



# **Policies & Procedures Handbook**

National Organization for Student Success  
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## **Introduction to NOSS**

The National Organization for Student Success (NOSS or the “Organization”) is a 501(c)3 non-profit organization that exists to assist educational professionals in making a positive difference in the lives of students.

NOSS is composed of an Executive Board, a contracted Executive Assistant, Chapters, Networks, Specialty Areas, and its members. The Executive Board is composed of four elected officers: President, President-Elect, Vice-President, and Secretary, and two appointed officers, the Treasurer and the Conference Manager.

Members of NOSS are from national and international institutions and organizations. Members may also be part of a regional or state chapter that is affiliated with NOSS.

## **Executive Board Officer: President**

The NOSS President is the highest ranking officer on the NOSS Executive Board and is the official spokesperson for NOSS and for the Executive Board. The President is the presiding officer at NOSS conferences and Executive Board meetings and is the Executive Board liaison with the Emeritus Cabinet.

Other duties of the NOSS President include the following:

- Preside at all meetings of the Executive Board, act as chair and presiding officer of the Executive Board, and provide reports of all activities.
- Call and facilitate at least three face-to-face Executive Board meetings between annual conferences.
- Ensure the formulation of annual goals to guide Executive Board activity.
- Act as co-approver with the NOSS Treasurer for Organization disbursements.
- Complete monthly review of NOSS bank accounts using online bank access and password; reconcile reports and records with Treasurer.
- Recommend to the Executive Board and appoint those persons approved to chair standing and special committees and notify those persons of their appointments.
- In collaboration with the President-Elect, may provide additional Board contact with specific committees and Networks as special interest areas are identified by the Board.
- In collaboration with the Executive Board, identify primary areas of responsibility for the Conference Manager.
- Communicate with the Conference Manager regarding NOSS Conference business.
- Fulfill the duties of presiding officer at NOSS Conferences in collaboration with the Board and the Conference Committee.
- In collaboration with the Executive Board and the Conference Manager, plan and facilitate the annual Leadership Congress.
- Preside at membership meetings of the Organization.
- Report on the Organization's status at the annual conference (Annual Report).
- Work with the Media Specialist to maintain an active NOSS social media presence as needed.
- Write a monthly Letter from the President.
- Act as official spokesperson for the Association in collaboration with the Executive Board.
- Maintain communications and build relationships with national/international figures; attend meetings and participate in conversations as possible.
- Serve as primary contact for all external and reciprocal organizations.
- Keep up with current media information relevant to the field.

- In collaboration with the Executive Board, identify primary areas of responsibility for the Executive Assistant and Webmaster.
- Communicate directly with the Executive Assistant and Webmaster regarding NOSS business and areas of responsibility.
- Perform additional duties at the discretion of the Executive Board.
- Provide transition to the incoming President and mentor as requested.

## **Executive Board Officer: President-Elect**

The NOSS President-Elect is the second-highest ranking officer on the NOSS Executive Board. The President-Elect is the Executive Board liaison with all of the Specialty Areas, Networks, and Task Forces and presides over meetings and events in the event of the President's absence.

Other duties of the NOSS President-Elect include the following:

- Participate actively in all Executive Board meetings and provide a report of all activities.
- Act as the presiding officer of the Organization in the absence of the President.
- Shadow the President in maintaining communications and building relationships with national/international figures; attend meetings and participate in conversations as possible.
- Serve as the Executive Board liaison with the NOSS Specialty Areas, Networks, and Task Forces, and maintain regular communication with them.
- Serve as the coordinator for the Programs of Promise.
- Serve as the liaison for Practitioner to Practitioner.
- In collaboration with the Executive Board, plan and facilitate the annual Leadership Congress for Specialty Area and Network leaders.
- Work with the Executive Assistant to ensure the integrity of elections.
- Solicit and organize articles for the NOSS Newsletter from Specialty Area and Network leaders.
- Serve as an advisor to the President in matters affecting NOSS.
- Work with the Marketing Specialist to maintain an active NOSS social media presence as needed.
- Keep up with current media information relevant to the field.
- Provide content for the President's report at the annual conference business meeting.
- Perform additional duties at the discretion of the Executive Board.
- Provide timely transition for the incoming President-Elect and mentor as requested.

## **Executive Board Officer: Vice President**

The NOSS Vice President is the Executive Board liaison with all of the state and regional Chapters.

Other duties of the NOSS Vice President include the following:

- Act as the presiding officer in the absence of both the President and the President-Elect.
- Participate actively in all Executive Board meetings and provide a report of all activities.
- Serve in a general capacity as the President's advisor in matters affecting NOSS.
- Have primary responsibility for the development and coordination of the state and regional Chapters of NOSS.
- Maintain regular communication with the NOSS Chapters.
- Maintain oversight of NOSS Chapter grants.
- In collaboration with the Executive Board and the Conference Manager, plan and facilitate the annual Leadership Congress.
- Provide content for the President's report at the annual conference business meeting.
- Solicit and organize articles for the NOSS Newsletter from Chapter leaders.
- Perform additional duties at the discretion of the Executive Board.
- Provide timely transition for the incoming Vice President and mentor as requested.
- Inform the NOSS Office of chapter conferences and other chapter activities so they can be posted on the NOSS website.
- Work with the Marketing Committee Chair to maintain an active NOSS social media presence as needed.
- Disseminate information about the chapter insurance to the chapters in a timely fashion.
- Verify chapter officer membership with the NOSS office.
- Copy the President on communication sent to chapter officers.

## **Executive Board Officer: Secretary**

The NOSS Secretary is responsible for the official NOSS meeting minutes, agendas, official documents, and correspondence. The Secretary creates and disseminates the monthly NOSS Newsletter and the monthly Letter from the President. In addition, the Secretary is the Executive Board liaison with the Executive Assistant and the Webmaster.

Other duties of the NOSS Secretary include the following:

- In collaboration with the President, construct and disseminate an agenda for each Executive Board meeting, based on input from all officers.
- Participate actively in all Executive Board meetings and provide a report of all activities.
- Create a document for Board members to add agenda items.
- In conjunction with the President, create meeting agendas.
- Send out meeting agendas and meeting reminders.
- Record and disseminate minutes from all Executive Board meetings in a timely fashion.
- Prepare a list of decisions made at all Executive Board meetings.
- Serve as the official custodian of all NOSS documents.
- Serve as an advisor to the President in matters affecting NOSS.
- In conjunction with the President, write cards and letters of congratulations or condolences as appropriate.
- Serve as lead reviewer and custodian for the NOSS Policies and Procedures Handbook (PPH) and NOSS Bylaws.
- Present previous year's minutes at the annual conference business meeting and provide content for the President's report at the business meeting.
- In collaboration with the Executive Board and the Conference Manager, assist in planning Leadership Congress.
- Serve as liaison with the Executive Assistant.
- Create and disseminate the monthly NOSS Newsletter and Letter from the President.
- Provide Executive Assistant with copies of the NOSS Newsletter and Letter from the President for the website.
- Create annual conference general session Powerpoint and necessary documents, including certificates.
- Work with the Media Specialist to maintain an active NOSS social media presence as needed.
- Perform additional duties at the discretion of the Executive Board.
- Provide a timely transition for the incoming Secretary and mentor as requested.



## **Executive Board Officer: Treasurer**

The NOSS Treasurer is appointed, rather than elected, due to the specific skill set needed for the position, for a three year term, which can be renewed. The NOSS Treasurer is responsible for the NOSS financial accounts, transactions, and reports and therefore functions as the chief financial officer of the Organization. The Treasurer is a voting member of the Board.

Other duties of the NOSS Treasurer include the following:

- Oversee and coordinate all financial activity of the Organization.
- Participate actively in all Executive Board meetings and provide reports of all activities.
- Act as co-approver with the Executive Board for all Organization disbursements.
- Develop and maintain the annual NOSS budget in collaboration with the Executive Board and all affected NOSS leaders.
- Provide a financial report at each Executive Board meeting and present a summary financial report at the annual conference business meeting.
- Serve as conference treasurer for NOSS conferences.
- Serve in a general capacity as the President's advisor in matters affecting NOSS.
- Maintain regular communication with the Executive Assistant regarding financial transactions.
- Categorize expenses.
- Collaborate with the NOSS auditor (as the Executive Board deems necessary) and NOSS Executive Assistant to ensure appropriate financial processes are followed.
- Collaborate with the NOSS Vice-President to process chapter grant requests for reimbursements.
- Collaborate with the Conference Manager to create and oversee conference budgets.
- In collaboration with the Executive Board and the Conference Manager, assist in planning the Leadership Congress.
- Review and maintain Organization insurance policies.
- Ensure that the Organization's tax filings are timely and satisfy appropriate requirements to maintain the Organization's 501(c)3 status.
- Maintain monthly review of NOSS bank accounts using online bank access and password; reconcile reports and records with the President.
- Perform additional duties at the discretion of the Executive Board.
- Provide timely transition for the incoming Treasurer and mentor as requested.

## **Executive Board Officer: Conference Manager**

The NOSS Conference Manager is appointed, rather than elected, due to the specific skill set needed for the position, for a three year term, which can be renewed. The Conference Manager serves as the Executive Board liaison with the Conference Committee and takes primary responsibility and oversight for planning the annual NOSS conference. The Conference Manager may become a voting member of the Executive Board by a majority vote by the elected Executive Board members.

The NOSS Conference Manager oversees the Conference Committee. Other duties of the NOSS Conference Manager include the following:

- Secure meeting space and make arrangements for Executive Board meetings as needed.
- Recruit Conference Committee members and work with the Executive Assistant to prepare applications for member selection as terms expire. NOSS members may apply for Conference Committee positions and are selected by the NOSS Executive Board.
- Plan and secure future meeting spaces for the annual conference.

## **Executive Board Officer: Immediate Past President**

The NOSS Immediate Past President provides counsel for the current President and Executive Board upon request.

Other duties of the NOSS Immediate Past President include the following:

- Upon request, provide regular counsel to the Executive Board.
- Upon request, serve as a “tie breaker” for Executive Board votes.
- Upon request of the President, participate in Executive Board meetings.
- Upon request of the President, assist the President and President-Elect in continuing correspondence and connections with national entities.
- Provide timely transition for the incoming Immediate Past President and mentor as requested.
- Perform additional duties at the discretion of the President and Executive Board.

## **Executive Board Policies**

### **General**

The Executive Board is responsible for creating, interpreting, and implementing policies that further the Organization and support its members.

### **Terms of Office**

Elected officers serve two-year terms. These two-year terms commence on the final day of the annual conference and end on the penultimate day of the annual conference two years later. After election, the President-Elect and Secretary are installed in even-numbered years, while the Vice President and Treasurer are installed in odd-numbered years. The President-Elect becomes President immediately upon the expiration of the preceding President's term.

### **Vacancy or Removal from Office**

Whenever any officer ceases to be an Organization member or ceases to hold office during the term of that office or is removed from office by procedures outlined in the Bylaws, a vacancy shall be created for that office.

The President, with approval of the Board, shall fill vacancies in the office of President-Elect, Vice President, Secretary, Treasurer, and Conference Manager by appointment until the regularly scheduled election occurs under the procedures outlined in the Bylaws.

If the office of President becomes vacant, the Executive Board shall continue, by majority vote, with the President-Elect as its presiding officer or request the assistance of a President Emeritus for the remainder of the term of office.

Procedures for removal from office of elected officers are detailed in the NOSS Bylaws. The Executive Board may dismiss appointed officials at any time during their terms of appointment by majority vote when such action is deemed by the President and the Executive Board to be in the best interest of NOSS.

### **Meetings**

In order to fulfill its responsibilities to the Organization and to generate, interpret, and implement NOSS policies and procedures, the Executive Board meets regularly. All meetings are called by the President with advance notice to elected officers.

- Between meetings, Executive Board members communicate regularly.
- Executive Board members are expected to participate in all Executive Board meetings. It is each officer's responsibility to communicate regularly and to notify other Executive Board members if, for some reason, he or she will be unavailable for a meeting.

- Three members of the Executive Board constitute a quorum of the Executive Board.
- NOSS Executive Board meetings are open to NOSS members except when the Executive Board closes the meeting to address personnel issues.
- Only NOSS Executive Board members may vote in the Board meetings.
- Incoming elected NOSS officers may attend Executive Board meetings at the annual conference, but may not vote.
- Special meetings may be called by the President or at the request of any three elected officers.

### **Board Travel**

Each member of the NOSS Executive Board is expected to make every effort to travel to face-to-face Executive Board meetings and other pre-planned NOSS-related events.

NOSS Executive Board members may have NOSS-related expenses reimbursed from the time of their departures for their installations through their return trips upon completion of their terms of office. Travel, lodging, meal, communication, office, and other expenses associated with NOSS business are covered. All receipts for expenses incurred must be documented on proper forms and submitted in a timely manner to the Treasurer for processing.

All travel must be approved in advance by the Board. Plane tickets should be purchased at least three weeks in advance of first day of travel, with any exceptions approved by the Board. Convenience upgrades are done at the expense of the traveler. NOSS will not reimburse for improved airline seating, premium hotel rooms, premium ground travel, etc. NOSS will also not reimburse the traveler for airline ticket change fees, with any exceptions approved by the Board. As a guideline, food expenses should not exceed \$55 per day, except for extenuating circumstances. The Treasurer is to bring any questionable expenses to the Board for approval prior to reimbursement. Expenses are to be paid by the traveler and submitted for reimbursement. No credit cards or advances will be issued.

The only Board member who will have a NOSS credit card is the Executive Assistant. Misuse or abuse of the terms of the agreement will result in the cancellation of this privilege. From that point, the Board member may only request reimbursement through the proper forms and only expect reimbursement with proper documentation.

In keeping with federal standards, mileage is currently paid at the current IRS recommended rate in the event that a member of the Executive Board must use a personal vehicle to travel to a required NOSS-related event.

## **Code of Ethics**

It is important for NOSS leaders and members to observe the highest ethical practices in their work. This policy represents NOSS's public statement regarding ethical practices concerning the profession (adapted from the standards and guidelines developed by the Council for the Advancement of Standards in Higher Education):

- NOSS as an organization strives to provide access to professional educational products, services and information that meet high ethical standards.
- Members associated with NOSS and Board members will do the following:
  - Ensure that confidentiality is maintained with respect to all communications and records considered confidential unless exempted by law.
  - Recognize and avoid personal conflict of interest or the appearance thereof in their transactions with Organization members and others. Information and training should be made available regarding conflict of interest policies.
  - Follow policies related to academic integrity, plagiarism, and all other institutional policies.
  - Strive to ensure fair, objective, and impartial treatment of all persons.
  - Be truthful and realistic regarding statements or claims made about outcomes that can be achieved from participating in student success-related programs.
  - Not participate in any form of harassment that demeans persons or creates an intimidating, hostile, or offensive organizational environment.

As a professional courtesy, NOSS provides access to or linkages with educational resources through its website, publications, and conferences. While NOSS assumes that high ethical standards are reflected in these resources, provision of access or linkage does not guarantee that NOSS endorses or promotes them.

## **Conflict of Interest**

NOSS places the highest priority on ethical practices in its operations. Members of NOSS leadership and all other NOSS agents with any degree of control over NOSS funds must exercise great care to avoid even the appearance of impropriety in their expenditures. A conflict of interest is a transaction or arrangement that benefits an officer, board member, or contractor. By serving as a member of the National Organization for Student Success Executive Board, officers agree that they have no known conflicts of interest. If such a conflict arises, then board members should recuse themselves from discussions and related votes or resign as a board member. Any disputed conflict of interest will be addressed on a case by case basis by the Board. If the Board member with a conflict does not take the initiative to recuse himself or herself from discussions or to resign from the position, the Executive Board can, by majority vote, require a recusal or resignation.

In the event of a potential conflict of interest, members of NOSS leadership and all other NOSS agents with any degree of control over NOSS funds must notify the NOSS Executive Board of this potential conflict of interest in advance of the expenditure.

The Executive Board determines if there is a conflict and approves or denies the expenditures. If the potential conflict of interest involves an Executive Board member, that officer abstains from the vote or discussion.

### **Intellectual Property**

In terms of intellectual property and anything developed on behalf of NOSS, formerly known as NADE, the following policies exist:

- All individuals or groups performing work on behalf of NOSS assign to NOSS all patent, copyright, and trade secrets in anything created or developed for NOSS.
- Individuals or groups responsible for creating or developing such property help prepare any documents NOSS considers necessary to secure any copyright, patent, or other intellectual property rights at no charge to NOSS.
- An appropriate document approved by the NOSS Executive Board will provide a detailed account of the agreement.
- Any funds resulting from such an agreement may be used to enhance an appropriate endowment fund.
- Any entity requesting the use of NOSS materials covered by patent, copyright, or other intellectual property rights should submit a written request to the Executive Board for review.
- The original document detailing the agreement will be signed by the NOSS President signifying approval by the Executive Board and housed with the Executive Assistant. A copy will be maintained by the NOSS Secretary on behalf of the Executive Board. Minimally, the agreement will contain the initial date and duration of the agreement, specific materials or services covered, target population of the product, and monetary or other benefits to NOSS and student success.
- If a product or service is expected to generate revenue, the Executive Board should take appropriate action to ensure that NOSS receives adequate compensation.

### **General Fiscal Policies and Financial Matters**

Executive Board members and other NOSS members must comply with all fiscal policies and procedures of the Organization. NOSS is responsible for approved expenses incurred by any Executive Board member. All NOSS fiscal policies are governed by IRS rules and regulations pertinent to not-for-profit guidelines. NOSS performs on a cash basis with a fiscal year defined as July 1 through June 30.

NOSS funds are not used to compensate NOSS members, their family members, or organizations or institutions in which they or their family members have a financial interest without prior approval. The NOSS Executive Board must be notified of any potential conflict of interest in advance of any expenditure. The Board will then deliberate and decide whether to approve or disapprove further action.

### **Budget and Expenses**

An annual budget must be prepared for accepting and distributing funds prior to July 1 annually. All unused funds budgeted for any fiscal year revert to the general fund at the end of that fiscal year.

- All expenses must be approved by the NOSS Executive Board as budgeted expenses or through a motion as an exception to the budget.
- The current budget with categorical subtotals of expenditures, to date, is submitted by the NOSS Treasurer to the NOSS Executive Board by July 31.
- The NOSS Executive Board deliberates on each request and provides feedback to the NOSS Treasurer until a budget is approved.
- The Board liaison contacts each constituent submitting a request as to the approval decision and the amount of the request approved.
- Exceptions to the budget are discouraged and should not be anticipated. However, funds may be requested for unanticipated expenses or expenses in excess of those budgeted.
- The NOSS Treasurer must confirm that funds are currently available to support the expense request before a motion for funding may be considered.
- A motion must be formally approved by the NOSS Executive Board and the motion recorded in the minutes of the Organization before payment or reimbursement may be made.

For expenses that the Board deems substantial, a bidding process will be required.

All approved and documented expenses are paid by the NOSS Treasurer upon receipt of expense documentation.

NOSS does not pay for or reimburse members for expenses related to alcoholic beverages or entertainment.

### **Accounts**



The NOSS Treasurer may transfer funds among accounts as necessary to carry on all normal business aspects of NOSS. The NOSS Treasurer and President are signers for all NOSS accounts. In the case of electronic banking (payment), the NOSS Treasurer handles the banking requests, and the NOSS President periodically reviews transactions in the online banking account. The NOSS Treasurer may consult with and receive approval from the Executive Board prior to the creation, continuance, or closing of any long-term investment account. The NOSS Treasurer is charged with maximizing returns on NOSS accounts. This process requires attention to interest rates on existing accounts and the potential for interest income through new accounts. The NOSS Treasurer is granted the autonomy to direct “liquid” funds into and through available accounts to meet that charge.

All funds due to NOSS are to be paid to NOSS through the Executive Assistant. The only exception to this policy may be for NOSS interest-bearing accounts that have been established to enable the advantages of compounding interest. The Executive Assistant deposits the funds in a designated account; maintains and distributes a record of deposits by date, category, amount received, and payee to the NOSS Treasurer as processed, the tax accountant, and other NOSS officials, such as the Conference Manager, who needs deposit information, as accumulated or upon request.

For conference checking accounts, the electronic signer is the Treasurer, with approval from the Conference Manager. The NOSS Treasurer opens the accounts through banks with established NOSS accounts and serves as the primary account representative. This enables the NOSS Treasurer to establish, monitor, and transfer funds as necessary.

All services, products, and materials created to elicit funds for NOSS should be direct payments to NOSS at the NOSS office address. Payment for goods or services may be received through cash, check, money order, electronic transfer, or credit card transfer as available. No cash received as payment to NOSS should be used directly to offset expenses.

## Election Policies

Members of the NOSS Executive Board are elected by a plurality of members in good standing.

The NOSS Office is responsible for implementing procedures and administering all Organization-wide balloting to fill all elected offices and make amendments to the NOSS Bylaws. The President-Elect works with the Executive Assistant to oversee election activities and ensure the integrity of all elections.

### Election Timeline

The NOSS nominations and elections timeline is as follows:

April 1	Executive Assistant arranges for Call for Nominations information to be posted to the NOSS website. In addition, the Executive Assistant sends an invitation letter to the NOSS President-Elect who will send the invitation to all chapter leaders, committee chairs, and Network chairs. The letter outlines election procedures and deadlines and encourages recipients to submit their names or another person’s name for open positions.
April 15	Executive Assistant submits Call for Nominations to the <i>NOSS Newsletter</i> for publication in the <i>Newsletter</i> .
September 15	Nominations close.
By September 17	<p>The Executive Assistant contacts nominees as their names are received to ascertain their interest and preferred office of service, requests a personal letter of interest, a letter of support from a college administrator, a list of professional references, including one reference from the nominee’s chapter, and a brief resume, according to prescribed format, i.e., name, position title, academic rank, institution name, city and state, professional education and the following:</p> <ul style="list-style-type: none"> <li>○ Professional activities not including NOSS</li> <li>○ Professional activities including NOSS and Chapter activities</li> <li>○ Answer to a designated question, e.g., “What skills do you bring to this position that will help move the</li> </ul>

	<p>organization forward?" (resume and answer to the question may not exceed 250 words)</p> <ul style="list-style-type: none"> <li>○ Picture (black and white)</li> </ul>
Between September 17-30	The Executive Assistant prepares officers' descriptions and sends the relevant information to each committed nominee with a return deadline of September 30.
By September 30	Executive Assistant sends all nominations with resumes, letters of interest, letters of administrative support, references, answer to question, picture, and a recommended list of nominees to the NOSS Executive Board.
By October 15	The Executive Board selects final candidates for each election position based on an established set of criteria that reflects the Association's best interests and priorities. Candidates for NOSS Board positions must have a minimum of three years' membership in NOSS. Candidates must also be able to demonstrate evidence of dedicated leadership activities within NOSS. Such evidence might include, but is not limited to, the following examples: serving as a NOSS Chapter officer, serving as a NOSS Network chairperson, etc. Evidence of leadership activities within NOSS must be approved by the Executive Board before a candidate will be considered for a Board position. Candidates for the position of President-Elect must have leadership experience directly related to NOSS Chapters or the equivalent (to be reviewed and approved by the Executive Board). A suggested nomination does not automatically constitute a place on the slate. The President or President-Elect informs the Executive Assistant of the Executive Board's decision regarding candidates.
By October 22	Executive Assistant notifies selected candidates and sends campaign guidelines and other materials to each of them.
By October 30	Ballot materials must be returned to Executive Assistant.

By November 10	The Executive Assistant sends the candidate’s section of the draft ballot to the candidate for proofreading and approval, with a return deadline of November 15. NOSS Executive Assistant prepares the online ballot.
By November 30	Executive Assistant sends out the ballots for electronic voting. Ballots for Bylaws changes will be included in this voting process. Executive Assistant provides ballots to current NOSS members plus those whose membership lapsed fewer than two months from the time of election.
By December 15	The election closes.
By December 18	NOSS Executive Assistant formally notifies President of results of election and any changes to Bylaws. Board verifies election results. NOSS Executive Assistant stores sample ballot and election results in the NOSS archives.
By December 20	President shares election results with all candidates.
After January 15	Membership is notified of election results and changes in NOSS’s Bylaws through website and/or <i>NOSS Newsletter</i> and/or email. New Board members are introduced, and all officers are inducted at the NOSS Conference.

**Election Campaigning**

In order to promote an ethical election process and to provide a level playing field for all candidates, NOSS provides a central source of information about candidates for Executive Board positions. Members are encouraged to read the ballot materials carefully and make an educated vote. While it is natural for individuals and groups to discuss the merits of candidates, NOSS, in the name of fairness, prohibits any activity that can be construed as campaigning by or on behalf of an individual candidate. Campaigning is considered to be any activity intended to influence the election. Subsequent to nomination, campaigning for NOSS office shall be limited to candidate information distributed with the NOSS ballots. During the election process, promoting a particular candidate or candidates through advertising, endorsement, or distribution of promotional materials, including but not limited to, buttons, stickers, posters, cards, email messages, videos, social media posts, or recommendation letters, is prohibited. A chapter can

inform its members of a candidate's successful nomination. However, suggestions that members vote for a particular candidate or candidates are prohibited. Promoting a candidate or candidates during NOSS functions is also prohibited.

## **Privacy Policy and Procedures**

NOSS protects the privacy of member information. NOSS leaders maintain the integrity of personal information when communicating with members and refrain from disclosing or distributing confidential information or materials to unauthorized persons, both during and after their terms of leadership.

The Executive Assistant maintains membership information and abides by the following policies:

- The Executive Assistant releases the NOSS membership list only for specific purposes with special permission from the Executive Board. These specific purposes include the following situations:
  - NOSS members engaged in research related to the field of student success. The researchers must agree to use the list only once, to maintain confidentiality regarding member information, and to share the research results with the Organization.
  - Student researchers engaged in faculty-sponsored research.
  - Institutions of higher education which are currently offering or are in the process of developing postgraduate degrees related to the field of student success. The institution must agree to use the list only once and to maintain confidentiality regarding member information.
  - Reciprocal organizations for the purpose of sharing conference information.
  - Commercial vendors, institutions, or individuals for a set fee. A written or electronic request is submitted to the President who presents it to the Executive Board for approval. Partial lists of any requested subset may also be released.
- The NOSS Executive Assistant and subcontractors must abide by all NOSS policies and will not at any time or in any manner, directly or indirectly, use for personal benefit or divulge, disclose, or communicate in any manner any information that is proprietary to NOSS or its members. The Executive Assistant and subcontractors protect such information and treat it as strictly confidential. This provision will continue to be in effect after the termination of business relationships between the Executive Assistant and NOSS.

NOSS members may request to have their information excluded from release and can update or correct personal information on their membership account at any time.

The NOSS website links to other websites which are not affiliated with or maintained by NOSS. NOSS does not monitor the privacy practices of these third-party sites and does not exercise

authority over these sites. Thus, NOSS does not assume any responsibility for the content or data collection policies or procedures of these sites.

## **Publications**

### **NOSS Newsletter**

The NOSS Newsletter is a monthly publication created and distributed by the NOSS Secretary to all NOSS members. It has no paid advertising unless specifically authorized by the Executive Board. Conference and workshop notices for reciprocal organizations may be printed in one issue of the Newsletter per year.

The Newsletter typically contains information about the NOSS conference and other activities; short articles from the NOSS Chapters, Specialty Areas, and Networks (on a rotating basis); and other general information or news that would be of interest to the members.

### **NOSS Letter from the President**

The NOSS Letter from the President is a monthly publication written by the NOSS President and distributed by the NOSS Secretary to all NOSS members. The subject of the Letter from the President is at the President's discretion.

### ***Practitioner to Practitioner***

This publication is designed as an opportunity for NOSS members to share and learn what is happening at colleges and universities around the country concerning student success. Members are encouraged to submit articles regarding new programs, support services, strategies, placement, classroom assessments, advising, administration practices, etc. Research-based articles are not a requirement for publication.



## **The NOSS Office and Other Contracted Services**

### **NOSS Executive Assistant**

The NOSS Office is maintained by the Executive Assistant, an independent contractor, not a NOSS employee. The Executive Assistant performs specific services for NOSS on a contractual basis including, but not limited to, maintaining the membership database, serving as the annual conference registrar, housing the NOSS archives, receiving and processing communications sent to NOSS, compiling an annual inventory report, and performing other services specified in the contract. The contract, which governs the relationship between the NOSS Executive Assistant and NOSS, may be cancelled by either party with 45 days notice and no reason given.

The Executive Assistant and subcontractors, upon termination of the business relationship with NOSS, will return to NOSS all records, notes, documentation, and other items that were used, created, or controlled by the Executive Assistant and/or subcontractors during the term of the business relationship.

### **Payment Card Data Security**

The practice of the NOSS Office and the credit card payment system used by NOSS includes the following:

- Cryptography and encryption of sensitive information inside payment system.
- Quarterly scans of payment system performed by Qualified Security Assessor.
- Annual Audit performed by Qualified Security Assessor.
- Completion of PCI Compliance Assessment.
- Encryption of card details, preventing card information from being exposed once transaction is complete.
- Secure receipts exposing only last four digits of card number.
- Enforcing security-code confirmation every 30 days for merchant log-ins.

## **NOSS Annual Conference**

The NOSS Conference Committee plans the NOSS Annual Conference. Policies and procedures related to the conference and the Conference Committee are found in the NOSS Conference Planning Manual, on the NOSS website, or by contacting the NOSS Conference Manager. Site selection for each annual conference is decided by the NOSS Executive Board.

The Conference Committee consists of the following positions:

- Registration Coordinator (3-year term)
- Program Coordinator (3-year term)
- Exhibits Coordinator (2-year term)
- Marketing Coordinator (2-year term)
- Local Host (a representative from the host chapter; changes with each conference)
- Conference Manager

NOSS members interested in serving on the Conference Committee may apply for a position. The NOSS Executive Board reviews applications and selects the committee. When a term is completed, members may apply to be reappointed. If a committee member must resign before finishing a term, the NOSS Executive Board appoints someone to the position until time for the next round of applications.

## **Emeritus Cabinet**

The Emeritus Cabinet is composed of all past NOSS Executive Board members. Past Presidents of NOSS receive a lifetime membership to NOSS. The Executive Board will appoint a Chair for the Emeritus Cabinet.

When members of the Emeritus Cabinet are present at a NOSS chapter or national conference, they should be recognized by introduction at one of the early major assemblies of the conference (e.g., opening plenary, banquet, awards program).

Emeritus Cabinet members may serve NOSS in the following ways:

- Upon request, assist the Executive Board
- Serve as mentors for new NOSS members
- Serve as membership advocates for NOSS at both the chapter and national level
- Bring relevant membership issues to the Board's attention
- Upon request, chair task forces as needed
- Upon request, assist with training new leaders at the chapter and national levels

## **Chapters**

NOSS encourages state, regional, and international organizations with a special interest in student success to affiliate with NOSS. NOSS chapters promote and support NOSS, while NOSS promotes, supports, and invests monetarily in the Chapters.

The NOSS Vice President is the liaison between the Chapters and the Executive Board.

### **Maintaining Good Standing with NOSS**

Chapters must comply with the following criteria of good standing in order to remain NOSS chapters and to receive recognition from NOSS:

- Chapters must have established constitutions/bylaws.
- Chapter executive officers must be current NOSS members.
- Chapter membership must include at least 30 percent who are also NOSS members as of July 1<sup>st</sup> each year. The NOSS Executive Board may waive the rule in special circumstances.
- Chapter officers must communicate regularly with the Vice-President through the submission of two activity reports submitted by the established deadline and regular updates on changes within the chapter. In addition, at least one article for the NOSS Newsletter must be submitted by the established deadline.
- Promote NOSS's annual conference and NOSS membership at the chapter conference.
- Send articles and news releases concerning upcoming chapter conferences and activities to the NOSS Secretary for the NOSS Newsletter.
- Place the NOSS Vice-President on the mailing list for the chapter newsletter.

If a chapter is not in good standing with NOSS, its chapter status will be suspended. The NOSS Vice-President will notify all members listed in the NOSS database from that state or region of the chapter's suspension and possible termination. A chapter will be given one year to meet the criteria for good standing. Benefits will be reinstated when the criteria are met and active status is reassigned. If the NOSS 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. A chapter whose NOSS affiliation has been terminated may request to re-affiliate by going through the new chapter development process.

### **Chapter Activities**

Chapters in good standing receive many benefits from NOSS. These benefits include the following:

- A free NOSS one-year membership to each chapter in good standing to promote NOSS membership. The membership may not be given to a current chapter officer.
- A basic conference registration fee waiver for Presidents-Elect to attend the national conference. The President-Elect must attend Leadership Congress, his or her individual Chapter meeting, the Business Meeting, and other leadership activities held at the annual conference. The fee waiver may be transferred to a current Chapter officer upon approval by the NOSS Executive Board.
- The opportunity to apply for Chapter Development Grants.

Chapters in good standing receive one basic fee waiver for the annual conference in order to help the President-Elect participate in Leadership Congress and facilitate the individual Chapter meetings at the conference. To be eligible for this fee waiver, Chapters must submit required reports to the Vice President, which include the following:

Deadline	Report or Document
May 1	Goals and Activity Report
November 1	Goals and Activity Report
By established deadline	NOSS Newsletter article

Acceptance of the fee waiver requires attendance at the Leadership Congress at the annual conference, Chapter meetings, the NOSS Business Meeting, and other leadership-related activities at the annual conference. Fee waivers are transferable only to those individuals who are listed in the NOSS Leadership Directory as Network Chairs, and all fee waivers must be approved by the Executive Board.

Chapter leaders may request a NOSS membership list from the NOSS Executive Assistant.

### **Chapter Development Grants**

There are three types of Chapter Development Grants. Each Chapter is allowed to apply for one of each type of grant per fiscal year (for a total of three grants).

Type A Grant: Executive Board Members for Chapter Activities

Explanation	Details and Process
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<p>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. Honoraria may not be accepted when NOSS funds are used directly or through grant funding to at least partially fund Executive Board service to a chapter. 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.</p>	<ol style="list-style-type: none"> <li>1. NOSS Chapter applies for and is approved for a Type A grant.</li> <li>2. Board member scans all receipts related to travel to chapter conference.</li> <li>3. Board member submits all receipts to the chapter. The chapter completes the reimbursement form to the NOSS Treasurer up to \$500 in reimbursement.</li> <li>4. If expenses are greater than \$500, board member submits all receipts to chapter requesting a reimbursement for any expenses over \$500.</li> </ol>
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Type B Grant: Special Projects

<b>Explanation</b>	<b>Details and Process</b>
<p>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</p>	<ol style="list-style-type: none"> <li>1. NOSS Chapter applies for and is approved for a Type B grant.</li> </ol>

intended for innovative, one-time activities and is up to \$500.	
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Type C Grant: Chapter President Support Funding for NOSS Conference

Explanation	Details and Process
<p>Funding equivalent to a conference fee waiver to support a current NOSS Chapter president’s attendance at the NOSS conference.</p>	<ol style="list-style-type: none"> <li>1. 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:               <ol style="list-style-type: none"> <li>a. Leadership Congress</li> <li>b. Serve as Chapter Meeting facilitator</li> <li>c. Business Meeting</li> </ol> </li> <li>2. Verification of participation will be noted in the NOSS Reimbursement Request form (available on the website), which will be returned by June 1, along with the NOSS Reimbursement Request form (available on the website), to the NOSS Vice-President.</li> </ol>

The number of grants to be made available each year is subject to change by the NOSS Executive Board and the availability of funds.

All requests must be submitted at least two weeks prior to the activity.

Electronic submission of the form is acceptable for the application for a Chapter Grant; final reimbursement forms must include the Chapter President’s signature. All signed paperwork from the chapter must be received by the Vice-President two weeks prior to the event or activity in

order to be considered for a chapter grant. For pre-approved requests (including the chapter president's signature), NOSS reimburses reasonable costs up to \$500 for transportation, lodging, meals, and special projects. The chapter is initially responsible for paying all costs. Original receipts are required for all grant-related expenditures greater than \$10. The NOSS Reimbursement Request form, proof of payment, and original receipts should be submitted to the NOSS Vice-President.

Criteria for Funding Chapter Grants: The Executive Board awards chapter development grants on a competitive basis, considering the following criteria:

- 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 and will report outcomes achieved
- timeliness of the request
- continuation and verification of "good standing" status of chapter, including submission of Chapter Activity Reports, chapter leaders' membership in NOSS, and at least 25 current NOSS members, including the Executive Board 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

Conflict of interest: 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.

### **Chapter Creation**

NOSS will be involved in supporting new chapter formation in the following ways:

- During the NOSS annual conference, the Executive Board sponsors a presentation for new chapter development.
- During the time designated for established chapters to meet at the NOSS annual conference, current NOSS officers and Emeritus Cabinet members will meet with individuals interested in forming chapters in states or regions not presently associated with NOSS.
- The NOSS Office will provide a list of NOSS members who reside in the potential chapter service area.
- NOSS will send at least one official representative to meet with any group interested in affiliation with NOSS. Such a visit will be subject to the following preconditions and agreements:



- Significant evidence of a solid base of support (e.g., names of those desiring to affiliate with NOSS and attendance lists from a state, regional, or international conference) is needed before a potential chapter is considered.
- Requests for a formal NOSS visit to a potential chapter site should be made in writing to the NOSS Vice-President.
- Requests should be made by a specific individual from the chapter area. That individual should accept personal responsibility as a contact in the development of a chapter and should agree to be present and active at the meeting with the NOSS representative. This contact person will also be responsible for assuring that the meeting is organized and attended by appropriate numbers of interested people.
- At least 25 people 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.
- The NOSS representative must have a prominent, scheduled time to discuss NOSS and chapter development with the entire group of participants.
- The NOSS representative sent to a meeting will be a qualified Executive Board member, past officer, or Board designee, ideally one who lives near the geographic area.
- If these pre-conditions are met, then NOSS pays the expenses of its representative to the meeting.
- When a group decides it wants 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. The potential chapter's primary officers (e.g., President, President-Elect, Vice-President, Secretary, and Treasurer) must be listed and must be members of NOSS.
  - Upon acceptance of the constitution/bylaws by NOSS's Executive Board and receipt of documentation listed above, the Vice-President requests that the Executive Board take action on the local association's request for affiliation. If the chapter becomes affiliated, its benefits and responsibilities begin immediately. The Vice-President will respond to the chapter president following the Executive Board's decision.
  - When the Executive Board approves the new chapter, a NOSS officer or designee will install the chapter officers. These events may take place either at the local chapter meeting or at the annual conference.

## **Networks**

Networks are groups of NOSS members with an interest in a specific aspect of student success. These Networks provide members with opportunities to meet, network, and correspond with others who have similar interests and the desire to work together on goals. Membership in NOSS includes participation in any and all Networks free of charge.

There are currently thirteen Networks: Administration; Adjunct Faculty; Advising & Counseling; Equity, Access, and Inclusion; Integrated Reading & Writing (IRW); Literacy; Mathematics; National Trends; Online Educators; Research; Retention; Tutoring & Peer-Assisted Learning; and Writing. For information about each Network, please review the Network webpage on the NOSS website.

The NOSS President-Elect is the liaison between the Networks and the Executive Board.

### **Creation and Dissolution of Networks**

The Executive Board can create a new Network based on interest or need. Any NOSS member interested in starting a new Network should talk to the President-Elect and provide a statement of rationale. The President-Elect will convey the interest and rationale to the Executive Board.

The Executive Board may dissolve a Network by a majority vote of the Board when such action is deemed to be in the best interest of NOSS. If a Network has fewer than ten members for three consecutive years, the Executive Board will review whether the group should be eliminated or if other promotional activities should be conducted to encourage more membership in the Network. If there has been a lack of minimal levels of activities by the group, the Executive Board may decide to appoint new chairs or dissolve the group.

### **Network Leadership**

Network Chairs are appointed annually by the President with the approval of the Executive Board. Any vacancies will be filled by the President with the approval of the Executive Board. The NOSS Executive Board may dismiss appointed officials at any time during their term of appointment by majority vote of the Board when such action is deemed to be in NOSS's best interest.

The responsibilities of a Network Chair include the following:

- Maintain NOSS membership.
- Submit Network Goals and Activity Reports to the President-Elect on time.
- Plan and facilitate all Network meetings.
- Communicate with Network members and the President-Elect regularly.
- Submit at least one article per year for publication in the NOSS Newsletter.

- Maintains files and information to pass on to subsequent chairs and serve as a mentor for the new chair, if possible.
- Comply with NOSS fiscal policies.
- Perform other duties as requested by the President or Executive Board.

**Network Activities**

All Networks meet once a year at the annual conference and communicate regularly throughout the year.

Networks in good standing receive one basic fee waiver for the annual conference in order to help the Network Chair participate in Leadership Congress and facilitate the individual Network meetings. To be eligible for this fee waiver, Network Chairs must submit required reports to the President-Elect, which include the following:

<b>Deadline</b>	<b>Report or Document</b>
May 1	Goals and Activity Report; Annual Budget Request
November 1	Goals and Activity Report
By established deadline	NOSS Newsletter article

Acceptance of the fee waiver requires attendance at the Leadership Congress at the annual conference, Network meetings, the NOSS Business Meeting, and other leadership-related activities at the annual conference. If the Network has co-chairs, those individuals decide who receives the Network’s fee waiver. Fee waivers are transferable only to those individuals who are listed in the NOSS Leadership Directory as Network Chairs.

Network Chairs may request a NOSS membership list or a Network membership list from the NOSS Executive Assistant.

**Network Budgets and Expenditures**

Funds to support the operation and goals of Networks are provided through a budget application process. Budgets must be submitted by May 1 to the President-Elect who will forward them to the Treasurer for Executive Board approval. The President-Elect will notify Network Chairs of their approved budget as soon as possible after the submission date. If funds have not been approved through the regular budget approval process, the Executive Board must approve the expenses prior to their expenditure. The NOSS Treasurer must receive all reimbursement requests by June 15 of the fiscal year that the expense was approved.

## **Specialty Areas**

Individuals in Specialty Areas support the Executive Board and its vision to enhance the Organization by providing communication and input.

There are currently four Specialty Areas: Awards Coordinator, Conference Committee, International Liaison, and Media Specialist. For information about each Specialty Area, please review the Specialty Area webpage on the NOSS website.

The NOSS President-Elect is the liaison between the Specialty Areas and the Executive Board, except for the Conference Committee whose liaison is the Conference Manager.

### **Creation and Dissolution of Specialty Areas**

The Executive Board can create a new Specialty Area based on interest or need. The Executive Board may dissolve a Specialty Area by a majority vote of the Board when such action is deemed to be in the best interest of NOSS.

### **Specialty Area Leadership**

Specialty Area leaders are appointed annually by the President with the approval of the Executive Board. Any vacancies will be filled by the President with the approval of the Executive Board. The NOSS Executive Board may dismiss appointed officials at any time during their term of appointment by majority vote of the Board when such action is deemed to be in NOSS's best interest.

The responsibilities of a Specialty Area leader include the following:

- Maintain NOSS membership.
- Submit Specialty Area Goals and Activity Reports to the President-Elect on time.
- Plan and facilitate all Specialty Area meetings.
- Communicate with Specialty Area members and the President-Elect regularly.
- Submit at least one article per year for publication in the NOSS Newsletter.
- Maintains files and information to pass on to subsequent chairs and serve as a mentor for the new chair, if possible.
- Comply with NOSS fiscal policies.
- Perform other duties as requested by the President or Executive Board.

### **Specialty Area Activities**

All Specialty Areas regularly with the Board throughout the year.

Specialty Area leaders in good standing receive one basic fee waiver for the annual conference in order to help the Specialty Area leader participate in Leadership Congress and complete any necessary conference-related tasks. To be eligible for this fee waiver, Specialty Area leaders must submit required reports to the President-Elect, which include the following:

<b>Deadline</b>	<b>Report or Document</b>
May 1	Goals and Activity Report; Annual Budget Request
November 1	Goals and Activity Report
By established deadline	NOSS Newsletter article

Acceptance of the fee waiver requires attendance at the Leadership Congress at the annual conference, the NOSS Business Meeting, and other leadership-related activities at the annual conference.

### **Specialty Area Budgets and Expenditures**

Funds to support the operation and goals of Specialty Areas are provided through a budget application process. Budgets must be submitted by May 1 to the President-Elect who will forward them to the Treasurer for Executive Board approval. The President-Elect will notify Specialty Area leaders of their approved budget as soon as possible after the submission date. If funds have not been approved through the regular budget approval process, the Executive Board must approve the expenses prior to their expenditure. The NOSS Treasurer must receive all reimbursement requests by June 15 of the fiscal year that the expense was approved.

## **Awards**

NOSS gives out a number of awards and scholarships to members each year. The awards process is overseen by the Awards Coordinator, who works with award reviewers appointed by the Executive Board. Information about awards, the nomination process, and deadlines can be found on the NOSS website.