

Chapters/Component & COVID-19 Virtual Chat 3/18/20 | Hosted by Mariner Management www.marinermanagement.com

Video link: <https://www.youtube.com/watch?v=gi-1nt75gK4&feature=youtu.be>

Recap: <https://marinermanagement.com/resource/blog/2020-03-21/helping-chapters-be-covid-proof/>

From John Bellotti : What's NAOP? It think that's what I heard.

From Ann Dorough to All panelists : Well, feel better, Peter. :)

From Diana Tucker : NAIOP is commercial real estate development association.

From Chelsea Ridenour to All panelists : Can you share a link to the post in the chat?

From Kristin Bailey to All panelists : I'm here from LPGA Amateur Golf Association. :)

From Amy Wall to All panelists : Sigma Theta Tau International Honor Society of Nursing hosted a chapter chat last Friday where we collected chapter leaders from our chapters that operate virtually already. We have ~540 chapters and it's heavy induction season. Some are doing virtual ceremonies, some are cancelling and will schedule later. Our European Region conference was just cancelled and will be done virtually.

From Peter Houstle to Alyson Freitas and all panelists : Alyson - Will open mic for you shortly.

From Matt Schroeder : For Zoom - Will that staff person have to stay on during the duration of the meeting or do they have the ability to promote a chapter leader?

From Staci GoldbergBelle to All panelists : Any ideas on hosting a networking event virtually? one that doesn't involve a presentation but is more focused on people in the region connecting?

From Diana Tucker : We're going to continue our chapter execs virtual meetings on a regular basis, weekly or so.

From John Bellotti : Hi all, we have a great solution for chapters that we've been working on before this all hit. Chapters have their own account and we are actively producing guidance on how to run their own sessions.

From Diana Tucker : We are fielding the execs' questions too on the calls and will gather info on what their needs are on ongoing basis.

From Jessica Brill to All panelists : We have 2 GoToWebinar platforms chapter can use. A staff member helps get it up and running and then goes about their business. We then have the recording which we post in our members-only archive.

From Diana Tucker : Agree with Alyson! If demand is really great, we will open new accounts as needed. We are starting out to see what that demand will be.

From Peggy Hoffman : zapier - zap for collecting \$\$

From Eileen Scherzinger : At AFPM, we are considering hosting a bi-weekly open virtual forum for all chapters to participate via Teams. This way our members can stay engaged and feel connected. We are using this as an opportunity for our members to share their practices and ask for ideas during this time. Also to get their feedback on what we can do to assist them. No revenue generation considerations. Yet.

From Peggy Hoffman : Shout out to @Sarah at Billhighway for the GrubHub idea!!

From Michelle Runge : We have chapters around the country and we are working on creating a template for a virtual program-in-a-box so they can continue to hold meetings. We had to cancel our regional meetings this spring, but we are adjusting the content to be delivered virtually. The main concern is promoting collegiality even though people aren't meeting in person (a central mission of our org). It's about more than just watching educational programs; it's about maintaining those professional and mentoring relationships during this time.

From Ann Dorough to All panelists : Love the GrubHub idea. Can get a sponsor to cover that like a usual Lunch and Learn.
From Kait Solomon : So I like that idea and wonder how others are doing "networking" events on a local level beyond virtual educational meetings
From Liz Icenogle : Would love to see what guidance is provided on "how to" use zoom. If anyone can share on the chapter community or link here.
From Diana Tucker : Of course that great idea came from Sarah G. @BillHighway!
From Sarah Garrity : Thanks, guys :-)
From Staci GoldbergBelle : I'd like to hear about hosting networking events virtually as well. We host networking receptions without content and are trying to figure out how to recreate those virtually
From John Bellotti : I have a lot of resources that I'm getting ready to share on collaborate about guidance on these meetings.
From Kait Solomon : Anyone doing shared hang outs? Opportunity to use social media effectively. FB live, snapchat, shared hashtag, Netflix viewing parties, book clubs?
From Liz Icenogle : Great @JohnBellotti!
From Alyson Freitas to All panelists : Awesome, thanks John!
From John Bellotti : Not ad spot, but some chapters are having vendors sponsor their webinars for a fee and a 30 second promo at the beginning and or end of the presentation.
From Cynthia Simpson to All panelists : We have rescheduled two meetings from May and August to August and November.
From Ashley Wilson to All panelists : We have chapters canceling out as far as mid June, but are holding off on these decisions till early April
From Amy Wall to All panelists : We have an International Research Congress scheduled in Abu Dhabi for July that is so far still proceeding.
From Ann Dorough to All panelists : AIA has cancelled May Conference. Our team has cancelled all smaller March (obvi) and April meetings and are doing them virtual.
From Diana Tucker : On national level, we postponed an April 30-May 2 conference - hoping not to cancel. We have an early June conference that we have not made a decision about yet
From Michelle Runge : We've cancelled ours through April. All discretionary travel for work has been cancelled, too.
From Eileen Scherzinger : We just cancelled our annual meeting and a few others for March/April. Not rebooked. Looking at our May conference and likely to cancel
From Leisl Moriarty : It is AWESOME on how to set up the Zoom with concurrent breakouts. getopenwater.com/covid19
From Leanne Schimming to All panelists : We have put events on hold through May
From Peggy Hoffman : getopenwater.com/covi19
From Peggy Hoffman : oops getopenwater.com/covid19
From Eva Przygodzki to All panelists : AFS's chapters cancelled all meetings through beginning of May. Our annual meeting is scheduled for end August/beg September. We offered that they can have their meetings with national meeting.
From John Bellotti : Most of our chapters can't handle the full cost of a webinar platform so we're using GoToWebinar's flex plan, where we pay monthly for "x" number of licenses and pay extra if we use over "x" number of licenses and charge the chapter accordingly for use of the license. they all have their own license and we set up registrations and help them host their first one on their account.
From Eileen Scherzinger : I like the idea of having a vendor sponsor a webinar

From Ann Dorough to All panelists : ASAE has a great issue roundup at <https://www.asaecenter.org/resources/roundup/issue-roundup-coronavirus>

From Diana Tucker : We are assembling operational best practices for chapter execs in our online Chapter Resources. Things like what we're seeing through ASAE, and other chapters. Would welcome any of this community's great resources you're offering your chapters on how to operate during this

From Ann Dorough to All panelists : With so many meetings moving online, HBR did a valuable article on ensuring engagement in the virtual meeting space: https://hbr.org/2020/03/how-to-get-people-to-actually-participate-in-virtual-meetings?utm_medium=email&utm_source=newsletter_daily&utm_campaign=mtod_notactsubs

From Peggy Hoffman : Thanks Ann!

From John Bellotti : One of our chapters had a vendor sponsor and then run the webinar on the chapter's account (that the chapter controlled in order to limit access to member information) and they charged a minimum amount for it, getting a ton of people to attend for a very low price, under the condition that they couldn't promote during the webinar, except a promo at the beginning.

From Amy Wall : We altered the induction ceremony slides and scripts for a virtual space to give the template to chapter leaders, along with other resources about hosting online meetings, different online platforms, etc. At the international level we already have a robust library of online member benefits so we are asking chapters to push members there for now. With 540 chapters, having a virtual platform license for all of them isn't financially possible, so they have to purchase their own.

From Rachel Grimes : <https://www.charityfootprints.com/> promote fitness & encourage charitable giving

From Jessica Brill to All panelists : We are cancelling our inperson chapter leadership conference and moving to online. We are trying to migrate our sponsors to sponsoring the online sessions. We are also going to tie in some extra opportunities for our chapter leaders at our Expo in October.

From Ann Dorough to All panelists : We held an idea swap on Tuesday for our chapters. Pointed them to our coronavirus resources page, called on several chapters who have good practices, answered questions and are still answering those we didn't get to. Most importantly, our CEO admitted he does not have all the answers, which is curiously reassuring to them. But we really worked to bring the community together to help each other, which is comforting.

From Kait Solomon : I loved the golf associations networking ideas. Anyone else thinking outside the box to virtually connect members during this time?

From Peggy Hoffman : Thanks Rachel for the link!

From Peggy Hoffman to All panelists : Yes Diana!

From Sarah Garrity : Of course!

From John Bellotti : CE standards are interesting, you have to know the "laws/guidelines" and have to really know your platform to determine if it will log what needs to be logged.

From Peggy Hoffman : Yes Kait - great question. Please chime in folks about other virtually connection options!!

From Liz Icenogle : Some of our chapters (CSI) are attending the webinar as well!

From John Bellotti : Exactly. You have to charge something if you want people to show up. Otherwise they take up a space that could have been used by someone else sometimes :)

From Eileen Scherzinger : Ann, thanks. What you did is exactly what I am planning for next week. I am trying to get our leadership on board with a message to our chapters.
From Staci GoldbergBelle : Michelle - can you share what the networking calls are like? Do you ask general questions? Open the floor and let members ask questions? How do you moderate those calls?
From Leisl Moriarty : What was the name of the call you did again?
From Peggy Hoffman : Path
From Staci GoldbergBelle : Thanks!
From John Bellotti : One of the most important things you can do with the webinar platform is knowing the goals and if that system will help meet those.
From Michelle Runge : Flexibility is also key! We don't want to be too prescriptive with our chapters because everyone's situation and chapter "culture" is different.
From Leisl Moriarty : Michelle you called your initial chat with your chapter leaders something and I didn't write it down quick enough. Touch Base or something like that?
From Ann Dorough to All panelists : Component leaders and staff at AIA can use a shared discussion board. Activity on that has really spiked lately.
From Kait Solomon : have to run to the next video conference- thanks for sharing everyone!
From John Bellotti : I also think it's really important to understand that kids and dogs and other things in the background, although they need to be limited, might be acceptable to some extent.
From John Bellotti : Hearing that from our leadership was relieving.
From Sarah Garrity : There's also polling on Zoom Webinar
From Kristin Bailey : @ Kait and anyone else interested. Would love to swap ideas with you on keeping members engaged through fun activities my email is Kristin.bailey@lpga.com I've been researching some items on my end
From Diana Tucker : We also went from GoToMeeting to Zoom
From Ann Dorough to All panelists : Peter, Peg and Diana, thanks so much for getting us together today to share solutions!
From Diana Tucker : Our Webinar package gives us up to 500 attendees
From Nathan Victoria to All panelists : Thank you! We looked at Zoom meetings before, but it didn't have some of the capability (which I think is related to CEs). I was just curious if in Zoom Webinar the attendees can share their video.
From Erin O'Sullivan : If anyone could share the list of the virtual platforms they are sharing that would be super helpful. So many great ideas shared here today!
From Kristin Bailey : happy to share my list as well of platforms will send to mariner
From Leanne Schimming to All panelists : Thanks everyone!
From Maryann Fiala to All panelists : Thank you
From Kristin Bailey : interested!
From Nathan Victoria : Zoom rooms works really well. We've done that with our volunteer leaders for breakouts.
From John Bellotti : Happy to help test the rooms. I'm looking at a similar feature for our collaborate events.

From Maryann Fiala to All panelists : Seth Godin did a tutorial on how the Zoom breakouts work if you want to read up before you try.
From Cynthia Simpson to All panelists : Thank you for offering this -- very informative!
From Christa Rainwater to All panelists : thank you so much for hosting and for any additional information. It's amazing how everyone is helping each other. We are very concerned about our small association going under- so this is so helpful. THANK YOU
From Diana Tucker : THANK YOU ALL!
From Ashley Wilson to All panelists : Happy to help test as well
From Chelsea Ridenour to All panelists : Thanks so much! Very helpful
From Meda Merritt to All panelists : Thanks Everyone!!
From Ashley Wilson to All panelists : Thank you all
From John Bellotti : thanks for sharing everyone