



Chapter Administrator Program (CAP) Overview

Overview of Program

Chapter Administrators are advocates and partners of MPI Global and our chapters. They are a professional representation of the MPI brand and our operational standards. This program is designed to support our Administrators in their ability to provide a more consistent level of service for chapter operations and delivering member value which supports the chapter's overall success. Additionally this program will provide valuable professional development opportunities for career enhancement.

How is this accomplished?

MPI is partnering with AMC Institute to deliver a customized program that supports our chapters and Administrators. AMC Institute represents the association management company community in providing accreditation and education that supports their success in providing best-in-class management services so associations can focus on elevating their purpose and maximizing their member's value and experience.

The program in development incorporates the following:

- Chapter Administrator benchmark standards based on industry best practices.
- An online Chapter Administrator training program supporting Administrator professional development, operational requirements/standards and consistency.
- An RFP Portal to source new chapter administrators when necessary
- A scorecard to support measuring the program success and future updates.

What will this training cover?

Full completion of online training is estimated at 5-7 hours and includes modules supporting association management services related to:

- Operations Management
- Governance
- Financial Management and Budgeting
- Membership Management – Retention, Recruitment and Engagement
- Meeting and Event Management
- Education / Content Creation / Identification
- Marketing and Communications

Why this program?

- To support chapters in ensuring that all Chapter Administrators are operating within minimally accepted best practices as defined by MPI.
- To ensure the highest possible level of service and value to maximize growth potential, individually and for MPI overall.
- To support our Chapter Administrators in their professional development and resources to provide chapters contracted services.



Requirements

- All chapter administrators will be required to meet MPI defined benchmark standards through annual required training.
- Chapter Administrators hold chapters accountable to the MPI performance standards as defined by MPI.
- Chapters follow any required policies supporting the program as defined annually

Next Steps

We are working with AMC Institute currently on the development of the online training, RFP portal and standards for this program. We will share updates and progress in the August newsletter. Additionally your COM's will be scheduling President and Administrator calls in July and August where they will review this program in more detail and be available to answer questions you may have. The tentative timeline for this program is below and is an estimated schedule.

Timeline

July/August – COM calls for Office of President and Administrators for overview and questions

August – MPI review & testing of training program/RFP portal & updates provided to chapters

September – Estimated program launch with all resources, requirements & training

December – All chapters compliant with program