IEEE Membership Development
Conference Call / Web Cast

20 March 2010

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Chair, IEEE Membership Recruitment and Recovery Committee
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Cathy Downer
MGA Staff - Membership Development
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Today’s Edition …

Preview Topic
- Getting the Non-Joiner to Join – Peter Zilahy Ingerman, PhD

Business Cycle Spotlight
- First Year Member Experience – Adrienne Hahn

Updates / Wrap-Up / Direction – Tom Habetler

Open Floor Q&A
Subject Appendix: SAMIEEE and Arrears Recovery, Step by Step
Today’s Speakers …

John Day
Director, Membership Development

Adrienne Hahn
MGA Marketing Communications Manager

Tom Habetler
Chair, MRRC

Peter Zilahy Ingerman, PhD
Member, IEEE Society on the Social Implications of Technology

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Web Cast Notes

Webcast presentation available on MD virtual community at https://www.ieeecommunities.org/ieee.md.net in the files section

Attendee lines are muted, except for speakers. To un-mute your phone during the Q&A portion, press *6. To mute your phone again, press *6.

Please ask topical questions using the chat box

For technical-assistance, e-mail to web-conf@ieee.org any time during webcast

This webcast is recorded. Presentation and audio will be available as an “on-demand” resource – URL and announcement to be posted in the MD Virtual community
Web Cast Attendance Roll Call

Use the Chat box.

Please type in your name/title/location

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Getting the “Non-Joiner” to Join
Finding a Professional Home for the Asocial

Presented by:

Peter Zilahy Ingerman, PhD, FBCS, LSMIEEE
Member, IEEE Society on the
Social Implications of Technology

20 March 2010
<table>
<thead>
<tr>
<th>If the MGA is Successful …</th>
</tr>
</thead>
<tbody>
<tr>
<td>IEEE member satisfaction &amp; relevance is growing and reflected in improved retention and total membership</td>
</tr>
<tr>
<td>The MGA is a data-driven organization that proactively anticipates and reacts to the needs of the member and the profession</td>
</tr>
<tr>
<td>The MGA facilitates recruitment, training, development of IEEE volunteer leaders</td>
</tr>
<tr>
<td>The MGA facilitates successful regions, sections, chapters, and affinity groups</td>
</tr>
<tr>
<td>The MGA is responsible for all aspects of member and membership activities with the IEEE</td>
</tr>
<tr>
<td>The MGA ensures a “home(s)” for every member</td>
</tr>
<tr>
<td>Technology professionals will understand IEEE membership’s importance in their careers</td>
</tr>
<tr>
<td>The MGA will develop sections, and regions and reward them based on their measured success</td>
</tr>
<tr>
<td>The MGA facilitates communications and engagement opportunities for IEEE members in multiple ways</td>
</tr>
<tr>
<td>IEEE and its members’ achievements are universally recognized</td>
</tr>
</tbody>
</table>
“Asocial”

Not given to internalizing association with others
Peter’s concerns w/ IEEE MD ...

- Sales-oriented, great at what they do, clearly getting members
- But the prevailing approach as described on the MD webcast is not totally inclusive, because
- It ignores potential members who will likely be the advisors to the leaders (but who have no interest in being the leaders)
- Peter is one of these people, and thinks that there should be a recognized place for people like him in IEEE

Involvement in IEEE

- Past-MD Chair, Society on the Social Implications of Technology
- IEEE Computer Society

Involvement outside of IEEE

- British Computer Society (CITP)
- British Engineering Council (CEng)
- Sigma Xi (The National Research Society of North America) (Life Full member)
- International Transactional Analysis Association
- International Association of Forensic Linguistics
“Non-Joiner’s – Characteristics ?

- Introverts
- Loners
- Quiet
- Reserved
  - Not ‘wall-flowers’, but not people-oriented
- Not emotionally driven
  - Concerned, yes… caring, no
  - May well have a fear of the emotional unknown
- Want to do the job correctly and well
- Value one-on-one relationships

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Interests of a “Non-Joiner”

What are they looking for?
- Data
- Facts
- Information
- Interesting individuals from whom they can learn
- Feeling welcomed on their own terms (even if they can’t verbalize those terms)

What are they not looking for?
- Slaps on the back and hearty hand-shakes
  - Maybe, even any handshakes at all!
- Empty promises
- Hoards of acquaintances

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Approaching a “Non-Joiner”

- Avoid ‘pigeon-holing’. Don’t presume you know the answers until you’re absolutely certain you understand the questions!
- Let them lead the discussion
- What does networking mean to them?
  - “Dealing” with people
- Not necessarily in a corner, sulking, but more likely just quietly observing rather than participating.
- May have to be taught how to network, because the social quid-pro-quo that is a customary part of networking may not be natural for them.
Recommendations

- Look for the person who is alone. Ask gently, “What brings you here.” (You don’t want to give the impression that you know the answer, because you don’t!)

- Again, don’t presume you know the answer
  - ... when you don’t even know if you know the question
  - As an inherently social member of IEEE, the value of your membership to you is not necessarily (more likely assuredly not) what might be the value of their membership to them, if they join!
  - And you want them to join!

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If you’re successful recruiting a non-joiner …

There are many rooms in the “home” – we must challenge ourselves to not presume the room

Play to their strengths—doing the job correctly, one-on-one relationships, emphasis on ideas and ideals rather than on persons

• Ethics Panels
• Treasurers
• Contest Judges
• Mentoring

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Thank you!

Questions ???
Business Cycle Spotlight

First Year Member Experience

Adrienne Hahn
Membership Marketing & Communications Manager
IEEE Member & Geographic Activities
a.hahn@ieee.org
Today’s Discussion ...

- What do we know about new members
- Current programs/resources
- Planned Projects
- Future considerations
What we know...

They are joining for all the right reasons, but only 30% of new member renew after the first year...

What can we do better???

January 2010 SAMIEEE query
CURRENT PROGRAMS & RESOURCES
New members receive:
- “Getting Started” brochure with their card
- Welcome calls from IEEE Contact Center
- Invitation to register for the new member orientation

Volunteer Resources:
- Welcome cards
- SAMIEE – pre-defined queries identifying:
  - New members in your area
  - Why members join

Welcome to IEEE Webpage:
- www.ieee.org/start
- Introduction and welcome message from Pedro Ray
- Links to registration for next available new member orientation
- Includes list of things to do to activate membership benefits

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New Member Orientation

- Monthly webcast, held on the 4th Thursday of the month
- Launched in June 2009
- Email invitations are sent out inviting new members to register
- Content is categorized into 3 topics:
  - Welcome to IEEE
  - Getting Connected
  - Participation
- 30 minutes of formal presentation with an additional 30 minutes for Q&A
- Pulse survey initiated after the January 2010 sessions to capture suggestions for improvement
- Roughly 600 new members participated in these sessions from June – December 2009

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New member orientation participation – room to grow

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PLANNED PROJECTS
AND
FUTURE CONSIDERATIONS
Planned Projects

- Welcome email greeting to each new member
  - Including a link to the start page that will allow them ability to register for new member orientation
  - May 2010 implementation

- New member survey
  - May 2010 implementation

- New Member Experience report

- Interactive start page
  - August 2010 implementation

- Adapted welcome brochure
  - September 2010 implementation for those joining for 2011
Future considerations

- New member lists delivery
- On demand benefit tutorials
- On demand new member orientation
- New member events at conferences
we welcome your ideas…

- Send your comments suggestions and information on what you are doing to welcome new members in your area to:
  - Adrienne Hahn – a.hahn@ieee.org
Thank you! Questions?
**January 2010 Snapshot**

<table>
<thead>
<tr>
<th>Snapshot</th>
<th>January '10 vs. '09</th>
<th>% Change</th>
<th>Jan '10</th>
<th>Jan '09</th>
<th>Dec '09</th>
<th>% Change Dec '09 - Jan '10</th>
</tr>
</thead>
<tbody>
<tr>
<td>IEEE Membership</td>
<td>+ 15,015</td>
<td>3.8%</td>
<td>406,575</td>
<td>391,560</td>
<td>397,001</td>
<td>2.4%</td>
</tr>
<tr>
<td>• Honorary</td>
<td>↑ 1</td>
<td>3.6%</td>
<td>29</td>
<td>29</td>
<td>29</td>
<td>-</td>
</tr>
<tr>
<td>• Fellow</td>
<td>↑ 180</td>
<td>2.8%</td>
<td>6,694</td>
<td>6,514</td>
<td>6,383</td>
<td>4.9%</td>
</tr>
<tr>
<td>• Senior Member</td>
<td>↑ 720</td>
<td>2.3%</td>
<td>31,762</td>
<td>31,042</td>
<td>31,880</td>
<td>(0.4%)</td>
</tr>
<tr>
<td>• Member</td>
<td>↑ 3,229</td>
<td>1.3%</td>
<td>246,612</td>
<td>243,383</td>
<td>245,064</td>
<td>0.6%</td>
</tr>
<tr>
<td>• Associate Member</td>
<td>(2,873)</td>
<td>(14.8%)</td>
<td>16,580</td>
<td>19,453</td>
<td>16,470</td>
<td>0.7%</td>
</tr>
<tr>
<td>• Graduate Student</td>
<td>↑ 7,577</td>
<td>22.3%</td>
<td>41,495</td>
<td>33,918</td>
<td>38,261</td>
<td>8.5%</td>
</tr>
<tr>
<td>• Undergraduate Student</td>
<td>↑ 6,181</td>
<td>10.8%</td>
<td>63,403</td>
<td>57,222</td>
<td>58,914</td>
<td>7.6%</td>
</tr>
<tr>
<td>Society Memberships</td>
<td>+ 2,138</td>
<td>0.7%</td>
<td>321,769</td>
<td>319,631</td>
<td>334,804</td>
<td>(3.9%)</td>
</tr>
<tr>
<td>• 22 Societies up &gt; 1%</td>
<td>↑ 6,786</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2 Societies +/- 1%</td>
<td>(65)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 14 Societies down &gt; 1%</td>
<td>(4,583)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sum of respective Societies' gains and losses, with all counts including Affiliates. Without Affiliates, total Society memberships are up year-over-year by 3,732, or +1.3%.

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**2010 Member Renewal / Recovery**

<table>
<thead>
<tr>
<th>Total Member Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEC</td>
</tr>
<tr>
<td>JAN</td>
</tr>
<tr>
<td>FEB</td>
</tr>
</tbody>
</table>

**Higher Grade w/o GSMs**

- 77%

**Grad Students**

- 68%

**Undergrad Students**

- 28%
Year-over-Year Monthly Growth – Total Membership

TOTAL IEEE MEMBERSHIP

Jan  Feb  Mar  Apr  May  Jun  Jul  Aug  Sep  Oct  Nov  Dec

313,109
Year-over-Year Monthly Growth – Higher-Grade Membership (including GSM)

TOTAL HIGHER GRADE MEMBERSHIP
(Note Including Graduate Students)

- Jan
- Feb
- Mar
- Apr
- May
- Jun
- Jul
- Aug
- Sep
- Oct
- Nov
- Dec

242,851
Year-over-Year Monthly Growth – Student-Grade Membership (including GSM)

**TOTAL STUDENT MEMBERSHIP**
(Including Graduate Students)

- **Student-Grade Membership** (including GSM)

- **Year-over-Year Growth**

- **Month**:
  - Jan
  - Feb
  - Mar
  - Apr
  - May
  - Jun
  - Jul
  - Aug
  - Sep
  - Oct
  - Nov
  - Dec

- **Graph Data**:
  - Blue line: 2008
  - Green line: 2009
  - Red line: 2010

- **Key Data Point**: 70,258

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### Active Membership by Region

#### Geographic IEEE Membership Summary - February 2010

<table>
<thead>
<tr>
<th>REGION</th>
<th>PROFESSIONALS</th>
<th>GRADUATE STUDENTS</th>
<th>UNDERGRADUATE STUDENTS</th>
<th>TOTAL MEMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>27,504</td>
<td>27,773</td>
<td>(269)</td>
<td>1,843</td>
</tr>
<tr>
<td>2</td>
<td>23,991</td>
<td>24,076</td>
<td>(85)</td>
<td>1,783</td>
</tr>
<tr>
<td>3</td>
<td>21,087</td>
<td>21,118</td>
<td>(31)</td>
<td>2,333</td>
</tr>
<tr>
<td>4</td>
<td>16,064</td>
<td>16,127</td>
<td>(63)</td>
<td>1,762</td>
</tr>
<tr>
<td>5</td>
<td>20,790</td>
<td>20,695</td>
<td>95</td>
<td>1,775</td>
</tr>
<tr>
<td>6</td>
<td>42,396</td>
<td>42,747</td>
<td>(351)</td>
<td>2,955</td>
</tr>
<tr>
<td>R 1-6</td>
<td>151,832</td>
<td>152,536</td>
<td>(704)</td>
<td>12,451</td>
</tr>
<tr>
<td>7</td>
<td>10,678</td>
<td>10,498</td>
<td>180</td>
<td>1,810</td>
</tr>
<tr>
<td>8</td>
<td>39,695</td>
<td>38,110</td>
<td>1,585</td>
<td>9,243</td>
</tr>
<tr>
<td>9</td>
<td>5,209</td>
<td>4,878</td>
<td>331</td>
<td>1,085</td>
</tr>
<tr>
<td>10</td>
<td>35,437</td>
<td>33,492</td>
<td>1,945</td>
<td>7,765</td>
</tr>
<tr>
<td>R 7-10</td>
<td>91,019</td>
<td>86,978</td>
<td>4,041</td>
<td>19,903</td>
</tr>
<tr>
<td>TOTAL</td>
<td>242,851</td>
<td>239,514</td>
<td>3,337</td>
<td>32,354</td>
</tr>
</tbody>
</table>

% R1-6  | 63% | 64%     | 38% | 37% | 34% | 32% | 57% | 58% |
% R7-10 | 37% | 36%     | 62% | 63% | 66% | 68% | 43% | 42% |
2010 Retention Challenge: +0.5% higher-grade, +1.0% student

### 2010 Retention Goals & Progress - FEB 2010

<table>
<thead>
<tr>
<th>Renewals (% of Goal):</th>
<th>HG 225,775 (90.3%)</th>
<th>ST 32,227 (96.1%)</th>
<th>Total 257,719 (91.0%)</th>
</tr>
</thead>
</table>

#### Progress key:
- Higher Grade - % Goal Achieved
- Students - % Goal Achieved
- Total Members - % Goal Achieved

<table>
<thead>
<tr>
<th>Region</th>
<th>Chair</th>
<th>Higher Grade</th>
<th>Students</th>
<th>Total Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>R1</td>
<td>S. Wong, Region MD Chair</td>
<td>93.5%</td>
<td>95.6%</td>
<td>93.7%</td>
</tr>
<tr>
<td>R2</td>
<td>W. Akpose, Region MD Chair</td>
<td>92.4%</td>
<td>93.1%</td>
<td>92.5%</td>
</tr>
<tr>
<td>R3</td>
<td>J. Andersen, Region MD Chair</td>
<td>91.5%</td>
<td>95.6%</td>
<td>91.9%</td>
</tr>
<tr>
<td>R4</td>
<td>T. Laadhiri, Region MD Chair</td>
<td>93.0%</td>
<td>93.4%</td>
<td>93.0%</td>
</tr>
<tr>
<td>R5</td>
<td>R. Scoll, Region MD Chair</td>
<td>92.1%</td>
<td>97.5%</td>
<td>92.0%</td>
</tr>
<tr>
<td>R6</td>
<td>R. Redondo, Region MD Chair</td>
<td>93.2%</td>
<td>85.9%</td>
<td>92.7%</td>
</tr>
<tr>
<td>R7</td>
<td>L. Whitby, Region MD Chair</td>
<td>88.5%</td>
<td>92.5%</td>
<td>119.8%</td>
</tr>
<tr>
<td>R8</td>
<td>A. Szabo, Region MD Chair</td>
<td>86.2%</td>
<td>90.0%</td>
<td>110.2%</td>
</tr>
<tr>
<td>R9</td>
<td>L. Giannattasio, Region MD Chair</td>
<td>77.5%</td>
<td>81.9%</td>
<td>97.2%</td>
</tr>
<tr>
<td>R10</td>
<td>Z. Niu, Region MD Chair</td>
<td>87.1%</td>
<td>82.4%</td>
<td>86.2%</td>
</tr>
</tbody>
</table>

#### Goals by Region

<table>
<thead>
<tr>
<th>Region</th>
<th>HG</th>
<th>ST</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>R1</td>
<td>28,045</td>
<td>1,950</td>
<td>30,000</td>
</tr>
<tr>
<td>R2</td>
<td>24,550</td>
<td>2,050</td>
<td>26,600</td>
</tr>
<tr>
<td>R3</td>
<td>21,650</td>
<td>2,450</td>
<td>24,100</td>
</tr>
<tr>
<td>R4</td>
<td>16,450</td>
<td>1,975</td>
<td>18,425</td>
</tr>
<tr>
<td>R5</td>
<td>21,225</td>
<td>1,850</td>
<td>23,075</td>
</tr>
<tr>
<td>R6</td>
<td>42,825</td>
<td>3,575</td>
<td>46,400</td>
</tr>
<tr>
<td>R7</td>
<td>11,350</td>
<td>1,650</td>
<td>13,000</td>
</tr>
<tr>
<td>R8</td>
<td>41,975</td>
<td>8,050</td>
<td>50,025</td>
</tr>
<tr>
<td>R9</td>
<td>5,650</td>
<td>1,625</td>
<td>7,275</td>
</tr>
<tr>
<td>R10</td>
<td>36,050</td>
<td>8,375</td>
<td>44,425</td>
</tr>
</tbody>
</table>

Note: All student counts combine graduate and undergraduate members.

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### 2010 Renewals

#### IEEE Membership Renewal / Retention - February 2010

| REGION | PROFESSIONALS | | GRADUATE STUDENTS | | UNDERGRADUATE STUDENTS | | TOTAL MEMBERS | |
|--------|---------------|----------------|-------------------|-------------------|----------------|-----------------|-----------------|
|        | Renewal       | #   | %    | Renewal       | #   | %    | Renewal       | #   | %    | Renewal       | #   | %    | Renewal       | #   | %    |         |
|        | Opportunity   |     |      | Opportunity   |     |      | Opportunity   |     |      | Opportunity   |     |      | Opportunity   |     |      |         |
| 1      |              | 31,876 | 26,232 | 82.3%   | 1,674   | 1,228 | 73.4%   | 1,469   | 656   | 44.7%   | 35,019 | 28,116 | 80.3%   |
| 2      |              | 27,804 | 22,688 | 81.6%   | 1,569   | 1,153 | 73.5%   | 1,596   | 758   | 47.5%   | 30,969 | 24,599 | 79.4%   |
| 3      |              | 24,934 | 19,804 | 79.4%   | 1,961   | 1,499 | 76.4%   | 1,945   | 843   | 43.3%   | 28,840 | 22,146 | 76.8%   |
| 4      |              | 18,968 | 15,327 | 80.8%   | 1,575   | 1,166 | 74.0%   | 1,496   | 725   | 48.5%   | 22,039 | 17,218 | 78.1%   |
| 5      |              | 24,399 | 19,549 | 80.1%   | 1,461   | 1,117 | 76.5%   | 1,597   | 687   | 43.0%   | 27,457 | 21,353 | 77.8%   |
| 6      |              | 49,594 | 39,920 | 80.5%   | 2,704   | 1,962 | 72.6%   | 2,490   | 1,109 | 44.5%   | 54,789 | 42,991 | 78.5%   |
| R 1-6  |              | 177,575 | 143,520 | 80.8%   | 10,944  | 8,125 | 74.2%   | 10,593  | 4,778 | 45.1%   | 199,113 | 156,423 | 78.6%   |
| 7      |              | 13,011 | 10,046 | 77.2%   | 1,530   | 1,344 | 87.8%   | 1,097   | 633   | 57.7%   | 15,638 | 12,023 | 76.9%   |
| 8      |              | 49,592 | 36,162 | 72.9%   | 8,092   | 6,209 | 76.7%   | 7,283   | 2,661 | 36.5%   | 64,967 | 45,032 | 69.3%   |
| 9      |              | 7,305  | 4,380  | 60.0%   | 1,039   | 751   | 72.3%   | 4,642   | 829   | 17.9%   | 12,986 | 5,960  | 45.9%   |
| 10     |              | 44,467 | 31,384 | 70.6%   | 8,027   | 3,776 | 47.0%   | 19,167  | 3,121 | 16.3%   | 71,661 | 38,281 | 53.4%   |
| R 7-10 |              | 114,375 | 81,972 | 71.7%   | 18,688  | 12,080 | 64.6%   | 32,189  | 7,244 | 22.5%   | 165,252 | 101,296 | 61.3%   |
| TOTAL  |              | 291,950 | 225,492 | 77.2%   | 29,632  | 20,205 | 68.2%   | 42,782  | 12,022 | 28.1%   | 364,365 | 257,719 | 70.7%   |

**February Gains / Top 5**

- + 6.3%
- + 5.2%
- + 5.5%
- + 5.9%
- + 5.7%
- + 6.0%
- + 6.2%
- + 8.0%
- + 6.8%
- + 5.1%

Feb Last Year > 71.2%
### 2010 Renewals – First-Year Members

#### First-Year Member Renewal / Retention - January 2010

<table>
<thead>
<tr>
<th>REGION</th>
<th>PROFESSIONALS</th>
<th>GRADUATE STUDENTS</th>
<th>UNDERGRADUATE STUDENTS</th>
<th>TOTAL MEMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Opportunity #</td>
<td>Renewal %</td>
<td>Opportunity #</td>
<td>Renewal %</td>
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<td>1</td>
<td>2,114</td>
<td>733 34.7%</td>
<td>705</td>
<td>344  48.8%</td>
</tr>
<tr>
<td>2</td>
<td>2,068</td>
<td>712 34.4%</td>
<td>588</td>
<td>293  49.8%</td>
</tr>
<tr>
<td>3</td>
<td>2,174</td>
<td>672 30.9%</td>
<td>746</td>
<td>397  53.2%</td>
</tr>
<tr>
<td>4</td>
<td>1,590</td>
<td>608 38.2%</td>
<td>654</td>
<td>344  52.6%</td>
</tr>
<tr>
<td>5</td>
<td>2,133</td>
<td>769 36.1%</td>
<td>598</td>
<td>311  52.0%</td>
</tr>
<tr>
<td>6</td>
<td>3,508</td>
<td>1,217 34.7%</td>
<td>1,031</td>
<td>496  48.1%</td>
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<tr>
<td>R1-6</td>
<td>13,587</td>
<td>4,711 34.7%</td>
<td>4,322</td>
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<tr>
<td>7</td>
<td>1,409</td>
<td>544 38.6%</td>
<td>540</td>
<td>382  70.7%</td>
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<tr>
<td>8</td>
<td>7,206</td>
<td>2,431 33.7%</td>
<td>3,669</td>
<td>2,185 59.6%</td>
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<tr>
<td>9</td>
<td>1,419</td>
<td>297 20.9%</td>
<td>442</td>
<td>234  52.9%</td>
</tr>
<tr>
<td>10</td>
<td>7,746</td>
<td>2,423 31.3%</td>
<td>5,202</td>
<td>1,589 30.5%</td>
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<tr>
<td>R7-10</td>
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<td>TOTAL</td>
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<td>10,406 33.2%</td>
<td>14,175</td>
<td>6,575 46.4%</td>
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</table>

**Total Retention**
- Professionals: 77.2%
- Graduate Students: 68.2%
- Undergraduate Students: 28.1%
- Total Members: 70.7%
### Society Memberships Dashboard

<table>
<thead>
<tr>
<th>Society MD Disposition</th>
<th>Respective Sum Totals</th>
<th>Influence of Large Societies</th>
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</thead>
<tbody>
<tr>
<td><strong>Aggregate Total Memberships Across 38 Societies</strong></td>
<td>+ 6,738</td>
<td></td>
</tr>
<tr>
<td>Growth &gt; 1%: 22 Societies</td>
<td>+ 7,803</td>
<td>Computer: +1,263, Communications: +1,549, Power &amp; Energy: +1,725</td>
</tr>
<tr>
<td>+ / - 1%: 7 Societies</td>
<td>+ 25</td>
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</tr>
<tr>
<td>Decline &gt; 1%: 9 Societies</td>
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### Double-Digit Percentage Gains

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<th>Society Top Gains</th>
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<tr>
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58% of the gain
### Year-over-Year Society Membership, Detail

#### IEEE Society Membership Totals as of February 2010

<table>
<thead>
<tr>
<th>SOCIETY / DIVISION</th>
<th>IEEE Higher Grade Members (including GSMs)</th>
<th>Change</th>
<th>IEEE Student Members</th>
<th>Change</th>
<th>Society Affiliates</th>
<th>Change</th>
<th>Society Totals (with affiliates)</th>
<th>Change</th>
<th>Society Totals (without affiliates)</th>
<th>Change</th>
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<td>%</td>
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<td>2009</td>
<td>#</td>
<td>%</td>
<td>2010</td>
<td>2009</td>
</tr>
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<tr>
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<td>323</td>
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<td>35</td>
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<tr>
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<tr>
<td>Div I Subtotal</td>
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<td>25,825</td>
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<td>707</td>
<td>779</td>
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<td>Components,</td>
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<tr>
<td>Dielectrics &amp;</td>
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<td>37</td>
<td>36</td>
<td>1</td>
<td>2.8%</td>
<td>27</td>
<td>19</td>
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<td>Instrumentation &amp;</td>
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<td>334</td>
<td>234</td>
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[IEEE logo]
### IEEE Society Membership Totals as of February 2010

<table>
<thead>
<tr>
<th>SOCIETY / DIVISION</th>
<th>IEEE Higher Grade Members (including GSMEs)</th>
<th>IEEE Student Members</th>
<th>Society Affiliates</th>
<th>Society Totals (with affiliates)</th>
<th>Society Totals (without affiliates)</th>
<th>Change</th>
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<td>%</td>
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<td></td>
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<tr>
<td>Antennas &amp; Propagation</td>
<td>6,911</td>
<td>6,784</td>
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<td>768</td>
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</tr>
</tbody>
</table>

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
### Year-over-Year Society Membership, Detail (cont.)

<table>
<thead>
<tr>
<th>SOCIETY / DIVISION</th>
<th>IEEE Higher Grade Members (including GSMs)</th>
<th>Change</th>
<th>IEEE Student Members</th>
<th>Change</th>
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<th>Change</th>
<th>Society Totals (with affiliates)</th>
<th>Change</th>
<th>Society Totals (without affiliates)</th>
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<td>%</td>
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<td>%</td>
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<td>%</td>
<td>2010</td>
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<td>16</td>
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<td>8 18.2%</td>
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<td>132</td>
<td>153</td>
<td>-21 -13.7%</td>
<td>31</td>
<td>33</td>
<td>-2 -6.1%</td>
<td>3,789</td>
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<tr>
<td><strong>Div X Subtotal</strong></td>
<td>33,015</td>
<td>31,815</td>
<td>3.8%</td>
<td>1,200</td>
<td>1,672</td>
<td>-282 -14.5%</td>
<td>444</td>
<td>431</td>
<td>13 3.0%</td>
<td>35,131</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>249,904</td>
<td>238,021</td>
<td>4.8%</td>
<td>10,758</td>
<td>9,254</td>
<td>1,504 16.3%</td>
<td>14,735</td>
<td>14,334</td>
<td>535 2.4%</td>
<td>268,397</td>
</tr>
</tbody>
</table>

**Web Cast Etiquette:** Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Looking Ahead …

**Growth: Mar – Aug**

- Determined by the months’ year-over-year results in (1) Recovery, (2) Recruitment, and (3) Reinstatement
  - Through 16 March, on par with March 2009 for all development venues
  - March Forecast: 334,000 – 336,000 total

**Growth: Sep – Dec**

- Determined by the months’ year-over-year results in (1) Recruitment, and (2) Reinstatement

- Member retention, ergo member engagement, is the most effective (and efficient) way to grow membership
- Our success is determined by serving the member, not the numbers

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
thank you

questions?
Updates & Reminders / Direction

Presented by:
Thomas G. Habetler
Chair, IEEE MRRC
2010 MGA Challenge

The 2010 MGA Challenge solicits proposals for projects that will deliver tangible member products, services, and increase the value of IEEE membership. Proposals welcomed from Committees, Regions, Sections, Chapters, Student Branches and individuals.

Proposal should:
- Describe the overall project concept
- Clearly identify the value to the member and how the project deliverable will increase the value of IEEE membership
- Outline an implementation plan
- Include a detailed budget.

Proposal evaluation criteria:
- Ability to increase the value of IEEE membership
- Pilot project can be implemented in 2010
- Breadth of member impact
- Budget<= $25k.

Proposals due Friday 2, April 2010

For more information go to:  http://www.ieee.org/mga
Wrap Up / Direction – MD Prioritization

- **January through April**
  - 85% effort - Retention / Arrears Recovery
  - 15% effort - Recruitment

- **May through August**
  - 15% effort - Arrears Recovery
  - 85% effort - Recruitment

- **September through December**
  - 85% Recruitment
  - 15% Renewal monitoring

All the while … MD Staff support:
- Retention / arrears recovery campaigns, electronic and print (through August)
- Recruitment / incomplete applications / reinstatement campaigns (monthly)
- Recruitment / authors outreach (May timeframe)
Sustaining our accomplishments ...

Member Attrition

- 1st-Year Members: 58%
- 2nd-Year Members: 22%
- 3rd-Year Members: 6%
- 4th through 71st: 14%

2009 membership accomplishments

2010 membership year

first-year member experience strategy implementation

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
First-Year Member Strategy & Engagement

Now Available!

- New SAMIEEE Query - “(MD) First Year Members Not Renewed”
- New Member website: [www.ieee.org/start](http://www.ieee.org/start)

How can we …

- Improve the personal outreach to new members?
- Recognize new members in our local communications and newsletters?
- Offer special recognition or events for new members?
Future MD Webcast Topics & Speakers – Tentative Schedule

APRIL
- myIEEE - My Desktop Release
- Senior Member Elevation

MAY
- Region 1 MD Strategy
- Recruitment – Campaigns and MGM Program

JUNE
- Student Elevation & Opportunities
- GOLD Strategy Update
Wrap Up / Direction – Next Webcast

Saturday, 17 APRIL 2010
Thank you!
Open Floor Q&A
APPENDIX
Appendix
Field Team Resources

Presented by:
Thomas G. Habetler
Chair, IEEE MRRC
If the MGA is Successful …

IEEE member satisfaction & relevance is growing and reflected in improved retention and total membership.

The MGA is a data-driven organization that proactively anticipates and reacts to the needs of the member and the profession.

The MGA facilitates recruitment, training, development of IEEE volunteer leaders.

The MGA facilitates successful regions, sections, chapters, and affinity groups.

The MGA is responsible for all aspects of member and membership activities with the IEEE.

The MGA ensures a “home(s)” for every member.

Technology professionals will understand IEEE membership’s importance in their careers.

The MGA will develop sections, and regions and reward them based on their measured success.

The MGA facilitates communications and engagement opportunities for IEEE members in multiple ways.

IEEE and its members’ achievements are universally recognized.

MRR Team Development – Engagement

- Alignment with the new MGA mission and values
- Volunteer & Staff partnership
- MD position vacancies
- Regional Training
- Partnering across IEEE
- MD Portal & Virtual Community

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
The Regional “Field Team” (2010)

R1 - Gim Soon Wan
R2 - Wole Akpose
R3 - Jim Anderson
R4 - Tarek Lahdhiri
R5 - Robert Scolli
R6 - Randall G. Redondo
R7 - Lawrence Whitby
R8 - Aleksandar Szabo
R9 - Gustavo Giannattasio
R10 - Zhisheng Niu

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
The Regional “Field Team”

- Thomas G. Habetler  IEEE MGA  t.habetler@ieee.org
- Gim Soon Wan  R1  gimsoon@ieee.org
- Wole Akpose  R2  wole@ieee.org
- James M. Anderson  R3  jim.anderson@ieee.org
- Tarek Lahdhiri  R4  lahdhiri@ieee.org
- Robert Scolli  R5  r.scolli@ieee.org
- Randall G. Redondo  R6  rredondo@ieee.org
- Lawrence Whitby  R7  lwhitby@ieee.org
- Aleksandar Szabo  R8  a.szabo@ieee.org
- Gustavo A. Giannattasio  R9  gianna@ieee.org
- Zhisheng Niu  R10  niuzhs@tsinghua.edu.cn
- Cathy Downer  IEEE Staff  c.downer@ieee.org
- John Day  IEEE Staff  j.day@ieee.org

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Membership Development Portal – www.ieee.org/md

- Membership Reports
- MD Virtual Community
- SAMIEEE access
- Membership Development Manual
- Member benefits at a glance
- Recruitment programs and tools
- MD Kits – online order form
- Benefit Development Toolkit: Regions 7-10

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Online Order Form – www.ieee.org/mdsupplies

**IEEE Membership Development Supply Order Form**

A variety of resources for membership development officers is the online order form for membership recruitment materials. The form is accessible 24/7. IEEE will ship the requested materials to the address indicated by the requestor; under Shipping Information below, at cost to you.

- **Conferences:**
  - Prepackaged Recruitment Kit (Professional Grade Membership)
  - Prepackaged Recruitment Kit (Student/Graduate Membership)

<table>
<thead>
<tr>
<th>ITEMS</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership Brochure/Application</td>
<td>50</td>
</tr>
<tr>
<td>Student Membership Brochure (E248)</td>
<td>15</td>
</tr>
<tr>
<td>Promotional Poster for EED Membership (11&quot; x 17&quot;)</td>
<td>6</td>
</tr>
<tr>
<td>Promotional Poster for Student Membership (11&quot; x 17&quot;)</td>
<td>5</td>
</tr>
<tr>
<td>WFM Brochure (5 1/2&quot; x 8 1/2&quot;)</td>
<td>5</td>
</tr>
<tr>
<td>WFM Business Card (2 5/8&quot; x 3 5/8&quot;)</td>
<td>25</td>
</tr>
<tr>
<td>IEEE Brochure (2&quot; x 7&quot;)</td>
<td>25</td>
</tr>
<tr>
<td>Membership Card (Card)</td>
<td>1</td>
</tr>
<tr>
<td>Membership Card (Membership)</td>
<td>1</td>
</tr>
<tr>
<td>Membership Benefits at a Glance</td>
<td>1</td>
</tr>
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</table>

**SELECT KIT**

<table>
<thead>
<tr>
<th>Small</th>
<th>Medium</th>
<th>Large</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**PREPACKAGED RECRUITMENT KIT (Student/Graduate Membership)**

- **Contents:**
  - Student Membership Brochure (E248) | 50 |
  - Membership Brochure/Application | 50 |
  - Promotional Poster for EED Membership (11" x 17") | 6 |
  - Promotional Poster for Student Membership (11" x 17") | 5 |
  - WFM Brochure (5 1/2" x 8 1/2") | 5 |
  - WFM Business Card (2 5/8" x 3 5/8") | 25 |
  - IEEE Brochure (2" x 7") | 25 |
  - Membership Card (Card) | 1 |
  - Membership Card (Membership) | 1 |
  - Membership Benefits at a Glance | 1 |

**WEB CAST ETIQUETTE:** Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Online MD Resources

- The web page to join the IEEE: www.ieee.org/join
- The web page for MD volunteers: www.ieee.org/md
- The web page for IEEE benefits: www.ieee.org/benefits
- Your Region web page: www.ieee.org/??
- Your Section web page: www.ieee.org/??
- Your Chapter web page: www.ieee.org/??
- Your Conference web page: www.ieee.org/??
- Your Student Branch web page: www.ieee.org/??

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Appendix
The SAMIEE / MD Dashboard – Step-by-Step Configuration

Prepared by:
Helen Shiminsky
MGA Information Process Specialist
Contact: h.shiminsky@ieee.org

Cathy Downer
MGA MD Manager
Contact: c.downer@ieee.org
MD Dashboard Access

- Open SAMIEEE home page at [www.ieee.org/samieee](http://www.ieee.org/samieee)
- Click on “Access Geographical Membership Statistics”, sign-in using your IEEE web account

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Opening Dashboard

This is an empty Dashboard Page.

Click here to add content.

Click to add content at middle of screen
Selecting Queries available from “My Folder” or “Shared Folders” to pull into the dashboard

Dashboard Editor

Drag and drop Dashboard Objects and Saved Content onto your current Dashboard. 

My Dashboard 

Dashboard Objects

- Section
- Link or Image
- Embedded Content
- HTML
- Folder
- Guided Nav. Link
- Briefing Book Nav. Link
- Advanced Report

Saved Content

- Dashboards
- Geographic Membership Statistics
- My Dashboard
- My Folder
- Current Society Members with Contact Info
- Active IEEE Members - Current (OCID) (GEO)
- Active Member Counts by Grade
- (SOC) Current Society Members by Soc
- Shared Folders
- SAMIEEE
- IEEE Membership Statistics
- IEEE Volunteer Activities

Section Setup Area

Dashboard Objects and Saved Content Area

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Find “Shared Folders”, Click on SAMIEEE to open, Click on Subfolder “Geographic Predefined Queries”
**NEW** Files in Predefined Queries – labeled (MD)

- (MD) Members Joining in Past 30 days
- (MD) All Members Joining since beginning of membership year
- (MD) Members in Arrears (contact info)
- (MD) Inactive Members (contact info)

**New Web Cast Etiquette:** Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Find the document(s) you want to select. Left mouse click and drag (individually) to the blue shaded area on right and drop the file.
Dashboard Set up

Query now appears as "Section 1" of the Dashboard setup.
In order to "download" the results of the completed query, properties must be properly set.

Click on the Properties Link on each "specific" query.
Select "Reports Link"
Select "Download" option
Click on OK

This will make the "Download" option available for this Dashboard Query. It must be repeated for each individual query being selected.
Completing the Query Download

Dashboard Editor

Select Download

Then click on OK
Complete the query selection and set properties, time to **SAVE!**

Continue dragging and dropping selected queries into Section Area.

Set Properties Link to select Download option for each report.
Queries will run/refresh each time you open your dashboard. Once the queries have completed pulling the data, they will all appear in your dashboard.

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
When completed, each report will appear, one below the other. Scroll down to view each.

Reports will appear with first 25 lines showing. The option of "next 25" or "full view" appears as necessary.

Each report can be downloaded individually.
To add, change or delete selected reports

会员发展网络研讨会

Siebel Intelligence Dashboards - Microsoft Internet Explorer provided by IEEE

My Dashboard

Welcome, Yera Lee Sharoff!

(MD) Members Joining in Past 30 Days

<table>
<thead>
<tr>
<th>Join Date</th>
<th>Membership or Pub Code</th>
<th>Section Name</th>
<th>Member Number</th>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Initial</th>
<th>Email Address</th>
<th>IEEE Current Grade &amp; Description</th>
<th>Address Line 1</th>
<th>Address City</th>
<th>Primary Address Code Line 2</th>
<th>Address City</th>
<th>Primary Add State/Province</th>
</tr>
</thead>
<tbody>
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<td>Savannah Section</td>
<td>90526784</td>
<td>Balbuena</td>
<td>Francisco</td>
<td></td>
<td><a href="mailto:francisco.balbuena@gmail.com">francisco.balbuena@gmail.com</a></td>
<td>Graduate Student Member</td>
<td>2005 E 50th St</td>
<td>Savannah GA</td>
<td>3146 Duane Cl Apt A</td>
<td>Savannah GA</td>
<td>GA</td>
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<tr>
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<td>MEMIEEE500</td>
<td>Savannah Section</td>
<td>90596739</td>
<td>Clark</td>
<td>Dominique</td>
<td></td>
<td><a href="mailto:clerics64@hotmail.com">clerics64@hotmail.com</a></td>
<td>Student Member</td>
<td>316 Duane Cl</td>
<td>Savannah GA</td>
<td>316 Duane Cl Apt A</td>
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</tr>
<tr>
<td>02-Apr-09</td>
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<td>Savannah Section</td>
<td>90596827</td>
<td>Gassini</td>
<td>Ricardo</td>
<td>A</td>
<td><a href="mailto:reg_4034@yahoo.com">reg_4034@yahoo.com</a></td>
<td>Student Member</td>
<td>1827 Greenslade Point Cir</td>
<td>Savannah GA</td>
<td>1827 Greenslade Point Cir</td>
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<tr>
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<td>90626926</td>
<td>He</td>
<td>Zhengyu</td>
<td></td>
<td><a href="mailto:zhengyu.he@juyetech.edu">zhengyu.he@juyetech.edu</a></td>
<td>Graduate Student Member</td>
<td>3219 College St</td>
<td>Savannah GA</td>
<td>PC Box 21400 Salt Lake City</td>
<td>Savannah GA</td>
<td>GA</td>
</tr>
<tr>
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<td>Savannah Section</td>
<td>90553042</td>
<td>Jackson</td>
<td>Steve</td>
<td></td>
<td><a href="mailto:fj31@yahoo.com">fj31@yahoo.com</a></td>
<td>Student Member</td>
<td>10 Fellmant Ave</td>
<td>Savannah GA</td>
<td>10 Fellmant Ave</td>
<td>Savannah GA</td>
<td>GA</td>
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<td>90552308</td>
<td>Murrill</td>
<td>Elizabeth</td>
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<td><a href="mailto:the.sneaky.parrot@gmail.com">the.sneaky.parrot@gmail.com</a></td>
<td>Student Member</td>
<td>10069 Gray Fox Way</td>
<td>Savannah GA</td>
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<td>Christopher</td>
<td>A</td>
<td><a href="mailto:fuj831@yahoo.com">fuj831@yahoo.com</a></td>
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<td>10069 Gray Fox Way</td>
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<td>Savannah GA</td>
<td>GA</td>
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<td>MEMIEEE500</td>
<td>Savannah Section</td>
<td>90556885</td>
<td>Williams</td>
<td>Jared</td>
<td>M</td>
<td><a href="mailto:Jared21927@yahoo.com">Jared21927@yahoo.com</a></td>
<td>Student Member</td>
<td>708 Wild Turkey Rd</td>
<td>Savannah GA</td>
<td>708 Wild Turkey Rd</td>
<td>Savannah GA</td>
<td>GA</td>
</tr>
</tbody>
</table>

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Completing changes and save

Dashboard Editor

Drop and drop Dashboard Objects and Saved Content onto your current Dashboard.

My Dashboard

Dashboard Objects

- Section
- Link or Image
- Embedded Content
- HTML
- Folder
- Guided Hav. Link
- Briefing Book Hav. Link
- Advanced Report

Saved Content

- Dashboards
  - My Dashboard
  - Geographic Membership Statistics
- My Folder
  - Current Society Members with Contact
  - Active EEE Members - Current Gold
  - (SOC) Current Society Members by Sec
  - (IM) Inactive Members (contact information)
  - (MD) Members Joining in Past 30 Days
- Shared Folders
  - SAMRods
  - IEEE Membership Statistics
  - IEEE Volunteer Queries

Dashboard setup area appears. Select Properties, Rename or Delete as required to modify. Save after changes are complete.

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Re-entering the Dashboard

Queries will run/refresh each time you open your dashboard. Note: refresh can complete at different times for each query selected. Once the queries have completed pulling data, they will all appear in your dashboard.

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Printing your queries

- Queries can be printed to a HTML or PDF formatted page.
- To pull into Excel, user must highlight and copy each report individually and paste into an Excel spreadsheet.
- From Excel you can then sort the data and rearrange columns as you wish.
- Any refining of the process to print will be forwarded.
Appendix
International Phone Numbers
MD Webcast
Membership Development Web Cast

Toll free US & Canada: 1-866-546-3377
Toll US & Canada: 1-719-234-7872
Local - Australia, Sydney: +61 (0) 2 8207 3481
Local - Austria, Graz: +43 (0) 316 218 875 089
Local - Austria, Vienna: +43 (0) 1 274 872 5021
Local - Belgium, Brussels: +32 (0) 2 300 1147
Local - Belgium, Liege: +32 (0) 4 244 10 39
Local - Brazil, Sao Paulo: +55 11 5582 6544
Local - Denmark, Copenhagen:
Local - Finland, Helsinki: +358 (0) 9 2311 3376
Local - France, Lille: +33 (0) 359 81 35 02
Local - France, Lyon: +33 (0) 426 84 04 42
Local - France, Marseille: +33 (0) 488 91 55 39
Local - France, Paris: +33 (0) 1 72 69 79 27
Local - Germany, Berlin: +49 302 555 5006 **NEW** FEB 2010
Local - Germany, Cologne: +49 221 988 8014 **NEW** FEB 2010
Local - Germany, Frankfurt: +49 (0) 69 12009 827
Local - Germany, Hamburg: +49 402 999 9242 **NEW** FEB 2010
Local - Germany, Munich: +49 891 436 7799 **NEW** FEB 2010
Local - Hong Kong: +852 3008 0323
Local - Ireland, Dublin: +353 (0) 1 437 0818
Local - Italy, Milan: +39 02 897 819 55

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
Local - Italy, Rome: +39 06 833 604 29
Local - Italy, Turin: +39 011 2173 449
Local - Japan, Tokyo: +81 (0) 3 4455 1494
Local - Netherlands, Amsterdam: +31 (0) 20 262 9512
Local - Netherlands, Rotterdam: +31 (0) 10 742 01 29
Local - Norway, Oslo: +47 21 54 70 94
Local - Scotland, Glasgow: +44 (0) 141 404 9909
Local - Singapore: +65 6517 0632
Local - Spain, Barcelona: +34 93 802 0297
Local - Spain, Madrid: +34 91 829 8573
Local - Spain, Valencia: +34 96 314 6027
Local - Sweden, Stockholm: +46 (0) 8 5205 4929
Local - Switzerland, Geneva: +41 (0) 22 555 0208
Local - Switzerland, Zurich: +41 (0) 44 556 8420
Local - UK, Birmingham: +44 (0) 121 260 4885
Local - UK, Leeds: +44 (0) 113 322 2679
Local - UK, Liverpool: +44 (0) 151 203 9907
Local - UK, London: +44 (0) 20 7078 9148
Local - UK, Manchester: +44 (0) 161 250 8004
International toll free - Argentina: 0800 222 0019
International toll free - Australia: 1 800 059 489
International toll free - Austria: 0800 295 592
International toll free - Belgium: 0 800 76 384
International toll free - Chile: 123 0020 9212
International toll free - China, Northern Region: 10 800 140 1338
International toll free - China, Southern Region: 10 800 714 1335
International toll free - Colombia: 01 800 518 1029
International toll free - Czech Republic: 800 700 493
International toll free - Denmark: 80 889 806
International toll free - Dominican Republic: 1 888 751 4719
International toll free - Ecuador: 1 800 020 314
International toll free - France: 0 800 915 011
International toll free - Germany: 0 800 181 6388
International toll free - Greece: 00 800 161 2205 9029
International toll free - Hong Kong: 800 930 332
International toll free - Hungary: 06 800 168 92
International toll free - India: 000 800 1007 431

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
International toll free - Indonesia: 001 803 017 9029
International toll free - Ireland: 1 800 949 042
International toll free - Israel: 1 80 925 9029
International toll free - Italy: 800 873 857
International toll free - Japan: 00531 16 0959
International toll free - Latvia: 8000 3326
International toll free - Lithuania: 8 800 3 08 34
International toll free - Luxembourg: 800 2 7158
International toll free - Malaysia: 1 800 814 391
International toll free - Mexico: 001 800 514 9029
International toll free - Monaco: 800 93 556
International toll free - Netherlands: 0 800 022 9387
International toll free - New Zealand: 0 800 449 692
International toll free - Norway: 800 107 00
International toll free - Panama: 00 800 226 9029
International toll free - Poland: 00 800 112 40 84
International toll free - Portugal: 800 827 501
International toll free - Russia: 810 800 2853 1012
International toll free - Singapore: 800 101 2176
International toll free - Slovenia: 0 800 80375
International toll free - South Africa: 0 800 981 808

Web Cast Etiquette: Ask questions using the online chat feature. Technical assistance: web-conf@ieee.org
International toll free - South Korea: 003 0813 2261
International toll free - Spain: 900 937 613
International toll free - Sweden: 02 079 9651
International toll free - Switzerland: 0 800 893 453
International toll free - Thailand: 001 800 156 205 9029
International toll free - Trinidad-Tobago: 1 800 205 9029
International toll free - UK: 0 808 101 3382
International toll free - Uruguay: 0004 019 0305
International toll free - Venezuela: 0 800 100 8373