



MEMORANDUM

To: CFP Executive Board (EB)
From: Vicki Everly, Executive Assistant
Date: 04/07/2023
Subject: Executive Assistant (EA) Report

Due to the extraordinary workload involved in preparing for the Biennial Meeting, this report contains only a brief summary of EA activities.

I. CFP MEMBERSHIP

A full membership report will be provided with an EA report addendum prior to the start of the EB meeting at the 2023 Biennial Meeting.

II. BIENNIAL MEETING DATA

Detailed data regarding registration for the 2023 Biennial Meeting and historical biennial meeting information will be provided in the EA report addendum.

Registration for the Biennial Meeting changes daily; here is a brief summary as of the date of this report:

# of registrants	Registration Type
291	In-person Biennial Meeting and Virtual Workshop EARLY
45	In-person Biennial Meeting and Virtual Workshop LATE
34	Livestream Biennial Meeting and Virtual Workshop EARLY
3	Livestream Biennial Meeting and Virtual Workshop LATE
85	Complimentary Biennial Meeting and Virtual Workshop
12	Virtual Workshop ONLY
3	Students (comp)
473	TOTAL REGISTRANTS as of 04/07/2023

III. REQUESTED ACTION(S) FOR EXECUTIVE BOARD

The addendum to this EA report may include a request for Board action.

NOTE: The workload for the EA position has exceeded the equivalent half-time FTE position negotiated in the EA Service Agreement effective 10/01/2022 (80 hours/month averaged over the entire contract period). During the first 6 months of this one-year contract (October through March), my workload averaged over 108 hours per month, which exceeds the contracted time by 35%. This means the time available for the remainder of the contract period will be limited.

IV. SUMMARY OF EA ACTIVITIES

A. Summary of activities conducted since the last written EA report dated 09/13/2022.

1. Managed registration for 2023 Biennial Meeting and Workshop.
 - a) Created online application processes for all categories of registrants.
 - 1) Online registration launched 01/28/2023.
 - 2) Updated the CFP website to provide hyperlinks to the WildApricot (WA) platform.
 - 3) Monitored registration; provided weekly updates to Leadership beginning in mid-February.
 - b) Tracked Sustaining Sponsorship data and facilitated all comp registrations.
 - c) Responded to queries regarding registration status and researched discrepancies.
 - 1) Created step-by-step instructions for each registration category to navigate WA.
 - 2) Triaged and forwarded to ET requests for vendor invoices, receipts, and other payment documentation; tracked payments, deposited checks, notified ED/ET with each deposit.

- d) Critical tasks to complete prior to the start of the 2023 Biennial Meeting:
 - 1) Update CFP website with new meeting information as it becomes available.
 - 2) Create master registrant list for the LAC that includes all individual “ribbon” assignments, and one-day speaker passes.
 - 3) Assist in development of the Bizzabo platform:
 - i. Upload all registrants and their profile data.
 - ii. Collate and provide sponsor/donor URL redirects.
 - 4) Coordinate with ET to verify proof of payment for all registrants and sponsors.
2. Activities related to the WildApricot (WA) transition and website development remain ongoing.
 - a) Development of the WA platform – work continues with NewPath Consulting.
 - 1) To date, I have logged over 390 hours towards developing the WA website. This does NOT include time to assist registrants to gain access to the platform or understand the process, or time to complete other tasks related to registration.
 - 2) Throughout the transition, feedback has been provided to Conference Leadership documenting tasks, challenges, and potential benefits to CFP.
 - 3) Creating effective workarounds is ongoing to help make WA fit CFP’s needs.
 - b) Maintenance of the WA platform.
 - 1) Member and contact profile – profiles will always be accessible to allow members to directly update their contact information and constituency. Access to one’s personal profile is currently limited to that individual and to CFP’s WA administrators.
 - 2) Membership database – all 2023 Biennial Meeting registrants who are eligible for membership in the new biennium will be migrated into a membership database on WA; WA cannot automatically assign membership based on biennial meeting registration as they are separate and distinct databases within WA.
 - 3) Effective workarounds continue to be sought for the following challenges:
 - i. Membership: WA cannot process a 2-year cycle with variable dates; all membership transactions need to be approved individually and migrated into the membership database.
 - ii. “Renewal” date: WA automatically assigns a “new” 12-month renewal date based on the last time a member updates their profile; this will require constant review to re-set renewal dates to the next biennial meeting.
 - iii. Automatically differentiating “contacts” from “members.” Contacts are anyone with a profile; not all contacts are members. As of the date of this report, we have over 1,000 “contacts” in WA; however, as of the start of the Houston meeting, CFP membership for the 2023-2025 biennium may be less than 500 (equal to the number of Biennial Meeting registrants).
 - 4) New WA pages targeted to launch on Monday, May 1, 2023:
 - i. Membership fee payment and renewal.
 - ✓ To prevent registrants from making duplicate payments, the ability to renew or become a new member was taken offline in early 2023.
 - ✓ A renewal email will be sent to 2021-2023 members who did NOT register for the 2023 Biennial Meeting; their membership will expire on 04/23/2023.
 - ✓ A membership invitation will be sent to “Workshop Only” registrants and all contacts in WA who did NOT register for the biennial meeting or who did not have membership included in a comp registration.
 - ii. Committee volunteer application – available online for 30 days.
 - ✓ Application options include ALL council committees (established by Issue final recommendations) and standing committees available for participation by any CFP member. Excluded from the application are the Audit and Nominations Standing Committees as well as all Special and Ad hoc Committees.
 - ✓ After discussion with current and incoming CFP Leadership, it was tentatively agreed that an email announcing the committee application process will be sent to ALL contacts on our WA database; however, that message will include narrative stating membership in CFP is required to serve on a committee (with a hyperlink to the membership page).

- c) Pages to be archived, updated, or created for the 2025 Biennial Meeting.
 - 1) Scheduled launch (or relaunch) in late summer or early fall 2024:
 - i. Council member application – live for 30 days; new page to be created as Eventbrite was used for the 2023 application process.
 - ii. Sponsorship and Donation pages – ALL categories, pricing, and benefits must be approved by summer 2024 to allow sponsors to budget for the 2025 meeting. The various categories currently include:
 - ✓ Sustaining Sponsorship – Titanium, Gold, Silver, and Bronze levels.
 - ✓ Event/Service Support Donation – shared or sole support donations.
 - ✓ Sustaining Supporter (new page needed) – minimum pledge of \$1,000 per year for 4 years.
 - ✓ LAC Donor – for donations less than \$1,000; donations at \$1,000 or above are clarified and reclassified, if requested, to the appropriate Sustaining Sponso level.
 - 2) Scheduled relaunch in fall 2024:
 - i. 2025 Biennial Meeting and Workshop Registration – all categories of paid registration.
 - ii. 2025 Complimentary and Discounted Registration – available as a benefit of Sustaining Sponsorship, or as a comp or discount approved by Conference Leadership.
3. CFP Committee support: completed assigned tasks and provided support as requested.
- a) Program Committee:
 - 1) Worked directly with OSU to process registrations for the virtual Workshop and facilitate access for registered attendees; monitored sessions each day to respond immediately to emails from registrants with access problems.
 - 2) Worked with Program Chairs to organize Workshop documents and links for dissemination to registrants.
 - b) Sponsorship Committee:
 - 1) Maintained the Sponsorship/Donation database and provided routine updates to Leadership and Sponsorship Committee Chairs.
 - 2) Assisted sponsors to process applications, payments, and attendee registrations.
 - c) Issue related tasks:
 - 1) Assisted the Issue Chair in updating the online Issue submission instructions.
 - 2) Provided an Issue listing to the LAC for posting outside of each Council room.
 - 3) Provided the ED with a draft “2023 Late Issue Submission Form.”
 - 4) Created a back-up thumb drive for the Issue Chair with ALL attachments and Issues in both original and scribe formats.
 - 5) Received from Issue Chair a list of potential committees based on Issues; will monitor final Issue recommendations to ensure ALL eligible committees are included on the Committee Volunteer Application.
 - 6) Will work with the Issue Chair to create a list of “content documents” approved via the Issue process to be uploaded to the CFP website.
 - d) Local Arrangements Committee (LAC):
 - 1) Participated in meetings by invitation and responded to queries about process and procedure.
 - 2) Completed EA assigned tasks to support LAC charges.
 - e) Strategic Planning Committee (SPC):
 - 1) Participated in sessions by invitation for development of the draft strategic plan.
4. Coordinated with ED/ET on administrative tasks for the 2023 Biennial Meeting, including but not limited to:
- a) Worked with ED in preparing/updating meeting documents.
 - b) Confirmed registration status of members of the Councils and the Assembly of Delegates.
 - c) Verified registrants against hotel booking lists.
 - d) Coordinated purchase and delivery of recognition gifts.
 - e) Participated in bi-weekly Leadership team meetings as scheduled.

5. Completed other routine EA tasks/assignments, including but not limited to:
 - a) Prepared and finalized EB meeting minutes; uploaded approved meeting documents to CFP website.
 - b) Maintained CFP membership database; provided monthly updates to Conference Leadership.
 - c) Updated and maintained CFP website as needed or requested.
 - b) Maintained EB roster.
 - c) Provided region/constituent sorted membership lists on request and as approved by ED.
 - d) Reviewed numerous queries each day from the CFP and WA websites: responded directly to those within the authority of the EA, referred others to the appropriate person, deleted spam.

B. Future Board action required.

During the 2023-2025 biennium, the Board needs to re-visit the “temporary” suspension of the “*Record Retention Policy*” (dated August 2006) and the “*Archiving CFP Documents*” policy (dated August 2014). A motion was passed at the September 2020 EB meeting that suspended these conflicting policies until Spring 2021; however, no action has been taken to date. In 2019, the CFP website had well over 3,000 documents posted and the number has since grown. Prior to beginning discussion on redesign and development of a new website, it would be helpful to clarify our archiving and retention policies to determine the volume of documents to be migrated and what documents can be deleted.