



## Chapter Visit Policies and Procedures

### ARMA International Regions and Chapters

Each Region Advisory Board has the duty and responsibility to visit the chapters in their region for a variety of reasons (see ARMA International's Policies and Procedures: POL 2-001 Pr). Outlined below are the ARMA International policies regarding chapter visits.

### Policies

1. All chapter visit notifications are subject to approval by the Region Director **and** ARMA's Region and Chapter team. In evaluating, consideration will be given to all facets of the notification.
2. All region leaders must follow the Chapter Visit Procedures outline listed below:
3. All expenditures are subject to the ARMA International Travel Expense Policy:  
<http://arma.org/Leadership/RegionResources/ExpenseForm.aspx>
4. Explanation of information required in the chapter visit notification first to the Region Director, and, upon approval, to the HQ Region and Chapter team:
  - a. **Chapter** – the name of the chapter that you'll be visiting
  - b. **Date of Visit** – include departure and arrival dates
  - c. **Nature of Visit** – (see part 5 for qualifications) List any of the following reasons for the visit with a brief (3-4 sentences) description of the expected outcome (i.e. simply a status update on the chapter, strategic direction for a new chapter board, etc.):
    - i. Chapter requested visit
    - ii. Intervention or mediation needed
    - iii. Check-in – strategic visit for relations, idea sharing, updates, etc.
    - iv. Chapter strategic planning session
    - v. Leadership training
    - vi. Other
  - d. **Estimated cost** – estimate all anticipated costs as accurately as possible. Include all costs for:
    - i. Transportation
    - ii. Subsistence (meals, tips, etc.)
    - iii. Lodging
      - (For HQ notification) **Region Director Approved?** – Has the Region Director agreed to the visit



5. The nature of the chapter visit must be within one of the six categories outlined in part 4. In the case of “other,” the reasons given will be evaluated based on the purpose of the visit, the need, and funds available. Some of the reasons that will not qualify are:
  - a. Installment of chapter officers
  - b. Speaking engagements for anything that does not regard the ARMA International Region/Chapter program and/or leadership training
  - c. Event attendance without any additional reasons for the visit

## Procedures

### Preparation:

1. Prior to making a commitment to the chapter, notify your Region Director and HQ ([chapters@armaintl.org](mailto:chapters@armaintl.org)) with the following information:
  - **Chapter**
  - **Date of visit**
  - **Nature of visit:** (See Chapter Visit Policy – provide explanation for all that apply) Chapter Requested, Intervention Needed, Chapter Check In, Strategic Planning Session, Leadership Training, Other
  - **Region Director Approved?**
  - **Estimated cost** (include subsistence, travel and hotel)
2. Review the ARMA Travel Expense Policy prior to any expenditures.
3. Once confirmed by the Region Director and HQ Regions and Chapters team, send the **Chapter Visit Packet** document (below) to the chapter at least one board meeting before you attend. This will give the board a chance to comment on the document together and return it.
4. Review their comments and make notes before you visit with the chapter.

### During the visit:

1. Use the report from the chapter to address the good as well as the areas for improvement and evaluate what can be done to assist them. Use the **Chapter Visit Discussion List** to facilitate the discussion with the board.
2. After your visit is complete, add your comments/suggestions to the **Chapter Visit Report** and return it with a travel reimbursement request. *Travel reimbursements will not be processed until the Chapter Visit Report is returned.*

### Reimbursement to ARMA HQ:

1. Send all items to both your Region Director and HQ’s Region and Chapter team– [chapters@armaintl.org](mailto:chapters@armaintl.org)
2. Staff will review the document and process the reimbursement.



3. Staff will keep record of the chapter visit in the internal file for the chapter to assist in identifying trends and needs overall for chapters.
4. All reimbursement forms must be turned into HQ no later than 30 days from the date of the visit to be reimbursed. Those that occur at the end of the fiscal year need to be turned in by the deadline communicated from HQ to wrap up year end. Failure to meet either of these conditions can result in non-reimbursement of expenses.



## Chapter Visit Discussion Topics

1. Chapter Governance:
  - a. How is the board of directors functioning?
  - b. Does it appear to be a full participation board or is one person doing everything?
  - c. Is there succession planning in place for board positions?
  - d. Are the same members constantly serving on the board?
  - e. Does the chapter use the Board update form to update HQ?
2. Finance:
  - a. Financial Safeguards:
    - i. Check writing procedure. How many signatures are required?
    - ii. At least two individuals must regularly review all bank and financial statements.
  - b. Any outstanding issues or concerns, i.e., previous treasurer did not turn over check book?
  - c. Did/will the chapter submit IRS Form 990 on time? Using current form?
  - d. Overall financial condition?
3. Meetings:
  - a. How many educational events are held annually?
  - b. Are they aware of how the competences should/could be used in education planning?
  - c. Problems with attendance?
  - d. Problems with placing speakers?
4. Membership:
  - a. Do they contact new members ASAP to welcome them?
  - b. Do they contact those who are pending termination for non-payment?
  - c. Do they have any recruitment initiatives?
  - d. Do they have a current prospect list that they update frequently?
5. Marketing/Promotions:
  - a. What marketing do they do for their programs, seminars, events?
  - b. Do they post seminars on ARMA International Calendar?
  - c. Do they have sponsors for their programs?
6. Publications:
  - a. Do they create and distribute a newsletter?
  - b. Do they have a website? Issues with their website.
7. Additional:
  - a. Is the board aware of the materials available to them on the Leadership Resource site?
  - b. Has at least one member of the board attended Region Leadership Conference? Chapter Leadership at Annual Conference? Was the material learned related back to the other board members?
  - c. Do the members know of the resources available to them in their My ARMA section?

Chapter Visit Policies and Procedures

[ARMA International Regions and Chapters](#)



## CHAPTER VISIT PACKET

### Frequently asked questions about Region Advisory Board visits:

#### Preparing for a Visit

**Q: How should we prepare for this visit?**

A: It is recommended that your board sit down together and discuss the issues and successes you have/are experiencing. Make a list of everything you want to share with the Region Advisory Board so that every item will be addressed.

**Q: What should we do during the visit?**

A: The actual activities and amount of time spent are up to the arrangements between you and the region representative. It is suggested to have some time for questions from the representative to get a good understanding of how the chapter operates.

About the Region Advisory Board and the Program:

**Q: Who is this Region Advisory Board person, and what are they coming to do?**

A: Individuals on the Region Advisory Board are current members who volunteer to visit chapters and work with them on chapter operations, education programming, leadership, and many other things. They also look to see how ARMA International can further improve their services to better assist chapters.

**Q: We're getting a visit! Are we in trouble?**

A: Receiving a visit is certainly not a sign that you are in trouble. We visit chapters for many reasons. The basics are to learn how you operate as a chapter and to give you some advice as to how your chapter can improve. A visit isn't a sign you're in trouble! If you are having issues, make sure you bring them up with the region leader. They are there to listen and help.

**Q: Are you the Association Police?**

A: No, we're really not. A visit is not an investigation of any kind and we're not coming to take away your charter. We're seriously coming to see if we can better help you and your chapter. Also, we learn from every chapter we visit, and we will take the good things your chapter is doing and use those things to help other chapters grow as well. We're not the police!

**Q: What is done with the information collected?**

A: This information is shared with the rest of the region and HQ to see what can be done to assist the chapter with issues they are facing and recognize the successes the chapter is having. The information will be used to show the needs of chapters to the Board of Directors for development of new programs or services.

*Remember, we're a phone call or email away.*

*Ask any questions you might have!*

Chapter Visit Policies and Procedures

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### **I want to be on a Region Advisory Board. How do I do that?**

ARMA International's Region Advisory Boards sit at the middle of the association's circle of communication offering support to chapter leaders and insight to headquarters. Regional leaders are empowered to communicate and support the integration of ARMA International's strategic plan in the world's local communities.

In advance of applying, additional information can be found on the chapter and region online resource.

#### **Region Structure:**

The 120 chapters that make up the association's local education and networking program are divided into 11 geographical regions: eight in the United States, one in Canada, one in Europe and the rest make up the International Region. Each region is led by a team of knowledgeable and experienced volunteers consisting of one Region Director and three Chapter Advisors, each of which specialize in a functional area of chapter operations.

#### **Benefits to Volunteering:**

There are many benefits to joining the region advisory team of ARMA International. Each leader is in contact with all chapters of their region expanding their professional network as well as learning the many different ways that chapters have found success in establishing their grassroots communities. In addition, each has free access to ARMA International's Professional Leadership Certificate, a free trip and registration to a Region Leadership Conference every summer, and the opportunity to visit chapters to provide in-person direction and support. Above all, our region leaders get the invaluable experience of being a high-level leader in our cause "to advance Information Governance principles and practices, and to support the ongoing development of Information Governance professionals."

If you have any questions, please contact [chapters@armaintl.org](mailto:chapters@armaintl.org).