

Chapter Administrator Program Guidelines

The Chapter Administrator Program (CAP) supports chapters by ensuring that all Chapter Administrators are operating within minimally accepted best practices as defined by MPI. The program is designed to ensure the highest possible level of service and value to support chapters in maximizing growth potential and member value for the chapter and MPI Overall. All chapter Administrators and Chapters are required to adhere to the following guidelines as part of this program and their annual compliance.

# Guidelines for Chapters with Paid Administrative Services

All chapter paid staff support/Administrator contracts for services must include the following language:

* + Chapter Administrators and their support staff will represent the chapter and MPI Global in a professional manner adhering to the Principles of Professionalism Guidelines provided by MPI Global.
	+ Chapter Administrators and their support staff will follow all MPI Global and Chapter Bylaws, Policy & Procedures, Financial budgeting requirements and any other defined requirements set forth by Chapter or MPI Global.
	+ Chapter Administrators are required to adhere to all CAP guidelines and policies. See Program guidelines for specific requirements.
	+ Chapter Administrators or paid support staff must be licensed and insured with a minimum of $1 million dollars in general liability and provide proof of policy to Chapter and MPI Global annually by July 1st.
* Chapters must ensure that all required contracting language is added to paid staff or Administrator contracts and that the Administrator is adhering to all requirements annually.
* Chapters must provide proof of paid staff’s valid, state issued business license and insurance annually by July 1st.
* Chapters must complete an annual review of services provided by paid administrators. Reviews should begin at least 90 days prior to the end of each fiscal term. The outcomes of the review as well as any updated contracts for service should be submitted to Global by July 1st annually. As part of the review of services, a survey template is available on the CLRP for the Executive Committee to complete annually.
* Chapters must ensure that paid support staff is contracted as a vendor for services and is not an employee of the chapter.
* Chapter Administrators or paid staff cannot be family or an immediate relative of board members. Family or immediate relative is defined as, spouse, children, parents, siblings or grandchildren.
* Chapter Administrators will hold the board accountable to defined MPI performance standards, policies and Principles in Professionalism. Chapter Board of Directors will support Administrators in this process.
* Chapter Administrators are required to take the CAP online training and maintain a passing score of 80% annually by January 30th. The training is estimated at 5-7 hours total and is a self-paced on-line resource consisting of multiple modules. The modules are designed to ensure overall strong chapter operations and management. The course includes:
	+ Operations Management
	+ Governance
	+ Financial Management and Budgeting
	+ Membership Management – Retention, Recruitment and Engagement
	+ Meeting and Event Management
	+ Education/Content Creation/Identification
	+ Marketing and Communications
	+ Volunteer management – Recruitment, Retention, Recognition
	+ Systems, Regulations and Technology
	+ Strategic Planning

# Chapters without Paid Administrative Services

Chapters without paid support staff or administrators will require Chapter Leaders to take the CAP training annually, in addition to their board role training. The training is estimated at 5-7 hours total and is a self-paced on-line resource consisting of multiple modules. The modules are designed to ensure overall strong chapter operations and management. The course includes:

* + Operations Management
	+ Governance
	+ Financial Management and Budgeting
	+ Membership Management – Retention, Recruitment and Engagement
	+ Meeting and Event Management
	+ Education/Content Creation/Identification
	+ Marketing and Communications
	+ Volunteer management – Recruitment, Retention, Recognition
	+ Systems, Regulations and Technology
	+ Strategic Planning

It is recommended that chapter leaders take the full training to ensure strong board operations. Chapter leaders however are only required to take the modules that correspond with their board role. For example – VP of Membership will need to take the Membership Management module and if they have oversight of the leadership development role than also the Volunteer Management module. VP of Education will need to take the Education/Content Creation module as well as the Meeting & Event Management module. A passing score of 80% will be required for each module.

Chapters without administrative services can work directly with their MPI Chapter Operations Manager to determine which modules are best suited for the roles on their board.