



CHAPTER AWARD GUIDELINES

ISPI CPC Chapter Awards

The International Society for Performance Improvement (ISPI) established a means for honoring ISPI Chapters by recognizing the importance of exceptional accomplishments or contributions of Chapters contributing to their communities and the success of the ISPI. ISPI recognizes Chapters through the following award categories:

- Distinguished Chapter (one Chapter per year)
- Chapters of Excellence (up to two Chapters per year for each area)
- Chapter of Excellence Award for Communication
- Chapter of Excellence Award for Programming
- Chapter of Excellence Award for Society Relations
- Chapter of Merit (any chapter that meets the award criteria)

ISPI Guiding Principles

Performance improvement practices are recognized globally as an essential part of every organization's competitive strategy and form the cornerstone of ISPI. As outlined in ISPI's Guiding Principles, ISPI Chapters operate under the Standards of Performance Technology and the Code of Ethics of our profession. ISPI's Guiding Principles are:

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| <ul style="list-style-type: none">• Maintain a global mindset.• Facilitate networking among practitioners. | <ul style="list-style-type: none">• Leverage opportunities.• Foster diversity and inclusion.• Value stakeholders. |
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ISPI's Ten Standards

In addition, ISPI Chapters align with ISPI's Ten Standards:

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| <ol style="list-style-type: none">1. Focus on results or outcomes2. Take a systemic view3. Add value | <ol style="list-style-type: none">4. Work in partnership with clients and stakeholders5. Determine the need or opportunity6. Determine the cause |
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| <ul style="list-style-type: none">7. Design solutions, including implementation and evaluation8. Ensure solutions' conformity and feasibility | <ul style="list-style-type: none">9. Implement solutions10. Evaluate results and impact |
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Award Policies

ISPI recognizes Chapters for contributions and successes that are linked to performance excellence and the chapter's goals and objectives.

1. Chapter contributions and efforts result in notable achievements, significant accomplishments, productivity increases, operational improvements, cost reductions, new ideas, or other efforts that directly contribute to the professional development and improvement of the communities they serve.
2. The decision regarding which award to recommend depends on the kind of accomplishment, its magnitude, and the duration of the performance effort being recognized.
3. The criteria used to determine award eligibility will be applied fairly and equitably using the application forms provided as enclosures to this Procedural Guide.
4. Award submissions are required no later than 60 days prior to the annual conference of each year.
5. The ISPI Chapter Partnership Committee reviews chapter awards and nominations with assistance from ISPI member volunteers.

Award Criteria

Distinguished Chapter Award

ISPI recognizes one Chapter per year for the Distinguished Chapter Award. Recognized as the highest award level a Chapter can achieve, this award recognizes the one Chapter each year that is committed to its partnership with ISPI through its support of ISPI's long-range plans and objectives.

Criteria

Affiliated chapters seeking to attain the Distinguished Chapter must meet the following criteria:

1. **Chapter Educational Programs and Sessions:** Offer a minimum of 24 contact hours of annual chapter educational programming. Provide a written summary of the educational programs offered by the chapter for the year that includes the date and time of each program, the speaker/topic of each program, the number of hours for each program, and the total number of program hours. Flyers and agendas with date/time are required. **IMPORTANT:** Calculate

education hours only. Exhibits, social events, board meetings, lunch, and so on do not count toward total hours (i.e., a two-hour meeting that includes an hour of chapter business and an hour of education by a presenter will count as only one hour).

2. **Chapter Leader Workshop Attendance:** At least one chapter officer must attend the annual Chapter Leaders Workshop during the preceding year's annual conference.
3. **Chapter Officers:** The Chapter President and President-elect must hold active ISPI membership. Individuals must have active ISPI membership at the time of award submission, as required in the CAA.
4. **Society Volunteerism:** The Chapter has at least one member who is actively volunteering on an ISPI Society program or committee.
5. **Joint ISPI/Chapter Membership:** At least 25 percent of chapter members must be ISPI members, or the number of dual members (individuals holding both chapter and ISPI International membership) must increase by five percent during the award year.
6. **Chapter Liaison(s) and Chapter Champion(s):** The liaison (or a designated Chapter official) must attend all four (4) virtual Quarterly CPC webinars/meetings.
7. **Chapter Website:** The Chapter's website must include the following (at a minimum)
 - a. A hyperlink to www.ispi.org
 - b. A listing of all held and upcoming educational sessions
 - c. A listing of current board officials
 - d. A means to contact the chapter
8. **Chapter Communications:** Your chapter must provide at least 12 copies of the various chapter communications that were distributed to chapter members during the award year. All communications must be newsworthy and specific to the local chapter, ISPI, and specific industry/profession communications. Submissions can be in print and electronic format. They must indicate the title/date and complete details of communications (newsletters, information articles relevant to chapter, industry, advocacy alerts, chapter/industry/ISPI announcements, or any materials that support work in this category. Communications should include the following:
 - a. A hyperlink to www.ispi.org
 - b. A listing of all held and upcoming educational sessions
 - c. A listing of current board officials
 - d. A means to contact the chapter
 - e. At least four newsletters per year.
 - f. The redistribution of ISPI communications and announcements.

- g. One communication to all non-ISPI chapter members concerning the benefits and value of Chapter and Society membership
 - h. Promotion of the ISPI Annual Conference and Regional Symposiums.
9. **Operating Budget:** Documentation must include one of the following:
- a. Copy of Annual Operating Budget
 - b. Your board-approved copy of committee minutes showing the budget.
10. **Strategic Planning:** Documentation must include one of the following:
- a. Copy of annual strategic plan. **NOTE:** The strategic plan must incorporate ISPI Society strategies and how they filter down to Chapter-level strategy.
 - b. Copy of annual marketing/promotional plan
 - c. Copy of chapter goals/objectives, etc.
 - d. Calendar of Events

Wildcard

If your chapter is unable to meet the requirements set forth in the award application, your chapter has the option of substituting one wildcard activity for the missing requirement. A Wildcard is an ISPI Sanctioned program or project held by the Chapter during the reporting year. NOTE: The Chapter Educational Programs and Sessions, Chapter Leader Workshop Attendance, and Chapter Website requirements cannot be met with a wildcard.

- **Wildcard 1 (Optional for this level):** Host an ISPI Regional Symposium or Institute event during the award year.
- **Wildcard 2 (Optional for this level):** The chapter shares scheduled programs, educational sessions, and information with other Chapters.
- **Wildcard 3 (Optional for this level):** The chapter hosts one Community Service Project during the reporting year.

Award Provisions

In consideration for achieving the Distinguished Chapter Award, ISPI will provide the following:

1. A specially designed logo that promotes the chapter's Distinguished Award status for official use on the chapter letterhead, the chapter website, or any chapter promotional materials.
2. Promotion in ISPI publications.
3. The chapter's achievement will also be promoted throughout the ISPI Annual Conference, during the Chapter Leaders Workshop, and on the ISPI website.

Chapters of Excellence

ISPI recognizes Chapters for three (3) distinct categories that comprise Chapters of Excellence. This award recognizes the multiple Chapters each year that are committed to their partnership with ISPI through their support of ISPI's long-range plans and objectives in three specific areas:

- Chapter of Excellence in Communication
- Chapter of Excellence in Programming
- Chapter of Excellence Award in Society Relations

The ISPI Chapter of Excellence Program recognizes chapters that demonstrate innovative efforts and achieve outstanding results in Programming, Communications, or Chapter-to-Society Relations. The award recognizes achievement over a calendar year.

Criteria

Affiliated chapters seeking to attain the Chapter of Excellence must meet the following criteria:

In addition to the application form and supporting documentation, Chapters must have **submitted their annual report** to the Society as required by their Chapter Affiliation Agreement.

Guidelines for Selection

The following guidance is provided to aid the selection of Chapter of Excellence award winners. These attributes are neither mandatory nor exhaustive.

Chapter of Excellence Award for Communication

4. Deploy informative, engaging physical marketing material.
5. Deploy informative, engaging website and virtual communication design.
6. Distribute engaging newsletters on a regular basis.
7. Leverage membership directory and leads list outreach and analysis.
8. Develop community awareness through social media.
9. Develop community awareness through traditional media.
10. Develop a data-driven marketing strategy to support the chapter's membership, education, and outreach goals.
11. Other efforts or results indicative of aspirational Chapter Communications.

Chapter of Excellence Award for Programming

1. Identify and determine the best methods for responding to the needs and interests of the Chapter's served community to deliver relevant programs, products, and services that align with ISPI's strategic goals and values.
2. Review metrics to evaluate programs and make recommendations to maintain, improve, or discontinue.
3. Ensure the review of existing and potential professional development activities that incorporate the conditions necessary for successful adult learning. Develop comprehensive implementation plans to ensure that programs are fiscally responsible.
4. Use of innovative methods and delivery systems to appropriately address stakeholder needs.
5. Co-sponsorship of meetings/conferences with other chapters or groups. Other efforts or results indicative of aspirational Programming

Chapter of Excellence Award for Society Relations

1. Actively support the ISPI Brand—Being Better Matters—by promoting CPT/ Accreditation, ISPI Products and Services, Brand Awareness, and Educational Alliances.
2. Actively support ISPI events by promoting THE Performance Improvement Conference, Regional Conferences and Symposia, ISPI-EMEA Conference, and the Principles & Practices Workshops
3. Actively support ISPI Membership goals by achieving 20% Society membership and significant year-on-year Society membership growth, outreach to decision-makers and influencers, and promotion of Society membership benefits.
4. Conduct timely and continuing communications with Society (Staff and CPC). Share with the other Chapters and the Society lessons learned regarding better service of member needs.
5. Other efforts or results indicative of aspirational Chapter to Society Relations.

Program Administration: The Chapter Partnership Committee (CPC) is responsible for the overall administration of the Chapter of Excellence program on behalf of ISPI. Specific duties include but are not limited to:

1. Coordinate with the ISPI Staff to send application reminders to Chapters in the third and fourth quarters of the calendar year.
2. Appoint an Awards Subcommittee chartered to review applications and provide award recommendations to the CPC. CPC and the Awards subcommittee members may provide information on their home chapter during awards deliberations but will recuse themselves from any vote on their home chapter awards.
3. Coordinate the presentation of the awards at the annual PI Conference.
4. Coordinate publication of the awards on the ISPI website and other communications.

5. Coordinate the provision of ISPI-authorized logos that Chapters of Excellence may use in their chapter communications material.

Chapters of Merit

Any chapter that completes the annual report by the due date will receive a chapter of merit designation.

Submission Process for All Awards

Submission forms for activity (awarded at the annual conference) will be available by December. The forms will support the criteria outlined in this document.

The ISPI Chapter Partnership Community will communicate submission deadlines. ISPI Chapter Partnership Committee