



# Student Chapter Operations & Sustainability Manual

# TABLE OF CONTENTS



## Student Resources and Opportunities

- Introduction .....3
- What is NCPA? ..... 4
- Mission Statement and Independent Pharmacy Today ..... 5
- Student Chapter Expectations..... 6
- Student Membership Benefits ..... 7
- Scholarships and Executive Residency ..... 8
- Experiential Programs and Student Leadership Council ..... 9
- National Meetings Overview..... 10

## Chapter Management and Operations

- Introduction to Student Leadership ..... 12
- Chapter Officers ..... 14
  - [Optional Officers and Committee Chairs](#).....
- Meeting Guide ..... 15
- Officer Transitions ..... 17

## New Transition Guide – Find this [HERE](#)

## Resources

- NCPA Student Chapter Forms ..... 19
- Chapter Recognition and Awards Description.....20

## NCPA Student Chapter Challenge

- Practice Transformation Challenge.....21

## Chapter Officer Resources

- [Membership Toolkit and Resources](#).....
- [Legislation and Advocacy Resources](#).....
- [Financial Resources](#).....

## New Chapter Development – Find this [HERE](#)

Includes:

- Making it Happen! .....
- Development of Governing Documents .....
- Sample Governing Documents .....

# Student Resources and Opportunities

## INTRODUCTION

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We are pleased to provide you with the National Community Pharmacists Association Student Chapter Operations and Sustainability Manual, a publication that will answer the majority of questions that you, the student chapter officers, might have throughout the year.

This manual has been prepared to help student chapter officers orient student chapter members to NCPA and its divisions, and the benefits and opportunities that exist from belonging to NCPA. The enclosed information will also acquaint you with the NCPA Student Affairs Department and offer suggestions that can help in conducting chapter meetings and programs. It contains important deadlines for scholarships, and awards, and helps to identify programs that the chapter may undertake. Several of the following sections will be updated regularly, so reviewing this manual each year is very important.

The Student Chapter Operations & Sustainability Manual will serve each student chapter and should be used as the ongoing chapter record. This document can be printed and placed in the chapter's notebook to pass on to the next year's officers to help them continue to develop your NCPA student chapter. It can also serve as the chapter's record of communications with the NCPA national office and with other student chapters.

If you have any suggestions regarding the material enclosed, please contact the NCPA Student Affairs Department at [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org), access our website at: [www.ncpa.org](http://www.ncpa.org), or write to:

NCPA Student Affairs  
100 Daingerfield Road  
Alexandria, VA 22314

## WHAT IS NCPA?

The National Community Pharmacists Association represents independent community pharmacy owners. If an individual wants to operate a successful community-based pharmacy practice, NCPA membership is a must. NCPA advocates on legislative and regulatory matters to promote opportunities for small business pharmacy owners, offers member benefits, and strives to provide education to students, staff pharmacists and pharmacy owners to ensure a successful future.

Today's independent pharmacists are small business entrepreneurs and multifaceted health care providers. They provide sophisticated health care services and information to millions of patients who pass through their doors each day. Independent community pharmacists are also community leaders actively involved in community-oriented public health, civic, and volunteer projects. Given their accessibility, dedication to the profession and desire to serve the needs of the community, independent community pharmacists are a vital part of the United States health care system.

The ability to quickly adjust to market demands is one of the greatest advantages of being an independent pharmacist. Providing services essential to patients such as immunizations, medication synchronization, custom compounded medications, point-of-care testing, long-term care consultation, among others, establishes independent pharmacists as vital members of a community's health care team. Services such as emergency prescription services, daily home delivery, and—most important—face-to-face interaction with patients further engrain independent pharmacists into the fabric of their community. Independent pharmacy owners have the opportunity to practice pharmacy the way they choose, with caring for patients being the top priority.

A monumental event took place in the pharmacy profession in 1898. NCPA (formerly known as the National Association of Retail Druggists or NARD) was founded and charged with the duty of representing the professional and proprietary interests of independent pharmacists. NCPA has provided a legacy of service and benefits, not only for its members, but for the members' patients as well. With longstanding recognition for its political clout and involvement in contemporary issues, NCPA has brought the issues important to owners, managers, and employees of over 19,400 independent pharmacies to the forefront of the federal government and its agencies. The nation's independent pharmacies, independent pharmacy franchises, and independent chains dispense nearly half of the nation's retail prescription medications.

NCPA continues to offer its members valuable information on the business and practice of independent pharmacy, latest developments in legislation and regulations affecting pharmacy practice, practical tools that can be used in everyday practice, advanced business skills to assist owners in identifying business challenges and enhancing their business operations, and an expanding network of pharmacy colleagues. NCPA also works with other pharmacy organizations to present a unified voice for pharmacy on issues facing the entire profession.

## MISSION STATEMENT



NCPA protects and promotes the interests of independent pharmacists whose current and future success is vital to their patients, their communities, and the entire healthcare system.

## INDEPENDENT PHARMACY TODAY



Independent pharmacy: \$67.1 billion marketplace

Independent pharmacies across the country total: 19,397  
Compared to Traditional Chain: 21,009  
Mass Merchant: 9,431  
Supermarket: 7,284

Average independent pharmacy sales: \$3.5 million

- Pharmacies are dispensing more prescriptions, and providing valuable services to patients

Independent pharmacies offer a wide range of patient services

- The top services offered in 2020 were: delivery (70%), MTM under Medicare Part D (73%), diabetes training (30%), adherence services (91%), compounding (52%), durable medical goods (46%), immunizations (87%), and blood pressure monitoring (53%).

Independents utilize technology

Point of Sale System: 93%  
Automated Dispensing Counter: 67%  
Integrated Voice Response System: 48%

Staffing in independent pharmacies

- Average independent employs 6.7 Full-time workers
- Average independent employs 4.4 Part-time workers

Generic drug utilization

- 86% of drugs dispensed by independent pharmacies are generics

# STUDENT CHAPTER EXPECTATIONS

Each year, NCPA recognizes the top four student chapters at our annual convention. The winner of Chapter of the Year receives a cash award of **\$2,000**. First runner-up, second runner-up, and the most improved chapter will receive **\$1,000, \$500, and \$250** respectively. Below are the categories in which chapters are evaluated to receive points for their Chapter of the Year application.

**N** eighborhood Community Service (15%) NCPA Student Chapters give back to their communities. Independent pharmacists have a tradition of community service, as helping people in the community is a key element of a good NCPA student chapter. Chapters will be evaluated on participation in community service.

**C** reating Members (25%) NCPA Student Chapters create new members. Encouraging membership and participation in NCPA on the local, state, and national level is the cornerstone of a successful NCPA student chapter. Chapters will be evaluated on efforts and successes in recruiting and retaining members.

**P** romoting Independent Pharmacy (25%) NCPA Student Chapters promote independent pharmacy and stimulate interest in independent pharmacy ownership. Without this component, a student chapter cannot thrive. The strength of a chapter is measured by its promotion of independent pharmacy, from guest speakers to special projects. Chapters will be evaluated on the various ways they promote independent pharmacy.

**A** dvocating Legislative Action (20%) NCPA Student Chapters are politically active. The NCPA PAC (Political Action Committee) motto rings true especially for our student chapters: “Get into politics or get out of pharmacy.” Chapters will be evaluated on participation in legislative activities, both on the state and national levels.

The remaining 15% is graded on the following: Fundraising, Chapter Requirements, and Chapter Participation. For a template click [here](#).

# STUDENT MEMBERSHIP BENEFITS

NCPA Student Membership offers countless networking opportunities and access to multiple services and benefits. In addition, student publications, conference discounts, and other professional services reserved for active members are available. Listed below are many of the services that NCPA Student Members receive for the low annual membership fee. The fee schedule for single and multiyear memberships can be found outlined [here](#) and students can join using a Jotform linked [here](#). Questions about the benefits and services of NCPA Student Membership may be directed to NCPA through its website at [www.ncpa.org](http://www.ncpa.org) or by phone 800-544-7447.

## **NCPA Student Member Benefits and Services:**

- **Student Competitions**
  - Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition
  - NCPA Chapter Challenge
- **Periodic Publications**
  - *America's Pharmacist*: NCPA's monthly magazine
  - *NCPA Student Affairs eNewsletter*: Student Member Monthly Newsletter
  - NCPA *qAM* daily newsletter
  - NCPA *Executive Update* bi-weekly on Fridays
- **Access to the [Members-Only](#) Section of the Website**
- **Discounts on NCPA Bookstore merchandise**
- **Awards and Scholarships**
  - Chapter of the Year, 1<sup>st</sup> and 2<sup>nd</sup> runners up
  - Most Improved Chapter
  - Outstanding Chapter Member of the Year Award
  - NCPA Foundation Scholarships
- **Experiences at NCPA National Headquarters**
  - Summer Internship program
  - Elective Rotation (APPE) in Association Management; applications due in December
  - Executive Residency in Association Management
- **National Student Leadership Positions**
  - Student Leadership Council (SLC)
    - Two-year commitment
    - Eight positions are available each calendar year for a total of 16 SLC Members
- **Conferences: Discounted Registration for NCPA Student Members**
  - NCPA Annual Convention and Trade Exposition
  - NCPA Annual Congressional Pharmacy Fly-In
  - Pharmacy Ownership Workshop and Student Ownership Boot Camps
- **Professional Development**
  - Pharmacy Ownership Workshop and Student Ownership Boot Camps
    - [PharmacyMatching.com](http://PharmacyMatching.com) listings to buy or sell a pharmacy
  - [NCPA Career Center job database](#)
  - [DisposeMyMeds.org](http://DisposeMyMeds.org)
  - Medication Synchronization Program: [Simplify My Meds](#)
- **NCPA Student Affairs and Student Leadership Visits**
  - Invite NCPA Student Affairs or a Student Leadership Council Member for a “virtual visit” to speak to your chapter about NCPA and independent pharmacy.

# SCHOLARSHIPS



The NCPA Foundation offers all national dues paying student members of NCPA an excellent opportunity to secure financial assistance in the form of scholarships. Below are descriptions of the different scholarships that have been awarded by the NCPA Foundation. Detailed information on the 2022 scholarships can be found [here](#). **NOTE:** For scholarship winners who are able to attend the NCPA Annual Convention in the year the scholarship is awarded, up to a \$300 travel stipend will be provided along with a complimentary registration to the NCPA Annual Convention.

**Presidential Scholarship** - All NCPA Student Members have the opportunity to apply for a \$5,000 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of demonstrated interest in independent pharmacy, academic achievement, leadership qualities, and extracurricular activities. Multiple scholarships are awarded. [Students must be within 24 months of graduation.](#)

**J.C. and Rheba Cobb Memorial Scholarship for Excellence in Government Affairs** – All NCPA Student Members have the opportunity to apply for this \$2,000 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of interest in independent community pharmacy practice, demonstrated interest in **government affairs**, academic achievement, leadership qualities and extracurricular activities. [Students must be within 24 months of graduation.](#)

**Neil Pruitt Sr. Memorial Scholarship in Entrepreneurism**- All NCPA Student Members have the opportunity to apply for this \$2,500 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of demonstrated interest in **entrepreneurism**, academic achievement, leadership qualities, and extracurricular activities. [Students must be within 24 months of graduation.](#)

**Willard B. Simmons Sr. Memorial Scholarship for Pharmacy Management** - All NCPA Student Members have the opportunity to apply for this \$2,000 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of interest in independent community pharmacy **management and entrepreneurship**, academic achievement, leadership qualities, and extracurricular activities. [Students must be within 24 months of graduation.](#)

**Partners in Pharmacy Scholarship** - All NCPA Student Members have the opportunity to apply for a \$2,000 scholarship for the upcoming academic year. Eligible candidates must be enrolled in an accredited U.S. school of pharmacy and will be evaluated on the basis of a demonstrated interest in independent community pharmacy, **career goals**, academic achievement, leadership, and extracurricular activities. Multiple scholarships are awarded. [Students must be within 24 months of graduation.](#)

# EXECUTIVE RESIDENCY



NCPA is pleased to offer an [executive residency in association management](#). The resident will work on short- and long-term projects determined by the residency director and developed to gain an understanding of the different departments in NCPA. These departments may include the NCPA Innovation Center, government affairs, education programs, meetings, and the executive office.

## EXPERIENTIAL PROGRAMS



NCPA is pleased to offer pharmacy students opportunities to gain unique experiences at the headquarters\* of the association. The programs offered featured [here](#) on our website and below:

**NCPA Advanced Pharmacy Practice Experience (APPE)** – This is a 4-week, 5-week, or 6-week elective rotation in national association management at NCPA headquarters in Alexandria, Virginia. Students will be exposed to life in pharmacy association management and the vast number of opportunities available in independent community pharmacy practice.

**NCPA Summer Internship** – A 10-week summer internship at NCPA headquarters in Alexandria, Virginia. During the internship, the student will acquire an in-depth understanding of the issues and opportunities facing independent community pharmacy practice and the importance of national pharmacy associations to the profession. A small stipend is provided to the summer intern from the NCPA Foundation, to help with living expenses while in Alexandria. The stipend is typically provided within the first few weeks of beginning the internship.

\*As of March 2020, the elective APPE and summer internships are offered in virtual format due to the SARS-CoV-2 public health emergency declaration. The Summer Internship format will be determined in Spring of each year and each APPE rotation will be evaluated on a case by case basis on whether it will be in person.

## STUDENT LEADERSHIP COUNCIL



The [NCPA Student Leadership Council](#) (SLC) is comprised of NCPA student members from across the country. The SLC, a two-year commitment, is charged with assisting the NCPA Student Affairs Department to carry out the mission of NCPA. In the first year of service the student will serve as a junior member of the SLC and will serve as a senior member of the Student Leadership Council (SLC) the second year. Members of the SLC also serve on an NCPA Steering Committee in the second year of their term. A list of detailed information on how to apply to the SLC can be found in the student section of the NCPA website.

The following individuals of active NCPA chapters are eligible to apply for a NCPA SLC position:

- President
- President-elect
- Vice President
- Secretary
- Treasurer
- Committee chair
- Past Chapter President

Applications may be found on the NCPA website and must include:

- A letter of intent describing your career goals
- Official copy of pharmacy school transcripts (minimum GPA 2.5 on a 4.0 scale)
- Resume/CV denoting accomplishments within the chapter, school, and state
- Two letters of recommendation, one from a pharmacy owner (preferably an NCPA member) and a pharmacy school faculty member endorsing the student's interest and ability to effectively participate in a dynamic environment.

Responsibilities include:

- Serving a two-year term: the first year as a junior member and the second as a senior member
- Serving on an NCPA Steering Committee as a second-year member
- Attending the Annual Convention (junior and senior members) and Steering Committee Forum (second-year members only)
- Traveling to schools/colleges of pharmacy as determined by the NCPA Department of Student Affairs to present information about independent pharmacy and NCPA to pharmacy students
- Communicating with the schools in one selected region
- Reporting pertinent chapter information to the NCPA Department of Student Affairs
- Selecting students to serve as SLC junior members for the following year
- Reviewing annual student reports

# NATIONAL MEETINGS OVERVIEW

Below are descriptions of key NCPA meetings. Reduced registration for the NCPA Annual Convention and the NCPA Congressional Pharmacy Fly-in is available for all active NCPA student members. See the calendar of events for specific places and dates of the meetings.

## Pharmacy Ownership Workshop

This two-and-a-half-day educational program is designed to empower future pharmacy owners with knowledge of buying and managing a pharmacy. More than 2,500 pharmacists have attended the workshop and 50% of them now own pharmacies. This is a must-attend if you are looking to open or purchase a pharmacy in the next three to four years.

Topics Include: How to Write a Successful Business Plan, Purchasing an Established Pharmacy Practice, Financial Planning for a Successful Practice, Basic Legal Concepts in Pharmacy Ownership, Ownership Transfer Agreements, Legal Issues in Managed Care, Introduction to Employee Motivation, Effective Use of Human Resource Tools, Managing Performance Problems with Situational Leadership, Shaping Your Pharmacy Identity and Image, Niche Marketing: Revisiting Your Mission Statement, and Patient Care Services in a Community Pharmacy. In addition to these topics, a graduate of the workshop and subsequent current pharmacy owner will be on hand to share his or her personal wisdom and experiences about becoming a pharmacy owner.

The NCPA Foundation is pleased to have a limited number of scholarships, sponsored by Pharmacists Mutual Insurance Company, for students to attend the Pharmacy Ownership Workshop. For details visit [www.ncpafoundation.org](http://www.ncpafoundation.org).

## NCPA Annual Convention

The NCPA Annual Convention features high-quality educational programming, professional networking opportunities, and independent community pharmacy's largest trade show. Future Pharmacist Programming usually takes place on Saturday of the Convention and includes a Chapter Officers Breakfast, student-specific educational programming, a residency showcase, the Good Neighbor Pharmacy NCPA Pruitt-Schutte Live Business Plan Competition, and a student social.

Student members are welcome at all educational programs and are encouraged to visit the booths in the exhibit hall. The Opening General Sessions at NCPA are famous for their keynote speakers which have included President Bill Clinton, Former FDA Commissioner Scott Gottlieb, Lou Holtz, and Mike Wallace from 60 Minutes. The NCPA Foundation Awards Ceremony, which recognizes exceptional faculty members, Business Plan Competition finalists, students and student chapters, concludes the student programming on the Sunday of the Convention.

## NCPA Congressional Pharmacy Fly-In

The NCPA Annual Congressional Pharmacy Fly-In provides a forum for the discussion of independent pharmacy's most important issues. Lawmakers and key government officials will be available to discuss current healthcare issues. Representatives from the nation's pharmacy associations share their insights and positions on important legislation. The NCPA Congressional Reception offers members the opportunity to discuss issues one-on-one with the nation's lawmakers in an informal setting. NCPA offers discounted registration for students and, upon request, will pair students with NCPA members to visit their Representatives and discuss pertinent pharmacy issues affecting community pharmacy. Email [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org), to be paired with pharmacists from your state for Hill visits.

The Ludwig Scholarship supports pharmacy student attendance at the Fly-In. For students who attend, up to four \$250 scholarships are awarded to assist with expenses related to attending the conference.

# CHAPTER MANAGEMENT AND OPERATIONS

Once an NCPA student chapter has been formed and the governing documents have been established, management of all that has been developed ensures the continued success and growth of the student chapter. The ideas listed in the following section are an informal compilation of ideas from active NCPA student chapters. Most chapters have developed projects, fundraising activities or other relevant programs over the years that have been very successful.

## NCPA Student Chapter Management Subsections



- Introduction to Student Leadership ..... 12
- Chapter Officer Positions ..... 14
- [Chapter Committees](#) .....
  - Why Committees are Essential ..... 14
  - Fundraising Committee ..... 15
  - Community Service Committee ..... 16
  - Programming Committee..... 16
  - Conventions Committee ..... 16
  - Public Relations Committee ..... 16
  - Membership Committee ..... 16
- Meeting Guide..... 15
  - Leadership Meetings ..... 15
  - Committee Meetings ..... 16
  - General Chapter Meetings..... 16
  - Transition Meetings ..... 16
- [Parliamentary Procedure at-a-Glance](#) .....
  - Introduction to Robert’s Rules of Order ..... 11

*“Leaders become great, not because of their power, but because of their ability to empower others.” – John Maxwell*

## Setting the Tone and Building a Culture

Once a culture within any organization becomes ingrained it's often difficult, if not close to impossible, to shift it in the opposite direction. Thus, if properly maintained, a positive culture of success established by a leader within the organization or team they serve can often last even if there's a transition to new leadership.

Setting the tone for your organization can be difficult at times as leadership roles inherently come with stress and a glaring spotlight that can be a bit unforgiving if not handled properly. However, as the leader of your organization your team will always look to and take its cues from you in any given situation.

- 1.) **Be a leader who you would want to follow.** When setting the tone for your organization always remember to put yourself in your team's shoes first. If you're a leader who people look forward to coming to work with each day, you've taken a great first step in establishing a culture of success. If the opposite is true your cultural climate might not be headed in quite the right direction.
- 2.) **Always be accessible.** In setting the tone for your organization it's always a good policy to make yourself as accessible as possible to your team members. A collaborative atmosphere where people feel at ease with giving their input on any given topic fosters trust within the organization which contributes greatly to a culture of success.
- 3.) **Always maintain your composure.** Maintaining your composure at all times is a key component to setting a positive tone for any organization you may be a part of. If the leader of any organization is constantly giving in to the pressures around them and losing their composure regularly, you can bet the team around them will follow suit. A cool and levelheaded leader helps to foster a calmer more serene culture within the organization.
- 4.) **Stay positive when adversity hits.** It's a given that every organization is going to be hit with adversity. However, maintaining an eye to the future, a positive outlook and realizing that every setback is only temporary in a leadership position has a direct impact on how the team around you reacts to it. Showing confidence that brighter days lie ahead, which they always do, imbues that confidence in the team around you and goes a long way towards building a positive culture for your organization.
- 5.) **Make the mission bigger than yourself or the organization.** As the leader of any organization, you have the power to inspire the team. around you and one of the most powerful ways to do this is to be able to articulate the mission you've undertaken and what it contributes to the world around you. Whether its business, government, or any other organization when the team fully understands the lasting impact their efforts will have there's a buy in and a passion for fulfilling the mission which goes a long way towards creating a sustainable culture of success.

Source: <https://www.linkedin.com/pulse/leadership-setting-tone-always-ms-jemi-sudhakar>

## **Recognize the Potential in Others**

Your tenure as a student is short lived, but your leadership in the profession can be closer than you think. By allowing yourself to recognize the great leaders that will follow in your footsteps you can ensure the growth of the organization. Does someone show promise or enthusiasm towards a project? Encourage them to seek a position of leadership in the chapter, either through a committee or as a chapter officer and offer your Mentorship to them.

## **Successful Delegation**

Student leaders are not only organization leaders but also students, spouses and friends. In short, there is more to student leaders' lives than the organizations they lead. A key to balancing all the different roles student leaders must take on requires effective use of their time. Delegation allows you to avoid the burnout of your role and involve others in the process.

## **Impact, Involvement, and Innovation**

The NCPA Student Chapter has a measurable impact to the profession and growth of the student member

# CHAPTER OFFICERS

## PRESIDENT

### **Purpose:**

The President sets the pace of the chapter's activities based on the vision set forth by the Student Leadership Council. The President serves as a leader, planner, mentor, mediator, and facilitator to stimulate professional growth, foster the entrepreneurial spirit of the student, and encourage active participation among student members.

### **Responsibilities:**

It shall be the duty of the president to preside at all meetings, to call special meetings, to appoint, with the approval of the executive committee, and oversee the standing committees, and to perform other duties as the chapter shall direct or as customarily pertain to the office of President. The President must ensure submission of the annual reports to NCPA, via [Awardforce](#). See [template](#) for instructions.

## PRESIDENT-ELECT (AND/OR VICE-PRESIDENT)

### **Purpose:**

The President-Elect is critical in supporting the President in setting the pace of the chapter's activities based on the vision set forth by the Student Leadership Council.

### **Responsibilities:**

It shall be the duty of the President-Elect to assist the president in all of the activities and duties previously listed, and to assume the duties of the president in his or her absence, dismissal, or resignation from the chapter or college of pharmacy. In addition, the president-elect shall chair the conventions committee.

## SECRETARY

### **Purpose:**

The Secretary is critical for effective operations of the NCPA Student Chapter. Ensuring meetings are effectively organized and keeping proper minutes of meetings is the best way to ensure that records of your activities carry over from year to year and allow for both reflection and improvement of your student chapter operations.

### **Responsibilities:**

The secretary shall conduct all official correspondence under the direction of the President. The secretary shall keep a record of the minutes of each meeting of the organization to be read and approved by its members at the next scheduled meeting of the body. In addition, the secretary shall maintain a readily retrievable record of all programs, projects, and other related activities of the organization and chair public relations committee.

## TREASURER – RESOURCES

### **Purpose:**

The Treasurer is essential for ensuring the fiscal health of chapter operations. By managing the chapter's finances, monitoring spending, and maintaining accurate and up-to-date records for financial reporting, your chapter can successfully operate and financially thrive year to year. *(Refer to the [Financial Resources](#) for a sample budget tool for managing your chapters finances)*

### **Responsibilities:**

The treasurer shall maintain all financial records for the organization in readily retrievable form and shall be accountable for all financial transactions within the organization. In addition, it shall also be the responsibility of the treasurer to provide reports on the status of the treasury when called upon to do so by the membership and/or president and chair the fundraising committee. Lastly, the treasurer shall be responsible for filing appropriate tax information with the IRS. The treasurer is encouraged work with the Student Activities Office and/or accounting department at their school or college of pharmacy to ensure the above tasks are appropriately completed during their term.

Meetings are an integral part of any organization because they provide a forum for member communication and participation. The student chapter schedules a meeting to conduct any business activities, invite speakers, plan programs, and enjoy social activities. Each student chapter will determine the number and types of meetings to be held. For all meetings, accurate minutes must be kept by the secretary to reflect the actions taken and decisions made during the meeting.

## Best Practices for Meetings:

### 1) Preparation:

- a. **Define the Purpose.** The purpose is the reason why people come to meetings, without a purpose, members may feel that their time was wasted, and it could discourage their return to the organization.
- b. **Timing.** Set a limit and stick to it. Starting and stopping your meeting at the predetermined time will keep everyone on task.
- c. **Location.** Choose a location that is easy for members to find and that will accommodate the number of people intended to attend.
- d. **Agenda.** The agenda is a powerful tool that can make meetings run smoothly. It can be as simple or as structured as necessary. Some agendas will include time slots that topics are allotted to keep the meeting on track, while some might include only a list of topics, choose what you think will work the best for you and the type of meeting you are holding. If using an agenda for leadership meetings, we recommend that you distribute the finalized agenda to attendees at least a day prior to the meeting to give adequate time for preparing for the discussion.

### 2) During the Meeting

- a. **Be Welcoming.** This is a time for collaboration and problem solving.
- b. **Start on Time. End on Time**
- c. **Follow the Agenda**
- d. **Encourage Discussion.** Remember when members see their ideas have an impact on the decision-making process, their commitment to the organization is increased.
- e. **Keep Minutes.** Keeping meeting minutes provides the organization with official records of what has been done and the results of an organization's efforts. Minutes are a valuable review of the activities of the past and aid in report writing and formulation of future activities and programs. Minutes can be used to relay information to members who could not attend a meeting as well as help with follow-up on organization actions and any projects that were assigned during the meeting. Proper minute keeping can provide continuity between your committees and members for successful growth.

## Types of Meetings

**Leadership Meetings** should be held as often as needed by the elected officers of the chapter to discuss future programs, develop general meeting agendas, and discuss decisions and policy concerning the student chapter. The rule for every general membership meeting is there should be at least one executive committee meeting held prior to facilitate planning. This meeting is usually chaired by the president and attended by the executive committee. A typical executive committee meeting or leadership retreat should cover your goals as well as set the tone for the organization. A successful meeting should:

- Follow an agenda and record minutes
- Facilitate discussion
- Address ALL concerns
- Provide perspective
- Foster collaboration

**Committee Meetings** - Committees are a great way of involving your membership in achieving the goals of the organization and provide members a sense of purpose. Frequency of meetings depends upon the activity of each committee. A committee chair will be appointed by nomination or volunteering and will determine the number of meetings necessary to achieve the committee's purpose. The committee chair may be asked to give reports to the executive committee and the general membership meeting to keep everyone apprised of the committee activities. Although there may be no formal agenda, the chair should have a plan developed for the priorities of the committee. The members of the committee should make a report to the rest of the committee about their specific responsibilities.

**General Chapter Meeting** – Chapter meetings are a common and effective way of updating your members on the activities of the organization as a whole. The meeting frequency depends on the executive committee, the committees, and the activities of the student chapter. This forum allows membership the opportunity to participate in the decision-making process, provide input, and become more involved in the organization. Programs are conducted and speakers are invited to these meetings to further strengthen the student chapter.

Plan general membership meetings far in advance to ensure fewer scheduling conflicts. Continued reminders of the meeting in the school newspaper, announcement boards, bulletin boards, etc., are beneficial. If there is a major program or speaker, invite the entire student body to the meeting. This will increase the student chapter's campus visibility and increase student awareness to the opportunities available in independent pharmacy.

**Transition Meetings** – A thorough leadership transition plan is the responsibility of the outgoing and incoming officers and is one of the most important tasks of a student organization leader. Effective officer transition accomplishes many important functions, including:

- Transfers significant organizational knowledge
- Prevents the organization from having to start over each year
- Gives outgoing leaders a sense of closure
- Provides opportunities for thorough evaluation of the year's programs and events
- Orients new leaders for the organization, increasing their expertise and confidence
- Builds relationships between new student leaders and the organization advisors

The goal of officer transition is to transfer the knowledge and information necessary for new leaders to thrive and improve the organization. To be effective, transitions must be interactive between all parties involved. It is important to focus on the future of the organization through evaluations of the past year and goal-setting for the upcoming year. Think about your objectives for the transition process, instilling comfort and pride with the new leadership position, passing on your expert knowledge, setting the organization up for future success, etc. Establish plans for transition that reflect those specific objectives.

The key to a successful transition is to have a new officer training. Outgoing officers and advisors can plan a training retreat to provide information to the incoming officers to continue the success of the organization.

A final note about officer transition is that it actually occurs year-round, as you identify emerging leaders within the organization and provide them with opportunities to assume increasing amounts of responsibility for programs and events.

Empower your members to get more involved from the beginning, and you will have less work to do when you transition them into officer positions at the end.

Topics to Discuss at Transition Meetings:

1. Historical perspectives of the organization
2. Constitution and by-laws
3. Policies and procedures
4. Officer job descriptions and background
5. Meeting minutes and historical records
6. Previous years' goals, projects, and activities
7. Preview year's budget
8. Financial records
9. Suggested changes
10. Roles and responsibilities
11. Resources of contact lists of important people
12. Roles and expectations of officers and advisors for the coming year
13. Leadership/Skill-building sessions
14. Feedback and questions
15. Passwords

## Check Out the All-NEW

# Transition Guide

Make sure you refer to our all-new Transition Guide when handing over Student Chapter Leadership. This guide dives deep into how you can transition officer position roles and responsibilities, all while leaving the chapter in a much better state than when you started.

- [Chapter Officer Transition Guide](#)

# RESOURCES

All chapter forms and student resources may also be found on the NCPA website at [ncpa.org/student-resources](http://ncpa.org/student-resources), or by contacting student affairs at:

NCPA Student Affairs Department  
100 Daingerfield Road  
Alexandria, VA 22314  
Email: [studentaffairs@ncpa.org](mailto:studentaffairs@ncpa.org)  
Phone: (800) 544-7447  
Fax: (703) 683-3619  
Website: [www.ncpa.org](http://www.ncpa.org)



## Resources Subsections

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• NCPA Student Chapter Forms .....	19
• Chapter Recognition and Awards Descriptions.....	21
• Practice Transformation Challenge.....	22

# NCPA STUDENT CHAPTER FORMS

All forms and applications can be downloaded from [ncpa.org/student-resources](http://ncpa.org/student-resources).

- NCPA Student Chapter Forms & Applications – HYPERLINK TO WEBSITE some have hyperlinks some do not
  - [Midyear and End of the Year Report](#)
  - [Student Chapter Membership Form](#)
  - [Faculty Liaison of the Year Nomination](#)
  - [National Preceptor of the Year Nomination](#)
  - [Outstanding Student Member of the Year Award Nomination Forms](#)
  
- Scholarships
  - [NCPA Foundation Presidential Scholarship Application](#)
  - [J.C. and Rheba Cobb Memorial Scholarship Application](#)
  - [Willard B. Simmons Sr. Memorial Scholarship Application](#)
  - [Neil Pruitt Sr. Memorial Scholarship in Entrepreneurism](#)
  - [Partners in Pharmacy Scholarship Application](#)
  
- Student Professional Development
  - [NCPA Advanced Pharmacy Practice Experience \(APPE\) Rotation Application](#)
  - [NCPA Summer Internship Application](#)
  - [NCPA Student Leadership Council Application](#)
  - [NCPA Executive Residency Application](#)

# CHAPTER RECOGNITION & AWARDS

## NCPA Pins

The National Community Pharmacists Association Student Affairs Department understands the time, effort and commitment involved in becoming a chapter officer. That is why we are honored to offer the NCPA chapter officer pins. Each chapter officer can receive a lapel pin that signifies their support and dedication to independent community pharmacy and NCPA. These pins are excellent tokens to distribute at your chapter officer installation ceremony. At \$7.50 each, there is minimal cost to the chapter. Plus, for \$5 each, ALL your members can show their support of independent community pharmacy by wearing the NCPA lapel pin.

Complete [this order form](#) and mail, with a check to: NCPA Foundation, 100 Daingerfield Road, Alexandria, VA 22314

## NCPA Graduation Honor Chords Program

The National Community Pharmacists Association Student Affairs Department would like to commend NCPA Student Chapter Graduates for their achievements with a Graduation Honor Chord. Please [complete this form](#) by February 28 of each year. After this date, we cannot guarantee the timely arrival of the cords.

Any Student Pharmacist who wishes to be eligible to wear a NCPA Student Pharmacist Graduation Honor Cord must meet the following NCPA national criteria in addition to his or her local NCPA student chapter criteria, should they differ:

- Be an active NCPA National Student Member at the time of graduation and for at least 50% of the time enrolled with his or her respective university/college of pharmacy. This is defined as having paid national dues at least 18 consecutive months prior to graduation. Membership will be verified.
- Have attended at least one (1) local NCPA student chapter general meeting per semester, except when he or she is away on APPE rotations
- Attended either the NCPA Annual Convention or Legislative Conference at least once OR participated in at least five (5) local NCPA student chapter events, not to include general meetings, over the course of his or her membership

Please be prepared to upload a file with the following information:

- Name of graduate requesting a cord
- Personal (non-school) email address
- NCPA member ID number
- NCPA membership expiration date

## Outstanding Chapter Member of the Year Award

Each active NCPA chapter can nominate one member to receive the Outstanding Chapter Member of the Year Award. The nominee must be a current student member in good standing and will receive a certificate of recognition. All nominated students will receive a certificate and congratulatory letter or recognition.

## Annual Chapter Awards

Hard work pays off and NCPA's Student Annual Chapter Awards competition is the place to display all the effort that goes into building a top-notch student organization. NCPA recognizes four chapters each year at our annual convention. The winner of Chapter of the Year receives a cash award of \$2,000. First and second runners-up receive \$1,000 and \$500 respectively. The Most Improved Chapter of the Year will also receive a \$250 award. These awards are based on activities during the previous chapter year.

Here's a [link](#) to the template published online. For further breakdown of scoring please refer to page 6 of this document.

## **PRACTICE TRANSFORMATION CHALLENGE**



This award is given to the student chapter that demonstrates excellence throughout the year in promoting pharmacy practice transformation through education in adherence, care planning, and engagement with CPESN-USA on the local, state or national level. Promotion can be done through in-person events, print materials, media forms such as video, photo, radio and tv, and social media. Chapters are evaluated on education, implementation, event outcomes, chapter impact, creativity, and collaboration with other health care professions. Winning chapter receives \$750.