**MEMBERSHIP and MEMBER SATISFACTION**

**Moderator: Johanna Dishongh**

We discussed how to make members feel like they belong (and important) to the club:

For existing members:

ANCOR is publishing a 60th anniversary book for their celebration in the spring - they are featuring 20 honorary and long time members.

Feature "hats off" member appreciation monthly

Survey members who do not renew and find out why

Electronic survey for feedback after each monthly meeting

For new members:

Introduce new members at general meetings - have them give their (quick) story

Have an existing member personally invite new member to the next meeting, offer to meet them there, etc so they don't have to walk in and not know anyone.

Encourage new members to engage - match them with their interest wtihin the club in some volunteer capacity - even a minor job - don't scare them off trying to get them on the board as soon as they show an interest in participating

Use Evite as an invitation tool - a little more personal, plus easy to collect rsvp's.

AWCA utilized google docs survey as an RSVP mechanism

New member coffee/luncheon - separate from meeting time, mainly social event

Ideas from other clubs:

Target working members with evening events/meetings.  Emphasize that meeting is a night version of the day meeting - they have the same content (although sometimes speaker is different).  AWCA@night

AWCA had a number of younger new members this year.  They have started their own subgroup  AWCA Next Gen

AWCA changed meetings to Monday (more financial decision based on venue costs) and it has been a good change

Another suggestion that came up, but isn't really under the topic was to share speaker resources across the region - or at least with the 3 NL clubs.