

# Policy And Procedures Manual

Indiana Student Financial Aid Association

## 1.0 Introduction to the ISFAA Policy and Procedure Manual

### 1.1 Purpose

The Indiana Student Financial Aid Association (ISFAA) is Indiana's financial aid professional organization. We are an association of college and university financial aid administrators, lenders, guarantors, and other associated organizations and individuals interested in helping students meet their costs for higher education.

ISFAA serves the needs of students, institutions of higher education, government agencies, and private funding sources through community outreach, coordination and development of programs for student financial aid. To accomplish this purpose, ISFAA promotes the professional preparation, effectiveness and recognition of all those concerned with the administration of student financial aid. In addition, ISFAA assists with communications between institutions of post-secondary education and sponsors of student financial aid to encourage best practices.

The Association serves as the state forum and acts as the focus for the expression of views on matters relating to the development, funding, and administration of student financial aid at the state, regional, and national levels.

### 1.2 ISFAA Mission

The purpose of the Indiana Student Financial Aid Association (ISFAA) is to cultivate talent of financial aid administrators in Indiana, promote communication and collaboration among its members across the state, and advance and share best and promising practices consistent with standards in the field.

Supporting this mission are activities designed to:

1. Enhance the professional knowledge and capabilities of financial aid administrators and others involved with the administration of financial aid through training opportunities, information sharing, regular conferences, and networking activities.
2. Facilitate the exchange of information and ideas among individual members, institutions, organizations, and sponsors of student financial aid funds in Indiana.
3. Promote an awareness of emerging and enduring practices related to financial aid awarding strategies, coupled with federal and state policies.
4. Educate and support students and families regarding financial aid policies by helping with FAFSA filing, financial literacy training, and other educational opportunities.

### 1.3 ISFAA Vision

ISFAA's vision is to be a dynamic, affordable, broadly representative member-driven organization providing advocacy, mentorship, and professional development for its members to promote and advance the field of financial aid administration in the state of Indiana through intentional engagement with students, families, and other stakeholders.

## 1.4 ISFAA Values

- Integrity, transparency, and honesty in interactions among members and stakeholders
- Diversity, equity, and inclusion as emphases within, and throughout, organizational offerings and interactions
- Collaboration, support, and collegiality among, and for, members
- Education, training, and development for members and constituent groups

## 1.5 Statement of Ethical Principles

The primary goal of the Financial Aid Professional is to help students achieve their educational potential by providing appropriate financial resources. To this end, this Statement provides the Financial Aid Professional with a set of principles that serves as a common foundation for accepted standards of conduct. (Principles based on those created by the National Association of Student Financial Aid Administrators)

The Financial Aid Professional shall:

- Be committed to removing barriers for those who wish to pursue postsecondary learning.
- Make every effort to assist students who seek financial aid.
- Be aware of the issues affecting students and advocate their interests at the institutional, state, and federal levels.
- Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.
- Educate students and families through quality consumer information.
- Respect the dignity and protect the privacy of students, and assure the confidentiality of student records and personal circumstances.
- Assure equity by applying all need analysis formulas consistently across the institution's full population of student financial aid applicants.
- Provide services that do not discriminate on the basis of race, color, religion, national origin, age, sex, disability status, or veteran status
- Recognize the need for professional development and continuing education opportunities.
- Promote the free expression of ideas and opinions, and foster respect for diverse viewpoints within the profession.
- Commit to the highest level of ethical behavior and refrain from conflict of interest or the perception thereof.
- Maintain the highest level of professionalism, reflecting a commitment to the goals of the Indiana Student Financial Aid Association.

## 1.6 Diversity Statement

ISFAA will pursue and promote, in principle and practice, the diversity and inclusion of its membership to represent the profession and the students we serve. ISFAA promotes a culture

of diversity and inclusion by encouraging involvement and access regardless of race, ethnicity, gender, religion, age, sexual orientation, nationality, disability, appearance, geographic location, professional level or institution type.

### 1.7 Appropriate Behavior and Conduct

ISFAA is committed to providing a safe, productive, and harassment-free environment at its conferences, trainings, board and committee meetings, and other ISFAA-sponsored events. ISFAA prohibits harassment or discrimination based on race, religion, gender, sexual orientation, gender identity, gender expression, disability, ethnicity, national origin, or other protected status. It also prohibits sexual harassment or intimidation, including unwelcome sexual attention, stalking (physical or virtual), or unsolicited physical contact; and threatening behavior.

These conduct rules apply to all attendees and participants at any ISFAA-sponsored event, including online events. Any violations should be reported immediately to a member of the ISFAA event staff or leadership team; we also expect participants to alert venue staff or security of any dangerous situations, or of anyone in distress.

ISFAA reserves the right to remove any individual from attendance or other participation in any ISFAA-sponsored event without prior warning or refund, and to take additional action as determined necessary, notifying appropriate individuals, and including loss of ISFAA membership.

### 1.8 Membership Policy

Annual membership in ISFAA will run from January 1 through December 31 each year. The membership committee is responsible for distributing information regarding renewing ISFAA memberships. Membership application does not constitute membership until a payment is received. Applicants will be considered prospective members.

#### 1.8.1 Regular Member

- Regular membership shall be limited to financial aid professionals working in post-secondary educational institutions in the State of Indiana which are deemed to be eligible to participate in federal or state student financial aid programs.
- These members shall have voting privileges and may serve in any elective or appointed position.

#### 1.8.2 Associate Member

- Associate membership shall be open to professionals representing public and private agencies and organizations concerned with or engaged in the support and/or

administration of student financial aid, as well as professionals working in post-secondary education or primary and secondary education in the State of Indiana.

- These representatives shall have voting privileges and may serve on the Executive Committee in any appointed position or elected at-large position.

### 1.8.3 Student Affiliates

- Student Affiliates shall be limited to any student enrolled at a postsecondary educational institution in the State of Indiana which is deemed eligible to participate in federal or state financial aid programs.
- Student affiliates shall not have voting privileges and cannot hold elective or appointed positions.

### 1.8.4 Retirees

- Retirees status shall be limited to those who were actively involved in the administration of student financial aid programs at a postsecondary educational institution in the State of Indiana which is deemed eligible to participate in federal or state student financial aid programs, or an organization concerned with, or engaged in, the support and/or the administration of student financial aid at the time of their retirement.
- Retirees shall not have voting privileges and cannot hold elective positions, but may be appointed to serve on committees with approval of the president.

### 1.9 Membership Dues

Membership in ISFAA requires that dues be submitted on a yearly basis, and must be submitted no later than December 31<sup>st</sup> of the current membership year. Following a review of the Corporation's fiscal status, the finance committee may recommend an increase in annual dues. The Executive Board is responsible for holding a vote and meeting quorum (majority) during their regularly scheduled meetings.

Submission of yearly dues entitles the member to all rights and privileges of the Corporation, and implies agreement by the member to all terms and conditions of ISFAA membership. Membership dues are non-refundable.

### 1.10 Refusal/Revocation of Membership

Membership in ISFAA may be refused and/or revoked at any time if a member is not adhering to the code of conduct of ISFAA membership. No refund will be issued if membership is revoked.

## 2.0 Executive Council

### 2.1 Regular Meetings

- a) There will be at least one (1) regular meeting of the Corporation each year, which should occur at the annual conference.
- b) Specific dates for regular meetings will be set by the President, with approval of the Executive Committee, and an agenda will be shared with the membership prior to each meeting
- c) Minutes should be taken, and made available after the meeting. The minutes should be from a previous annual conference meeting.
- d) The quorum for decision-making is established through a simple majority, wherein the prevailing outcome is determined by the number of votes cast. In this context, the majority vote governs the decision-making process.

### 2.2 Executive Committee Meetings

- a) Meetings of the Executive Committee will be called by the President and may be held on the same day as regular meetings.
- b) Meetings will be held throughout the year, with at least six (6) meetings scheduled for every other month. (March, May, July, September, November, January). Meetings schedule be scheduled prior to the start of the new executive year.
- c) Meetings can be in person or held via zoom, or a hybrid mix of in person/zoom.
- d) Minutes should be taken, and made available after the meeting.
- e) A quorum for official meetings of the Executive Committee shall be constituted by a majority of its members (Half plus 1). This implies that more than half of the total Executive Committee members must be present for the meeting to be deemed official and decisions to be valid.

### 2.3 Ad hoc Meetings

- a) Called meetings may be held upon the request of the President or the Executive Committee and an agenda shall be sent to each member prior to the meeting.
- b) Minutes should be taken, and made available after the meeting.
- c) A quorum for official meetings of the Executive Committee shall be constituted by a majority of its members (Half plus 1). This implies that more than half of the total Executive Committee members must be present for the meeting to be deemed official and decisions to be valid.

### 2.4 Meeting Agenda

- a) Meeting announcements, arrangements and agendas are prepared and distributed prior to each meeting. This activity may be performed by the President or in cooperation with the Secretary.
- b) Commissioners are to work with their committees to collect reports for the executive board meeting. Each chairperson should submit a board report for each meeting. The

Commissioners or any chairperson in attendance at the meeting will present their report to the board.

## 2.5 Location of Meetings

Meeting location is at the discretion of the President. Things to consider would be cost for travel for the board. Typically, the president will choose a location near their campus, but can decide on what's best for the board at that time in terms of funding.

## 2.6 Meeting Minutes

Minutes should be ready to present at the next board meeting. Once they are reviewed by the Executive Board, they should be posted to the ISFAA website.

## 2.7 Detailed Officer Descriptions

The officers of the Corporation shall be the President, President-Elect, Immediate Past President, Secretary, Treasurer, Treasurer-Elect and Immediate Past Treasurer.

All officers of the Corporation shall be elected at large from among the regular members of the Corporation. The President, President-Elect, Immediate Past-President, Treasurer, Treasurer-Elect and Immediate Past Treasurer shall serve for one (1) year terms or until a successor is elected. The Secretary, shall serve for a two (2) year term or until a successor is elected. The term of office for elected officers shall begin following the adjournment of the annual meeting of the Corporation.

### 2.7.1 President

Time Commitment is approximately one (1) day every two weeks.

#### General responsibilities

1. The President shall be the principal executive officer of the Corporation and shall establish the direction of the Corporation for one (1) year.
2. The President shall supervise the business of the Corporation and preside at all meetings of the Corporations and its Executive Committee.
3. The President shall establish any and all committees within the commission structure and shall serve as an ex-officio member of all committees.
4. The President shall act as official spokesperson for the Corporation or appoint, with prior approval of the Executive Committee, another individual to act as the official spokesperson.
5. The President shall be the official ISFAA liaison to NASFAA.
6. Contracts and agreements on behalf of the Corporation and approved by the Executive Committee must be signed by the President.
7. The President shall perform all duties incidental to the office of the President and other duties as may be prescribed by the Executive Committee.
8. Upon completion of the term of office, the President shall submit an annual report to the member representatives.

## Tenure

The term of office shall begin following the adjournment of the annual meeting of the Corporation and will serve for one (1) year.

## Specific responsibilities

- Plan and coordinate four to six Executive business meetings throughout the year.
- Represent ISFAA at the NASFAA & MASFAA Annual Conference and throughout the rest of the year; will plan ISFAA outings with members during NASFAA & MASFAA Annual Conference.
- Serve as the ISFAA contact point for various higher education organizations.
- Ensure a smooth transition from President-Elect to President in the leadership of ISFAA.
- Appoint commission directors (process begins during president-elect term) and assist commission directors with selecting committee chairs.
- Responsible for the construction of the annual operating budget (process begins during president- elect term).
- Select recipient of President's Award and work with Chair of Nominations, Elections and Awards to order recognition plaque.
- Select Pat Wilson Scholarship Recipient from home school to be presented at Annual Conference.
- Work with the Governmental Relations committee to submit Federal position paper to our Indiana Representatives.
- Complete Annual Report prior to the first meeting of the next Executive Board. Submit a copy to Archives.

## Timeline

- As early as possible- Set a meeting schedule and send out invites to Executive Board members. Reserve space for a meeting.
- Three weeks prior send report requests to board, set up Agenda for next meeting. Follow the annual calendar to invite necessary chairpersons to the Executive Board meeting.
- 2 weeks prior to meeting- Gather reports from committee members and executive board. Send out Agenda to the Executive Board.
- 2 days prior to meeting- Send out reports to the Executive Board to review.
- Three to four times a year (dates may vary)- Write an article for each issue of the ISFAA Newsletter.
- June- Attend NASFAA Conference as state representative.

### 2.7.2 President-Elect

Time Commitment is approximately one (1) day every two weeks.



### General Responsibilities

1. In the absence or temporary inability of the President to perform the duties of the Presidency, the President-Elect shall assume said duties. While acting as President, the President-Elect shall have all of the powers of the President and be subject to all of the restrictions placed upon the President.
2. The President-Elect shall serve as Chair of the Audit Committee and the Bylaws Committee and shall appoint at least two (2) representatives to serve on each committee. (Traditionally the Delegate at-Large representatives assist with both of these committees.)
3. The President-Elect shall perform other duties as may be assigned by the President and/or the Executive Committee.

### Tenure

The President-Elect serves for one (1) year, beginning with the adjournment of the annual meeting of the Corporation.

### Specific responsibilities

- Attend Executive business meetings.
- Schedule, plan, and execute a President's Retreat prior to taking over as president.
- Ensure proper transition among chairs, commission Directors, and other board members.
- Select commission Directors for upcoming vacant board members.
- Serve as Chairperson of the ISFAA Executive Committee in absence of the President.
- Assist commission directors in selecting committee chairs, in preparation for their year of presidency.
- Maintain ISFAA position descriptions and update as needed.
- Attend NASFAA Leadership Conference, if approved by the executive committee.
- Represent ISFAA on the MASFAA Board as State Representative. Attend an exchange conference with the assigned state.
- Sign up for NASFAA listserv as president-elect. Will remain on listserv through the past president term.
- Assist President in filling vacancies in the executive committee, commission directors, and committee chairs.
- Serve as committee chair for the bylaws committee and review for any updates.
- Conduct yearly audit of treasury as audit committee chair.
- Duties as assigned by the President.

## Timeline

- February- Select site for Presidents Retreat and book for end of October/beginning of November.
- February- Begin review of Bylaws; Refer to Bylaws Committee.
- May – Begin Audit for prior year; Refer to Audit Committee
- July- August – Send out volunteer form to membership to be used at President’s Retreat
- August- Select Commission Directors to fill vacancies. Appointed Commission Directors must be ratified by the membership as a part of the annual election. Assist Directors in filling committee chairs.
- End Oct/Beg Nov- Hold President’s Retreat
- November ISFAA Meeting-Present ISFAA budget to Executive Committee for approval
- December- Order outgoing President’s Gavel Plaque to be given at Annual conference
- January/February- The President-Elect will assume the responsibilities of President at the regularly scheduled conference meeting, give Presidential Address, and provide gavel plaque to outgoing President

### 2.7.3 Past President

Time Commitment is approximately one (1) day every other month

#### General responsibilities

1. The Past President shall assist the President as requested by the President and/or the Executive Committee.
2. The Past President shall serve as Chair of the Nominations/Elections and Awards Committee.
3. In the absence or inability of both the President and the President-Elect to perform the duties of the Presidency, the Past President shall assume said duties. While acting as such, the Past President shall have all the power of the President and be subject to all of the restrictions placed upon the President.

#### Tenure

The past President serves for one (1) year, beginning with the adjournment of the annual meeting of the Corporation.

#### Specific responsibilities

- Attend Executive business meetings. Ensure adherence to Robert’s rules of order during board meetings.
- Complete and submit the President's Final report to the Executive Board at the first meeting. Submit copy to archive.
- Refer to Nominations/Elections and Awards committee responsibilities for chair duties

- Work with the Membership committee for yearly membership award recognition (5 year increments). Display names and anniversaries on the website and at the annual conference.
- Order all awards for yearly awards presented, except outgoing President's plaque.

#### Timeline

- April- Deadline to submit the President's Annual Report to the Executive board and archives.
- July- Begin to solicit nominations for election.
- August- Approve ballot at Executive Board meeting, begin election. Results to be presented at the September meeting.
- November- Begin to solicit nominations for Awards by sending emails to the membership, and/or other means to select award nominations.
- January- Select award winners during Executive Board meeting, order awards to be given at the Annual Conference.
- Annual Conference- Arrange with the conference Program Committee to give awards during the conference.

#### 2.7.4 Treasurer

Time Commitment is approximately 4 hours per week (may increase during times of high travel volume for committees or Executive Board members)

##### General responsibilities

1. The Treasurer shall perform fiscal management duties as directed by the Executive Committee.
2. The Treasurer shall maintain records of the fiscal activities of the Corporation, with primary responsibility for accounts-payable records, and will submit a report of the activities at each Executive Committee meeting and as requested by the President and/or the Executive Committee.
3. The Treasurer shall submit an annual report of the fiscal activities of the Corporation to the representatives at the annual business meeting.

##### Specific responsibilities

- Pay incoming bills and reimburse members' expenses as necessary; deposit income if needed.
- Perform monthly reconciliation to match income & expenses to the appropriate budget category.
- Maintain financial records and prepare reports for Executive Committee meetings and the annual business meeting.
- Coordinate the filing of tax returns with the tax preparer.
- File tax-exempt status forms.
- File/update Annual Indiana Business Report.

- Coordinate the addition / removal of Executive Committee members on the bank account.
- Recommend changes in record keeping and reporting.
- Provide documentation/information to the Audit committee for an audit of prior year's fiscal transactions.
- Collect information for the Archive Committee and present it by the end of the year.

#### Tenure

The Treasurer serves for one (1) year, beginning with the adjournment of the annual meeting of the Corporation.

#### The Treasurer should hold the following

- Status as primary signer on all bank accounts and investment accounts.
- Debit card and checks for the association.
- Copies of all processed reimbursement forms, monthly bank statements, tax returns (7 years), and insurance policy.
- Current (and historical) business entity reports.

### 2.7.5 Treasurer-Elect

Time commitment is approximately 4 hours per week (may increase based on incoming payments during conference registration and membership renewal periods)

#### General responsibilities

1. In the absence or temporary inability of the Treasurer to perform the duties of Treasurer, the Treasurer-elect shall perform fiscal management duties as directed by the Executive Committee.
2. The Treasurer-elect shall maintain accounts-receivable records of the fiscal activities of the Corporation and submit a report of the activities to the Treasurer to be included in the Treasurer's report at each business meeting and as requested by the President and/or the Executive Committee.

#### Tenure

The Treasurer-Elect serves for one (1) year, beginning with the adjournment of the annual meeting of the Corporation.

#### Specific responsibilities

- Deposit all income.
- Maintain financial records and prepare reports when needed.
- Ensure to regularly check executive board, committee chairs, and committee members have paid their membership dues.

- Attend the NASFAA Leadership Conference if approved by the Executive Committee.
- Collect information for the Archivist and present this to the Archivist.
- Monitor iPostal1 mailbox for incoming mail and forward to the appropriate person (most will be incoming payments).
- Participate in the Budget & Finance Committee; see Budget & Finance Committee for tasks.
- Confirm that the executive committee members and the co-chairs are all currently paid ISFAA members. Complete the review in December and then prior to the annual conference.
- This is the time you will learn about the Treasurer's position. Make sure to work closely with the current Treasurer.

### 2.7.6 Past Treasurer

Time Commitment Approximately 15 hours throughout the year.

#### General Responsibilities

1. The Immediate Past Treasurer shall assist the Treasurer as requested by the President and/or the Executive Committee.
2. The Immediate Past Treasurer shall serve as Chair of the Budget & Finance Committee.
3. In the absence or inability of both the Treasurer and the Treasurer-Elect to perform the duties of the Treasurer, the Immediate Past Treasurer shall assume said duties and while acting shall have all the powers of the Treasurer and be subject to all of the restrictions placed upon the Treasurer.

#### Tenure

The term of office shall begin following the adjournment of the annual meeting of the Corporation and will serve for one (1) year.

#### Specific Responsibilities

- Reconcile bank accounts with Quickbooks monthly.
- Coordinate & lead meetings for the Budget & Finance committee.
- Be available during the annual audit of prior year's fiscal transactions to answer questions.
- Attend President's Retreat and go over Fiscal Policies and Procedures as part of the agenda.

### 2.7.7 Secretary

Time Commitment is approximately one (1) day every other month

### General responsibilities

1. The Secretary shall record, distribute to the representatives, and maintain a file of the minutes of the meetings of the corporation and its Executive Committee.

### Tenure

The Treasurer serves for one (1) year, beginning with the adjournment of the annual meeting of the Corporation.

### Specific responsibilities

- To attend each Executive business meeting, record the minutes, and present them for review at the next Executive business meeting. Once reviewed, they will be posted to the ISFAA website or otherwise distributed to the membership.
- To attend the Business Meeting at the Annual Conference and record the minutes. Arrange for the minutes to be included for review at the next conference. Will also present last meeting's minutes for review.
- For electronic motions and approvals of any issue, will compile and create a record of activities as official minutes. Will present minutes along with normal business meeting minutes for review.
- Prepare stationary for the elected executive committee and post it to the website. Maintain Official electronic Logo.
- To arrange for a substitute to record minutes, if not able to be present at any executive committee or business meeting.
- Provide all records to the Archives Committee for storage at the end of the year.
- Maintain records of the Indiana Gaming forms each year to ensure we can participate in our fundraising activities.

### Tasks to complete responsibilities

- Executive Committee minutes should be recorded; presented at the following executive business meeting; if amendments are necessary, edit and post within one week to the ISFAA website or submit via email to the membership.
- When discussions are held between scheduled business meetings electronically, make sure to keep those records, any motions and approvals. Prepare a written summary of those actions at the next executive business meeting for approval.
- Work with the Annual Conference Site Committee to present last year's minutes for approval during the business meeting. Record minutes and prepare to submit for the next Annual Conference business meeting. Ensure conference business minutes are passed from year to year to maintain continuity.
- Stationary is to be created once the new Executive Committee is approved and posted to the ISFAA website for internal use only. Must also maintain electronic copies of our logo.

- At the end of the year, all records are given to the archive committee for storage. Work with The Archives committee to electronically send all documentation.

### 2.7.8 Delegate-At-Large (4 positions)

Time Commitment approximately 5 hours every other month

#### General responsibilities

1. The Delegate At-Large Representative shall attend all meetings of the Corporation, participate in activities, and represent the membership.
2. The Delegate At-Large Representative will serve on the Bylaws Committee and the Audit Committee to ensure internal operations of the Corporation are maintained efficiently and accurately.
3. The Delegate At-Large Representative will communicate with the membership to ensure issues and concerns of the membership are reviewed by the Executive Board.

#### Specific responsibilities

- Attend Executive business meetings.
- Member of the Audit Committee and will participate in annual fiscal review. See Annual Audit Guide.
- Member of the Bylaws Committee and will review Bylaws for updates and changes. See Bylaws Committee Chair for more information.
- Represents the membership at large, may be a liaison to the membership for issues or tasks that need to be brought to the Executive board.
- Work with the Newsletter Committee to submit an article about your time with the board, one article per year of term.

#### Suggestions for Role

- Be available to become involved as necessary or when asked by the President. Delegates At-Large may be asked to serve as a Representative, investigate issues, or attend special functions.
- Be an active member of ISFAA by attending ISFAA sponsored events and trainings. This may include
- Staffing a table at the annual conference to meet with members.
- Serving as a mentor to new ISFAA members.
- Holding a session at the annual conference to hear from the members.
- Serve on additional committees as time and interest permit.
- Be available at social activities during the NASFAA Annual Conference, the MASFAA Annual Conference, and our Annual Conference.
- Writing an article for the newsletter.

## 2.8 Duties and Responsibilities

As members of a not-for-profit organization in the State of Indiana, Executive Committee members have certain legal duties.

- The Duty of Care requires Executive Committee members to remain fully informed about ISFAA's activities, participate in decisions, and do so in good faith. Executive Committee members must use the care and judgment of an ordinary prudent person in similar circumstances.
- The Duty of Loyalty requires Executive Committee members to exercise their power in the interest of ISFAA and not their own interest or the interest of another entity, particularly in which they have a formal relationship. When acting on behalf of ISFAA, Executive Committee members must put the interest of ISFAA before their personal and professional interests. The Duty of Loyalty requires Executive Committee members to give undivided allegiance to ISFAA when making decisions affecting ISFAA.
- The Duty of Obedience requires Executive Committee members to comply with all applicable federal, state, and local laws, adhere to ISFAA's by-laws, and remain guardians of ISFAA's purpose and mission. Although Executive Committee members may exercise their own reasonable judgment concerning how ISFAA should best meet its purpose and mission, they are not permitted to act or speak publicly in a way that is inconsistent with the central goals of ISFAA.

## 2.9 President's Council

To ensure support and collaboration, the president-elect, current president, and past-president will meet regularly to discuss ISFAA matters. This will be a time to share ideas, and to ensure the organization is moving forward with actions to support the Strategic Plan.



### 3.0 Commissions

There shall be five (5) Commissions to carry out the purposes of the Corporation: Associate Members, Internal Operations and Management, Professional Training and Development, Public Relations and Communications, and Governmental Relations.

- Internal Operations and Management Commission has the responsibility for managing the general activities of the corporation as related to finance, membership, voting, by-laws and other areas as deemed necessary for the stability and growth of the corporation.
- Professional Training and Development Commission shall plan, conduct and supervise the professional training and development activities, i.e., programs, workshops, seminars, etc., that contribute to the competency, development and status of the membership.
- Public Relations and Communications Commission shall coordinate the activities that communicate issues, ideas, and information to the representatives; it will also foster and promote financial aid awareness activities that assist in the dissemination of financial aid information to students, parents, high school counselors/personnel, admissions personnel, and the general public.
- Governmental Relations Commission shall serve as the liaison for the Corporation with local, state, and/or federal agencies/organizations that directly affect financial aid, institutions and students.
- Associate Members Commission shall serve as the liaison for the Corporation with issues that pertain to and affect the Associate membership, i.e., sponsorship, associate concerns, charitable functions.

#### 3.1 Commission Directors

- a) The Commissioners will be responsible for coordinating the efforts of all committees under their jurisdiction and shall work with the President to establish committee goals and objectives for the year.
- b) The Commissioners shall assist the President in the appointments of the committee chairs.
- c) The Commissioner is ratified for a two-year appointment.

## 4.0 Committees

### 4.1 Standing Committees

Standing committees are permanent committees.

Current standing committees are:

- 1) Budget and Finance Committee
- 2) Membership and Ethics Committee
- 3) Nominations, Elections & Awards Committee
- 4) Annual Conference Planning
  - a. Program Committee
  - b. Site Committee

### 4.2 Discretionary Committees

Discretionary committees may be continuing committees, but at the discretion of the Executive Board.

Current discretionary committees are:

#### *Internal Operations Commission*

- 1) Bylaws Committee
- 2) Archives committee
- 3) Audit Committee
- 4) New Professional & Mentoring Committee

#### *Training and Development Commission*

- 5) Training Committee
- 6) Long Range Site Committee
- 7) Access, Equity, and Diversity Committee

#### *Public Relations Commission*

- 8) Newsletter Committee
- 9) Electronic Communications Committee
- 10) College Goal Sunday Committee

#### *Governmental Relations Commission*

- 11) Governmental Relations
- 12) VA Advisory Committee

#### *Associate Members Commission*

- 13) Sponsorship committee
- 14) Pat Wilson Scholarship Committee

### 4.3 Ad Hoc, Special Committees and Task Forces

Ad Hoc, Special Committees and task forces are appointed by the President to address a specific purpose or issue which will ordinarily reach conclusion within one year.

### 4.4 Committee Membership Policy

- Committee members must be paid members and in good standing
- All committee members are appointed by the respective committee chairperson
- Committee chairpersons are recommended by the President, in collaboration with the commissioners of the committee.
- Members can be on multiple committees and will complete a volunteer form to serve
- All Committee chairpersons should make every effort to appoint committee members who are representative of the membership, i.e., ethnicity, gender, institution type, and state.
- The President has the authority to remove from office, any committee chair or member for actions including, but not limited to: theft, embezzlement, misconduct or misuse of the position.
- An elected/appointed Executive Board member may be removed from office for actions including but not limited to theft, embezzlement, misconduct or misuse of the position, by a majority vote of the Executive Council.

### 4.5 Committee Reports

- Committee Chairpersons will prepare an agenda for each committee meeting and ensure minutes are taken.
- Each committee of ISFAA is responsible for submitting written reports before each executive board meeting.
- Commissioners of each committee will present the report for their committees, and are responsible for taking any feedback and questions to the committee.
- Each Committee Chairperson will be responsible for completing a final year-end report. This will include a list of accomplishments and suggestions or recommendations for future committees and how the committee met the assigned Strategic Plan and President's goals. Committee Chairpersons not continuing as the committee chair for the following year will pass all related materials to the new chairperson at the conclusion of the ISFAA Executive Board year.
- The Committee is responsible for sending materials to archives.

### 4.6 General Responsibilities

- Standing and Discretionary Committee responsibilities are specifically outlined below. Committee Chairpersons are responsible for seeing that their committees perform as outlined.
- Each committee and Chairperson should develop, at the beginning of the year, their goals and objectives, plan of action, and priorities for the coming year. This would also include a calendar showing dates, activities, etc.
- Committee Chairpersons are responsible for implementing the goals and objectives during the year of service.
- Committee Chairpersons are responsible for calling all meetings and making physical arrangements, setting the meeting agendas, distributing the agenda to committee members prior to the meeting and distributing reimbursement forms to all committee members.

- Committee Chairpersons are responsible for providing the members with guidelines as to their responsibilities and tasks for the year and monitoring the performance of the committee and committee members.
- Committee Chairpersons are accountable for the budgets approved by the Executive Council. As such, chairpersons should monitor all expenses to be sure that they are legitimate expenses of the committee and within the committee's budget. Any Payment/Reimbursement Request Form, submitted by a committee member, should be signed by the Committee Chairperson and submitted to the Treasurer for reimbursement of expenses, along with all original receipts submitted by the claimant.
- ISFAA committees should make every attempt to meet virtually, if possible.
- The Committee Chairperson submits records of committee work to Archives in March.

#### 4.7 Term of Service

The term of service for Committee Chairpersons and members is one year.

#### 4.8 Committee Meeting Expenses

The travel expenses incurred by committee members in attending committee meetings and performing authorized committee activities will be covered according to the policies of the Association.

#### 4.9 Detailed Standing Committee Descriptions

##### 4.9.1 Budget and Finance Committee

Time Commitment: approximately 1-2 hours per month

##### **General Responsibilities**

The Budget and Finance Committee shall be responsible for the fiscal credibility of the Corporation through

- an annual review of the accounting procedures and pertinent records,
- construction of an annual operating budget, and
- other activities that ensure the financial stability of the Corporation

##### **Specific Responsibilities**

- Maintain list of financial accounts authorized signers/user
- Review and update the Fiscal Policy annually
- Support other committees when setting membership dues and conference / sponsorship rates
- Provide incoming committee chairs with information needed to create their annual budget requests
- Create & maintain a strategy to increase revenues sources
- Create & maintain a strategy for reviewing account balances, reserves and investments

##### **Tasks to Complete Responsibilities**

- Annually review list of authorized signers on bank account, investment account and other financial accounts to add new and remove past Exec members.
- Recommend changes to fiscal policy, including updates to the Reimbursement Request form.
- Recommend mileage, meal and lodging rates prior to constructing annual operating budget.

- Research and collect aging receivables (memberships, conference registrations, sponsorships that are unpaid - including the confirmation of current membership for Exec board members & committee chairs/members).
- Promote additional income sources to membership (i.e. Amazon Smile)

#### **Timeline / Dates**

- At the meeting prior to the President's Retreat, research mileage, meal and lodging rates for approval by the Executive board for committees to submit their budget requests for the next fiscal year.
- Once the new board takes their positions, review list of authorized signers on financial accounts.

#### **Notes**

This committee has some overlap with the responsibilities of the Treasurer-Elect and Treasurer positions.

#### 4.9.2 Membership and Ethics Committee

Time commitment approximately 2-3 hours a month

##### General responsibilities

1. The Membership and Ethics Committee shall consist of three (3) members.
2. The Membership and Ethics Committee shall be responsible for all matters concerning recruitment, and retention of members.
3. The Membership and Ethics Committee shall be responsible for sending annual membership renewal reminders by December 1<sup>st</sup>.
4. The Membership and Ethics Committee shall maintain membership records.
5. The Membership and Ethics Committee shall be responsible for the promotion and evaluation of ethical financial aid practices and the maintenance of professionalism among members.
6. The Membership and Ethics Committee shall be a part of the Internal Operations Commission.

##### Specific responsibilities

- Maintain an official database of the membership, ensuring members have the correct affiliation and voting status.
- Distribute renewal application email to members on an annual basis.
- Solicit new members and supply them with application instructions as needed.
- Review Ethical Statement and distribute to membership on an annual basis.
- Recommend membership fees to the Executive committee in November each year.
- Maintain years in service and provide data to Nominations, Elections, and Awards Committee for proper recognition.
- Provide membership status report for each Executive committee meeting.
- Create a communication strategy and plan to communicate to new members, membership renewals, lapsed members, new directors.
- Encourage involvement and participation and highlight member benefits.

### *Tasks to complete responsibilities*

- Review and update the application for membership on the web for each year.
- Research other association dues to recommend yearly membership rates to the Executive committee.
- Maintain membership statistical reports on a monthly basis to provide for Executive committee reporting and a year-to-year comparison.
- Maintain a list of non-participating institutions and their primary contact to continue promotion and recruitment of their participation in ISFAA.
- Reach out to new FA directors and highlight the value of ISFAA membership.

### 4.9.2 Nominations, Awards, and Elections

Time Commitment is approximately 8 hours over the year

### *General responsibilities*

1. This committee shall consist of three (3) members including the Immediate Past-President, who shall serve as Chair.
2. Nominations, Elections and Awards Committee shall be responsible for conducting a fair and equitable nominations and election process, including the presentation of a slate of candidates for the elected office and the supervision of the election.
3. Nominations, Elections and Awards Committee shall select individuals that have been or are currently members of ISFAA for recognition of outstanding service to the Corporation and to the Financial Aid profession. Responsible for recognizing members for Distinguished Service, New Professional, and Retirement Awards.
4. This committee shall be a part of the Internal Operations Commission.

### *Specific responsibilities*

- Select two other committee members
- Solicit nominations for officers for positions that need to be filled, including throughout the year for unexpected vacancies.
- Communicate with members in Newsletter and/or separate mailing regarding nominations.
- Present ballot of officers to Executive Board for approval.
- Using our account with Survey Monday, create an election ballot and distribute it to members to vote.
- Notify all candidates regarding the election results.
- Conduct award selection process for Distinguished Service, New Professional, and Retirement Awards, and purchase all plaques for recognition awards.
- Present awards at Annual Conference, collaborate with Site committee for timing and presentation.

### Timeline

- By March, have the committee created.

- March- begin campaign with the Newsletter Committee for nominations and elections.
- June- Begin to solicit nominations for election.
- July- Approve ballot at Executive Board meeting, begin election. Results to be presented at the September meeting.
- September- Begin to solicit nominations for Awards by sending emails to the membership, and/or other means to select award nominations.
- November- Select award winners during Executive Board meeting, order awards to be given at the Annual Conference.
- December- Work with the Program committee to present awards at the Annual Conference.
- Annual Conference- Present awards to Award winners. Arrange for photos to be taken of each recipient.

## 4.10 Detailed Discretionary Committees

### Internal Operations

#### 4.10.1 ByLaws Committee

Time commitment approximately 10 hours throughout the year

##### General responsibilities

1. Maintain official ByLaws and produce when requested by members. Respond to proposals by the Executive Committee regarding changes or refinements in the ByLaws. Present proposed changes to the membership for comment prior to final vote.

##### Specific responsibilities

- Maintain official copy of ISFAA ByLaws.
- Ensure copy of Official ByLaws is viewable to all on ISFAA's website.
- Review proposed changes and provide specific language required to achieve such changes for review and approval of membership.

##### Tasks to complete responsibilities

- Communicate with At-Large representatives to form the committee.
- Meet as required to read and review bylaws yearly and recommend updates/changes.
- Rewrite specific sections of ByLaws to achieve proposed changes and present rewrites to Executive committee for approval, and then present them to membership for discussion prior to a vote.
- Present to membership for a vote. Tabulate voting results and update bylaws as approved.

#### 4.10.2 Archives Committee

Time Commitment approximately 5 hours a month

## General responsibilities

1. To maintain the official records of ISFAA.
2. Provide historical information to the membership as requested.

## Specific responsibilities

- Serve as a manager over the permanent storage of ISFAA records.
- Collaborate with the Commissioners of the Executive board to maintain records from each committee.
- Maintain membership information, members of Executive Board, Commissioners, Chairs, and members of committees and update on an annual basis.
- Provide archival material to members and others as needed.

## Tasks to complete responsibilities

- Collect ISFAA records throughout the year and at the end of each year, as they become available.
- Keep the Executive Committee informed periodically as to the status of the archives.
- Provide information to the membership periodically to give them a sense of ISFAA's history.
- Determine list of items to be placed in archives and distribute list to all committee chairs at the Presidential retreat.

## Training and Development

### 4.10.3 Program Committee for Annual conference

Time Commitment approximately 25 hours through the year

## General responsibilities

1. Convene the committee responsible for planning the annual conference program.

## Specific responsibilities and Timeline

- Establish a general conference theme with the President- Spring
- Send call for proposal emails to the membership for session ideas and presenters- Before July meeting
- Attend the Executive Board meeting to discuss agenda content- July meeting
- Identify keynote speaker(s) and topic(s)- After July meeting
- Select sessions and presenters for the agenda- July/August/September
- Present draft agenda, with sessions to the Executive committee- September meeting
- Prepare draft of agenda to be used on the website for registration- October/November
- Present final agenda with speakers to the Executive committee- November meeting
- Prepare all audio-visual needs and present them to site committee- November
- Solicit volunteers to moderate workshop sessions. Communicate with volunteers regarding required tasks- November/December



- Gather thank you notes & gifts for all presenters. Distribute items at the conference.
- Prepare final agenda/schedule to be distributed at the conference, and update the website- December
- At Annual Conference, be available to the presenters for assistance.
- Prepare final report and present it to Executive committee- March meeting, after conference
- Submit committee documentation to the Archive Committee- March

#### Collaborations

- Site Committee will have the contract information and will have the number of break out rooms available. They will also be your main collaborator.
- Work with the Website Committee for website updates regarding the agenda.
- Review workshop selections with the Access, Equity, and Diversity Committee
- Check with Delegate At-Large members for an ISFAA workshop session.
- New Professionals and Mentoring Committee may add activities to the agenda regarding their goals.
- Work with the Sponsorship Committee for proposals from our partners.

#### 4.10.4 Site Committee for Annual conference

Maximum recommendation is 7 committee members, including chair(s).

#### General Responsibilities

1. The Annual Conference Site Committee will work with the venue once it is determined by the Long Range Site Committee to establish room block/rate, conference rooms for sessions, AV needs and food/beverage. They will oversee registration of members for the conference, program packets/registration desk, and survey of attendees.
2. Conference Rate will be determined by executive board. Program committee determines specific content/sessions and will communicate their needs to our committee. Other committees may express needs that we can assist with as part of the site committee (for example, New Membership Committee or Access, Equity and Diversity Committee initiatives).

#### Specific Responsibilities

- Set committee by November
- Stay within conference budget by determining food and AV costs
- Ensure Adequate space for conference needs
- Oversee registration
- Oversee reservation for MASFAA president as part of the Exchange agreement we have (MASFAA president attends ISFAA Conference)
- Conduct survey after conference and submit it to the Executive Board for review

#### Tasks to Complete Responsibilities

- Meet with Site in June/July; ensure adequate space based on program committee's information
- Meeting with committee every other month (recommended)
- Pricing set by end of July for food and AV and presented to Executive Board
- Reach out to other committees such as new membership committee and AED to ensure we are providing a welcoming environment and include any initiatives they have for registration online and check in table
- Open registration, working with Website and Program Committee, in October
- Regular emails to membership October-January
- Confirm intent of MASFAA president through ISFAA president to attend and committee will make hotel arrangements.
- Monitor registration and report back as necessary to leadership
- Print program, name tags
- Create survey and email it to membership
- Present results of survey at executive Board meeting in February

#### 4.10.5 Training Committee

Time Commitment Approximately 40 hours throughout the year

##### General responsibilities

1. Develop and administer statewide training workshops to meet current needs of financial aid professionals by utilizing the NASFAA Credential Training resources.
2. Develop and administer membership-requested "content area" workshops (i.e. dealing with angry customers, implicit bias, delivering exceptional customer service, diversity training, FAFSA Simplification, collaborating across campus), designed to meet the requested needs of the ISFAA membership.
3. Be prepared to offer Town Hall meetings, designed to address recent/impromptu changes to financial aid guidance and regulations released by the U.S. Department of Education and Federal Student Aid

##### Specific responsibilities

- Locate qualified presenters to administer the NASFAA Credential training. Presenters must earn the credential prior to training a group.
- Develop annual training schedule of ISFAA sponsored workshops, which will utilize the NASFAA Credential Trainings.

##### Tasks to complete responsibilities

- Plan and organize trainings across the state in various locations throughout the year.
- Contact potential site hosts and decide on workshop site.

- Advertise workshops through emails and update the website with information regarding each training; Can utilize the website for registration.
- Arrange for trainers locally near site, if possible, to keep mileage costs at a minimum for the trainer.
- Arrange for food/drinks for breaks as appropriate, based on budget.
- Ensure committee presence at each event for oversight.
- Ensure list of participants are recorded accurately and reported to NASFAA in order for the participants to sit for the credential test; ensure participants have access code for the credential test after training.
- Work with the Treasurer to purchase the NASFAA Credential Trainings for our membership.

#### 4.10.6 Long range Site Committee

Time commitment approximately 8 hours throughout the year

##### General responsibilities

1. The committee shall investigate possible meeting sites for ISFAAs Annual Conference.
2. The committee should also be available to review sites for the President's Retreat.
3. The committee will be available to review any additional sites needed for ISFAA events.

##### Specific responsibilities

- Negotiate services and facilities to be provided to the Organization.
- Tasks to complete responsibilities
- Visit various establishments and investigate the facilities for meetings.
- Use past and current surveys from the membership to consider locations throughout the state.
- Present various options to the Executive Committee with recommendations as to potential future sites when requested. These sites should be secured at least 1 year in advance of the event.

#### 4.10.7 Access, Equity, and Diversity

Time Commitment approximately 8 hours per month

##### General responsibilities

1. Coordinate with other ISFAA committees to offer training opportunities or resources relative to access, equity, and diversity within ISFAA's professional membership and within student specific interactions on individual campuses.
2. Maintain the resources website (once live).
3. Oversee the selection of the MASFAA Leadership Symposium Scholarship.

### Specific responsibilities

- Develop a comprehensive communication plan annually to engage with the ISFAA listserv.
- Provide sessions annually for the Leadership Symposium/Support Staff Workshop and the Annual Conference.
- Engage with the ISFAA Executive board on issues relative to access within the membership.
- Engage with the membership on opportunities to increase access, equity, and diversity within ISFAA.
- Solicit nominations for the Scholarship to fund a member to attend the MASFAA Leadership Symposium.

### Tasks to Complete Responsibilities

- Determine appropriate subcommittees to achieve goals set out each year.
- Maintain the MASFAA Leadership Symposium Scholarship application each year and select the recipient(s).
- Create subcommittees each year to focus more specifically on the goals of the committee (depending upon size of full committee, 2-3 subcommittees will likely be appropriate); Example: New Membership, Resources, Communication.
- Review climate survey and consider additional supplement information received.

### Helpful comments

The needs of this committee should be evaluated frequently as the needs of the ISFAA membership, and our student populations will continually change. It is important to meet frequently as a team and bring forward comments/suggestions to the Executive Board for further consideration.

## Public Relations

### 4.10.8 Newsletter Committee

Time commitment approximately 2-3 hours a month

### General responsibilities

1. The Newsletter Committee shall be responsible for the creation of the Association's newsletter- ISFAA Bits and Bytes
2. This committee shall publish four issues of the newsletter each year. (Feb, May, Oct, Dec,)

### Specific responsibilities

- Select members to assist the Editor in collecting content and producing the newsletter.

- Select four dates that the newsletter will be published and deadline dates for the submission of articles for each newsletter.
- Develop general topics to be covered in each newsletter through dialogue with the President.
- Submit articles to the President for approval before posting an edition to the website.
- Work with other committees to highlight various events ISFAA holds throughout the year. Ex: Upcoming trainings, Support Staff Workshop, Leadership Symposium, Annual Conference, College Goal Sunday, Guidance Counselor Workshop, Make-It-Real, etc.

#### Tasks to complete responsibilities

- After finalizing the content plan, decide and confirm the writer of each article.
- Contact potential writers a month before the article deadline to give them ample time to write and get the article to the Editor. Work with Delegate At-Large representatives for articles by them.
- Share articles with the President and receive approval for each.
- Notify commissioner or President (whomever agreed) to send out notification once newsletter posted on website.
- Send the newsletter to the Technology Chair to post on the website.

#### Timeline for Distribution

February/May/October/December: Newsletter distributed

September/November/January/April: email writers to get articles submitted to chair

#### Layout Suggestions

##### Layout

Section 1: Current topic (conference?)

Section 2: President's Perspective (Current ISFAA President)

Section 3: Outgoing Thoughts

Section 4: Current Topic

Section 5: SFA News

Section 6: Executive Committee Member Focus

Section 7: Current Topic

Section 8: Current Topic

Section 9: A Look Back

Section 10: Comings and Goings (Sue Allmon)

Section 11: Upcoming Events

ISFAA Newsletter Committee Calendar

1. January – Work with ISFAA President to complete 2023 Newsletter Work Chart. The work chart provides the Newsletter Cmte and the ISFAA president a document that coordinates the various elements of the newsletter for the year including which

committees for the spotlight, any additional articles, as well as ads. Reach out to the committee as well as others (as noted in the work chart) for articles with the deadline to complete the article and send to the editor.

2. February – Gather and organize the articles and ad needed to complete the newsletter and post newsletter prior to College Goal Sunday.
3. March –
4. April - Reach out to the committee as well as others (as noted in the work chart) for articles with the deadline to complete the article and send to the editor.
5. May - Gather and organize the articles and ad needed to complete the newsletter and post newsletter prior to Memorial Day Weekend.
6. June -
7. July – Remind ISFAA President and Executive Board to take and submit pictures should they be attending ISFAA events (trainings, leadership symposiums, etc). or events with other members of ISFAA.
8. August -
9. September – Reach out to the committee as well as others (as noted in the work chart) for articles with the deadline to complete the article and send to the editor.
10. October - Gather and organize the articles and ad needed to complete the newsletter and post newsletter prior to Halloween or College Goal Sunday if it has an October Date.
11. November - Reach out to the committee as well as others (as noted in the work chart) for articles with the deadline to complete the article and send to the editor.
12. December - Gather and organize the articles and ad needed to complete the newsletter and post newsletter prior to folks leaving for the holiday.

Remind ISFAA President and Executive Board to take and submit pictures should they be attending ISFAA events (trainings, leadership symposiums, etc). or events with other members of ISFAA.

#### 4.10.9 Electronic Communications Committee

Time Commitment approximately 4 hours per month

##### General responsibilities

- Maintain association website by serving as the liaison with website vendor.
- Review and update information on the website periodically to keep accurate and up to date information online.
- Create wire frame/ skeleton website & assign/maintain stewards.
- Create, update, and maintain social media website.

##### Specific responsibilities

- Review website on an annual basis to update information (work with stewards).
- Work with the Executive committee to post necessary information when needed.

- Keep important events listed on the website calendar; facilitate training for members to update the website calendar.
- Monitor & be contact for Survey Monkey.
- Serve as contact for ISFAA members to update website information.
- Maintain Job Postings, send email to membership.
- Assign stewards for pages to update/maintain pages; contact stewards to verify accuracy.
- Maintain a non-members section of general information.

#### Calendar

January/February- Evaluate/update/change committee members

March- Evaluate/establish goals for the year

Quarterly- Send email to stewards to review website and request appropriate changes

#### Helpful comments

- Create skeleton of website and assign stewards to all pages to monitor changes/updates
- Create “to do” guides for members (update) for mileage, list serve, meeting notes, etc.
- Create Facebook page - We have one, but do we have access?
- Maintain Survey monkey account, assist with survey creations and distributions
- App for smart phones for evaluations

Committee: 2 Chair & 2 Committee; Committee members renewed/changed annually (dependent on involvement success of website).

#### 4.10.10 College Goal Sunday Committee

Time commitment approximately 5 hours every other month with increased time leading up to event date(s)

##### **General responsibilities**

1. The College Goal Sunday Committee is responsible for the annual planning and execution of College Goal Sunday.

##### **Specific responsibilities**

- Coordinates a detailed plan of the College Goal Sunday event(s) including, but not limited to fundraising, grant writing, marketing, site selection, site coordinator recruitment, media coordinator recruitment, volunteer recruitment, update/maintain website, determine style and color of sweatshirts/t-shirts.
- Create a student and volunteer survey for the event, select scholarship winners from the student survey at random.

- Appoint a treasurer for the committee; maintain a working budget and submit a report to the Executive Board Treasurer.
- Create print media and distribute to schools, youth organizations and other institutions.
- Work with CHE on promotion to 21<sup>st</sup> Century Scholars
- Maintain & update website for up to date information, volunteer process, materials and more
- If possible, plan and execute a Site coordinator retreat (every 2 years).
- Create a process for shirt distribution to site coordinators.
- Compile data and submit to stakeholders, such as Eli Lilly & INvestEd.

### **Timeline**

With 2 dates

February- CGS Spring date

April- Wrap-up meeting from Spring CGS

May- Meet to set dates for CGS, begin planning

June- Verify Fall sites

July-September - Submit grant proposal to Eli Lilly

September- CGS site updated, volunteer registration open

October- Order and distribute shirts for volunteers

November- CGS Fall date, verify Spring sites

### [4.10.11 Counselor Workshop](#)

Time Commitment Approximately 5 hours per month (Time almost completely from May thru October, with bulk of work in July – September).

### **General Responsibilities**

1. Contact host sites from previous years (or new sites) by June 10.
2. Organize, plan, and schedule high school counselor workshops (but open to all) to cover the financial aid process.

### **Specific Responsibilities**

- Identify institutions willing to host the workshops that can provide a quality experience for attendees that also meet geographic needs.
  - Preference may be given to sites that have been excellent hosts previously.
- Meet with the Commission for Higher Education to determine dates they are not able to participate as well as dates bad for counselors to attend.
- Work with sites for dates that are best to host and set calendar for series of events.
- Committee will work with Technology to post site and registration information on the ISFAA website.
- Identify and line up presenters to speak at the workshops.
  - Strong survey results in previous years 1 factor in this process.



- Make available to attendees all materials necessary for the workshops. Attendees will be notified that they will need to print them prior to coming to the event.
- Form a content creation group of experienced ISFAA financial aid administrators to build workshop content.
- Collect statistical information about workshops (site, presenter/counselor evaluations, and number of attendees).
- Create evaluation and compile results to include in yearly report.
- Compile year-end report for chairperson of Executive committee.

### **Calendar**

April: Begin organizing sites plan, meet with CHE

May: Contact locations to host workshops

June: Finalize sites

July: Line up presenters and start working on presentation

August: Launch registration for workshops

August/September: Promotion of workshops

August/September: Work with sites for final details and preparation for workshops

September/October: Communicate with registrants about upcoming wkshop they registered for

September/October: Conduct the workshops

September/October: Conduct post event surveys with attendees

### **Helpful comments**

Vision: To offer a workshop to school counselors across the state to provide guidance about new, changing, and important financial aid information.

Website: [isfaa.org/counselor-workshops](http://isfaa.org/counselor-workshops)

Committee: 2 chairs & 2-3 members; committee members will be renewed/changed annually

#### 4.10.12 Make it Real

#### 4.10.13 Financial Aid Outreach

### Governmental Relations

#### 4.10.14 Governmental Relations

Time commitment approximately 4 hours a month

### **General responsibilities**

1. The Governmental Relations Committee shall monitor state and federal legislation.

**Specific responsibilities**

- Monitor state and federal legislation; bring items of importance to the attention of the Commission and, when appropriate, ISFAA members.
- Coordinate with ICHE Division of Student Financial Aid Associate Commissioner on items requiring feedback and input.
- A member of the committee shall also sit on the MASFAA Advocacy and Legislative Issues Committee.
- A member of the committee shall sit on the NASFAA State Something Committee.

**Tasks to complete responsibilities**

- Call regularly scheduled and Ad Hoc meetings.
- Write to membership to propose legislative responses as endorsed by Commission members.
- Work with the Executive Board and the President to write a White Paper to send to the hill.

#### 4.10.15 VA Advisory

#### Associate Members

#### 4.10.16 Sponsorship Committee

Time commitment approximately 4 hours per month

**General responsibilities**

1. Coordinate exhibitor activities and sponsorship opportunities for sponsors and vendors.

**Specific responsibilities**

- Coordinate specific exhibitor and sponsorship activities with Program and Site Chairpersons for Annual Conference.
- Coordinate sponsorship for ISFAA Newsletter and website.
- Act as the liaison between sponsors/vendors and the following chairpersons: Annual Conference Program, Annual Conference Site, Website, Newsletter, and Membership.
- Review, organize and continually update the list of potential and active sponsors/vendors and their primary contact for ISFAA activities.
- Maintain a positive relationship with ISFAA sponsors/vendors.
- Annually review ISFAA fee structure and options with other state financial aid associations within MASFAA and any other contiguous states.
- Annually send reminder notification of ISFAA's Exhibitor and Business Partner Support Policies as well as the ISFAA Statement of Ethics and Professionalism to all active associate members.

**Tasks to complete responsibilities**

- Collaborate with Annual Conference Program and Site Chairpersons as to the status of sponsorship needs, and current contracts.
- Ongoing communication with sponsors as to what types of sponsorship are needed/available, site arrangements (physical accommodations for exhibit or refreshment/social breaks), written contract and payment procedures.
- Ongoing updating of ISFAA sponsor/vendor list.
- Write and email initial letter explaining ISFAA and the sponsorship opportunities available. Write and email follow-up letter to those who do not respond to the initial letter.

- Express thanks to sponsorship partners on behalf of ISFAA via any mode that is sufficient to complete the task.
- Annual report listing participating sponsors/vendors, income from exhibiting and advertising, any additional comments/suggestions to assist with future activities.

#### **Calendar**

- February/March- Initiate dialog with sponsors/vendors active in the prior year to solicit feedback regarding their experience as associate members of ISFAA during the past year. Discuss items such as the Annual Conference, advertising options, fee structure, and any other creative sponsorship options.
- March- Write and email initial letter to potential sponsors/vendors for ISFAA activities, specifically related to the Annual Conference needs.
- May- Communicate with Annual Conference Program and Site Chairpersons as to sponsorship status. Act as liaison between sponsors/vendors and Program/Site Chairs.
- September- Provide listing of Annual Conference sponsors and vendors for “Thank You” during program meeting and any advertisements allowed in registration packet.
- November- Coordinate exhibitor area for Annual Conference; create and distribute evaluation at the conclusion of the conference to sponsorship partners.
- Submit an annual report within 1 month of the end of the Annual Conference. Submit copy to Archives.

#### **4.10.17 Pat Wilson Scholarship Committee**

Time Commitment approximately 2-3 hours a month

##### **General responsibilities**

1. The Pat Wilson Scholarship Committee assists in the coordination of all fundraising efforts to benefit the Pat Wilson Scholarship fund.

##### **Specific responsibilities**

- Develop an annual plan to raise money for the Pat Wilson scholarship fund.
- Coordinate an annual auction for the Annual Conference.
- Assist the President in the selection of the Pat Wilson scholarship recipient if requested.
- Maintain knowledge of Pat Wilson and recognize her legacy each year among the membership. Yearly review website content to ensure accurate information is maintained, including scholarship winners.
- Facilitate renewal of non-exempt approval annually

##### **Suggestions for Role**

- It's a good idea to try and solicit donations when you can, for the annual auction.
- Work alongside Site and Program for the promotion and logistics of the auction at the conference.
- Promote committee to membership to increase member participation

## 5.0 General Policies and Procedures

### 5.1 Accounts Receivable Policy

Accounts that remain outstanding to ISFAA at the conclusion of a workshop, conference, training seminar, etc., will normally be turned over to the Treasurer-Elect for follow up and collection activities. Payments not received by the first date of the event for which they were invoiced will be assessed late fees based on the following schedule, with day 1 representing the first day of the invoiced event:

- At 90 days past due a late fee of \$50 will be assessed.
- At 120 days past due the late fee will increase to \$75.
- At 150 days past due the late fee will increase to \$100.

Exceptions will be allowed if the coordinator of the event (i.e., Conference Site Chairperson or Program Chairperson) has negotiated resolution of the outstanding receivable. In these cases, the coordinator will notify the Treasurer-Elect of the status of the receivable on a monthly basis. The Treasurer-Elect will keep the Finance Committee informed of the status at least quarterly. Upon recommendation of the Finance Committee, the account may be turned over to the Treasurer-Elect if the account remains outstanding for a period greater than six months.

The Treasurer-Elect's responsibility will be to follow up periodically on all other receivables and advise the Finance Committee of their status at least quarterly. Write-offs will be reported to the Executive Council via the Treasurer-Elect's report.

Before writing any receivable off as an uncollectible bad debt, the Treasurer-Elect must bring the receivable before the Finance Committee for approval of write-off action. The Treasurer will assist with the collection of debts owed to the Corporation, especially past due accounts receivable.

When the receivable is the result of unpaid membership dues, late fees, or unpaid donation pledges, etc., the Treasurer-Elect will notify the next year's Conference Registration and/or Conference Site Coordinator to collect if future participation is attempted.

### 5.2 Alcohol Policy

ISFAA members are responsible for paying for their own alcoholic beverages at committee meal functions, whether paid for by separate checks or master billing. Alcohol is to be excluded from the bill and may not be reimbursed with ISFAA funds. ISFAA committee chairs are responsible for their committee's compliance to this policy.

With a concern for our shared professionalism and a sense of both social responsibility and fiscal constraint, the ISFAA President may authorize the purchase of alcohol for certain conference functions and other ISFAA conference events and activities, i.e. receptions. The ISFAA President is expected to exhibit good judgment in the amount of ISFAA funds spent on alcoholic beverages at these conference functions.

### 5.3 Archives

ISFAA online archive records are maintained in a Google Drive.

The Archives Chair and the President are responsible for the arrangement in regard to the transfer of any materials (Committee and Board meeting minutes, conference materials, photographs, etc.) that should be available for online viewing by Association members.

The Past Treasurer, Treasurer-Elect, and Treasurer are responsible in the determination of which documents should be maintained for IRS audit purposes. Copies of the financial statements, tax returns, reimbursement forms, transfer of administrative authority, and bank statements are included. Copies of tax returns and audits shall be kept for the legally required time frame.

The Archives Chair is responsible for requesting that the members of the previous year's Executive Board submit any pertinent ISFAA information from the previous year. This request and collection of information should occur prior to the end of the Executive Board year.

### **Executive Board Archive Suggestions**

**President-** Correspondence, Annual report

**President-Elect-** Correspondence, Policy & Procedure Manual Changes

**Past-President-** Nominations & Elections information. Award winners.

**Secretary:** All materials collected for Executive Committee meetings.

**Treasurer:** All Treasurer and budget reports, tax returns.

### **Committee Archive Suggestions**

**Access, Equity, and Diversity** - Monthly Actions Newsletters.

**Conference Program** – Copy of annual program and any planning information.

**Conference Site** – Copy of all conference materials, statistics and data.

**Leadership Symposium** – Copy of event agenda and attendee list.

**Long Range Site** – Copy of all signed contracts.

**Support Staff Workshop** – Copy of event agenda and attendee list.

**Training and Profession Development** – Copy of any training materials or presentations used.

## **5.4 Campaign Guidelines**

The following guidelines are designed to maintain consistency and avoid the potential for negative reaction to campaign practices:

1. Each candidate must be a paid member and be in good standing.
2. Candidates will submit a head shot photo and a biography to present to the Executive board for approval to appear on the ballot.

3. Candidates shall refrain from distributing promotional campaign materials that result in a direct expenditure of funds to the candidate, their institution, or state association, or other groups or individuals on their behalf.
4. Individual conversation, endorsements, or encouragement for one candidate or the other among ISFAA membership shall be considered as wholesome and within good practice.
5. Candidates shall be prepared to discuss their views, if asked, by other members of ISFAA.
6. Candidates shall be willing to contribute their best efforts to ISFAA if elected.

## 5.5 Cash Receipts Procedure

### A. Dues Revenue

1. Renewal of membership is web-based. Registrants will be instructed to print the confirmation screen and send a check (payable to ISFAA) to the Treasurer-Elect or to pay online with a debit or credit card. Members will receive renewal reminders beginning in December, will continue bi-weekly if they have not yet renewed. They will be instructed to go to the ISFAA web site to renew their membership. An additional email will be sent in mid-December to all those who have not renewed membership by that time to notify them that their membership will lapse January 1 if they do not renew soon.
2. When payment is received via check or credit card payment the Treasurer-Elect will update the system to reflect the payment. The system will automatically send an email to the member confirming the payment.
3. The Treasurer-Elect will record the checks and credit card payments in QuickBooks and prepare a deposit slip. Checks and cash will be deposited into the ISFAA checking account.
4. Deposits and fees are recorded in QuickBooks using the date the money is transferred to the ISFAA checking account.

### B. Conference/Other Registration Fees

1. The registration form for the event will be posted on the ISFAA web site at least two months prior to the event. Registrants may complete the form on-line and generate an invoice they can submit for payment. Payment may be made by check or by credit card (VISA or MasterCard).
2. When payment is received via check or credit card payment the Treasurer-Elect will update the system to reflect the payment. The system will automatically send an email to the member confirming the payment.
3. The Treasurer-Elect will record the checks and credit card payments in QuickBooks and prepare a deposit slip. Checks and cash will be deposited into the ISFAA checking account.
4. Deposits and fees are recorded in QuickBooks using the date the money is transferred to the ISFAA checking account.

## 5.6 Conference/Workshop Registration Fees, Expenses and Complimentary Room Policies

### A. Membership Dues Payment

Annual dues for ISFAA are established by the Executive Board. The membership year shall begin January 1 and end December 31. If dues are not paid, individuals attending conferences or workshops will be charged the non-membership fee. Requests to bill for dues after conferences or workshops should be refused. If, as a result of this policy, dues are paid twice, the secondary payment will be refunded.

## B. Workshop/Conference Registration Fees

1. Registration fees for members attending ISFAA workshops or conferences are established by the Executive Board. This includes:
  2. An Early Registration fee, which represents the established conference fee, will be offered for the annual conference.
  3. Up to three weeks prior to the conference the regular registration fee will apply.
  4. Retiree conference registration is one-half that of regular and associate member registration fee.
  5. Non-member rate for conference registration.
1. Mandatory on-site payment of fees (by cash or personal check) is required if payment has not been received prior to the event. Non-paid registrants will be contacted via email one week prior to the conference.
2. Conference Registration Fee Policy
3. Registration for conferences/workshops will be conducted via the ISFAA website. Attendees can pay with a credit card (MasterCard or VISA), an institutional check, a personal check, or cash. Payment must be made no later than on-site check-in at the event.
4. Attendees who have not paid the registration fee at time of check in will be directed to the "On Site" registration booth and will be assisted by a Site Committee representative and the Treasurer-Elect, if possible.

Those registering on-site will be directed to complete registration via the web and make payment at that time. There will be instances when registrants will not know their ISFAA website logins or passwords. They will be directed to a designated committee member who will have access to a username/password lookup function in the Membership Administration area. This process will also be used for those who have pre-registered and need to provide a credit card or cash payment.

There are instances when a registration is transferred from one person to another within the same institution. Requests for a transfer should be made to the Treasurer Elect in writing and should include the name of the person for whom registration is being canceled, the new registrant, and the institution. The Treasurer Elect will cancel the original registrant and add the replacement.

## C. Registration Fee Refund Policy for Annual Conference/Workshops

1. All requests for refunds shall be in writing to the Treasurer.
2. A 100% refund shall be granted if the request is requested at least 15 calendar days, prior to the start of the activity. The Treasurer shall confirm that the fee was received and issue a refund.
3. Exceptions for extenuating circumstances to item #2 above may be granted upon approval of the President, President-Elect and Past President.
  - a) Such requests must be requested within 15 days after the activity.
  - b) Up to 50% may be refunded.
  - c) A 100% refund may be allowed for immediate family medical reasons or death in the immediate family or for persons who have resigned from their employing institution prior to the start of stated activity.
4. A registration refund policy shall be published with all association conference/workshop materials.

#### D. Waiver/Reduction of Registration Fee

1. All persons attending ISFAA sponsored conferences, workshops, special symposiums and seminars will be expected to pay the registration fee. The following people will be entitled to a waiver/reduction of the registration fee:
2. ISFAA President (the President presiding at the opening of the annual conference)
3. Any retired ISFAA member as approved by the current President
4. NASFAA National Chairperson and/or National Chair-Elect
5. NASFAA President
6. Up to two (2) additional NASFAA Central Office Staff members
7. MASFAA President, or selected MASFAA representative
8. MASFAA State President Exchange Participant
9. U.S. Department of Education officials
10. Speakers outside the profession (for the appropriate period)
11. Other waivers may be approved by agreement of the President, President-Elect and Past President.

#### E. Conference Daily Registration Fee

1. The Daily Fee is available to ISFAA members only.
2. The Daily Fee shall be at least 50% of the regular on-time ISFAA member registration fee.

#### F. Reimbursements, Honoraria, and Travel Expenses

1. ISFAA members who serve as conference speakers/presenters may not be reimbursed for any personal expenses related to the conference (i.e., registration, transportation or room and board) or paid a fee or honorarium. This general policy also applies to individuals who work for agencies whose business is financial aid. An exception to this policy may be made by the Conference Program Chairperson and President for those members who are non-practicing financial aid administrators who would otherwise not receive reimbursement for their expenses.
2. ISFAA members and non-member presenters may be reimbursed for related expenses if the speakers feel this is necessary.
3. The Program Committee is authorized to pay travel expenses, hotel accommodations and meals for non-member speakers for appropriate periods.
4. The Program Committee will ask if the non-member speakers will charge any additional fees (i.e., honorariums, stipends). Approval of the Program Committee Chairperson is needed before final commitments can be made.
5. The following complimentary rooms can be negotiated by the Conference Site and Conference Program Committees:
  - a) NASFAA Staff who may attend as presenters
  - b) Conference Guest Speakers
6. Receipts are not required for meals if claiming per diem through ISFAA. The Treasurer and President may approve an expense for which no receipt is available.
7. ISFAA will allow for an extra night, if the earlier arrival results in cheaper transportation costs that counter the extra room cost or due to inclement weather.

#### G. Reimbursements for ISFAA Sponsored Workshops, Special Symposiums, and Seminars

1. ISFAA will pay for the current President to attend the Annual NASFAA Conference and will cover travel, hotel, registration, and per diem.



2. ISFAA will pay for the Treasurer-Elect and President-Elect to attend the NASFAA Annual Leadership Conference and will cover travel, hotel, registration, and per diem.

#### H. Complimentary Room Policy for ISFAA Annual Conferences

Future contracts with hotels will provide for the following (to the extent possible):

1. Suites:
  - a. One Complimentary Suite for the ISFAA President
2. Standard Rooms
  - a. Complimentary for the following:
    - i. NASFAA President
    - ii. NASFAA National Chairperson or National Chair-Elect
    - iii. NASFAA Staff who are presenting at the Annual Conference
    - iv. MASFAA President, or selected MASFAA representative
    - v. MASFAA State President Exchange Participant

### 5.7 Donors and Conference Vendors Policy

#### A. Policies

1. Donations received from outside organizations at ISFAA conferences will be encouraged by the Association. Vendors and donors will not host meetings that conflict with ISFAA-scheduled activities.
2. The Association shall provide a designated vendor display area at all conferences.
3. Donors and vendors will receive visibility only through Association channels or by direct Association approval.

#### B. Procedures

The Conference Site Committee and Associate Member Committee will be responsible for coordinating functions and activities at the ISFAA Annual conference.

1. Donors
  - a. Donations will be accepted for all direct expense program items.
  - b. Registration packets will be provided for all donors, even if they are not paid registrants. Meals are not included.
2. Vendors
  - a. Vendors serving the aid profession will be actively invited to display their product/service. Vendors of other products/services may be investigated and invited to display their product/ service at the discretion of the President, Conference Site Committee Chair and Associate Member Relations Chair.
  - b. All approved exhibits will be displayed in an area designated for that purpose by the Association.
  - c. The distribution of any promotional material by an approved vendor will take place only in the area designated for vendor displays.
  - d. There will be no promotional material distributed by any unapproved vendor.
  - e. The exhibit fee for the vendor display does not include a complimentary conference registration. A separate conference registration is needed, unless approved as part of a budget.

## 5.8 Contract Signing Policy

1. All financial commitments above \$1000 require a written contract. Contracts which are greater than \$5000 require Executive Board approval.
2. Contracts which involve hotels and/or conference center properties will be reviewed by the Long range site committee and the current president.
3. Contracts which include non-hotel properties, i.e., printing, supplies, entertainment groups, etc., will be reviewed by the responsible committee chairperson for the activity/event.
4. The President signs all contracts. The President-Elect will sign in the event that the President is unavailable.
5. An initial contract with an individual is limited to one year but may be renewed annually after review and approval of the Executive Board.

NOTE: Contract in this policy statement is meant to include purchase orders, letters of intent, and the like.

## 5.9 Insurance Policy

ISFAA shall be responsible for the purchase of a crime and fidelity coverage for the organization. Purchase, review and on-going maintenance of association insurance policies is the responsibility of the President along with the Finance Committee.

Coverage will include employee theft, forgery or alteration, and general theft of money or property. Current agent for Crime Policy:

Lupke Rice Insurance & Financial  
127 W. Berry Street, Suite 500  
Fort Wayne, Indiana 46802

Main 260.424.4150  
Fax 260.424.4187

Contact:  
Stephanie Walker, Account Manager x1915  
swalker@lupkerice.com

## 5.10 Internal Controls for ISFAA Funds Policy

1. The following guidelines are adopted to provide on-going review of ISFAA income and expenses.
2. All ISFAA accounts and reconciliations will be available via QuickBooks on the web. This allows the Finance Committee and other interested parties to review Association transactions at any time. These accounts will be monitored for reasonableness, including a review of cleared checks, deposits, and adjusting entries. A report of income and expenses (including the detail for each budget item) will be made available at least quarterly.
3. The checking account will be reconciled monthly by the treasurer to assure the fiscal integrity of the Association.

4. ISFAA contracts with a CPA individual or firm to prepare our annual federal tax return. The Treasurer provides the firm with all necessary documentation. ISFAA Delegates-at-Large will review financial records.
5. ISFAA Delegates at Large will review the books annually except in those years when a full financial review is conducted. The Delegate review of the books will include all bank deposits, withdrawals, and transfers and all reimbursements.
6. ISFAA complies with generally accepted accounting principles in dividing payments and receivables among the Treasurer and Treasurer-Elect.
7. Financial records will be retained for five years if they are not archived.

#### ISFAA Tax Professional

Name

Address

Contact info

#### 5.11 Investment Policy

a. The purpose of an investment policy is first to safeguard the funds of the Association and second to produce as high an interest income as possible.

##### b. Authorization to Invest

c. The Treasurer in consultation with the president and finance committee shall be authorized to invest ISFAA funds pending approval and recommendation of the Finance Committee.

d. Restrictions

e. The following restrictions apply to ISFAA investments:

a) Investments made in Money Market Funds shall be limited to low-risk funds yielding the highest rate of return.

f. Only the ISFAA Reserve Fund may be invested in Commercial Paper due to the nature of the fund. The Commercial Paper is limited to corporations rated by Moody's at Prime and Standard and Poor's at A-1.

g. Certificates of Deposit (CD's) shall be "laddered" for annual cash flow, as determined by monthly expense projections.

h. Types of Funds Involved

The following ISFAA funds shall be involved:

1. General Fund

2. Reserve Fund

3. Project Development Fund

Type of Investments

The Treasurer in consultation with the President is authorized to invest in:

1. U. S. Treasury Bills

2. Certificates of Deposit

3. Short Term Bonds

4. Short Term Notes

5. Mutual Funds offered by TIAA-CREF

Additionally, investments may be made in:

1. Bank Certificates of Deposit
2. Commercial Paper & Deposits in Commercial Banks
3. Money Market Funds
4. Savings Banks

## 5.12 Scholarship Policy

There are currently:

1. Access, Equity, and Diversity awards 1 scholarship to attend the annual conference. The scholarship is intended to go to a new member.
2. [MASFAA Leadership Symposium? - Discussion](#)

## 5.13 Logo Policy

Executive Board and committee chairs are authorized to use the ISFAA logo.

The logo should be placed prominently on all official communication materials, including but not limited to:

Letterheads

Brochures

Flyers

Websites

Social Media Profiles

Business Cards

All individuals, teams, or organizations seeking to use ISFAA's logo for purposes not covered in this policy should seek approval from the Website Committee.

## 5.14 Property and Equipment

This equipment policy is established to provide guidelines for the appropriate use, care, and maintenance of the four projectors owned by ISFAA. The objective is to ensure the optimal performance, longevity, and availability of these valuable assets.

ISFAA owns projectors, for the purpose of facilitating presentations, meetings, and educational activities within the association.

The use of these projectors is restricted to:

Executive board members. Or special permission from the President.

The projectors should be stored in a secure and designated location when not in use. This location could change based on availability and event calendars.

The projectors are solely intended for official purposes related to ISFAA, or benefitting ISFAA members. Users should avoid extended periods of continuous operation to prevent overheating and damage.

Unauthorized commercial use or lending the projectors for personal use is strictly prohibited.

The projectors should be properly secured in the designated storage area to prevent theft.

If the projectors are used off-site, ensure they are returned promptly and stored securely.

The ISFAA Executive Board is designated as the custodian of the projectors and is responsible for implementing and overseeing this equipment policy.

### 5.15 Reimbursement Policy

ISFAA members requesting reimbursement may submit an electronic copy of the reimbursement form and documentation of expenses. Original paper copies are no longer required.

The mileage reimbursement rate will be reviewed and determined in time to present at the President's retreat.

### 5.16 Reserve Fund Policy

#### **Purpose**

The Reserve Fund has been established as capital reserve to be set aside for contingencies and unexpected budgetary shortfalls. For example, ISFAA may face a contractual liability if conference attendance is less than needed to meet our room guarantee.

#### **Fund Levels**

The association will set aside a sufficient amount of funds necessary to cover all outstanding contractual obligations. It is anticipated that two years will allow ISFAA enough time to reassess the association budget and either reduce expenditures or find additional resources.

#### **Use of the Reserve Fund**

If the Association's reserve exceeds \$300,000, the Executive Council shall determine how best to use available funding to serve the membership. The Executive Council shall first look at decreasing the registration fees of the annual conference or other ISFAA events which require payment and secondly look at reducing association membership dues. If possible, any use of the reserve shall be done in a prudent manner to make any registration and/or dues reduction long-term rather than short-term.

#### **The Reserve Fund Account**

The Reserve Fund shall be so identified and maintained in a separate interest-bearing account and be separate from the Association's checking account.

### 5.17 Resolutions Policy

Proposals to amend the the By-Laws may be initiated by any ISFAA member, regular, associate or retired.

### 5.18 Revenue and Expenditures Policy

ISFAA funds are managed by the Treasurer/Treasurer-Elect, all income deposited into an ISFAA account, and all expenses paid from one account in order to simplify and expedite the filing of the IRS tax return

and the annual review or audit. This process facilitates cash flow and maximizes interest income. The following outline details specific policies and procedures with respect to ISFAA's funds management.

A. The Treasurer and Treasurer-Elect shall have responsibility for all of ISFAA's financial transactions including:

1. All check writing (performed by the Treasurer)
  - a. Issuing all refunds
  - b. Payment of all expenses
2. Receiving of all income (performed by the Treasurer-Elect)
3. Reconciliation of bank statements (Past-Treasurer)

#### B. Checking Accounts

1. ISFAA shall have only one checking account
2. Account owners shall include: All 3 Treasurers
3. Signatories shall include:
  - a. Treasurer
  - b. Treasurer-Elect
  - c. Past Treasurer
4. The address of the traveling mailbox should appear on the account.
5. ISFAA income and expenses shall pass through this account
  - a. All deposits will be made in a timely manner Page 57
  - b. Accounts payable shall be made within 30 days. (Maximize interest income to the extent possible.)  
Every effort will be made to reimburse individual MASFAA members as quickly as possible.

6 Recommended checking account balances should reflect the minimum amount to avoid checking account penalties and meet current obligations. The Treasurer shall monitor the checking account balance in relation to anticipated expenditures and the MASFAA investment policy.

The ISFAA Secretary, as holder of the minutes, will authorize the names of those officers who will be listed on the signature card with the ISFAA bank.

#### C. Annual Conference Income and Expenses

1. Income (registration fees, vendor income, etc.)
  - a. Shall be forwarded to the Treasurer-Elect within 5 working days for deposit to the ISFAA Checking Account
  - b. The Conference Site Committee shall identify the sources of the income, i.e., registration fees, vendor income, membership dues, pre- conference income, etc.
2. All conference expenses shall be paid from the ISFAA checking account. Completed, signed, and dated reimbursement forms shall be attached to all invoices, contracts, etc.

3. Petty cash needs for the conference (no earlier than 30 days prior to the activities)

a. Requested by the Conference Site Committee Chairperson (on Reimbursement Form), approved by the President

b. Check shall be payable to Conference Site Committee Chairperson (not to exceed \$1,000 for the entire conference)

c. Conference Site Committee Chairperson is responsible for reconciling (with receipts) petty cash within 10 working days after conference

D. Workshop Income and Expenses 1. Income a. All checks received are to be made payable to ISFAA. b. Received by the workshop or arrangements coordinator. c. All funds will be forwarded to the Treasurer-Elect within 5 working days for deposit to the ISFAA Checking Account. d. Under no circumstances will an agency/institution be allowed to receive and hold MASFAA funds, deduct ISFAA expenses, and remit the excess income to ISFAA. 2. Expenses--Same as C-2 above (conference expenses).

E. Conference and Workshop Accounts Receivable 1. Within 30 days after the conclusion of the event, the event coordinator shall submit to the Treasurer-Elect a complete list of outstanding accounts. a. The Treasurer-Elect shall be responsible for billing and collecting these funds according to the ISFAA Accounts Receivable Policy. Page 58

F. Membership Dues Income 1. Received by Membership Services with a membership form. 2. Deposited in a timely manner to the ISFAA checking account.

### 5.19 Tax Exempt Policy

ISFAA is a tax-exempt organization as classified under Internal Revenue Service Code 501 (c) (3) and is exempt from the payment of various federal and state taxes including the common sales tax.

Effective January 1, 1984, it is the responsibility of each officer, committee chairperson, and committee member to follow through on this exemption. When making purchases or contracting for services, the ISFAA representative must advise the vendor of the ISFAA tax exemption in advance. By doing this it will preclude any charges containing sales tax. **You may be required to show proof of the tax exemption or to provide our Federal Employer Identification Number (EIN)—XX-XXXXX—which is on the IRS letter 1045(DO)(10-83) on ISFAA website.**

Since ISFAA is tax exempt, it will not reimburse for any inadvertent sales tax charges that appear on the ISFAA Reimbursement Claim Form. It is requested that you review all charges carefully and if in doubt to contact the ISFAA Treasurer or Finance Committee.

### 5.20 Stale Check Policy

A. All ISFAA checks will be voided after 90 days. If a check becomes void, it is the payee's responsibility to request in writing that a duplicate be issued. Such requests will be sent to the Treasurer. If no request is received, the check will be declared "stale."

B. A stale check that is later reissued will be charged to:

1. The same account from which it was originally issued if the fiscal year records are still open.

2. An account in the current year titled "Prior year(s) expenditures" when the stale check is from a closed prior fiscal year.

C. Voided checks can be located in Quickbooks as needed to reissue upon the request of the payee.

NOTE: By declaring a check stale, ISFAA is not relinquishing its obligation to the payee. In other words, ISFAA does not deem it necessary to remind the payee to cash a check.

### 5.21 Vendors, Donors and Exhibitors Refund Policy

In the event of cancellation of the Conference due to fire, strikes, government regulations or other causes beyond ISFAA's control, ISFAA shall not be liable for failure to hold the Conference as scheduled, and ISFAA shall determine the amount of exhibit fees to be refunded. In the event of cancellation by an exhibitor, a 50% refund will be granted if notice of cancellation is received in excess of 60 days prior to the Conference and no refund will be made for cancellation within 60 days of the Conference.

ISFAA, through its Executive Council, shall have sole authority to interpret and enforce all rules and regulations contained herein and to make any amendments as shall be necessary for the orderly conduct of the Conference.

### 5.22 Web Policy

Purpose: The primary purpose of the ISFAA Web site ([www.isfaa.org](http://www.isfaa.org)) is to be a reference and resource tool for ISFAA members. The site should maintain the focus of providing timely Association information and financial aid news for its members. The site should also take advantage of current technology by offering electronic/interactive tools (such as online forms). A secondary purpose of the Web site is to provide resources for non-members, parents, and students seeking information on financial aid. Every effort will be made to ensure the Web site reflects the Association's mission and goals.

Sections of the Web site may include, but not be limited to:

- Association Information (By-Laws, Articles of Incorporation, listing of Executive Council Members)
- Membership Information (benefits of ISFAA membership, online membership form, online volunteer form)
- Event Listings (Annual Conference, Summer Institute, training and development opportunities)
- ISFAA Members Area (online Membership Directory, Newsletters/Blog, and other members-only information)
- Committee Updates (Nominations and Elections, Awards)
- Links/Resources for Students and Parents (links to the Department of Education, NASFAA, FinAid)

Every effort will be made to ensure all pages have a consistent look and feel and that all pages are copyrighted by ISFAA.

To ensure the safety and security of the site, the Web server/hosting space must be purchased on behalf of ISFAA (in ISFAA's name). A copy of the Web hosting information (where the hosting server is located) and the password/access information to the server space must be available to/on file with at least three ISFAA members including the Electronic Services Committee Chair, the Electronic Services Committee's Delegate-at-Large, and the President.

There will be a designated Webmaster, who performs the duties prescribed by the Electronic Services committee. The URL address [ISFAA.org](http://ISFAA.org) should remain consistent regardless of change in webmaster or web host. ISFAA currently contracts with MemberClicks for web hosting. The Chair acts as the Webmaster.



Advertising on the Web Site: Ads can be displayed on the main page. Advertising will be open only to businesses that deal specifically with the financial aid community. Advertising rates will be established in conjunction with the Associate Member Relations Committee. Web advertisements will be used to help offset costs of developing/maintaining the Web site.

ISFAA provides a listserv as a service to members and participation on the listserv is voluntary. By remaining subscribed to the list, users understand that content and opinions expressed on the listserv are those of the author and do not necessarily reflect the positions of ISFAA. Marketing language, advertising, and/or promotional messaging is strictly forbidden. Listserv users should avoid profanity, harassment, and/or disparagement of others. ISFAA reserves the right to remove individuals from the listserv and/or terminate membership if found in violation of these terms.

### 5.23 Merchant Account (what do we use?)

ISFAA currently [as of August 2017] holds a non-profit contract status with PayPal (www.paypal.com) to provide the internet gateway for enabling online payments by members via our website.

The Treasurer-Elect will monitor our PayPal account for any credit card payments to batch to the bank.

### 5.24 Renewal of Non-Profit Status Procedure

Use this as a model. <https://www.harborcompliance.com/indiana-nonprofit-compliance>

### 5.25 Conducting Business Electronically

ISFAA allows for business to be conducted through the use of any communication method. This method must incorporate and allow for all board members to participate and share in the exchange of information. Business brought to the floor, through electronic means, must be presented to ISFAA board members with a minimum of 5 business days' notice.

This needs to go into a section about meetings and voting

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In the event of an electronic vote, the President will present the item of business at hand and call for a motion related to that business. Once a motion has been made and seconded, the motion on the floor will be acknowledged by the Secretary and the discussion period will begin. The President shall determine the length of the discussion period but it shall be a minimum of 48 hours.

The Secretary will acknowledge the end of the discussion period after which the President will call for a vote. The President shall determine the length of the voting period but it shall be a minimum of 48 hours.

At the President's discretion, the discussion may be tabled until a conference call or in-person meeting is scheduled.

## 6.0 Nominations and Elections Guidelines

Strong leadership is essential to a strong association. The following guidelines have been developed to ensure that qualified people are nominated and elected to office.

### 6.1 Authority

Nominations and elections policies and procedures are approved by the Executive Council upon the recommendation of the Nominations, Elections, and Awards Committee.

### 6.2 The Nominations and Elections Committee

The responsibility for determining the procedures, the conduct, and the oversight of nominations and election belong to the Nominations, Elections and Awards Committee. The composition of the Committee shall be as follows:

Chairperson: Past President

Members: President-Elect and four ISFAA Members

Tenure: One Year

Qualifications: Persons should be representative of and be well acquainted with a significant portion of the membership.

### 6.3 Nominations Procedures

For qualified people to be nominated and to provide the best possible candidates for election, there are many tasks that must be performed to achieve these goals. In developing candidate slates for open positions, ISFAA is committed to strive for the widest participation possible. Procedures are as follows: Advance publication of information about the nominations and elections procedures, to include the positions for which nominations are sought, procedures for nomination, and election procedures.

### 6.4 Candidate Eligibility

Each nomination submitted should be accompanied by the ISFAA Nominations, Elections, and Awards forms designated for this purpose. All persons nominated must hold ISFAA membership and be in good standing per the By-Laws. Individuals employed by member institutions who are engaged in the supervision of a financial aid office are eligible to be nominated for and hold elected office.

### 6.5 Submission of Nominations

Nominations must be submitted to the chair of the Nominations, Elections, and Awards in writing.

### 6.6 Developing the Slates of Candidates

1. The Chairperson will certify the nominees eligible for nomination and shall reproduce the information received on nominees and distribute it to each member of the committee as they are received.
2. If a statement of candidacy are not received by the deadline date for printing the ballot, the candidate will not be considered for a place on the ballot. The NEC should follow up with all candidates to reconfirm their willingness to run for office.

3. The NEC shall develop the official slate no later than Date???. Nominees may be selected from among those names submitted by others or from a list of names that the NEC has developed. Additionally, the following two policies shall apply to all offices:

- a. Ideally, the slate should contain the names of two candidates per office.
- b. To achieve broad and equitable balance in selecting the candidates for each office, the NEC will study the qualifications of individuals and will select the most qualified individuals.

### 6.7 Elections Procedures

Ballots must be prepared and distributed in accordance with the following provisions:

1. Ballots shall be offered in an electronic format.
2. Ballots shall have a space provided for the write-in of candidates.
3. Information accompanying the ballots shall include:
  - a. Candidates for President-Elect shall provide a candidate statement of not more than one page.
  - b. Voting instructions with the deadline date clearly indicated.
  - c. Any other information that the NEC deems appropriate.

### 6.8 Schedule of Voting

Voting materials shall be provided to all voting members no later than Date???. Members may be directed to the Web to view candidate information.

Ballots must be received by the Chairperson of the NEC no later than fourteen (14) days after they are distributed or made available.

### 6.9 Counting of Ballots

1. The ballots shall be counted and the determination of results made no later than June 1. Note: Because ISFAA currently uses MemberClicks, which allows electronic voting – all votes are electronically tabulated by MemberClicks and can be reviewed by the chair on a minute by minute basis if so desired.
2. The Chairperson of NEC should be responsible for verifying and tabulating the results of the election. The ballots must be kept until approval by the membership to destroy the electronic ballots is obtained at the ISFAA Annual Conference business meeting.

### 6.10 Required Number of Votes to Win

For any position covered by these Guidelines, the number of votes required to win an election is a majority of the votes cast.

In the event of a tie for any elected office other than delegate, a runoff election will be held for those position(s). The voting period for the runoff election will be 7 calendar days of the vote being opened. In the event of a tie for the delegate position where ISFAA will be filling two offices, a runoff election will be held as follows:

1. If there are 2 open positions and the tie is between the 2 candidates with the highest votes, those 2 candidates fill the 2 open positions and no runoff election is needed.
2. If there are 2 positions open and the tie is between the 2nd and 3rd candidate with highest votes, a runoff election will be held between those 2 candidates.

3. If there are more than 2 delegate positions open, the logic above would continue to be applicable.

In the event of a tie in a runoff election for any position, a quorum of voting members of the current board shall vote for the open position within 7 calendar days of the vote being opened.

In the event of a tie after a runoff election, position will be determined by coin flip of Nominations and Elections chair and a witness.

#### 6.11 ISFAA Nominations and Elections Committee Calendar – **Dates need updated**

Dates??? Disseminate nominations and elections information to the membership via electronic media and the Web or any other appropriate medium.

Date??? Continue to solicit nominations and correspond with the Committee to assess the progress of the nomination process. All nominations should be received by Date????.

March The Nominations and Elections Committee will develop a final slate of candidates and contact candidates to obtain their approval for their names to be placed on the ballot. Statements of candidacy will be requested from the candidates.

March Prepare ballot and candidate information.

March Make ballots available to all eligible members of ISFAA and allow 14 days for voting.

April/May Tabulate all ballots and notify all candidates.

April/May Notify Executive Council of results.

April/May Send results to the Electronic Services Committee for publication in the next Newsletter/Blog.

Also send results to the Electronic Services Committee for immediate publication on the Web.

October Submit a motion at the ISFAA Annual Conference business meeting to destroy the voting records.

#### 6.12 Replacing Elected Officers Who Resign

Refer to bylaws