

# NOSS ANNUAL REPORT 2019-2020

44th Annual Conference  
March 4-7, 2020  
Nashville, Tennessee



## Board Members

Denise Lujan, President

Dr. Patrick Saxon, Interim President-Elect

Dr. Wes Anthony, Vice-President

Dr. Meredith Sides, Secretary

Dr. Carol Mueller, Treasurer

Annette Cook, Conference Manager and Executive Assistant

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# President Report

by Denise Lujan

*Oh, What a Year!*

Last year, our NADE members voted to change the name of the organization. It was a milestone in the organization's history. It took a bold and unwavering commitment by members to take a hard look at where we are and where we should go. At the NADE conference in Atlanta, the announcement was made and our journey started. The National Organization for Student Success officially became our new name.

With the approval of the new name, the NOSS board embarked on the journey to redefine the organization. Our first action was twofold. First, we took steps to officially change the name and relocate the business from Illinois to Alabama. Secondly, we established a rebranding committee that came up with a marketing plan for the organization. Both of these actions took a bit of time to complete but in May 2019, we had officially changed the name, created a method for state chapters to change their names, and communicated to stakeholders about the change.

The next step was to evaluate our processes and procedures. We evaluated the Bylaws, Policy, and Procedure Handbook (PPH), consolidated and renamed grants, and updated all documentation to reflect the new logo. Most importantly, though, we established a new mission.

*NOSS exists to assist educational professionals in making a positive difference in the lives of their students*

Our goal is to help you do the best job that you can by providing an outstanding conference, a group of colleagues with whom you can call on for advice and comradery, as well as professional development opportunities. It is with that in mind that the NOSS board is creating a strategic plan. We have a unique opportunity to set the vision for the organization in such a way that we become one of the strongest organizations in the country.

In any strategic planning activity, there is a lot of groundwork that must occur before one sees a lot of movement. The NOSS board is in the middle of this work. It takes commitment and a willingness to look at the organization with new eyes. The NOSS board is committed to ensuring that the organization moves forward.

Over the next few months, you will hear more about this vision as we share the goals of the strategic plan. We invite all ideas, opinions, and thoughts on where the organization will head; because it is you who makes this organization work. The NOSS board thanks each of you for your time commitment, dedication, and support of NOSS.

Denise Lujan, President



# President Report

by Denise Lujan

The Executive Board listened and has been busy supporting its membership and leadership in through participation and/or partnership with:

- The Kellogg Institute for Developmental Education and Advanced Kellogg Institute
- The Forum for Access and Continuing Education
- The College Reading and Learning Association
- The National College Learning Center Association
- The National Association of Counseling and Advising
- The National Center for Developmental Education
- Started the New Jersey chapter of NOSS
- State regional and developmental education conferences
- CLADEA
- The College Academic Support Programs
- The American Mathematical Association of Two-Year Colleges
- The Gardner Institute

NADE accomplishments for 2019-2020:

- Name Change
- Officially changed the name of NADE to NOSS
- Moved NOSS organization from Illinois to Alabama
- Recommended changes to the NADE By-Laws for approval via Membership Ballot
- Continued partnership with the Journal of Developmental Education
- Continued partnership with Journal of Access and Retention in Higher Education
- Hosted the 4<sup>th</sup> Annual McCabe Conference in Amarillo, Texas
- Published monthly newsletters from NADE
- Published monthly newsletters from the President
- Created the Program of Promise recognition
- Revised and edited NOSS grants
- The Branding Committee created marketing materials for chapters.
- Redesigned the Digest – to the Practitioner to Practitioner.
- Provided feedback for ONet, Occupational Research for the U.S. Department of Labor on occupational careers .

This past year has been challenging, yet rewarding. It has truly been remarkable. We have taken our first steps to move forward. It is an exciting time.

Thank you for allowing me to be a part of it.

Onward and Upward!

Denise Lujan, President



# President-Elect Report

by Dr. Patrick Saxon

The President-Elect is the Executive Board liaison with the Committees and Networks and presides over meetings and events in the event of the President's absence.

## Actions:

- Filled the position on an interim basis until the 2020 conference. This enabled the Board to operate until an election for this position could be held.
- Participated in all Board meetings.
- Served as presiding officer of NOSS during the presidents' leave for family emergency in Fall of 2019.
- Served as the liaison with NOSS Committees and Networks.
- Provided articles for the *NOSS Newsletter* – from Committees and Networks and from the Interim President Elect.
- Completed the Annual Report
- Assisted in transitioning the treasurer's position.



# Vice-President Report

by Dr. Wes Anthony

It has been my honor to serve in the role of NOSS Vice-President for the past year. Helping NOSS grow and reinvent itself has been an inspirational journey thus far. Spreading the news about the great things NOSS is doing has been my pleasure.

The role of the vice-president is to maintain regular communication and acts as primary Board Liaison with state and regional chapters and oversight of chapter grants.

Over the past year I have worked for the organization in the following ways:

- Helped to establish a state chapter for New Jersey, and worked with other aspiring state and regional chapters.
- Participated in monthly conference calls and quarterly board meetings.
- Served as liaison between state chapters and the NOSS board.
- Facilitated the NOSS conference's Leadership Congress, along with the other board members, for state chapter presidents and president-elects.
- Maintained relationships with chapter officers during the year through email communication, phone conferences, and state conference attendance.
- Shared, documented, and maintained the required semi-annual chapter activity report.
- Communicated with state chapter officers regarding NOSS sponsored events and general information.
- Generated and shared chapter conference information for fall and spring.
- Communicated, fielded questions, worked with grant requests, and sought board approval for grant requests by state chapters.
- Facilitated grant reimbursement transactions between state chapters and the NOSS treasurer.
- Updated officer information for each state chapter for communication purposes.



# Secretary Report

by Dr. Meredith Sides

## Secretary's Report

The past year has been a wonderful year for NOSS! It has been my great honor to serve as Secretary and to work with our board, members, and reciprocal affiliates in a number of different ways in the past year, including the following:

- Attending all board meetings and conference calls
- Keeping and publishing board meeting minutes and other related documents
- Participating in all board communications and votes
- Communicating and collaborating with the NOSS office
- Updating the Policies and Procedures Handbook based on revisions made by the board
- Making significant revisions to the layout and organization of the Policies and Procedures Handbook
- Updating the Awards documents in conjunction with the Awards Committee Chairperson
- Archiving and cataloging all NOSS documents
- Promoting NOSS at state chapter conferences and regional events
- Serving as liaison for affiliate organizations
- Working with the Awards Committee Chairperson, President-Elect, and Vice-President to create printed certificate awards for 2020 conference
- Creating necessary documents and powerpoint presentations for 2020 NOSS conference
- Creating and distributing the NOSS Newsletter monthly
- Distributing the NOSS President's Letter monthly
- Distributing updates and important information to members as necessary
- Serving on NOSS Conference Committee as Program Coordinator



# Treasurer Report

by Dr. Carol Mueller

## Part I: Assets as of June 30, 2019 (Reviewed, V. Staton, CPA)

Assets	
Savings	325,068
Checking Account NOSS Operating	11,664
Checking 2018	955
Checking 2019	298
Checking 2020	719
<b>Total Current Assets</b>	<b>338,704</b>

Note: Fiscal Year End Report of Assets

## Part II: Current Asset Year-Over-Year Comparison

Assets	1/15/2019	1/27/2020
Savings	371,117	269,611
Checking Account NOSS Operating	3,724	34,801
Checking 2018	1,029	477
Checking 2019	2,444	623
Checking 2020	0	1725
<b>Total Current Assets</b>	<b>\$383,435</b>	<b>\$307,237</b>

## Part III: FY Income and Expenditure Projections and Significant Items

	Classification	Amount
Income	Restricted Use	12,050
	Unrestricted Use	400,250
<b>Total Income (Projected)</b>		<b>\$412,300</b>
Expense	Significant Income Categories	
	Membership Dues	85,000
	NOSS Conference Revenue	300,000
	Significant Expense Categories	
	Operating Expenses	53,620
	Journal of Developmental Education	20,000
	Committees and Chapter Development	6,000
	NOSS Conference Expense	250,000
	Awards and Scholarships	2,000
	Other (Board Expenses)	10,500
<b>Total Expense (Projected)</b>		<b>\$342,120</b>

Note: These are projected amounts for the current fiscal year which runs July 1 to June 30. The year-end finances are available in August of each year and provide the most accurate representation of the NOSS financial health. CPA reviewed financial records and tax filing are typically available after the November 15 filing deadline.



NOSS exists to assist education professionals in making a positive difference in the lives of students



# Treasurer Report

## Part IV: Recent Years Membership Revenue and Conference Trends

Trends						
Year	2014	2015	2016	2017	2018	2019
Membership Dues Revenue	\$115,315	\$84,810	\$82,250	\$71,073*	\$80,508	\$83,536
Conference Attendees	1414	Est. 1100 (weather)	1089	789	661**	700
Location	Dallas	Greenville	Anaheim	Oklahoma	Maryland	Atlanta

Notes: \* A decline of 38% in membership revenue from 2014 to 2017. Since 2017 we have seen a turnaround and membership revenue has started to increase for a net loss of 28%.

\*\* Conference attendance decreased by 50% between 2014 and 2019.

### These figures show:

Membership revenue is on an upward trend.

The conference attendance hit a low point in 2018. Last year we saw a slight increase, indicating the start of an upward trend.

### Conclusions:

The board continues to look for ways to increase membership and conference attendance. Great efforts are being made to provide a quality experience for the membership while reducing operating expenses.



# Conference Manager Report by Annette Cook

The Conference Manager works with an external conference company (Experient), the Conference Planning Committee, and the Executive Board to plan the annual conference. As a member of the Executive Board, the Conference Manager provides communication and insight to conference related decisions. The following activities were completed during the past year:

- Chaired the Conference Committee
- Scheduled, prepared the agenda, and participated in conference planning meetings and phone calls
- Updated conference documents and processes
- Provided guidance to the 2020 conference team
- Worked with host chapter representative to plan dinner groups, local tours, literacy project, and other local items for the annual conference
- Shared recommendations from the Board to the conference team
- Responded to requests regarding the conference
- Worked with 2021 host chapter representatives to develop and get approval for logo and theme
- Worked with new NOSS Conference Committee to revise Conference Planning Manual to reflect addition of Conference Committee
- Communicated with companies wanting to do conference business with NOSS
- Worked with representatives from Amarillo College to plan 4th Annual McCabe Conference
- Provided articles about the conference for NOSS newsletter



# Executive Assistant Report by Annette Cook

The Executive Assistant completed the following activities:

- Served on rebranding team
- Coordinated ordering, printing, and mailing of marketing materials for rebranding
- Created customized forms as needed for NOSS processes
- Ordered supplies for conference and NOSS office
- Updated and maintained NOSS membership records
- Answered emails and calls to the NOSS office
- Sent email blasts upon request of Executive Board
- Made regular deposits of incoming funds
- Provided detailed monthly deposit reports to NOSS Treasurer
- Shared incoming compliments, concerns and complaints with NOSS Executive Board
- Updated Conference Planning Team on conference registration
- Submitted office-related articles for newsletter and email blasts
- Managed post office mail for NOSS

## Historical Membership as of January 31, 2020

	2020	2019	2018	2017	2016	2015	2014
Individual	813	958	1701	1653	1560	2135	2052
Institutional	454	481	592	754	770	1075	944
Student	38	46	36				
Retired or Adjunct	105	83	37				
<b>Total</b>	<b>1410</b>	<b>1568</b>	<b>2366</b>	<b>2407</b>	<b>2330</b>	<b>3210</b>	<b>2996</b>
change	-10.10%	-33.70%	-1.70%	3.3%	-27.40%	7.1%	2.8%



# CLADEA Report

by Dr. Patrick Saxon

COUNCIL OF LEARNING ASSISTANCE AND DEVELOPMENTAL EDUCATION ASSOCIATIONS

## MISSION:

**Foster mutual support among national and international organizations dedicated to postsecondary learning assistance or developmental education.**

## Goals:

1. Represent NOSS in CLADEA
2. Update NOSS information to CLADEA committees as requested
3. Bring CLADEA/field issues to NOSS Board as needed
4. Participate actively in CLADEA activities on behalf of NOSS

## CLADEA Activities:

- Conveyed NOSS communication to CLADEA board
- Liaison for CLADEA meeting at NADE/NOSS 2019
- Revised all NADE information on CLADEA materials to reflect name change to NOSS
- Paid CLADEA dues for NOSS
- Prepared CLADEA activities line item for NOSS budget
- Reviewed and Approved CLADEA budget

## NOSS CLADEA Representation:

- Rep attended CLADEA meetings in 2019
- Participated in CLADEA email communications and online meetings
- Sought input from NOSS Board regarding CLADEA issues
- Submitted Annual Report

## Actions:

Conveyed information regarding the NADE/NOSS name change to CLADEA Board.

NOSS Conference calendars for the next three years were updated for the Council.

Participated in CLADEA strategic planning. Specific initiatives regarding information brokering, conference planning, certifications, marketing, and growth were addressed.

Conveyed CLADEA advisory regarding ethics statement to NOSS Board.

Sought and received approval for research dissemination in NOSS Newsletter.

Facilitated reciprocal conference registration and attendance.

