

How is the Division helping its Chapters to achieve the CoE?

Arizona-Nevada-New Mexico

- Board liaisons are assigned to chapters and make monthly contacts to assist by providing advice and help (coaching).

Arkansas-Oklahoma

- Division has a Speakers Bureau and publishes a list of speakers and topics. Many of the programs offer recertification points.
- Promotes the certification program and provides exam study review materials.
- Encourages participation in the IAAP Web Community by posting a monthly Question of the Month on their website that requires members to log-in to the Web Community to respond. Also provide a monthly message from a Division Officer on their Web page and posts member messages, division news, etc.
- Offers leadership/succession planning training for Chapter leaders.
- Encourages Chapters to complete and submit applications for the Avery Chapter Achievement Award.

California

- Providing leadership development workshops that include sessions on the P2E criteria for CoE and MoE.
- Implemented a “friendly” competition between North and South for ‘bragging rights’ as to which area will have the most Chapters and Members of Excellence

Hawaii

- Division distributed the P2E criteria information to all the Chapter Presidents.
- Assisted chapters with working the P2E criteria into their master calendars and helped them document the achievements.
- VP assigned to follow up with guidance to the chapters.

Kansas

- Developed a Strategic Planning workshop and presented at their Leadership Event in August.
- Assisting chapters with developing recruitment meetings.
- (Succession development) Encourage chapters to serve on division committees. Currently all but one chapter have members serving on division committees.
- Division Officers present programs for chapters that meet certification criteria.
- Recognition incentives are in place for membership retention, increase of membership and recruitment events.

Missouri

- With each publication/communication the division emphasizes ways each chapter can work toward achieving the CoE.
- (“Walk the Talk”) The Division achieved excellence last year and continues to demonstrate they are working to achieve it and are encouraging chapters to join them in the effort.
- Keeping chapters focused on achievement by emphasizing that being a CoE may open the door for new members.
- Encouraging chapters to integrate the P2E MoE program criteria into their own chapter recognitions.

November Monthly Questions – Southwest District
Division Presidents Conference Call 11/12/09

- Keeping chapters reminded of the items they need to complete and submit to the Division President or Treasurer.

Texas-Louisiana

- Provide links on the Division website, in the chapter quarterly status report, are asking what criteria have been met and what needs to be met. During board meetings they check to see which chapters are on track and look at those that need help and look at ways to help them reach their goals.

What percentage of the Division’s Chapters is participating in the P2E Program? *

Arizona-Nevada-New Mexico

99%

Arkansas-Oklahoma

77%

California

46%

Hawaii

84%

Kansas

75%

Missouri

41%

Texas-Louisiana

80%

** Number of chapters participating divided by total number of chapters within the division.*

What are the Division’s Chapters doing to help its members achieve the MoE?

Arizona-Nevada-New Mexico

- Offering programs that qualify for recertification points and some chapters are extending invitations to other chapters to attend each others meetings where recertification points are being provided.
- Study groups for the CPS/CAP exam are offered. One chapter had 8 members take the November exam, another group is set to start in January for the May exam, and one chapter is working with an employer to sponsor their AP’s IAAP membership and hold a study group during their lunch hour for the certification exam.
- Some Membership Chairs are working on orientation programs for new members.

Arkansas-Oklahoma

- Offering programs (some workshops) that qualify for recertification points
- Keeping the P2E program in the forefront by including information about it during chapter meetings with discussions on what it takes to be a MoE. One chapter requested their members bring with them to their meetings their working spreadsheet (the Chapter President provided an incentive by giving two \$5 bills to the first two members to show their worksheets at the November meeting).
- Encouraging members to serve on committees and recruit new members

November Monthly Questions – Southwest District
Division Presidents Conference Call 11/12/09

- Encouraging members to participate in the Web Community and answer Division questions of the month.
- Encouraging non IAAP training (several have gone to training for Microsoft Office 2007 programs).
- Promoting the Certification Program. One chapter makes study guides available to their members while another is offering certification review classes.
- Offered opportunities for members to sign the P2E Commitment Form during chapter meetings. One chapter distributed a P2E folder containing necessary documents for evaluating where they are now and what's needed to obtain MoE and distributed a sample individual development plan to their members.
- (Succession development) One chapter holds open Board meetings to encourage members to get involved in leadership.
- Promoting and encouraging members to attend the Division Annual Meeting.

California

- Many chapters have started tracking systems for members to record accomplishments and are encouraging and helping members identify ways they can obtain points.
- Some chapters have created incentive boards where members get 'stars' posted for accomplishing a point (or more).
- Chapters are securing speakers and topics that meet the certification criteria for recertification points.

Hawaii

- Chapters have distributed the P2E criteria information to members and assisted in setting goals.
- Member commitment forms were made available for members to sign.

Kansas

- Many are offering certification classes and mock exams.
- Some chapters offer programs that assist members with registration fees for division events.
- Encouraging members to participate in chapter events and to serve on committees.
- Some chapters are passing along information to members about educational programs being offered in their area.
- Incentives for members to bring prospects to meetings (most chapters offer to pay prospects' meal at first visit).

Missouri

- Offering programs that meet certification criteria during meetings.
- Some chapters offer certification review classes.
- Include information about MoE requirements in newsletters, on websites, and e-mail communications.
- Encourage members to submit newsletter articles.
- Provide opportunities and ask members to serve on committees, chair committees, and serve in elected offices.
- One chapter has a member volunteer that fills out required paperwork and keeps track of all materials required for submission.
- One chapter appointed a chairman to help and encourage member participation.

November Monthly Questions – Southwest District
Division Presidents Conference Call 11/12/09

Texas-Louisiana

- Providing information at chapter meetings, including the criteria in their newsletters, offering ways to meet criteria.
- One chapter had the criteria on a poster board with checks by the items they had completed.

If the Division was part of the P2E Subcommittee addressing changes to criteria:

- a. What criteria would you add to create stretch in the program at the Division level? At the Chapter level? At the Member level?**
- b. What criteria would you deem “easily obtainable” and should be eliminated from the criteria because it should be a required minimum anyway at the Division level? At the Chapter level? At the Member level**

NOTE: Everyone felt a point for the signed commitment form could be eliminated.

Arizona-Nevada-New Mexico

Division Level:

- a. Add criteria where at least 5 points should be required of DAMs.
- b. Eliminate the point for the signed commitment form (that should be a given).

Chapter Level:

- a. Nothing to add.
- b. Eliminate the point for the signed commitment form.

Member Level:

- a. Nothing to add.
- b. Eliminate the point for the signed commitment form.

Arkansas-Oklahoma

Division Level:

- a. Nothing to add.
- b. Eliminate the point for the signed commitment form.

Chapter Level

- a. Nothing to add.
- b. Eliminate the point for the signed commitment form.

Member Level

- a. Nothing to add.
- b. Eliminate the point for the signed commitment form.

California

Division Level:

- a. Recommends there be no changes for another year. Needs another year of ‘shake out’ as members are still trying to figure out what some of the criteria are and how to accomplish.
- b. Eliminate the point for the signed commitment form.

Chapter Level:

- a. Recommends there be no changes for another year. Needs another year of ‘shake out’ as members are still trying to figure out what some of the criteria are and how to accomplish.
- b. Eliminate the point for the signed commitment form.

November Monthly Questions – Southwest District
Division Presidents Conference Call 11/12/09

Member Level:

- a. Recommends there be no changes for another year. Needs another year of ‘shake out’ as members are still trying to figure out what some of the criteria are and how to accomplish.
- b. Eliminate the point for the signed commitment form.

Hawaii

Division Level:

- a. Nothing to add.
- b. Eliminate the point for the signed commitment form.

Chapter level:

- a. Nothing to add.
- b. Eliminate the point for the signed commitment form.

Member Level:

- a. Nothing to add.
- b. Eliminate the point for the signed commitment form.

Kansas

Division Level:

- a. Need another year of keeping it like it is. Also recommends adding a deadline for signing the commit form.
- b. Eliminate the point for the signed commitment form.

Chapter level:

- a. Need another year of keeping it like it is. Also recommends adding a deadline for signing the commit form and have Chapters forward a copy of the form to the Division.
- b. Eliminate the point for the signed commitment form.

Member Level:

- a. Need another year of keeping it like it is. Recommend adding a deadline for signing the commitment form and have members forward a copy of the form to the Chapter.
- b. Eliminate the point for the signed commitment form.

Missouri

Division Level:

- a. Nothing to add at this time. What’s in place should stay and build on.
- b. Signing the commitment might be something to eliminate.

Chapter level:

- a. Nothing to add at this time. What’s in place should stay and build on.
- b. Signing the commitment might be something to eliminate.

Member Level:

- a. Nothing to add at this time. What’s in place should stay and build on.
- b. Signing the commitment might be something to eliminate.

Texas-Louisiana

Division Level:

- a. Community involvement by % of chapters to increase IAAP knowledge.
- b. Eliminate the signed agreement form.

November Monthly Questions – Southwest District
Division Presidents Conference Call 11/12/09

Chapter Level:

- a. Provide educational scholarship award; community service involvement.
- b. Eliminate the signed agreement form.

Member Level:

- a. Division feels what is already in place for chapters is a lot so nothing to add for stretch.
- b. Eliminate the signed agreement form.

What feedback have you received from the Members or Chapters that were audited? If the Division was audited, what feedback would you like to provide the P2E Subcommittee?

Arizona-Nevada-New Mexico

None audited.

Arkansas-Oklahoma

- No feedback received from members.
- Division President was audited (MoE). The backup required for Criteria #9 that was identified in the audit suggested a letter from the officer in your unit that tracks attendance. She attended several events so instead she provided copies of the certificates. Appreciated the letter from the District Director after the audit was complete and made a copy of it and provided it to her immediate supervisor and department head for her personnel file.

California

N/A (Board was not notified of any audits)

Hawaii

N/A (Division was not notified of any audits)

Kansas

- Start a file and place documents in the file as it is acquired. Much easier to have it all together when completed.
- Request documentation required from chapters/divisions at the time you complete the criteria.
- Ensure you have a clear understanding of what can and cannot qualify.

Missouri

- Missouri Division was audited and passed the audit. Additional paperwork was requested and they were able to provide necessary documents. Feels the audit process does validate the award and makes it mean more to them.

Texas-Louisiana

- Had one chapter audited. Everything was in order and the audit went smoothly.

Good News – what great things are going on in the Division?

Arizona-Nevada-New Mexico

- Heavy recruitment efforts in Nevada. One chapter is working with the local community college to recruit graduates. Another chapter is working with a community college to establish a study program for the certification exam.

Arkansas-Oklahoma

- Reviewed and made revisions to their Division Strategic Plan

November Monthly Questions – Southwest District
Division Presidents Conference Call 11/12/09

- Working on plans to provide one-hour Strategic Planning Session to all chapter leaders in the Spring
- Began plans for Membership Satisfaction Survey to be conducted in March with plans to communicate results during their Division Annual Meeting.
- New chapter builder efforts in-work. Presented information to the Chickasaw Tribal Headquarters October 27th.
- Division Board is bringing along their laptops and cameras as they visit chapter meetings and events to assist members with updating their profiles and registering in the Web Community. Planning to do same during DAM.

California

- Three Northern California chapters are helping to host a Tri-Chapter Recruitment meeting titled “Mix It Up” with IAAP (a networking mixer at no cost to attendees for administrative, HR professionals, and area employers in December).

Hawaii

- Created their own *Action>Direction* deadlines.
- Working to sponsor membership recruitment drives for all the chapters during February and March.

Kansas

- A couple of chapters are holding major recruitment events (November).

Missouri

- Although the economy has impacted everyone, one chapter is excited about the potential of promoting more downtown businesses located in metropolitan Kansas City area.
- Many chapters are doing community/charity work and are donating small items to local charities and supporting our troops. Participated in the MDA telethon and donated to a local radio station and area crisis nursery.
- Members are beginning to use the IAAP Web Community more as the division newsletter and other division information is now being posted.
- Some chapters have held membership recruitment meetings with good attendance resulting in some possible renewals and a couple of new members for one chapter. Another chapter (one of the smaller chapters of 26 members) recruited a new member (now have 27). This gave them a 3.8% increase in membership growth.

Texas-Louisiana

- (Process Change) The Division Board created a weekly email to send to the chapters where they list links to forms found on the website or other chapter websites. Member news, upcoming Division/International deadlines, news/updates, and reminders. Thus alleviates work for the board and helps keep all the information in one email weekly. Goal is to make it easier on Chapter Presidents to locate information. Response has been extremely positive.

Trends or sensitivities that you are seeing

Arizona-Nevada-New Mexico

- Some members where employers paid their dues are not renewing their membership.

November Monthly Questions – Southwest District
Division Presidents Conference Call 11/12/09

Hawaii

- Less corporate sponsorship
- Tightening on personal budgets due to layoffs, furloughs, etc.

Missouri

- Some chapters are offering reduced costs for members to attend meetings or at no charge due to several members being unemployed.
- Trend in technology such as the increased use of email, PDA's, GPS, phone video conferencing, Webinars, etc. While these are of great value, seems we are never free from our work and more is demanded from us.

Texas-Louisiana

- Division President has noticed an increase in chapter seminars during the fall and is already seeing several for the spring.

