

Chapter New Member Action Plan

- ❖ Actively use the chapter member roster to contact new members
 - ✓ Create a schedule for pulling updated reports to identify new members
 - ✓ Dedicate resources to new member welcome calls (chapter level or volunteer with HQ's program!)
- ❖ Create a chapter new member first-year engagement plan
 - ✓ “Plug and play” the samples: Use the sample notices to customize your chapter's unique welcome letter
 - ✓ Use the tips and best practices from the HQ New Member Onboarding and Engagement Overview
 - ✓ Use the HQ New Member Process Timeline as a resource for developing and coordinating your chapter's efforts
 - ✓ Personalize and customize the experience!
 - ✓ Schedule a regular check-in discussion with the entire board to review your process
- ❖ Stay engaged with ARMA HQ for additional resources and collaboration during the cycle
- ❖ Visit Chapter Central for more guidance
- ❖ Share your progress, successes, and challenges with ARMA HQ and your region leaders!