



Step-by-Step Onboarding for New Club Members

By Cosmopolitan International Education Committee –
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A practical onboarding path that helps new members feel welcomed, learn how the club serves its community, and support our clubs, and Cosmopolitan's passion to fight diabetes and help find a cure for Type 1 diabetes (T1D).

Onboarding Goals

- **Welcome and connect** new members to people, traditions, and club culture.
- **Clarify expectations** (attendance, service, dues, conduct, and communication).
- **Orient to service:** how projects are selected, planned, and delivered in the community.
- **Connect to the mission:** why the club supports diabetes awareness and efforts to find a cure for T1
- **Enable participation quickly** with a clear “first 30/60/90 days” path.
- **Retain and grow leaders** through mentoring and early ownership.
- **Foster family support for membership:** Invite spouses/significant others, family members and other guests to social events.

Step 1 — Upon receiving application from new member (Pre-Boarding)

1. **Send a welcome message within 48 hours.** Include meeting time/location, dress norms (if any), and who to ask for help, if other than their sponsor.
2. **Assign a sponsor/mentor.** Pair the new member with a friendly, consistent point of contact for the first 90 days.
3. **Share a “New Club Member Pack.”** Include: club overview, annual calendar, dues info, committee list, service priorities, and how the club supports diabetes/T1D efforts. Also include information on our Federation and Cosmopolitan International.
4. **Collect basics.** Preferred name, phone/email, interests, skills, availability, and what motivated them to join.
5. **Add them to communications.** Email list, text group (if used), and any online workspace/social page used by the club.
6. **Invite them to one upcoming service project.** Give a specific role that is easy to start (set-up, registration, photos, greeting, etc.).

Step 2 — First Meeting (Warm Welcome + Simple Orientation)

1. **Greet and introduce.** Ensure someone is ready at the door, introduces them to at least 3 members, and sits with them.
2. **Explain “how meetings work.”** Typical agenda, when decisions are made, and how members can participate. Introduce club officers.
3. **Share the club story.** A brief history plus a quick overview of what the club does locally and within Cosmopolitan International.
4. **Connect to the cause.** A 2–3-minute explanation of the club’s commitment to fighting diabetes and supporting efforts to find a cure for T1D (and how your club contributes).
5. **Invite don’t overwhelm.** Offer two clear next actions (e.g., attend the next service project + join one committee).
6. **Follow up within 24–48 hours.** Mentor checks in: “What questions do you have?” and confirms next meeting/service date.

Step 3 — First 30 Days (Connect + Participate)

- **At second meeting** introduce to key leaders of the club (President/Chair, Treasurer, Service Chair, Membership Chair).
- **Choose a committee** based on interest (Service, Fundraising, Membership, Programs, PR/Communications, Social).
- **Join one service activity** and complete a small, assigned task.
- **Learn the basics:** dues/payment, club bylaws/high-level rules, and annual priorities.
- **Take a picture of the new member** and introduce them in the newsletter and club’s social media.
- **Get the “mission moment.”** Share one quick story or statistic at a meeting about diabetes/T1D and why it matters (provide them a script if helpful).
- **Club and Cosmopolitan International websites:** Provide login credentials for the related websites and encourage new members to explore the content.
- **Provide social media website addresses** and any necessary credentials.
- **Mentor check-in #1 (end of month).** Confirm they feel included, understand next steps, and know how to volunteer.

Step 4 — First 90 Days (Belonging + Ownership)

- **Take ownership of one task** (e.g., lead a small part of a project, coordinate volunteers, draft an announcement, manage a supply list for a fundraiser).
- **Attend a Club Board meeting.**
- **Attend one planning meeting** (committee or project planning) to learn how decisions and budgets work.
- **Understand finances:** how funds are raised, how donations are handled, and how project expenses are approved.
- **Represent the club once:** invite a guest, speak briefly about a project, or help with a membership outreach moment.

- **Mentor check-in #2 (around day 60–90).** Identify strengths, preferred roles, and leadership interests.
- **Invite members to attend social events** to build relationships with others in the club.
- **Hold a club orientation session** explaining the club’s mission, values and history. Present the history of the organization and the Federation and Cosmopolitan International structure. Provide an overview of club operations, meeting and event schedules, and member expectations

Member Expectations (Adjust to Your Club)

- **Attendance:** Encourage regular meeting attendance; explain any attendance requirements clearly.
- **Service:** Participate in community projects and support club fundraisers.
- **Dues:** Amount, due dates, and what dues fund.
- **Conduct:** Respectful behavior, inclusion, and representing the club well in the community.
- **Communication:** Where official updates are posted and expected response times.
- **Privacy:** Protect personal information shared by members, partners, and beneficiaries.

How the Club Supports the Fight Against Diabetes and the Search for a T1D Cure

- **Build awareness into meetings:** include a 1–2 minute “mission moment” monthly (news, personal story, or impact update).
- **Support mission-focused fundraising:** designate at least one annual fundraiser/event with proceeds supporting diabetes/T1D efforts.
- **Partner locally:** collaborate with clinics, diabetes educators, schools, or nonprofit partners for education or screening events (as appropriate).
- **Volunteer with purpose:** encourage members to join events that raise awareness or funds for diabetes/T1D programs.
- **Communication impact:** track dollars raised, volunteer hours, and outcomes; report results to members and the community.

How Community Service Projects Work (So New Members Can Jump In)

1. **Identify needs.** Gather ideas from members and community partners; keep a running list.
2. **Select projects.** Choose projects that match your capacity, budget, and mission (community + diabetes/T1D focus).
3. **Plan.** Define goals, date/location, supplies, budget, roles, and partner contacts.
4. **Promote.** Announcements, flyers (if used), social media (if used), and member reminders.
5. **Deliver.** Day-of roles, safety considerations, and volunteer coordination.
6. **Debrief.** What went well, what to improve, impact measured, and recognition/thanks.

Training and Resources

- **Club basics:** bylaws, officer roles, committees, and how votes/approvals work.
- **Cosmopolitan International connection:** how your club relates to the larger organization (district/region, conventions, reporting, awards—if applicable).
- **Service basics:** planning templates, budgets, volunteer coordination.
- **Diabetes/T1D education:** a short, approved fact sheet your club uses to speak consistently and accurately.
- **New member Q&A:** keep a living FAQ based on questions new members ask.
- **Club and Cosmopolitan International websites:** Provide login credentials for the related websites and encourage new members to explore the content.

Recognition, Belonging, and Retention

- **Make every member feel valued** and included by fostering a welcoming culture.
- **Introduce them publicly** (with permission) and celebrate their first service activity.
- **Give early wins:** small, meaningful tasks that matter to the project.
- **Regularly ask for feedback:** what they expected, what surprised them, what they want to do next.
- **Regularly invite their ideas:** new members often see community needs with fresh eyes.
- **Path to leadership:** explain how members can become committee chairs/officers over time and facilitate their participation with club members' help. Share opportunities for leadership and skill development within the club, the Federation, and Cosmopolitan International.
- **Invite them to attend Federation and CI Board meetings** to meet and build relationships with other CI members and learn more about the ongoing projects and issues of the organization.
- **Encourage attendance at other nearby clubs' meetings and events** to meet others in the organization.
- **Keep members informed** about club news, events, and initiatives via newsletters or emails.
- **Recognize members' contributions** during meetings or in club communications.
- **Encourage members' proactive efforts** to plan and hold new membership events.
- **Maintain a strong online** presence with an up-to-date website and active social media channels to reach potential members.

Quick Onboarding Checklist (Copy/Use Each Time)

Item	Owner	Target Date	Done
Welcome email/text sent	Membership Chair	Within 48 hours	☐
Mentor assigned	Membership Chair	Before first meeting	☐
Added to communication channels	Secretary/Comms	Before first meeting	☐
New Member Pack shared	Membership Chair	Week 1	☐
Introduced at meeting	President	First meeting	☐
Committee selected	New member + Mentor	By day 30	☐
Participated in first service project	Service Chair	By day 30–60	☐
Mission moment completed (diabetes/T1D)	Mentor	By day 30	☐
Check-in #1 completed	Mentor	~Day 30	☐
Check-in #2 completed	Mentor	~Day 60–90	☐

Customize This for Your Club

- **Meeting schedule/location:** _____
- **Dues amount and due dates:** _____
- **Primary service priorities this year:** _____
- **Diabetes/T1D focus activity or fundraiser:** _____
- **Key contacts (President, Membership, Service, Treasurer):**

SAMPLE OF ONBOARDING LETTER TO NEW MEMBER



Use Letterhead with Name of Club and address

Date

Dear (Name of New Member),

On behalf of Cosmopolitan International, it is my pleasure to welcome you to our club! We are delighted you have chosen to join us on our mission to serve our local community and work together toward making a positive impact.

As a member, you are now part of a dedicated group of individuals across the United States and Canada who are committed to hands-on service and outreach. Our signature passion is fighting diabetes through fundraising for research and supporting programs that help people live healthier, fuller lives. Your involvement will be invaluable as we continue this important work.

We encourage you to take advantage of the many opportunities available within our club, from participating in service projects to developing leadership skills. In the coming weeks, you will be introduced at an upcoming meeting and paired with a mentor who will help guide you as you get started.

If you have any questions, please feel free to reach out. We look forward to getting to know you and seeing the positive impact you will make as part of Cosmopolitan International.

We invite you to let us know what you hope to gain from your membership and any interests or skills you would like to share within the club. Whether you are interested in working on a specific committee, alongside the Treasurer, the Secretary, or contributing to specific projects, your input will help us tailor your experience and ensure you feel engaged and valued. We also encourage you to invite your friends to join you at a social event or meeting.

Warm regards,

[Club President Name]

Signature

President, or VP Membership or Membership Committee
Cosmopolitan International [Club Name]