



**Annual Business Meeting  
Wednesday, April 1, 2020 • 8:00 AM – 8:30 AM (Pacific)  
Virtual Zoom Meeting**

**Draft Minutes**

**I. Call to Order and Establishment of Quorum**

IOA President Marcia Martinez-Helfman called the meeting to order at 8:00 AM (Pacific). At 245 voting members, a quorum was declared present by Secretary Ronnie Thomson.

<b>Motion 040120-01</b> <b>Steve Prevaux moved, 2<sup>nd</sup></b> Approve the minutes of the 2019 Annual Business Meeting. <b>Motion Passed</b>	<b>Approval of 2019 Annual Business Meeting Minutes</b>
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**II. President's Report – Marcia Martinez-Helfman**

A. Board of Directors Recognition – President Martinez-Helfman recognized the past year's Board Members:

Melanie Jagneaux – Vice President  
Lee Twyman – Treasurer  
Ronnie Thomson – Secretary  
Willem Kweens, CO-OP® - Assistant Treasurer  
Directors:  
Camilo Azcarate  
Roy Baroff, CO-OP®  
David Carver, PhD  
Suzanne Diviney, CO-OP®  
Kerry Egdorf, PhD  
Jessica Kuchta-Miller, JD, CO-OP®  
Bruce MacAllister  
Sana Manjeshwar, CO-OP®  
Reese Ramos, CO-OP®  
Steve Prevaux, CO-OP®

Ruthy Kohorn Rosenberg and Elaine Shaw, CO-OP® were recognized for their previous Board service which ended in 2019, in addition to outgoing Directors Camilo Azcarate and Kerry Egdorf.

Newly elected Directors Hector Escalante, Sarah Klaper, and Marcia Gee Riley, CO-OP® were welcomed.

Volunteers of IOA Committees and Task Forces were thanked, including:  
Communications Committee

Conference Committee  
CO-OP® Board of Directors  
Finance Committee  
Government & Policy Committee  
International Outreach Committee  
Journal of the IOA Editorial Board  
Membership Committee  
Mentoring Committee  
Nominations and Governance Committee  
Professional Development Committee  
Research and Assessment Committee  
Strategic Alliance & Partnership Committee  
Volunteer Coordination Committee  
Public Relations Task Force  
Contract Conference Ombuds Task Force  
Ethics and Professional Standards Task Force  
Ombuds Toolkit Task Force

- B. 2019-2020 Highlights – Martinez-Helfman shared major changes for IOA including entering into a partnership with a new association management company, SBI Association Management, and creating a new position of IOA Executive Director. Charles L. Howard was selected as IOA's inaugural Executive Director.

Additional Board-directed initiatives included working to update IOA's Standards of Practice and Code of Ethics, creation of a three-year budget planning process, revisions and improvements to the IOA website and online member resources, the launch of a new strategic planning process.

Major activities led by various committees included external outreach efforts and creation of a new promotional video, new ombuds office toolkits, IOA becoming a member of the NASEM Action Collaborative to Prevent Sexual Harassment in Higher Education, many successful professional development courses and an annual conference, and launch of an IOA Ombuds pilot program.

- C. Membership – An update on IOA's membership was shared noting a 20% increase in membership over the previous year. Attendees were also reminded of the tremendous value IOA membership provides the ombuds community and were encouraged to volunteer.

### **III. Treasurer's Report – Lee Twyman**

Treasurer Twyman thanked the past year's Finance Committee Members for their service:

Willem Kweens, CO-OP®, Assistant Treasurer  
Glenda Dickson  
Victoria Dowd  
Janet Hill  
Melanie Jagneaux, CO-OP®  
David Michael  
Jennifer Mournah, CO-OP®

A slide exhibiting a 3-year comparison of IOA's assets, liabilities, revenue, expenses, and net income/loss was shared and showed that IOA has grown significantly in last three years.

The following unaudited financial report was shared for the fiscal year ending December 31, 2019:

Total Assets	\$986,218
Total Liabilities	\$116,724
Total Revenue	\$981,690
Total Expenses	\$886,938
Net Income/Loss	\$94,753

Twyman shared that IOA is in a strong financial position to face the financial threats and uncertainties resulting from the COVID-19 pandemic.

**V. Adjournment**

**8:28 AM (Pacific)**

**Motion 040219-02**

**Meeting Adjournment**

**Melanie Jagneaux moved, 2<sup>nd</sup>**

Approval to adjourn at 8:28 AM (Pacific)

**Motion Passed**