



Policy and Procedure Manual

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Section 1: Introduction

The New Hampshire Association of Student Financial Aid Administrators (NHASFAA) *Policy and Procedure Manual* (Manual) supplements the Association's Constitution and Bylaws by providing specific policy guidance and procedures that are required to be used by the members of the Council (executive committee, committee chairs, and the website administrator). It provides an overview of the Association's structure, describes the responsibilities of members who hold leadership positions, and provides guidance and reference to be used in the conduct of Association activities.

1.1 Purpose and Scope

The Manual is designed to provide the Council with easy access to essential information about the policies and procedures that govern NHASFAA. These policies and procedures are intended to further the mission of the Association, ensure fiscal integrity and support the continued viability of the Association.

A number of additional benefits are expected from the use of the Manual, including a greater understanding of Association responsibilities among members, a consistency of interpretation and processes, and a means of familiarizing those members serving in leadership positions for the first time with the individual responsibilities as well as the overall role of NHASFAA.

The Manual is not intended to include a description of every function of the Association nor of every activity conducted by the Association. The Manual is intended to be a living document that will change as necessary to fit the Association's needs.

1.2 How to Use the Manual

All members of the Council (executive committee, committee chairs, and website administrator) are responsible for using the Manual to perform their duties. The Manual is organized into sections that should assist the user in locating information easily. The Table of Contents lists these sections.

1.3 Updating the Manual

All officers, committee chairs, and website administrator are responsible for identifying areas in need of new or revised policy guidance or procedural change and for recommending appropriate changes. Council must approve all new policies, procedures, and changes by majority vote. Upon approval, the secretary incorporates the changes.

The NHASFAA Policy and Procedure Manual shall be annually reviewed by Council to ensure that it continues to further the mission of the Association and its financial integrity. All proposed changes to the Manual must be approved by a majority vote of Council.

Every five years a thorough review of the Manual shall be undertaken to identify areas needing updates and changes.

1.4 Compliance

All Council members (executive committee, committee chairs, and website administrator) and participants (working group facilitators, liaisons, etc.) are responsible for following established policies and procedures.

Section 2: Association Structure

The New Hampshire Association of Student Financial Aid Administrators (NHASFAA) represents a professional organization consisting of financial aid professionals at New Hampshire institutions of higher education representing public, proprietary, and private institutions who administer student financial aid to students in post-secondary education. NHASFAA also represents Associate members whose business and community organizations provide services and support in efforts to provide financial assistance to post-secondary students in New Hampshire.

2.1 Constitution and Bylaws

The constitution and bylaws establish and provide specific guidance on operational matters of the Association and supersedes the Manual in case of any procedural conflict.

2.2 Mission Statement

The New Hampshire Association of Student Financial Aid Administrators engages, educates, and empowers New Hampshire's financial aid professionals to encourage student access to, and completion of, post-secondary education.

2.3 Vision Statement

Developing New Hampshire financial aid professionals to promote student access and success in post-secondary education.

2.4 Commitment to Diversity

In support of our mission, NHASFAA promotes diversity and inclusion regardless of race, ethnicity, religion, gender, age, sexual orientation, disability, appearance, geographic location, professional level or institution type

Section 3: Association Identity and Property

It is important that NHASFAA adhere to standards of use to ensure consistency in the manner in which the Association is portrayed. Properties of the Association are provided to assist in performing the business of the Association.

3.1 Logo

The logo of the Association is the design of the Association and is to be used only in conjunction with official business and publications authorized by the president or Council. Any unauthorized use of the logo shall be deemed as misrepresentation of the Association and illegal use of Association property.

3.2 Association Properties

3.2.1 Meeting Gavel

The gavel is retained by the president of the Association and may be used at official business and Council meetings. It is the responsibility of the president to transfer the gavel to the successor for safekeeping.

3.2.2 Computer

The Association maintains a computer and software for the sole purpose of conducting Association business. The treasurer maintains and uses the computer mainly for financials. It is the responsibility of the treasurer to transfer the computer to the successor or surrender the computer if otherwise directed by the president to do so.

3.2.3 Banner and General Supplies

The banner bearing the Association's logo is displayed at community and Association events as needed. The banner and general supplies (folders, lanyards, raffle tickets, lock box, etc.) are retained by the conference committee chair. It is the responsibility of the conference committee chair to transfer the banner and general supplies to the succeeding chair.

3.3 Archives

Student Financial Services at Southern New Hampshire University maintains the archives and permanent records of the Association. It is the responsibility of the secretary to ensure that appropriate records and materials are transferred for archive storage. The physical location of the Association's archives is:

Southern New Hampshire University
Student Financial Services
1230 Elm Street
Manchester, NH 03101

Section 4: Organizational Structure

4.1 Executive Committee

The officers, also known as the Executive Committee, of the Association shall consist of a President, Past-President, President-Elect, a Secretary, and Treasurer. The Executive Committee shall act as the Association's Board of Directors and conduct business aligned with the three legal duties of a Board member. The duties are:

1. Care – Pay attention to the Association's activities and operations;
2. Loyalty – Put the interests of the Association before personal and professional interests;
3. Obedience – Comply with applicable federal, state, and local laws; adhere to the Association's Constitution and Bylaws, and remain guardians of the mission, vision and commitment to diversity.

It is incumbent on the executive committee to use the policies and procedures set forth in this Manual and to advise Council about needed changes.

4.2 Website Administrator

The president of the Association shall appoint the website administrator to conduct the website business of the Association. It is incumbent on the website administrator to use the policies and procedures set forth in this Manual and to advise Council about needed changes.

4.3 Committees

The president of the Association shall designate committee chairs to conduct the business of the Association, unless otherwise specified by the bylaws of the Association.

Committees must be comprised of active members of the Association. Members of the committees are selected by the committee chairs. It is recommended that the committee chair consult with the executive committee regarding committee membership representation. To the extent practical, all institutional and organizational members should be represented among committees as a whole.

It is the responsibility of current committee chairs to transfer all committee records and files related to the business of the Association to the succeeding chair before the commencement of the new chair's term of service. It is also incumbent on current officers and committee chairs to use the policies and procedures set forth in this Manual and to advise Council about needed changes.

4.4 Council

Council is responsible for the management of the business, property and assets of the Association. Council shall be vested with all powers possessed by the Association, insofar

as such delegation of authority is not inconsistent with or repugnant to the laws of the State of New Hampshire, any other laws, as well as the Association's Constitution and Bylaws.

The Council shall consist of the executive committee, the website administrator, and the chairpersons of the Association's seven standing committees:

Executive committee (elected officers):

1. President
2. President-Elect
3. Past President
4. Secretary
5. Treasurer

Administrator and Chairpersons, Association Standing Committees:

1. Website Administrator
2. Government Relations Committee
3. Membership Committee
4. Conference Committee
5. Training Committee
6. Communications and Outreach Committee
7. Development Committee
8. Finance Committee

NHASFAA elected officers, website administrator, and committee members must be active members of the Association. Elected officers, website administrator, and committee chairpersons have voting privileges at Council meetings. Committee chairs may designate a substitute-voting member for Council meetings. The name of the substitute-voting member must be communicated to the president who must announce the substitute at the beginning of the meeting.

4.5 Working Groups

A working group is a committee or group assembled to discuss, study and report on a particular topic and conclude recommendations and an outcome based on its findings. Any member at a Council meeting can designate a working group as deemed necessary.

If a working group is proposed by a non-council member, then approval is required through a majority Council vote. The working group facilitator can be any current member of the Association.

4.6 Membership

There shall be three categories of membership in the Association:

1. Regular membership shall be limited to persons professionally engaged in the administration of student financial assistance programs at New Hampshire post-secondary institutions.
2. Associate membership shall be limited to persons doing business within the State of New Hampshire interested in student financial assistance matters as representatives of educational institutions, or as representatives of public, private, and community organizations or institutions.
3. Lifetime/Honorary membership shall be presented to persons who have performed outstanding service in the field of support and/or administration of student financial aid in New Hampshire and who are voted honorary membership by Council. Honorary membership cannot be bestowed on anyone who is a practicing financial aid administrator in New Hampshire.

4.6.1 Membership Eligibility

Membership shall be individual rather than institutional and shall not be transferable.

Regular and associate membership shall be on an annual basis corresponding to the calendar year of January 1st to December 31st. Membership shall terminate when the member no longer meets the regular or associate member criteria outlined in the Constitution and Bylaws.

4.6.2 Member Rights

The following items detail the rights of membership in the Association:

1. All regular, associate, and lifetime/honorary members are listed annually on the membership roster;
2. All regular and associate members are eligible to hold office or be appointed to a leadership position with the exception that individuals serving in the offices of president-elect, president, and past president shall be regular members only;
3. All regular and associate members may serve on Association committees and the website administrator;
4. All regular and associate members may vote in the annual election of officers;
5. Only regular members may vote on amendments to the Constitution and Bylaws.

Section 5: Duties and Responsibilities of the Executive Committee

5.1 President

The President serves as the chief administrative officer of the Association and presides at all Council meetings and business meetings. In this capacity, the president shall:

- a. Provide leadership and direction to all activities of the Association, the Council, all standing and ad-hoc committees as well as working groups as needed;
- b. Represent NHASFAA as the state voting member in the council meetings of the Eastern Association of Student Financial Aid Administrators (EASFAA) in accordance with EASFAA membership year outlined in section 9.4;
- c. Serve as ex-officio member of all committees;
- d. Present an annual report on the year's activities to Association members;
- e. Represent NHASFAA at select trainings and state events.

5.2 President-Elect

The president-elect assist the president and prepares for the term of office. In this capacity, the president-elect shall:

- a. Serve as a member of the Finance committee which is responsible for constructing the annual budget and monitoring the financial activities of the Association;
- b. Perform the duties of the president in the absence of the president;
- c. Serve as the alternate state voting member in the council meetings of the Eastern Association of Student Financial Aid Administrators (EASFAA);
- d. Attend at least one meeting of each committee in preparation for the upcoming term;
- e. Represent NHASFAA at select trainings and state events;
- f. Select committee chairs and website administrator in advance of the term of presidency;
- g. Advise and counsel the president as needed;
- h. Perform other duties as requested by the president.

5.3 Past President

The past presidents serves as the parliamentarian to Council. In this capacity, the past president shall:

- a. Serve as a member of the Finance committee which is responsible for constructing the annual budget and monitoring the financial activities of the Association;
- b. Serve as chair of the nominations and elections committee to identify a slate of candidates for the succeeding officer positions (president-elect, treasurer, secretary);
- c. Facilitate the awards and scholarships working group to nominate and/or select recipients no later than two months prior to the annual meeting;
- d. Represent NHASFAA as the state voting member in the council meetings of the Eastern Association of Student Financial Aid Administrators (EASFAA) in accordance with EASFAA membership year outlined in section 9.4;
- e. Perform the duties of the president in the absence of both the president and president-elect;
- f. Advise and counsel the president as needed;
- g. Perform other duties as requested by the president.

5.4 Treasurer

The treasurer is elected for a two-year term and oversees and manages the Association's financial matters. In this capacity, the treasurer shall:

- a. Establish and maintain financial accounts while receiving and disbursing monies of the Association;
- b. Maintain adequate and appropriate records of receipts and expenditures;
- c. Pay the bills of the Association within thirty (30) days;
- d. Pay reimbursements to members within fourteen (14) days;
- e. Receive all payments to the Association including conference registrations, membership dues, and vendor/partner payments;
- f. Serve as chair to the Finance committee;
- g. Responsible for providing guidance to committees on Association expenditures and revenue generating activities;
- h. Present financial reports to Council at each meeting and the annual meeting;
- i. File IRS form 990 for the fiscal year and the annual report certificate to the state's charitable trusts unit by the prescribed deadlines;
- j. Perform other duties as requested by the president.

5.5 Secretary

The secretary is elected for a two-year term and serves as the scribe for Association meetings and custodian of its records. In this capacity, the secretary shall:

- a. Record and distribute the meeting minutes of Council and the annual meeting;
- b. Record and archive all Council votes and actions that occur in meetings, conference calls and e-meetings;
- c. Maintain and distribute current contact information of Council members;
- d. Review website and communications to ensure current information is accurate and up-to-date;
- e. Review, update, and maintain the Manual;
- f. Maintain the Association's calendar on the website;
- g. Perform other duties as requested by the president.

Section 6: Duties and Responsibilities of Standing Committees and Website Administrator

Standing committees are recognized in the Constitution and Bylaws as essential to the function of the Association and are maintained from one administration to the next. Specific duties and responsibilities of each standing committee are outlined in the following sections of this Manual.

6.1 Government Relations

The government relations committee is responsible for formulating and communicating Association positions on state and federal legislation, policy, proposals, and initiatives affecting student financial aid programs. The committee will:

- a. Advise members and Council of state and federal regulatory and legislative issues;
- b. Appoint committee members that represent each type of institution and organization in membership for representation;
- c. Communicate with state representatives;
- d. Communicate timelines to respond to legislative or regulatory proposals;
- e. Plan interest sessions in collaboration with the conference committee on legislative issues for the annual conference;
- f. Provide a quarterly report of activities to the secretary and president prior to Council meetings and an annual report prior to the annual meeting;
- g. Other duties as identified.

6.2 Membership

The membership committee is responsible for the promotion of both regular and associate membership in the Association. The committee will:

- a. Review and record all online applications for membership and reconcile corresponding payments to forward to the treasurer;
- b. Maintain the membership roster to reflect current paid members and membership categories;
- c. Communicate with institutions and organizations to understand the membership needs and opportunities;
- d. Actively recruit new members through communication and outreach efforts to potential leads;
- e. Coordinate with training and conference committees on trainings and events that connect with potential new members;
- f. Provide a quarterly report of activities to the secretary and president prior to Council meetings and an annual report prior to the annual meeting;
- g. Other duties as identified.

6.3 Conference

The conference committee is responsible for the planning and execution of all activities associated with the annual conference. The committee will:

- a. Coordinate conference activities with the membership, training, finance, development, and government relations;
- b. Coordinate and negotiate contracts and agreements with the conference site;
- c. Solicit proposals to develop general and training sessions and secure speakers that appeal to the membership perspectives and experience levels;
- d. Review evaluations from prior year conference and collaborate with training and membership to assess interest and need for current conference offerings;
- e. Assist in the development of the conference budget and adhere to approved budget;
- f. Prepare a conference evaluation to collect feedback for the following year;
- g. Coordinate with the treasurer to ensure all expenditures are reported and reconciled;
- h. Provide a quarterly report of activities to the secretary and president prior to Council meetings and an annual report prior to the annual meeting;
- i. Other duties as identified.

6.4 Training

The training committee is responsible for the planning and execution of all activities associated with providing professional and support staff training. The committee will:

- a. Provide training and professional development opportunities to the membership on a quarterly basis (at a minimum);
- b. Research and study developments and trends in the financial aid profession to identify current training needs;
- c. Identify location and develop schedules for training activities;
- d. Construct an annual budget proposal for annual training needs;
- e. Collaborate with the conference committee to assist with training and development offerings;
- f. Coordinate with the website administrator to open online registration for training and events;
- g. Provide a quarterly report of activities to the secretary and president prior to Council meetings and an annual report prior to the annual meeting;
- h. Other duties as identified.

6.5 Communications and Outreach

The communications and outreach committee is responsible for written and electronic communications to membership for updates, trainings, and events. The committee will:

- a. Create and distribute the bi-weekly electronic communication to membership;
- b. Ensure all ethical and legal standards of publishing are maintained;
- c. Maintain distribution lists to ensure all current members receive Association communications;

- d. Collaborate with training and conference committees to distribute training announcements and conference information;
- e. Coordinate advertising efforts with the development committee;
- f. Provide a quarterly report of activities to the secretary and president prior to Council meetings and an annual report prior to the annual meeting;
- g. Other duties as identified.

6.6 Development

The development committee is responsible for establishing sponsorship level and raising revenues consistent with the needs of the Association. The committee will:

- a. Maintain and manage relationships with current vendors/partners with the Association;
- b. Assess annual vendor agreement package to promote the best value for the vendor/partner and benefit to the Association;
- c. Solicit and connect with potential new vendors/partner relationships on an annual basis.
- d. Coordinate with communications and outreach to ensure correct cycling of advertising for existing vendors/partners;
- e. Provide a quarterly report of activities to the secretary and president prior to Council meetings and an annual report prior to the annual meeting;
- f. Other duties as identified.

6.7 Finance

The finance committee is responsible for formulating the annual budget of the Association and monitoring the financial activities of the Association. The committee will:

- a. Continue to develop, oversee and maintain proper fiscal controls and financial management strategies;
- b. Monitor expenditures, analyze revenue streams, and advise the Council regarding short-term and long-term investments;
- c. Conduct quarterly reviews of cash balances, expenses and reconciled transactions for the Association;
- d. Recommend budget adjustments, as appropriate, to stay within budget guidelines;
- e. Work with the treasurer to ensure all financial reports include tax forms are filed by established deadlines;
- f. Provide a quarterly report of activities to the secretary and president prior to Council meetings and an annual report prior to the annual meeting;
- g. Other duties as identified.

6.8 Website Administrator

The website administrator is responsible for the planning and execution of all activities associated with the Association's website. The administrator will:

- a. Serve as the liaison with the Association's website provider for all website needs;

- b. Maintain current information on the website about the Association;
- c. Construct annual budget proposal for website maintenance and updates;
- d. Collaborate with the training and conference committee to ensure online registration module is available to members for upcoming events;
- e. Coordinate with membership to ensure the online application is available each membership cycle;
- f. Coordinate with development to ensure all vendor/partner logos are available for the website;
- g. Provide a quarterly report of activities to the secretary and president prior to Council meetings and an annual report prior to the annual meeting;
- h. Other duties as identified.

Section 7: General Expectations of Council

The Council shall consist of the each executive committee member, the standing committee chairs, and the website administrator. It is expected that Council members will:

- a. Attend all Council meetings. All Council members unable to attend should notify the president as soon as possible;
- b. Serve as leaders in the financial aid profession and set an example for other members of the Association and for external constituencies;
- c. Recognize and uphold all fiduciary responsibility for the Association's funds;
- d. Provide a report at each Council meeting outlining the activities and/or issues of each Council member's area of responsibility. An electronic copy of the report should be provided to the NHASFAA Secretary for inclusion in the written minutes;
- e. Adhere to the policies and procedures adopted by the Association and provide suggestions for change when appropriate;
- f. Be an active participant in decisions made by the Council on behalf of the members;
- g. Officers, committee chairs, and the website administrator shall pass on to their successors all pertinent records and reports upon their end of service.

Section 8: Duties and Responsibilities of Working Groups

A working group is an ad-hoc committee assembled to discuss, study and report on a particular topic and conclude recommendations and an outcome based on its findings. These groups are at the discretion of Council and/or membership and they promote short-term commitments to engage members and assist with Association ideas and actions. All membership perspectives impacted by a particular focus should be involved. Perspectives to consider are:

- a. Member type
- b. Institution type
- c. Organization type
- d. Student type
- e. Program type
- f. Instructional delivery type

8.1 Group Facilitator

A working group has a designated group facilitator who is responsible to:

- a. Encourage the fullest possible range of perspectives are brought to bear in all discussions, including the perspectives of those affected by the decisions or policies at issue;
- b. Ensure that no one individual or group is allowed to dominate the discussion to the disadvantage of other members;
- c. Proactively confirm that members collectively decide which issues are discussed and which recommendations are considered;
- d. Encourage the fullest disclosure and exchange of information that is vital to creating solutions.
- e. Provide a report of results at a Council meeting.

8.2 Group Operating Guidelines

The success of a working group will depend, to a large extent, on the ability to achieve mutual understandings and reach agreements that transcend personal interests. To maximize success, the following courtesies and process agreements should be adhered to:

- a. Listen with care and sensitivity to the full range of all members' interests;
- b. Share factual, technical, or scientific information that will help lead to agreements;
- c. Seek and develop recommendations that are responsive to the identified focus;
- d. Remain open to new ideas;
- e. Offer possible alternatives when we cannot agree with a particular idea;
- f. Communicate and coordinate with our own membership;
- g. Discuss everyone's positions on matters of the group interest and agree on how to characterize those positions as a group before communicating to external parties.

Section 9: Meetings

NHASFAA conducts meetings, as it deems necessary, to support the mission and vision of the Association. Meetings shall be conducted in accordance with the most recent edition of *Robert's Rules of Order*.

9.1 Council Meetings

- At least four meetings of the Council shall be held each year between January 1 and December 31 inclusive.
- Council meetings are held at the call of the president. The president of the Association shall preside at Council meetings.
- Council members (Committee chairs and Website Administrator) may be removed from their position if absent from two consecutive Council meetings.
- Annually the Council shall meet to approve the nominees for elective office. Normally, committee chairs and liaisons are included in Council meetings. Meetings are public and open to the membership. Other individuals may be invited subject to approval of the president.

9.1.1 Council Conference Call Meeting Procedure

The following procedure outlines the steps to set up a Council conference call meeting when needed:

1. A member of the Council wishing to present a motion shall request the President to call a conference call meeting.
2. The President will send notice of the motion to Council. A member of the Council must second the motion for a conference call meeting to be called.
3. Notice of a conference call meeting will be sent via email by the President to Council a minimum of 24 hours prior to the opening of the meeting, telling the time and day the meeting will be Called to Order, dial-in information, as well as restating the motion and the fact that it has been seconded.
4. All members of Council will “reply” indicating their receipt of the meeting call.
5. The President will initiate (host) the conference call and Call the meeting to Order.
6. Meeting proceeds in the same manner as a face-to-face meeting, except for a Roll Call vote in all instances.
7. The Secretary will preserve all emails stating presence, votes, and disposition, and file same with the original copy of the minutes of the called meeting.

9.1.2 Council E-meeting Procedure

The following procedure outlines the steps to set up a Council e-meeting when needed:

1. A member of the Council wishing to present a motion shall request the President to call an e-meeting.

2. The President will send notice of the motion to Council. A member of Council must second the motion for an e-meeting to be called.
3. Notice of an e-meeting will be sent by the President to Council, a minimum of 24 hours prior to the opening of the meeting, telling the time and day the meeting will be Called to Order, as well as restating the motion and fact that it has been seconded.
4. Once the e-meeting has been Called to Order and a Call for Discussion is made, members of the Executive Committee will “reply all” indicating their presence and offering any discussion.
5. When the majority of members of the Council have indicated their presence and offered discussion, or when 48 hours has elapsed from the Call to Order (whichever is earlier), the President will declare a quorum (majority) and call for the vote.
6. Members of Council will “reply all” with their vote within 24 hours of the call for the vote.
7. After 24 hours from the call to vote, the President will declare the motion passed or failed and adjourn the meeting.
8. The Secretary will preserve all emails stating presence, votes, and disposition, and file same with the original copy of the minutes of the called meeting.

9.2 Annual Business Meeting

The Association shall have an annual meeting. The agenda shall include the election of officers and the presentation of reports. A notice of the meeting shall be announced to all members at least thirty (30) days in advance of the meeting. The annual business meeting may be conducted during the annual conference.

9.3 Committee Meetings

Unless otherwise directed by the president of the Association, committees should meet quarterly for conducting Association business. Committee reports are required to be submitted to the secretary and president prior to quarterly Council meetings. The committee chair or a designee shall preside.

9.4 Regional Association Meetings

The sitting NHASFAA president (or a designee) at the time of the beginning of EASFAA’s membership year (June 1), shall attend the regional association meetings for the entirety of EASFAA’s membership year. Eligible expenses incurred by the NHASFAA president (or designee) are borne by EASFAA.

Section 10: Gifts, Awards, and Scholarships

10.1 Gifts and Donations

NHASFAA may make a gift or donation on behalf of members when approved through Council vote. All gifts and donations require an affirmative vote (majority vote) from Council prior to the transaction. Documentation of all gifts or donations must be maintained by the treasurer.

10.2 Awards

The “Awards and Scholarships” group, facilitated by the past president, convenes no later than two months prior to the annual meeting to nominate and/or select recipients of Association awards. The group will:

- a. Annually review award criteria and recommends any suggested changes to the executive committee;
- b. Solicit nominations for awards outlined below from the membership;
- c. Recommend award recipients to the executive committee for approval;
- d. Secure all trophies, plaques, and/or certificates;
- e. Deliver all awards to the president prior to the annual meeting;
- f. Maintains the list of award recipients and provide it to the communications and outreach committee and the website administrator for informational and record keeping purposes.

10.2.1 James M. Reynolds Award

The James M. Reynolds Award was first given in 1995 in memory of Jim who had passed away earlier in the year. Those who were lucky enough to know him won't forget him. He was NHASFAA's first President and known to many throughout the state as the grandfather of financial aid. This award is given in recognition of outstanding contributions to NHASFAA and is not considered an annual award.

10.2.2 Lisa Jo Moher Committee of Year Award

The Lisa Jo Moher Committee of the year award was created to honor and celebrate the life of our colleague who passed away suddenly in 2009. Lisa Jo worked in the financial aid office at SNHU for many years and was the director of financial aid at Granite State College. Lisa Jo was active in the association, passionate about helping students and dedicated to her family and career. This annual award honors a NHASFAA Committee that has exemplified the same level of passion and dedication to NHASFAA.

10.2.3 Maureen Begley Scholarship

Maureen Begley died in November 2009 just one week after having attended her last FA conference (MASFAA). Maureen attended an EASFAA conference less than 2 weeks after she first arrived on the East Coast. The next conference that she attended was NHHEAF/NHASFAA which thrilled Maureen. She made so many friends and was so welcomed that FA conferences became her greatest

pleasure. It is the family's hope that this annual NHASFAA conference scholarship in Maureen's name will welcome new members to NHASFAA in the same way that NHASFAA so warmly welcomed Maureen.

10.2.4 Ashley Januszewski Outstanding Contribution Award

The purpose of these awards is to recognize members who have made significant contributions to NHASFAA or the financial aid profession.

10.3 Annual Scholarship to Promote Student Access

NHASFAA will sponsor scholarship(s) to assist with access in partnership with the New Hampshire "ApplyNH" annual campaign that is designed to help high school seniors navigate the college admission process. All raised funds for scholarship dollars will be maintained in an individual financial account to ensure accountability and designate funds specifically for student scholarships.

- a. Scholarships in the "ApplyNH" campaign are in the amount of \$500.
- b. Funds will be allocated for scholarships during the annual budget creation.
- c. Funds will be generated through the annual conference raffle proceeds and a designated fund raising day across New Hampshire institutions and organizations.
- d. Funds will be maintained in an individual financial account to ensure accountability and every dollar raised is earmarked for NH students.
- e. Scholarships are awarded through the 'ApplyNH' campaign during November.

Section 11: Financial

Maintaining the financial stability of the Association is paramount to ensuring its continued viability and service to its membership. The following establishes basic parameters for financial controls and provides guidance for the Council's general expectation of fiduciary responsibility for the Association's funds.

11.1 Membership Dues

Council reviews the annual dues to NHASFAA during the budget process for the new fiscal year. The membership rate is subject to change, in accordance with provisions in the Constitution and Bylaws.

11.2 Conference, Events, and Training Fees

The fees for trainings, events, and the annual conference shall be set on an annual basis by Council upon the recommendation of the finance committee in collaboration with the standing committees. Registration fees for all events are non-refundable. The executive committee may approve exceptions to this policy.

11.3 Liability Insurance

To protect the Association against possible losses due to personal suit, the Association obtains protection under a general liability policy.

11.4 Annual Budget

The finance committee and standing committees have joint responsibility for establishing and managing the annual budget of the Association, under the leadership of the president.

11.4.1 Establishing the Budget

1. Finance committee will send out prior budget year details and budget template to committee chairs for the upcoming year in November/December.
2. Council members will complete budget templates and submit to the finance committee by an established deadline prior to the budget meeting in December.
3. The finance committee under the leadership of the treasurer, reviews all expenditure requests and income projections to prepare a line-item budget for Council review at the budget meeting.
4. Council will review, discuss, and vote to finalize and establish the annual budget at the budget meeting.

11.4.2 Maintaining the Budget

1. The treasurer will prepare and provide a written budget status report for each Council meeting.

2. The treasurer will monitor the budget and bring every emerging budget issue to the attention of the finance committee and Council as early as possible.
3. Council members are responsible to review, discuss, and/or question line items in the budget to uphold their fiduciary responsibility.
4. Council may amend the budget through a majority vote. When making a budget adjustment, the original budget should be amended. The line-item should be notated as an increase or decrease from the original budget so that projections and actual numbers can be compared through the year.

11.5 Investments

Developing and maintaining sound investment strategies is a critical component to ensuring the Association's continued financial stability. Short-term and/or long-term investments are viable options. Factors that Council consider when selecting an investment type is protection of principle investment (government insurance), liquidity (ease of liquidating funds), minimal risk, and yield.

11.6 Reserve Fund

The Association shall maintain a reserve fund balance equal to the average of the past three year operating budgets. Such funds may be comprised from the checking account, savings account, and investments.

- a. When establishing the budget each year, the treasurer and Council should approve income and expenses that, taken together, will move the Association in the direction of achieving and maintaining the reserve policy.
- b. The Council should take a similar view when approving mid-year budget adjustments.
- c. Dues and fees for such things as the annual conference and training, as well as the development goals should be set, in part, with consideration to building and maintaining the reserve fund.
- d. Approximately one-third of the reserve should be invested in a liquid fashion so that the funds are available without penalty should they be needed in an emergency. The remaining two-thirds can be invested longer term if it will produce more income.

11.7 Reimbursement

NHASFAA members may be reimbursed for approved expenses directly related to Association events or travel related to official business outside of Association meetings and trainings. Approved expenses are usually defined by executive committee members and/or committee chairs.

- a. A member may be reimbursed by the Association for the following categories of costs:
 - 1) Mileage
 - 2) Other transportation (ground or air)
 - 3) Parking and tolls
 - 4) Meals (including gratuity; not to exceed 20%)

- 5) Lodging
 - 6) Printing
 - 7) Supplies
 - 8) Postage
 - 9) Computer software
 - 10) Administrative needs
 - 11) Entertainment
 - 12) Publicity
 - 13) Training
 - 14) Conference
 - 15) Specialty
 - 16) Miscellaneous
- b. Member must submit a completed “NHASFAA Expense Report” with attached receipt(s) and/or mileage documentation that supports expense(s) to the treasurer. Form must be submitted within 30 days of expense.
 - c. The treasurer will review, record, and reimburse the member or communicate the reason for non-payment and/or the need for additional documentation.
 - d. Expenses for EASFAA Council meetings may not be reimbursed.

11.8 Bank Card

The treasurer is authorized to have a bank card to apply to only pay Association expenses up to \$500.

- a. The treasurer shall retrieve the bank card from the past treasurer and update contact information at the bank.
- b. The treasurer manages the bank card records and pays bills as needed
- c. The treasurer maintains documentation of all bank card transactions for Association records and audit purposes.
- d. All bank statements are reviewed by the finance committee on a quarterly basis.

11.9 Check Signing

The signature of the treasurer is sufficient on checks up to \$500. The signatures of both the treasurer and president are required on checks above \$500. No checks are to be written without accurate documentation of the expense. The signature on a NHASFAA check cannot be the same as the payee.

- a. The treasurer is responsible for paying all bills of the Association.
- b. The treasurer collects and maintains all expense documentation (bills, invoices, etc.).
- c. The treasurer forwards checks, as necessary, to the president for signature with documentation to justify his/her counter signature.

11.10 Dissolution of Assets

Disposal or sale of any assets held by the Association shall be at the direction of Council within the scope of the current Internal Revenue Code 501(c)(3).

Section 12: Safeguards

12.1 Financial Audit

The Association's finances are to be audited annually by an internal working group, selected by the president that excludes members of the finance committee. An external audit firm may be utilized as needed.

- a. The working group shall begin the annual review process by December 31st of each year.
- b. All financial records, including contracts, bills, invoices, and receipts, will be reviewed, reconciled, and recorded as reconciled or unmatched.
- c. The group facilitator will submit a report to the president and present the results of the audit at a scheduled Council meeting.

12.2 Alcohol Reimbursement

NHASFAA does not pay for alcohol consumed by officers, committee chairs, administrators, etc.

- a. Alcohol ordered at NHASFAA meetings, events, lunches, dinners, etc. should be ordered by individuals and billed individually.
- b. Members of group lunches or dinners should request separate checks to avoid having alcohol consumed at the table billed to NHASFAA on the group bill.
- c. Members must use the official expense reimbursement form to record expenses and are to be responsible to delete alcohol expenses from reimbursement requests.
- d. Notwithstanding the above, the Conference Committee may, at its discretion, schedule events during the Annual Conference when alcohol will be served and not billed to the individual.

12.3 Photo Release

When shooting photographic or video images that are intended for promotional use by the Association and involves non-members, releases should be obtained from subjects who will be recognizable and/or named. This policy applies to images to be used in printed publications, displays, videotapes, on the Association's website, social media, and in any other formats.

- a. By filling out the "NHASFAA Photo Release" form, subjects authorize the Association to publish their likeness (image and/or name) in Association materials.
- b. It is the responsibility of the website administrator or his/her designee publishing an image to have the necessary releases on file.
- c. Releases are not required when photographing people in a public place. If subjects are prominent in an image that is shot at a public space or event and it is anticipated that the photographs will be used in a highly conspicuous way (such as on the cover of a publication or on a prominent web page), then it is advisable and courteous to obtain a signed release from these subjects when possible.

Section 13: Record of Updates

Action	Date
Established and Approved	
Updated sections 5.1, 5.3, 9.4, 10.2.4, 10.3	1/23/2025