



NATIONAL ORGANIZATION FOR STUDENT SUCCESS

Chapter Leadership Handbook

This handbook is designed to answer some of the most frequently asked questions by Chapter leaders. Links to forms referenced in this handbook can be found on the NOSS website and can be downloaded. Additional information may be found by consulting the referenced documents, including the Policies and Procedures Handbook (PPH), which is also available on the NOSS website.

Question 1: Where is the information about the role of Chapters in NOSS?

The NOSS Policies and Procedures Handbook is on the NOSS website. Reference the PPH for policies and procedures related to Chapters. The NOSS Bylaws document is also on the website.

Question 2: To whom do I report?

The NOSS Vice President is responsible for Chapter development activities. When you begin your leadership assignment, it is important that you make note of the contact information for this person. Contact information is updated regularly on the NOSS website.

Question 3: How do I notify NOSS of changes in Chapter leadership and conferences?

Send changes in chapter leadership and chapter conference dates and locations to NOSS (acook@thenoss.org) and to the NOSS Vice President as part of your Chapter Activity Report (detailed in Question 6 below) or at any other time that changes occur.

Question 4: What are the criteria for a Chapter to be considered in “good standing”?

Chapters must comply with the following criteria to remain in “good standing” with NOSS:

- Chapters must have established constitutions/bylaws.
- The chapter’s executive officers **must** be current NOSS members.
- Chapters must have at least 30% of their members who belong to NOSS as of July 1st each year. The NOSS Board may waive the rule requiring twenty-five members in special circumstances.
- Chapter officers communicate regularly with the NOSS Vice President through Chapter Activity Reports (detailed in Question 6 below) and regular updates of chapter activities. Chapter officers must send to the Vice President the dates, location of, and contact person for upcoming chapter conferences.
- Chapter officers should send a list of chapter officer names, email addresses, and phone numbers within ten days of assuming office.
- Officers are elected, conferences are sponsored, and newsletters are published according to chapter constitution/bylaws and policies.

During the Leadership Congress at the annual NOSS conference, the Vice President and other Executive board members will communicate expectations. The Vice President will also ask at that time that each chapter President identify any expectations that the chapter may have difficulty meeting in the coming year so that NOSS can provide assistance.

If the Vice President has received no written communication from a chapter within a two-year period and has no evidence of significant activity, the Executive Board will vote to terminate the chapter’s affiliation with NOSS. The NOSS Vice President will communicate this in writing to all members listed in that chapter’s database. A chapter whose NOSS affiliation has been terminated may request to reaffiliate by going through the new chapter development process.

Question 5: How does a Chapter know if it has at least 25 members who belong to NOSS?

Chapters can request contact information from the NOSS office (acook@thenoss.org) for current NOSS members whose addresses are in the Chapter’s state(s). The Chapters can then compare that information to their list of members. Chapter officers can also use this information to contact people

who are members of NOSS but not their chapter.

Question 6: What reports are required and when are they due?

REPORT	DUE DATE
Chapter Activity Report	May 1
Chapter Activity Report	November 1

Chapter Activity Reports ask for the following:

- Goals
- Accomplishments to date
- Upcoming conference dates, locations, and contact person
- Current officers
- Questions for which you would like Executive Board input.

Reports should be submitted by the current President of each Chapter. Be sure to provide this information to the incoming Chapter President after your annual Chapter conference to ensure all reports are completed and submitted in a timely manner. The Executive Board may request other reports as they deem appropriate.

Question 7: What services does NOSS offer to its Chapters?

- NOSS offers Chapter development grants for chapters in good standing.
- NOSS offers several scholarships and awards to NOSS Chapters and their members.
- NOSS provides a fee waiver to the President-Elect of each chapter for the annual NOSS conference if the chapter is in good standing.
- The NOSS Executive Board provides a free NOSS one-year membership certificate to each chapter. The certificate may not be given to a current chapter officer and is intended for someone who is not a member of NOSS.
- NOSS includes chapter membership and conference information on its website. The NOSS website provides links to chapter websites. Chapters should make sure that the link to their website is accurate and timely. All updates should be sent to the NOSS Executive Assistant.
- The NOSS office provides chapter officers, upon request, NOSS member lists.
- NOSS provides time, space, and program listing for chapter meetings at the annual conference.
- The NOSS office forwards names of individuals who request NOSS membership information to Chapter Presidents who may contact them about Chapter membership.
- The NOSS Newsletter publishes chapter news that is submitted to its editor.
- The NOSS President and/or President-elect can, upon request, provide letters of welcome for chapter conference programs and membership articles for chapter newsletters.
- NOSS offers the availability of chapter liability insurance through a rider to the NOSS Business Liability Policy.
- The NOSS office offers to manage chapter websites at no cost.
- The NOSS office can manage chapter conference registrations.

Question 8: How does a Chapter apply for a grant?

Chapters should use the Chapter Grant Application link on the NOSS website to submit proposals to the NOSS Vice President. This application must be submitted at least two weeks prior to the chapter activity for which funding is sought. All grant proposals must be electronically signed or submitted by the chapter President prior to submission to NOSS. To avoid an apparent or real conflict of interest,

no grant funds may be used to compensate chapter members, their family members, or businesses in which they or their family members have a financial interest without notifying the NOSS President of the potential conflict and securing approval from the NOSS Executive Board in advance of the expenditure.

Question 9: How many grants can a Chapter receive?

Subject to availability of funds, chapters may receive one of each type of grant offered per fiscal year. All funds awarded must be expended and reimbursement requested by June 1st of the fiscal year. Funding is not available for carry-over into a different fiscal year. Chapters are expected to submit evidence of project completion, to NOSS's Vice President when they request reimbursement. Chapters may be requested to share their activity at the annual conference.

Question 10: What criteria are used to approve a grant request?

The Board awards chapter development grants on a competitive basis. The interested chapter completes a Chapter Grant Application, obtains the signature of the chapter's President signifying his or her endorsement of the proposal, and sends the completed application to the NOSS Vice President, who is available to discuss proposals prior to submission. Proposals must be received no later than two weeks prior to the event. Evaluation Criteria include the following:

- Articulation of the content, scope, and rationale of the project
- Relevancy of the project to the chapter's goals
- Indication that the chapter has planned an analysis of the event
- Timeliness of the request
- Continuation and verification of "good standing" status of the chapter
- Clear indication that no grant funds will be used to compensate chapter members, their family members, or businesses in which they or their family members have a financial interest.

Question 11: What chapter development grants are available?

Type A: Executive Board members for Chapter Activities: Chapters can request NOSS Executive Board member presence at their annual meetings. The chapter must provide at minimum a brief period at a plenary session to address the membership. The Executive Board member will also be available to meet with the chapter board. NOSS will provide up to \$500 for travel expenses. The Board member will submit expenses over and above that amount for reimbursement from the state chapter subject to the following: Expense transaction receipts must be scanned, provided, and itemized. It is expected that expenses will be prudent. Some examples of items that will not be approved are alcohol, tobacco, and upgraded travel accommodations (such as select air travel seating, valet parking, upgraded hotel room accommodations). The chapters might consider subsidizing travel in ways such as providing local transportation. Questionable expenses can be brought back to the NOSS Executive Board for discussion.

Process: for Type A Grant

1. NOSS chapter is approved for a Type A grant.
2. Board member scans all receipts related to travel to chapter conference.
3. Board member submits all receipts to the chapter. The chapter completes the reimbursement form to the NOSS treasurer up to \$500 in reimbursement.
4. If expenses are greater than \$500, board member submits all receipts to chapter requesting a reimbursement for any expenses over \$500.

Type B: Special Projects: To provide for special chapter development projects, used for such expenditures as the purchase of curricular or leadership development materials for the chapter,

printing costs for chapter membership brochures, or website development. This is intended for innovative, one-time activities and is up to \$500.

Type C: Chapter President Support Funding for NOSS Conference: Funding equivalent to a conference fee waiver to support a current NOSS chapter president's attendance at the NOSS conference. The current NOSS chapter president is defined as the individual who is the **chapter president at the time of the conference**. The chapter must be in good standing with all relevant chapter reports submitted, and the president must participate in the following conference activities:

- Leadership Congress
- Business Meeting
- Chapter Meeting at the NOSS Conference—serve as facilitator

Question 12: What specific duties do NOSS Executive Board members perform when attending a Chapter Conference?

The duties assigned to a member of the NOSS Executive Board are determined by the Chapter Board and the NOSS Executive Board member. Duties might include induction of new officers, keynote speech, luncheon speech, and/or a concurrent session.

Question 13: How is the Chapter reimbursed when the conference or project is completed?

Chapters should use the Request for Reimbursement form on the NOSS website for grant-related activities. The reimbursement form will be sent to the NOSS Vice President upon submission. **All expenditures above this funding are the responsibility of the chapter or chapter officer.** Expenses must be budgeted or pre-approved by the NOSS Executive Board. All receipts must be scanned and included with the reimbursement form. Detailed expense receipts should be provided when appropriate. Receipts are required for all grant-related expenditures greater than \$10. Send the Request for Reimbursement form to the NOSS Vice President within two weeks of activity or project completion. The NOSS Vice President will forward confirmed requests for reimbursement to the NOSS Treasurer for processing. All reimbursement requests must be received by **June 1** of the fiscal year for consideration. Note that NOSS operates on a cash basis and no carry-over from previous budgets will occur. Please allow up to 4 weeks for your request to be processed.

Question 14: How can my chapter apply for liability insurance?

If your chapter is interested in being included in NOSS's Business Liability Insurance Policy, your chapter will send a check and an insurance endorsement form to the NOSS office. The application deadline is May 1, with coverage running from July 1 through June 30. The form is on the NOSS website.

Question 15: What is the NOSS Advisory Council?

The NOSS Advisory Council is made up of the Chapter Presidents and Presidents-Elect. The Council serves as an important consulting body to the Executive Board in policy matters and other concerns for which the Executive Board seeks counsel.

The NOSS Advisory Council may meet with the Executive Board during the annual NOSS Conference. Chapter Presidents and Presidents-Elect or their designees have an opportunity to share thoughts and participate in policy formulation for NOSS. Chapter leaders are encouraged to bring issues to Board members at other times as well. As members of the Advisory Council, Chapter leaders are requested to attend the business meeting held at the annual conference where their input is encouraged.

Question 16: Who receives the chapter's conference registration fee waiver?

NOSS provides each chapter President-elect a basic registration fee waiver for the annual conference. Waiving the conference basic registration fee is intended to help the chapter President-elect participate in the mandatory NOSS Leadership Congress, individual chapter meeting, the NOSS Business meeting, and other leadership activities held at the conference. The fee waiver may be transferred to a current chapter officer upon approval by the NOSS Executive Board. Guidelines, deadlines, and application forms for this transfer are on the NOSS website. To be eligible for a conference registration fee waiver, chapters must be in good standing and all reports should be received by the NOSS Vice President by the deadline.

Question 17: What are the responsibilities of the Chapter President and President-Elect at the NOSS conference?

Because the Chapter President-Elect receives the conference fee waiver, he or she is required to attend and participate in the Leadership Congress. As members of the Advisory Council, Chapter Presidents are highly encouraged to attend—or they are required to attend if they have been granted the Type C Grant which is available to support the chapter President's participation. The Leadership Congress is scheduled on the opening day of the conference. Chapter officers are also encouraged to attend the NOSS Business Meeting to provide input on important NOSS matters. The Chapter President-Elect should also assist the Chapter President in conducting the Chapter meeting at the conference.

Question 18: What services can Chapters provide to NOSS?

- Place names of NOSS Executive Board members on the mailing list for chapter newsletters. This keeps NOSS officers informed of chapter activities and provides information that can be reprinted in the NOSS Newsletter.
- Include a link to the NOSS website on the chapter website.
- Promote the annual conference and NOSS membership at the chapter conference.
- Chapters are encouraged to host or assist in hosting the NOSS annual conference.

Question 19: How can a Chapter get information into the NOSS Newsletter?

- The NOSS Newsletter is published monthly.
- Each Chapter is scheduled a month to submit an article about Chapter activities and plans.
- Send news releases concerning upcoming chapter conferences and activities to the NOSS Secretary for possible inclusion in upcoming editions. Check the NOSS Leadership Directory for the Secretary's contact information.

Question 20: Whom should chapters contact if they are interested in hosting the annual NOSS conference?

Chapter leaders should initially contact the NOSS Vice President who will then bring a proposal to the NOSS Executive Board. If selected to host, the Chapter will identify a representative who will work directly with the NOSS Conference Committee.

Question 21: What is available for a Chapter to help gain recognition on a national level?

- NOSS awards a plaque to an Outstanding Existing Chapter through an annual competition. The winner is posted on the NOSS website and in the newsletter following the conference. For application procedures see the NOSS website.
- The NOSS Executive Board sponsors an invited concurrent session at the annual conference for the winner of the previous year's Curtis Miles Outstanding Existing Chapter Award during which chapter members can share activities and strategies used to serve members of their

- chapter and influence developmental education in their state and region.
- Chapters in good standing are recognized at the national conference for having the highest percentage of NOSS members in attendance at the chapter meeting held at the conference, and for the highest percentage of first-time attendees at their chapter meeting. Winners are publicized on the NOSS website and newsletter following the conference.
- Chapters nominate individuals for the Martha Maxwell Developmental Education Student Scholarship. Each chapter develops its own selection process.
- Chapters will earn recognition when chapter members receive other NOSS Awards.

Question 22: What is the proper procedure to create a new Chapter?

NOSS encourages local associations with an interest in student success to join the national association. NOSS recognizes that chapters have their own identities, histories, and needs. As a result, local autonomy is guaranteed and encouraged.

1. During the annual NOSS conference, the Executive Board sponsors a presentation for new chapter development. Previous winners of the Curtis Miles Outstanding Existing Chapter Award may be invited to conduct the presentation.
2. During the time that established chapters meet at the annual NOSS conference, the NOSS President-elect and interested Emeritus Cabinet members will meet with individuals interested in forming chapters in states or regions not presently associated with NOSS.
3. As a way to support chapter formation, NOSS will send one official representative to meet with a group interested in affiliation with NOSS. Such a visit will be subject to the following preconditions and agreements:
 - a) Requests for a formal NOSS visit to a potential chapter site should be made in writing to the NOSS Vice President.
 - b) Requests should be made by a specific individual from the chapter area. That individual should accept personal responsibility for developing a chapter and should agree to be present and active at the meeting in question. If a local association, then this contact person will also be responsible for assuring that the meeting is organized and attended by appropriate numbers of interested people.
 - c) At least 25 persons in support of starting a NOSS chapter should be present. The rule requiring 25 supporters may be waived for potential chapters based in states or areas with low population density.
 - d) Significant evidence of a solid base of support (e.g., names of those wanting to attend and results of a survey) is needed before a potential chapter is considered.
 - e) The NOSS representative must have a prominent, scheduled time to discuss NOSS and chapter development with the entire group of participants.
 - f) The NOSS representative sent to a meeting will normally be an available Executive Board member, past officer, or Board designee who lives in the geographic area.
 - g) If these pre-conditions are met, then NOSS pays the expenses of its representative to the meeting.
5. When a group decides to affiliate as a NOSS chapter, the primary officer sends a written request for chapter affiliation to the Vice President. This request should include a draft copy of the potential chapter's constitution/bylaws that does not contravene the NOSS Bylaws and a list of the local association's members. Chapters must have at least twenty-five NOSS members participating in their association.

6. Upon receipt of this documentation, the NOSS Vice President requests that the NOSS Executive Board take action on the local association's request for affiliation. The Chapter becomes affiliated and benefits begin immediately. The NOSS Vice President will respond to the chapter executive officer following the Board's decision.
7. When the NOSS Executive Board approves the new chapter, a NOSS officer or designee will make arrangements to install the chapter officers. These events may take place either at the local chapter meeting or at the NOSS annual conference.

Question 23: How can a Chapter member find the history of NOSS?

The history of NOSS is available on the NOSS website. The website is a good place to start if you are collecting information for a paper or presentation.