



Membership Committee Charter- 2019

COMMITTEE PURPOSE:

The Membership Committee supports membership growth by actively recruiting and retaining members. Members of the committee identify and recruit potential new member leads and contact lapsed members for renewal. Occasionally the membership committee will provide input and feedback regarding membership needs, programs and policies.

COMMITTEE JOB DESCRIPTION:

The ACMP Membership Committee is responsible for providing input into improvements of the membership experience with the goal to improve retention of current members. The committee will assist in the review of the Annual Member Experience Survey and the preparation and execution of the New Member Welcome Webinars.

COMMITTEE DELIVERABLES for 2019:

- **Membership Experience Survey:** Review & recommend edits to the 2018 survey to be distributed in 2019. After the 2018 survey is complete, produce a report detailing qualitative and quantitative results with regard to member views on ACMP programs, products and services. (including what works well and suggestions for improvement)
- **Member Retention & Communications:** Assist in improving membership retention. Communicate with members via phone calls and emails to encourage renewals.
- **Member Onboarding:** Assist in planning and delivering the new members welcome webinar. The committee will help evaluate feedback on the meetings and suggest improvements to the content of the meetings to help improve engagement. In addition, the onboarding sub-committee may help with phone calls and emails, as needed, to help members feel welcome.
- **Reporting:** Committee Workplan for 2019 completed by March 1, 2019. Report submitted quarterly to the BOD on the activities of the Committee.
- Additional work, as applicable to the Membership Committee.

COMMITTEE MEMBER TIME COMMITMENT FOR ONE-YEAR TERM:

Minimum of monthly committee meetings via voice or on-line meeting. Two meetings in the first month, one to familiarize with Committee purpose and deliverables, second to develop Workplan for the year.

- Expectation of a minimum of four hours per month in addition to meetings.
- Additional conference calls as needed.

COMMITTEE COMPOSITION:

- 12 - 16 members
- Term: One year



LEADERSHIP:

- BOD: The Board Liaison for the Committee for 2019 is Kate Nelson.
- Staff: The Staff Liaison for the Committee for 2019 is Amanda Pastermack.

COMMITTEE ANNUAL BUDGET:

The 2018/19 budget for ACMP activities has been approved. The Committee will be supported by the Staff Liaison in verifying what is covered in this budget. Should budget be required for activities in 2018/19 other than normal operating costs, a Business Case should be developed and submitted to the BOD for consideration.

APPROVAL DATE: September 28, 2018