

CYCU Document Processing Procedures

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Chapter I : General Provisions

- Article 1** These procedures are established to standardize document processing standards and procedures at this university, with reference to the Official Document Formats Act and the Document Handling Manual.
- Article 2** Document processing shall be carried out in accordance with these procedures unless otherwise specified.
- Article 3** "Document" herein refers to documents used in public affairs; "document processing" refers to the entire process from document receipt or assignment to issuance and filing.
- Article 4** The units responsible for document processing are defined according to Articles 6 to 8 of the University's Organizational Regulations. Units not covered by these regulations may be included upon the President's approval.
- Article 5** The confidentiality and timeliness of documents are categorized as follows:
- 1) **Confidentiality Levels:** Confidential and Secret.
 - 2) **Timeliness Levels:** Most Urgent, Urgent, Normal, and Time-Specific Processing.
- Article 6** Document processing time limits are set as follows:
- 1) **Most Urgent:** 1 day (urgent documents must follow individual case deadlines).
 - 2) **Urgent:** 3 days.
 - 3) **Normal:** 6 days.
 - 4) **Time-Specific:** As required by the deadline.
- Article 7** Documents may be processed as Urgent or Most Urgent in the following cases:
- 1) When the incoming document requires prompt completion.
 - 2) When an assignment from a supervisor must be completed urgently.
 - 3) For incidents requiring immediate action.
 - 4) For other unexpected events that require immediate handling.
- Article 8** Documents shall follow the principle of delegated responsibility; no supervisor may authorize documents without delegation.

Article 9 Paper documents submitted for approval should be neatly bound as one document per case per file, using colored folders as follows:

- 1) **Secret Documents:** Yellow folder.
- 2) **Paper Attachments:** Green folder.

Article 10 For approval, use terms such as "As Proposed," "Agree," or "Approved"; for documents circulated for review, use "Review" or "Acknowledge"; for finalized documents, use "Issue"; and for delegated actions, add the word "Acting" or "Proxy" under the signature.

Article 11 Documents should be prepared in Chinese version. Foreign terms and phrases may be cited in their original if necessary for clarity.

Chapter II : Document Creation

Section 1: Document Categories and Methods

Article 12 Document categories include:

- 1) **Official Letter (Han):**
 - a) From a higher authority to a subordinate unit for instruction, assign, or approval.
 - b) From a subordinate unit to a higher authority for requests or reports.
 - c) Between units of equal rank or independent organizations.
 - d) For public communication, negotiation, inquiries, and responses with the University.
- 2) **Proposal(Qian):** For statements, inquiries, requests, or suggestions to a supervisor within the handling staff's responsibilities.
- 3) **Meeting Notice:** Used to convene meetings.

Article 13 Document sections include:

- 1) **Main Purpose:** A concise summary stating the purpose and intent of the document.
- 2) **Instructions:** Detailed background information if the case facts cannot be included in the main purpose.
- 3) **Method:** Specific requests to the recipient if they cannot be summarized in the main purpose. For proposals(Qian), replace "Method" with "Proposal."
- 4) **Formatting for Each Section:**
 - a) Each section begins with a title, followed by a colon.
 - b) The main purpose section does not use subheadings; text follows directly after the title.
 - c) If no itemization is needed, text follows the section title. Itemization should follow the sequence: 一、二、三... (一)(二)(三)... 123...(1)(2)(3)... if needed.

d) Detailed or complex information should be included as attachments. The three sections—Main Purpose, Instruction, and Method—can be used flexibly; if one section is sufficient to convey the message, it should not be rigidly divided into two or three sections.

Article 14 Drafts for official letters (hereinafter referred to as "drafts") shall be handled as follows:

- 1) In the following cases, proposal(Qian) is required before preparing the draft:
 - a) Cases involving policies or major reforms.
 - b) Cases with broad implications or where no consultation.
 - c) Significant personnel matters.
 - d) Important cases where approval of handling principles is necessary in advance.
- 2) In the following cases, the draft and proposal(Qian) may be submitted together:
 - a) Cases where additional explanations are needed for the draft content or where the handling of past situations requires elaboration.
 - b) Special cases that require additional explanation.
 - c) Time-sensitive cases where immediate processing is required without prior approval.
 - d) Instances where the proposal(Qian) serves as supplementary information for the draft, with the draft as the primary document. The draft should not be treated as an attachment.
- 3) For other routine or simple cases, the draft alone may be used in place of a separate proposal(Qian) process.

Article 15 Guidelines for drafting official letters are as follows:

- 1) When a case involves multiple units, handle as follows:
 - a) If the content of the case is identical, issue a single official letter, distributing originals and copies according to the primary and secondary roles of each unit.
 - b) If the document requires joint approval, the main unit will consolidate and issue a single official letter.
 - c) When there are multiple recipients(units) for a document with mostly similar content, combine them in a single official letter, listing any differing parts and specifying which sections apply to each specific unit.
- 2) In addition to the required structure, the following points should be noted when drafting the main text:
 - a) If there is a set deadline for responses or completion, this should be clearly stated in the main purpose section.

- b) When forwarding official documents, summarize key points of the incoming document without using phrases like “refer to the original text up to this point.” If the document is lengthy and cannot be summarized, it may be included as an attachment.
- c) General phrases indicating expectations, such as “for approval” or “for compliance,” should be included in the main purpose section and not repeated in the Method or Instruction sections. For specific and detailed requirements, include them in the Method section.
- d) The Instruction and Method sections should be clear and well-organized. When itemized, each item should convey a single point. Even if an item is brief, it should be kept as a single entry if the meaning is complete; longer items should not be divided unnecessarily.
- e) If the President is unable to perform duties and an agent is acting on their behalf, the President’s name should still be signed, with the reason noted. The acting person should also sign with their title, adding "acting" after their name.
- f) For documents issued as copies, indicate this under the “Copy” section. If recipients of the copy need to take action, specify this in the Instruction section.
- g) If there are attachments, specify the attachment titles and quantities in the Instruction section.

Article 16 Guidelines for drafting a proposal(Qian) are as follows:

- 1) **Main Purpose:** Briefly summarize, covering the overall purpose and proposed action in a single paragraph without itemization.
- 2) **Instructions:** Provide a concise description of the case’s background, relevant regulations or previous cases, and analysis of the handling method. Use itemization as needed.
- 3) **Proposed Action:** This is the key section, where specific handling suggestions or solutions to issues are proposed. If there are multiple suggestions, use itemization.
- 4) Each section should be clearly separated. The Instructions section should not include proposed actions, and the Proposed Action section should not repeat Instructions.

Section 2: Official Document Terminology

Article 17 Terminology guidelines for official documents are as follows:

- 1) **Purpose and Expectation Terms:** Terms such as "please,"(請) "hope,"(希) "refer,"(查照) "inspect,"(鑒核) "review,"(鑒察) "file for record,"(備查) "approve,"(核示) "process," and "respond"(辦理見復) may be used as needed.

- 2) **Approval Language:** When approving regulations or responding to requests, if in compliance, terms like "in accordance with regulations" should be used. If not compliant, terms like "not in accordance with regulations," "does not comply with regulations," or "certain items do not meet regulations" should be applied, with affirming language used for compliant aspects.

Article 18 Guidelines for terms of address in official documents are as follows:

1) **Direct Terms of Address:**

- a) Between the University and other institutions:
- i. For hierarchical relationships: Superiors refer to subordinates as "Your Esteemed"(貴), subordinates refer to superiors as "Your Respected"(鈞), and the University refers to itself as "Our"(本).
 - ii. For parallel relationships without hierarchy: "Your Esteemed"(貴) is used, and the University refers to itself as "Our"(本).
- b) To the public: The University addresses individuals as "Mr.," "Sir," "Ms.," or "You"(台端), and groups as "Your Esteemed"(貴), while referring to itself as "Our"(本).
- c) To faculty and staff: The University addresses individuals as "Teacher," "Mr.," "Ms.," "Colleague," or "You"(君), and refers to itself as "Our"(本).
- d) To students: The University addresses them as "You"(君), and graduates as "Alumni," while referring to itself as "Our"(本).

2) **Indirect Terms of Address:**

- a) For organizations or groups, use the full official title. If mentioned repeatedly, "the said"(該) may be used as necessary.
- b) For individuals, use "You"(君), "Mr.," or "Ms."

Chapter III: Document Processing

Section 1: Document Processing Authority

Article 19 Administrative and academic units shall designate personnel responsible for receiving, distributing, and registering documents.

Article 20 All external communications shall be in the President's name, processed by the responsible unit.

Article 21 Document drafting, review, and decision-making follow a hierarchical structure. Document handling, verification, and filing are centralized.

Article 22 1. The procedures for drafting and approving official documents at the University are as follows:

- 1) **Draft Proposal:** Handled by the responsible staff member.

- 2) **Initial Review:** Conducted by the secondary units of the respective office, department, or section.
 - 3) **Secondary Review:** Conducted by the primary of the administrative unit.
 - 4) **Joint Review:** Involving all relevant units.
 - 5) **Comprehensive Review:** Performed by the Office of the Secretariat (under the President's directive).
 - 6) **Final Approval:** Granted by the President; however, with authorization from the President, primary administrative unit heads may be responsible for final approval in a delegated, hierarchical manner.
2. Documents drafted by administrative unit heads must still follow each step in the approval process as outlined above.

Section 2: Document Receipt and Distribution

Article 23 The central document receipt process includes signing for, verifying, sorting, numbering, logging, and distributing documents.

Article 24 For document attachments that involve cash, checks, drafts, or other valuables, the Documentation Division in the Office of the Secretariat shall verify and issue a two-part receipt notice: one for the Cashier's Office and one for the Accounting Office. For significant or bulk items, they shall be sent to the receiving unit with the document.

Article 25 Distribution personnel must be attentive to incoming document deadlines, prioritizing and notifying responsible units of urgent items.

Article 26 Highly important or time-sensitive documents should be promptly reviewed by the President, Chief Secretary, or relevant administrative supervisors before distribution.

Article 27 If a document pertains to multiple units and creates a conflict of jurisdiction, the Chief Secretary will coordinate. If unresolved, the matter is referred to the President for a decision.

Section 3: Document Processing, Drafting, Co-signing, Reviewing, and Decision-Making

Article 28 After documents are delivered to the Documentation Division, distribution personnel shall promptly assign them to the processing staff, who bear full responsibility for any delays due to mishandling.

Article 29 Document handlers must prioritize urgent items and follow the sequential processing steps, with substitutes immediately forwarding documents to the responsible person.

Article 30 When referencing prior documents, the original should be attached, or the file should be retrieved from the Documentation Division if it has been archived.

Article 31 Internal document processing shall use the designated Document Processing Form or follow Article 14.

Article 32 Guidelines for adopting drafted suggestions:

- 1) Decisions requiring Presidential approval are based on the administrative head's recommendations.
- 2) Decisions requiring the administrative head's approval follow the secondary supervisor's suggestions.
- 3) Secondary supervisor-approved decisions are based on the processing staff's recommendations.

Article 33 Before drafting significant cases, if the handler is unsure of the supervisor's intent, they should seek clarification. Reviewing personnel who disagree or confuse with initial opinions should instruct the drafter to revise to avoid conflicts.

Article 34 For matters requiring approval that involve multiple units, each unit should coordinate and reach an agreement. If an agreement cannot be reached, each unit may separately state their position for the approver's decision. If reviewing or co-signing personnel agree with the original proposal, they should simply sign their name without adding terms such as "proposed" or "approved".

Article 35 Documents should follow standard formats, and multi-numbered items should be clarified in the instruction section.

Article 36 If multiple units are involved, the main unit shall co-sign. If content aligns with prior co-signature agreements, further co-signing is unnecessary, and a copy is sent for reference after approval.

Article 37 Co-signed documents are treated as urgent; crucial or confidential cases should be handled in person.

Article 38 Co-signing unit heads should sign or attach comments on a separate sheet. If in agreement, a signature alone suffices.

Article 39 If there are objections to a co-signed document, it should be returned to the main unit. If the main unit does not adopt the suggestions of the co-signing unit, it should provide reasons and request a decision from a higher authority. If the main unit accepts the co-signing unit's suggestions, it should sign below the provided suggestions.

Article 40 The following guidelines apply to document review:

- 1) Head of the Document Processing Unit may amend inappropriate content.
- 2) The Secretary's review should focus on phrasing and correcting errors, with significant changes requiring consent from the unit head.

Article 41 Reviewers should check:

- 1) Consistency between the draft and proposal(Qian).
- 2) Continuity with previous cases.
- 3) Accuracy of names, places, and numbers.
- 4) Compliance with format.
- 5) Appropriateness of wording.
- 6) Correctness of spelling and grammar.
- 7) Inclusion of relevant prior documents.
- 8) Verify whether relevant units have been consulted, and if differing opinions have been resolved or if reasons for maintaining the original opinion have been provided.
- 9) Ensure that all attachments are complete and that any requiring a seal have been properly stamped.
- 10) Confirm that the co-signing unit has sent copies as necessary and that other copies have been appropriately distributed.

Article 42 Direct supervisors may edit wording without drafting additional suggestions. Approval is signified by a signature.

Article 43 If a reviewer decides against issuance, they should clearly indicate the reason or instruct revisions.

Article 44 In the President's absence, urgent documents may be approved by an authorized agent or administrative head. Such documents should be marked "issued" and later reviewed by the President.

Article 45 Documents may not be issued without final approval. Approved documents cannot be altered; necessary changes must be re-approved.

Article 46 External communications should primarily use electronic exchange. If there are physical attachments or if the recipient organization cannot receive documents through electronic exchange, a paper document should be issued. Paper documents are generally sent by registered mail or delivered directly.

Article 47 After approval, documents should be issued, verified, and dispatched on the same day.

Article 48 If errors are found after issuance, corrections shall be made. If already dispatched, an erratum notice should be sent.

Article 49 Approved documents shall be dispatched by the Documentation Division in the Office of the Secretariat.

Section 4: Document Issuance

Article 50 Issuing personnel shall follow procedures for document receipt, proofreading, stamping, signing, and issuing.

Article 51 Document timeliness (Normal, Urgent, Most Urgent) and confidentiality (Secret, Confidential) should be marked. Postal items should be registered with a mailing stamp for reference.

Article 52 Stamping and signing rules for paper documents:

1) **Official Letter(Han):**

a) **Upward Communication:** Signed by the President with an official seal; important letters include the University seal.

b) **Parallel/Downward Communication:** Signed with an official seal, and important letters include the University seal.

2) **Meeting Notice:** Stamped with the organization seal.

3) For stamped documents that have already been issued, the original draft should not bear the official university seal; only the "stamp used" mark should be applied.

4) For documents with more than one page, an overlap stamp should be placed across the seam.

5) During the replacement of seals, if the old seal is still in use, a "temporary use" mark should be stamped to the right of the seal.

Article 53 Multiple documents to the same agency may be bundled.

Article 54 Paper documents may be batched or mailed according to circumstances, with most urgent items sent immediately.

Article 55 Large or bulk attachments may be sent separately, noted in the attachment field.

Article 56 For bulk or important items requiring secure transport, the handling should be managed by the responsible business unit.

Article 57 After issuance, documents are archived.

Chapter IV: Document Follow-Up

Article 58 The Documentation Division in the Office of the Secretariat is responsible for document follow-up.

Article 59 The processing time for official documents, excluding deadline-specific documents or those governed by other regulations, does not include holidays. The

calculation of processing days begins the day after the document is received or assigned and ends on the date of issuance or approval.

Article 60 Duties of personnel in each unit:

- 1) **Document Receiving and Distribution Staff:** Assign documents within the unit to the responsible handler, regularly check unfiled documents, and prompt handlers to file documents.
- 2) **Handler:** Process documents within the specified time limits. If an extension is necessary, they must report to the responsible authority for approval and notify the Documentation Division in the Office of the Secretariat.
- 3) **Unit Supervisors:**
 - a) Monitor and verify document processing times within the unit.
 - b) Ensure that document receiving and distribution staff follow up on pending documents.
 - c) Evaluate the document processing performance of their staff.

Article 61 The Documentation Division issues monthly reports on pending cases, notifying units to expedite processing.

Chapter V: Archiving

Article 62 Upon completion of document processing, issued and centrally received documents are managed and archived by the Documentation Division in the Office of the Secretariat. Documents approved for archiving are filed by the responsible unit.

Article 63 Important documents with economic value (e.g., house ownership certificate, land ownership certificate) are recorded in the document receipt form by the handler, approved, and sent to the archives for special cataloged storage.

Article 64 For cases requiring approval or proposals, supporting documents must be archived upon completion. If a case file is incomplete or missing attachments, it should be returned for completion. If the handler retains attachments, this must be noted in the document receipt form and approved.

Article 65 Documents retained for reference that lack proper authorization, or issued drafts missing approval, co-signatures, or signatures, should be returned for completion. Incorrectly approved documents should be sent back for re-approval.

Article 66 Documents may not be archived in the following cases:

- 1) If the document number is missing, it should be returned for numbering.
- 2) If the retention period is not indicated, it should be returned for annotation.

- 3) If essential consolidated documents are missing, it should be returned for completion.

Article 67 Once archived documents have been checked and confirmed to be accurate, they should be cataloged and filed immediately.

Article 68 Regulations for borrowing archives:

- 1) A file retrieval form must be used to borrow files.
- 2) For urgent retrieval, an initial request may be made by phone, with the retrieval form completed afterward.
- 3) To borrow files outside one's official responsibilities, prior consent from the responsible handler in the main unit is required.
- 4) The maximum loan period for original files is two weeks. If further use is required, a renewal must be requested. Files needed for urgent use may be recalled at any time. Upon return, the handler retrieves the retrieval form to close the transaction.
- 5) If an original file is overdue and remains unreturned after three reminders, it shall be reported to a superior for further action.
- 6) Borrowers must not disclose, dismantle, alter, replace, damage, transfer, or copy the borrowed files without prior written approval. Reproduction is only allowed with authorized approval.
- 7) In case of loss of an original file, the responsible borrower will be held accountable based on the importance of the file.
- 8) Temporary file reviews in the archive room require the file's reference number, and reviews must be conducted within the archive room.

Article 69 For files that have reached the end of their retention period and are eligible for disposal, approval must first be obtained from the original handling unit and then authorized by the President.

Article 70 Files with permanent preservation value may be microfilmed or photocopied for storage in the CYCU History Museum.

Article 71 When faculty or staff leave their position, the Documentation Division in the Office of the Secretariat shall collect any borrowed original files from them.

Article 72 The procedures, after approval by the School Administration Council, shall be reported to the President for promulgation and implementation. Amendments shall follow the same procedure.