

WELCOME
to the
R2 2008 Spring Meeting
Harrisburgh 1 Mar- 2 Mar

Business

- Introductions
- Approval of the Agenda
- Approval of Minutes (OOPS)
 - Where we are and where we are going
- Appointment Structure

- Key Objectives:
 - Nominations for Bill's Relief
 - Continue Building Our Volunteer Organization
 - Celebrate IEEE

My Goals as a Region Director are two fold:

1. Build, Organize, Assist, Enable, Empower, and Coach our Regional Volunteer Base for the purposes of IEEE.
 - The positive effects for our members
 - and our local communities.
2. To work as your representative, and To organize a team of representatives that
 - Facilitates the two way communication between the regional members and the IEEE organization.

R2 Successes and “Others”

- **Successes:**
 - Financial
 - Bill Walsh
 - PACE
 - Pre College
 - Continuing Education
- **Failures:**
 - Communications (web.. And getting information to you)
 - Use of community site
 - Volunteer Definitions
 - Best Practices (Section and Chapter Coordination)
- **Needs improvement**
 - “Membership” Development
 - Industry Relations
 - Employment And Careers
- **New Focus**
 - Member Development
 - Alignment with IEEE

IEEE Successes and “Others”

- **Successes**

- EAB
 - Continuing ED (Expert Now)
 - TISP
- IEEE TV
- MGA = RAB + Focus on the MEMBER
- Improved Membership Development Resources
- Financial (Pubs and Conf)
- Growth outside the US

- **Difficulties**

- BMS Renewal Process
- Call Center

- **Needs improvement**

- Strategic Planning
- “Member” Model (The cost of “belonging”)
- Society Memberships
- US membership

“Join Bailouts”

R2 2.7% of our members “Bailed out” before completing the Join Process

Of those, only 13% had been recovered in Mid Feb.

Region 10 (Asia) experienced 47% Bailouts..

+++++

CALL CENTER:

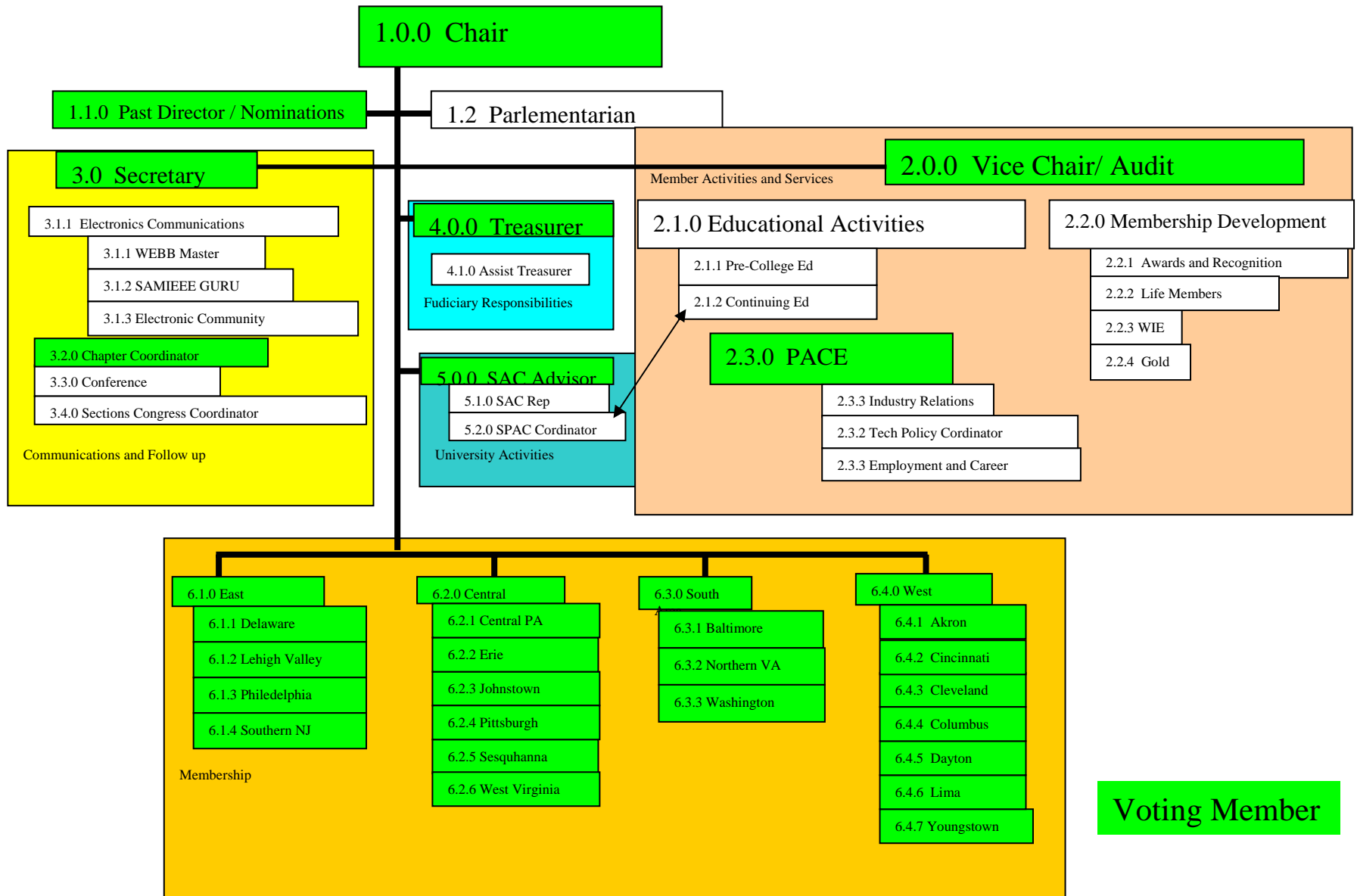
Member & Customer Service - Status 12 Feb 2008

| | 2007 Renewal 4Q06/1M07 | 2008 Renewal 4Q07/1M08 | % Change |
|--|---------------------------|---------------------------|-------------|
| Total Phone Calls | 18,345 | 23,809 | 28% |
| Service Level Calls Answered <30 Sec. | 93.60% | 68% | -38% |
| Call Length (Minutes) | 3.57 min. | 5 min. | 40% |
| Inbound Service Requests (email) | 31,069 | 37,590 | 21% |
| Service Req Response Time | .99 Days | 10.57 Days | - |

Our Special Guests

- Dr Richard Gowan:
 - IEEE Foundation (Former IEEE President and US Activities President)
- Joe Lillie:
 - MGA Vice President (my boss)
- Russ LeFevre
 - IEEE USA President
- Moshe Kam:
 - IEEE Presidential Candidate Former EAB VP (Substitute Past Director)
 - (Other candidate is **Pedro Ray**)
- AWARD Recipients:
 - Merrill Buckley
 - Gerry Kumick
- Evening Speaker
 - Dimitry Grabbe (evening Speaker)

Region Structure



Alignments: THEM

- IEEE USA
 - Professional Activities
 - Government Relations
 - Career and Member Services
 - Communications
- MGA (formally RAB)
 - VC Geographic Unit Ops
 - Information Management
 - Strategic Management
 - Member Development
 - Membership Development

Alignments: Them and US

- IEEE USA
 - Professional Activities
 - Carole Carey
 - Government Relations
 - Larry Stern
 - Career and Member Services
 - Wole Akpose
 - Communications
 - Jeff Friedhoffer
- MGA
 - VC Geographic Unit Ops
 - Bill Walsh
 - Information Management
 - Jeff Friedhoffer
 - Strategic Management
 - Marc Apter
 - Member Development
 - Bill Walsh
 - Membership Development
 - Mike Cardinale

Appointments

| | | | |
|---|-----------------------|-------------------------------|---------------------|
| Audit | Bill Walsh | | |
| Bylaws and parliamentary | Marc Apter | | |
| Secretary | Jeff Friedhoffer | | |
| Treasurer | Vil Arafles | | |
| Assistant Treasurer | Buzz Cerino | | |
| MEMBER DEVELOPMENT | Mike Cardinale | Communications Team | |
| Membership Development | | Community Web site | Rob Haller |
| Gold | Rachel Andre | Section Chapter Coordinator | Dennis Molly |
| Life Membership Representative | Larry Booth | Conference Coordinator | Bob Rassa |
| Awards | Joe Kalasky | Sections Congress Coordinator | Parviz Famouri |
| Women in Engineering | Holly Cyrus | Nominations and appointments | Moshe Kam |
| PACE | Carole Carey | SAC Advisor | Shreek Mandayam |
| Employment and Careers | Wole Akpose | Sac Rep | Ryan Fillman |
| Tech Policy | Larry Stern | | |
| Industry Relations | Joe Kalasky | Area Chairs: | |
| Education | Jerry Gibbon | South | Murty Polavarapu |
| Pre-College | Amarjeet Basra | Central | AB Shafaye |
| Continuing Education | Doug Tipton | West | Robert Walston |
| Student Professional Activities Coordinator | Joe Burns | East | Joe Burns |

Important Events

- **Student Activities:**
 - **April 4-6, 2008 at the Penn College of Technology, Williamsport, Pennsylvania**
- **2008 IEEE-USA Annual Meeting:**
 - **25-27 April Indianapolis, In.**
- **IEEE Sections Congress**
 - ~~19~~ **18 – 22 September 2008 Quebec City, Quebec, Canada**
Region 2 meeting on THURSDAY 18 Sep!!!!