

Member Services Committee

The Member Services Committee is charged with keeping the organization responsive to its members, both in terms of organizational focus and products delivered to members throughout the year as well as during the Annual Conference.

The chair of Member Services, or their representative, will serve on the Annual Conference Planning Committee. The Member Services committee should have at least one representative from each region and a representative from the 1890 and 1994 institutions. The committee should be meeting quarterly at a minimum.

Key Tasks

- Set up committee in Member Clicks
- Develop and implement member survey
- Consider Joint Evaluation Taskforce – perhaps Ad hoc committee
- Develop Issues Teams
- Develop Member Clicks incentive at conference
- Report any potential expenses for coming fiscal year to Treasurer by Nov 1
- Develop a new catchy campaign to promote Member benefits. Promote social media and through regions
- Solicit testimonials (what has NACDEP done for me)
- Contact people who have membership lapses
- Promote membership events & promotions at conference – old timers, newbies, topic oriented meet-ups
- Develop scholarship program
- Conduct new member orientation at conference
- Renewal reminder Dec/March newsletters
- Include lifetime members