

Membership Retention Committee

Composition: 3 - 5 members, preferably past presidents or experienced others

Meets quarterly

Responsibility: To monitor the progress of new members.

Goal: To achieve a chapter member retention level over ninety percent.

Motto: Involved AMBUCS™ stay involved in AMBUCS™.

The most important person in your chapter is each individual member. This person joined to serve their community, to increase their circle of friends, to obtain personal growth through increased knowledge, or a combination of all three. Whatever the reason, if they are not fulfilled, they will drop out.

The quickest sign that the chapter is not serving a member's needs is the member's inactivity in chapter meetings and other functions. However, it must be remembered that each AMBUCS™ MEMBER is an individual with different needs.

The capacity of some individuals for chapter activities is greater than others. The committee should develop an understanding of each member's capacity.

This committee is responsible to monitor **all** members to see that they are kept involved, within their capacity. It has a special responsibility to follow-up with every new member—to see they are assigned to, and become involved with a committee or activity. It should be alert to any sign of waning interest and move to determine the cause and take corrective action immediately. The committee should continually advise the board and other committee chairpersons as to causes in their areas of interest.

Three areas of participation should be monitored for each member: (1) meeting attendance; (2) committee attendance; (3) socials attendance

Experience has shown the first two years are the most critical for a new member. It is during this period that habits are formed which determine their level of activity for years to come. Each new AMBUCS™ MEMBER should be assigned a member of this committee as their sponsor. The sponsor can monitor the new member's progress by using the *Member Retention Worksheet Form 1169A* that follows for at least two years.

The member retention chairperson maintains the *Member Retention Quarterly Evaluation Form #1169* on all new members, keeping it current so that accurate reports can be made at the committee meetings and to the board, together with the recommendations of the committee. Prior to acceptance of a member resignation, it should be submitted to this committee so that the reason for the resignation can be accurately determined.

When approaching a member who wishes to resign, the attitude should be one of what is wrong with the chapter and not what is wrong with the member. It is essential to learn where the chapter has failed so that it can take appropriate corrective action. Such an approach should help the member to be up-front about their true reasons. Committee members need to handle this job effectively, judiciously and kindly. The job requires patience, understanding, integrity, a kind ear, sales ability, and sincerity.

If the reason is not just a personal slight, take it to the chapter leadership for resolution. Thank the member for their concern and constructive criticism, and advise him or her you will look into the situation immediately. You may, at this point, ask if they would consider holding their resignation pending a resolution of the situation.

If the complaint is petty, but valid, be careful in trying to talk them out of resigning. Use good judgement and try to determine if the situation can be easily resolved. Chronic complaining is destructive, and it may be to the chapter's benefit to let such an individual go.