Member Services Pillar Update

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ACS Governor, Massachusetts
May 19, 2018
Member Services Pillar Workgroups

- Chapter Activities Domestic Workgroup
- Chapter Activities International Workgroup
- Surgical Volunteerism and Humanitarian Awards Workgroup
Domestic Chapter Activities Workgroup

Chair: Frank T. Padberg, Jr., MD, FACS
Vice-Chair: Scott Coates, MD, FACS

Purpose:
• To serve as an advocate for ACS Chapters within the United States and Canada. The Workgroup assists Chapters in implementing and promoting College programs in an effort to carry out the College mission at the local-regional level.

Projects:
• Annual Benchmarking Report
• Chapter Guidebook and Meeting Toolkit
• Chapter Officer Leadership Program
• Chapter Networking Event at Clinical Congress
Chapter Overview

Domestic Chapters
• 67 Domestic Chapters (65 United States & 2 Canada)

ACS Membership by Chapter (May 2018)
• 2500+ = 5 Chapters
• 1500-2500 = 12 Chapters
• 1000-1499 = 14 Chapters
• 500-999 = 9 Chapters
• 251-499 = 16 Chapters
• < 250 = 11 Chapters

Multi-Chapter States
• California (3)
• Florida (3)
• Illinois (2)
• Missouri (2)
• New York (4)
• Pennsylvania (4)
• Texas (2)
Annual Report

• Workgroup reviews and develops new questions

• Designed to capture information on the following:
  ▪ Administration & Management
  ▪ Membership Recruitment & Retention
  ▪ Communications
  ▪ Chapter Finances
  ▪ Advocacy
  ▪ Educational Programming & Events

• Individual chapters receive a summary report comparing their responses to the chapter aggregate

• Chapter interventions developed based on results
Chapter Guidebook

• Resource for chapter leaders to effectively manage their chapters and successfully fulfill their mandates

• Content represents best practices of chapter administration and leadership gathered from observations and experiences of ACS chapters as well as from research of general best practices within the chapter services industry

• Online and continuously updated

• Content and suggestions welcomed, and strongly encouraged!
Chapter Networking: Clinical Congress

- Opportunity for participants to interact with current and past chapter leaders, Governors, and ACS administrators, to learn more about the programming and management of successful ACS chapters

- Approximately 10 tables with topics focused on membership recruitment and engagement, advocacy, social media, and creating dynamic events

- Approximately 65 Chapter Officers and Administrators attend

Save the Date!
Monday, October 22
3:00 to 5:30 pm
Boston, MA
Chapter Officer Leadership Program

• 2nd annual Chapter Officer Leadership Program

• Program provides chapter officers with tools to succeed as chapters leaders and provides them with an opportunity to network and share best practices and network with colleagues in similar roles

Save the Date: March 30, 2019
“Personal Communication”

• ACS is highly evolved, but has a complex “org” chart
• Challenges of volunteer leaders..... “episodic” engagement
• Multitude of resources, but challenging to find if not using daily
• Institutional memory in Chapters difficult to retain
• Please ask, email, call for information, tools to help you run your Chapter efficiently
“Personal Communication”

NO!

Your Chicago staff members and BOG Committees are HERE TO HELP!
Questions / Comments

Thank you for your commitment and time!