

# IEEE Membership Development Conference Call / Web Cast

20 February 2010



Thomas G. Habetler  
Chair, IEEE Membership Recruitment and  
Recovery Committee

[t.habetler@ieee.org](mailto:t.habetler@ieee.org)



Cathy Downer  
MGA Staff - Membership Development

[c.downer@ieee.org](mailto:c.downer@ieee.org)

# Today's Edition ...

## Preview Topic

- MGA Grand Challenge – Barry Shoop

## Research

- Member Segmentation Research Findings – Kuangyunn Chiu

## Business Cycle Spotlight

- Members Arrears Recovery Planning – Aleksandar Szabo & John Day

## 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



**Barry Shoop**  
Vice President, MGA



**Aleksandar Szabo**  
Region 8 MD Chair



**Tom Habetler**  
Chair, MRRC



**Kuangyunn Chiu**  
MGA Member Data &  
Research Manager



## 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](mailto:web-conf@ieee.org) any time during webcast

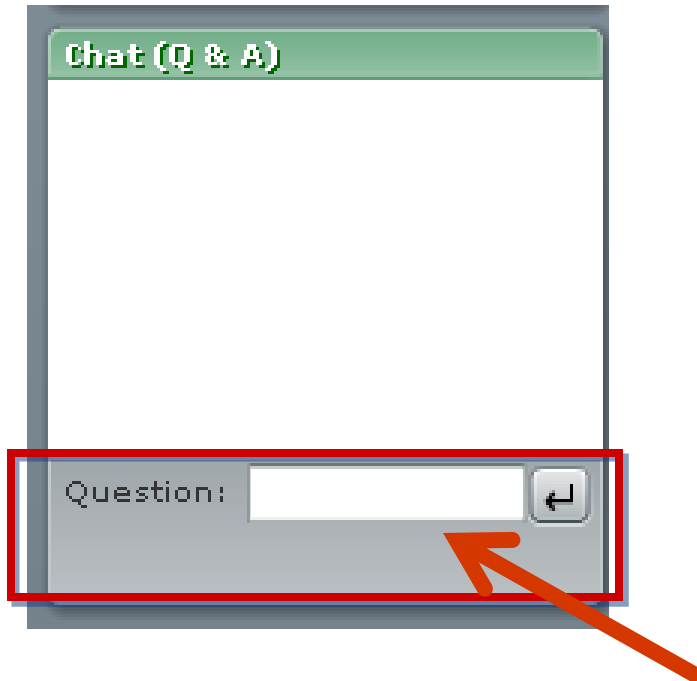
This webcast is recorded. Presentation and audio will be available as an “on-demand” resource – URL and announcement to be posted in the MD Virtual community



# Web Cast Attendance Roll Call

Use the Chat box.

Please type in your name/  
title/location



## Preview Topic

# MGA Grand Challenge



**Barry Shoop**

*Vice President, Member and Geographic Activities*

*[b.shoop@ieee.org](mailto:b.shoop@ieee.org)*

# 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>

## Research

# Member Segmentation Research Findings



**Kuangyunn Chiu**

*Member Data Research Manager*

*IEEE Member & Geographic Activities*

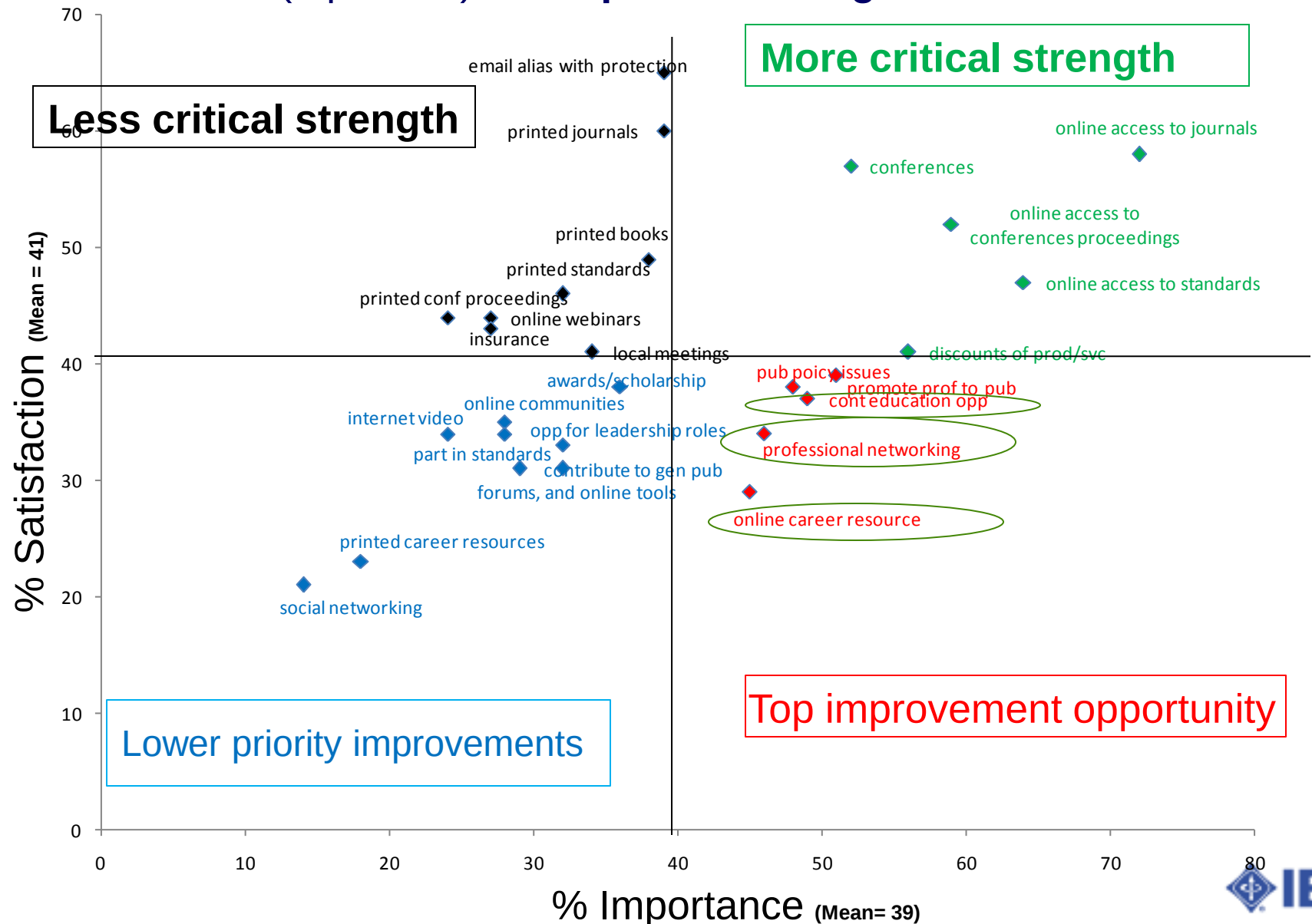
*[k.chiu@ieee.org](mailto:k.chiu@ieee.org)*

## Survey Methodology ...

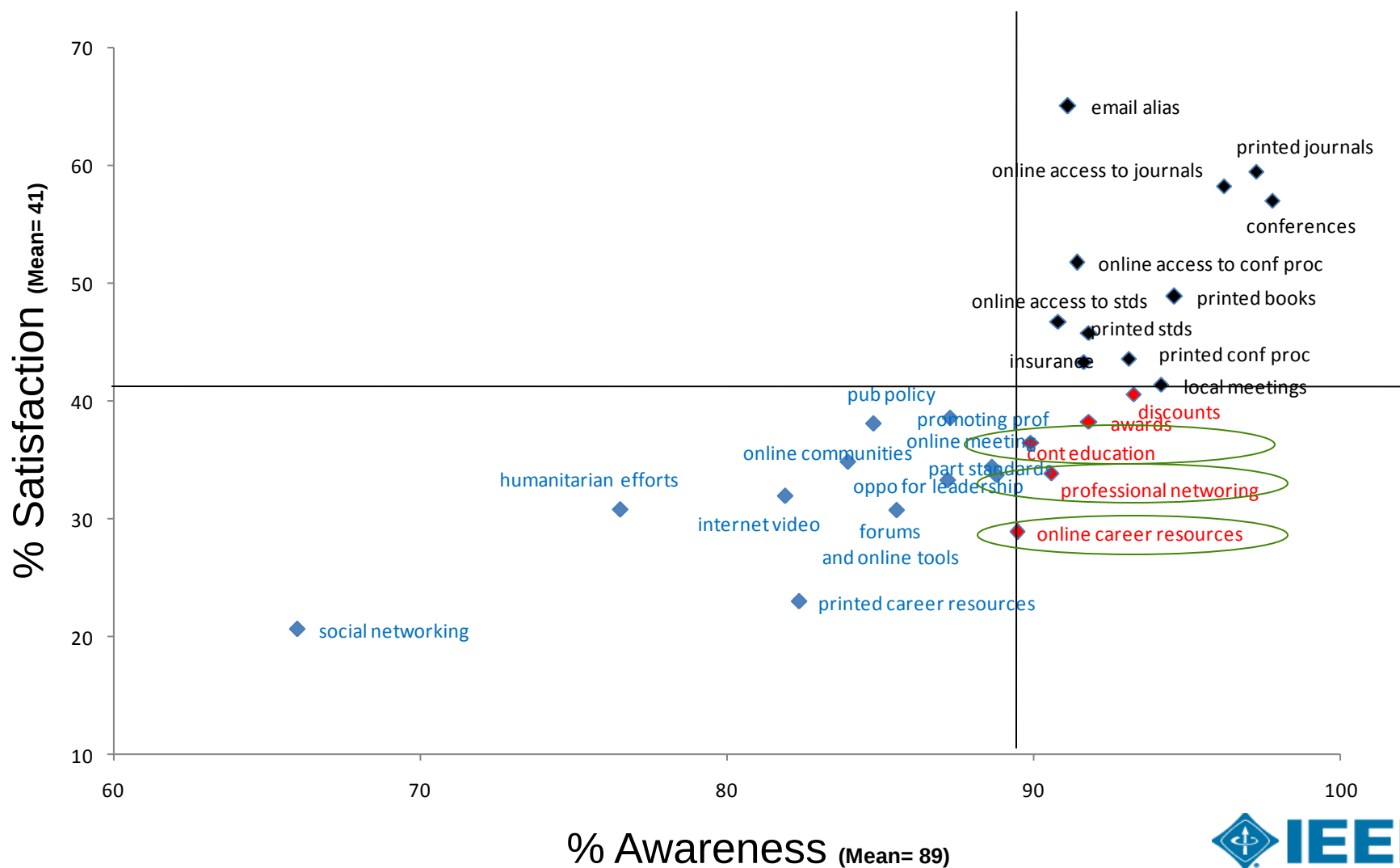
- A total of 2,224 interviews were completed. Of which:
  - 1,319 were among higher grade members
  - 905 were among student (undergraduate/graduate) members
- Interviewing occurred between November 10 and December 17, 2008.
- All interviewing was conducted online.
- Interviews averaged 26 minutes in length.
- All interviewing was conducted in English.



# Satisfaction (top 3 box) vs. Importance - Higher-Grade Members



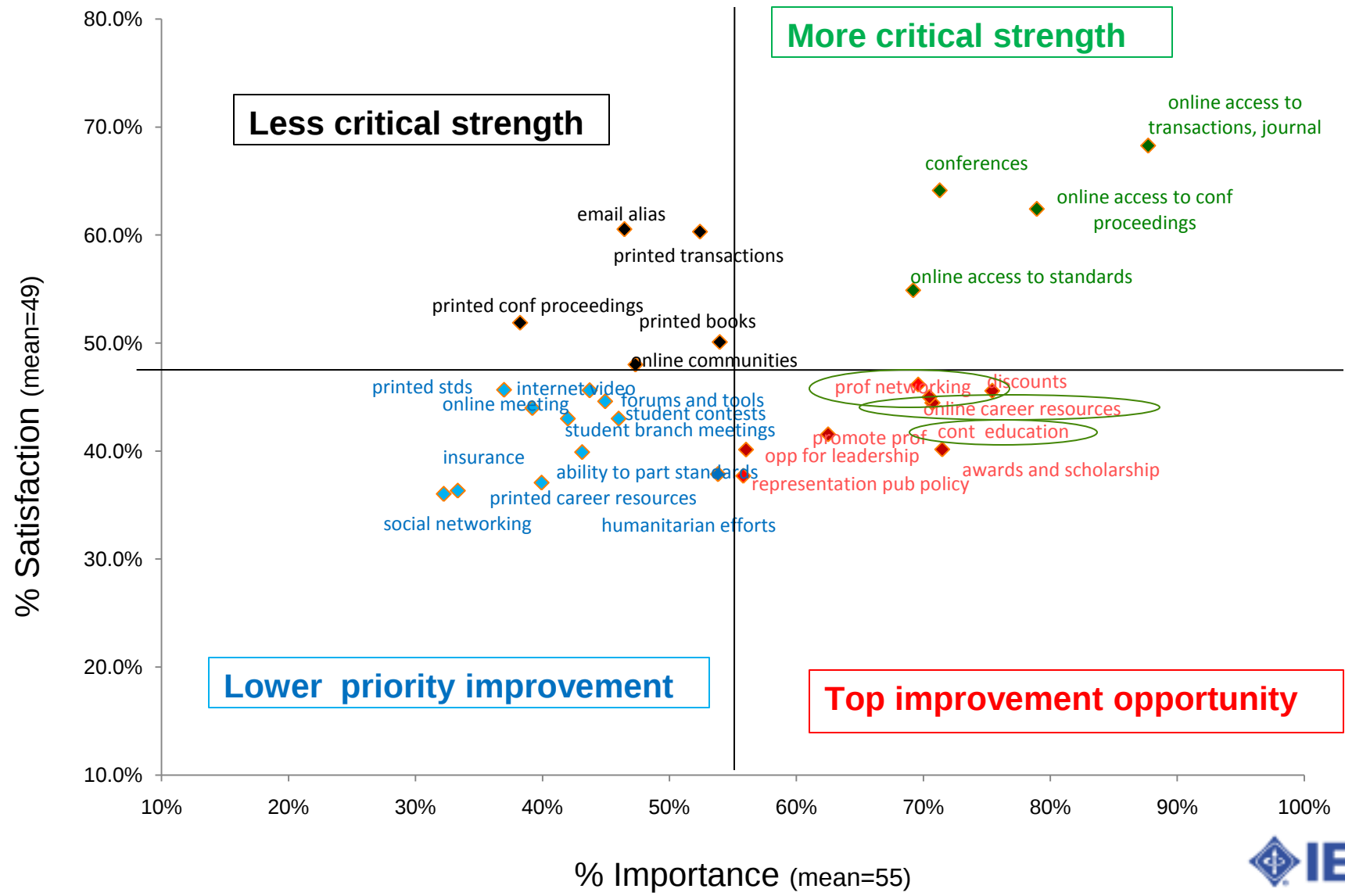
# Satisfaction (top 3 box) vs. Awareness - Higher-Grade Members



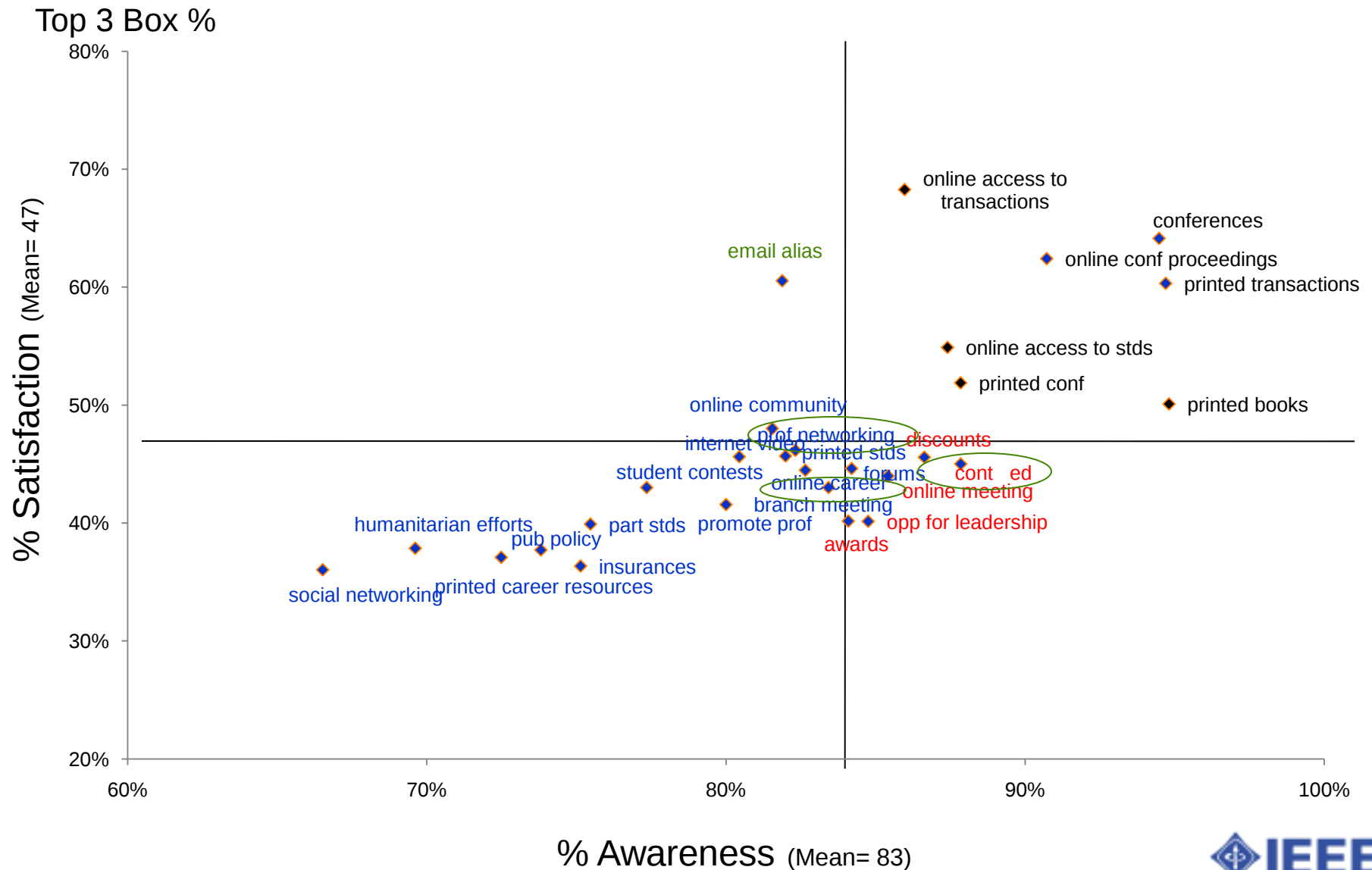
| Importance vs Satisfaction - Higher Grade Members                      |            |              |     |
|------------------------------------------------------------------------|------------|--------------|-----|
| % Top 3 box                                                            | Importance | Satisfaction | Gap |
| Online access to standards                                             | 64         | 47           | -17 |
| Online career resources                                                | 45         | 29           | -16 |
| Discounts on prof prod and svc                                         | 56         | 41           | -15 |
| Online access to transactions, journals and magazines                  | 72         | 58           | -14 |
| Promoting the prof to the gen pub                                      | 51         | 39           | -12 |
| Continuing education opp                                               | 49         | 37           | -12 |
| Professional networking                                                | 46         | 34           | -12 |
| Representaiton on pub policy issues related to the prof                | 48         | 38           | -10 |
| Online access to conference proceedings                                | 59         | 52           | -7  |
| Contributing to the general public through humanitarian efforts        | 32         | 31           | -1  |
| Opp for leadership roles                                               | 32         | 33           | 1   |
| Awards and scholarships                                                | 36         | 38           | 2   |
| Forums, newsgroups ,and other online tools                             | 29         | 31           | 2   |
| Conferences                                                            | 52         | 57           | 5   |
| Printed career resources                                               | 18         | 23           | 5   |
| Ability to participate in standards                                    | 28         | 34           | 6   |
| Local meetings with other prof                                         | 34         | 41           | 7   |
| IEEE Online Communities                                                | 28         | 35           | 7   |
| Online meetings/webinars                                               | 27         | 34           | 7   |
| Social Networking                                                      | 14         | 21           | 7   |
| Internet video programming of conference highlights, author interviews | 24         | 32           | 8   |
| Printed books                                                          | 38         | 49           | 11  |
| Printed copies of standards                                            | 32         | 46           | 14  |
| Insurance and other fin prod and svc                                   | 27         | 43           | 16  |
| Printed copies of conference proceedings                               | 24         | 44           | 20  |
| Printed copies of transactions, journal                                | 39         | 60           | 21  |
| Providing email alias with virus protection                            | 39         | 65           | 26  |



# Satisfaction vs. Importance (top 3 box scoring) Students



# Satisfaction vs. Awareness (top 3 box scoring) Students



## Importance vs Satisfaction - Students

| Top 3 Box %                                              | Importance | Satisfaction | Gap |
|----------------------------------------------------------|------------|--------------|-----|
| Awards and scholarships                                  | 71         | 40           | -31 |
| Discounts on prof prod and svc                           | 75         | 46           | -30 |
| Online career resources                                  | 71         | 44           | -26 |
| Continuing education opp                                 | 70         | 45           | -25 |
| Professional networking                                  | 70         | 46           | -23 |
| Promoting the prof to the gen pub                        | 63         | 42           | -21 |
| Online access to transactions, journals and magazines    | 88         | 68           | -19 |
| Representaiton on pub policy issues related to the prof  | 56         | 38           | -18 |
| Online access to conference proceedings                  | 79         | 62           | -17 |
| Contributing to the gen pub through humanitarian efforts | 54         | 38           | -16 |
| Opp for leadership roles                                 | 56         | 40           | -16 |
| Online access to standards                               | 69         | 55           | -14 |
| Conferences                                              | 71         | 64           | -7  |
| Printed books                                            | 54         | 50           | -4  |
| Ability to participate in standards                      | 43         | 40           | -3  |
| Printed career resources                                 | 40         | 37           | -3  |
| Forums, newsgroups ,a nd other online tools              | 45         | 45           | 0   |
| IEEE Online Communities                                  | 47         | 48           | 1   |
| Internet video programming of conference                 | 44         | 46           | 2   |
| Insurance and other fin prod and svc                     | 33         | 36           | 3   |
| Social networking                                        | 32         | 36           | 4   |
| Online meeting                                           | 39         | 44           | 5   |
| Printed copies of transactions,journal and mag           | 52         | 60           | 8   |
| Printed copies of standards                              | 37         | 46           | 9   |
| Printed copies of conference proceedings                 | 38         | 52           | 14  |
| Providing email alias with virus protection              | 46         | 61           | 14  |



## Closing Observations...

- Importance – Career products and services are viewed among the most important services IEEE can offer to its members
- Awareness – Career products and services are in the middle-tier of member awareness, noticeably lower with students. Improve our marketing.
- Satisfaction – Career products and services are in the middle-tier of member satisfaction. Improve our quality.



thank you  
questions ?



## Business Cycle Spotlight

# Members Arrears - Recovery Planning



**John Day**

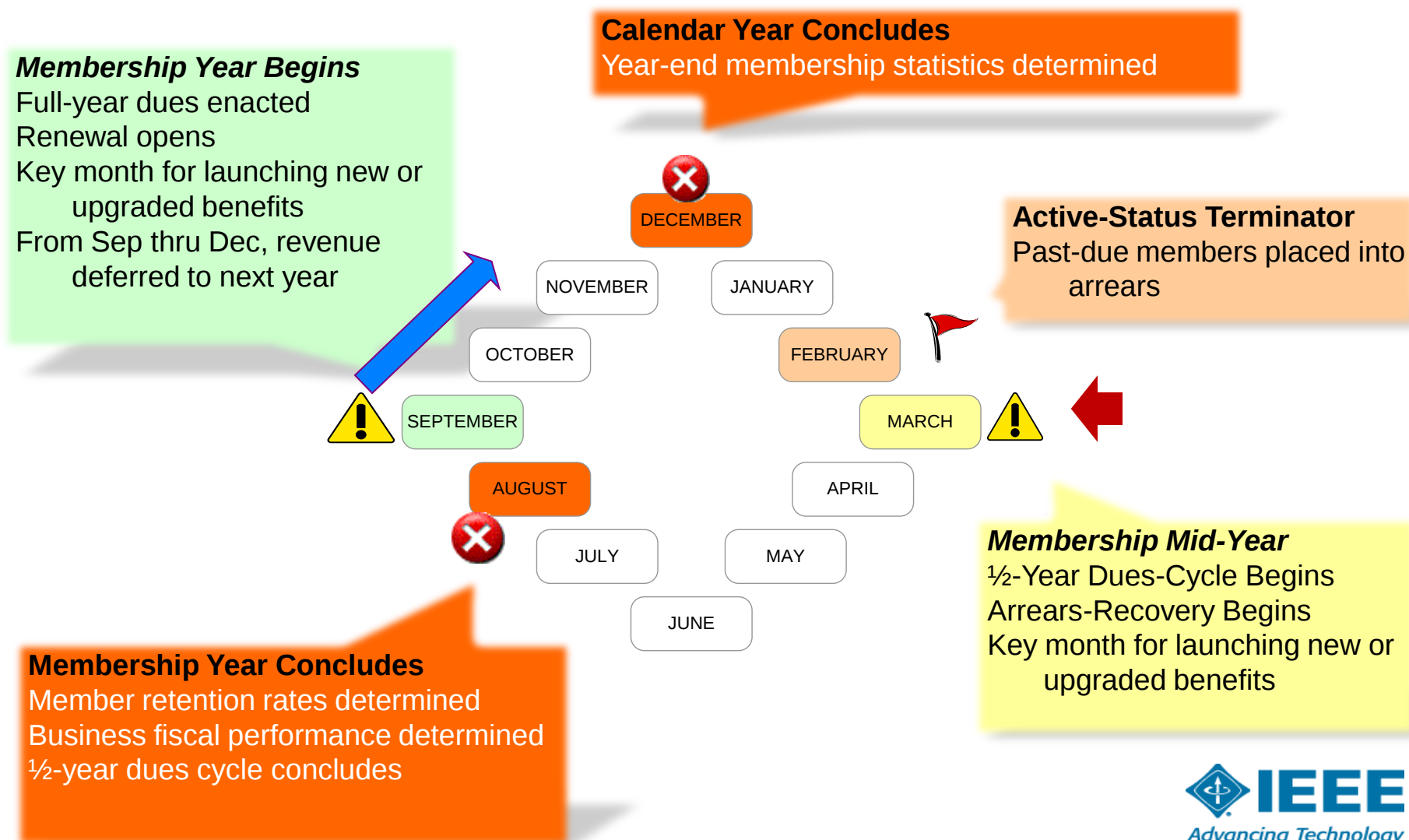
*Director, Membership Development*  
[j.day@ieee.org](mailto:j.day@ieee.org)



**Aleksandar Szabo**

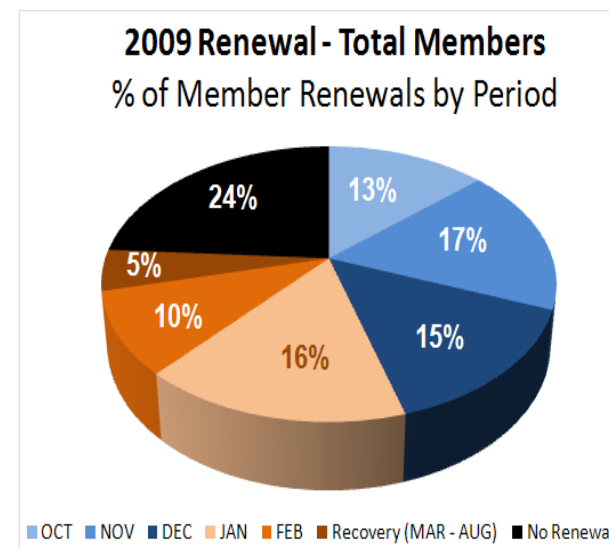
*Region 8 MD Chair*  
[a.szbo@ieee.org](mailto:a.szbo@ieee.org)

# Alignment with Membership Business Calendar



# Importance of Recovery

- Each member can offer a valuable connection in the IEEE network
- Members continue to face economic and employment challenges
  - IEEE career tools and professional network can assist members in need
  - IEEE offers 50% off dues for members who are unemployed
- Opportunity for local Sections and Societies to reaffirm their commitment to the member
  - Communicating tangible examples
- Last year – Recovery represented 5% of total member retention, about 18,000 members
  - Recovery determines our final, annual retention rates / results



# Sample Communications Templates

## Reminder of Local Commitment

SAMPLE LETTER

Section / Chapter Outreach During the  
Renewal & Recovery Period

< customized to the Section/Chapter >

.....

Dear < member >

As an IEEE member, you have helped the IEEE  
<Section/Chapter> serve your local community, and I want  
to thank you for your support. We take seriously our  
mission and obligation to raise awareness about the role  
that engineering and technology can play in making our  
world a better place. In that spirit, the IEEE  
< Section/Chapter > sponsored several worthwhile  
activities in 2009, including:

- < Section/Chapter activity >
- < Section/Chapter activity >
- < Section/Chapter activity >

During a recent review of the membership roster, I noticed  
your name missing from our list of current members. As  
busy as our daily life is, perhaps this was a simple  
oversight.

Because you make a difference, I am seeking your  
membership renewal and support again in 2010 – the good  
deeds we deliver to our community depend on it. You can  
renew your IEEE membership at [www.ieee.org/renew](http://www.ieee.org/renew).

Thank you for your time, and continued consideration to  
support the activities of the IEEE < Section/Chapter >.  
If you have already renewed, we thank you for your  
support, and look forward to being your professional  
partner in 2010.

Let me know how I can be of any assistance.

Sincerely,  
< Name >  
Chair, IEEE < Section/Chapter >  
< e-mail address >

P.S. Your renewal consideration during these difficult  
economic times is greatly appreciated. If you have become  
unemployed, IEEE will help by discounting your annual  
membership dues 50%. For more information, please visit  
[www.ieee.org/web/membership/Cost/dues.html](http://www.ieee.org/web/membership/Cost/dues.html)

## New E-Books Benefit

SAMPLE COMMUNICATIONS

Section / Chapter Outreach Communicating  
New IEEE Press e-Books Benefit

< customized to the Section/Chapter >

.....

Dear < member >

On your behalf, the leadership team of the IEEE  
< Section/Chapter > has been advocating the  
need for IEEE to provide member benefits that  
improve service to the practicing engineer.

You have been heard. I am pleased to report  
that IEEE has just announced a new benefit of  
membership starting in February: Access to over  
200 e-books at no additional cost. Purchased  
individually, the total value of these e-books  
would be \$25,000. About 50 new e-books will be  
added to this new benefit of membership  
annually.

This new benefit is a tribute to authors in the  
IEEE community. The IEEE < Section/Chapter >  
extends our appreciation for their generosity  
to forgo publishing royalties to make your IEEE  
membership more fulfilling.

For more information about this new and  
exciting benefit of membership, visit  
[www.ieee.org/e-books](http://www.ieee.org/e-books).

Thank you for your continued commitment to IEEE  
and the IEEE <Section/Chapter>. We look forward  
to serving you in 2010.

Sincerely,  
< Name >  
Chair, IEEE < Section/Chapter >  
< e-mail address >

P.S. In celebration of this new benefit, the  
IEEE is entering into a drawing all members who  
have renewed their 2010 membership. Five  
renewed members will be randomly selected to  
receive a free e-reader. If you have not yet  
renewed your 2010 membership, do not delay. The  
e-books become available in February. You can  
renew your IEEE membership at  
[www.ieee.org/renew](http://www.ieee.org/renew).





# Member Data & SAMIEEE



# Past Due Members – Pre-Arrears and Deactivated Members - Arrears

- Members who have not renewed for 2010 till the end of 2009 continue to have all the member benefits during the two months grace period (January and February 2010). Such members are named Non-Renewed Members, Past Due Members or “Pre-Arrears”
- At the end of February, after the Terminator Action, all the Pre-Arrears who didn't renew are sorted out, their member benefits, rights and privileges are deactivated (they don't receive the journals anymore) and they are named Deactivated Members or “Arrears”
- Starting from the beginning of March 2010 Arrears renewing for 2010 are transfered back from the list of Arrears to the list of **Active Members** and their member benefits, rights and privileges are activated again instantaneously (they receive again the journals)



# Region 8 MD Strategy – Pre-Arrears Recovery

## Overview

- Identified R8 arrears outreach team (myself, Ali El-Mousa) working in collaboration with the IEEE Contact Center
- End of January – identified past-due, higher-grade members in Arrears across Region 8
- Sent campaign during first week of February

| Region     | % Increase<br>HG Renewal<br>31 Jan - 16 Feb |
|------------|---------------------------------------------|
| 1          | 3.6%                                        |
| 2          | 3.3%                                        |
| 3          | 3.5%                                        |
| 4          | 3.6%                                        |
| 5          | 3.6%                                        |
| 6          | 4.0%                                        |
| 7          | 3.8%                                        |
| 8          | 5.2%                                        |
| 9          | 5.2%                                        |
| 10         | 3.5%                                        |
| <b>Avg</b> | <b>3.9%</b>                                 |



## PRE-ARREARS - MEMBERS WHO DID NOT RENEW FOR 2010

### \*ACCESS BEFORE THE END OF FEBRUARY 2010 ONLY\*

- **Go to SAMIEEE** [www.ieee.org/samieee](http://www.ieee.org/samieee)
- Click Access SAMIEEE
- Insert you User ID and Password and Login
- Click SAMIEEE in Shared Folders
- Click Geographic Predefined Query and you will get the list of Predefined Queries
  
- **From the list of Predefined Queries select**
  - **(GEO) 2009 Last Renewal Year for Active Members - Name, Grade, Email**

Results show information only about members in your geographic unit who paid for 2009, but didn't renew for 2010 along with Name, Grade, Membership Status and Email Contact. You can download the table to Excel and sort the data as you like.
  
- **From the list of Predefined Queries you can select**
  - **(MD) First Year Members not Renewed**

Results show information only about first year members in your geographic unit who joined for 2009, but didn't renew for 2010, showing Name, Grade, Membership Status and Email Contact. You can download the table to Excel and sort the data as you like.

## SELECTING THE **ARREARS** USING SAMIEEE

Use SAMIEEE to get the list of **Arrears** in your Organizational Unit

**Before 28 Feb 2010** – Deactivated members who didn't renew for 2009

**After 1 March 2010** – Members deactivated at the end of February 2010 who didn't renew for 2010

- **Go to SAMIEEE** [www.ieee.org/samieee](http://www.ieee.org/samieee)
- Click Access SAMIEEE
- Insert you User ID and Password and Login
- Click SAMleee in Shared Folders
- Click Geographic Predefined Query and you will get the list of Predefined Queries
- From the list of Predefined Queries select **(GEO) Arrears: Member Contact Info By Section-By Grade**
- Download the list to Excel and sort the data as you like...



**IMPORTANT: User access to SAMIEE is limited by organizational unit and to the following IEEE volunteer positions**  
(names must be in the Geographic Roster!)

- Region Directors, Director Elects, Past Directors, Treasures, Secretaries
- Region MD Chairs
- Section/Council/Subsection Chairs, Vice Chairs, Treasures and Secretaries
- Section/Council/Subsection MD Chairs
- Chapter and Joint Chapter Chairs
- Student Branch Chairs and Counselors
- Society Presidents, President Elects, Past Presidents, Vice Presidents, Treasures, Secretaries, Executive Directors, Administrators, Chapter Coordinators
- Society MD Chairs



thank you  
questions ?



# Membership Statistics & Goals Update

# January 2010

Membership Development Report-Page 1  
 This report is issued monthly on behalf of the IEEE Membership Department. Contact John Day, j.day@ieee.org.

Pages 2 Active Membership by Region  
 Pages 3-5 Society & Special Interest Memberships  
 Pages 6-7

|                       | Apr '09 | % Change | Apr '08 | Apr '06 | Mar '05 |
|-----------------------|---------|----------|---------|---------|---------|
| Active Membership     | 8,642   | + 2.6%   | 336,167 | 327,625 | 325,499 |
| New                   | 1       | + 3.7%   | 25      | 27      | 36      |
| Lost                  | 162     | + 2.0%   | 6,544   | 6,182   | 6,307   |
| Renewal               | 949     | + 3.2%   | 30,316  | 29,367  | 30,003  |
| Member                | 1,985   | + 1.0%   | 204,700 | 202,715 | 200,368 |
| Associate Member      | 2,551   | +14.5%   | 14,705  | 17,205  | 14,295  |
| Graduate Student      | 6,529   | +19.9%   | 33,371  | 27,542  | 31,350  |
| Undergraduate Student | 2,517   | + 5.7%   | 48,793  | 44,186  | 43,136  |
| Society Memberships   | 2,530   | -0.9%    | 284,389 | 286,919 | 277,195 |
| Societies up          | 5,253   |          |         |         |         |
| Societies down        | 7,783   |          |         |         |         |

Sum of respective Societies gains and losses.

Active:

Membership Development Calendar

May

Recommended MD Volunteer Activity  
 Thank you to all volunteers committed to improving their MD success!

| RECRUITMENT ACTIVITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | RECOVERY ACTIVITIES                                                                                                                                                                                                                                                                                         | RESOURCES                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>3-Year Due Cycle - IEEE MD</p> <p>accepting service dues for present year of service indicated, only join IEEE MD upon receipt 6 months of membership for the price of 1/3 appropriate message into contact.</p> <p>Section MD Officer - Disseminate membership materials at all section meetings and local events.</p> <p>3-Year Due Cycle - IEEE MD</p> <p>accepting service dues for present year of service indicated, only join IEEE MD upon receipt 6 months of membership for the price of 1/3 appropriate message into contact.</p> <p>Section MD Officer - Disseminate membership materials at all section meetings and local events. Ensure a variety of topics are covered in your local resources.</p> <p>3-Year Due Cycle - IEEE MD</p> <p>accepting service dues for present year of service indicated, only join IEEE MD upon receipt 6 months of membership for the price of 1/3 appropriate message into contact.</p> <p>Section MD Officer - Disseminate membership materials at all section meetings and local events. Ensure a variety of topics are covered in your local resources.</p> | <p>Section MD Officer -</p> <p>Review a full database of members. Review and respond to all requests. Section and Society MD officers. Develop and schedule local communications to members in Annals, Newsletters and social media.</p> <p>4- All MD should be on recruitment programs and activities.</p> | <p>MD Portal</p> <p>www.ieee.org/md</p> <p>PowerPoint presentation</p> <p>Membership Development</p> <p>Statistical</p> <p>Report</p> <p>Virtual</p> <p>community</p> <p>IEEE MD</p> <p>Manual</p> <p>MD S</p> |

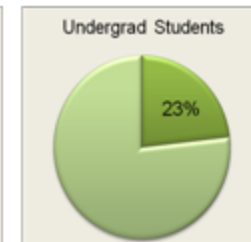
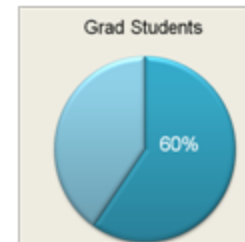
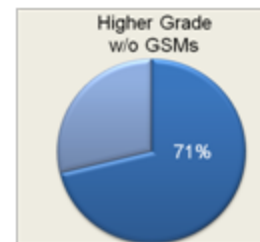
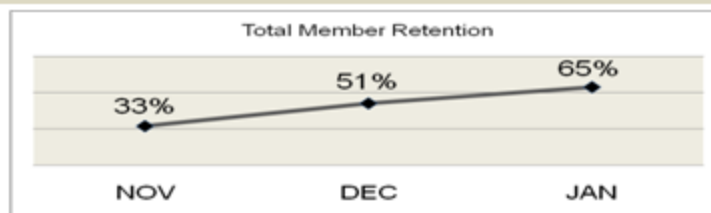


**Presented by:**  
**John Day**  
 Director, Membership Development  
[j.day@ieee.org](mailto:j.day@ieee.org)

# January 2010 Snapshot

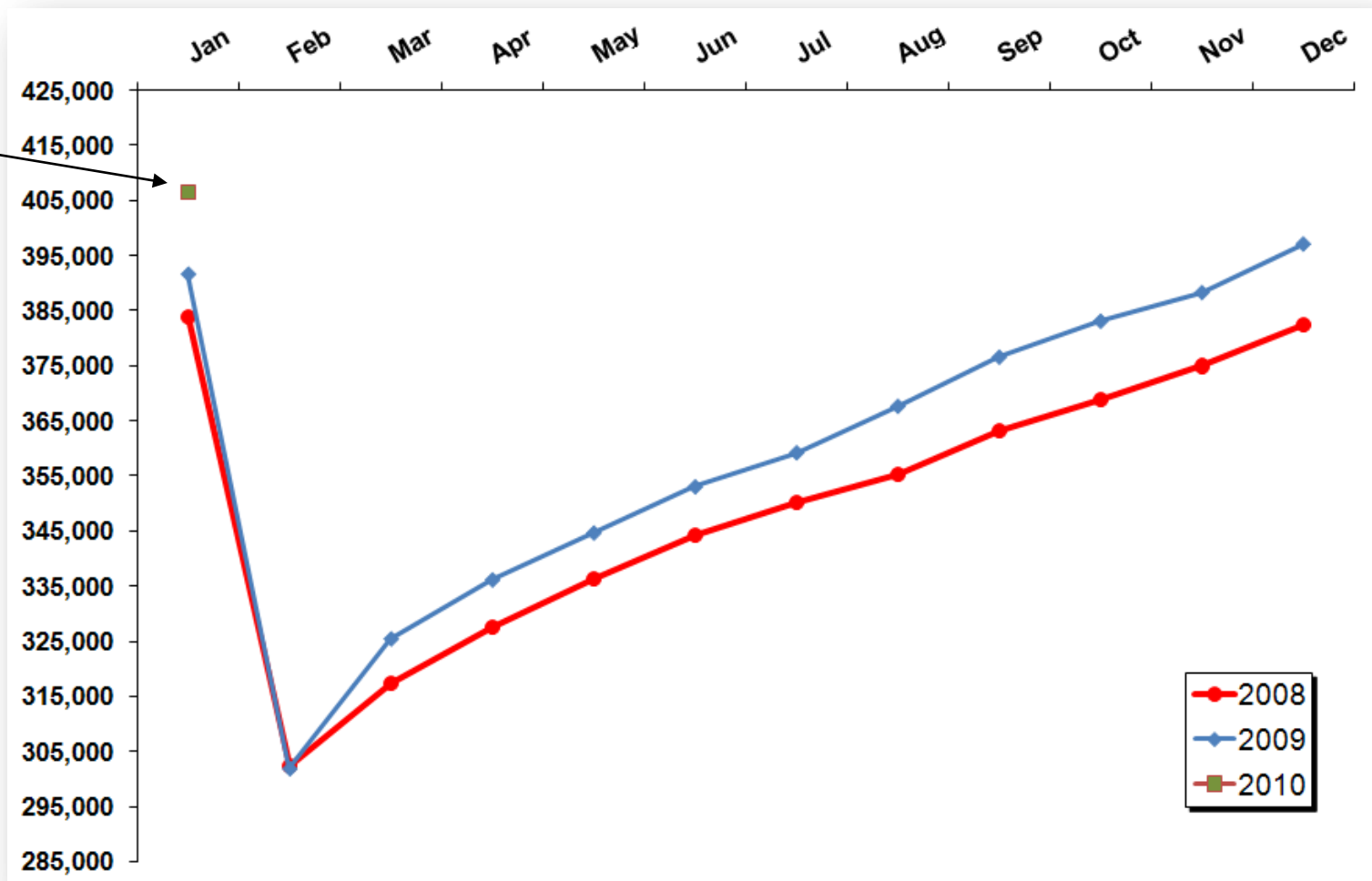
| Snapshot                   |   | January '10 vs. '09 | % Change                                                                                                                                                                    | Jan '10        | Jan '09        | Dec '09        | % Change Dec '09 - Jan '10 |
|----------------------------|---|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|----------------|----------------------------|
| <b>IEEE Membership</b>     | + | <b>15,015</b>       | <b>3.8%</b>                                                                                                                                                                 | <b>406,575</b> | <b>391,560</b> | <b>397,001</b> | <b>2.4%</b>                |
| • Honorary                 | ↑ | 1                   | 3.6%                                                                                                                                                                        | 29             | 28             | 29             | -                          |
| • Fellow                   | ↑ | 180                 | 2.8%                                                                                                                                                                        | 6,694          | 6,514          | 6,383          | 4.9%                       |
| • Senior Member            | ↑ | 720                 | 2.3%                                                                                                                                                                        | 31,762         | 31,042         | 31,880         | (0.4%)                     |
| • Member                   | ↑ | 3,229               | 1.3%                                                                                                                                                                        | 246,612        | 243,383        | 245,064        | 0.6%                       |
| • Associate Member         | ↓ | (2,873)             | (14.8%)                                                                                                                                                                     | 16,580         | 19,453         | 16,470         | 0.7%                       |
| • Graduate Student         | ↑ | 7,577               | 22.3%                                                                                                                                                                       | 41,495         | 33,918         | 38,261         | 8.5%                       |
| • Undergraduate Student    | ↑ | 6,181               | 10.8%                                                                                                                                                                       | 63,403         | 57,222         | 58,914         | 7.6%                       |
| <b>Society Memberships</b> | + | <b>2,138</b>        | <b>0.7%</b>                                                                                                                                                                 | <b>321,769</b> | <b>319,631</b> | <b>334,804</b> | <b>(3.9%)</b>              |
| • 22 Societies up > 1%     | ↑ | 6,786               | 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% |                |                |                |                            |
| • 2 Societies +/- 1%       | ↔ | (65)                |                                                                                                                                                                             |                |                |                |                            |
| • 14 Societies down > 1%   | ↓ | (4,583)             |                                                                                                                                                                             |                |                |                |                            |

## 2010 Member Renewal / Recovery



## Year-over-Year Monthly Growth – Total Membership

406,575

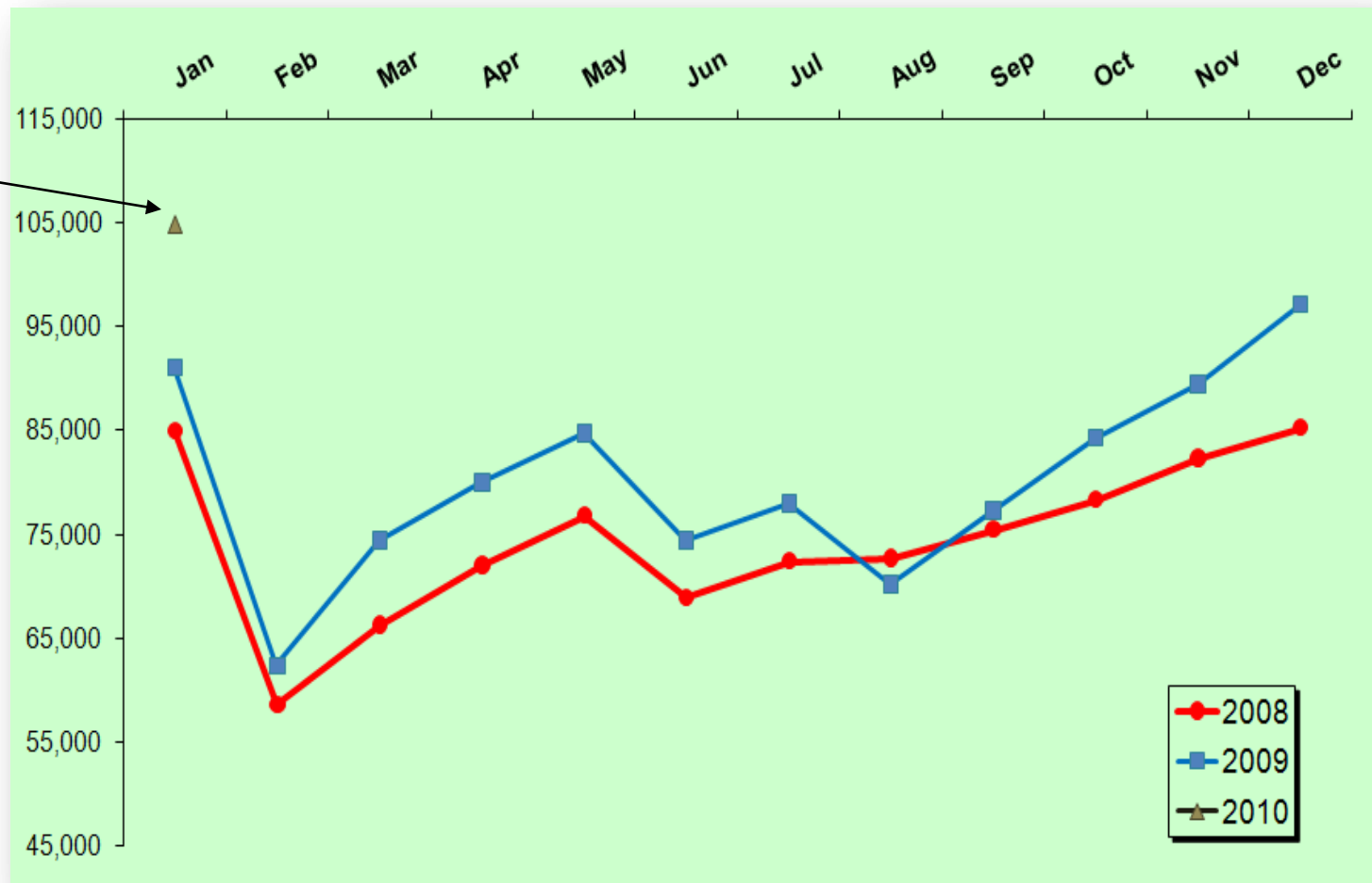


## Year-over-Year Monthly Growth – Higher-Grade Membership (including GSM)



## Year-over-Year Monthly Growth – Student-Grade Membership (including GSM)

104,898



# Active Membership by Region

## Geographic IEEE Membership Summary - January 2010

| REGION        | HIGHER GRADE w/o GSMS |                |                |              | GRADUATE STUDENTS |               |              |              | UNDERGRADUATE STUDENTS |               |              |              | TOTAL MEMBERS  |                |                    |
|---------------|-----------------------|----------------|----------------|--------------|-------------------|---------------|--------------|--------------|------------------------|---------------|--------------|--------------|----------------|----------------|--------------------|
|               | 2010                  | 2009           | Change         |              | 2010              | 2009          | Change       |              | 2010                   | 2009          | Change       |              | 2010           | 2009           | Change             |
| 1             | 32,603                | 33,493         | (890)          | -2.7%        | 2,321             | 1,883         | 438          | 23.3%        | 2,457                  | 2,156         | 301          | 14.0%        | 37,381         | 37,532         | (151) -0.4%        |
| 2             | 28,601                | 28,735         | (134)          | -0.5%        | 2,213             | 1,749         | 464          | 26.5%        | 2,548                  | 2,113         | 435          | 20.6%        | 33,362         | 32,597         | 765 2.3%           |
| 3             | 25,669                | 25,981         | (312)          | -1.2%        | 2,796             | 2,212         | 584          | 26.4%        | 3,276                  | 2,925         | 351          | 12.0%        | 31,741         | 31,118         | 623 2.0%           |
| 4             | 19,333                | 19,592         | (259)          | -1.3%        | 2,193             | 1,712         | 481          | 28.1%        | 2,595                  | 2,214         | 381          | 17.2%        | 24,121         | 23,518         | 603 2.6%           |
| 5             | 25,074                | 25,405         | (331)          | -1.3%        | 2,183             | 1,607         | 576          | 35.8%        | 2,731                  | 2,218         | 513          | 23.1%        | 29,988         | 29,230         | 758 2.6%           |
| 6             | 51,244                | 52,763         | (1,519)        | -2.9%        | 3,725             | 3,049         | 676          | 22.2%        | 4,114                  | 3,328         | 786          | 23.6%        | 59,083         | 59,140         | (57) -0.1%         |
| <b>R 1-6</b>  | <b>182,524</b>        | <b>185,969</b> | <b>(3,445)</b> | <b>-1.9%</b> | <b>15,431</b>     | <b>12,212</b> | <b>3,219</b> | <b>26.4%</b> | <b>17,721</b>          | <b>14,954</b> | <b>2,767</b> | <b>18.5%</b> | <b>215,676</b> | <b>213,135</b> | <b>2,541 1.2%</b>  |
| 7             | 13,338                | 13,116         | 222            | 1.7%         | 2,078             | 1,761         | 317          | 18.0%        | 1,824                  | 1,656         | 168          | 10.1%        | 17,240         | 16,533         | 707 4.3%           |
| 8             | 51,047                | 49,378         | 1,669          | 3.4%         | 10,914            | 9,364         | 1,550        | 16.6%        | 10,299                 | 10,307        | (8)          | -0.1%        | 72,260         | 69,049         | 3,211 4.7%         |
| 9             | 7,726                 | 7,489          | 237            | 3.2%         | 1,443             | 1,329         | 114          | 8.6%         | 6,119                  | 6,846         | (727)        | -10.6%       | 15,288         | 15,664         | (376) -2.4%        |
| 10            | 47,042                | 44,468         | 2,574          | 5.8%         | 11,629            | 9,252         | 2,377        | 25.7%        | 27,440                 | 23,459        | 3,981        | 17.0%        | 86,111         | 77,179         | 8,932 11.6%        |
| <b>R 7-10</b> | <b>119,153</b>        | <b>114,451</b> | <b>4,702</b>   | <b>4.1%</b>  | <b>26,064</b>     | <b>21,706</b> | <b>4,358</b> | <b>20.1%</b> | <b>45,682</b>          | <b>42,268</b> | <b>3,414</b> | <b>8.1%</b>  | <b>190,899</b> | <b>178,425</b> | <b>12,474 7.0%</b> |
| <b>TOTAL</b>  | <b>301,677</b>        | <b>300,420</b> | <b>1,257</b>   | <b>0.4%</b>  | <b>41,495</b>     | <b>33,918</b> | <b>7,577</b> | <b>22.3%</b> | <b>63,403</b>          | <b>57,222</b> | <b>6,181</b> | <b>10.8%</b> | <b>406,575</b> | <b>391,560</b> | <b>15,015 3.8%</b> |
| % R1-6        | 61%                   | 62%            |                |              | 37%               | 36%           |              |              | 28%                    | 26%           |              |              | 53%            | 54%            |                    |
| % R7-10       | 39%                   | 38%            |                |              | 63%               | 64%           |              |              | 72%                    | 74%           |              |              | 47%            | 46%            |                    |



## Year-over-Year Society Membership

| Society MD Disposition                                 | Respective Sum Totals | Influence of Large Societies                                                        |
|--------------------------------------------------------|-----------------------|-------------------------------------------------------------------------------------|
| <b>Aggregate Total Memberships Across 38 Societies</b> | <b>+ 2,138</b>        |  |
| Growth > 1%: 22 Societies                              | + 6,786               | Power & Energy + 1,572                                                              |
| + / - 1%: 2 Societies                                  | + (65)                |                                                                                     |
| Decline > 1%: 14 Societies                             | (4,583)               | Computer Society (2,432)<br>Communications Society + 360                            |

### Double-Digit Percentage Gains

| Society Top Gains      | Gains   |       |
|------------------------|---------|-------|
|                        | Percent | Count |
| Product Safety Eng.    | 16.5%   | 109   |
| Systems / Cybernetics  | 14.3%   | 595   |
| Nuclear Plasma         | 12.1%   | 387   |
| Industrial Electronics | 11.0%   | 484   |

One month shift, between  
Dec and Jan of + 2,953



# Year-over-Year Society Membership, Detail

IEEE Society Membership Totals as of January 2010

| SOCIETY / DIVISION                     | IEEE Higher Grade Members (including GSMs) |               | Change        |              | IEEE Student Members |              | Change      |               | Society Affiliates |            | Change    |              | Society Totals (with affiliates) |               | Change        |              | Society Totals (without affiliates) |               | Change        |              |
|----------------------------------------|--------------------------------------------|---------------|---------------|--------------|----------------------|--------------|-------------|---------------|--------------------|------------|-----------|--------------|----------------------------------|---------------|---------------|--------------|-------------------------------------|---------------|---------------|--------------|
|                                        | 2010                                       | 2009          | #             | %            | 2010                 | 2009         | #           | %             | 2010               | 2009       | #         | %            | 2010                             | 2009          | #             | %            | 2010                                | 2009          | #             | %            |
| <b>IEEE Societies</b>                  |                                            |               |               |              |                      |              |             |               |                    |            |           |              |                                  |               |               |              |                                     |               |               |              |
| <b>DIVISION I</b>                      |                                            |               |               |              |                      |              |             |               |                    |            |           |              |                                  |               |               |              |                                     |               |               |              |
| Circuits & Systems                     | 9,438                                      | 9,672         | -234          | -2.4%        | 443                  | 463          | -20         | -4.3%         | 56                 | 50         | 6         | 12.0%        | 9,937                            | 10,185        | -248          | -2.4%        | 9,881                               | 10,135        | -254          | -2.5%        |
| Electron Devices                       | 9,819                                      | 10,030        | -211          | -2.1%        | 273                  | 413          | -140        | -33.9%        | 58                 | 51         | 7         | 13.7%        | 10,150                           | 10,494        | -344          | -3.3%        | 10,092                              | 10,443        | -351          | -3.4%        |
| Solid-State Circuits                   | 9,926                                      | 10,707        | -781          | -7.3%        | 200                  | 239          | -39         | -16.3%        | 81                 | 75         | 6         | 8.0%         | 10,207                           | 11,021        | -814          | -7.4%        | 10,126                              | 10,946        | -820          | -7.5%        |
| <b>Div I Subtotal</b>                  | <b>29,183</b>                              | <b>30,409</b> | <b>-1,226</b> | <b>-4.0%</b> | <b>916</b>           | <b>1,115</b> | <b>-199</b> | <b>-17.8%</b> | <b>195</b>         | <b>176</b> | <b>19</b> | <b>10.8%</b> | <b>30,294</b>                    | <b>31,700</b> | <b>-1,406</b> | <b>-4.4%</b> | <b>30,099</b>                       | <b>31,524</b> | <b>-1,425</b> | <b>-4.5%</b> |
| <b>DIVISION II</b>                     |                                            |               |               |              |                      |              |             |               |                    |            |           |              |                                  |               |               |              |                                     |               |               |              |
| Components, Packaging & Mfg Tech       | 2,471                                      | 2,564         | -93           | -3.6%        | 57                   | 63           | -6          | -9.5%         | 22                 | 16         | 6         | 37.5%        | 2,550                            | 2,643         | -93           | -3.5%        | 2,528                               | 2,627         | -99           | -3.8%        |
| Dielectrics & Electrical Insulation    | 2,014                                      | 1,966         | 48            | 2.4%         | 40                   | 41           | -1          | -2.4%         | 30                 | 23         | 7         | 30.4%        | 2,084                            | 2,030         | 54            | 2.7%         | 2,054                               | 2,007         | 47            | 2.3%         |
| Industry Applications                  | 9,565                                      | 9,624         | -59           | -0.6%        | 137                  | 164          | -27         | -16.5%        | 47                 | 40         | 7         | 17.5%        | 9,749                            | 9,828         | -79           | -0.8%        | 9,702                               | 9,788         | -86           | -0.9%        |
| Instrumentation & Measurements         | 4,452                                      | 4,629         | -177          | -3.8%        | 106                  | 120          | -14         | -11.7%        | 26                 | 21         | 5         | 23.8%        | 4,584                            | 4,770         | -186          | -3.9%        | 4,558                               | 4,749         | -191          | -4.0%        |
| Power Electronics                      | 6,562                                      | 6,253         | 309           | 4.9%         | 259                  | 261          | -2          | -0.8%         | 54                 | 45         | 9         | 20.0%        | 6,875                            | 6,559         | 316           | 4.8%         | 6,821                               | 6,514         | 307           | 4.7%         |
| Ultrasonics, Ferroelectrics, Freq Ctrl | 2,103                                      | 2,143         | -40           | -1.9%        | 54                   | 52           | 2           | 3.8%          | 35                 | 31         | 4         | 12.9%        | 2,192                            | 2,226         | -34           | -1.5%        | 2,157                               | 2,195         | -38           | -1.7%        |
| <b>Div II Subtotal</b>                 | <b>27,167</b>                              | <b>27,179</b> | <b>-12</b>    | <b>0.0%</b>  | <b>653</b>           | <b>701</b>   | <b>-48</b>  | <b>-6.8%</b>  | <b>214</b>         | <b>176</b> | <b>38</b> | <b>21.6%</b> | <b>28,034</b>                    | <b>28,056</b> | <b>-22</b>    | <b>-0.1%</b> | <b>27,820</b>                       | <b>27,880</b> | <b>-60</b>    | <b>-0.2%</b> |
| <b>DIVISION III</b>                    |                                            |               |               |              |                      |              |             |               |                    |            |           |              |                                  |               |               |              |                                     |               |               |              |
| <b>Communications</b>                  | <b>33,753</b>                              | <b>34,302</b> | <b>-549</b>   | <b>-1.6%</b> | <b>3,562</b>         | <b>2,681</b> | <b>881</b>  | <b>32.9%</b>  | <b>452</b>         | <b>424</b> | <b>28</b> | <b>6.6%</b>  | <b>37,767</b>                    | <b>37,407</b> | <b>360</b>    | <b>1.0%</b>  | <b>37,315</b>                       | <b>36,983</b> | <b>332</b>    | <b>0.9%</b>  |



# Year-over-Year Society Membership, Detail (cont.)

| IEEE Society Membership Totals as of January 2010 |                                            |               |              |              |                      |              |            |              |                    |               |               |               |                                  |               |               |              |                                     |               |              |              |
|---------------------------------------------------|--------------------------------------------|---------------|--------------|--------------|----------------------|--------------|------------|--------------|--------------------|---------------|---------------|---------------|----------------------------------|---------------|---------------|--------------|-------------------------------------|---------------|--------------|--------------|
| SOCIETY / DIVISION                                | IEEE Higher Grade Members (including GSMs) |               | Change       |              | IEEE Student Members |              | Change     |              | Society Affiliates |               | Change        |               | Society Totals (with affiliates) |               | Change        |              | Society Totals (without affiliates) |               | Change       |              |
| IEEE Societies                                    | 2010                                       | 2009          | #            | %            | 2010                 | 2009         | #          | %            | 2010               | 2009          | #             | %             | 2010                             | 2009          | #             | %            | 2010                                | 2009          | #            | %            |
| <b>DIVISION IV</b>                                |                                            |               |              |              |                      |              |            |              |                    |               |               |               |                                  |               |               |              |                                     |               |              |              |
| Antennas & Propagation                            | 7,913                                      | 7,781         | 132          | 1.7%         | 262                  | 266          | -4         | -1.5%        | 72                 | 52            | 20            | 38.5%         | 8,247                            | 8,099         | 148           | 1.8%         | 8,175                               | 8,047         | 128          | 1.6%         |
| Broadcast Technology                              | 1,949                                      | 1,941         | 8            | 0.4%         | 72                   | 62           | 10         | 16.1%        | 35                 | 30            | 5             | 16.7%         | 2,056                            | 2,033         | 23            | 1.1%         | 2,021                               | 2,003         | 18           | 0.9%         |
| Consumer Electronics                              | 3,010                                      | 2,942         | 68           | 2.3%         | 158                  | 165          | -7         | -4.2%        | 45                 | 43            | 2             | 4.7%          | 3,213                            | 3,150         | 63            | 2.0%         | 3,168                               | 3,107         | 61           | 2.0%         |
| Electromagnetic Compatibility                     | 4,003                                      | 4,086         | -83          | -2.0%        | 70                   | 77           | -7         | -9.1%        | 38                 | 28            | 10            | 35.7%         | 4,111                            | 4,191         | -80           | -1.9%        | 4,073                               | 4,163         | -90          | -2.2%        |
| Magnetics                                         | 3,019                                      | 3,138         | -119         | -3.8%        | 81                   | 100          | -19        | -19.0%       | 59                 | 57            | 2             | 3.5%          | 3,159                            | 3,295         | -136          | -4.1%        | 3,100                               | 3,238         | -138         | -4.3%        |
| Microwave Theory & Techniques                     | 11,525                                     | 11,259        | 266          | 2.4%         | 547                  | 368          | 179        | 48.6%        | 57                 | 57            | 0             | 0.0%          | 12,129                           | 11,684        | 445           | 3.8%         | 12,072                              | 11,627        | 445          | 3.8%         |
| Nuclear & Plasma Sciences                         | 3,444                                      | 3,056         | 388          | 12.7%        | 95                   | 104          | -9         | -8.7%        | 57                 | 49            | 8             | 16.3%         | 3,596                            | 3,209         | 387           | 12.1%        | 3,539                               | 3,160         | 379          | 12.0%        |
| <b>Div IV Subtotal</b>                            | <b>34,863</b>                              | <b>34,203</b> | <b>660</b>   | <b>1.9%</b>  | <b>1,285</b>         | <b>1,142</b> | <b>143</b> | <b>12.5%</b> | <b>363</b>         | <b>316</b>    | <b>47</b>     | <b>14.9%</b>  | <b>36,511</b>                    | <b>35,661</b> | <b>850</b>    | <b>2.4%</b>  | <b>36,148</b>                       | <b>35,345</b> | <b>803</b>   | <b>2.3%</b>  |
| <b>DIVISION V/VIII</b>                            |                                            |               |              |              |                      |              |            |              |                    |               |               |               |                                  |               |               |              |                                     |               |              |              |
| <b>Computer</b>                                   | <b>52,473</b>                              | <b>53,421</b> | <b>-948</b>  | <b>-1.8%</b> | <b>4,082</b>         | <b>3,547</b> | <b>535</b> | <b>15.1%</b> | <b>16,960</b>      | <b>18,969</b> | <b>-2,009</b> | <b>-10.6%</b> | <b>73,515</b>                    | <b>75,937</b> | <b>-2,422</b> | <b>-3.2%</b> | <b>56,555</b>                       | <b>56,968</b> | <b>-413</b>  | <b>-0.7%</b> |
| <b>DIVISION VI</b>                                |                                            |               |              |              |                      |              |            |              |                    |               |               |               |                                  |               |               |              |                                     |               |              |              |
| Education                                         | 3,264                                      | 3,136         | 128          | 4.1%         | 73                   | 92           | -19        | -20.7%       | 37                 | 37            | 0             | 0.0%          | 3,374                            | 3,265         | 109           | 3.3%         | 3,337                               | 3,228         | 109          | 3.4%         |
| Industrial Electronics                            | 4,641                                      | 4,188         | 453          | 10.8%        | 203                  | 189          | 14         | 7.4%         | 36                 | 19            | 17            | 89.5%         | 4,880                            | 4,396         | 484           | 11.0%        | 4,844                               | 4,377         | 467          | 10.7%        |
| Product Safety Engineering                        | 747                                        | 647           | 100          | 15.5%        | 6                    | 7            | -1         | -14.3%       | 16                 | 6             | 10            | 166.7%        | 769                              | 660           | 109           | 16.5%        | 753                                 | 654           | 99           | 15.1%        |
| Professional Communication                        | 1,037                                      | 983           | 54           | 5.5%         | 57                   | 62           | -5         | -8.1%        | 118                | 117           | 1             | 0.9%          | 1,212                            | 1,162         | 50            | 4.3%         | 1,094                               | 1,045         | 49           | 4.7%         |
| Reliability                                       | 1,821                                      | 1,850         | -29          | -1.6%        | 40                   | 31           | 9          | 29.0%        | 20                 | 20            | 0             | 0.0%          | 1,881                            | 1,901         | -20           | -1.1%        | 1,861                               | 1,881         | -20          | -1.1%        |
| Social Implications of Technology                 | 1,564                                      | 1,604         | -40          | -2.5%        | 49                   | 53           | -4         | -7.5%        | 26                 | 24            | 2             | 8.3%          | 1,639                            | 1,681         | -42           | -2.5%        | 1,613                               | 1,657         | -44          | -2.7%        |
| <b>Div VI Subtotal</b>                            | <b>13,074</b>                              | <b>12,408</b> | <b>666</b>   | <b>5.4%</b>  | <b>428</b>           | <b>434</b>   | <b>-6</b>  | <b>-1.4%</b> | <b>253</b>         | <b>223</b>    | <b>30</b>     | <b>13.5%</b>  | <b>13,755</b>                    | <b>13,065</b> | <b>690</b>    | <b>5.3%</b>  | <b>13,502</b>                       | <b>12,842</b> | <b>660</b>   | <b>5.1%</b>  |
| <b>DIVISION VII</b>                               |                                            |               |              |              |                      |              |            |              |                    |               |               |               |                                  |               |               |              |                                     |               |              |              |
| <b>Power &amp; Energy</b>                         | <b>24,049</b>                              | <b>22,750</b> | <b>1,299</b> | <b>5.7%</b>  | <b>857</b>           | <b>670</b>   | <b>187</b> | <b>27.9%</b> | <b>287</b>         | <b>201</b>    | <b>86</b>     | <b>42.8%</b>  | <b>25,193</b>                    | <b>23,621</b> | <b>1,572</b>  | <b>6.7%</b>  | <b>24,906</b>                       | <b>23,420</b> | <b>1,486</b> | <b>6.3%</b>  |



# Year-over-Year Society Membership, Detail (cont.)

| IEEE Society Membership Totals as of January 2010 |                                            |                |              |             |                      |               |              |              |                    |               |               |              |                                  |                |              |             |                                     |                |              |             |
|---------------------------------------------------|--------------------------------------------|----------------|--------------|-------------|----------------------|---------------|--------------|--------------|--------------------|---------------|---------------|--------------|----------------------------------|----------------|--------------|-------------|-------------------------------------|----------------|--------------|-------------|
| SOCIETY / DIVISION                                | IEEE Higher Grade Members (including GSMs) |                | Change       |             | IEEE Student Members |               | Change       |              | Society Affiliates |               | Change        |              | Society Totals (with affiliates) |                | Change       |             | Society Totals (without affiliates) |                | Change       |             |
| IEEE Societies                                    | 2010                                       | 2009           | #            | %           | 2010                 | 2009          | #            | %            | 2010               | 2009          | #             | %            | 2010                             | 2009           | #            | %           | 2010                                | 2009           | #            | %           |
| <b>DIVISION IX</b>                                |                                            |                |              |             |                      |               |              |              |                    |               |               |              |                                  |                |              |             |                                     |                |              |             |
| Aerospace & Electronic Systems                    | 4,899                                      | 4,925          | -26          | -0.5%       | 178                  | 206           | -28          | -13.6%       | 43                 | 42            | 1             | 2.4%         | 5,120                            | 5,173          | -53          | -1.0%       | 5,077                               | 5,131          | -54          | -1.1%       |
| Geoscience & Remote Sensing                       | 2,837                                      | 2,694          | 143          | 5.3%        | 131                  | 157           | -26          | -16.6%       | 319                | 263           | 56            | 21.3%        | 3,287                            | 3,114          | 173          | 5.6%        | 2,968                               | 2,851          | 117          | 4.1%        |
| Information Theory                                | 3,434                                      | 3,373          | 61           | 1.8%        | 124                  | 141           | -17          | -12.1%       | 32                 | 23            | 9             | 39.1%        | 3,590                            | 3,537          | 53           | 1.5%        | 3,558                               | 3,514          | 44           | 1.3%        |
| Intelligent Transportation Systems                | 1,004                                      | 1,039          | -35          | -3.4%       | 34                   | 28            | 6            | 21.4%        | 21                 | 20            | 1             | 5.0%         | 1,059                            | 1,087          | -28          | -2.6%       | 1,038                               | 1,067          | -29          | -2.7%       |
| Oceanic Engineering                               | 1,692                                      | 1,599          | 93           | 5.8%        | 55                   | 60            | -5           | -8.3%        | 18                 | 16            | 2             | 12.5%        | 1,765                            | 1,675          | 90           | 5.4%        | 1,747                               | 1,659          | 88           | 5.3%        |
| Signal Processing                                 | 14,114                                     | 13,784         | 330          | 2.4%        | 506                  | 421           | 85           | 20.2%        | 119                | 103           | 16            | 15.5%        | 14,739                           | 14,308         | 431          | 3.0%        | 14,620                              | 14,205         | 415          | 2.9%        |
| Vehicular Technology                              | 4,025                                      | 4,080          | -55          | -1.3%       | 114                  | 147           | -33          | -22.4%       | 26                 | 21            | 5             | 23.8%        | 4,165                            | 4,248          | -83          | -2.0%       | 4,139                               | 4,227          | -88          | -2.1%       |
| <b>Div IX Subtotal</b>                            | <b>32,005</b>                              | <b>31,494</b>  | <b>511</b>   | <b>1.6%</b> | <b>1,142</b>         | <b>1,160</b>  | <b>-18</b>   | <b>-1.6%</b> | <b>578</b>         | <b>488</b>    | <b>90</b>     | <b>18.4%</b> | <b>33,725</b>                    | <b>33,142</b>  | <b>583</b>   | <b>1.8%</b> | <b>33,147</b>                       | <b>32,654</b>  | <b>493</b>   | <b>1.5%</b> |
| <b>DIVISION X</b>                                 |                                            |                |              |             |                      |               |              |              |                    |               |               |              |                                  |                |              |             |                                     |                |              |             |
| Computational Intelligence                        | 5,971                                      | 5,599          | 372          | 6.6%        | 351                  | 379           | -28          | -7.4%        | 137                | 119           | 18            | 15.1%        | 6,459                            | 6,097          | 362          | 5.9%        | 6,322                               | 5,978          | 344          | 5.8%        |
| Control Systems                                   | 8,179                                      | 7,996          | 183          | 2.3%        | 396                  | 402           | -6           | -1.5%        | 82                 | 67            | 15            | 22.4%        | 8,657                            | 8,465          | 192          | 2.3%        | 8,575                               | 8,398          | 177          | 2.1%        |
| Engineering in Medicine & Biology                 | 8,136                                      | 7,698          | 438          | 5.7%        | 486                  | 676           | -190         | -28.1%       | 193                | 161           | 32            | 19.9%        | 8,815                            | 8,535          | 280          | 3.3%        | 8,622                               | 8,374          | 248          | 3.0%        |
| Photonics                                         | 6,501                                      | 6,455          | 46           | 0.7%        | 497                  | 529           | -32          | -6.0%        | 105                | 105           | 0             | 0.0%         | 7,103                            | 7,089          | 14           | 0.2%        | 6,998                               | 6,984          | 14           | 0.2%        |
| Robotics & Automation                             | 6,358                                      | 5,856          | 502          | 8.6%        | 720                  | 740           | -20          | -2.7%        | 98                 | 90            | 8             | 8.9%         | 7,176                            | 6,686          | 490          | 7.3%        | 7,078                               | 6,596          | 482          | 7.3%        |
| Systems, Man & Cybernetics                        | 4,535                                      | 3,940          | 595          | 15.1%       | 183                  | 187           | -4           | -2.1%        | 47                 | 43            | 4             | 9.3%         | 4,765                            | 4,170          | 595          | 14.3%       | 4,718                               | 4,127          | 591          | 14.3%       |
| <b>Div X Subtotal</b>                             | <b>39,680</b>                              | <b>37,544</b>  | <b>2,136</b> | <b>5.7%</b> | <b>2,633</b>         | <b>2,913</b>  | <b>-280</b>  | <b>-9.6%</b> | <b>662</b>         | <b>585</b>    | <b>77</b>     | <b>13.2%</b> | <b>42,975</b>                    | <b>41,042</b>  | <b>1,933</b> | <b>4.7%</b> | <b>42,313</b>                       | <b>40,457</b>  | <b>1,856</b> | <b>4.6%</b> |
| <b>TOTAL</b>                                      | <b>286,247</b>                             | <b>283,710</b> | <b>2,537</b> | <b>0.9%</b> | <b>15,558</b>        | <b>14,363</b> | <b>1,195</b> | <b>8.3%</b>  | <b>19,964</b>      | <b>21,558</b> | <b>-1,594</b> | <b>-7.4%</b> | <b>321,769</b>                   | <b>319,631</b> | <b>2,138</b> | <b>0.7%</b> | <b>301,805</b>                      | <b>298,073</b> | <b>3,732</b> | <b>1.3%</b> |



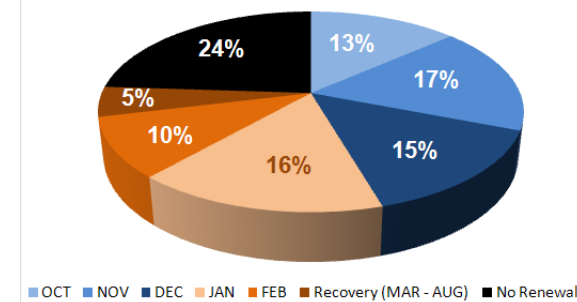
## 2010 Renewals

### IEEE Membership Renewal / Retention - January 2010

| REGION        | PROFESSIONALS  |                |              | GRADUATE STUDENTS |               |              | UNDERGRADUATE STUDENTS |              |              | TOTAL MEMBERS  |                |              |
|---------------|----------------|----------------|--------------|-------------------|---------------|--------------|------------------------|--------------|--------------|----------------|----------------|--------------|
|               | Opportunity    | Renewal        |              | Opportunity       | Renewal       |              | Opportunity            | Renewal      |              | Opportunity    | Renewal        |              |
|               |                | #              | %            |                   | #             | %            |                        | #            | %            |                | #              | %            |
| 1             | 31,876         | 24,249         | 76.1%        | 1,674             | 1,076         | 64.3%        | 1,469                  | 592          | 40.3%        | 35,019         | 25,917         | 74.0%        |
| 2             | 27,804         | 21,312         | 76.7%        | 1,569             | 1,003         | 63.9%        | 1,596                  | 664          | 41.6%        | 30,969         | 22,979         | 74.2%        |
| 3             | 24,934         | 18,573         | 74.5%        | 1,961             | 1,278         | 65.2%        | 1,945                  | 725          | 37.3%        | 28,840         | 20,576         | 71.3%        |
| 4             | 18,968         | 14,214         | 74.9%        | 1,575             | 1,050         | 66.7%        | 1,496                  | 640          | 42.8%        | 22,039         | 15,905         | 72.2%        |
| 5             | 24,399         | 18,213         | 74.6%        | 1,461             | 992           | 67.9%        | 1,597                  | 587          | 36.8%        | 27,457         | 19,792         | 72.1%        |
| 6             | 49,594         | 36,974         | 74.6%        | 2,704             | 1,771         | 65.5%        | 2,490                  | 988          | 39.7%        | 54,789         | 39,733         | 72.5%        |
| <b>R 1-6</b>  | <b>177,575</b> | <b>133,535</b> | <b>75.2%</b> | <b>10,944</b>     | <b>7,170</b>  | <b>65.5%</b> | <b>10,593</b>          | <b>4,196</b> | <b>39.6%</b> | <b>199,113</b> | <b>144,902</b> | <b>72.8%</b> |
| 7             | 13,011         | 9,239          | 71.0%        | 1,530             | 1,245         | 81.4%        | 1,097                  | 571          | 52.1%        | 15,638         | 11,055         | 70.7%        |
| 8             | 49,592         | 32,309         | 65.1%        | 8,092             | 5,307         | 65.6%        | 7,283                  | 2,182        | 30.0%        | 64,967         | 39,798         | 61.3%        |
| 9             | 7,305          | 3,788          | 51.9%        | 1,039             | 640           | 61.6%        | 4,642                  | 644          | 13.9%        | 12,986         | 5,072          | 39.1%        |
| 10            | 44,467         | 28,985         | 65.2%        | 8,027             | 3,303         | 41.1%        | 19,167                 | 2,334        | 12.2%        | 71,661         | 34,622         | 48.3%        |
| <b>R 7-10</b> | <b>114,375</b> | <b>74,321</b>  | <b>65.0%</b> | <b>18,688</b>     | <b>10,495</b> | <b>56.2%</b> | <b>32,189</b>          | <b>5,731</b> | <b>17.8%</b> | <b>165,252</b> | <b>90,547</b>  | <b>54.8%</b> |
| <b>TOTAL</b>  | <b>291,950</b> | <b>207,861</b> | <b>71.2%</b> | <b>29,632</b>     | <b>17,666</b> | <b>59.6%</b> | <b>42,782</b>          | <b>9,927</b> | <b>23.2%</b> | <b>364,365</b> | <b>235,455</b> | <b>64.6%</b> |

Last Year >  
61.0% through Jan

2009 Renewal - Total Members  
% of Member Renewals by Period



# 2010 Retention Challenge: +0.5% higher-grade, +1.0% student

## 2010 Retention Goals & Progress - JAN 2010

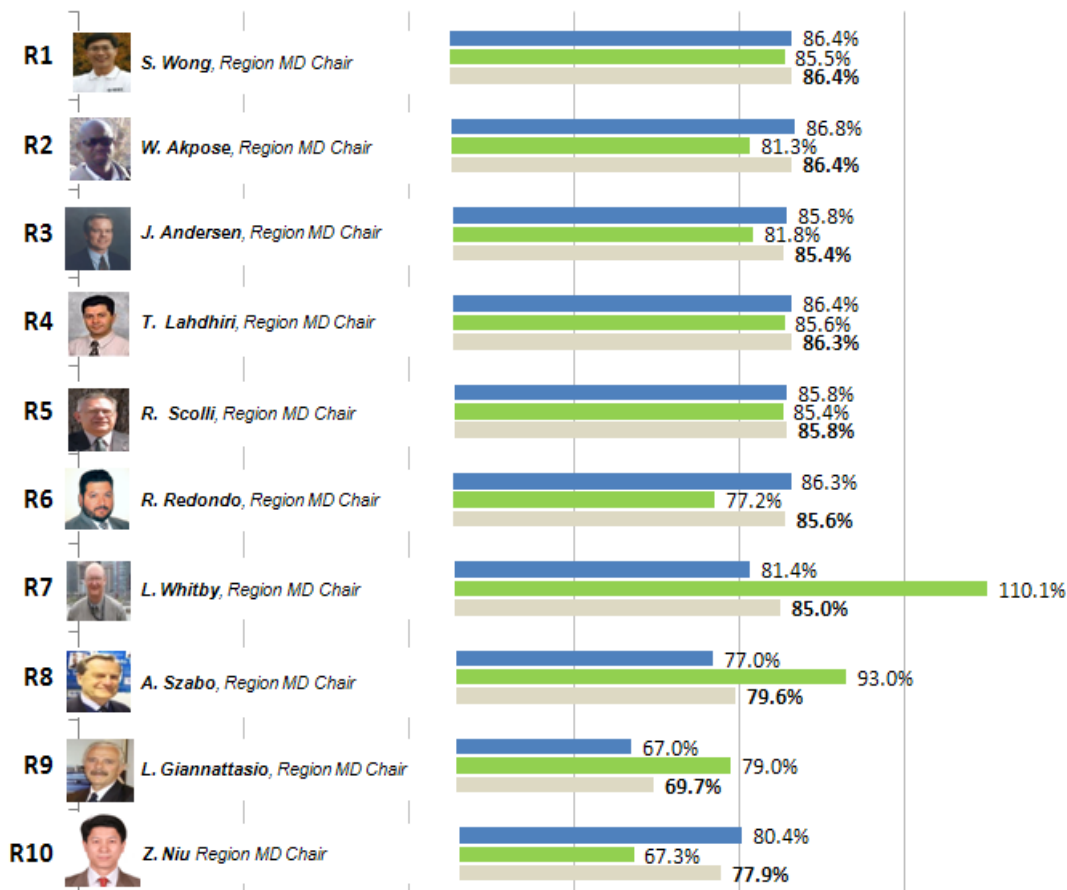
2010 membership year concludes 15 August 2010

Renewals (% of Goal): HG 207,856 (83.2%) ST 27,592 (82.2%) Total 235,448 (83.1%)

### 2010 RETENTION GOALS

HG / ST / Total  
249,775 / 33,550 / 283,325

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



### Goals by Region

Higher-Grade/Student / Total

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

Note: All student counts combine graduate and undergraduate members



## 2010 Renewals – First-Year Members

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

| REGION | PROFESSIONALS |         |       | GRADUATE STUDENTS |         |       | UNDERGRADUATE STUDENTS |         |       | TOTAL MEMBERS |         |       |
|--------|---------------|---------|-------|-------------------|---------|-------|------------------------|---------|-------|---------------|---------|-------|
|        | Opportunity   | Renewal |       | Opportunity       | Renewal |       | Opportunity            | Renewal |       | Opportunity   | Renewal |       |
|        |               | #       | %     |                   | #       | %     |                        | #       | %     |               | #       | %     |
| 1      | 2,114         | 633     | 29.9% | 705               | 293     | 41.6% | 1,008                  | 326     | 32.3% | 3,827         | 1,252   | 32.7% |
| 2      | 2,068         | 641     | 31.0% | 588               | 245     | 41.7% | 1,121                  | 383     | 34.2% | 3,777         | 1,269   | 33.6% |
| 3      | 2,174         | 582     | 26.8% | 746               | 335     | 44.9% | 1,392                  | 397     | 28.5% | 4,312         | 1,314   | 30.5% |
| 4      | 1,590         | 548     | 34.5% | 654               | 302     | 46.2% | 1,085                  | 378     | 34.8% | 3,329         | 1,228   | 36.9% |
| 5      | 2,133         | 685     | 32.1% | 598               | 272     | 45.5% | 1,178                  | 363     | 30.8% | 3,909         | 1,320   | 33.8% |
| 6      | 3,508         | 1,086   | 31.0% | 1,031             | 431     | 41.8% | 1,786                  | 553     | 31.0% | 6,325         | 2,070   | 32.7% |
| R 1-6  | 13,587        | 4,175   | 30.7% | 4,322             | 1,878   | 43.5% | 7,570                  | 2,400   | 31.7% | 25,479        | 8,453   | 33.2% |
| 7      | 1,409         | 490     | 34.8% | 540               | 357     | 66.1% | 696                    | 316     | 45.4% | 2,645         | 1,163   | 44.0% |
| 8      | 7,206         | 2,057   | 28.5% | 3,669             | 1,836   | 50.0% | 5,325                  | 1,053   | 19.8% | 16,200        | 4,946   | 30.5% |
| 9      | 1,419         | 259     | 18.3% | 442               | 204     | 46.2% | 3,682                  | 356     | 9.7%  | 5,543         | 819     | 14.8% |
| 10     | 7,746         | 2,179   | 28.1% | 5,202             | 1,371   | 26.4% | 16,244                 | 1,504   | 9.3%  | 29,192        | 5,054   | 17.3% |
| R 7-10 | 17,780        | 4,985   | 28.0% | 9,853             | 3,768   | 38.2% | 25,947                 | 3,229   | 12.4% | 53,580        | 11,982  | 22.4% |
| TOTAL  | 31,367        | 9,161   | 29.2% | 14,175            | 5,646   | 39.8% | 33,518                 | 5,629   | 16.8% | 79,059        | 20,436  | 25.8% |

Total Retention

71.2%

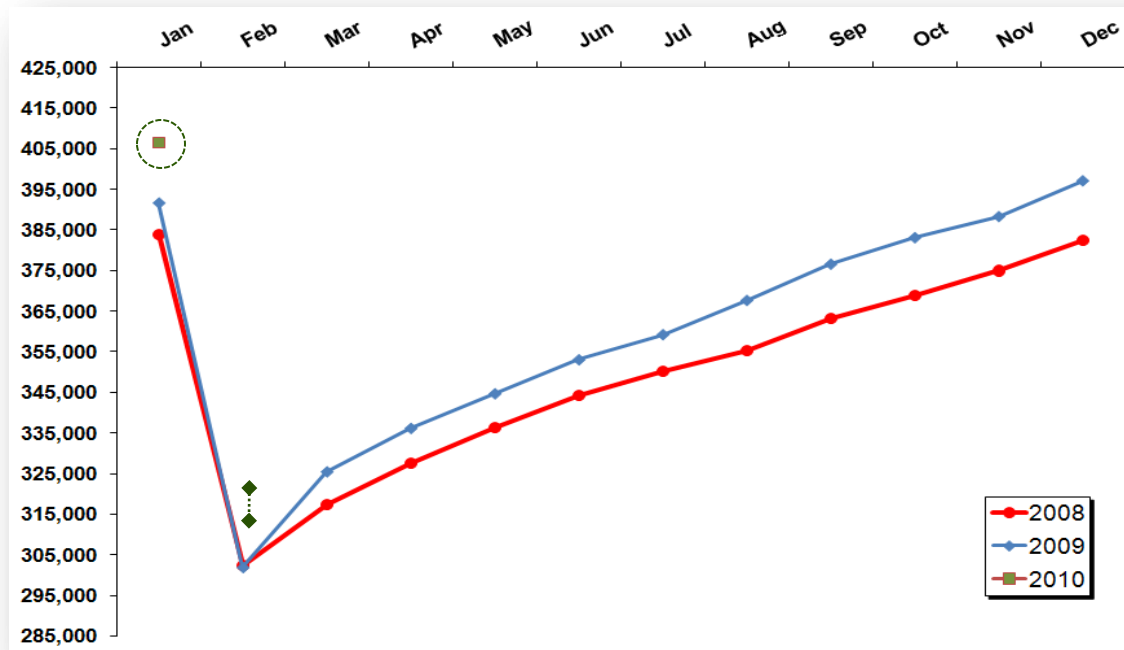
59.6%

23.2%

64.6%



## Looking Ahead ...



### Jan's position:

Forecast: 405,000 – 407,000

**Actual: 406,250**

### Feb's position:

➤ Determined by two factors:

- 1) Cumulative 2010 renewals, year-over-year through Feb
- 2) The month's year-over-year recruitment and reinstatement

### March's position:

➤ Determined by the month's year-over-year recovery, recruitment, and reinstatement

Through Jan '10: +7,500 in year-over-year renewals

- Renewal opportunity in 2010 is 10,000 members larger than 2009
- Probability of sustaining the +7,500 variance decreases as we progress into the renewal / recovery period
- +7,500 variance can be sustained if we improve our member retention rates
- **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**



# thank you



# Updates & Reminders / Direction

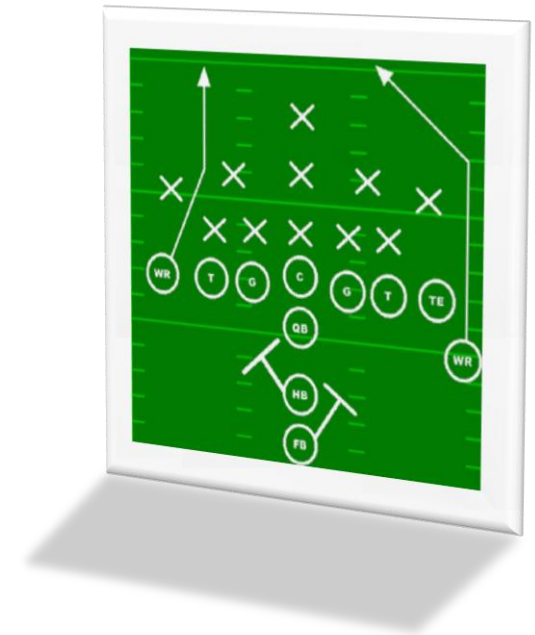


Presented by:  
**Thomas G. Habetler**  
*Chair, IEEE MRRC*



## 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



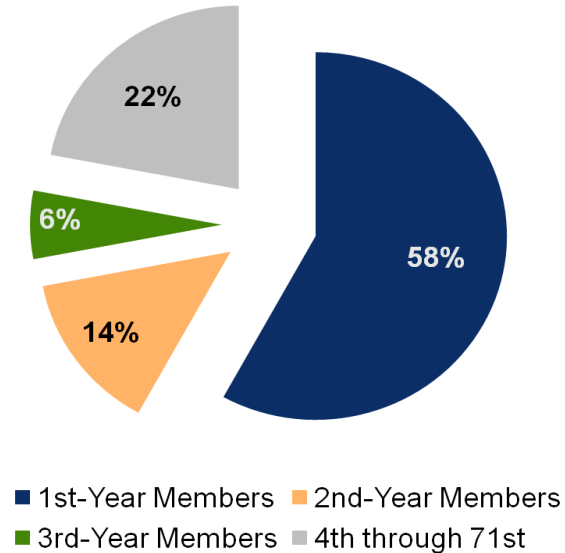
All the while ... MD Staff support:

- Retention / arrears recovery campaigns, electronic and print (through August)
- Recruitment / incomplete applications / reinstatement campaigns (monthly)
- Recruitment / authors outreach (May timeframe)



## Sustaining our accomplishments ...

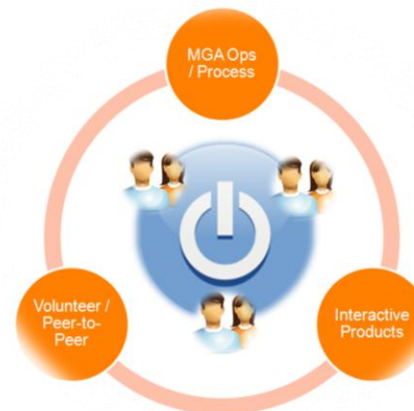
### Member Attrition



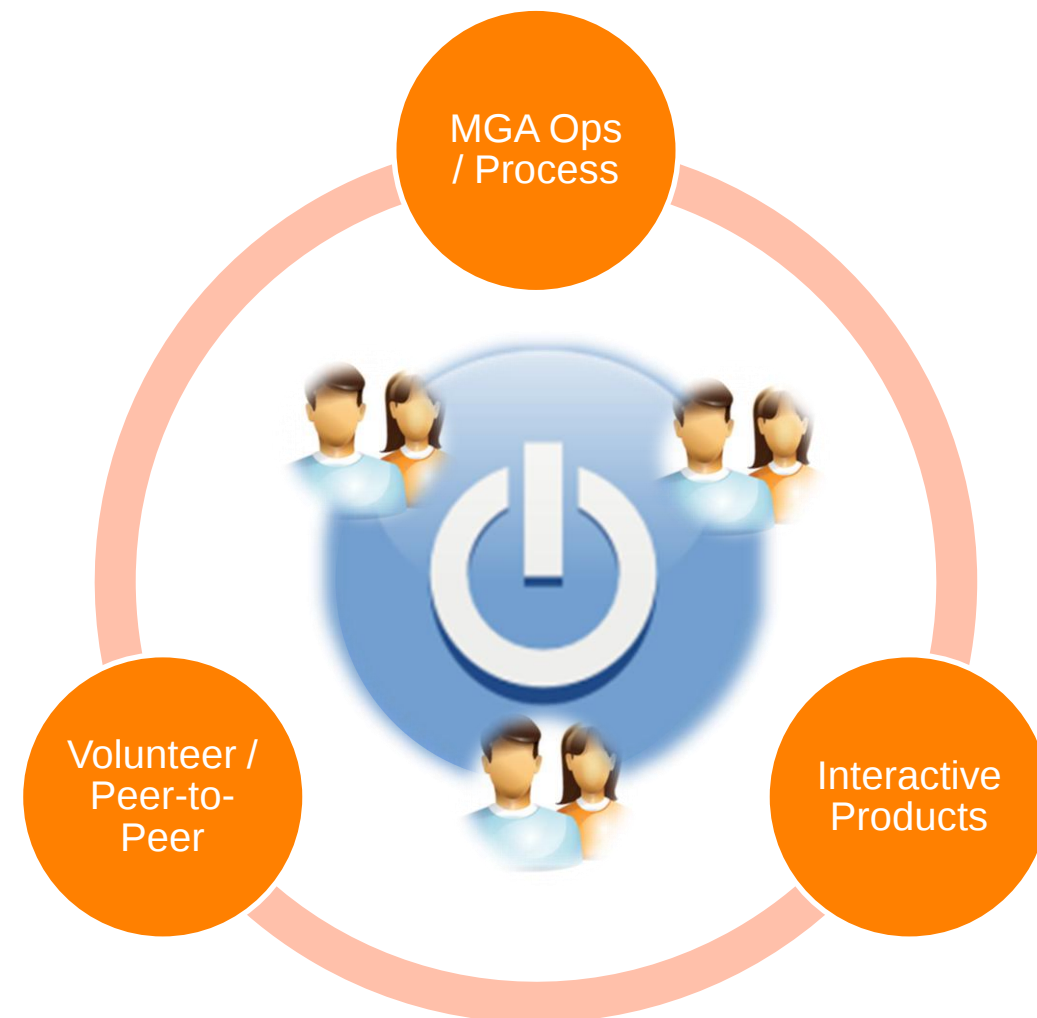
2009 membership  
accomplishments



first-year member  
experience strategy  
Implementation



## First-Year Member Strategy & Engagement



**Now Available!**

New SAMIEEE Query -  
“(MD) First Year Members Not  
Renewed”

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 ?

## 2010 Membership Year Renewal / Recovery Schedule

| 2010 Membership Year – IEEE HQ Renewal / Recovery Campaign Schedule                                                                                                                                                       |                                                                                                                                                                                                                                 |                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>SEP</u></b><br><br>< renewal opens for 2010 membership year ><br><br>Print invoice mails to HG members                                                                                                              | <b><u>OCT</u></b><br><br>E-mail renewal notice to all members                                                                                                                                                                   | <b><u>NOV</u></b><br><br>E-mail renewal reminder notice to all members                                                                                  |
| <b><u>DEC</u></b><br><br>E-mail renewal reminder notice to all members                                                                                                                                                    | <b><u>JAN '10</u></b><br><br>< membership becomes past-due for un-renewed members ><br><br>Print/postal past-due notice to all HG members un-renewed as of 1 Jan; E-mail past-due notice to all students un-renewed as of 1 Jan | <b><u>FEB</u></b><br><br>E-mail reminder(s) to all members un-renewed, alerting of pending service deactivation<br><br>< service deactivation, 28 Feb > |
| <b><u>MAR</u></b><br><br>Print/postal recovery post cards to HG members in Arrears; E-mail deactivation notices to all members in Arrears.<br><br>Telemarketing recovery outreach to all HG members in Arrears commences. | <b><u>APR</u></b><br><br>E-mail recovery outreach to all members in Arrears.<br><br>Commencement of telemarketing recovery outreach to all HG members in Arrears                                                                | <b><u>MAY</u></b><br><br>E-mail recovery outreach to all members in Arrears.<br><br>Telemarketing recovery outreach to all HG members in Arrears        |
| <b><u>JUN</u></b><br><br>E-mail recovery outreach to all members in Arrears.<br><br>Telemarketing recovery outreach to all HG members in Arrears                                                                          | <b><u>JUL</u></b>                                                                                                                                                                                                               | <b><u>AUG</u></b><br><br>< conclusion of 2010 membership year, 15 Aug >                                                                                 |



## Future MD Webcast Topics & Speakers – Tentative Schedule

### MARCH

- Getting the “Non-Joiner” to Join
- First Year Member Experience Update

### APRIL

- myIEEE Update
- Senior Member Elevation



## Wrap Up / Direction – Next Webcast

Saturday, 20 March 2010



# Thank you !



# Open Floor Q&A



# APPENDIX

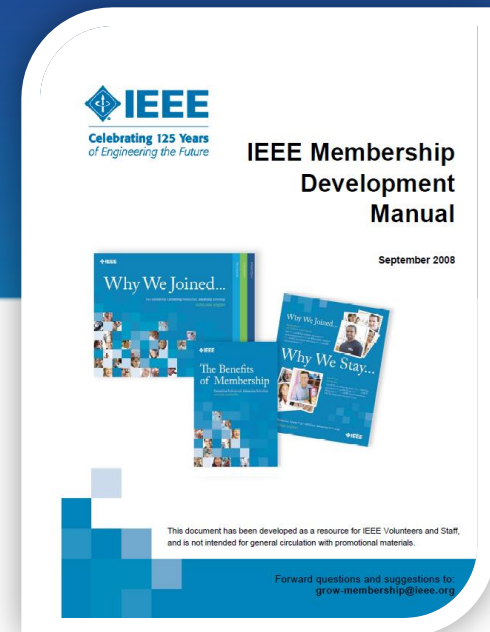


## Appendix

# Field Team Resources

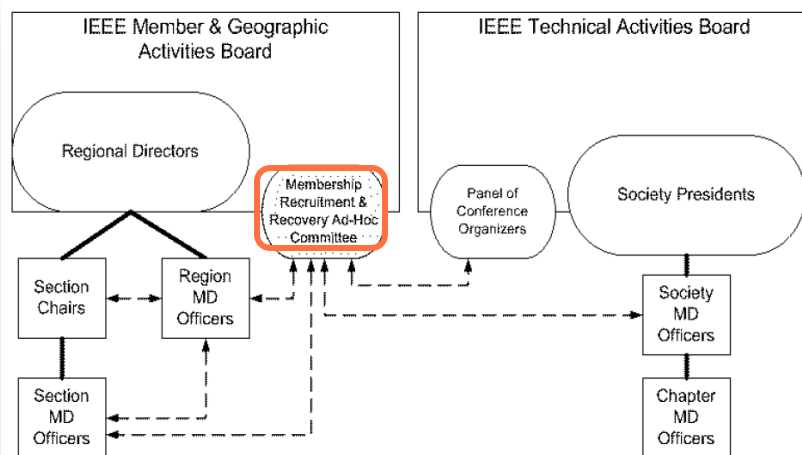


Presented by:  
**Thomas G. Habetler**  
*Chair, IEEE MRRC*



## 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



### 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

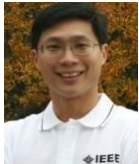
The MGA will develop sections, and regions and reward them based on their measured success

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

IEEE and its members’ achievements are universally recognized



## The Regional “Field Team” (2010)



R1 - Gim Soon Wan



R6 - Ronald G. Redondo



R2 - Wole Akpose



R7 - Lawrence Whitby



R3 - Jim Anderson



R8 - Aleksandar Szabo



R4 - Tarek Lahdhiri



R9 - Gustavo Giannattasio



R5 - Robert Scoll



R10 - Zhisheng Niu



## 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         |



# Membership Development Portal – [www.ieee.org/md](http://www.ieee.org/md)

The screenshot shows the IEEE Membership Development Portal. The header includes the IEEE logo, the tagline "The world's leading professional association for the advancement of technology", and a search bar. Navigation menus include "About Us", "Membership", "Publications", "Conferences", "Standards", "Careers", "Education", "Volunteers", "Societies", and "Geographic Activities". The main content area is titled "Membership Development" and includes a "Printer Friendly" link. It features a list of key functions: increasing membership by recruiting new members, retaining current members, promoting elevations in grade, increasing society memberships, increasing awareness of IEEE values, and providing efficient communication. There are also sections for "Committees & Contacts", "LOG-IN (web account required)", "GUIDES", "Benefit Development Toolkit Regions 7-10", "RETENTION PROGRAMS & TOOLS", and "RECRUITMENT PROGRAMS & TOOLS".

- 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



# Online Order Form – [www.ieee.org/mdsupplies](http://www.ieee.org/mdsupplies)



The world's leading professional association  
for the advancement of technology

[IEEE Home](#)
[Volunteers](#)
[Membership Development](#)

## IEEE Membership Development Supply Order Form

A favorite resource to membership development officers is the online order form for membership recruitment materials. The form is accessible 24x7. IEEE HQ will ship the requested materials to the address indicated by the requestor under Shipping Information below, at no cost to you.

- Customized order
- Prepackaged Recruitment Kit (Professional-Grade Membership)
- Prepackaged Recruitment Kit (Student-Grade Membership)

| ITEMS                                                                                                                                                             | QUANTITY                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Membership Brochure/Application (EZ1)                                            | <input type="text"/>         |
| Student Membership Brochure (EZ4U)                                               | <input type="text"/>         |
| IEEE Special Interest Memberships & Subscriptions Catalog (F40S)                 | <input type="text"/> (5 MAX) |
| IEEE Special Interest Memberships & Subscriptions for Students Catalog (F40STS)  | <input type="text"/> (5 MAX) |
| Senior Member Elevation Packet (B5B)                                             | <input type="text"/>         |
| Promotional Poster for IEEE Membership (11" x 17")                               | <input type="text"/>         |
| Promotional Poster for Student Membership (11" x 17")                            | <input type="text"/>         |
| IEEE Bookmark (2" x 7")                                                          | <input type="text"/>         |
| GOLD Poster (11" x 17")                                                          | <input type="text"/>         |
| MGM flyer (5.5" x 8.5")                                                          | <input type="text"/>         |

**Size descriptions:**

| Membership Recruitment Kit - Professional Grade       |       |        |       |
|-------------------------------------------------------|-------|--------|-------|
| Contents                                              | Small | Medium | Large |
| Membership Brochure/Application (EZ1)                 | 50    | 100    | 150   |
| Student Membership Brochure (EZ4U)                    | 15    | 30     | 45    |
| Promotional Poster for IEEE Membership (11" x 17")    | 5     | 10     | 15    |
| Promotional Poster for Student Membership (11" x 17") | 5     | 10     | 15    |
| MGM flyer (5.5" x 8.5")                               | 5     | 10     | 15    |
| MGM Business Card (3.5" x 2")                         | 25    | 50     | 75    |
| IEEE Bookmark (2" x 7")                               | 25    | 50     | 75    |
| Membership CD-ROM                                     | 5     | 10     | 15    |
| Welcome to the IEEE Guide to Membership               | 1     | 2      | 3     |
| Member Benefits at a Glance                           | 1     | 2      | 3     |

**SELECT KIT** ☐ Small ☐ Medium ☐ Large

**PREPACKAGED RECRUITMENT KIT (Student-Grade Membership) **

**Size descriptions:**

| Membership Recruitment Kit - Student Grade            |       |        |       |
|-------------------------------------------------------|-------|--------|-------|
| Contents                                              | Small | Medium | Large |
| Student Membership Brochure (EZ4U)                    | 50    | 100    | 150   |
| Membership Brochure/Application (EZ1)                 | 15    | 30     | 45    |
| Promotional Poster for IEEE Membership (11" x 17")    | 5     | 10     | 15    |
| Promotional Poster for Student Membership (11" x 17") | 5     | 10     | 15    |
| MGM flyer (5.5" x 8.5")                               | 5     | 10     | 15    |
| MGM Business Card (3.5" x 2")                         | 25    | 50     | 75    |
| IEEE Bookmark (2" x 7")                               | 25    | 50     | 75    |
| Membership CD-ROM                                     | 5     | 10     | 15    |
| Welcome to the IEEE Guide to Membership               | 1     | 2      | 3     |
| Member Benefits at a Glance                           | 1     | 2      | 3     |



## Online MD Resources

- The web page to join the IEEE
- The web page for MD volunteers
- The web page for IEEE benefits
  - [www.ieee.org/benefits](http://www.ieee.org/benefits)

[www.ieee.org/join](http://www.ieee.org/join)  
[www.ieee.org/md](http://www.ieee.org/md)

- Your Region web page
- Your Section web page
- Your Chapter web page
- Your Conference web page
- Your Student Branch web page

[www.ieee.org/??](http://www.ieee.org/??)  
[www.ieee.org/??](http://www.ieee.org/??)  
[www.ieee.org/??](http://www.ieee.org/??)  
[www.ieee.org/??](http://www.ieee.org/??)  
[www.ieee.org/??](http://www.ieee.org/??)

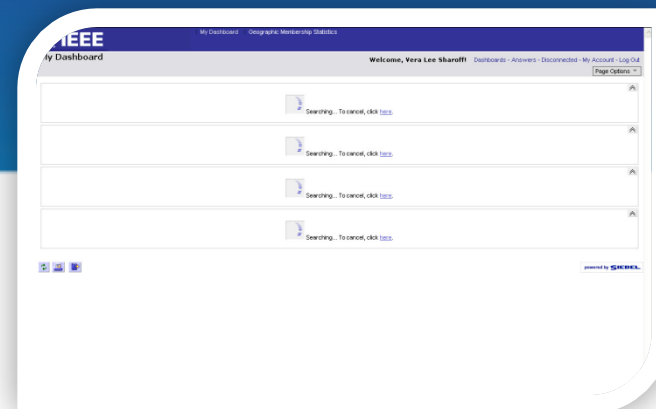


Appendix

# The SAMIEE / MD Dashboard – Step-by-Step Configuration

**Prepared by:**  
**Helen Shiminsky**  
*MGA Information Process Specialist*  
*Contact: [h.shiminsky@ieee.org](mailto:h.shiminsky@ieee.org)*

**Cathy Downer**  
*MGA MD Manager*  
*Contact: [c.downer@ieee.org](mailto:c.downer@ieee.org)*

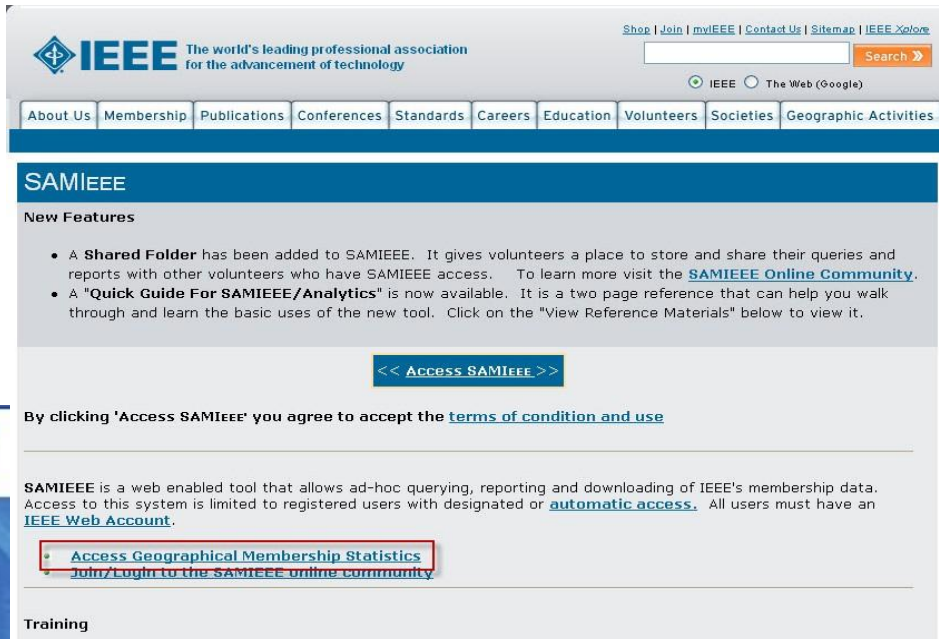


# MD Dashboard Access

- 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



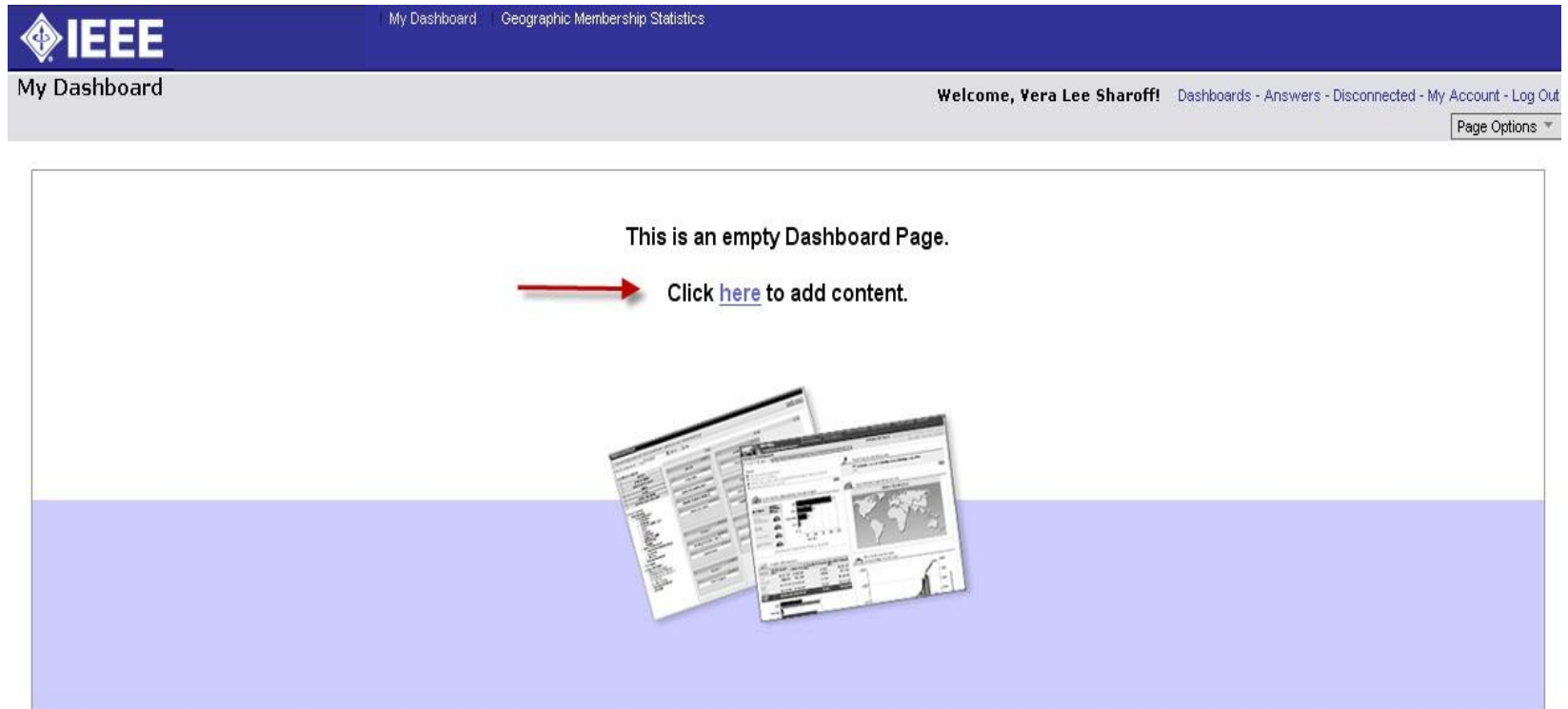
The Siebel Analytics login screen features a blue header with the Siebel logo and the text 'Siebel Analytics'. Below the header, a message states: 'The content you've requested requires that you be logged in to the Siebel Analytics Server. Please enter your User ID and Password below, and then press the Log In button.' The login form includes fields for 'User ID' (containing 'your userid') and 'Password' (masked with dots). There is a checkbox for 'Remember my ID and password' and a 'Log In' button. A red arrow points to the Password field.



The IEEE SAMIEEE home page features the IEEE logo and tagline 'The world's leading professional association for the advancement of technology'. It includes a navigation menu with links: About Us, Membership, Publications, Conferences, Standards, Careers, Education, Volunteers, Societies, and Geographic Activities. The main content area is titled 'SAMIEEE' and lists 'New Features' such as a 'Shared Folder' and a 'Quick Guide For SAMIEEE/Analytics'. A button labeled '<< Access SAMIEEE >>' is present. Below this, a disclaimer states: 'By clicking "Access SAMIEEE" you agree to accept the terms of condition and use'. A description of SAMIEEE follows, mentioning its capabilities for querying, reporting, and downloading membership data. A red box highlights the link 'Access Geographical Membership Statistics' under the heading 'Join/Login to the SAMIEEE online community'. A 'Training' section is also visible at the bottom.



# Opening Dashboard



powered by SIEBEL

Click to add content at middle of screen



# Selecting Queries available from “My Folder” or “Shared Folders” to pull into the dashboard

The screenshot displays the **Dashboard Editor** interface. At the top, a blue header bar contains the title **Dashboard Editor**. Below it, a light purple bar provides instructions: "Drag and drop Dashboard Objects and Saved Content onto your current Dashboard." and includes **Save** and **Cancel** buttons. The main workspace is divided into three sections:

- Dashboard Objects:** A vertical list on the left containing: Section, Link or Image, Embedded Content, HTML, Folder, Guided Nav. Link, Briefing Book Nav. Link, and Advanced Report.
- Saved Content:** A tree view on the left showing the hierarchy: Dashboards > My Dashboard > Geographic Membership Statistics > My Folder. Under **My Folder**, several queries are listed with checkboxes, including "Current Society Members with Contact I", "Active IEEE Members - Current GOLD (G", "(GEO) Active Member Counts by Grade,", and "(SOC) Current Society Members by Sec". Below this, **Shared Folders** are listed: SAMleee, IEEE Membership Statistics, and IEEE Volunteer Queries.
- Section Setup Area:** A large central workspace where a new dashboard object is being added. A red arrow points to the **Properties** and **Delete** buttons in the top right corner of this area.

Two red arrows provide additional context: one points from the text "Section Setup Area" to the top right of the workspace, and another points from the text "Dashboard Objects and Saved Content Area" to the left sidebar.

# Find “Shared Folders”, Click on SAMIEEE to open, Click on Subfolder “Geographic Predefined Queries”

The screenshot shows the 'Dashboard Editor' interface. On the left, there is a sidebar with a list of 'Saved Content'. Under the 'Shared Folders' section, the 'SAMIEEE' folder is highlighted with a red box. A red arrow points from the text 'Shared Folders SAMIEEE Folder/Geographic Predefined Folders' to the 'SAMIEEE' folder. The 'SAMIEEE' folder contains a subfolder named 'Geographic Predefined Queries'. The main area of the dashboard editor is currently empty, showing a 'Properties' button and a 'Delete' button.



# NEW Files in Predefined Queries – labeled (MD)

**Dashboard Editor**

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

Save Cancel

**My Dashboard** Page Page 1 ☒ Allow Personal Saved Selections

(GEO) Active Members Contact

(GEO) Active Member Counts by

(GEO) Active Society Members

(GEO) Address Label Fields - A

(GEO) Arrears - Member Contac

(GEO) Current IEEE Life Member

(GEO) Email Addresses - Active

(GEO) New IEEE Members - last

(GEO) Society Member Counts k

(GEO) Volunteer History for Act

(GEO) Active Members with no

(GEO) Current IEEE Life Member

(GEO) Postal Code Counts for A

(GEO) SM Upgrade - 1st Level F

(GEO) White File - Active Membe

(GEO) White File - All Members

(GEO) All Members - Grade, Sta

(GEO) Members Moved into Sec

(GEO) Renewal Year for All Mei

(GEO) Current Society Chapter

(GEO) Current Life Members wit

(GEO) Active IEEE Women In En

(GEO) Current Student Branch C

(GEO) 2008 Last Renewal Year

(GEO) Current Educational Activ

(GEO) Active Student Member C

(GEO) Current Student Branches

(GEO) Active Student Members,

(GEO) Active Society Members

(GEO) Current Section and Subs

(GEO) Inactive Members (includi

(MD) Members Joining in Past 30

(MD) All Members Joining Since

(MD) Members in Arrears (cont

(MD) Inactive Members (contact

**Society Predefined Queries**

IEEE Membership Statistics

IEEE Volunteer Queries

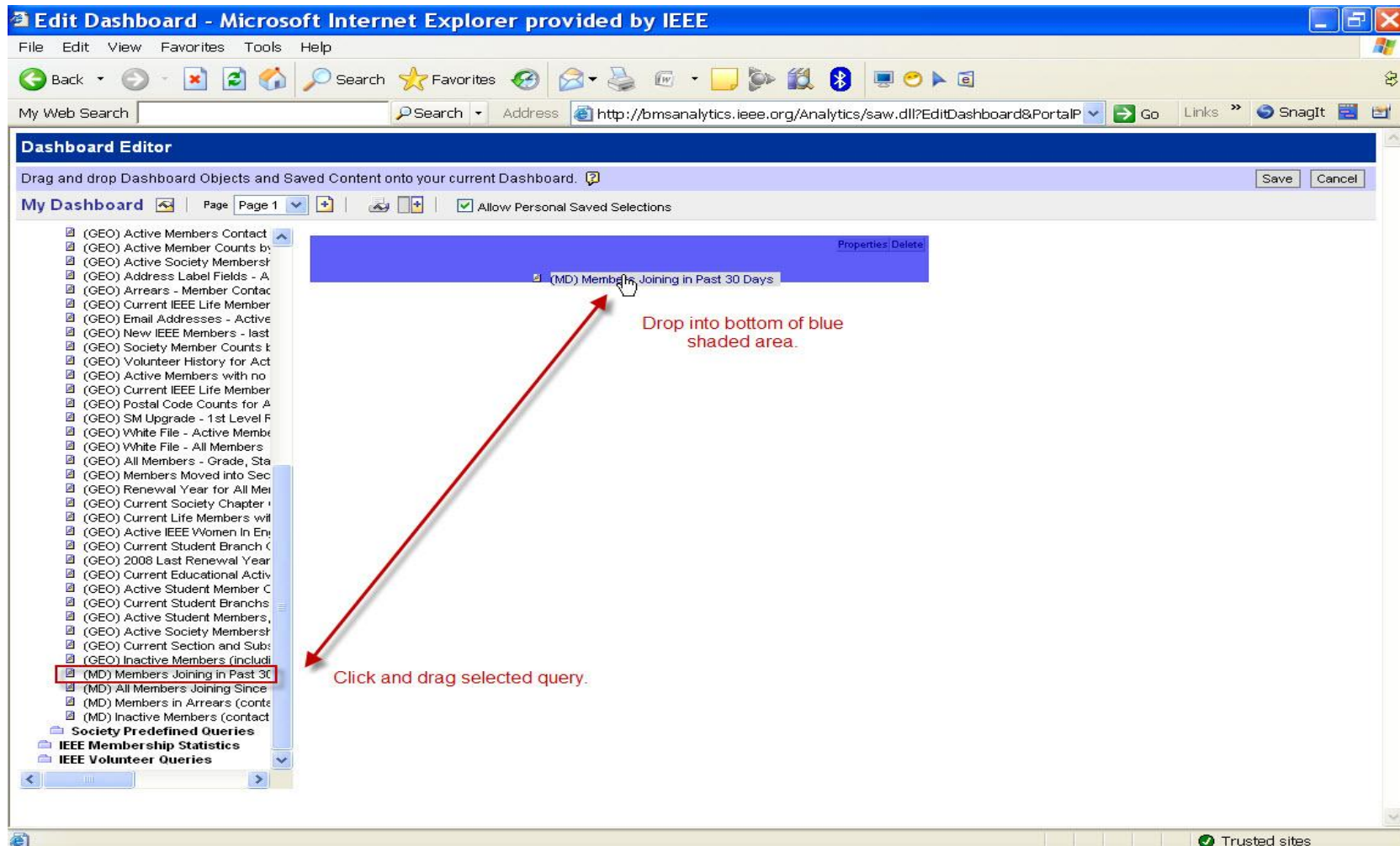
Properties Delete

Scroll down until you find the appropriate queries.

## New

- (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)

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

## Dashboard Editor

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

Save

Cancel

### My Dashboard

Page Page 1



Allow Personal Saved Selections

- (GEO) Active Members Contact
- (GEO) Active Member Counts by
- (GEO) Active Society Members
- (GEO) Address Label Fields - A
- (GEO) Arrears - Member Contac
- (GEO) Current IEEE Life Member
- (GEO) Email Addresses - Active
- (GEO) New IEEE Members - last
- (GEO) Society Member Counts k
- (GEO) Volunteer History for Act
- (GEO) Active Members with no
- (GEO) Current IEEE Life Member
- (GEO) Postal Code Counts for A
- (GEO) SM Upgrade - 1st Level F
- (GEO) White File - Active Membe
- (GEO) White File - All Members
- (GEO) All Members - Grade, Sta
- (GEO) Members Moved into Sec
- (GEO) Renewal Year for All Mem
- (GEO) Current Society Chapter
- (GEO) Current Life Members wil
- (GEO) Active IEEE Women In En
- (GEO) Current Student Branch C
- (GEO) 2008 Last Renewal Year
- (GEO) Current Educational Activ
- (GEO) Active Student Member C
- (GEO) Current Student Branches
- (GEO) Active Student Members,
- (GEO) Active Society Members
- (GEO) Current Section and Subs
- (GEO) Inactive Members (includi
- (MD) Members Joining in Past 30
- (MD) All Members Joining Since
- (MD) Members in Arrears (cont
- (MD) Inactive Members (contact

### Society Predefined Queries

### IEEE Membership Statistics

### IEEE Volunteer Queries

Properties Delete

Properties Rename Delete

**Section 1**

Properties Rename Delete

**(MD) Members Joining in P...**

Query now appears as  
"Section 1" of the  
Dashboard setup.



**Edit Dashboard - Microsoft Internet Explorer provided by IEEE**

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites RSS Bluetooth Network Status

My Web Search Search Address http://bmsanalytics.ieee.org/Analytics/saw.dll?EditDashboard&PortalP Go Links SnagIt

**Dashboard Editor**

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

**My Dashboard** Page Page 1 Allow Personal Saved Selections

(GEO) Active Members Contact  
 (GEO) Active Member Counts by  
 (GEO) Active Society Members  
 (GEO) Address Label Fields - A  
 (GEO) Arrears - Member Contac  
 (GEO) Current IEEE Life Member  
 (GEO) Email Addresses - Active  
 (GEO) New IEEE Members - last  
 (GEO) Society Member Counts k  
 (GEO) Volunteer History for Act  
 (GEO) Active Members with no  
 (GEO) Current IEEE Life Member  
 (GEO) Postal Code Counts for A  
 (GEO) SM Upgrade - 1st Level F  
 (GEO) White File - Active Membe  
 (GEO) White File - All Members  
 (GEO) All Members - Grade, Sta  
 (GEO) Members Moved into Sec  
 (GEO) Renewal Year for All Mei  
 (GEO) Current Society Chapter  
 (GEO) Current Life Members wil  
 (GEO) Active IEEE Women In Eng  
 (GEO) Current Student Branch C  
 (GEO) 2008 Last Renewal Year  
 (GEO) Current Educational Activ  
 (GEO) Active Student Member C  
 (GEO) Current Student Branchs  
 (GEO) Active Student Members,  
 (GEO) Active Society Members  
 (GEO) Current Section and Sub  
 (GEO) Inactive Members (includi  
 (MD) Members Joining in Past 30  
 (MD) All Members Joining Since  
 (MD) Members in Arrears (cont  
 (MD) Inactive Members (contact  
**Society Predefined Queries**  
**IEEE Membership Statistics**  
**IEEE Volunteer Queries**

Properties Delete  
 Properties Rename Delete  
**Section 1**  
 Properties Rename Delete  
 (MD) Members Joining in P...  
 (MD) Members Joining in Past 30 Days

In order to "download" the results of the completed query, properties must be properly set.

Click on the Properties Link on each "specific" query.

javascript:void(null) Trusted sites



**Edit Dashboard - Microsoft Internet Explorer provided by IEEE**

File Edit View Favorites Tools Help

Back Search Favorites Address <http://bmsanalytics.ieee.org/Analytics/saw.dll?EditDashboard&PortalP> Go Links SnagIt

**Dashboard Editor**

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

**My Dashboard** Page Page 1 Allow Personal Saved Selections

(GEO) Active Members Contact  
 (GEO) Active Member Counts by  
 (GEO) Active Society Members  
 (GEO) Address Label Fields - A  
 (GEO) Arrears - Member Contac  
 (GEO) Current IEEE Life Member  
 (GEO) Email Addresses - Active  
 (GEO) New IEEE Members - last  
 (GEO) Society Member Counts k  
 (GEO) Volunteer History for Act  
 (GEO) Active Members with no  
 (GEO) Current IEEE Life Member  
 (GEO) Postal Code Counts for A  
 (GEO) SM Upgrade - 1st Level F  
 (GEO) White File - Active Membe  
 (GEO) White File - All Members  
 (GEO) All Members - Grade, Sta  
 (GEO) Members Moved into Sec  
 (GEO) Renewal Year for All Mei  
 (GEO) Current Society Chapter  
 (GEO) Current Life Members wil  
 (GEO) Active IEEE Women In En  
 (GEO) Current Student Branch C  
 (GEO) 2008 Last Renewal Year  
 (GEO) Current Educational Activ  
 (GEO) Active Student Member C  
 (GEO) Current Student Branchs  
 (GEO) Active Student Members,  
 (GEO) Active Society Memberst  
 (GEO) Current Section and Subs  
 (GEO) Inactive Members (includi  
 (MD) Members Joining in Past 30  
 (MD) All Members Joining Since  
 (MD) Members in Arrears (cont  
 (MD) Inactive Members (contact

**Society Predefined Queries**

IEEE Membership Statistics  
IEEE Volunteer Queries

Section 1

(MD) Members Joining in P...

Properties Delete

Properties Rename Delete

Properties Rename Delete

Display Results

Report Links...

Show View

Modify Request

Click on Properties and select Report Links.

➤ 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.

javascript:void(null)

Trusted sites



# Completing the Query Download

The screenshot shows the 'Dashboard Editor' window. On the left is a list of dashboard objects, including '(GEO) Active Members Contact', '(GEO) Active Member Counts by...', '(GEO) Active Society Members', '(GEO) Address Label Fields - A...', '(GEO) Arrears - Member Contac...', '(GEO) Current IEEE Life Member', '(GEO) Email Addresses - Active', '(GEO) New IEEE Members - last', '(GEO) Society Member Counts k...', '(GEO) Volunteer History for Act...', '(GEO) Active Members with no...', '(GEO) Current IEEE Life Member', '(GEO) Postal Code Counts for A...', '(GEO) SM Upgrade - 1st Level F...', '(GEO) White File - Active Memb...', '(GEO) White File - All Members', '(GEO) All Members - Grade, Sta...', '(GEO) Members Moved into Sec...', '(GEO) Renewal Year for All Me...', '(GEO) Current Society Chapter', '(GEO) Current Life Members wil...', '(GEO) Active IEEE Women In En...', '(GEO) Current Student Branch C...', '(GEO) 2008 Last Renewal Year', '(GEO) Current Educational Activ...', '(GEO) Active Student Member C...', '(GEO) Current Student Branches', '(GEO) Active Student Members,', '(GEO) Active Society Members', '(GEO) Current Section and Sub...', '(GEO) Inactive Members (includi...', '(MD) Members Joining in Past 30...', '(MD) All Members Joining Since', '(MD) Members in Arrears (cont...', and '(MD) Inactive Members (contact...'. Below this list are 'Society Predefined Queries', 'IEEE Membership Statistics', and 'IEEE Volunteer Queries'. The main workspace shows a dashboard layout with 'Section 1' and a table titled '(MD) Members Joining in P...'. A 'Report Links' dialog box is open, showing options to 'Select links to display'. The 'Download' option is checked, and a red arrow points to it with the text 'Select Download'. The dialog also has 'Modify', 'Refresh', 'Printer Friendly', and 'Add to Briefing Book' options, along with 'OK' and 'Cancel' buttons. Below the dialog, the text 'Then click on OK' is displayed.

Dashboard Editor

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

Save Cancel

My Dashboard Page Page 1 ☒ Allow Personal Saved Selections

(GEO) Active Members Contact  
(GEO) Active Member Counts by...  
(GEO) Active Society Members  
(GEO) Address Label Fields - A...  
(GEO) Arrears - Member Contac...  
(GEO) Current IEEE Life Member  
(GEO) Email Addresses - Active  
(GEO) New IEEE Members - last  
(GEO) Society Member Counts k...  
(GEO) Volunteer History for Act...  
(GEO) Active Members with no...  
(GEO) Current IEEE Life Member  
(GEO) Postal Code Counts for A...  
(GEO) SM Upgrade - 1st Level F...  
(GEO) White File - Active Memb...  
(GEO) White File - All Members  
(GEO) All Members - Grade, Sta...  
(GEO) Members Moved into Sec...  
(GEO) Renewal Year for All Me...  
(GEO) Current Society Chapter  
(GEO) Current Life Members wil...  
(GEO) Active IEEE Women In En...  
(GEO) Current Student Branch C...  
(GEO) 2008 Last Renewal Year  
(GEO) Current Educational Activ...  
(GEO) Active Student Member C...  
(GEO) Current Student Branches  
(GEO) Active Student Members,  
(GEO) Active Society Members  
(GEO) Current Section and Sub...  
(GEO) Inactive Members (includi...  
(MD) Members Joining in Past 30...  
(MD) All Members Joining Since  
(MD) Members in Arrears (cont...  
(MD) Inactive Members (contact...  
Society Predefined Queries  
IEEE Membership Statistics  
IEEE Volunteer Queries

Section 1

(MD) Members Joining in P...

Report Links

Select links to display.

☐ Modify  
☐ Refresh  
☐ Printer Friendly  
☒ Download  
☐ Add to Briefing Book

OK Cancel

Select Download →

Then click on OK

# Complete the query selection and set properties, time to **SAVE!**

**Dashboard Editor**

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

**My Dashboard** Page Page 1 ☐ Allow Personal Saved Selections

**Properties | Delete**

**Section 1**

**Properties | Rename | Delete**

**(MD) Members Joining in P...**

**Properties | Rename | Delete**

**Section 2**

**Properties | Rename | Delete**

**(MD) All Members Joining ...**

**Properties | Rename | Delete**

**Section 3**

**Properties | Rename | Delete**

**(MD) Members in Arrears (...)**

**Properties | Rename | Delete**

**Section 4**

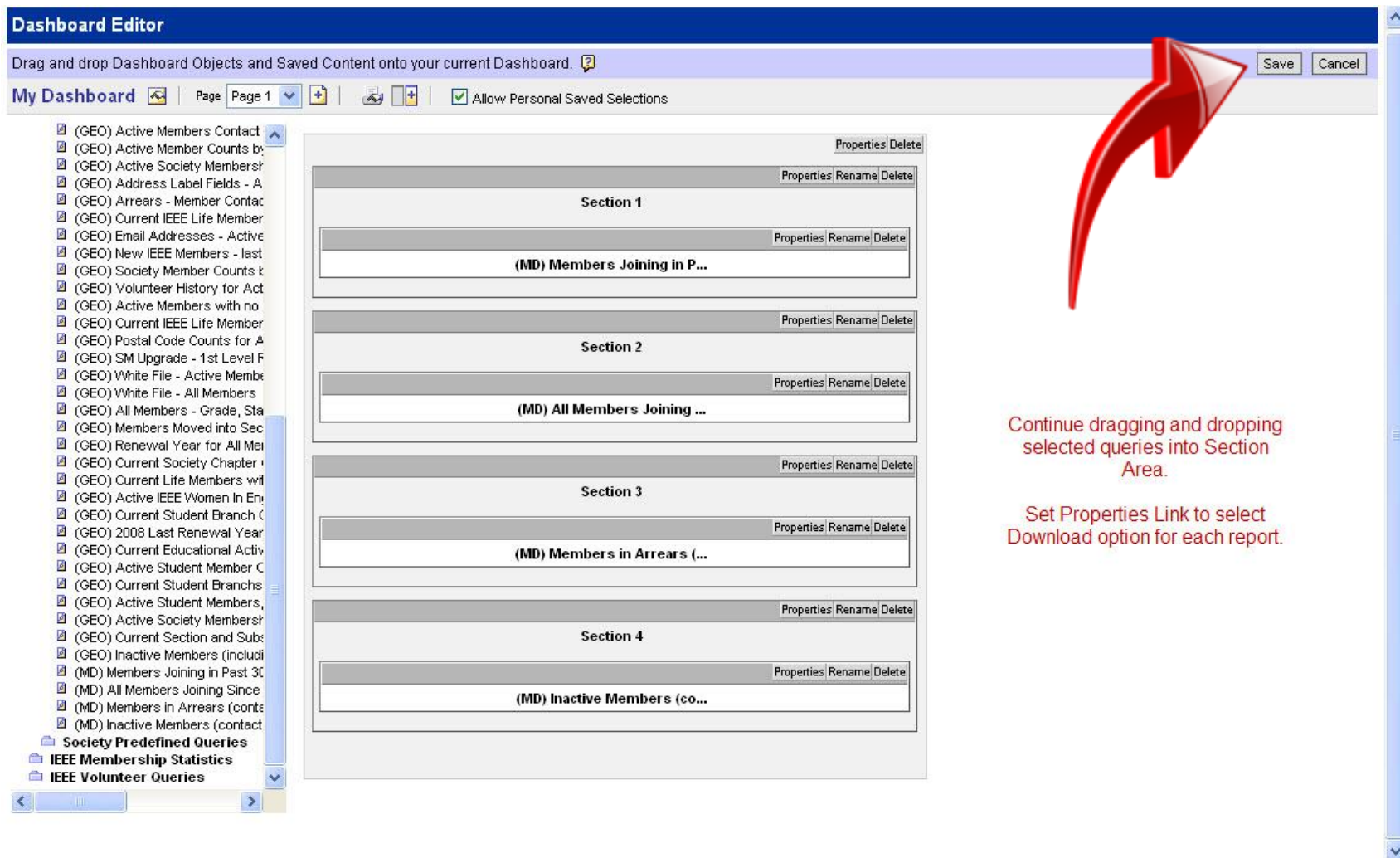
**Properties | Rename | Delete**

**(MD) Inactive Members (co...**

**Society Predefined Queries**

- IEEE Membership Statistics
- IEEE Volunteer Queries

**Save** **Cancel**

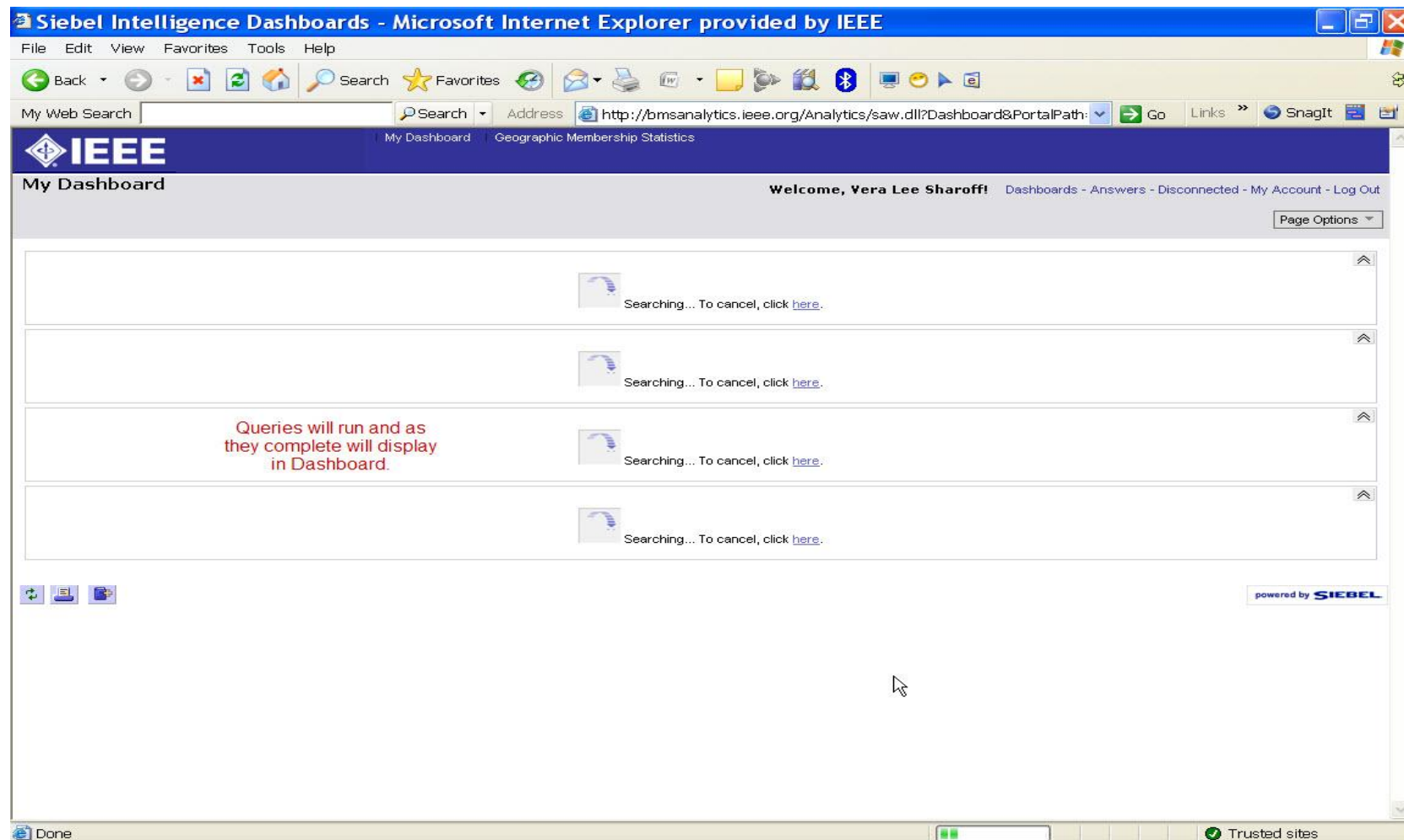


Continue dragging and dropping selected queries into Section Area.

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.



## (MD) Members Joining in Past 30 Days

| Join Date         | Membership or Pub Code | Section Name     | Member Number | Last Name       | First Name | Middle Initial | Email Address                | IEEE Current Grade Description | Primary Company Or Attn   | Primary Address Line 1 | Primary Address Line 2 | Primary Address Line 3 | Primary Address City | Primary Address State/Province |
|-------------------|------------------------|------------------|---------------|-----------------|------------|----------------|------------------------------|--------------------------------|---------------------------|------------------------|------------------------|------------------------|----------------------|--------------------------------|
| 06-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90598784      | Balbuena-Guzman | Francisco  |                | francisco.balbuena@gmail.com | Graduate Student Member        | Savannah State University | 268 Longleaf Cir       |                        |                        | Pooler               | GA                             |
| 02-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90596578      | Clark           | Dominique  |                | clarkd84@hotmail.com         | Student Member                 |                           | 2005 E 50th St         |                        |                        | Savannah             | GA                             |
| 02-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90596587      | Gast            |            |                |                              |                                |                           | 3616 Duane Ct          | Apt A                  |                        | Savannah             | GA                             |
| 08-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90599926      | He              |            |                |                              |                                |                           | 1827 Osprey Point Cir  |                        |                        | Pooler               | GA                             |
| 23-Mar-09 0:00:00 | MEMIEEE500             | Savannah Section | 90590542      | Jacks           |            |                |                              |                                |                           | 3219 College St        | PO Box 21408           |                        | Savannah             | GA                             |
| 27-Mar-09 0:00:00 | MEMIEEE500             | Savannah Section | 90593038      | Murr            |            |                |                              |                                |                           | 10 Falligant Ave       |                        |                        | Savannah             | GA                             |
| 30-Mar-09 0:00:00 | MEMIEEE500             | Savannah Section | 90595030      | Phar            |            |                |                              |                                |                           | 10609 Gray Fox Way     |                        |                        | Savannah             | GA                             |
| 02-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90596666      | Phar            |            |                |                              |                                |                           | 10609 Gray Fox Way     |                        |                        | Savannah             | GA                             |
| 02-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90596665      | Willie          |            |                |                              |                                |                           | 609 Wild Turkey Rd     |                        |                        | Savannah             | GA                             |

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.

[Download](#)

## (MD) All Members Joining Since Beginning of Membership Year

| Join Date | Membership or Pub Code | Section Name | Member Number | Last Name | First Name | Middle Initial | Email Address | IEEE Current Grade Description | Primary Company Or Attn | Primary Address Line 1 | Primary Address Line 2 | Primary Address Line 3 | Primary Address City | Primary Address State/Province |
|-----------|------------------------|--------------|---------------|-----------|------------|----------------|---------------|--------------------------------|-------------------------|------------------------|------------------------|------------------------|----------------------|--------------------------------|
|-----------|------------------------|--------------|---------------|-----------|------------|----------------|---------------|--------------------------------|-------------------------|------------------------|------------------------|------------------------|----------------------|--------------------------------|



## To add, change or delete selected reports

To add, change or delete selected reports, click on Page Options/Edit Dashboard.

| Join Date         | Membership or Pub Code | Section Name     | Member Number | Last Name       | First Name  | Middle Initial | Email Address                | IEEE Current Grade Description | Primary Address Line 1                  | Primary Address Line 2 | Primary Address Line 3 | Address City | Primary Address State/Province |
|-------------------|------------------------|------------------|---------------|-----------------|-------------|----------------|------------------------------|--------------------------------|-----------------------------------------|------------------------|------------------------|--------------|--------------------------------|
| 06-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90598784      | Balbuena-Guzman | Francisco   |                | francisco.balbuena@gmail.com | Graduate Student Member        | Savannah State University               | Cir                    |                        | Pooler       | GA                             |
| 02-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90596578      | Clark           | Dominique   |                | clarkd84@hotmail.com         | Student Member                 |                                         | 2005 E 50th St         |                        | Savannah     | GA                             |
| 02-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90596587      | Gaskin          | Riccardo    | A              | rag_400d@yahoo.com           | Student Member                 | IEEE, Savannah State Univ., Engineering | 3616 Duane Ct          | Apt A                  | Savannah     | GA                             |
| 08-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90599926      | He              | Zhengyu     |                | zhengyu.he@gatech.edu        | Graduate Student Member        |                                         | 1827 Osprey Point Cir  |                        | Pooler       | GA                             |
| 23-Mar-09 0:00:00 | MEMIEEE500             | Savannah Section | 90590542      | Jackson         | steve       |                | tyj21@yahoo.com              | Student Member                 | Savannah State Univ                     | 3219 College St        | PO Box 21408           | Savannah     | GA                             |
| 27-Mar-09 0:00:00 | MEMIEEE500             | Savannah Section | 90593038      | Murrell         | Elizabeth   |                | the.sneaky.panther@gmail.com | Student Member                 |                                         | 10 Falligant Ave       |                        | Savannah     | GA                             |
| 30-Mar-09 0:00:00 | MEMIEEE500             | Savannah Section | 90595030      | Phan            | Christopher | Anh            | fuij831@yahoo.com            | Student Member                 | Savannah State University               | 10609 Gray Fox Way     |                        | Savannah     | GA                             |
| 02-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90596666      | Phan            | Brandon     | A              | fuij216@yahoo.com            | Student Member                 | Savannah State                          | 10609 Gray Fox Way     |                        | Savannah     | GA                             |
| 02-Apr-09 0:00:00 | MEMIEEE500             | Savannah Section | 90596665      | Williams        | Jared       | M              | jared21927@yahoo.com         | Student Member                 | Savannah State University               | 609 Wild Turkey Rd     |                        | Savannah     | GA                             |

[Download](#)



# Completing changes and save

**Dashboard Editor**

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

**My Dashboard** | Page: Page 1 | Allow Personal Saved Selections

**Dashboard Objects**

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

**Saved Content**

- Dashboards**
  - My Dashboard
  - Geographic Membership Statistics
- My Folder**
  - Current Society Members with Contact I
  - Active IEEE Members - Current GOLD (G
  - (SOC) Current Society Members by Sec
  - (MD) Inactive Members (contact informa
  - (MD) Members Joining in Past 30 Days
- Shared Folders**
  - SAMleee
  - IEEE Membership Statistics
  - IEEE Volunteer Queries

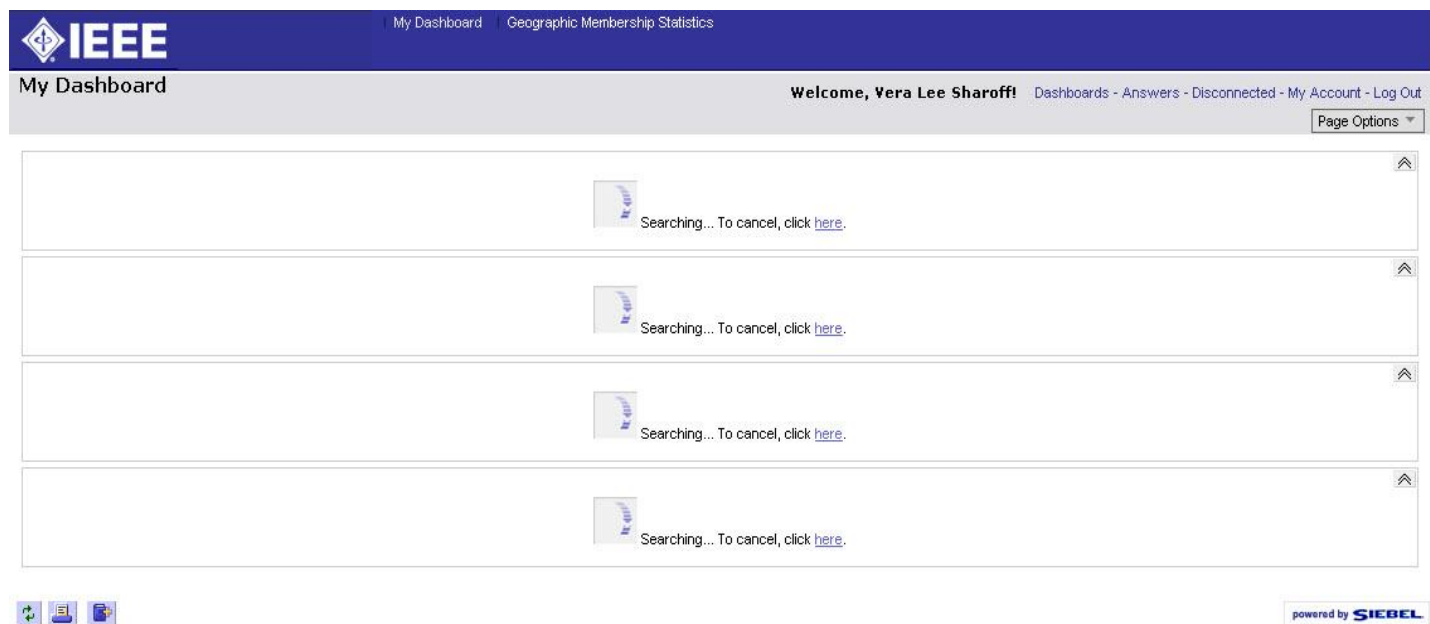
**Dashboard Content:**

- Section 1**
  - (MD) Members Joining in P...
- Section 2**
  - (MD) All Members Joining ...
- Section 3**
  - (MD) Members in Arrears (...)
- Section 4**
  - (MD) Inactive Members (co...

**Annotations:**

- Red box around **Save** button in the top right corner.
- Red arrow pointing to the **Properties** menu of the second item in Section 2.
- Red text: "Dashboard setup area appears. Select Properties, Rename or Delete as required to modify. Save after changes are complete."

# 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.



# 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





|                                 |                                   |
|---------------------------------|-----------------------------------|
| 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,<br>Copenhagen: | +45 70 14 49 57                   |
| 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                 |





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|---------------------------------|----------------------|
| 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 |





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|------------------------------------------------------|----------------------|
| 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,<br>Northern Region: | 10 800 140 1338      |
| International toll free - China,<br>Southern Region: | 10 800 714 1335      |
| International toll free - Colombia:                  | 01 800 518 1029      |
| International toll free - Czech<br>Republic:         | 800 700 493          |
| International toll free - Denmark:                   | 80 889 806           |
| International toll free - Dominican<br>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     |





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|-----------------------------------------|-------------------|
| 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     |





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

