

I. CHALLENGES: What challenges did the committee face this year?

- a. Over the years, C&P has struggled to maintain accurate records of its membership
 - i. Some of the complicating factors have included...
 1. Over the years, many of our members have moved, graduated/accepted new positions, and/or made changes to their contact information for any number of other reasons, but that information has been compromised with bits and pieces of that info has slipped through the cracks or not made it's way into our membership records.
 2. Previous efforts to update our records have been limited by a record-keeping system that was not as organized or efficient as it could be...
 - a. It seems some of the cells had shifted one way or another between earlier drafts, sometimes throwing off major subsections of entire columns and/or rows.
 - b. The list was only maintained in one large file – which can be an overwhelming task to tackle, in terms of updating; it helps to be able to chunk this up into more manageable parts, so that this task will be more manageable.
 - o One of the limitations of “divide and conquer” approaches to updating the records can be that it's difficult to keep track of pulling together separate parts in one place, without missing/confusing anything.
 - c. When the email information is inaccurate, it's difficult to get a hold of members to ASK them to double-check their contact info.
 - o Inaccurate email addresses typically bounce-back, so earlier efforts to distribute messages to the membership (all at once) have resulted in nearly as many “username unknown” messages as ones that actually go through successfully.
 - d. Our policy of determining membership status by attendance at an annual conference [where only those who have attended a C&P conference in the last three years are considered “active” members] has had an overly simplistic impact on the way we maintain contact information for our “inactive” membership – we haven't. Anyone who went “inactive” <even only temporarily> would have their information deleted from our membership files altogether.

II. ACCOMPLISHMENTS: What did the committee accomplish?

- a. In addition to reformatting the original “main” membership list, I have also introduced and developed a color-coding system that allows for that list to also exist as a duplicate set of smaller files, organized categorically with respect to what information we're looking for from that person. Some of those separate subparts include:
 - i. Newly confirmed and accurate records
 - ii. People whose email addresses seem to work (e.g., they didn't bounce-back) but have yet to reply to confirm or adjust their contact information
 - iii. Records with no or missing information re: email addresses, etc
 - iv. Records with bad email addresses (that have bounced back, etc)
 - v. Records with conflicting information (based upon what our registration or other C&P files suggest)
- b. Throughout Aug./Sept. of 2010 (and some parts of follow-up in early October), I sent out, received, and/or responded to ~1100 personalized emails to everyone I could reach from our membership list, asking them to verify and/or update the info we had on record for them AND encouraging folks to add a phone number for our records. [The idea to ask for phone number was partly strategic – that way EVERYONE would have a reason to reply with SOME new info.] **Of our ~561 member roster (and as of 10/18)...**

- i. We can be certain of having up-to-date and verifiable contact info for ~210 of our members.
 - ii. ~187 of those members I emailed (without those messages bouncing back, etc) have yet to respond to verify their contact information; for all I know, these messages went to...
 1. an old email account they no longer check regularly,
 2. their spam folders, or
 3. were simply ignored altogether.
 - iii. ~45 of the people listed as presenters in the program are unaccounted for in terms of ever providing or verifying their contact information directly with the membership committee. [Everything we have from these people comes second-hand through the program draft, so we do not list it as “verifiable” yet until we hear back specifically from these people ourselves.]
 - iv. We have ~8 newcomers who have yet to confirm their contact information with our committee directly. [Everything we have from these people comes second-hand through the registration team, so we do not list it as “verifiable” yet until we hear back specifically from these people ourselves.]
 - v. We have ~80 email addresses that continue to “bounce-back” --- so we can presume this contact info is inaccurate.
 - vi. For ~38 newcomers we have incomplete records with NO email information of any kind on record (yet).
- c. At the very beginning of October, I shared the updated files with the rest of the membership committee via email and the wiki site, asking for their help with specific subparts they could help me tackle. So far, only Jim K. has helped me make much headway.
- d. In hindsight (e.g., parts “v.” and “vi.” above), I regret the timeline I used this year ; having not really kicked into high-gear until August, that could have affected the way we...
- i. Got the word out to people about the “call for proposals” and the adjusted extension, etc.
 - ii. In wanting to get things moving and well “off the ground,” it was Late September/Early October by the time I was really inviting the other members of the committee to help carry the baton. I did not get much support from many of the other membership committee members at that time, but perhaps this would have yielded better results, had I reached them earlier in the year – even during the summer – when most people’s schedules might be less demanding.
 - iii. Unfortunately, it seems I provided some of the known updates too late to the program committee, and hence there are a bunch of typos or errors near the back of the program, listing incorrect contact information for people. I feel partly responsible for this because I submitted the detailed editing suggestions (to the draft that committee had shared) just a day or so before things went to print and that seems to have been too late to make a difference.

III. NEXT STEPS: What might the next steps be for next year's committee?

- a. I’d like to build in a simple procedure at the registration desk, for folks to ask attendees to verify their contact information on a hard-copy printout I’ll bring; every few hours I could update these files in our records accordingly.
- b. I’d like the opportunity to continue to keep tackling some of the smaller portions of our membership list, ideally, with the help of my fellow committee members.
- c. I’d like to bring up the idea of “non-active” membership as a strategy to not every entirely “lose” members simply because they might not be able to find the funding needed to attend our conferences in person any more
- d. I’d like to help the newer/more up-to-date files be better utilized next year, to distribute the call for papers, extensions, and reminders about booking hotels and registrations, etc.