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# Annual General Meeting 2008 Agenda

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- K Ratification of Board Activities
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# Minutes of the Annual General Meeting of Members of the National Association of Career Colleges May 9, 2007

Present: Joy McLean, Blanche Macdonald Centre, Vancouver BC

Randy Ellingson, Wellington College of Remedial Massage Therapies Inc.

Winnipeg MB

France Bouchard-Michaud, Medès College of Esthetics, Moncton NB

Heather Sophocleous, MacTech Distance Education, North Sydney NS

George Hood, Herzing College, Toronto ON Debra Johns, CompuCollege, Moncton NB

Marjorie Taylor, MacTech Distance Education, North Sydney NS

Richard Chapman, Saskatoon Business College, Saskatoon SK

Hartley Nichol, RCC Institute of Technology, Concord ON

Beth Shewkenek, Saskatoon Business College, Saskatoon SK

Robert Prendergast, TEC The Education Company Inc. Vancouver BC

Christopher Hope, Granton Institute of Technology, Toronto ON

Blair Chapman, Saskatoon Business College, Saskatoon SK

**Deborah Burns, Executive Director NBACC** 

Verna LeMoine, LeMoine's School of Esthetics & Hair Design, St. John's NL

Jean James, LeMoine's School of Esthetics & Hair Design, St. John's NL

Paul Kitchin, Executive Director OACC

Lorna Mills, Office Manager, OACC

Scott McKenzie, Maritime Business College, Dartmouth NS

Bill Riches, Herzing College, Winnipeg MB

John Zaugra, Grand Valley State University

Jacqueline Ratté-Kohut, Manitoba Advanced Education

Cheryl Russell-Julien, CDI College of Business, Technology and Health

Care

Heather Goodyear, Centre for Arts and Technology, Halifax NS

Michael McAllister, Herzing College, Ottawa ON

Stephen Bartolini, International Academy of Design/Toronto Film School,

**Toronto ON** 

André Lefebyre, Inter-Dec College, Montreal QC

Carol Bruni, CDI College of Business, Technology and Health Care, Toronto

ON

Maria MacMinn, Robertson College, Calgary AB

Alan Hills, Academy of Learning

Geoff Collier, Thompson Career College, Kamloops BC

**Anne Burns, Chief Administrative Officer NACC** 

**Debra McKinnon, Administrative Assistant NACC** 

Monica Lust, Executive Director BCCCA

Harris Rosen, Fogler Rubinoff

President George Hood welcomed everyone to the Annual General Meeting of Members and referred the members present to the Annual Report.

#### 1. Approval of Agenda

Motion: Moved by Bill Riches, seconded by Joy McLean, that the agenda be approved as presented.

Carried

2. Approval of the Minutes of the June 10, 2006 Annual General Meeting of Members

Motion: Moved by Christopher Hope, seconded by Heather Sophocleus, that the minutes of the June 10, 2006 Annual General Meeting of Members be approved as presented.

Carried

# 3. President's, Staff and Committee Reports

George Hood referred the members to the many reports contained in the Annual Report.

Motion: Moved by France Bouchard-Michaud, seconded by Michael McAllister, that the President's, Staff and Committee Reports be approved as presented.

Carried

# 4. Financial Reports

#### **Audited Statements for 2006**

Treasurer Debra Johns reviewed the Audited Statements for 2006. She reported that exam revenue had dropped slightly. Membership Dues had decreased from \$200 per location in 2005 to \$150 per location in 2006. Expenses had increased due to greater number of conference calls, courier charges and college visits related to the examination service. Curriculum development costs had dropped. There had been a shift in salary allocations for Anne Burns to Administration to reflect the work being done on advocacy, committee work, projects etc. The NACC website had been redesigned.

Motion: Moved by Debra Johns, seconded by Christopher Hope, that the audited financial statements for 2006 be approved as presented.

Carried

#### **Approval of Budget**

Debra Johns referred the members to the Budget for 2007. This budget had been reviewed and approved by the Finance Committee. Salary Allocations were set at 25% to Administration and 75% to Examination Services. Debra pointed out the slight deficit that was projected for the year and recommended that the deficit be covered by the accumulated surplus.

Motion: Moved by André Lefebvre, seconded by Maria MacMinn, that the budget be approved as presented.

Carried

# 5. Appointment of the Auditor

Motion: Moved by Robert Prendergast, seconded by Stephen Bartolini, that David McCarroll, be appointed as auditor for 2007.

Carried

#### 6. Ratification of Board Activities

George Hood on the rationale for the Quality Assurance project that NACC had undertaken. He reported that during NACC visits with Members of Parliament, civil servants and other national organizations, there was concern expressed about quality in the private career college sector. This perception was hurting the sector and its students. It was unfair to students. With the lack of a federal department of education, the fragmentation of jurisdictions made the job of

addressing the inequity of treatment of international students who chose to attend private career colleges in Canada, that much more difficult. The Board also saw that as an opportunity for NACC. George invited Debra Johns, Chair of the NACC Advisory Committee on Quality Assurance to address the meeting.

Debra referred to the 2003 strategic plan undertaken by NACC where quality was towards the end of the list of priorities. By the October 2006 meeting, quality was in the top three. The NACC Board had approved hiring a consultant (Deborah Burns) who had been leading an initiative on Quality Assurance in New Brunswick. The NBACC had received funding from the Government of New Brunswick to hire an Executive Director and develop a quality assurance program for NB. The NACC Board of Directors decided to hire Deborah to prepare a study for NACC. The report has generated a lot of discussion. The report would be made available to members by contacting the provincial rep on the NACC Board. If NACC championed the quality initiative it would become a top priority. NACC would proceed with the project but would like buy-in from the members.

Motion: Moved by Debra Johns, seconded by Heather Sophocleous, that NACC continue to explore the development of a national quality assurance program.

**Carried unanimously** 

Deborah Burns reviewed the project and had presented it to the Board on May 6. She reported that she had looked at Quality Assurance models in the public and private sector in Canada and abroad, to determine whether the Canadian Education and Training Commission could be the body that NACC could endorse or whether other models such as that of the Association of Universities and Colleges of Canada (AUCC) would be the best option or whether there were other options still to be examined. She pointed out that it was critical that whatever option was chosen, that key stakeholders were involved. Those would include regulators – provincial and federal, sector councils etc.

George thanked Deborah Burns for her work. He added that there was still a great deal of work for NACC to do given the 'disconnect between the provincial and federal governments' and continuing to educate politicians and public servants about our sector.

Christopher Hope addressed the meeting on the possibility of the Canadian Education and Training Accreditation Commission (CETAC) being the quality assurance vehicle.

**NOTE:** No motion was made to ratify the actions of the Board.

#### 7. Conference 2008

The NACC and OACC Boards had agreed to hold a joint conference in Ontario in 2008. The NACC Board had agreed that OACC should select the location.

# 8. Adjournment

Motion: Moved by Bill Riches, seconded by Blair Chapman, that the meeting be adjourned.

Carried

# President's Report

Submitted by George Hood President, NACC

With the national accreditation quality initiative underway it is appropriate that NACC is holding its 2008 AGM and conference in the nation's capital.

After research, board meetings and a facilitated stakeholder session, the decision to move forward with the goal of creating a national accreditation model based on a revised, version of CETAC, that would serve to enhance and measure the quality of Canadian Career Colleges was unanimously agreed to by the board. The transition process is underway and much has been accomplished already. One of the goals of this quality initiative is to have the recognition of both the provincial regulators and the federal government making this a nationally recognized measurement of quality, affording many benefits to our international and Canadian students. Change is seldom easy and sacrifice is often required, but the benefits achieved can be rewarding for many years to come.

As my two-year term of serving as President of NACC is coming to an end, I would like to extend sincere thanks to Anne Burns, Debra McKinnon and Virginia Bond from the NACC head office. Working as a consultant for NACC, during the last several years, Peter Dykstra, Senior, has led the board along the road to quality assurance, making significant accomplishments along the way. I applaud his efforts and commitment to the sector.

I would like to express thanks to the NACC board, who have worked many long hours and traveled great distances across Canada to attend board meetings and take part in various stakeholder advisory groups making sure our collective voice is being heard. No matter how serious the discussions, the members have managed to keep it fun and memorable.

Finally, I would like to welcome all the delegates to Ottawa! Have a great conference and AGM.

All the best.

George

# **Head Office Report**

For the 2007 Membership Year Submitted by Anne Burns, Executive Director

#### **NACC Board of Directors**

George Hood President, Joy McLean Vice-President, Debra Johns Treasurer, James Loder Secretary, Directors: France Bouchard-Michaud, Audrey Brattberg, Blair Chapman, Randy Ellingson, André Lefebvre, Michael McAllister, Scott McKenzie, Hartley Nichol, Robert Prendergast, Bill Riches

#### **Head Office Staff**

Anne Burns Executive Director, Debra McKinnon Administrative Assistant, Virginia Bond Examination Services Specialist

The NACC Board continued the practice of in-person meetings and meetings by teleconference.

February 2007 – The Board met with:

- Lui Temelkovski, MP, Standing Committee International Trade
- Dr. Robert Sauder, Director, National Learning Systems Policy
- Mrs. Shuyun Shi, Counsellor Educational Affairs, and Mr. Guo Wei, Third Secretary, Embassy of the People's Republic of China, Ottawa
- Jim Miller and Sabrina Anzini, Senior Policy Advisors to Diane Finley, Minister of Citizenship and Immigration
- Rosaline Frith, Director General, Dale Barbour and Micheline Nehmé, Canada Student Loans Program
- Andrew Cardozo, Executive Director of The Alliance of Sector Councils
- Maia Welbourne, Director Temporary Resident Policy and Program Division, CIC
- Ed Komarnicki, MP, Standing Committee on Citizenship and Immigration

#### **Quality Assurance**

The NACC Board commissioned the report "*Toward National Quality Assurance*" which was presented at the Annual General Meeting in Vancouver in May 2007. The issue of quality was one that was raised at the meetings in Ottawa. The NACC Report was timely in reviewing potential accreditation models. The need to involve external stakeholders in an accreditation process was a crucial factor in gaining recognition for a chosen process.

As a result, the Board supported a meeting of stakeholders to assist the Board to identify the best accreditation model for private colleges. The stakeholder meeting was held in Ottawa in October 2007. The external stakeholders who attended the October 29 meeting were:

 Jean-Phillippe Tachdjian, Deputy Director & Trade Commissioner, International & Youth Division, DFAIT

- Geneviève Gougeon, DFAIT
- Kyla Maddox, Citizenship & Immigration Canada
- Nina De Stefano, Association of Universities and Colleges of Canada
- Isidore Leblond, Association of Accrediting Agencies of Canada
- Donna Vogel, Ontario Ministry of Training Colleges and Universities
- Chris Barney, The Alliance of Sector Councils
- Hope Brewer, Manager of Private Occupational Training Branch, New Brunswick Dept. of Education & Labour
- Yves Beaudin, National Coordinator, Canadian Information Centre for International Credentials

# Other Attendees included:

- Paul Kitchin, Exec. Director of Ontario Association of Career Colleges
- Monica Lust, Exec. Director of BC Career Colleges Association
- Brenda Steele, Canadian Education and Training Accreditation Commission
- Deborah Burns, DLB Consulting Inc.
- The NACC Board
- Peter Dykstra, NACC Director Government Relations
- Anne Burns, NACC CAO

The outcome of the meeting was the decision by the NACC Board that the Canadian Education and Training Accreditation Commission would be the most appropriate accreditation model as it combined institutional accreditation with a strong emphasis on programs. Recognizing that there were changes that needed to be made to CETAC to ensure that it could provide the kind of quality assurance that was needed, NACC entered into an agreement with CETAC to manage the transition for a 12 month period. An RFP was issued and the contract was awarded to DLB Consulting Inc. to implement the work plan contained in the NACC Report "Toward National Quality Assurance".

The current Transition Team includes: Debra Johns (NACC), Robert Prendergast (NACC), Bill Riches (CETAC), Susan Golets (Ontario Ministry of Training, Colleges and Universities), Ron Koslowsky (Canadian Manufacturers & Exporters), Dr. Sam Scully (Educational Consultant), Yves Beaudin (Canadian Information Centre for International Credentials, Council of Ministers of Education Canada), Micheline Nehmé, (HRSDC), and Anne Burns NACC Executive Director (ex officio) and Deborah Burns, CETAC Executive Director (ex officio).

## **NACC Projects**

We were pleased to partner with HRSDC and Canada Millennium Scholarship
Foundation on the National Student Survey of Private Career Colleges. This is the
first national survey of private career colleges conducted by a third party. The
Executive Summary and link to the full report has been sent out to federal Members
of Parliament and key stakeholders. The profile of our colleges and students is
useful in understanding the role of private career colleges – something that has been
lacking in the past

- Again we were pleased to partner with HRSDC on Innovative Practices Report and Guide. NACC will host this guide on the web site at <a href="https://www.nacc.ca">www.nacc.ca</a>. Thanks to all of the colleges that provided practical ideas that impact repayment/default rates.
- The NACC Board commissioned a proposal for a Feasibility Study of the private career college sector. The proposal was conducted by Ken Snowdon, and submitted to the learning Policy Directorate, HRSDC. The study has been completed and we will make it available when released by HRSDC.
- Conference 2007 Successful event was held in Vancouver in partnership with the British Columbia Career Colleges Association
- NACC Web site updated on recommendation of the Membership Services/Communications Committee
- Two issues of the NACC Magazine "Career Connections" were published and distributed to high schools across Canada, Members of Parliament, Canadian Education Centres Network
- NACC Directory was published in late fall with the same distribution list as the magazine.

# Representation on External Organizations

- National Advisory Group on Student Financial Assistance Anne Burns, Hartley Nichol
- Advisory Committee on International Students and Immigration Anne Burns, Peter Dykstra
- National Education Marketing Roundtable Anne Burns, Peter Dykstra
- Work and Learn Knowledge Centre Consortium Anne Burns
- Canadian Tourism Human Resources Council Advisory Committee Anne Burns

#### **NACC Examination Service**

Our Personal Support Worker examination is now available online. The students like this option and we hope to move to online examination only in the next year. We hope to convert the other NACC examinations to an online format next year.

The Early Childhood Educator program is in the final stage of completion. Submission for equivalency to the Association of Early Childhood Educators of Ontario should be completed this year.

Successful Instructor Workshops were held.

#### Other NACC Services

We are working with OACC on being able to offer a transcript/records storage service to colleges across Canada. While it may not be mandatory at this time, that your records/transcripts are stored with an approved provider in your province, this may be coming to your province soon.

# **Program Brokerage Service**

We are working on facilitating curriculum purchases by bringing together those who have curricula for sale and those who are looking to buy.

All in all 2007 was a busy year and we thank the Board of Directors and the Committees for their hard work and support. The first part of 2007 was the busiest for the committees, while we focused heavily on the Quality Assurance project in the fall.

**Finance**: Debra Johns, Treasurer/Chair, Robert Prendergast, Richard Novek, Bill Riches, Don Thibert

**Membership/Communications**: Randy Ellingson, Chair, Richard Chapman, Peter Dykstra Inr., Scott McKenzie, Bill Riches

**Student Financial Assistance**: Hartley Nichol, Chair, Blair Chapman, Heather Sophocleous, Don Thibert

**International Student Recruitment**: Joy McLean, Chair, Deborah Burns, Peter Dykstra, James Loder, Monica Matheson, Hartley Nichol, Carmen Valero

Quality Assurance: Debra Johns, Chair along with the NACC Board

**Sector Study**: Robert Prendergast, Chair, James Loder, Monica Lust, Michael McAllister, Hartley Nichol, Marcello Scarlato

**HRSDC**: Michael, Chair, Joe Gagliardi, Heather Goodyear, Janet MacDuff, Lois McNestry **Examination Services Committees**: See Examination Services Reports.

Thank you to the Board of Directors for volunteering to serve on the National Association of Career Colleges Board and to all of our hardworking committees.

To provincial association colleagues, thank you for the network and linkages that have been established and hope that we can build on those connections.

Finally thank you to my head office colleagues, Debra McKinnon and Virginia Bond, for the work that they do to support the NACC.

# **Exam Services Report**

#### **PSW Committee Members**

Ann Robinson – Chair, Jeffrey Miller, Janet Szczukocki, Myrna O'Brien, Lois McNestry, Anne Burns – Executive Director, Debra McKinnon – Administrative Assistant, Virginia Bond – Examination Services Specialist

It was another busy year for the PSW Examination Services Committee in 2007 with meetings, workshops, and program maintenance.

# Highlights of 2007

# **PSW Instructor Training Workshops**

Two workshops were held (spring and fall) at the NACC office for instructors new to the PSW Common Standards Group. The focus was on program standards and program delivery. Both sessions were well attended and feedback was extremely positive.

# **PSW Instructor Professional Development Workshop**

The annual Professional Development Day for PSW Instructors was held at Brant Park Inn in Brantford on November 3, 2007. Presentations included Canadian Language Benchmarks especially as they pertain to PSW success, Essential Skills for PSWs, Duty to Accommodate, Workplace Violence and Non-Violent Crisis Intervention and a session on De-mystifying the Roll of PSWs in the Community and the Assignment/Delegation of Regulated Nursing Acts to PSWs.

#### **PSW Online Exam**

During 2007 an online version of the PSW examination was created. The exam was piloted in the fall with selected schools. Student comments during the pilot included: "It was very good and saved a lot of time." "It was easier to understand." and "I liked the way it was done."

Starting in January 2008, the online version of the PSW examination will be available each month.

# **PSW School and Examination Statistics**

There are now 116 Personal Support Worker schools in the PSW Common Standards Group (CSG). Each school has signed an agreement with NACC verifying that the school will follow NACC standards for the program and that all of its students will write and pass the NACC PSW examination as part of the graduation requirements for their PSW program.

From 1998 to December 2007, 29,416 students have written the NACC PSW examination, 26,794 students have passed the examination for an overall pass rate of 91%. All who passed have received the NACC PSW Certificate. The certificate is numerically keyed to the

student's name and can be used by employers to verify the student's qualifications. Additionally, those who wrote after August 2000 have received a NACC pin.

In 2007, 3,202 students wrote the NACC PSW examination with 2,868 passing the exam, an overall pass rate of 89%.

#### **School Visits**

Exam Services continued with school visits throughout 2007 to ensure that the NACC standards and revised PSW program guidelines were being followed. Members of the PSW Examination Services Committee visited 13 schools in 2007. Due to the time commitment required for conducting visits, priority was given to new schools, schools where the examination process had flagged a problem, those that were the subject of complaints and schools that requested a visit.

During the visits, the focus was on meeting and maintaining the NACC CSG standards. This was of particular importance given that the NACC revised PSW Program has been assessed by Assessment Strategies Inc. (a third party assessor) as being 100% comparable in terms of meeting the new PSW Program Standard published by the Ontario Colleges of Applied Arts and Technology (OCAAT). Where concerns were identified, the school was required to address the deficiencies and meet the standards to remain in the Common Standards Group.

The PSW Examination Services Committee members are dedicated to supporting NACC's mandate "to establish national standards in career training" and ensuring the success of the examination process. They bring a wealth of expertise and commitment, and I would like to thank them for their support. Special thanks to Virginia Bond and Debra McKinnon, we could not have accomplished what we did without you.

Submitted by Ann Robinson, Chair PSW Exam Services Committee

### **ECA Committee Members**

Sue Martin, Maryann Deluca, Barbara Ford, Carla Conway, Janet Webster, Virginia Bond–Examination Services Specialist

The committee continued to develop a full Early Childhood Educator Program. Extensive time was taken to refine program learning outcomes to reflect the Occupational Profile established by the Canadian Child Care Federation (CCCF) and current trends in training. A broad spectrum of textbooks was suggested for the program with the final decisions in early 2008.

The committee is also working on revisions to the Early Childcare Assistant program and textbooks with revisions anticipated to be finalized in 2008. The practicum handbook is also being revised to reflect CCCF standard sand to provide students with guidance to develop employer expected competencies in free and directed play experiences for young children and a more reflective practice.

Next year the committee is hopeful that the College of Early Childhood Educators in Ontario will be functioning and the Association of Early Childhood Educators of Ontario will be again receiving institutional equivalency applications. The committee is hopeful to submit the NACC application as soon as possible.

Submitted by Virginia Bond-Examination Services Specialist

#### **Esthetics Committee Members**

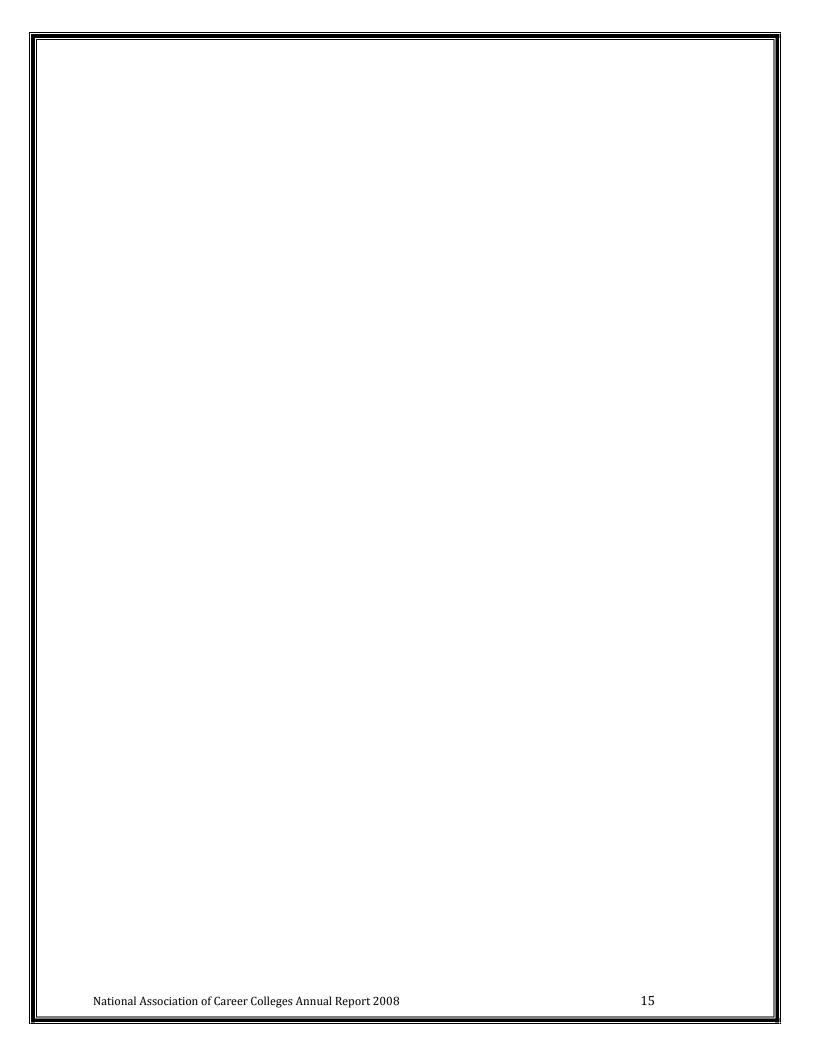
France Bouchard-Michaud, Chair, Janice Best, Sherry Docherty, Leslie Lyon, Virginia Bond-Examination Services Specialist

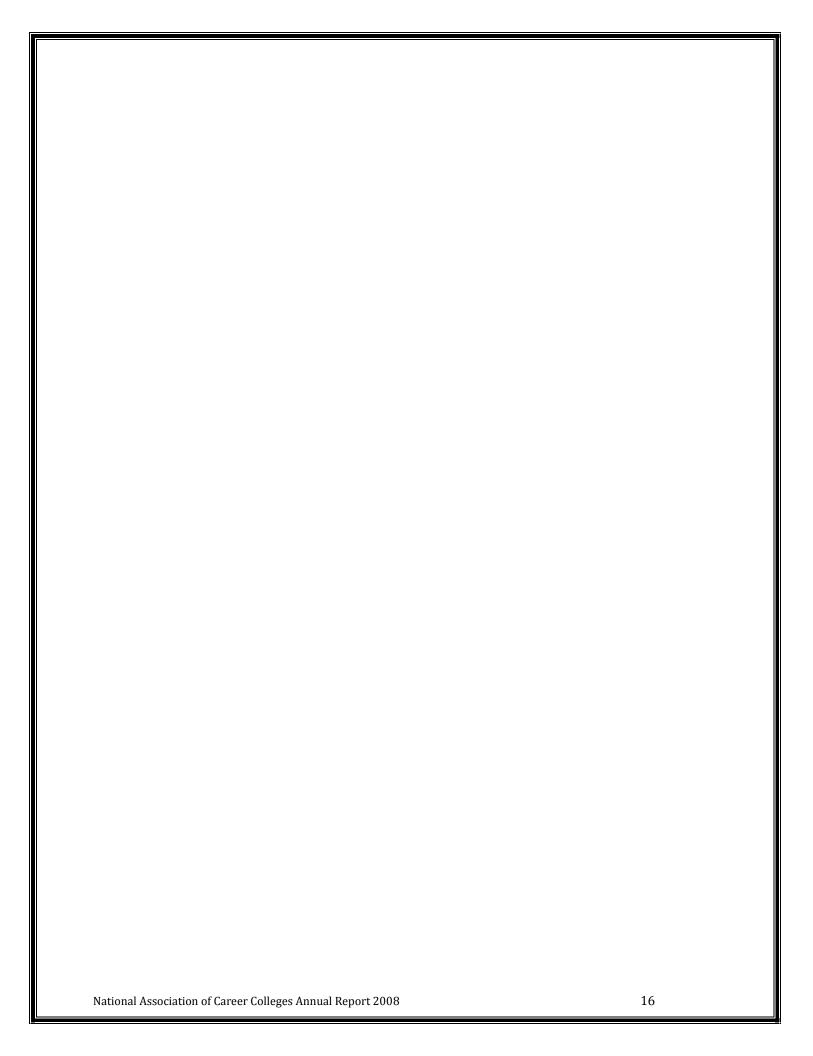
The Esthetics committee discussed industry standards for the program and trends in training. Industry trends promote the "greening" of spas and salons and the need to teach the practice of added value items throughout the program. The committee is looking at ways to enhance the current program to support these trends.

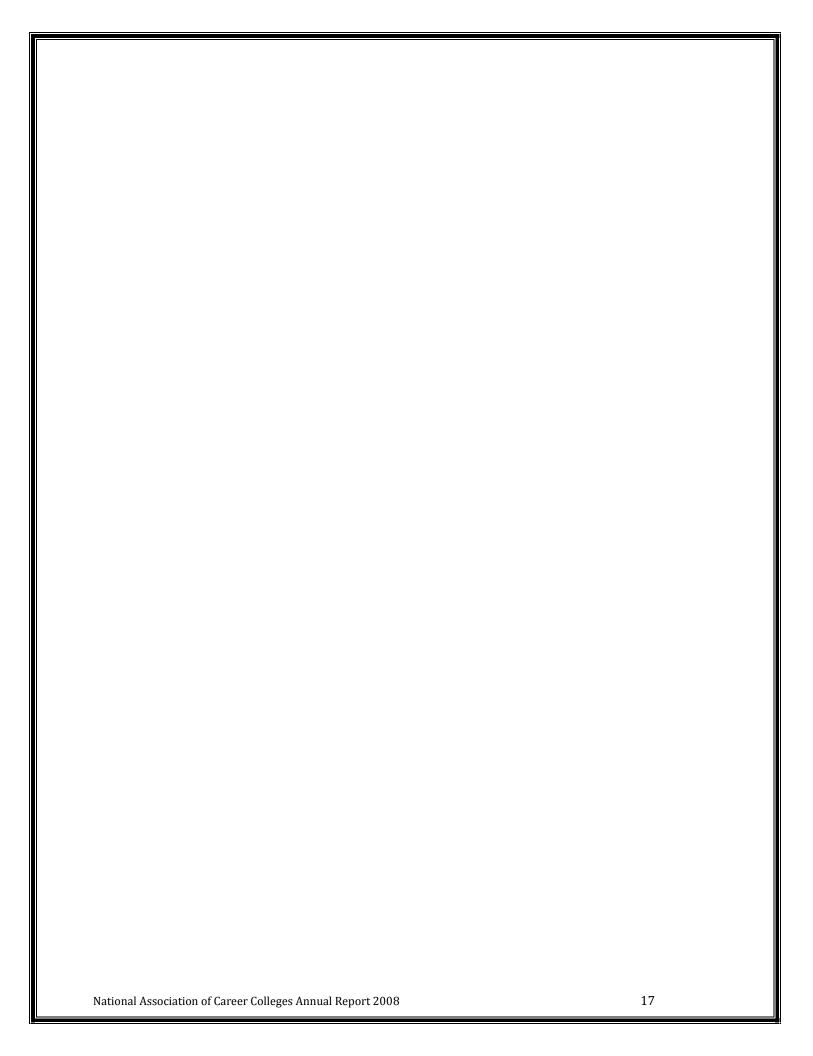
The committee is also looking at additional materials which address the trends in spa and salon.

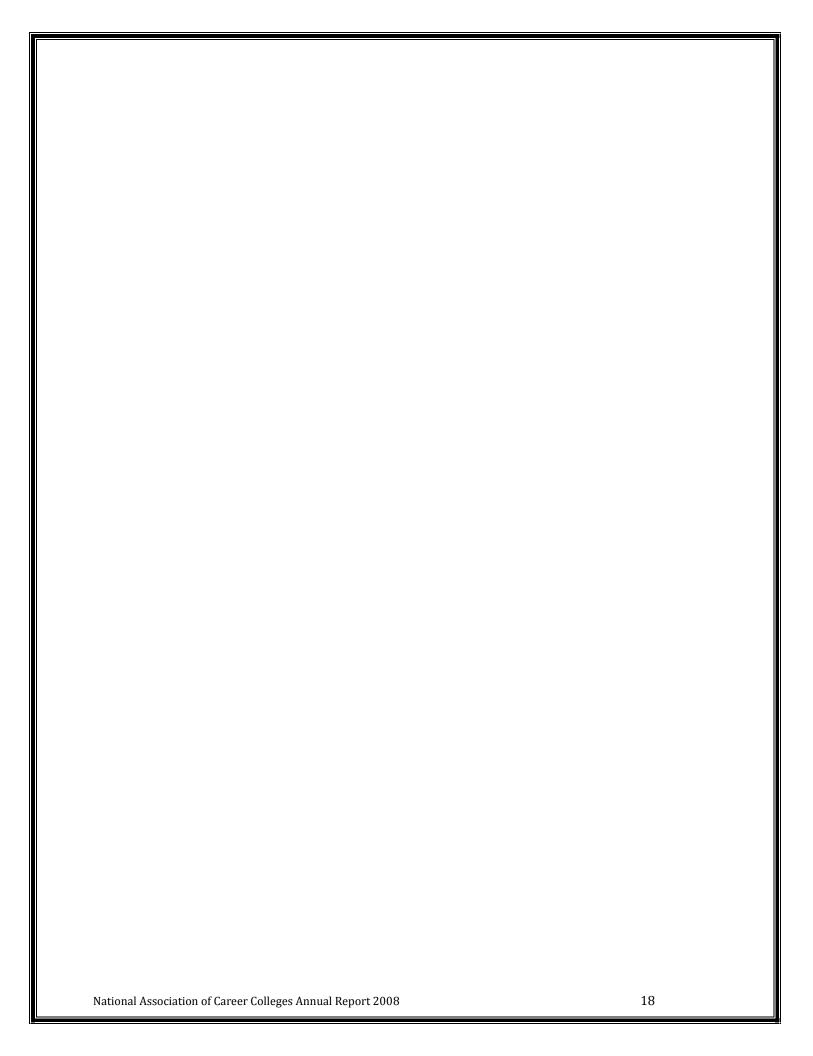
Submitted by Virginia Bond- Examination Services Specialist

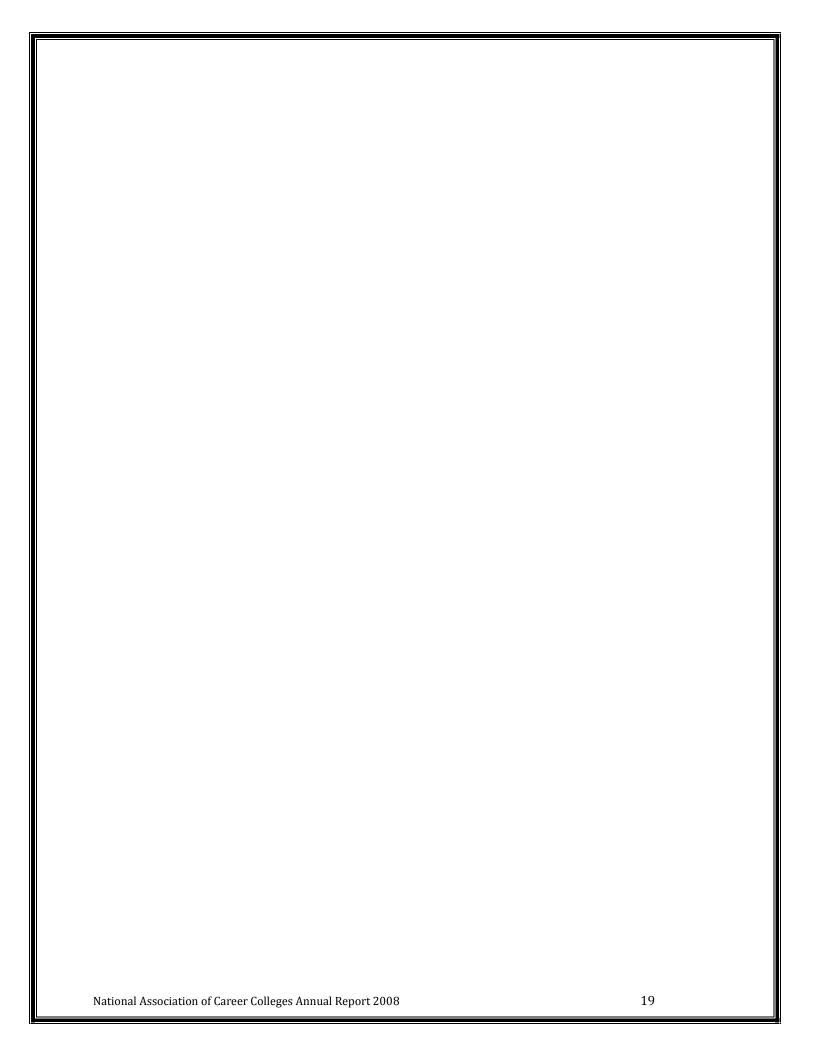
Audited Statements as at December 31, 2007					

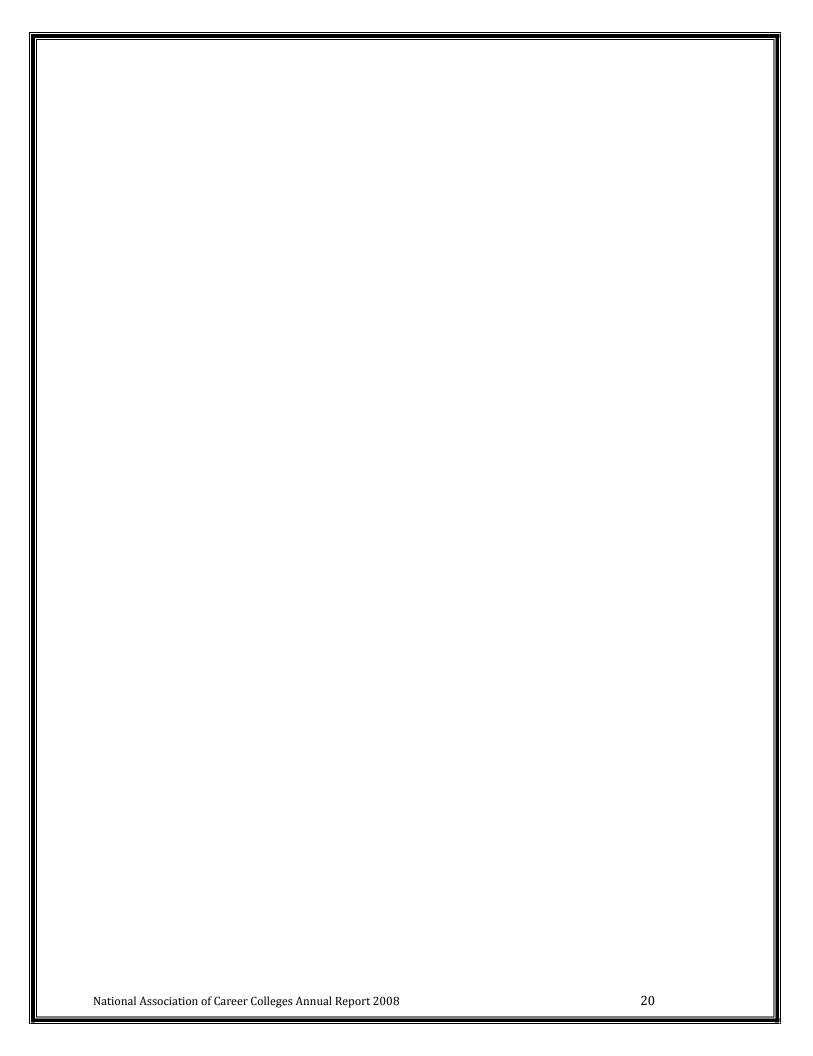


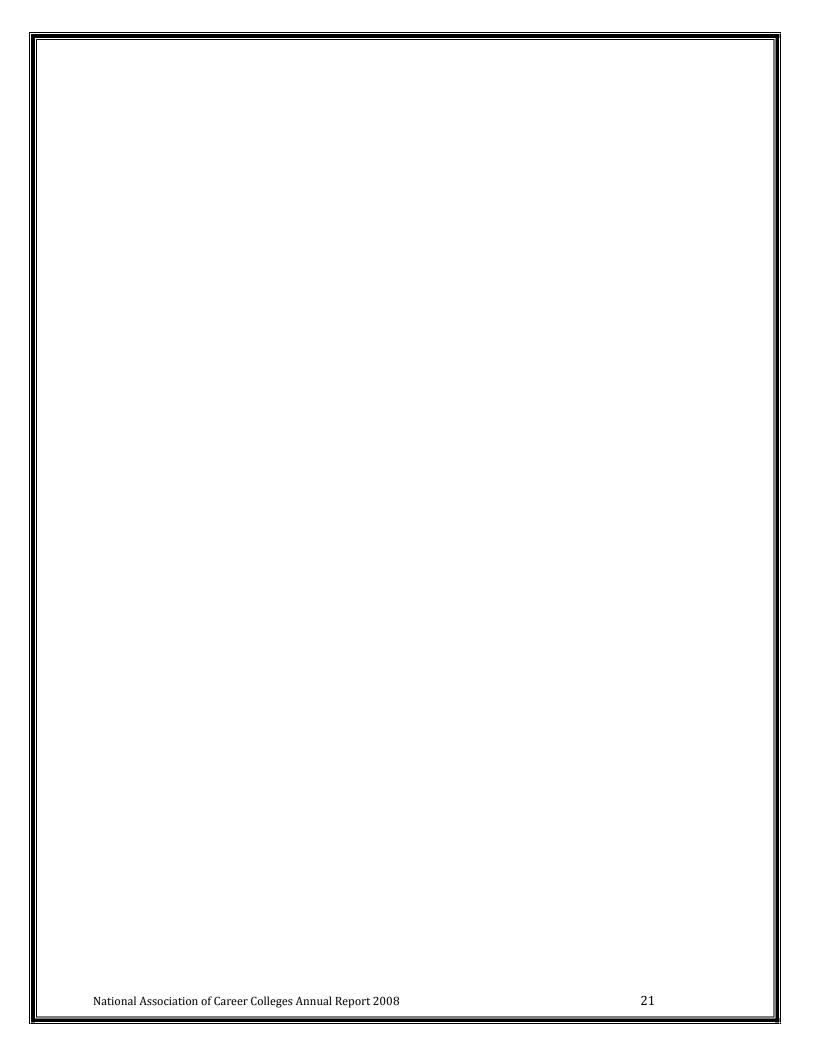


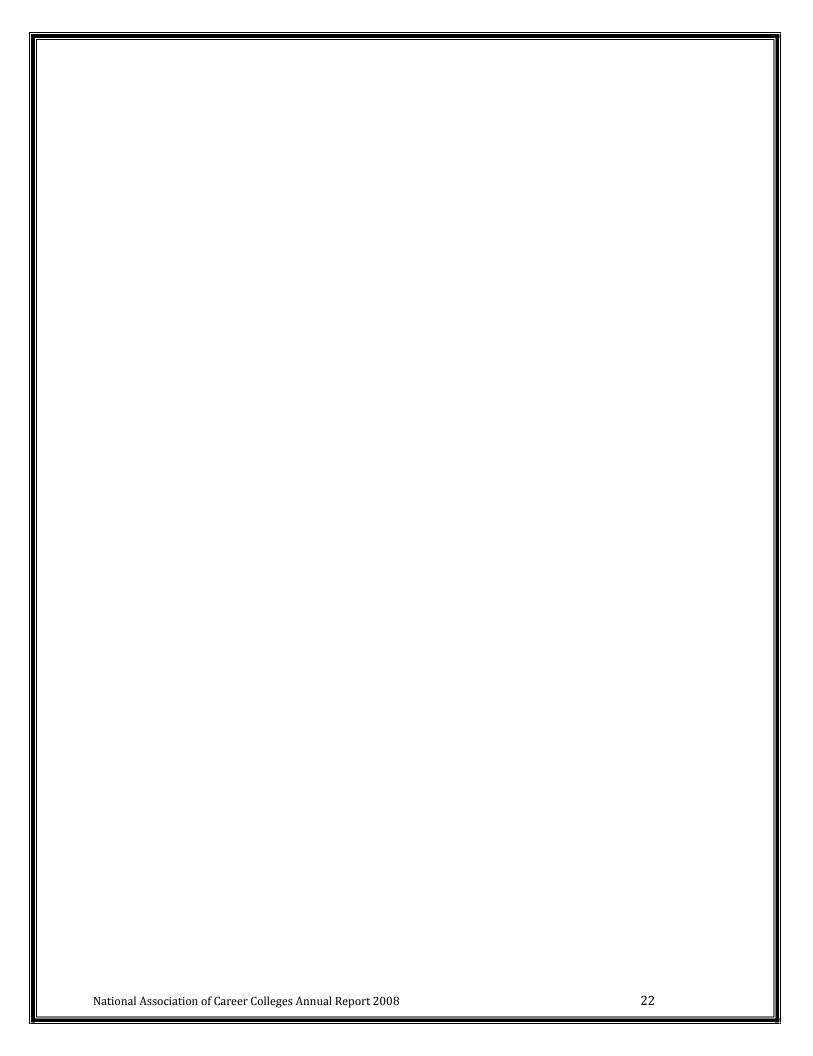












# NACC Annual Budget January 1 – December 31, 2008

	Consol	Admin	Exams
REVENUE	<b>T</b> < 0.00	<b>T</b>	
Membership Active	56,000	56,000	
Membership Associate	1,200	1,200	
Curriculum Purchase	20,000		20,000
Exam Fees	166,250		166,250
Passbooks / Brochures	11,377		11,377
Conference (net)	5,000	5,000	
Interest	4,000	2,000	2,000
New Projects	10,000	10,000	
Affinity	<u>3,500</u>	<u>3,500</u>	
TOTAL REVENUE	<u>277,327</u>	<u>77,700</u>	<u>199,627</u>
EXPENSES			
Salaries / Benefits	149,000	55,130	93,870
WSIB	600	222	378
Accounting Service	500	250	250
Rent	19,500	9,750	9,750
Amortization	3,500	1,750	1,750
Insurance	1,600	800	800
Office Supplies	3,800	1,900	1,900
Photocopying	5,000	1,250	3,750
Computer Support	2,500	1,250	1,250
Shipping Supplies	1,200	840	360
Postage / Courier	10,000	2,500	7,500
Equipment Lease	13,700	6,100	7,600
Bank Service / Pay Administration	1,200	300	900
Merchant Visa	2,600	260	2,340
Legal / Audit	6,000	3,000	3,000
Telephone / Fax / Internet	9,000	5,850	3,150
Board Meetings	17,000	15,300	1,700
Staff Travel	18,000	16,200	1,800
Staff Training	500	500	1,000
Promotional Material	500	300	500
Translation	500	500	500
Exam Supplies	7,400	300	7,400
Exam Services Committee	3,000		3,000
Certificates	700		700
Pins	5,000		5,000
Curriculum Development	10,000		10,000
TOTAL EXPENSES	<u>10,000</u> <b>292,300</b>	<u>123,652</u>	168,648
TOTAL LALLINGLO	<u> </u>	123,032	100,070
SURPLUS (DEFICIT)	<u>(14,973)</u>	<u>(45,952)</u>	<u>30,979</u>

#### Board of Directors for 2008 - 2009

The Board of Directors is comprised of provincial appointees (one from each affiliated province) and up to 5 members-at-large. The Member-at-Large provision permits those members who have the expertise and a willingness to contribute to the work of the Board, to be able to serve.

# Composition of the NACC Board of Directors Provincial Appointees (1 per affiliated province)

BC Iov McLean

AB Audrey Brattberg

SK Blair Chapman

MB Randy Ellingson

ON George Hood

NB Debra Johns

NS Heather Sophocleous

NL James Loder

Note: Quebec and Prince Edward Island are not currently affiliated with NACC and therefore do

not have an appointee to the Board.

# **Member-at-Large Positions** (provision for up to 5)

There are up to 5 member-at-large positions to be filled at the Annual General Meeting in May. The terms of office for members-at-large are 2-years. All current members-at-large are completing 2 year terms in May 2008.

## **Current Members-at-Large**

André Lefebvre

**Bill Riches** 

France Bouchard-Michaud

Hartley Nichol

Michael McAllister

**Robert Prendergast** 

In accordance with NACC Bylaws, nominations for any vacancy on the Board required to be filled by election of the Active Members i.e. Members-at-Large, may be submitted to Blair Chapman, Chair of the Nominating Committee prior to the AGM by an Active Member or made from the floor by an Active Member at the AGM.

An Active Member is a member college in good standing (i.e. with dues paid for the year) – an owner, director, officer, manager or employee designated in writing by the Active Member and is allowed one vote at the Annual General Meeting (Article 12.05)

All candidates for Member-at-large positions must be nominated by an Active Member and the candidate must be prepared to outline what he/he can contribute to the NACC Board of Directors.

NOTE: NACC will cover the cost of travel, up to a maximum of \$750 per Board meeting for

2 NACC Board Meetings per year. Travel costs to the NACC conference are not

covered by NACC.