



Task Force: Chapter Standards Task Force

Chair: Kathy Masterson, Chair, Chapter Executive Forum

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Background

NARI chapters have historically been on their own in providing the local membership experience. NARI HQ has neither dictated nor prescribed standards or a menu of services chapters should be providing to members. Because of this latitude, members are in receipt of inconsistent experiences because service, value and relevance fluctuates widely from chapter to chapter. A Chapter Standards program can assist in creating a NARI culture that would provide a similar experience for every member regardless of their chapter affiliation.

As part of the development of these standards we invited a group, comprised largely of Chapter Executives, from chapters of varying size, leadership and geographic location to attend a meeting to discuss, craft and mold a Chapter Standards program. The Standards were developed with the intention of providing consistent and valuable membership experiences for NARI members at the local and national level. By partnering with its Chapters, NARI will provide support to achieve this goal.

While Chapters were encouraged to not only meet but exceed these Standards, NARI and the Task Force are aware that each chapter is unique. Each one has its own “personality” and needs, and each one has differing levels of resources.

Every chapter was asked to complete a Chapter Readiness Form so a “base line” for each chapter could be recorded. Annually, chapters would be asked to complete a survey on the Standards to determine what progress has been made during the year.

Recommendation

The Chapter Standards Task Force met again in January 2018 to further develop the standards and determine what actions would be taken to bring all chapters into compliance with the prescribed standards.

It was determined that in order to maintain the Chapter Standards a body would need to be created, similar to the Certification Board, to continually review, update and revise the standards based on the current climate.





The Chapter Standards Board will be comprised of NARI Chapter Executives representing various size chapters in different geographic locations. The purpose of the board will be to set and review performance standards, assist chapters in reaching benchmarks and provide recommendations to the NARI National Board on next steps to address areas of compliance.

Terms are for three years with no term limits. The chair and vice chair can serve one-year terms for up to three consecutive years. Board replacements will be recommended by the body and the chair and vice chair positions will be appointed by the National President.

