

POLICIES AND PROCEDURES OUTLINE

(Revised June 2014)

The Organization:

- I. Constitution and By Laws:
 - o Policies for Amending/Adoption
- II. Tax Exempt Status:
 - o Definition of 501 C 6 Requirements
 - o Documentation of Tax Exempt Status

III. Organizational History

Structure, Description and Function of Units:

- I. Organizational Chart of the Association
- II. Categories of Membership:
 - o Criteria: Who can be a member?
 - o Benefits, Services and Rights of Membership
 - o Dues Structure/**Policies for Change**
 - o Role and Responsibility of the Campus Rep
- III. The Board of Directors:
 - o Eligibility for Service/Criteria and Election Process
 - o The Role and Responsibility of the ACCCA Board Member/Officers
 - o Composition and Rules of the Board
- IV. ACCCA Commissions:
 - o Commission Charters/Mission Statements:
 - o Management Development Commission (MDC)
 - o Commission for Legislation & Advocacy (CFLA)
 - o Communications Oversight Commission (COC)
 - o Role and Responsibility of the Commission Chairs and Members
- V. Standing Committees:
 - o Definition of a standing committee versus a commission or sub-committee
 - o Standing Committee Charters/Mission Statements:
 - o Executive Committee
 - o Finance Committee
 - o Nominating Committee
 - o Policy & Procedures Committee
- VI. Other Association Structures:
 - o Political Action Committee:
 - o Charter/By-Laws
 - o FPPC Requirements of the PAC

Association Operational Management:

- I. **Organizational Chart of Operational Services and Administration**
- II. Human Resource Management:
 - o Employee Guidelines, Policies and Processes:
 - o Hiring Policies/Process
 - o Termination of Employees
 - o Employee Review

- Employee Compensation Policies/Procedures:
 - Salary Schedule (Current)
 - Employee Benefit Schedule (Current) & Cap Policy
 - Exempt/Non Exempt Employees
 - Timecards
 - Vacation and Sick leave Policies/Procedures
 - The Role and Responsibilities of Key Staff:
 - The Executive Director
 - Meeting & Event Coordinator
 - Membership Coordinator
 - Communications Coordinator
 - Administrative Assistant
 - Contracted Services:
 - Policies and Process for Contracting for Services
 - Contracted Positions :
 - Legislative Consulting Services
 - Meeting Planning Services
 - Graphic Design Services
 - Accounting Services
 - Other Services:
 - Computer/Network Maintenance
 - Temporary Clerical Services
- III. Strategic Planning and Oversight:
- The Strategic Planning Process/Policies
 - The Current Strategic Plan
- IV. Financial Planning and Oversight:
- Budget Development, Policies and Timeline
 - The Budget Timeline/Management
 - Policy for Balances
 - Authorization to Act in Director's Absence
 - Budget and Financial Operations:
 - Accounts Receivable: Process and Policies for Revenue
 - General Fund
 - Reserve Fund
 - Mertes Fund
 - Accounts Payable: Process and Policies for Expenses
 - Chart of Accounts (current)
 - Receipt & Payment of Invoices
 - ❖ Authorization to Pay
 - ❖ Expense Account Usage Policy
 - ❖ Discretionary Expenditures
 - ❖ Contingency for Unanticipated Expense
 - Online/Automatic Payments
 - Reporting and Record Keeping Process and Policies
 - Audit Policy and Process
 - Annual ICA
 - Financial Audits

Communications Services and Oversight:

I. Organizational Chart of Internal/External Communication Services:

- Communications and Marketing Planning, Process and Timeline:
 - Style Guide & Templates
- Communications and Marketing Vehicles:
 - Newsletter Policies/Process:
 - Content Development
 - Advertising Rates/Process
 - Social Media Policies/Process:
 - Content Development
 - Web Site Policies/Process:
 - Content Development
 - Outside Advertising
 - Event Marketing & Online Registration
 - Jobtrac Marketing & Subscription Service
 - Online Publication Sales
 - Email Communications Policies/Process
 - Contracted Affiliate Online Services
 - Policies/Procedures for Polling & Surveying Members
 - Procedures for the Annual Member Survey
 - Procedures for the Annual Salary Survey
 - Proprietary Data/Intellectual Property Policies & Procedures:
 - Copyright & Establishing Proprietary Data
 - Distribution of the Member List

Member Services, Recruitment, Benefit Administration and Data Oversight:

I. Organizational Chart of Member Services/Benefits and Administration

II. Process/Policies for Membership Enrollment, Collection of Dues and Suspension:

- Processing Dues Payments:
 - Monthly
 - Annual
 - Pro-ration
- Processing Membership Adds/Drops:
 - Processing the Data
 - Member Communications
 - District/College Communications
- Statistics Reporting:
 - Benefit Carriers
 - Campus Reps
 - Board/Commissions
- Member Confidentiality Policy

III. Process/Policies for Recruitment and Outreach:

- Campus Rep Role and Responsibilities
- The District/College HR Manager Connection
- The Board or Commission Member as Recruiter
- Development of Recruitment Materials and Online Content
- Recruitment Messages:

- Business Member Development
 - Associate Member Development
 - Retired Member Development
 - ACCCA Event Membership Marketing (ACCCA and Affiliate Events)
- IV. Process/Policies for Maintaining Member Data and Records:
- Hard Copy Data/File Management
 - Online Data and Encryption Policies
 - Restrictions for Providing Protected Information and Data

Advocacy Services Planning and Oversight:

- I. Organizational Chart of Advocacy Services and Administration
- II. Role and Responsibility of the Advocate/Consultant (current contract)
- III. Role and Responsibility of Staff:
 - Process for tracking legislation
 - Process/policy for taking official positions
 - Process/policy for communicating official positions
- IV. ACCCA PAC Reporting and Separation of Duties:
 - PAC Charter/Constitution
 - Structure and Reporting of the PAC
 - Processing and Maintaining PAC Funds

Professional Development Planning and Oversight:

- I. Organizational Chart of Professional Development Services & Administration
- II. Process/Policies for Design & Delivery of Event or Program (ACCCA and Affiliate):
 - Emerging Program Development & Approval
 - Standardized Program Planning/Production Processes:
 - Chair/Team Selection
 - Site Research/Negotiation/Selection Process
 - Event Insurance
 - The Event Timeline/Responsibility Grid
 - Financial Report (Event Report) Reporting:
 - Establishing the budget and registration process
 - Online Registration Processing
 - Walk in Registration Processing
 - Cancellation Policy/Refunds
 - Event Expense Policy/Processing
 - Post-Event Financial Report Template
 - Engagement of Speakers:
 - Learning Outcomes
 - Program Materials
 - Expense Reimbursement Policy/Form
 - Contracting Professional Services
 - Promotional Activities/Timeline
 - Online Registration
 - Vendor Involvement
 - On-Site Processes/Policies:
 - Volunteer Commitment/Scheduling

- Staff Conduct Policies
- On site Printing
- Power Point and Other On-Site Media & Technology
- Post Event Follow Up:
 - Debriefing Session
 - Documentation/hard files
- Ongoing Event/Program Profiles:
 - Mentor Program
 - Admin 101
 - Admin 201
 - Annual Conference
 - Award Program Process/Policies
 - Annual Budget Workshop (ACCCA/ACBO)
 - Great Deans Program
- Contracted Affiliate Programs:
 - ACBO Spring Conference
 - ACBO Fall Conference
 - ACHRO Leadership Program
 - Chancellor's Annual Budget Workshops (North/South)
 - ACBO One Day Workshop
- Policy/Process for Recruiting Sponsors/Exhibitors:
 - Development of sponsorship menu/price list
 - Development of sponsor communications
 - Processing Sponsor/exhibitor requests

Appendices

OPERATIONS AND STRUCTURE

- Constitution
- By-Laws
- 501C6 Exemption Status Documentation
- Current Agreements for Services
- Current Agreements to Provide Affiliate Services
 - ACBO
 - ACHRO
 - Chancellor's Office
- Current Strategic Plan
- Current Directory
- Current Events Calendar
- Membership Enrollment Form
- Template for Monthly Member Report
- Current Business Member Roster
- Template for Campus Rep Handbook
- Archive File Map
- Storage Inventory
- Board Chronology
- Award Chronology

FINANCIAL DOCUMENTS

- Current Budget
- Most Recent IRS/State Tax Filings
- Chart of Accounts
- Current Audit Findings/Status of Implementation
- Template for Event Budget & Post Event Financial Report
- PAC Fund Account Information
- Mertes Fund Account Information

ADVOCACY DOCUMENTS

- ACCCA Political Action Committee By-Laws
- Current FPPC Report

COMMUNICATIONS DOCUMENTS

- Web Site Structure Map
- Sample Newsletter
- Template for Press Release

PROFESSIONAL DEVELOPMENT DOCUMENTS

- Sample Marketing Flyers
- Annual Sponsor Menu
- Template for Quick Reference Sheet (QRS)