

# ROTARY CITATION / CLUB EXCELLENCE AWARD FREQUENTLY ASKED QUESTIONS

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## ROTARY AND ROTARACT CLUB EXCELLENCE AWARD

### **What is the difference between the Rotary Citation and the Club Excellence Award?**

There is no difference as they are the same award. The Club Excellence Award is the new name for the Rotary Citation effective 1 July 2024. The award recognizes Rotary, Rotaract, and Interact clubs that successfully achieve goals that are aligned with Rotary's action plan. Established in 1992, the award has undergone some changes over the years to remain relevant and to continue to align with Rotary's strategic objectives. The RI Board approved the name change to better convey its intent as recognition of club excellence. This resource will refer to the award as the Club Excellence Award, although this name change does not become official until 1 July.

### **Why should clubs strive to earn the Club Excellence Award?**

The Club Excellence Award is not just an honor for your club to receive, it is an important tool to help monitor the health and growth of your club. Taking action toward achieving the [club excellence goals](#) helps clubs engage their members, stay relevant in their communities, and run more efficiently. A welcoming and engaging club also reflects the values of Rotary. When clubs achieve their goals, they contribute to the overall health and culture of Rotary for generations to come.

### **How do I achieve the Club Excellence Award for Rotary ?**

1. Go to [Rotary Club Central](#).

2. Review the available goals.
3. Select and set at least half of the goals available.
4. Achieve your goals.
5. Report your achievement in Rotary Club Central by 30 June. (Note: some achievements are recorded automatically, such as membership growth and TRF contributions.)
6. Pay each club invoice upon receipt (no later than within 60 days).

### **How do Rotaract clubs achieve the Rotaract Club Excellence Award?**

Through the 2023-24 Rotary year, Rotaract clubs can complete the [Rotaract Citation Nomination form](#) to nominate their club for the Rotary Citation. Beginning in the 2024-25 Rotary year, the Rotaract club officers can log in to [Rotary Club Central](#) to review and select their goals. Just like Rotary clubs, Rotaract clubs need to achieve at least half of their goals to earn the Rotaract Club Excellence Award. They can return to edit these throughout the year and to report achievement. In addition, Rotaract clubs must pay their annual club invoices in full within 60 days to be eligible. Rotaract clubs that do not set goals and report achievement in Rotary Club Central or who do not pay their dues within 60 days beginning in the 2024-25 Rotary year will not be eligible for the Rotaract Club Excellence Award.

## **ACCESS**

### **How do I access Rotary Club Central?**

You can find [Rotary Club Central](#) directly on the homepage of My Rotary or by opening the "My Rotary" menu in the navigation. To learn how to use Rotary Club Central, you can take the online course in the Learning Center called [Rotary Club Central Resources](#). Learn more about [reporting goal achievements](#).

### **Who can see goals in Rotary Club Central?**

All Rotarians and Rotaractors can see the goals in Rotary Club Central set by their club officers for any given year. If a member doesn't see a goal for the incoming year, it might be because one of these officers hasn't set it yet, or because the member hasn't been reported as a member of the club.

### **Who can set and manage goals in Rotary Club Central?**

Any reported incoming or current officer at the club or district level, including assistant governors, can set goals for the upcoming year. Reported club officer positions include presidents, vice presidents, secretaries, treasurers, and club administration, membership, public image, service project, and Rotary Foundation committee chairs, learning facilitators, and the district executive secretary/director. If a club leader does not have the ability to set goals in Rotary Club Central, it might be that their [leadership role hasn't been reported](#) in My Rotary.

### **Can members who aren't club leaders enter a club's accomplishments?**

By default, only club officers can set goals and mark achievement in Rotary Club Central. However, a club officer can [delegate online access](#) temporarily to a member to allow them to enter a club's accomplishment in Rotary Club Central. Note: Rotaractors are not yet able to delegate online access but will be able to in the future.

## **ELIGIBILITY**

### **Do clubs have to be in good standing to earn the Club Excellence Award?**

Yes. To be eligible for the Club Excellence Award, Rotary and Rotaract clubs need to begin the year as active clubs in good standing and remain so throughout the year. For the purposes of the Club Excellence Award, good standing means a club has paid each club invoice balance in full within 60 days after the club invoice is issued. If a club's payment isn't received by that date, it will receive a 60-day reminder letter from Rotary International's Accounts Receivable team, in which case the club will no longer be eligible. For Rotary clubs, dues are invoiced semiannually in July and January, while Rotaract clubs receive one invoice per year in January.

New clubs that are chartered during the current Rotary year, that are in good financial standing and have achieved at least half of the available goals before the end of the Rotary year, are also eligible.

### **How can I verify that a club is in good standing?**

To see whether your club is in good standing, you will need to check whether the club balance has been paid in full within the 60-day time frame.

To check your daily club balance, go to **My Rotary>Click on Club Name>Finance>Club Invoice**. You should have an outstanding balance of \$0.00. Invoices are due when they are posted, in mid-January for Rotary and Rotaract clubs, and in mid-July for Rotary clubs only.

To check whether your club dues were received on time, check the Club Excellence Recipients Report. This report can be found on My Rotary. Sign into **My Rotary** and click on the **Membership and Foundation Reports**. In the **Awards** section, you'll see the Club Excellence Award. Clubs are in good standing as long as they haven't received a 60-day reminder to pay their dues.

If you have questions about the club invoice or where to send your payment, including whether your club has a zero balance or received a 60-day reminder letter, contact your [financial representative](#).

### **Is our club still eligible for the Club Excellence Award if we achieve different goals than the ones we set at the beginning of the year?**

Yes. If club leaders find that a goal that is set at the beginning of the year is going to be unattainable, but another will be achievable, they can edit the goals selected at any time during the year. As long as more than half of the goals are reported as achieved by the end of the Rotary year, the club is eligible for the award.

### **Are clubs chartered during the current Rotary year eligible for this year's Club Excellence Award?**

Yes. If a newly chartered club is in good financial standing and has achieved at least half of the available goals before the end of the Rotary year, it is eligible. If it was chartered after January, it will be considered "in good standing." If it is chartered before January, it is considered to be "in good standing" if it has satisfied the January invoice payment on time. To confirm eligibility, presidents of newly chartered clubs should write to [riawards@rotary.org](mailto:riawards@rotary.org).

### **Are satellite clubs eligible for the Club Excellence Award?**

No. Satellite club goals and achievements should be combined with their sponsor club's goals.

## **REPORTING GOAL ACHIEVEMENT**

### **Where should I report my club's goal achievements?**

Achievement of most goals are self-reported and can be reported in Rotary Club Central by marking them "Achieved." The achievements for data-driven goals like membership

numbers and Rotary Foundation giving are updated from our database, so you don't need to report achievement of those.

### **Why is my previous year's membership growth not showing? I didn't remove members until 1 July.**

Members who are added on 1 July count toward the next year's membership growth. Members who are removed on 1 July count toward the previous year's loss since they aren't members at the start of the Rotary year. For example, members who are added on 1 July 2024 count toward the next year (2024-25)'s membership growth. Members who are removed on 1 July 2024 count toward the previous year (2023-24).

The membership trends graph in Rotary Club Central is updated based on 1 July membership figures so it won't update throughout the year. To find your club's current membership figures, sign into My Rotary and click on **Membership and Foundation Reports**.

### **How can I report achievement of our service project?**

This is a system generated goal achievement, so members cannot report the achievement in Rotary Club Central. Instead, you must add completed projects in [Rotary Showcase](#). Once that is done, in roughly 24 hours, the achievement will update in Rotary Club Central.

### **How can I report an ongoing or completed service project?**

If you have a multi-year project and are concerned about it impacting your achievement of the goal in Rotary Club Central, you can break your project into parts that will be achieved each year and mark each part complete when the Rotary year ends.

### **How can I see my club's progress?**

Rotary and Rotaract members who have My Rotary accounts can see their club's accomplishments in the Club Excellence Recipients Report. You can find the report in Rotary Club Central in the reports tab. The report is also available in My Rotary. Go to My Rotary, then Membership and Foundation Reports. In the **Awards** section, you'll see Club Excellence. The report becomes available in October and remains active until 1 July.

### **I just achieved a goal for my club. Why isn't the achievement showing?**

For most of the goals in Rotary Club Central, achievement is self-reported. You can enter the achievement at any time. It may take 24 hours to show as achieved on the report.

Achievement of a few goals are data-generated, such as membership numbers or Rotary Foundation giving, and the achievement may not appear in Rotary Club Central for 24 hours. Please check the Club Excellence Recipients report (see previous question) a day or two after reporting membership changes or submitting contributions.

### **Why isn't my Rotary club showing as having earned the Club Excellence Award on the Club Excellence Recipients report?**

Sometimes clubs achieve their goals but forget to report their achievement in Rotary Club Central. Club excellence is awarded to clubs that achieve their goals and report their achievement. Clubs also must pay all club invoices within 60 days to be eligible. In addition, if your club received an exception for one of the requirements, it will not be reflected on the report.

## **CLUB EXCELLENCE GOALS**

### **How do I find the Club Excellence Award goals in Rotary Club Central?**

1. Go to Club Goals on the left side of the page if you are not there already.
2. Select the Rotary year (in the middle of the screen).
3. Select the **All** tab.

If goals have already been selected, all reported club officers can click on the edit button to change your club's selection.

### **Why are clubs asked to choose at least half of the goals to achieve the Club Excellence Award?**

Allowing clubs to choose their goals provides flexibility and recognizes that some goals are more important or achievable than others, and this varies from club to club. Clubs must achieve at least half of the goals available to be eligible.

### **Where can I find a list of the Club Excellence Award goals that I can print?**

You can find the goals for [Rotary](#), [Rotaract](#), and [Interact](#) clubs [on this web page](#).

## **Why are there new goals for Rotaract clubs?**

After Rotaract was elevated to a club type, the Rotaract goals were updated to better align with Rotary’s Action Plan. The new goals are designed to help Rotaract clubs to focus on increasing their impact, expanding their reach, enhancing participant engagement, and increase their ability to adapt.

## **How are new and existing members defined?**

For the purposes of club excellence, new members are defined as those who were added on or after 1 July of the Rotary year in question. Existing members are those who were members prior to 1 July of the Rotary year in question.

## **Are there additional resources available to guide my club on updating our bylaws?**

If it has been a few years since your club last updated your bylaws or you are unable to locate them, use the [Recommended Rotary Club Bylaws](#) as a starting point. Your club can tailor these bylaws, as long as your changes align with [Rotary’s constitutional documents](#) and Rotary Code of Policies. Take the [Creating an Inclusive Club Culture](#) course in the Learning Center to see examples of how your club can ensure your bylaws reflect the needs of your members.

## **What does it mean to sponsor a new club member?**

Sponsoring a club member means inviting someone to attend a meeting, service project, or other event, and helping them become a member of your club. A club sponsor can be reported to Rotary when [adding that member](#) to your club in My Rotary.

## **What are Rotary Action Groups and Rotary Fellowships?**

[Rotary Action Groups](#) are independent, international, Rotary-affiliated groups whose members have expertise and experience in a particular area of specialization. Aligned with Rotary’s priority to increase humanitarian impact, they use their knowledge and passion to help clubs and districts plan and carry out impactful humanitarian service projects.

- Membership is open to any individual. Rotarians, Rotaractors, and Peace Fellows can serve in leadership roles.
- By joining a Rotary Action Group, you can use your professional skills to advise on meaningful service activities outside your own club, district, or country.

- Rotary Action Groups provide networking opportunities with like-minded individuals from around the world.

[Rotary Fellowships](#) are international groups that share a common passion, vocation, or interest. Being part of a fellowship is a fun way to make meaningful connections and friends around the world, explore a hobby or profession, and enhance your Rotary experience.

### **How can I find out which members of my club are also members of a Rotary Action Group or a Rotary Fellowship?**

RI currently does not track the membership information of Rotary Action Groups and Rotary Fellowships. Each action group and fellowship maintain their own membership data. You can find out about your club members' engagement with action groups/fellowships by surveying your club members.

### **What are examples of a leadership development program?**

A leadership development program can be anything designed to give members opportunities for developing their leadership skills. Clubs can offer leadership development opportunities to their members, such as asking them to be on a committee or lead a club initiative. They can also support members interested in professional development by having a mentor program or giving them opportunities to develop new skills through new experiences, such as taking the professional development courses in [Rotary's Learning Center](#), and creating a supportive environment for them as they practice their skills in the club.

### **What learning events count for the learning event participation goal?**

Any club leader who has attended a learning event to help them prepare for their role, virtually or in person, can be counted toward this goal.

### **What social activities count for the goal in Rotary Club Central?**

Any social activity held outside of the regular club meeting that is open to all club members can count for this goal, including virtual events.

### **Can anyone host or sponsor youth exchange students?**

No. Because there are RI policies and Rotary Youth Exchange certification standards that must be adhered to, participating clubs must operate under district supervision of the district Rotary Youth Exchange program.



## **What counts for RYLA participation?**

This goal can include sponsoring or funding RYLA participants; planning, organizing or running the event; or participating in, facilitating, or speaking at the event.

## **RECIPIENTS**

### **When is the Club Excellence Award processed?**

Rotary and Rotaract clubs should report achievement of goals by 30 June, the last day of the Rotary year. On 1 July, the Club Excellence Recipients Report is downloaded to determine recipients as of 1 July. Certificates will be generated and sent in the first quarter of the new Rotary year. Requests for exceptions are considered on a case-by-case basis through the end of August and should come from the club's president for the previous Rotary year.

### **What does my club get for earning the Club Excellence Award?**

If a club successfully completes all the goals necessary, they will receive a digital Club Excellence Award certificate signed by the RI President. Links to the certificates are distributed early in the following Rotary year to immediate past Rotary and Rotaract club presidents and immediate past district governors of those clubs who achieved the award.

### **How will certificates be distributed to clubs?**

The RI Awards Team will email immediate past district governors of clubs who have earned the award. The email will include a link to a folder where certificates can be found. This allows district leaders to award their clubs with the certificate if they choose. A few weeks afterward, the link to the certificates will be emailed directly to immediate past club presidents. The certificates will be organized and sorted by district number and club name.

### **My club earned the Club Excellence Award, but we didn't get the certificate. Where can we find them?**

If you believe you earned this award last Rotary year and did not receive your certificate, email [RIawards@rotary.org](mailto:RIawards@rotary.org). A link to the certificates for the 2023-2024 Rotary year will

be shared with the appropriate Rotary and Rotaract club and district leaders in the first quarter of the 2024-2025 Rotary year.

**My club showed as having achieved the Club Excellence Award when I checked the report earlier in the Rotary year. Why didn't we receive the certificate?**

The Club Excellence Recipients Report is dynamic and updates as membership or Foundation giving figures change. If it shows a club as having earned the award in May for example, but not in June, it may be that members were terminated at the end of the year which impacted their eligibility if that goal was selected. The report is pulled on 1 July to determine recipients as of that date. Goals achieved according to the report as of that date determine eligibility. Members terminated on 1 July will count as membership losses for the previous Rotary year. Members added on 1 July will count as membership gain for the current Rotary year. If goal achievements are updated after 30 June, they will not impact eligibility for the previous Rotary year.

**INTERACT CLUB EXCELLENCE AWARD**

**How does the Club Excellence Award work for Interact clubs?**

Interact clubs can be nominated online for the Club Excellence Award for Interact Clubs. Interact clubs can't be nominated by email, mail, or phone. The links to the nomination forms can be found on the [Club Excellence web page](#).

**When does the nomination form for Interact Clubs open?**

The nomination forms for Interact clubs opens in late August or September of the current Rotary year and are open until 15 August of the following Rotary year.

**How do Interact clubs achieve the Club Excellence Award for Interact Clubs?**

Interact clubs need to achieve more than half of their goals to earn the Interact Club Excellence Award. The club sponsor president or Interact club adviser has to submit the online nomination form indicating which goals have been met. You can find a [list of goals](#) and a link to the [nomination form](#) on the [Club Excellence web page](#). If at least half of the goals were met, the nominator receives a link to the certificate that can be downloaded, printed, and presented to the Interact club. Only Interact clubs that have an active charter with Rotary International are eligible.

**Who can nominate an Interact club for the Club Excellence Award for Interact clubs?**

Only sponsor club presidents and Interact club advisers may submit the nomination form for Interact clubs. If the Interact club is sponsored by more than one club, sponsor clubs should coordinate to submit the nomination.

**Is there a list of Interact clubs who have achieved the Club Excellence Award?**

Rotary International does not maintain or distribute a list.

**What do I do if the Interact Club Excellence Award certificate doesn't arrive?**

Upon submitting the nomination form for an Interact club, the nominator will receive an email that links to the certificate if the club qualifies. The nominator can then download the certificate and distribute it to the club. If the nominator doesn't have that email with the certificate link, it may be in their junk mail. If it's not there, they can email [RIawards@rotary.org](mailto:RIawards@rotary.org) for help.