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|  | FMCA POLICIES AND PROCEDURES | INDEX NO. 4007 | APPROVAL LEVEL EB |
| | SUBJECT Member Services Committee Responsibilities | EFFECTIVE 3/2024 | SUPERSEDES 5/12 |
| | SPECIAL DISTRIBUTION Member Services Committee | | |

POLICY

The Member Services Committee develops and solicits ideas, benefits, discounts, and enhancements that will foster growth in the membership of FMCA and improve membership satisfaction. This committee is charged with assisting the national FMCA staff in attaining such goals.

PROCEDURE

The Member Services Committee shall:

1. Develop a plan to seek input directly from members as to what benefits, discounts and enhancements they would like to have FMCA offer.
2. Develop methods for evaluating proposals received to ensure thoroughness and consistency. Place emphasis on member focused benefits and enhancements.
3. Adopt additional membership benefits or services that will attract a greater portion of the target market, while continuing to attract the demographics of the current membership.
4. Develop, solicit, and review potential benefits, discounts and enhancements and recommendations that will improve membership satisfaction.
5. Collaborate with the national FMCA staff in obtaining and promoting all member service programs that benefit members and chapters.
6. Identity tracking data and measurements required to allow for evaluation and financial viability of membership programs and services. Review data and recommend program modifications.
7. Have access to membership and benefit use statistics from FMCA’s records to assist in the development and improve membership satisfaction.
8. Assist the national staff to keep up to date the materials in the Chapter Formation Kit.
9. Assist the national staff to keep up to date the materials in the Membership Recruitment Tool Kit.