



December 2017

Page	Content
1.	Letter from Heather Lehman
2.	Leadership Corner 1 in 1: New Discussion Area for Chapters New Feature on Website Just for Chapters! Website FAQs
3.	Session of the Month Upcoming Community Call ARMA Welcomes New Staff Members New ARMA Ambassadors Message
4.	Reminders Chapter Advisor Article: FAQ for New Groups Area for Chapters
5.	Chapters at Work Future Chapter Connections

December – New Website Edition!

New Website Has New Features for ARMA Chapters

Did you see it? We launched our [new website](#) this week! We are very excited to bring this updated tool to our members and chapters.

In addition to a new look and feel, you will see several new features – particularly for members of a chapter – when you log into [ARMA.org](#).

For example, each chapter now has a GROUP page in which its members can connect and interact with other chapter members by having discussions in the forum area, sharing their best practices through blog posts, and sharing pictures. This page is private to only members of the chapter, so others cannot view its contents.

Each chapter president is an administrator for his or her chapter page and can see more information about this role in the related article on page two.

In the coming months, we will provide additional information about how to create, connect, and use other groups. We also will have more information on other new features and tips and tricks from fellow users.

As with all things new, there will likely be some growing pains as we begin using these new features, but we are pleased about the possibilities this new platform brings.

With this last edition of *Chapter Connections* in 2017, we want to wish all chapter leaders a very happy holiday season. Looking forward to seeing you all in 2018!

Kind regards,
Heather Lehman, CAE
Region & Chapter Manager
ARMA International



Leadership Corner

As 2017 comes to a close and we look to the New Year, many create goals and resolutions. Sometimes we find motivation from others to accomplish our goals. Take a look at this 8-minute video from Daniel Pink on [What Motivates People to Do Great Things?](#)

1 in 1: New Discussion Area for Chapters

We need chapters to help spread important messages, so we use this new area to ask chapter leaders each month to take one minute to disseminate one thing all their members need to hear. For December, it's a message about the "Groups" feature on ARMA's new website:

Your chapter now has on ARMA.org a new individualized area just for you. Accessible through your ARMA.org account, it allows you to connect with other members of your chapter in new and fun ways! Discuss topics in the new Forum area, share pictures of your chapter events, or comment on blog posts created by your chapter. This area is available only to members of your chapter, so others can't see what is posted. See the [FAQ on this page](#) if you need help accessing your chapter's page, then explore this area to learn all about the new features!

New Feature on Website Just for Chapters!

Our new group feature is a customizable area just for your chapter members. If you are a **chapter president**, you are the administrator for your chapter's page, giving you the ability to control aspects of the group for your chapter members. See the FAQ in the article below or on [this webpage](#) for help.

Then, join us at noon (CST) on January 19 or January 23 for a live demonstration of this new area of ARMA's website. We will discuss how to access the group and demonstrate the ways your chapter members can use this new site. We will also demonstrate the chapter admin side and show you how you can customize your group page. There will be time for an open question and answer. Register to join us on either [January 19](#) or [January 23](#) at noon (CST). Participation will be limited to the first 100 to register for each session.

Website FAQs

The change in our website also brings change for many ARMA processes – including a streamlined renewal process. For example, the new site accepts online check payments and automated clearing house (ACH) funds transfers. [This page](#) is very helpful in answering many questions about how to renew your membership and change your password for your ARMA.org account.



Chapter Connection

Session of the Month

We are experiencing an unanticipated complication with our Session of the Month platform, so this area will not be accessible until later in January. At that time, we will have instructions on how to access this program from our new website.

Upcoming Community Call

Don't miss our upcoming live discussion on [Chapter Websites](#) noon – 1:00 p.m. (CST) on January 24. We will e-mail participants the instructions for accessing the session two days before the session.

Did you miss our last community call about being social media savvy? Check out the recording [on this page](#).

Does your chapter have a privacy policy and social media policy to assist your chapter with these functions? Check out examples from our Arizona chapter [here](#).

ARMA Welcomes New Staff Members

On December 1, ARMA said goodbye to Director of Membership and Events Chrissy Bagby. We appreciate all she did to make ARMA a stronger organization and wish her well in her new position at the American Association of Veterinary State Boards.

This departure initiated some internal restructuring, and now we are excited to welcome two new members to the membership and region and chapters teams.

Carrie Renuart joined ARMA on December 18 in the as our new volunteer experience specialist. With 10 years' experience working with associations, she will be administering and supporting our region and chapter volunteers as well as our board of directors. Karen Skaggs, who had been taking care of some of these responsibilities, will now support our very busy sales and events team.

Lia Shore will join ARMA on January 3 as ARMA's new senior manager of membership. In her role, she will be focusing on membership retention and ensuring that ARMA members have an excellent and valuable experience. With more than 16 years' experience working with membership organizations and with extensive project and data management experience, she is sure to begin making an impact quickly.

New ARMA Ambassador Message

As our volunteers and ambassadors of our organization, you realize more than anyone how much we have accomplished this year by working together. You also understand how much more we must accomplish in the coming year to continue to provide our members the tools, resources and experiences that they can only get from ARMA.



Chapter Connection

Last quarter the new Ambassador communications channel was introduced to you. This channel discussed how we can work together to make a better impact on the organization. [This quarter's message](#) focuses on WHY this is so important as we look to the new year. This communication will be delivered to your email on December 21st.

Reminders

- ARMA International will close at noon (CST) Friday, December 22, and will resume regular business hours on Tuesday, January 2, 2018. Happy holidays to all!



Chapter Operations Article

FAQ for New Groups Area – Chapter Presidents AND Chapter Members

By: Heather Lehman, CAE

Are you as excited as we are about the new features on our website? Make sure to read the FAQs for both chapter members and chapter presidents [on this page](#). The groups feature has a variety of ways in which members of your chapter can interact. Chapter members are automatically included as group members based on their membership status even if they have not yet signed into the new website.

Important: Chapter presidents are the group administrators for their chapters.

A few items to note. As a group administrator, you can:

- Customize your home message in the Home Page Options & Layout area
- Access membership rosters in your admin area through the Export Group Members option
- Receive notifications when a new member joins your chapter by selecting this as a preference under Information & Settings in your ARMA.org account. Double check that your preferences are set how you want and ask fellow chapter officers to do the same! (This option is available to all group members.) See the [FAQ for Chapter Members for more information](#).



Chapter Connection

- E-mail and message the members of your group; these communications will be delivered to group members within their ARMA.org accounts.
- Add back to the group any chapter member who – with the new ability to remove chapter membership – has accidentally removed his or her chapter membership. See the [FAQ for Chapter Members](#) about removing membership and the [FAQ for Chapter Admin](#) for how to add members.

Coming Soon!

Look for more information on 099 member reports, how to access Session of the Month, and how to change chapter officer information soon. In the meantime, if you have changes to your chapters officers please e-mail them to chapters@armaintl.org.



Chapter at Work:

January 2018 Sneak Peek!

Congratulations to the Bellevue/Eastside, Greater Seattle, & Puget Sound chapters on their tri-chapter events. More information will be available on [Chapter Central](#) on January 2!

Future Chapter Connections

If you would like to submit an item for the upcoming *Chapter Connection*, please e-mail the information to [Chapter Service Team](#) no later than noon (CST) January 19.