

CSE Headquarters: An Inside Glimpse

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If you have called CSE headquarters in Virginia, you might have heard the recorded message “Thank you for calling the association offices.” You might think it means the CSE offices, right? Well, not really. In fact, the offices in Reston, Virginia, serve as headquarters not only for CSE but also for other 16 professional associations.

The offices are run by the Drohan Management Group (DMG), which provides management services to associations nationwide. “CSE hired Drohan Management Group after reviewing the contract and needs of our organization against the services and cost that were being provided by the group we were then using, the Sherwood Group”, says Michael Held, CSE president. “A request for proposals was sent out to a number of management groups, and DMG was deemed best suited to our needs and ability to pay for services.”

Drohan keeps and updates CSE’s member records, processes orders for books published by CSE, organizes CSE Board meetings, helps with the CSE Web site, and arranges the logistics for the annual

meeting. “Whatever [the CSE committees] ask us to do, we do”, says Kathy Hoskins, CSE executive director since May 1998, when Drohan became CSE’s management firm. Hoskins is one of the three persons in the Drohan team serving CSE. In addition, three main departments in the company support the teams for the various associations. The accounting department writes financial statements and makes payments; the communications department designs brochures and meeting programs and does related work; and the data-management department keeps member records.

Besides CSE, Hoskins and her team serve a biostatisticians association, a neurosurgeons association, and a corporate treasurers association. “Each group has a different personality”, Hoskins says. “They need different things from us, and that makes my job interesting.” Hoskins began to discern CSE’s personality when her e-mail messages to CSE members came back edited! “We have to be very careful with



Kathy Hoskins

what we put in the e-mails”, Hoskins says, “but now I’ve noticed they make mistakes too!”

The editing marks in her e-mails have not made Hoskins feel bad at all (unlike some authors). In fact, she says most of the time she forgets that she works for Drohan and feels more attached to CSE. “I like the people at CSE”, she says. “They are nice and appreciative, and they have a really good and strong volunteer force.”

Held says Hoskins and her team have been helpful and a good resource for CSE’s Board. “CSE is a demanding organization, and DMG responds to our demands in a timely and efficient manner”, he says. “The team is courteous and helpful to the Board and to the membership on a day-to-day basis. Their planning and implementation of our annual meetings in coordination with the Program Committee and the Local Arrangements Subcommittee have been excellent.”

The relationship between CSE’s Board and DMG has proved positive, and the appreciation is mutual. Hoskins says she admires the energy and ambition of CSE. “That’s something I don’t see all the time. They really work hard!”