

## New Member Systems

New Member Support Team  
Meeting Notes from July 16, 2021

The purpose of the meeting was to explain the concept of a New Member Support Team.

- To set in place systems that will better welcome, integrate, and retain new members.
- To validate and re-introduce the Red Badge Program
- To assign roles for this endeavor
- To obtain feedback from team members

The roles of team members include:

- To review and understand the Red Badge program in order to help reinforce integration for all new members as much as possible.
- To mentor/host new members. One established member will be assigned to each new member for the duration of their Red Badge program.
- To help at the greeting table on Friday mornings. Two members should be at the table. One, to aid the morning's secretary with check in, and one to welcome newbies, Red Badgers, and visitors, and connect them with a member(s) who can sit with them and introduce them to other members. Both team members are there to smile their fabulous ERC smile!
- To help facilitate a monthly "Red Badge Table" where all Red Badgers sit together with their mentor/host and are recognized during the meeting.
- To help facilitate a monthly "Ice Breaker" to help membership circulate and meet each other.
- To attend a quarterly New Member reception, especially if currently a mentor/host.

Additional Points of Information:

As mentor/host, please confer with your mentee concerning their availability for Red Badge graduation. We prefer that both the mentor/host and sponsor (if applicable) be present at the meeting. The Club President should be given at least a two week heads up for this.

We will establish a quarterly service project for the current Red Badgers to accomplish as a team. This can include a project already undertaken by the club.

Flow of our Club's New Member System:

1. Visitor completes a sign-in sheet that includes their contact information
2. Membership Chair sends an email of welcome and an invitation to membership
3. Upon receiving a positive reply, membership chair sends an application
4. Membership chair announces the membership application to the club and requests any objections to be filed within 5 days.
5. After 5 days, the Red Badge Chair receives the application and assigns a mentor/host. The mentor/host pick up a packet of information that includes a folder, pin, auto debit form, certificate of membership and other important and fun items.

6. The club secretary also receives a copy of the application and inputs the new member's basic information into the club database. He/she also orders a badge (which will receive a red dot), a t-shirt, etc.
7. The Club secretary sends a letter to the Red Badger concerning important membership/dues information.
8. The Club President sends a hand-written card of welcome to the new member.

## **New Member Orientation and Integration Process**

Copies of all documents mentioned below can be found in Club Runner under Membership Documents and on Google Docs at:

1. Visitors receive a Welcome Letter that includes the website address and New Member Coach contact information.
2. Those inquire about membership receive an application from the Membership Chair.
3. Upon receipt of the application, the Membership Chair sends a letter to the membership introducing the applicant, asking that any opposition be lodged within 5 days.
4. When the 5-day period is completed with no opposition, the new member receives the official “Welcome Letter” from the Club Secretary. This letter introduces the new member to the Red Badge Program, details information concerning dues, explains Club Runner, and other important particulars.
5. The Club Secretary will also “cc” the President, Treasurer, New Member Coach & Membership Chair on each “Welcome Letter” email that is sent.
6. The Membership chair will introduce the new member to the membership at a Friday Club Meeting shortly after they have joined the club. This gives the new member a chance to tell the membership a little bit about themselves and why they joined Rotary.
7. The new member is invited to a new member reception held quarterly.
8. The New Member Coach requests a mentor for the new member from the New Member Support Team.
9. The Coach follows introduces the mentor and mentee via an email. The new member also receives a letter summarizing some of the Red Badge and Membership information.
10. The Mentor meets with the Red Badger and tracks and encourages their process toward completion. When the Red Badge requirements are completed, the mentor advises the New Member Coach.
11. The Red Badger is then presented at a Friday meeting as fully integrated into the Club and the red dot is removed from their badge. It is preferred that the new member’s Mentor be present at this meeting.

## Mentor Checklist

Being a Mentor is not much different than being in the customer service industry. Get to know the new member. Understand why they joined Rotary and what they might like to do in Rotary besides fellowship, keeping in mind their other responsibilities including family and work. New members who get involved stay with the Club. Those that don't get involved are more likely to leave the Club. Try to get them involved.

- Go over Red Badge Manual with new member
- Is the new member getting club emails?
- Did the new member get several Rotary pins?
- Ask the new member to wear his/her pin each Friday/Meeting.
- Did the new member get a badge?
- Does the badge read like the new member wants it to read?
- Did the new member get a neon yellow Rotary shirt?
- Has the new member logged into Club Runner and confirmed the information?
- Is there a picture of the new member in Club Runner?
- Have you sat with the new member for the first 4 meetings?
- Have you talked to the new member about joining a social activity like Dine Around?
- Have you talked to the new member about their service interests? Club? International? Vocational? Youth? Community?
- Check in with the new member at least once a month until graduation from Red Badge
- Introduce new member to other Rotarians
- Have you offered the new member the opportunity to buy the King Soopers Gift Card?