



■ FOR LEARNING ■ FOR LISTENING ■ FOR LIFE

Chapter Onboarding Toolkit

CHAPTERS
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Chapter Onboarding Toolkit

Contents

- Mission and Purpose.....2**
- Required Meeting Schedule3**
- General Schedule4**
- Resources & Samples5**
 - Educational Onboarding 5
 - Educational Onboarding Sample Agenda 6
- Chapter Goal Setting 9
- Chapter Budget Development 10

MISSION AND PURPOSE

The purpose of onboarding is to ensure chapter board members have the knowledge, skills, and information needed to succeed as an ACRP Chapter board member. Onboarding is an ongoing learning process that begins with the recruitment and election of incoming board members and continues throughout the year. The process encompasses three perspectives:

What do we want new chapter board members to know?

- Chapter history and context
- Board member roles, responsibilities and relationships
- The chapter's mission, vision and values and why they are important
- Operational and logistical processes and procedures
- Budget management processes and tools
- Chapter Board processes, logistics, and management and leadership expectations
- Language, acronyms, and definitions
- Available resources

By participating in the onboarding process, new board members will be able to...

- Think and operate strategically
- Work to achieve the chapter's vision, mission, goals and values
- Participate as an active and engaged Board member
- Partner with other Board members on projects and event planning
- Demonstrate leadership competencies to fellow board members, volunteers, and members
- Rapidly integrate into their role and fulfill their duties as a board member and leader
- Identify individual strengths and areas of development as a member of an ACRP chapter board

REQUIRED MEETING SCHEDULE

Always begin the onboarding process several months prior to incoming board members officially starting their role. This allows for a smooth transition and helps the incoming officer feel more comfortable in their new role.

| When | Type of Meeting | Purpose |
|----------------------|--|--|
| Early/Mid October | One-on-One Meetings & Educational Onboarding | <p>One-on-One Meetings</p> <ol style="list-style-type: none"> 1. Outgoing board member shares perspective and historical information with incoming board member. 2. Outgoing board member provides update on successes and challenges of position and the board. 3. Outgoing board member begins transition to hand off ongoing projects. <p>Educational Onboarding</p> <ol style="list-style-type: none"> 1. Learn about the organization, vision, board structure and focus areas 2. Review individual board functions 3. Learn information about chapter operations (policies and procedures manual, insurance, stationery, budget, reimbursement, vendors, contracts, teleconference account, committee emails, survey tools, agendas and reports for board meetings and support). |
| Early November | Goal/Budget Development | <ol style="list-style-type: none"> 1. Work with fellow board members to 2. Review previous organizational and individual goals and budget. 3. Determine new organizational goals and budget. 4. Set process for determining individual board goals and finalize budget. |

GENERAL SCHEDULE

The below provides a general schedule of the entire onboarding process.

| When | Timing | Required Meeting | What | Who |
|-----------|----------------------|------------------|---|---|
| June | | | <ul style="list-style-type: none"> Review of previous onboarding process Update any documentation Have board member review functional area, including job descriptions | Chapter Board |
| July | | | <ul style="list-style-type: none"> Call for nominations | Nomination Committee |
| August | | | <ul style="list-style-type: none"> Nominations finalized | Nomination Committee <i>(all nominees should be provided with a copy of the Chapter's Vision/Mission and any necessary procedural docs to review.)</i> |
| September | | | <ul style="list-style-type: none"> Elections | Membership |
| October | First week | | <ul style="list-style-type: none"> Phone calls | President contacts all members of board to welcome them and discuss onboarding timeline |
| October | First week | X | <ul style="list-style-type: none"> One on one meetings | Outgoing board members meet with incoming board members |
| October | 9 or 16 | X | <ul style="list-style-type: none"> Educational onboarding | New Board |
| November | First or second week | X | <ul style="list-style-type: none"> Goal setting & budget development | New Board |

RESOURCES & SAMPLES

Educational Onboarding

It is important for every board member to understand the chapter history and requirements set forth by global ACRP. This helps promote a sense of belonging and understanding about the chapter, position and operational requirements.

Participants

- Incoming board members
- Any other Invited guests

Pre-Work

- Review the following chapter and board documents:
 - Global ACRP Chapter Affiliation Standards & Expectations (CASE)
 - Chapter Mission & Vision
 - Board structure
 - Chapter Overview
 - IRS letter
 - Tax return
 - Chapter Bylaws
 - Chapter Articles of Incorporation
 - Sample board agenda, report, minutes
 - Sample financial PDFs
- Review the following role documents:
 - Position description for each board role
 - Individual board goals
 - Sample program budget
- Review the following action checklist:
 - Board Contact Sheet
 - Statement on Conflict of Interest
 - Statement on Responsibilities
 - Board Commitment Statement
- Review the following operational documents:
 - position descriptions
 - Policies and Procedures Manual (if available)
 - Insurance - D&O declaration sheet and Commercial liability declaration sheet
 - Finance – investment policies, credit card policies, reimbursement form, vendor list

Objectives

1. Get to know each other, both personally and professionally
2. Learn about the “big picture” about the organization, vision, board structure and focus areas
3. Review individual board functions
4. Learn information about chapter operations (policies and procedures manual, insurance, stationery, budget, reimbursement, vendors, teleconference account, committee emails, survey tools, vendors).

Educational Onboarding Sample Agenda

Educational Onboarding Agenda

| Minutes | Item | Who | Overview |
|------------|--------------------------------------|---------------------------------------|--|
| 15 minutes | Welcome and Icebreaker | President and/or Secretary | <ul style="list-style-type: none"> • Welcome • Exercise to gain personal information about board members |
| 30 minutes | Who We Are as an Organization | | <ul style="list-style-type: none"> • Relationship to ACRP Global <ul style="list-style-type: none"> ○ Chapter Affiliation Agreement ○ Chapter Affiliation Standards & Expectations ○ ACRP Competency Framework ○ ACRP Certifications through ACRP Academy ○ Branding • Relationship to IRS <ul style="list-style-type: none"> ○ Tax exempt • Relationship to State of XX <ul style="list-style-type: none"> ○ Bylaws ○ Articles of Incorporation ○ Fiduciary Responsibility • History • Vision and strategy statement <ul style="list-style-type: none"> ○ Vision, strategy, objectives, values • Organization and board structure <ul style="list-style-type: none"> ○ Mentoring roles • Partnerships with other organizations • Operational guidelines |
| 15 minutes | Chapter Successes from Previous Year | Returning Board Members and President | <ul style="list-style-type: none"> • Brief overview of successes for each position • Based upon input from previous board |
| 5 minutes | Break | | |
| 20 minutes | Expectations of Board Members | President | <ul style="list-style-type: none"> • Live values from the Mission & Vision • Have each other's back • Constructive honesty • Attend all board meetings (quorum necessary for business) • Attend programs when possible • Board meeting management and processes <ul style="list-style-type: none"> ○ Agenda ○ Handouts ○ Financial Reports ○ Minutes ○ Motions and Approvals • Fun! Keep it light! |

| Minutes | Item | Who | Overview |
|------------|------------------------|---------------------------|---|
| 30 minutes | Exercise | Facilitator | <ul style="list-style-type: none"> • Conduct exercise that demonstrates personality types and interpersonal dynamics • How these dynamics facilitate board interaction • Demonstrates how best to work with other board members |
| 45 minutes | Board Roles | Incoming Board | <ul style="list-style-type: none"> • Overview of basic responsibilities of each position • Overview of last year's goals • How to best work with other board roles |
| 45 minutes | Lunch | | |
| 30 minutes | Board Roles (continue) | | <ul style="list-style-type: none"> • Building your team • Volunteer management <ul style="list-style-type: none"> ○ How to fill roles |
| 30 minutes | Operations | Chair-Elect and Secretary | <ul style="list-style-type: none"> • Board action checklist and required paperwork <ul style="list-style-type: none"> ○ Chapter Membership ○ ACRP Global Membership ○ Contact Information ○ Signed statements about responsibilities, conflict of interest, commitment ○ Accessing ACRP Chapter Resources Center • Operations <ul style="list-style-type: none"> ○ Infrastructure ○ Policies and processes <ul style="list-style-type: none"> ▪ Changes being made ○ Insurance <ul style="list-style-type: none"> ▪ D&O ▪ Commercial liability • Financial Operations <ul style="list-style-type: none"> ○ Bank accounts ○ Investment policies ○ Credit card ○ Reimbursement ○ Vendors ○ Reports • Stationery |
| 5 minutes | Break | | |
| 30 Minutes | | Chair-Elect and Secretary | <ul style="list-style-type: none"> • Board Communications • Committee Communications • Chapter Communications <ul style="list-style-type: none"> ○ Email management <ul style="list-style-type: none"> ▪ Who develops emails ▪ Who signs |

| Minutes | Item | Who | Overview |
|------------|-------------|-----------|---|
| | | | <ul style="list-style-type: none">○ SurveyMonkey○ Website<ul style="list-style-type: none">▪ Who maintains▪ How to get info listed for your function▪ Event calendar |
| 10 minutes | What's Next | President | <ul style="list-style-type: none">● Goal setting● Budget development |



Chapter Goal Setting

Goal setting is pertinent for chapter success. Below, please find a sample overview of how to conduct a goal setting meeting.

Participants

- Board members
- Any invited guests

Pre-Work

1. Review the following documents:
 - a. Chapter Mission & Vision
 - b. Previous year's organization and individual goals
 - c. Previous year's challenges and successes
2. Review SMART goal-setting process and terminology
3. Review goal setting sheet

Objectives

1. Review previous organizational and individual goals.
2. Determine organizational goals.
3. Set process for determining individual board goals that support the organizational goals.

Agenda

- Overview of previous year's goals both organizational and individual board roles
- Successes and challenges of previous year's goals
- How goals are set and why
- Difference between organizational goals and individual board goals
- Definition of SMART goal-setting process
- SMART goal exercise
- Develop 2 – 3 organizational goals
- Assign which board member will shepherd which organization goals
- Develop 1 – 2 individual goals that support the organizational goals
- Discuss how board members can support each other's goals

What's Next

- Finalize individual board goals in support of organizational goals
- Begin to assign realistic dollar amounts to goals for budget development process

Chapter Budget Development

Participants

- Incoming board members
- Invited guests such as AVPs and Directors

Pre-Work

1. Review the following documents:
 - a. SMART goals developed at the goal setting meeting for the organization
 - b. SMART goals developed for individual roles
 - c. Current budget vs actual report for the chapter
 - d. Current budget vs actual and P&Ls for each individual role
 - e. Draft budget for future year

Objectives

1. Review prior budget, financial successes and challenges.
2. Put budget numbers to both organizational and individual goals.
3. Finalize budget.

Agenda

- How budgets are developed
- How budgets are reviewed
- Review current budget
 - Successes and shortfalls
 - Impact of economy
 - Increase of revenues
 - Reduction of expenses
- Each board member to have already provided basic budget to treasurer for discussion and review
- Whole board reviews each area for consistency and adherence to policies and procedures

What's Next

- Implement goals and budget
- Have fun!