

Section Management

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2009 Region 10 Meeting
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Hanoi, Vietnam

Section Management

- Section Bylaws
- Creating a Volunteer Dashboard
- IEEE Contact Center

- Fanny will cover Section management resources

Section Bylaws

- Bylaws not required, replaced by Section Operations Manual, TBD
- MGA Operations Manual will be updated
- Governance project identified as a focus of MGA transformation efforts
 - Look at any potential organizational recommendations, e.g., Section ExCom members or committees
 - Identify necessary updates to MGA documents, including Regions & Sections

Volunteer Dashboard

Getting Started

- Help for IEEE Members
- Member Engagement
 - Professional home, member lifecycle
- Section Operations
- Finances
- Technology
- Volunteer support
- Training and More... beginning to develop the concept

Signals from Members that They Want to Stay in IEEE

- I need to update my contact info, I forgot my password?
- I never received my ballot...
- How do I apply for SM, F grade?
- Where is the registration page for the conference being held downtown?
- Do I need to pay for a Web Account?
- Espanol?



IEEE Contact Center

IEEE Contact Center Support for Members

- Membership – payments, web accounts, publications, renewal
- Technology- alias, spam block/filter, browser issues, SAMIeee, electronic products and access
- Member & Membership Development programs and promotions
- Products, Services, Events, Conferences, Meetings
- Outreaches
- Suggested offerings - up selling of products and services to engage members

IEEE Contact Center - Pilot Projects

Phase 1 (12/2008 - 3/2009)

- Member Experience – Who uses the Contact Center? When is it used?
- Extended Service Hours – Member access to staff to do business during their business day.
- Expanded Metrics - Enhanced member satisfaction by monitoring Member interaction with staff, Quality of Response and Process of Resolve
- Survey comments/suggestions

Phase 2 (4/2009 – 5/2009)

- Language Support & Volunteers Support

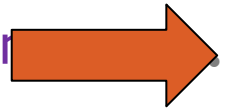
Contact Center Pilot--Phase 1 Extended Hours

- Auto Call Back option available to Region 8 & 10 members on the IEEE Home Page - Contact Us Page
- To ensure member's expectations are met, Members are directed to complete a form stating their desired time of call back
- Call Backs are conducted by Contact Center associates

Engaging Members

Ways to Engage Members

- As Chair, welcome new members to the Section
- Invite members to Section meetings
- Outreach to members who have not renewed
- Congratulate newly elevated Senior Members



Resources Needed?

- Email addr of Members who joined Section in the past month & MD form letter (From MD Manual)
- Meeting notice content, plus
 - e-Notice to send the notice to current members
 - Vtools Meetings for registration
- Email addr for non-renewing members, extract from SAMIeee
- Members elevated to Senior Member grade; use SAMIeee for data

Operations

- Geounit formations – what are our options?
- Reporting – officer, meeting (L31)
- Section or Region ExCom meetings – best practices
- Technical meetings – finding high quality speakers

Finances

- Completing the annual financial report (L50) and qualifying for the annual rebate
- Treasurer's Handbook – I'm a volunteer; I have to do WHAT??
- Section bank accounts
- Concentration banking

Technology

- Meeting announcement & registration
- Create a web page (Web in a Box)
- Teleconferences or web-based admin meetings
- Online communities

- The MGA Transformation is ongoing
- It is all about the member
- Volunteers are special members!

NEXT: RESOURCES FOR SECTION MANAGEMENT