



# National Association for Court Management

*Strengthening Court Professionals*

## NACM MEMBERSHIP SERVICES COMMITTEE MEETING

**Thursday, October 17, 2019, 2PM ET**

+1 (646) 749-3122 Access Code: 836-051-597

<https://global.gotomeeting.com/join/836051597>

Call to Order

Michelle Dunivan

Attendees:

- Kathy Griffin
- Jeff Chappel
- Frank Hardester
- Tina Mattison
- Aaron Williamson
- TJ BeMent
- Karl Thoennes
- Mark Weinberg
- Kent Pankey
- Amanda Leazer

Subcommittees:

- Early Career Professionals Tina Mattison
  - A podcast was recently posted regarding intergenerational interactions in courts, featuring Tina Mattison.
  - Continued work on connecting mentors with mentees; only one mentee has not been matched.
  - The ECP column went out in the Court Manager
  - A tentative charity has been identified for the Midyear conference. There will not be an ECP reception, but there will be a Meet and Greet.
- State Associations Kathy Griffin
  - This subcommittee will have its next meeting next month. They are considering opening up to states without associations to be more inclusive.
  - A letter has been drafted to send to state associations that are not yet dual members.
  - California has a clerk's association that could receive this letter, although they don't have a court administration association.

Membership 2020

Michelle Dunivan

- Letter writing campaign
  - Several letters were submitted for consideration by the committee. The letter for non-dual member association demonstrates the importance of NACM, and shows NACM's offerings.
  - There was a suggestion to also reach out to partner with NASJE and find their partners. We previously gave COSCA members a free membership;

some returned by not many.

- Other ideas for letters included sending ones to retired members to bequeath your membership to the next generation.
- Exit survey
  - The group identified some responses in the proposed exit survey that were irrelevant, and could be removed.
  - We identified that 3 notices are sent, but it's easy for someone to not renew because there is little incentive to renew immediately.
  - A letter to accompany the exit survey needs to be devised.
  - There was also discussion about a potential low response rate, considering people don't want to be involved and survey participation is asking for involvement. Also concern that surveys elicit skewed responses from the "squeaky wheel." However, due to the minimal expense, both in terms of time and money, and the potential for huge insights even if only a few "squeaky wheels" respond, it was decided that it was worth it to try.

#### New Business

- Frank Hardester brought up the scholarship application that has been updated and will be distributed soon.
- Frank Hardester also mentioned that once the letters and surveys are finalized, he will assign form numbers for records management purposes.

#### Adjourn

#### Meeting Schedule

- **November 21, 2019**
- **December 19, 2019**
- **January 16, 2020**
- **February 20, 2020**
- **March 19, 2020**
- **April 16, 2020**
- **May 21, 2020**
- **June 18, 2020**
- **July 15, 2020** (at Annual Conference)