count as unexcused absences.

The Operator on Duty is REQUIRED to wear headphones when the microphones are live.

All major show changes (format, host, and name) need to be submitted to and approved by the KEOS Management Team.

Leaving the Station

All of us need to take care of the basic duties around the station, especially when leaving the studio empty. Volunteers are asked to leave the studio in better condition than found.

On-Air Volunteers

Logs must be filled out. Volunteers must remember to sign in and out.

Volunteers must make sure to check the tower at the start of their show or as close as possible. Volunteers should remember that it should be checked every two hours if they are on duty that long.

Volunteers must set up the appropriate programming before they leave if there is not another host relieving them.

Volunteers must re-file any CDs, paperwork, underwriting and PSAs, etc.

On- & Off-Air Volunteers

Recycling must be put in the appropriate bin(s), trash must be put away, and full trash bins must be emptied into outside trash can. Throwing recyclables in the trashcan is lazy – the recycling bin isn't that far. Volunteers are to clean the restroom.

All the radio speakers, including main speakers, cue speakers and headphone volume, must be turned down.

The air conditioning and heat must be turned off (nighttime programmers).

Lights and radios around the station, except outside lights, must be turned off.

Volunteers must make sure ALL three DOORS are locked.

Absent On-Air Volunteer Policy

Overview

All KEOS Volunteer Programmers who have been given a permanent air-time assignment are responsible for providing programming during that time slot until they resign or are relieved of their duties. This includes holidays and academic breaks. To cover emergencies, volunteers are required to have a current show and can make one by recording their live show if temporal references are omitted. The full *Attendance Policy* has policy specifics.

What Volunteers Need to Do

A volunteer who cannot perform their program and/or Ops shift:

The volunteer **MUST** let a member of the Management Team know as soon as possible that they will miss a shift. Both emails and phone calls are required until a member of the Management Team acknowledges having the message.

Volunteers must find a replacement programmer. It is the volunteer's responsibility to find a replacement programmer for any absence. While email is a good beginning with enough advance notice, volunteers should be prepared to pull out the phone list and start contacting other volunteers directly. Even if it is an emergency, volunteers need to try to find a substitute and let the Management Team know as soon as possible! The substitute is to provide the volunteer's show, not put on the MP3 player.

If a volunteer is truly desperate and unable to find a replacement programmer who can host their show, someone must be found who can play the volunteer's evergreen show. (Everyone has one in their mailbox, don't they?)

The volunteer **MUST** speak to a Management Team Member directly indicate they cannot find a replacement despite your utmost efforts.

Penalties

Volunteers who do not follow the above steps:

First Offense

The Programmer will receive a written reprimand and will have to serve 2 hours of station service (Ops, etc.) for each hour missed within 30 days of being reprimanded by the Management Team. Programmers can request an extension if service can't be completed in time. The programmer must also meet with the Management Team within 30 days of the

written probation notice for counseling. Failure to meet with the Management Team within 30 days will result in termination. Failure to complete mandated service will cause the programmer to lose their show slot.

Second Offense

Second offense within one year of the first offense: The Programmer will receive a written reprimand and will have to serve 3 hours of station service (Ops, etc.) for each hour missed within 30 days of being reprimanded by the Management Team. Programmers can request an extension if service can't be completed in time. The programmer must also meet with the Management Team within 30 days of the written probation notice for counseling. Failure to meet with the Management Team within 30 days will result in termination. Failure to complete mandated service will cause the programmer to lose their time slot.

Third Offense

Third offense within one year of the first offense: The programmer will be terminated and the slot open to others.

Abandonment

Unexcused absences for two consecutive weeks constitute an abandoned show. The programmer will be terminated and the slot listed as open.

Prerecorded Show

Each Programmer is required to have at least one entire program prerecorded for use to cover air time for which an emergency makes it impossible to find a substitute host. This program should not refer to date, time, season, or current events so that it can be aired at any time.

Format: The prerecorded show may be either a USB Portable Drive containing an MP3 file, or a set of CD's, each containing approximately an hour's worth of programming.

Quality Control: If prepared using equipment not provided by KEOS, the recording must be reviewed and approved by the Chief Engineer to verify audio quality.

Location: It must be kept in the programmer's mailbox at the station.

Frequency: This program must be replaced once it has aired. A prerecorded show cannot air again for one year after it is used.

Types of Absences

Abandonment

There is no "hiatus" status for programs. Any programmer who is absent or tardy for two consecutive shows without notification and substitute programming has abandoned their position. The show will be removed from the KEOS program schedule and the programmer's on-air qualification suspended pending review by the Management Team. Once a time slot is made available, the Program Director will seek to fill the slot with programming without delay.

Extended

We will try to accommodate programmers who request a leave of absence for family or medical reasons or internships, sabbaticals, study abroad, or other work or academically related opportunities or requirements. Holidays and semester breaks do not fall into this category. Programmers are responsible for providing programming during all breaks and holidays. Any period of absence in excess of two weeks is considered "extended" for the purpose of this policy.

Requests for extended absence status require a written plan including the dates of absence, reason for absence, and a show-by-show plan for covering the program approved by the Program Director before the absence begins. This plan must include names and phone numbers of KEOS personnel who have agreed to cover the time slots. Absence of any substitute host without approval will count as unexcused absences for the designated programmer for that time slot.

Extensions: Any absences prior to or beyond the dates approved by the Program Director require separate approval.

Ways to Cover A Show: Programmers who will be away for extended periods are encouraged to seek a co-host to cover for them during their absence. Alternatively, the programmer may produce shows in advance and make arrangements for approved KEOS personnel to air the programs during their absence. Another option is to provide a play list and other programming elements to substitute programmers.

Planned

When absence of less than two weeks is planned, such as during holidays, semester breaks, or for other personal reasons, each host is expected to make arrangements for an appropriate substitute host. Alternatively the host may provide a pre-recorded program and make arrangements for a qualified KEOS Volunteer to air the program at the appropriate time.

Substitute

If an emergency precludes the substitute programmer from being at the station to program the show, the substitute programmer must notify the Program Director ASAP. Either the originally scheduled programmer or the substitute must find another substitute or someone to air the Evergreen show. The ultimate responsibility lies with the original host.

Unexcused

Any absence that occurs with no prior notice to the Program Director will be presumed unexcused and will lead to disciplinary action. The Program Director may excuse the absence for good cause.

Tardiness

People who are late for their show without notice can cause dead air, the wrong show to go on the air, and/or inconvenience to the previous host if they have to cover for the next host unexpectedly. Show hosts should be at the station at least 15 minutes before their show. This gives time for set-up and a smooth transition between shows. It also significantly reduces the anxiety of the preceding Programmer. Volunteers who will be late must give notice as soon as possible so that arrangements can be made.

First Offense

A member of the Management Team will personally counsel the host and a written note will be added to the personnel file.

Second Offenses

Second non-consecutive offense: Written reprimand and suspension for one week. A substitute program will air in place of the regular program (*equivalent to one unexcused absence*).

Second consecutive offense: Considered the same as two unexcused absences in a row (abandonment), resulting in the slot being vacated and announced as an empty slot.

Third Offense

Third offense within one year: Written reprimand and suspension for four consecutive weeks. Substitute programming will air in place of the regular program.

Fourth Offense

Fourth offense within one year of the first three: the volunteer's slot(s) will be vacated and announced as empty. Additionally, the Programmer's on-air qualification will be revoked pending review by the Management Team. The Programmer may not appear as a guest host or otherwise participate in on-air programming on KEOS until on-air qualification is restored by the Management Team.

Co-Hosts

All hosts for a show will be considered as one unit; that is, if any host begins the show in a timely manner, it will not be considered an offense.

Reinstatement

Review of suspended qualifications must be initiated by the programmer in writing to the Management Team.

Attendance Documentation

The FCC Traffic Log will serve as documentation of attendance. If a programmer fails to sign and properly complete program log entries for their show, they will be considered absent.

Appeals

Any KEOS Volunteer Programmer disciplined through action resulting from enforcement of this policy may appeal by following the KEOS Grievance procedure, which begins with notification to the Management Team in writing.

Grievance Resolution Procedure

KEOS Community Radio is committed to providing a working environment that is free from discrimination, harassment, threats, or unacceptable behavior based on age, race, religious affiliation, gender, sexual orientation, or political viewpoint. To this end the Board of Directors of Brazos Educational Radio and the Management Team of KEOS Community Radio have developed this procedure for resolving situations that might arise due to inappropriate behavior or actions of any KEOS volunteer, employees, or those who are involved with KEOS Community Radio on an ongoing basis. If a volunteer feels aggrieved by the actions of activities or personnel related to Brazos Educational Radio or KEOS Community Radio and is unable to resolve the situation with the party or parties involved, the following procedure will be used:

- The volunteer must contact any member of the KEOS Management Team. These members include the Program Director, Music Director, Operations Director, Training Coordinator, Social Media Director, Chief Engineer, or any at-large member. The volunteer must provide a written statement including information about the incident(s) and/or situation(s) that have arisen, including dates, times, and names or descriptions of those present. This statement should explain the reason for grievance, and should describe a desired resolution.
- The Management Team will meet with all parties involved in Executive (closed) session at the earliest possible opportunity. The purpose of this meeting will be to establish the basis for the grievance and determine the level of involvement of each party. Each person will be given a limited amount of time to state their position and desired outcome.
- Following this meeting with the parties involved the Management Team will meet in Executive session to discuss the situation and agree on a course of action.
- The parties involved will be notified in writing of the Management Team's planned course of action in dealing with the grievance. Decisions leading to personnel action, such as probation, suspension, or termination, will be discussed privately in executive session directly with the person(s) involved, followed by written notification.
- If the grievance involves a member of the Management Team, this procedure will be carried out by the remaining members of the Team, with the member abstaining from the proceedings. If the grievance is with the Chairperson of the Management Team, another member of the Team will be chosen by the remaining members to preside over the proceedings.
- Failure by any of the parties to comply with the terms of any agreements may be the basis for probation, suspension, or termination.
- Decisions and actions of the Management Team are final and implemented at the date they specify. Parties involved may request review of any Management Team decisions or actions by the Board of Directors of Brazos Educational Radio, but do not have a right to suspend the Management Team's decisions pending review.

Appendices

KEOS COMMUNITY RADIO

Volunteer Application

PLEASE PRINT PLAINLY

COMPLETE ALL ITEMS

Name:	Email(s):
Local Address:	City & Zip:
Local Phones: (Cell) (W) (H)	
Permanent Address:	City & Zip:
Permanent Phone:	Date of Birth:
Emergency Contact:	
Are you a student? ____ <i>Full / Part Time</i> Where? _____	
Do you have a job? ____ <i>Full / Part Time</i> Where? _____	
Have you ever been convicted of a crime?	
Are you applying for: <i>On-air Off-air/Support</i> What would you like to do?	
If you would like to produce a program, what type would you be interested in?	
How did you find out about KEOS?	
Do you know any KEOS Volunteers?	
Why would you like to volunteer at KEOS?:	
Describe the music, media or non-profit organization skills and experience you can offer the station:	
What days and times could you volunteer at KEOS?	

KEOS Community Radio is an all-volunteer, non-profit organization. KEOS relies on all volunteers to be dependable and on time. Volunteers are expected to participate in various station activities such as fundraising projects, meetings, operations shifts and miscellaneous duties (housekeeping, office work, etc.). KEOS is licensed by the Federal Communications Commission and is required to adhere to all FCC rules and regulations. Volunteers are likewise required to adhere to all rules and regulations of the FCC and KEOS.

If accepted as a KEOS volunteer, I agree to abide by KEOS rules and policies as well as any updates.

Applicant Signature: _____ Date: _____

FOR MANAGEMENT TEAM USE ONLY		
Date received:	Date interviewed:	Date accepted / declined for training:
By:	By:	By: _____ for Management
Date training completed:		Approval: On-Air Off-Air/Support
Trainer:	Mentor:	By: _____ for Management

KEOS COMMUNITY RADIO

First Contact Interview Form

Date: _____

Name:	Email(s):
Local Phones: (Cell) (W) (H)	
Name of Interviewer:	

Welcome and tour

Background of the station–history

Volunteer station–governance

Training is key to maintaining quality of programs and hosts as well as meeting FCC regulations

Training time requirement:

Normally can be completed in a month but will require approximately 20 hours total G As a member of KEOS team, volunteer time commitment after training: One hour volunteer service for every hour on-air G Where do they live? How long have they been in the area?

Are they a student? Level in school and time planning to be in the area?

Give them the application (on reverse) and explain how to turn it in if not already completed.

Explain if they are interested in doing their own show, they will need to do a Show Proposal to be reviewed by the Management Team for approval and scheduling. Their Mentor can help develop the program proposal.

Thank them for their interest and remind them to turn in the application ASAP or turn in form to Volunteer Coordinator if completed.

KEOS COMMUNITY RADIO

Volunteer Agreement

KEOS volunteers are responsible for complying with all policies set forth by the KEOS Management Team, whether or not listed in this document.

Volunteers Agree to the Following

ON-AIR PROGRAMMERS:

- Programmers must prepare for their program. One hour of preparation for each hour of music programming is recommended; talk shows require more.
- Programmers must have an “evergreen” CD or MP3 file within 2 months of their first show.
- Programmers must arrive at least 15 minutes before their show. In the unlikely event that they will be late the operator on duty must be informed, if there is one; if not, the Operations or Program Director.
- If a programmer cannot do their show:
 - ✓ The Programmer must arrange for their own qualified substitute programmer.
 - ✓ Alternatively, a programmer can prerecord their show on CD or have an MP3 file placed in Automation and make arrangements with a broadcast-qualified volunteer to either play the CD or run the Automation.
 - ✓ In the event of an emergency, a programmer must notify the operator-on-duty (if there is one) and the Program Director regarding their absence. They will, in turn, endeavor to maintain normal scheduled station format.
- Programmers must clean up! And must refile all station CDs and LPs immediately after their shift. Programmers must remove personal items from the broadcast studio.
- An accurate, readable playlist of music aired during the shift must be filed in a timely manner.
- For every hour of airtime, programmers are expected to contribute at least one hour to off-air volunteer efforts.
- WE HAVE NO JANITORIAL SERVICE—EVERYTHING IS DONE BY VOLUNTEERS!

OPERATIONS AND ON-AIR PROGRAMMERS:

- These volunteers must preview the logs prior to their shift for underwriting, give-aways, EAS tests, PSAs, etc.
- These volunteers must execute the programming according to the Traffic Log and note any discrepancies.
- All required logs (Traffic, Transmitter, Telephone, etc.) must be completed and signed.

ALL PERSONNEL:

- Everyone must stay current with appropriate email lists.
- Everyone must follow KEOS emergency and security procedures as posted at the station.
- Everyone must notify a member of the Management Team of any problems such as: equipment failures; missing programming material such as underwriting, PSAs, etc.; security problems such as intruders, harassing phone calls, or similarly significant events.
- Smoking is not permitted on the property of KEOS.
- Web-based (or “long distance”) volunteers are under consideration, but until approved, all volunteers must attend all-hands meetings and mandatory training sessions. Mandatory training is focused on mission-critical endeavors such as fundraising and significant changes in station operations.
- Volunteers need to participate in station fundraising activities such as benefits, membership drives, underwriting and donation solicitation.
- Volunteers are responsible for their guests following KEOS policies. Volunteers may be dismissed based on gross misconduct of their guests.

In Return, KEOS Will Make Its Best Efforts Toward the Following

- Provide a safe working environment for volunteers.
- Maintain equipment in optimum condition within budgetary and staffing constraints.
- Ensure reasonable access to KEOS production facilities and equipment.
- Provide volunteers with all essential training.

- Contact programmers before changes in the program schedule, with as much advance notice as possible in the case of pre-emption.
- Post all relevant KEOS and FCC policies, rules and regulations, and ensure their compliance.
- Provide spoken, then written, notice to the volunteer if their activities at KEOS are unacceptable. The volunteer may be terminated if performance does not improve thereafter.

Grounds for Dismissal

KEOS volunteers acknowledge that they serve at-will, and can be terminated for any reason by the station management. These non-exclusive reasons shall be grounds for immediate dismissal:

- The use of or impairment by alcohol or drugs or any other illegal or prohibited activity.
- Willful damage or theft of KEOS equipment, recorded materials, or facilities. Volunteers may also be held legally responsible for damage due to their own negligence.
- Violations of law or FCC regulations that could affect KEOS's license including on-air comments that are obscene, indecent, profane or potentially slanderous, or acts that undermine KEOS policies, practices, or image. The FCC may also hold volunteers personally liable for on-air obscenity, indecency and profanity or for violations of the EAS and other regulations.
- False or misleading information on a Volunteer Application.
- Repeated absence or persistent tardiness from scheduled commitments.
- Any harassment, sexual or otherwise, that threatens the safe and comfortable working environment for other volunteers.

I understand that affiliation with KEOS is both a privilege and a responsibility and I agree to abide by KEOS and FCC policies.

Upon Application:

_____ Date _____
Volunteer (print and sign)

Upon Acceptance:

_____ Date _____
Chair, KEOS Management Committee on behalf of the Board of Directors of Brazos Educational Radio

Confirmation of Receipt of Handbook

I acknowledge receiving the KEOS Volunteer Handbook on the date shown above. I am now responsible for reading, understanding and following all policies in the Handbook. Should I question or not understand any of the material, I will seek assistance from one or more members of the Management Team.

Signature:

This form is part of the Personnel File.

KEOS COMMUNITY RADIO

Volunteer Training Schedule

	New Volunteer	Objectionable Broadcasts	FCC– Rules & Regs	Shows	Hosting
All New Volunteers					
Music Reviewers					
Ops Volunteers					
On-air Volunteers					

Primary Mentor: _____

Regular Show(s): _____ Day & Time _____

_____ Day & Time _____

_____ Day & Time _____

Ops Mentors: _____ Day & Time _____

_____ Day & Time _____

_____ Day & Time _____

KEOS COMMUNITY RADIO

Mentoring Documentation

Mentor:	Mentor Training Refreshed:	
Mentoring Started:	Mentoring Completed:	
Ops Trainer:	Ops Trainer Training Refreshed:	
Ops Training Started:	Ops Training Completed:	
Trainee:	Email(s):	
Phones: (C)	(W)	(H)
Management Team Review:		

Mentors should instruct and demonstrate each activity and then coach the Trainee on the activity until the Trainee can complete the activity without prompting. Mentors should date & initial boxes when each is completed. Columns must be validated on different dates—the skills need to be in long-term memory.

		Mentoring			Operations		
		Instruction, Demonstration, Return demo	Instruction, Demonstration, Return demo	Performed without prompting	Instruction, Demonstration, Return demo	Instruction, Demonstration, Return demo	Performed without prompting
Mic technique Headphones							
Board Operation	Audition setting						
	Program setting						
	On-Air monitoring						
	Cue						
Satellites							
Automation	WaveCart						
	Simian						
Recording from board							
Playback from computers							
Turntables							
CD Players							
MP3 Player							

		Mentoring			Operations		
		Instruction, Demonstration, Return demo	Instruction, Demonstration, Return demo	Performed without prompting	Instruction, Demonstration, Return demo	Instruction, Demonstration, Return demo	Performed without prompting
Documentation	Music / Talk						
	Transmitter Logs						
	Traffic Logs						
Transmitter Monitoring Power Levels							
Engineering Reports							
Weather/ESA Alerts	Frequency/ Duration						
	Documentation						
	KBTX emergency coverage						
Phone System	On-Air						
	Messages						
	Fax						
Weather Station							

	Mentoring			Operations		
	Instruction, Demonstration, Return demo	Instruction, Demonstration, Return demo	Performed without prompting	Instruction, Demonstration, Return demo	Instruction, Demonstration, Return demo	Performed without prompting

- Per station policy, trainees must complete a minimum of three mentored shows and a hot seat and three mentored ops shifts and an ops hot seat without major assistance.
- Management Team must be advised at least [one day] in advance of hot seat(s) so members may listen to the show if they wish.
- If the Program Director is unavailable during the live program hot seat, it must be recorded for review prior to the Management Team vote.

KEOS COMMUNITY RADIO

Show Proposal Form

Turn in to the Volunteer/Training Coordinator / Program Director

EACH Show must be approved by the Management Team before it can go live.

Name:	Date:
Describe the type of show you want to produce:	
Name at least 15 different artists/topics you would program into your show:	
Suggested names for your show:	
Time slots that you could provide this program:	
Co-host(s), if any? If none, is this reasonably a solo project?	
When would you be ready to go live with your show?	

Answer as many as you wish below. Be prepared to answer *all* of the following questions at the Management Team review of your proposal.

Relationship to the KEOS Mission:

- How specifically does the program relate to the KEOS mission statement and programming goals?
- How will you support KEOS Community Radio in the community and in its mission?

Longevity of Program:

- How long can you produce this program? Will you be there for your audience?
- Do you have to leave the community for long breaks?
- How will the program run when you're absent?
- Do you understand the Attendance Policy?

Audience:

- Who would listen to your program?
- What part of this community do they represent?
- How will you encourage a wider variety of listeners?

My Resources:

- Do you have enough music or materials to broadcast?
- Do you have people to interview?
- How much time will you devote to your program?
- How much time can you contribute to the station as a volunteer?
- What additional volunteer support duties will you do to keep KEOS on the air in addition to your show (e.g., Ops Shifts, office shifts, CD review)?

Other Resources:

- Do you understand KEOS is made up entirely of volunteers who come together to make Community Radio and you need to facilitate the meeting of your own needs?
- Does KEOS have enough money, equipment and/or music for your show needs?
- What other help do you need?

Uniqueness:

- Why does KEOS need your program?
- Is this something anybody can just walk in and produce, or is it something really special and wildly imaginative?
- Will there be others doing this same type of program? How is yours different?
- Are there other programs like this on KEOS or other area radio stations?

Background of Programmer:

- Do you need more training than the standard KEOS training process?
- Do you have other applicable experience?
- How are you committed to this community?
- How are you committed to Community Radio?

Special Features:

- Can you bring in special guests to this program?
- Are there any special events in the community that you can connect with your program?

Content:

- Do you understand and agree to follow FCC and station policies?
- Do you understand and agree to follow the Station Music Acquisition Policy?
- Do you need to clarify your understanding of any policies?

Sponsorship/Underwriting/Fundraising:

- Do you know one or more organizations or local businesses that would sponsor this program?
- Are there any grant possibilities?
- How do you feel about on-air fundraising?
- How will you prepare for Fund Drives?

FOR MANAGEMENT TEAM USE ONLY

Date received:

Date show approved / declined:

By:

By: _____ for Management Team

Start date:

Time slot:

Official Show Name:

KEOS COMMUNITY RADIO

Training Feedback Questionnaire

KEOS COMMUNITY RADIO

Equipment Log Sample 2012

Reservation*		Equipment	Event		Checkout Date/ Time	Mgmt Team Mbr	Return Date/ Time	Mgmt Team Mbr
Date/ Time Block	CE/ OD/ PD		Borrower	Cell #				
12/8 0900- 1200	CTate							
12/7 1700- 2230	LParr	3 mics, cables & stands, antenna [whatever else is needed]	First Friday Lance Parr	555- 5555	12/7 1630	LParr	12/7 2240	LParr

* Advance reservations may be made through the Chief Engineer, Operations Director or Program Director with notice to the full Management Team

Read the other reservations to make sure you and someone else don't intend to use the equipment at the same time!

Saturday, _____ 2013

Traffic Log

KEOS 89.1 FM • College Station, Texas

On	Sign name	Operator on Duty	Print name	Off	EAS/Discrepancies/Notes
					(continue on reverse if needed)
<i>Don't forget to sign in & sign OUT and note times you ACTUALLY did IDs & programs.</i>					
<i>Per FCC requirements, please use black or blue ink and write legibly on all entries.</i>					

Sched. Time	Actual Time	Legal ID	Program	Source
0000			IRON HORSE CAFE (con't)	Auto
0059		LEGAL ID	Weather	Live
0100			HEARTS OF SPACE/UNDERCURRENTS	Live
0200		LEGAL ID	STARSTREAMS (2 HOURS)	Live/Wave
0400			UNDERCURRENTS (3 HOURS)	Live/Wave
0700			UNDERWRITING – THE EAGLE	Live
0700			KINDLY KEEP IT COUNTRY w/Rotating Host	MAC/Live
0858		LEGAL ID	UNDERWRITING – THE EAGLE #4	Auto

Sched. Time	Actual Time	Legal ID	Program	Source
0900			RANDOM ROUTES w/John Roths	Live
		LEGAL ID	Promo (_____)	Live/Wave
1000			UNDERWRITING – LIPPMAN MUSIC COMPANY	Live/Wave
1000		LEGAL ID	JIM HIGHTOWER RADIO COMMENTARY	Auto
		LEGAL ID	Promo (_____)	Live
1100		LEGAL ID	UNDERWRITING –THE EAGLE #4	Live/Wave
		LEGAL ID	PSA (_____)	Live
1158		LEGAL ID	UNDERWRITING – EARTH ART	Live/Wave
1200			WEST COAST LIVE	SAT 2
1359		LEGAL ID	WOODSONGS OLD TIME RADIO HOUR	Auto
1459		LEGAL ID	JIM HIGHTOWER RADIO COMMENTARY	Auto
1501			PSA (_____)	Auto
1501			THE BRAZILIAN HOUR	Auto
1558		LEGAL ID	UNDERWRITING – THE EAGLE (GENERAL)	Auto
1600			THE BIONEERS	Auto
1630			A COMMUNITY OF VOICES	Auto
1659		LEGAL ID	JIM HIGHTOWER RADIO COMMENTARY	Auto
1701			PSA (_____)	Auto
1701			WILD KAT RADIO w/Rick	Live
1759		LEGAL ID		Live

Sched. Time	Actual Time	Legal ID	Program	Source
1830			UNDERWRITING–THE EAGLE (GENERAL)	Live
1859		LEGAL ID	EARTH & SKY	Live/Auto
1900			UNDERWRITING–THE EAGLE (GENERAL)	Live/Wave
1900			CLASS FM w/Douglas	Live
2000		LEGAL ID		Live
2100		LEGAL ID		Live
2200		LEGAL ID		Live
2200			GROOVE CENTRAL	Auto
2300		LEGAL ID	TRANCE ON THE PORCH HOUR 1	Auto
0000		LEGAL ID	TRANCE ON THE PORCH HOUR 2	Auto
0100			UNDERCURRENTS (6 HOURS)	Auto

KEOS COMMUNITY RADIO

Transmitter Log

89.1 MHz – 1000 Watts

Date:			
On	<i>Sign name</i>	Operator on Duty	<i>Print name</i>
			Off
<i>Don't forget to sign on & sign OFF and note times of EAS activations. Check the tower at the beginning of each shift. Per FCC requirements, please use black or blue ink and write legibly</i>			
Time	Plate Current	Plate Voltage	Power (%) 90%-----100%----105%

If power reading is below 90% or above 105%—CALL ENGINEER ASAP!

EAS Activations/Notes	
(continue on reverse if needed)	
Engineering Review by:	Date:

KEOS COMMUNITY RADIO
Talk Show Documentation (Revised 2/2007)

A copy of this form will be completed and placed in show note book following each airing of a program. This is the responsibility of the host of the show or the person airing the show in the case of a pre-recorded program.

Name of Show:

Date Aired:

Host of Show:

Co-host:

Topic/s:

Guests and agency connection/background? (attach bios if available)

Comments:

Show dealt with the following areas:

Literacy

Poverty

Healthcare

Political Issues

Diversity

Other (Specify)

Arts

ADDENDUM A

Social Media Director

Responsibilities include:

- Create the social media strategy, coordinating with strategy across the organization to ensure its effectiveness and ensure the adoption of relevant social media techniques into the culture and into all of the organization's products and services
- Source and manage relationships with social monitoring and platforms to support and develop opportunities
- Advocate social media integration within the organization, influencing overall site and strategies
- Monitor and comment on trends in social media trends, acting as company spokesperson within the Social Media industry
- Monitor SEO and web traffic metrics
- Communicate with followers, respond to queries in a timely manner, and monitor listener reviews
- Oversee social media accounts design (e.g. Facebook timeline cover, profile pictures and post)
- Suggest and implement new features to develop brand awareness such as promotions and competitions.
- Stay up to date with technologies and trends in social media, design and tool applications

ADDENDUM B

FCC CONSUMER GUIDE

Obscene, Indecent and Profane Broadcasts

It is a violation of federal law to air obscene programming at any time or indecent programming or profane language from 6 a.m. to 10 p.m. Congress has given the FCC the responsibility for administratively enforcing these laws. The FCC may revoke a station license, impose a monetary forfeiture or issue a warning if a station airs obscene, indecent or profane material.

Obscene broadcasts are prohibited at all times

Obscene material is not protected by the First Amendment to the Constitution and cannot be broadcast at any time. The Supreme Court has established that to be considered obscene, material must meet a three-pronged test:

- An average person, applying contemporary community standards, must find that the material, as a whole, appeals to the prurient interest.
- The material must depict or describe, in a patently offensive way, sexual conduct specifically defined by applicable law.
- The material, taken as a whole, must lack serious literary, artistic, political or scientific value.

Indecent broadcast restrictions

The FCC has defined broadcast indecency as "language or material that, in context, depicts or describes, in terms patently offensive as measured by contemporary community standards for the broadcast medium, sexual or excretory organs or activities." Indecent programming contains patently offensive sexual or excretory material that does not rise to the level of obscenity. The courts hold that indecent material is protected by the First Amendment and cannot be banned entirely. FCC rules prohibit indecent speech on broadcast radio and television between 6 a.m. and 10 p.m., when there is reasonable risk that children may be in the audience.

Profane broadcast restrictions

The FCC defines profanity as "including language so grossly offensive to members of the public who actually hear it as to amount to a nuisance." Like indecency, profane speech is prohibited on broadcast radio and television between the hours of 6 a.m. and 10 p.m.

Cable and satellite services excepted from indecency restrictions

Congress has charged the Commission with enforcing the statutory prohibition against airing indecent programming "by means of radio communications." The Commission has historically interpreted this restriction to apply to radio and television broadcasters and has never extended it to cover cable or satellite operators. In addition, because cable and satellite services are subscription-based, viewers of these services have greater control over the programming content that comes into their homes, whereas broadcast content traditionally has been available to any member of the public with a radio or television. As noted above, however, obscene material is not protected by the First Amendment to the Constitution and is prohibited with respect to cable and satellite services, as well as radio and television broadcasters.

Determining context

In making obscenity, indecency and profanity determinations, context is key. The FCC staff must analyze what was actually aired, the meaning of what was aired and the context in which it was aired. The FCC asks complainants to provide the following information:

- Information regarding the details of what was actually said or depicted during the broadcast. The complainant may choose the format for providing the information, but it must be sufficiently detailed so that the FCC can determine the words or language used, or the images or scenes depicted during the broadcast and the context of those words, language, images or scenes. Subject matter alone is not sufficient to determine whether material is obscene, indecent or profane. For example, stating only that the objectionable programming "discussed sex" or had an "indecent discussion of sex" is not sufficient. Moreover, the FCC must know the context when analyzing whether specific, isolated words or images are obscene, indecent or profane. The FCC does not require complainants to provide tapes or transcripts in support of their complaints. Consequently, failure to provide a tape or transcript of a broadcast, in and of itself, will not lead to automatic dismissal or denial of a complaint. Nonetheless, a tape or transcript is helpful in processing a complaint and, if available, should be provided.
- The date and time of the broadcast. Complainants must provide the date and time the material in question was broadcast. Indecent or profane speech that is broadcast between the hours of 10 p.m. and 6 a.m. is not actionable.
- The call sign, channel, or frequency of the station involved. To take enforcement action for the airing of prohibited material, the FCC must be able to identify the station that aired the material. By providing the call sign, channel number or frequency of the station, you will help us to quickly and efficiently process your complaint. The name of the program, DJ, personality, song or film; network; and city and state where you heard or saw the program are also helpful but are not sufficient unless you also specify the station you have in mind. Accordingly, please provide:
 - station call sign (e.g., e.g., K***-FM or W***-TV), radio station frequency (e.g., 1020 AM or 88.5 FM) or TV channel (e.g., 13), and station location (city and state); and

- network and program name if you are complaining about a particular program.

Any documentation you provide to the FCC about your complaint becomes part of the FCC's records and may not be returned.

Filing a complaint

You have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov/>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322); ASL Videophone: 1-844-432-2275; fax: 1-866-418-0232
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau Consumer Inquiries and Complaints
Division 445 12th Street, S.W.
Washington, DC 20554

Enforcement procedures and filing complaints

Enforcement actions in this area are based on documented complaints received from the public about obscene, indecent or profane material. FCC staff will review each complaint to determine whether it contains sufficient information to suggest that there has been a violation of the obscenity, indecency or profanity laws. If it appears that a violation may have occurred, the staff may start an investigation, which may include a letter of inquiry to the broadcast station.

If the facts and information contained in the complaint suggest that a violation of the statute or FCC rules regarding obscenity, indecency and profanity did not occur, the complaint may be denied without further action. If the description of the material contained in the complaint is not sufficient to determine whether a violation of the statute or FCC rules regarding obscene, indecent and profane material may have occurred, the complaint may be dismissed without further action. The information needed to support an investigation is described above.

If the FCC determines that the complained-of material was obscene, indecent and/or profane, it may issue a Notice of Apparent Liability (NAL), which is a preliminary finding that the law or the FCC's rules have been violated. Subsequently, this preliminary finding may be confirmed, reduced or rescinded when the FCC issues a Forfeiture Order.

Accessible formats

To request this article in an accessible format - braille, large print, Word or text document or audio - write or call us at the address or phone number above, or send an email to fcc504@fcc.gov

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This document is for consumer education purposes only and is not intended to affect any proceedings or cases involving this subject matter or related issues.

Last Reviewed 3/25/15