Membership Experience Committee

Charge
The Membership Experience Committee plays an important role in NALS’ ongoing efforts to enhance the overall member experience. This committee assists in building, reevaluating, and identifying opportunities to improve engagement strategies, new member prospecting opportunities, and overall retention.

Composition
Committee chair is appointed by the NALS President. All committee members shall be members in good standing of the association. The make-up of the committee should be a diverse representation of the NALS membership. Committee members must act in the best interest of NALS in executing their duties, keeping in mind the needs of NALS members rather than political or personal motivations.

Benefits
Committee members will benefit from staying abreast of current issues, events and engagement strategies of the nonprofit association industry, building their professional networks with NALS members and contributing to the betterment and growth of the profession and the association.

Committee Responsibilities & Tasks
- Evaluate NALS’ membership benefits and resources, making recommendations for updates/changes.
- Work in coordination with appropriate committees to build resources that support NALS members as they navigate their legal support careers.
- Review and brainstorm ways that NALS members can engage with the association and each other.
- Review member satisfaction survey results and other feedback sources to identify ways NALS can better serve members’ needs.

Staff Responsibilities
- Ensure committee efforts are supportive of NALS’ strategic priorities and goals.
- Create, execute and evaluate tactics to support the goals of the committee and strategic vision of NALS.
- Aid in the execution of plans recommended by the committee.
- Schedule committee meetings, working with chairs to develop agendas and completing meeting recaps.
- Maintain committee roster.
- Provide support to the committee throughout the year.
Board Liaison

Staff Liaison

- Grant Carpenter, Membership Director (grant@nals.org)