

NMRT Board Member Final Report

1. Office Name: Member Services Director

2. Office Term (Date: Ex. 2005-2006): 2011-2013

3. Discuss/summarize your involvement with your committees this year:

My committee chairs have contacted me with questions periodically, and I have reached out to them a couple of times, to make sure things were going well. Honestly, they've been very self-sufficient and to have done good work this year.

4. Based on your year's experience in this office, what future directions do you see your office or NMRT needing to take this year or the following year?

I found myself having to forward on a lot of the questions I received. I am hoping that we will make a concerted effort to document the answers on our website, over time, so that we don't bombard future NMRT presidents with as much email.

This isn't Member Services specific, but I see us collaborating outside of NMRT a lot, and I think that is the right way to go. I hope to see more of that over time, as well.

5. What tips or hints do you have that might help your successor carry out the duties of this office?

Keep your chairs' contact information somewhere handy, so you don't have to search your email for it every time. Reach out at the beginning of the year to see how much support they'd like to have from you and in what form—whether it's monthly meetings on Connect, or just being there to answer when they have questions. Make sure your chairs know to include you on email threads with their committees and with other board members. Have a folder in your inbox just for NMRT stuff (and, if you're very good, perhaps one for each committee). Be approachable. Be quick with responses, even if the response is "I'm forwarding this to someone else, because I don't know."

(Some of the organizational stuff is advice to myself for next year; I was not organized enough, this year, and that made it more work than it should have been.)

6. Please address the role of the board member as coordinator. For example, projects between membership promotion, diversity & recruitment and student outreach would need to be coordinated. How might activities such as this be handled by board members efficiently and smoothly? Your thoughts here will be most helpful for future boards.

I haven't really had a lot of coordination to do, in this role. I would be interested in doing more of it. My main advice on that is to make sure everyone is in the loop. I know we all get too much email, but it's better for everyone to know what's in the works than it is for

someone to be confused when they are suddenly needed for an initiative they knew nothing about.

7. Date of report: 6/12/2012

8. Submitted by: Coral Sheldon-Hess