

Chapter Excellence Award – Part I (Outstanding Chapter Programming)

Submission should represent exceptional chapter programming throughout the year including regional events, chapter events, educational meetings and social events. Areas of particular interest to the Member and Chapter Services Committee are the chapter's meeting objectives, originality and timeliness of topics, the choice of speakers, member company representation and creativity.

Q1. Fully describe how your chapter established its educational objectives or themes for its programming. Response should include information regarding the process of program selection. (Max 25 points)

Consider the following in your submission explanation:

- Did the chapter actually have objectives or themes? (7 points)
- Did the chapter provide an adequate explanation of how the objectives were established? Was there a process? (8 points)
- Did the chapter specify who or what group was responsible for the programming? (3 points)
- Did the chapter describe creativity and original programming? (5 points)
- Is a sample meeting notice attached as required? (2 points)

Q2. How did your programming creatively involve your membership, facilitate learning and foster an exciting learning experience? (Max. 20 points)

Consider the following in your submission explanation:

- This question consists of several different parts (creativity, membership involvement, facilitating learning and fun). Were all parts addressed? (10 points)
- Did the examples cited describe these parts? (4 points)
- Was the programming creative? Creativity is defined as anything other than a standard lecture presentation. Meetings could include: interactive sessions involving the members, game shows, site visits, panel discussions etc. (6 points)

Q3. How did your chapter evaluate the success of its programming? Did your evaluation include a determination of member satisfaction, and if so, detail how this was accomplished. What feedback did your chapter provide to presenters and how was this feedback obtained, tabulated and delivered? (Max. 15 points)

Consider the following in your submission explanation:

- Is there a process to actually evaluate the success of each program? (7 points)
- How did the chapter use any feedback collected? Was it used to improve future meetings, provide the feedback to the presenter(s), to determine other topics of interest or for any other purpose? (5 points)
- Did the chapter provide proof of evaluations or feedback? (3 points)

Q4. Describe your chapter's support, in a programming aspect, of your local I-Day or chapter conference, any RIMS state, regional or international conference, and RIMS Annual Conference. Detail your chapter/member's involvement in planning, directing and leading the program(s). Include roles and provide supporting documentation. (Max. 20 points)

Consider the following in your submission explanation:

- When individuals in a chapter coordinate, moderate or speak at sessions. (5 points)
- If a chapter submitted a program suggestion form for the RIMS Annual Conference, regardless of whether it was accepted for an actual session or not. (3 points)
- A higher point value should be given to chapters who host or co-host a state, regional or international event. (10 points)

- Did the chapter provide copies of the programs or program pages and indicate who the members are? (2 points)

Q5. Enter each meeting/event your chapter held in 2008. Indicate the meeting type from the pull down menu and enter the number of member companies and other member categories that were represented at the meeting or event. Include all open and closed meetings where chapter members were invited to participate. If you had a meeting or conference that included multiple sessions, enter that meeting once. Do not include Board or Planning meetings. Do not include canceled meetings.

The maximum point value for member companies is 10 points and the maximum point value for other members is 5 points. Total maximum point value is 15 points.

The number of companies in the chapter is based on RIMS' chapter roster as of January 1, 2010. The point value is derived from this number as a constant when calculating the percentage of member companies represented. The points will automatically be scored for this question. The committee may take this opportunity to look at the chapter's educational programming for the entire year. Are the topics timely? Does the chapter hold regularly scheduled meetings? Is this programming creative? The committee will take into consideration that some chapters are geographically diverse, cover an entire state or province and logistically, they cannot hold meetings every month.

Q6. List and detail any improvements in your educational programming over previous years you want the Member and Chapter Services Committee to consider. Space is limited. (Max. 5 points)

This question is worth 5 points scored at the committee's discretion. If the chapter does not offer anything, or if what is offered is a restatement of previously provided data, the score will be zero. In addition to comments provided by the chapters, this section will be used to reward chapters for exemplary work. Consideration for work done by the chapters that was not credited in the above questions may be added in this section.

Q1. How does your chapter support the Associate in Risk Management (ARM), Canadian Certificate in Risk Management (CRM) or RIMS Fellow (RF) designations? How does your chapter support other industry related designations? Please describe. Examples would be: Recognizing recipients at meetings or in newsletters, giving cash awards, sponsoring study groups, sponsoring classes for students, subsidizing chapter-sponsored classes to chapter members, sending ARM/CRM/RF students to the RIMS Annual Conference or providing tuition reimbursement. (Max. 20 points.)

Attach the following documentation:

- Proof of support of RIMS endorsed designations - (8 points)
- Proof of support of other designations - (4 points)
- Proof of recognition/support of candidates - (6 points)
- Creativity/goes beyond the listed items – (2 points)

Q2. Describe any risk management and/or safety-centered chapter community service projects. Fully describe any community service projects that focus on risk management, safety or other industry-related projects. Responses should only include activities primarily undertaken to provide community service (help others). Activities performed to enhance public relations are addressed in the question below. Examples of such projects include donations of bike helmets to a local organization or assistance with a fire department smoke detector program. Community service projects that are not risk management related will not be considered. (Max. 10 points)

Attach the following documentation:

- A sample of an article, flyer, and/or press release.
- A cover letter and/or newsletter announcing gifts.
- This question is designed to allow chapters to highlight their risk management community service activities. Those activities that are related to a physical effort and combine some element of risk management such as safety, will receive higher scoring.
- Examples would be:
 - A holiday party in which bicycle safety equipment (helmets are distributed) (7 points)
 - Pure cash/passive donations (3 points)

Q3. Describe any chapter public relations efforts. Describe actions your chapter has taken to increase awareness of the chapter and the risk management profession. Answers should only include activities primarily undertaken to enhance public relations. (Max. 5 points)

Examples of public relations efforts would be:

- Coverage, articles, calendar listings, and other mentions of chapter events in the media.
- Evidence of effective relationships with the media that help gain press coverage.
- Web, electronic or print media advertisements promoting risk management and/or the chapter.
- Efforts to educate and interact with local legislators.
- Public speaking and promotions targeting audiences outside RIMS.
- Sponsorship of community or professional events.
- Mention of chapter events in the media (1 point)
- Educating and interacting with local legislators or public speaking. (4 points)

Q4. Describe your chapter's student outreach efforts. Response should only address outreach efforts and not services/ programming already available to existing members. Examples would be: interacting with students of any educational institution such as a college, university or high school, sponsorship to a conference or chapter meeting, contributions to an educational fund, mentoring, internship, job

placement or RIMS student membership. (Max. 20 points)

Attach the following documentation:

- Student outreach documentation
- Appreciation or thank you correspondence
- Student membership documentation
- Mentoring or internship documentation
- Student outreach (12 points)
- Monetary donations (6 points)
- Creativity (2 points)

Q5. List how your chapter participated in RIMS activities, other than attendance, beyond the chapter level. Examples would be: member participation as speakers or moderators at RIMS Annual Conference, regional conferences and chapter-sponsored sessions, participation on RIMS Committees and in programs such as the Risk Manager in Residence. (Max. 15 points)

Attach the following documentation:

- Copy of program description listing each member referenced. The page should include the member name, conference name, topic and dates. (Do not attach the entire conference brochure.)
- Information on other programs.
- RIMS conference speakers/moderators/sponsorship of sessions at regional and Annual level (5 points)
- RIMS Committee work outside of the chapter level (5 points)
- Risk Manager in Residence (3 points)
- All other outside RIMS activities (2 points)

Q6. Describe your chapter's efforts to make use of advanced approaches to risk management. How does your chapter promote new approaches using internal tools such as: RIMS ERM Center of Excellence, the RIMS Benchmark Survey, the RIMS Quality Improvement Process (QIP) or external products or services that raise the sophistication level of risk professionals? How does your chapter share resource material, research and analysis or work product with the membership through the RIMS Web site or E-Groups? (Max. 15 points)

Attach the following documentation:

- Description of appropriate educational sessions.
- Sample copy and/or description of external tools.
- Proof supporting new, innovative approaches or tools brought to the membership (i.e. information on new products, Web sites, reference materials, links on the Web page, legal decisions, etc.)
- Educational session should be sessions beyond the typical chapter meetings. Were CEU's offered to the membership? Was there a charge for the session or was it free to the membership? Were topics timely and risk management related? Attendance and membership evaluation of the session is not as important as the effort made to educate the membership. (5 points)
- Research and analysis or work products are weighted more heavily due to the time and effort needed to complete the projects and produce results. Consideration will be given to whether this is a continuation of a prior year's project. Length of the project, topic of the research and applicability of results to the membership should be considered. (6 points)
- Bringing new innovative approaches or tools to the membership such as information on new products, Web sites, reference materials, links on the web page, legal decisions, etc. (4 points)

Q7. Are there any other chapter activities not covered above which advance the risk management profession? If so, please describe. (Max. 10 points) Examples would be: sponsoring a student's research paper, identifying other information not covered in other questions above. *Only list activities that focus*

on the advancement of the risk management profession. Question response should not be duplicated across submissions.

Attach the following documentation:

- Description of chapter sponsored research paper.
- In addition to comments provided by the chapters, this section will be used to reward chapters for exemplary work. Consideration for work done by the chapters that was not credited in the above questions (i.e., additional community projects) should be added in this section. Consideration for legislative activities, partial research projects and chapter creativity may also be credited in this section. (10 points)

Q8. Is there any other information related to your efforts to advance the risk management profession you want the Member and Chapter Services Committee to consider? (Max. 5 points)

Answers here should be other type of activities that have not been mentioned above. This would include any type of creative outreach activities that may have been on a less formal mentoring basis.

Submission must be based on RIMS Society Membership Data. “Chapter Only” membership information will not be considered. Submissions will be scored on the overall effort by the chapter regarding its Membership Development efforts, not necessarily the results of those efforts.

Q1. How did your chapter determine the needs of its members? (Check all that apply and submit samples with your submission). (Max 20 Points)

- **Member Survey**

Consider the following in your chapter’s explanation:

1. Relevance of survey questions.
2. How the survey is distributed & results tracked.
3. How often surveys are done.
4. Was a sample attached to application?

- **Feedback given on Web site**

Consider the following in your chapter’s explanation:

1. How is feedback monitored?
2. Does member feedback receive a reply?
3. Feedback option clearly visible & assessable?
4. Samples included with application?

- **Personal Phone Call Plan**

Consider the following in your chapter’s explanation:

1. Must show formal calling plan in force.
2. Should provide example questions.
3. Should demonstrate feedback method is effective.

- **Annual Closed Meeting to Solicit Member Feedback**

Consider the following in your chapter’s explanation:

1. Demonstrates how feedback is solicited, reviewed, and acted upon.

Q2. List below which services your chapter provided. Provide one example of supporting evidence for each service provided with your submission. (Max 10 Points)

Chapter should receive 1 point for each item checked and supported with back up:

- Up to date Chapter Web site
- Newsletter
- Quarterly or more frequent General Membership Meetings
- Membership Directory
- Member Surveys
- Networking Opportunities
- Job Bank Referral Services (Chapter Job Bank or Web site link to RIMS Job Bank)
- I-Day/Education Day/Seminar
- Regional Conference
- Legislative support and/or current events updates to chapter members

Q3. What other member services did the chapter provide to its members that were exceptional or above and beyond normal expectations? (Max 10 Points)

- Up to date Chapter Web site
- Newsletter
- Quarterly or more frequent General Membership Meetings
- Membership Directory
- Member Surveys
- Networking Opportunities
- Job Bank Referral Services (Chapter Job Bank or Web site link to RIMS Job Bank)
- I-Day/Education Day
- Regional Conference
- Legislative support and/or current events updates to chapter members.

Q4. In addition to those listed above, describe any unique member services offered to non-deputy members. This includes Student, Affiliate, Retired, Honorary, Associate, and Educational members.

Response should be services unique provided to non-deputy, existing members and not outreach efforts included in other award categories. (Max 10 Points)

Things to Consider:

- Associate Only Events
- Internship Programs
- Mentoring Programs
- Past President’s Forum
- Networking Events
- College or High school outreach/fairs

Q5. How did your society membership numbers change in 2009? (Note: This section will pre-fill based on RIMS membership data)

Example:

Member Type	1/1/2008 Members	1/1/2009 Members	Change in Membership
Corporate Members	93	97	+4.3%
Deputy Members	179	187	+4.47%
Associates of the Society	33	30	-10%
Affiliate Members	1	3	+200%
Educational Members	4	5	+25%
Student Members	3	5	+66.67%
Honorary Members	0	0	0%
Retired Members	2	2	0%

An increase in overall membership, especially Deputies and Associates, should be considered. A decrease in membership is not necessarily the fault of the chapter, however your answer to the next three questions, should help to explain the change in numbers in either direction. You may want to come back to this question for scoring.

Q6. Describe your chapter’s efforts to recruit new Society members (i.e. Corporate/Deputy, Educational, Student and Associate). The following will be taken into consideration: your chapter had a recruitment plan, participated in a RIMS or chapter-run membership campaign; your chapter had a well thought out plan for turning prospective members into actual members and your chapter increased

membership in calendar year 2008. (Max 15 Points)

Attach a sample of each of the following documents:

- Membership promotional information
- Membership campaign information
- One sample member solicitation letter
- Meeting invitation
- 'Thank you for coming' attendee letter
- Follow-up communication and documentation
- New member welcome letter
- Proof of new member "incentives"
- Other supporting documentation

Q7. Did your chapter have an assigned membership director or committee that focused on membership development? Provide a job description and specific accomplishments from the past year.

(Max 10 Points)

A job description for the membership director and/or the membership committee must be included.

Scoring will weigh more heavily on what this person/group has accomplished. In other words, any chapter could name a person membership chair, but we want to make sure this was an active role or committee answering to the chapter on its work and accomplishments.

Q8. Did your chapter have a formal follow-up process with members who dropped or canceled their RIMS membership whether or not you needed to use it? The following will be taken into consideration: your chapter had a well thought out and well executed plan for contacting, encouraging further participation of and soliciting feedback from canceled or dropped members. How are dropped and canceled members retained in the chapter database and "prospected" as future chapter members?

(Max 15 Points)

Things to consider:

- A formal follow-up process can be done on a personal basis or a more formal written basis depending on a chapter or person's style.
- If the follow-up is more personal and phone contact is made, what is the frequency of the follow-up?
- How soon are members contacted?
- Does the chapter have a diary system and a list of people to call?
- Who calls the dropped members?
- How does the chapter try to get them back?
- Formal process - sample letters must be included with the submission
- When are they sent out?
- Who sends the letters?
- How frequently does the chapter follow up?

Q9. If you were given feedback from dropped and canceled members, how did you communicate or react to your findings? Identify and document any actions taken. Was this feedback shared with the chapter membership? If possible, evidence how changes made as a direct result of this feedback led to the retention of other members. (Max 10 Points)

Things to consider:

- Once a member drops, did the chapter communicate the message to the Board, to RIMS, to fellow members?
- In what forum, i.e. via a newsletter, during a meeting, via e-mail?
- Did the chapter contact RIMS for help with follow up, calls or letters?