President, Diane Reynolds called the meeting to order at 11:01 a.m. and introduced the NACAS Board of Directors.

Establishment of a Quorum
- Parliamentarian and Past President, Bill Redwine reported that we have a quorum.

Approval of October 11, 2016 Minutes
M/S/P Jean Kwaterski, University of Wisconsin – Oshkosh/Maria Hoagland, United States Military Academy “to approve the October 11, 2016 minutes as presented.”

NACAS State of the Association
- NACAS CEO, Kelsey Finn presented the State of the Association and talked about creating a shared vision for NACAS:
  - 71 new institutional members since October 2016 (37 rejoined, 34 new)
  - 3% membership growth, 92% renewal rate
  - 190 business partner members
  - 7 overseas members
  - 6,053 active individuals participated in the past two years
  - 18 webinars with 686 attendees
  - 4 virtual roundtables with 226 attendees
  - 2 institutes with 67 attendees
  - 131 CASP designees
  - $10,300 in awards and scholarships
  - 2 pre-conference workshops with 40 attendees
  - 1 pinnacle event (C3X annual conference) created specifically for the campus auxiliary services industry
- 2018 Strategic Direction
  - Brand & Industry - NACAS is recognized as a thought leader, trusted resource, and industry expert on auxiliary services in higher education.
  - Programs & Services - To provide programs and services to meet the needs of the auxiliary professional.
  - Membership - Enhance the value of membership to increase retention, recruitment, inclusivity, and engagement.

Treasurer’s Report
- Treasurer, Margarida Vieira reviewed the Statement of Activities 2017 Projections and gave an overview of the 2018 Budget Proposal. She noted that revenue is projected to increase in 2018 due to it being NACAS’ 50th anniversary and conference attendance is expected to be higher. Net assets are expected to increase 3.9% and a fund was started for reserves with the $25,000 contribution. A tier was added to the membership structure for institutions with 30,000 or more full-time students and membership fees overall were slightly increased.
- Highlights from 2017:
  - The new NACAS Research program, driven by the agreement with Riddle & Bloom, began working towards the goal of providing members with better data to help them make more informed decisions.
  - The Professional Development program had a banner year. Institutes, webinars, and partnered programs are continuing to be innovated to best serve all levels of the
Driven by a rebranding, updated website, and enhanced value, membership numbers and conference attendance are both projected to be higher than their 2016 levels.

The motion to approve the 2018 Annual Budget comes forward from the Finance Committee and does not require a second.

M/S/P “to approve the 2018 Annual Budget as presented.”

Regional Presidents Reports:

**NACAS Central**
Central president, Ron Portwine asked the Central Board to stand to be recognized. Central currently has 132 institutional members and is financially sound. The Central Board is working on developing an investment policy for the region to generate earnings to further support initiatives. The Central Board has allocated $8,000 for the next year for educational grants for regional conference attendance and CASP exam fees. They are also looking at membership recruitment and retention. The 2017 Central Regional Conference was held in Minneapolis with 45 delegates and 38 business partners in attendance. The delegates received a book in advance titled “Leading with Cultural Intelligence” to read in preparation of some of the activities that took place. A half-day session was held with Dr. Sandra Upton on improving cultural intelligence. The NACAS Central CX18 will be held June 24-27 in Kansas City, MO.

**NACAS East**
East president, Stephon Knox asked the East Board to stand to be recognized. The East region has been active in pursuing alternative strategies to engage their members and providing a variety of educational sessions. The 2017 East Regional Conference in Virginia Beach was very successful and additional educational sessions were added. The NACAS East CX18 will be held June 17-20 in Saratoga Springs, NY. East is working with the NACAS Office on expanding their memberships and to get more members engaged on a continuing basis. Focus is on professional development and providing scholarships for conference and On The Road (OTR) attendance. The next one-day OTR will be held in February at Penn State.

**NACAS South**
South president, Sharon Boyd asked the South Board to stand to be recognized. The 2018 South Regional Conference in New Orleans was very successful with 24 educational sessions and an increase of 13 additional business partners as compared to the year prior. The theme was “Building and Sustaining Service Excellence”. South joined with the NACAS Institute for Managers (IFM) in New Orleans and South members received a complimentary regional conference registration if they attended the IFM. In addition, six first-timers were awarded with conference grants and four CASP scholarships were given for 2017 C3X attendance. The South treasurer and event coordinator have been training/shadowing to make new board transitions easier. The 2018 South Regional Conference will be held in April 22-25 in Charleston, SC. South is focusing on investing and giving back to the region. Membership is slightly down. The South Board not only wants to focus on renewals, but on engagement as well. They are looking geographically at states that are not currently active in NACAS. South is financially sound. The South Board is focusing on their Strategic Plan and is seeking to create more alignment with the NACAS Office. South is looking to create a marketplace as regional members are seeking mentoring and succession planning resources.

**NACAS West**
West, president, Deborah Huebler asked the West Board to stand to be recognized. The West Board added a new non-voting Canadian at-large position. They are looking at changing this
to a voting position at the next regional conference. The West conference coordinator position is currently vacant. The 2017 West Regional Conference was held in Brea, CA and was fun and educational. The 2018 West Conference will be held June 3-5 in Coeur d’Alene, ID. West’s Strategic Plan expires this year and they are looking to align this with the NACAS Strategic Plan. The West region is doing well financially and they are looking at investment opportunities. West continues to provide CASP scholarships and will be giving four full scholarships to their 2018 regional conference to include registration, travel and hotel accommodations. As of the end of October, West has 136 institutional members with a net increase of 14.

NACAS Foundation Report
- Foundation president, Matt Portner reported on the support from the Foundation in 2017:
  - $10,300 in awards and scholarships
  - 17 people testing for CASP
  - Launched NACAS Research
  - Fully funded the NACAS Marketplace (new NACAS member benefit)
  - Supported 22 webinars with 912 attendees
- C3X Fundraising:
  - $13,000 bowling event
  - $5,135 raffle
  - $14,401 silent auction
  - Flip-a-coin to be held at the Celebration Luncheon. Firehouse Subs donated an iPad Pro and two defibrillators to the campus of the winner of the iPad.
- Regional Support:
  - Over $21,000 received from the regions ($9,500 of this went to CASP)
  - $8,060 from regional conference Flip-a-Coin events
- Mr. Portner thanked business partners for their support and recognized three businesses that are championing the Campaign for the Future:
  - Barnes & Noble College
  - Chartwells Higher Education Dining Services
  - E&I Cooperative Services

Nominating Committee Report
- Past President, Bill Redwine presented the 2017-2018 Slate of Officers:
  - Ryan Greene – Vice President (South)
  - Joe Eggleston – At-large Member (3-year term)
  - Bob Barry – Central Region Representative (3-year term)
  - Maria Hoagland – East Region Representative (3-year term)
- There were no nominations from the floor. The motion to approve the slate of officers comes forward from the Nominating Committee and does not require a second.

M/S/P “to accept the slate of officers as presented.”

Installation of Officers
- Past President, Bill Redwine conducted the swearing in of the 2017-2018 NACAS Board of Directors and the presidential oath of office for David Wahr, CASP.

New Business
- There was no new business.

M/S/P Cindy McClanahan, Georgia College and State University/Mark Kraner, George Mason University “to adjourn the meeting at 11:37 a.m.”
Respectfully submitted,

Kelsey Harmon Finn
CEO

Marcia Oakley
Executive Assistant