

Would you rather be surrounded by

(a) people who brag all the time

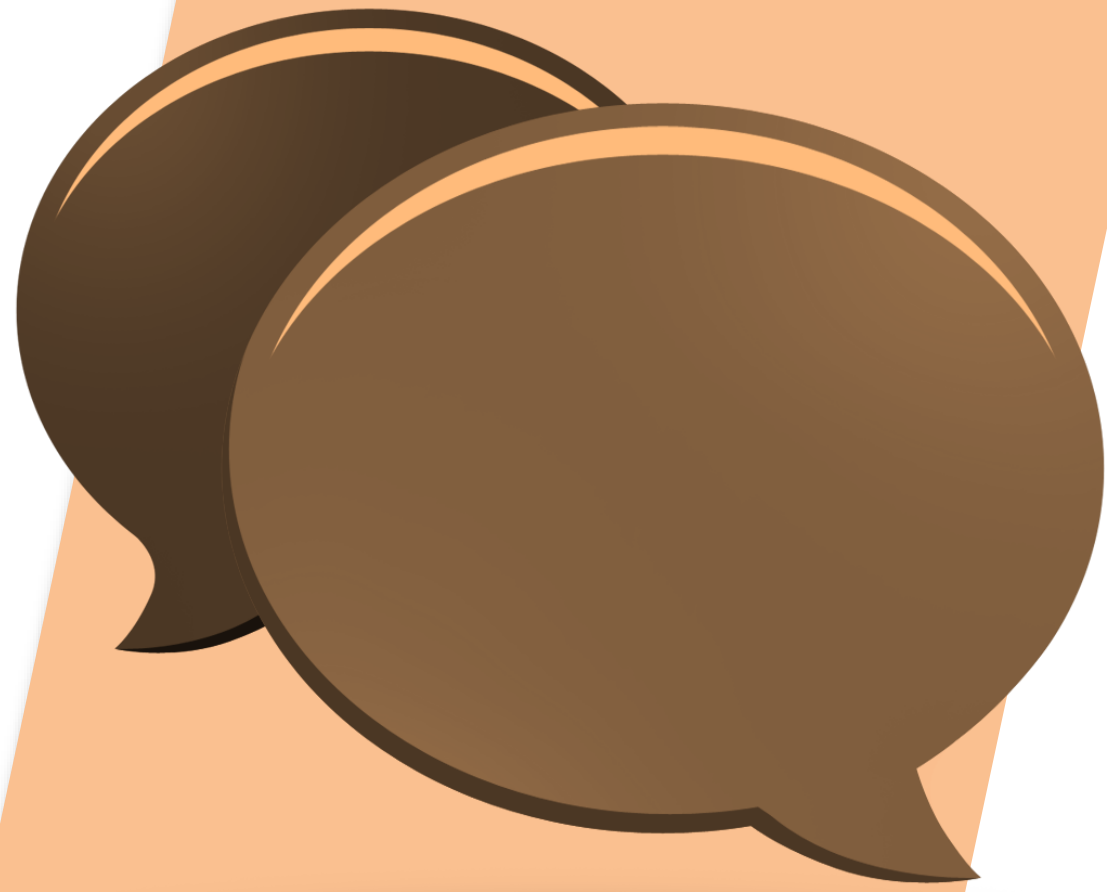
or

(b) people who complain all the time

ACADEMY

Chapter Dashboard: Tool for Maximizing Your Success





**What issue or topic would you like
to learn more about / discuss in
Houston or our webinar series?**

Pre and Post Webinars – *Extending the networking & learning*

NIGP
**LEADERSHIP
SUMMIT**2024

TIME: 2:00pm-3:30pm ET

DATES:

- February 13: Leadership Bootcamp!
- March 26
- April 23





**What questions do you
have about the Chapter
Dashboard?**

At the Core: Chapter Dashboards

→ Leadership → Operations → Member Involvement → Member Services
<https://nigp.secure-platform.com/chapters>

The screenshot displays the NIGP Chapter Dashboard 2022. The top navigation bar includes links for Home, My Applications, and 6192 - Jennifer Steffan. A 'Manage Collaborators' button is visible in the top right. The left sidebar contains a 'Welcome Jennifer Steffan' message and a list of links: Home, My Applications (with sub-links for All (1), Incomplete (1), Expired (0), and Archived (2)), My Judging Assignments, My Profile, Admin Panel, and Log Out. The main content area is titled 'NIGP Chapter Dashboard 2022' and includes a breadcrumb trail: Chapter's Setting → Leadership → Operations → Member Involvement → Member Services. Below this, there are input fields for 'Chapter' (a dropdown menu), 'Chapter Title', 'Applicant' (a text field with 'Jennifer Steffan'), and 'What's Your Chapter Setting' (a text area). A section titled 'No. of Total Members' asks for the number of dual and chapter-only members. Another section, 'Annual Average Retention Rate', asks for the percentage. To the right, there are two sets of radio button options: 'No. of Members' (Growing, Maintaining, Dropping, Don't know) and 'Annual Average Retention Rate Trend' (Growing, Maintaining, Dropping, Don't know). On the far right, a horizontal scale of four colored circles represents performance levels: At Risk (blue), Caution (yellow), Sustaining (green), and High Performing (purple).

Home / My Applications / 6192 - Jennifer Steffan

Manage Collaborators

Welcome Jennifer Steffan

- Home
- My Applications
 - All (1)
 - Incomplete (1)
 - Expired (0)
 - Archived (2)
- My Judging Assignments
- My Profile
- Admin Panel
- Log Out

Jennifer Steffan

NIGP Chapter Dashboard 2022

Chapter's Setting → Leadership → Operations → Member Involvement → Member Services

Chapter *
(select)

Chapter Title *

Applicant *
Jennifer Steffan

What's Your Chapter Setting

Fill in the numbers for your chapter as best able and then complete the guiding question.

No. of Total Members *
Dual and Chapter-only members.

Annual Average Retention Rate *
%

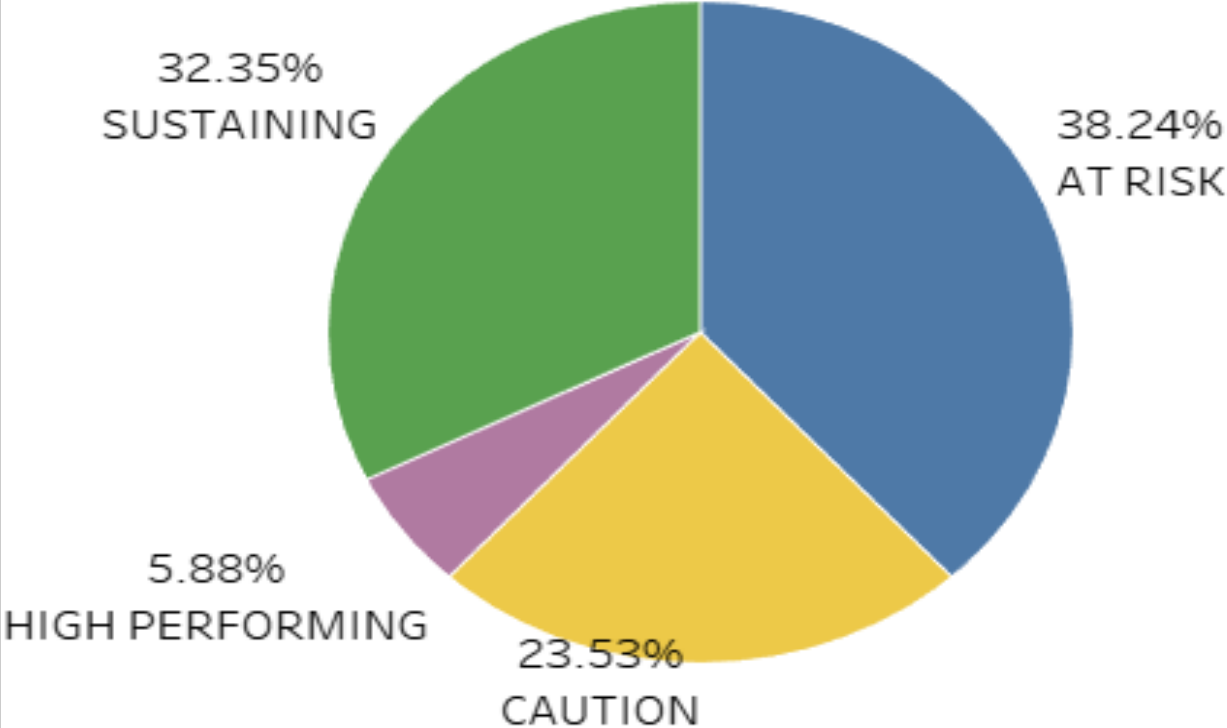
No. of Members *
☐ Growing
☐ Maintaining
☐ Dropping
☐ Don't know

Annual Average Retention Rate Trend *
☐ Growing
☐ Maintaining
☐ Dropping
☐ Don't know

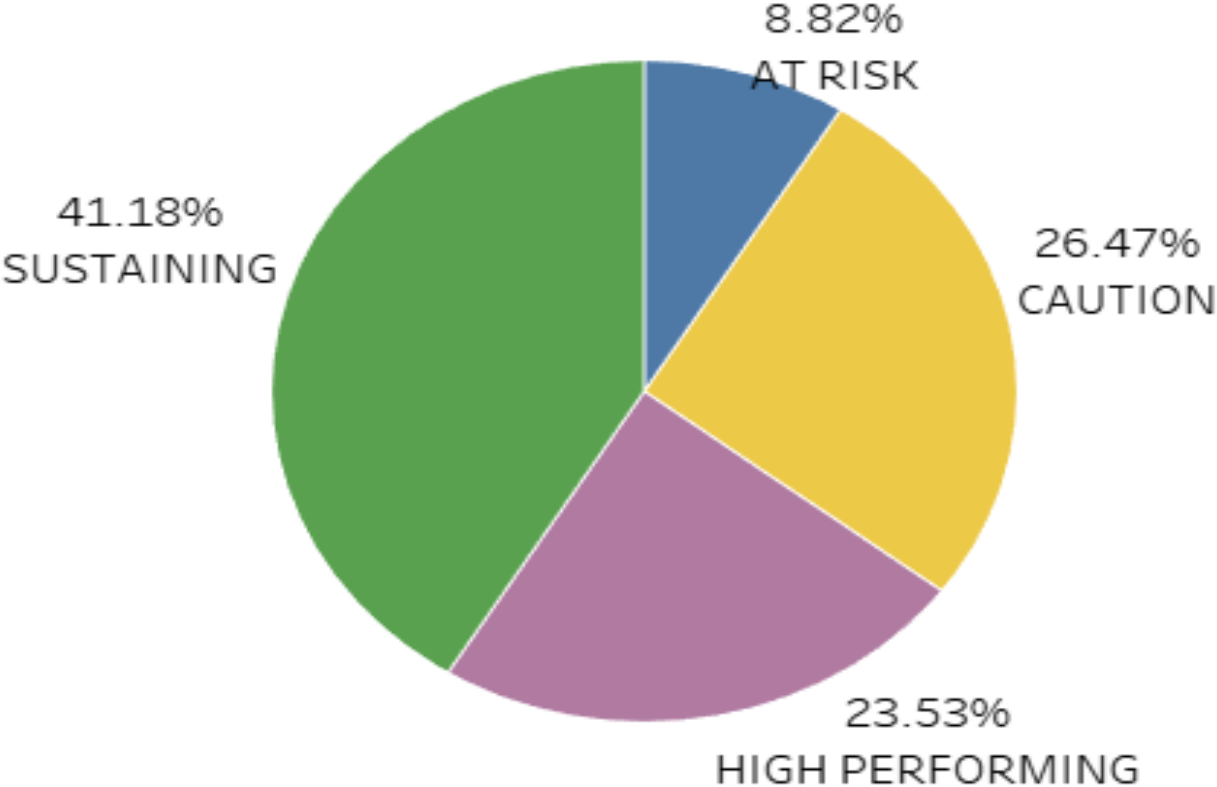
At Risk Caution Sustaining High Performing

At the Core: Chapter Dashboards

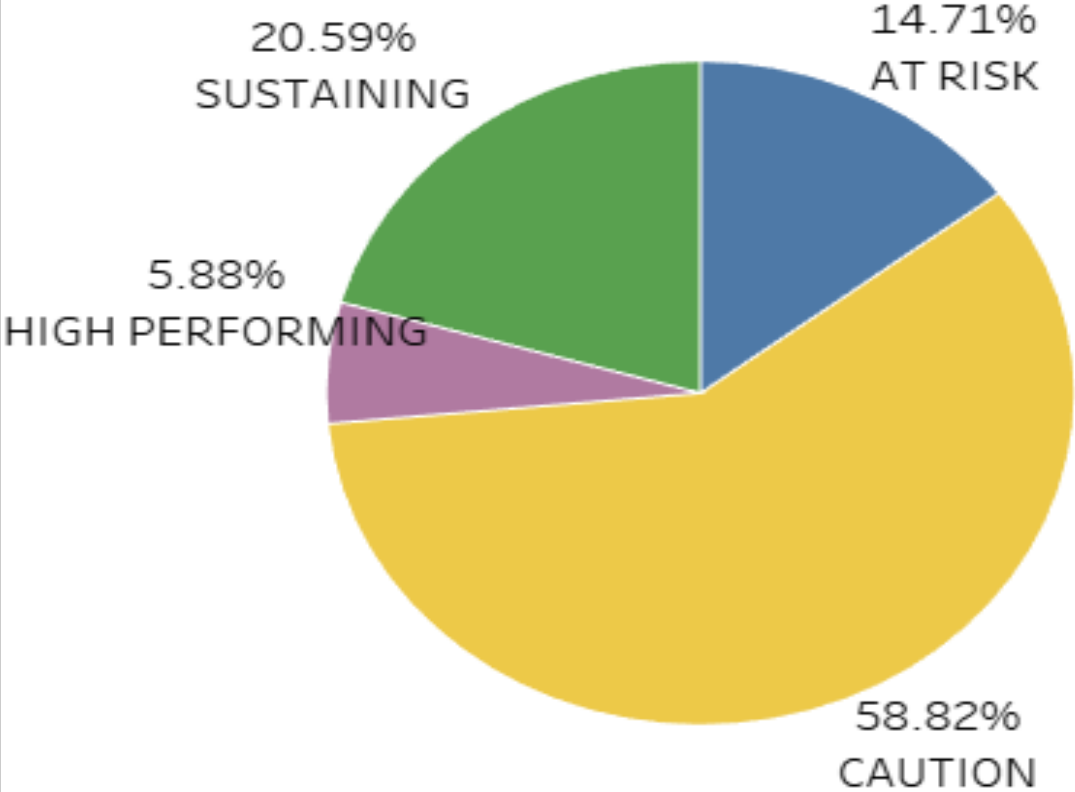
LEADERSHIP



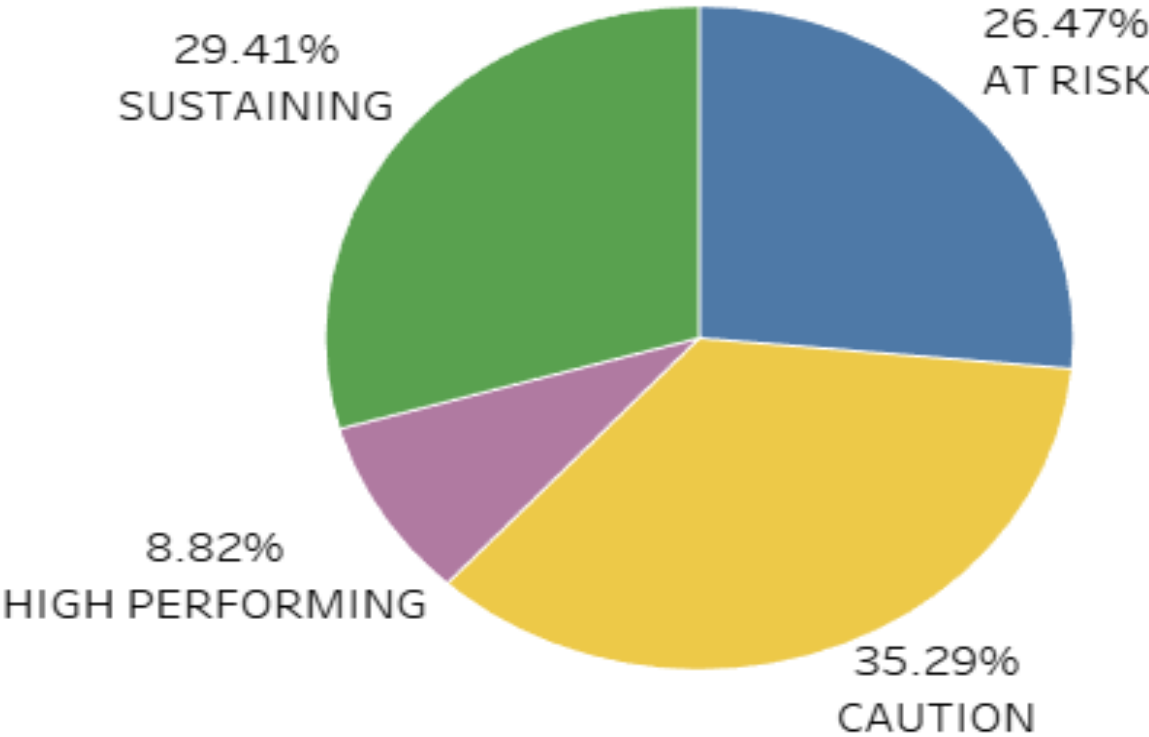
OPERATIONS



MEMBER INVOLVEMENT



MEMBER SERVICES





high member engagement

Translates to retention,
acquisition &
awareness



**Review/fill
in your
dashboard**



Member Involvement Dashboard

Yellow

Scenario B

- Less than one-third of members participate in or attend events regularly
- We need more member to get involved in helping with events, activities or responding
- We lag behind the national member retention rate

What's Working *

1. High attendance at annual conference.

Questions and Notes

1. How are other chapters encouraging membership involvement.
2. Have any other chapters struggled with getting governmental entities to allow their members to attend and realize the value of NIGP?
3. What tactics have other chapters used to get State agencies involved.

What's Not *

1. Member volunteerism and engagement
2. Many attend our annual conference, but not the quarterly chapter meetings even after offering a hybrid meeting structure with a virtual attendance option.
3. Need more chapter members to also have National memberships and volunteer and serve at the national level.
4. Office of State Procurement not supportive of ARNIGP which trickles down to most State agencies.
5. Government agencies statewide have cut training and development funding for public procurement professionals and do not allow people time away from the office to participate.

Goals *

1. Increase member attendance at quarterly chapter meetings.
2. Increase membership volunteerism and engagement with new rewards program.

**Review/fill
in your
dashboard**



“They don’t start with selling you on the amenities... they sell you on the people you’ll have access to and how the membership will help you level up.”

Meagan Loyst

Gen Z VCs

27,000 members from 80+ countries

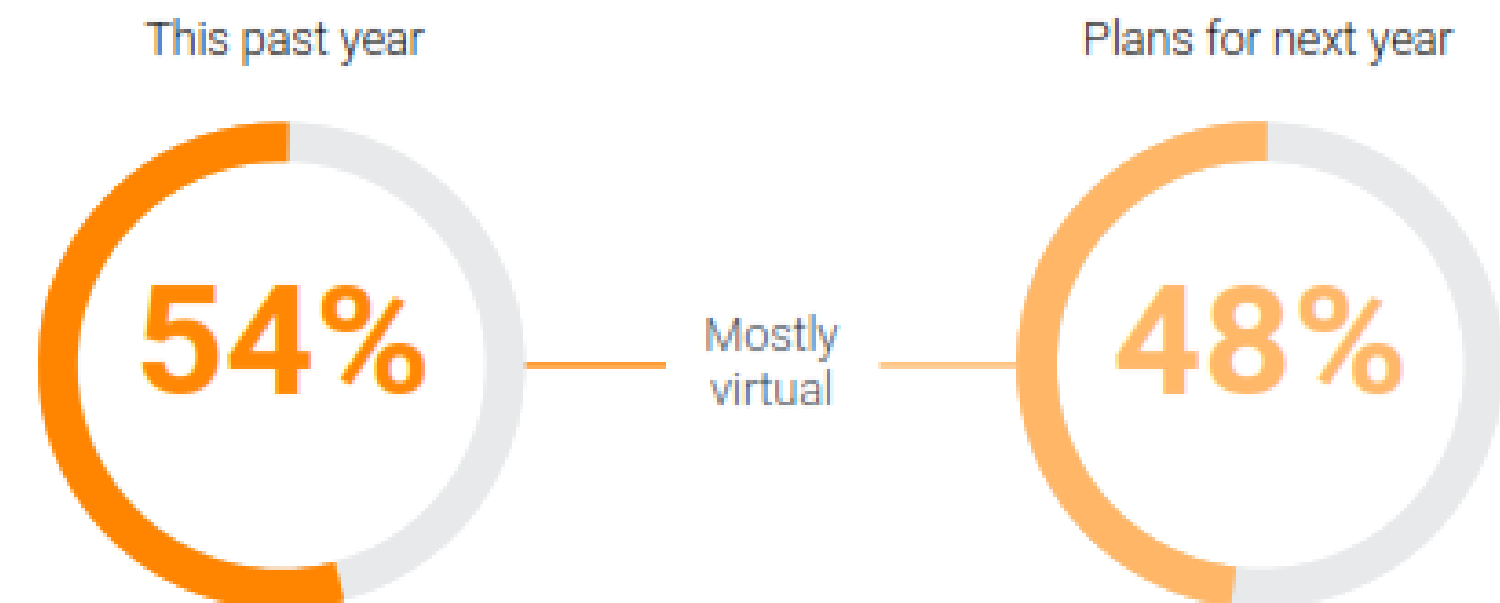
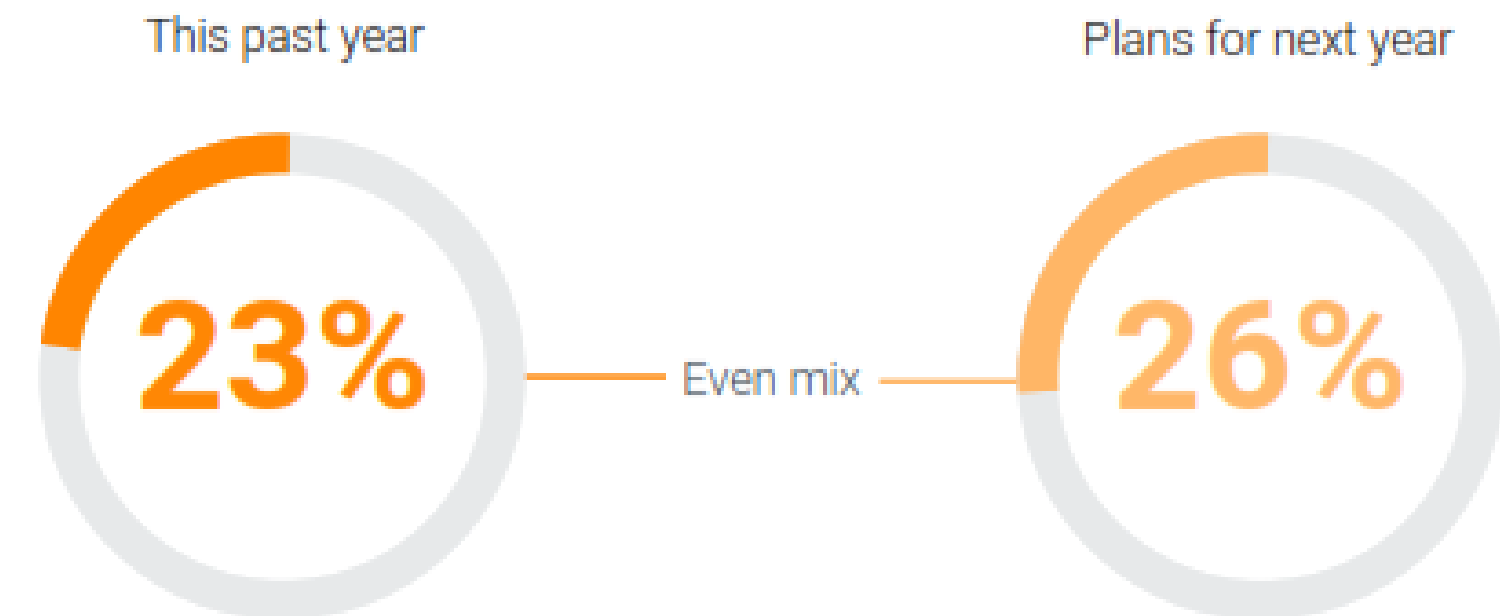
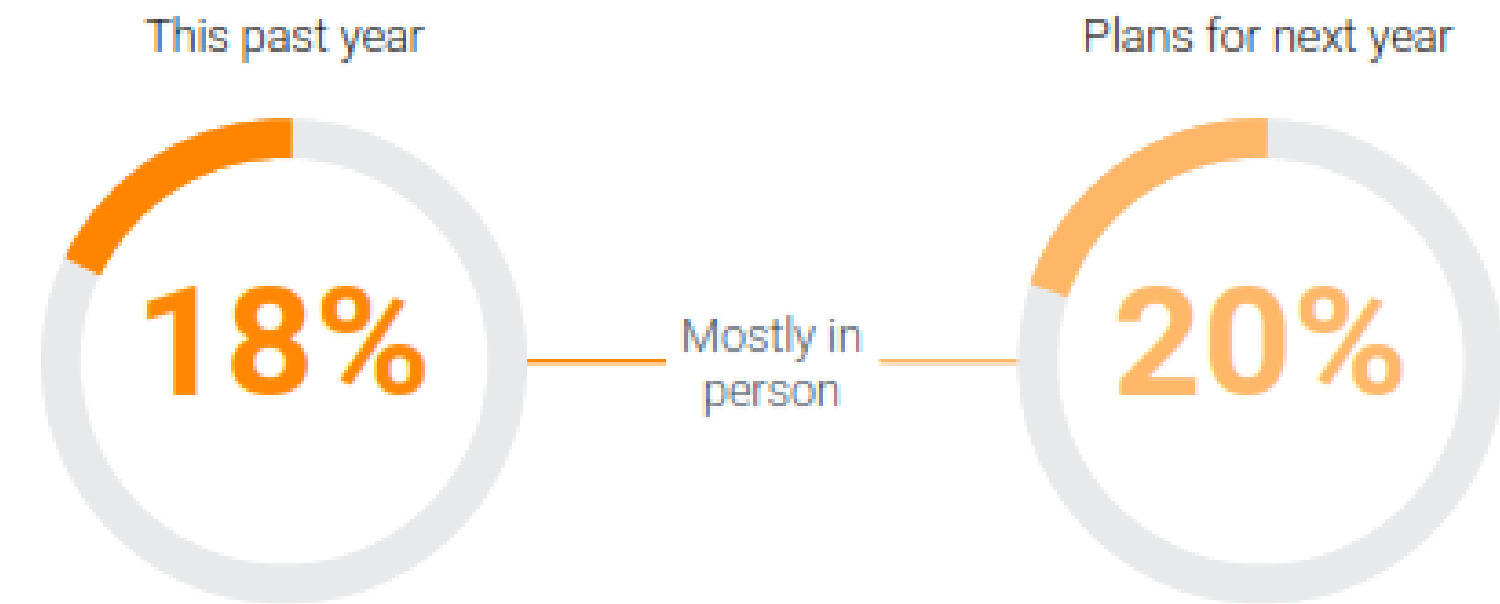
Digital



VIRTUAL



Source: Association Trends 2022: The Future
Focused Member Experience, Community Brands





A vintage black rotary telephone is positioned on a rustic wooden surface. The phone has a classic design with a circular dial in the center, a coiled handset cord on the left, and a separate base. The background is a dark, solid color. The text "Who you gonna call?" is superimposed over the phone's dial in a white, sans-serif font.

Who you gonna call?

Chapter Ambassadors

Connecting NIGP & Your Chapter!

- Share the latest NIGP member benefits, educational opportunities, resources, and tools.
- Hear what chapter members and leaders need from the Institute and address questions

How?

- Annual Virtual Visits & In-Person Visit every other year
- Meeting with Chapter Board
- NIGP Presentations and/or hosting an NIGP Booth
- Connect Anytime with Questions

✓ Learn more: <https://www.nigp.org/chapters/chapter-ambassador-visits>

NIGP Staff: Your Resource

- Jennifer Steffan jsteffan@nigp.org – Chapter Relations
- Kaitlyn Mankin kmankin@nigp.org – Chapter Programs
- Karen Robinson krobinson@nigp.org – Hosting an NIGP Course
- Chanda Taylor Carpenter ccarpenter@nigp.org – NIGP Education/Scholarships
- Diane Daly ddaly@nigp.org – NIGP-CPP Certification
- Ronni Levine rlevine@nigp.org – NIGP Webhosting
- Customer Service customercare@nigp.org

✓ Learn more: <https://www.nigp.org/contact-us>

Chapter Online Resource Library

- Annual Reporting Forms
- Governance – bylaws, SOPS
- Financial Management – internal check list, record retention
- Membership – brochures, scholarships, recognition engagement
- Marketing
- Events and Conferences – sponsors, RTS, pro-d events
- Legal, Tax and Insurance

**Share Your
Chapter
Documents!**

✓ Learn more: <https://www.nigp.org/chapters/chapter-ambassador-visits>

Chapter Subject Matter Experts

Leaders with designated expertise in the area you need support!

Support those struggling in specific areas of Association Management:

- Governance
- Bylaws, Policy and SOP's
- Finance
- Legal
- Operations
- Volunteerism
- Event Planning
- Membership

Work with you to develop goals and measurements for improvement while providing recommendations on outcomes and timelines.



Watch for more details coming soon!



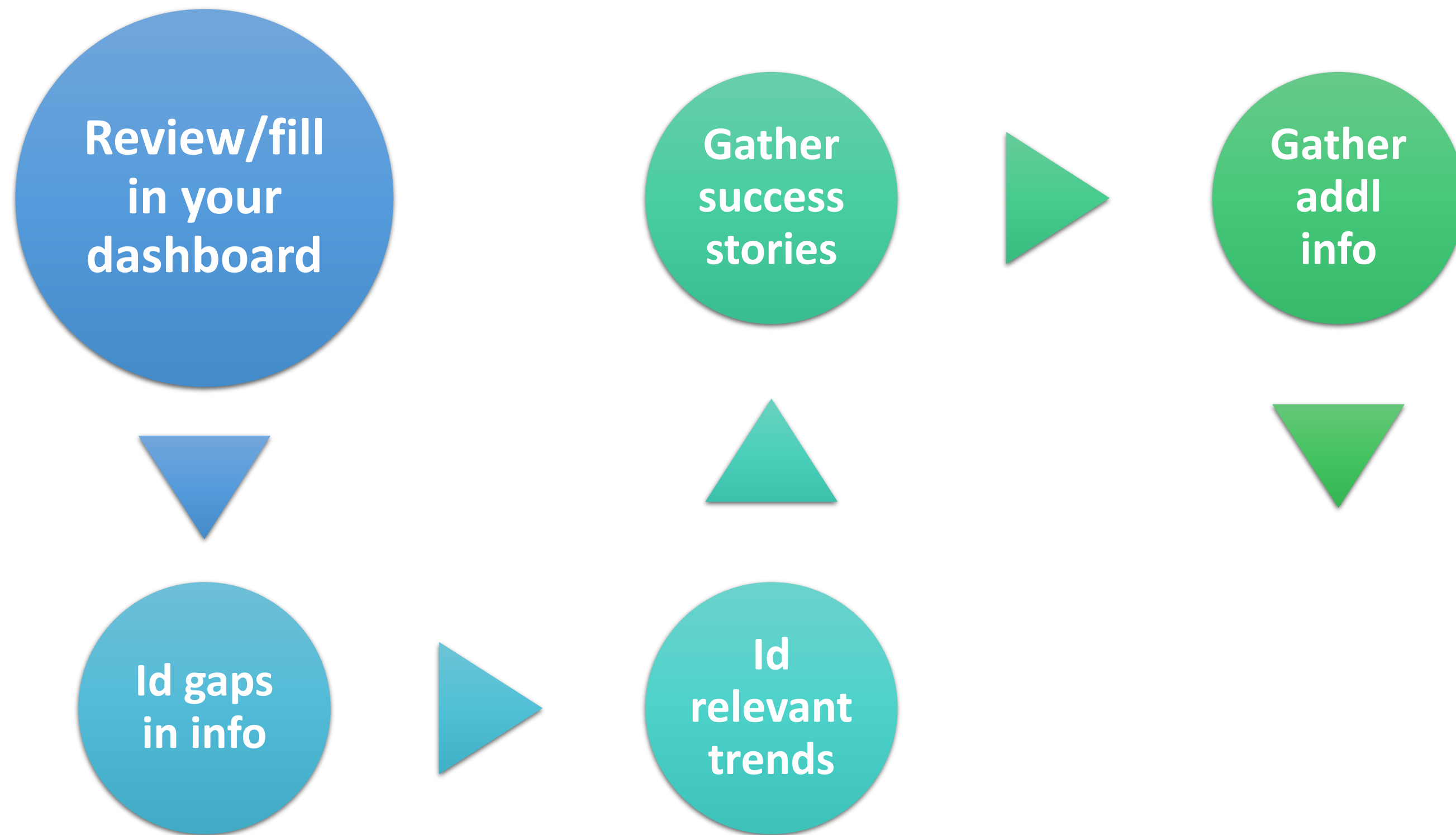


What data can you tap?



Dig a little deeper ...

- ✓ What's the profile of those attending & not attending?
- ✓ How else are members connecting?
- ✓ What percentage of members connected in the past year?
- ✓ What other associations or resources do members tap locally?
- ✓ What do members need tomorrow?





Question assumptions & beliefs

- ✓ What are our options – including those less preferable?
- ✓ What is our data around this belief?
- ✓ What if the belief isn't still true?
- ✓ Who else is juggling this issue?

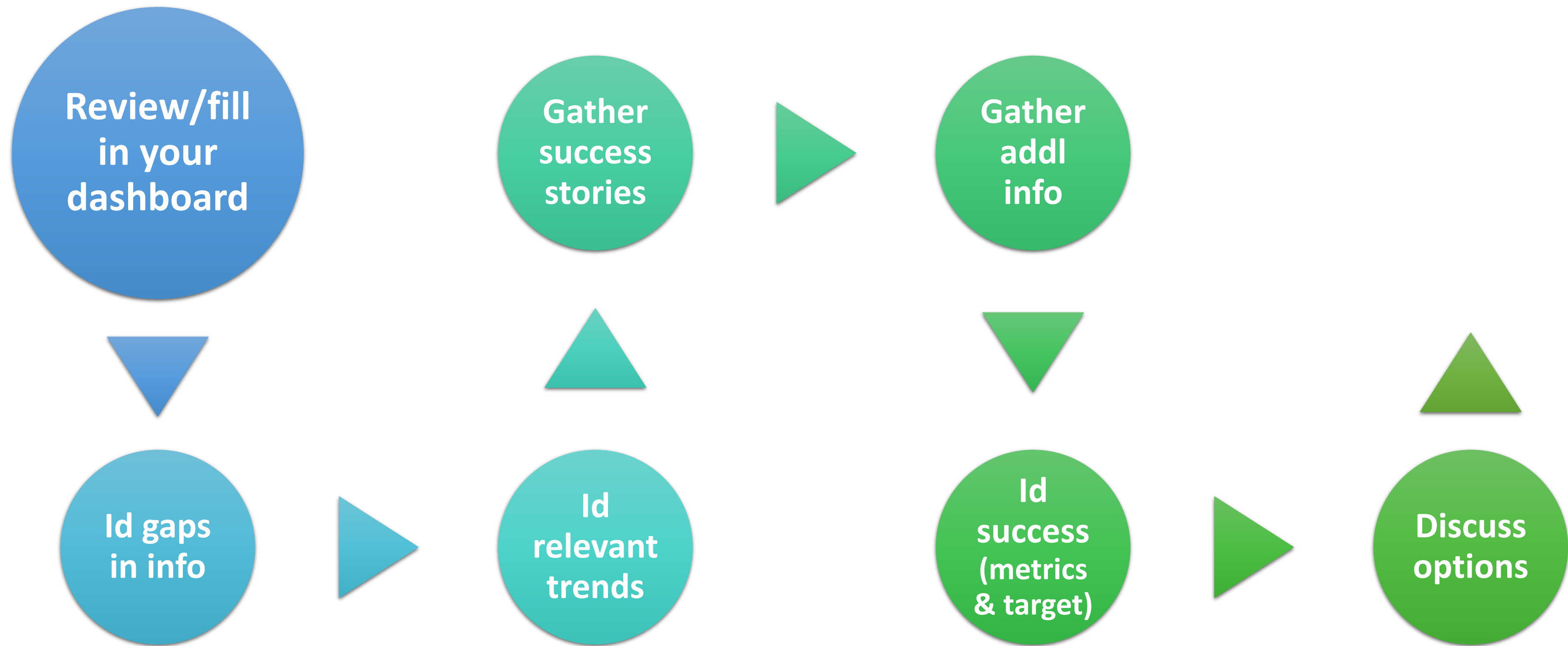
Avoid the pitfalls

The 'whether or not' syndrome

Blinded by short-term emotion

False sense of certainty







Draw members into the process

- Surveys
- Online collaboration (Padlet, Jamboard)
- Whiteboards
- Polling
- ??

To help you have the best possible in-person experience ...

- 1 -

Fill in your chapter dashboard with your board

- 2 -

As a board, consider these questions:

- What are our top priorities for 2024?
- How will we track progress and measure success for those priorities?
- What are our areas for improvement?

- 3 -

Gather & bring your key stats:

- Number of dual and chapter-only members
- Percentage of members who volunteer
- Percentage of members who attended at least one event
- Average registration attendance

- 4 -

Attend the Thursday kick-off

BONUS OPPORTUNITY

Submit your Brag Flyer for
the hall of fame idea swap!

WHAT: 1-page brief write-up on any
activity or initiative you excelled at
and what to share with other
chapters. Keep it simple or add
some flourish.

DUE: Submit to Jennifer by Feb. 16.

*Who will get the top votes &
win a prize?*

NIGP
**LEADERSHIP
SUMMIT**2024



A photograph of a forest path that splits into two directions. The path is covered in fallen yellow and brown leaves, suggesting autumn. The trees are green, and the overall atmosphere is serene. The text is overlaid on the lower part of the image.

Dashboard is a tool for decision making that
drives success

