

## Sharing Our Success (SOS) Submission Form

Chapter Name:	Charlotte Area
Chapter Membership Size:	Medium (101-299)
Chapter Contact Person:	Natalia Muller
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Phone Number:	
Chapter Board Position:	VP of Communications
Chapter Website URL:	Meeting attendance text reminders
Submission Title:	Meeting attendance text reminders
What did you do? (a 2-3 sentence summary of your effort):	<a href="https://www.atdcharlotte.org/">https://www.atdcharlotte.org/</a>
Who benefitted from this effort (Target Audience) Check all that apply:	Chapter Members Board Members Chapter Partners Potential Chapter Members
Why did you do it? What chapter needs were addressed?	We now send text messages to attendees who registered earlier. It serves three purposes: 1) last minutes reminder - things come up, or people forget 2) allows for last minute adjustments with a catering as inevitably a few people declines and 3) it uses an additional format (text/phone vs email) . The feedback has been great - people appreciate the reminders and it allows for a graceful last-minute declines; in addition, it brings cost saving and reduces food waste.
What were the measurable outcomes? (May include data regarding financial gains, membership increases, target audience satisfaction levels, publicity for the chapter or for the profession, etc.)	We are compiling this information. May I provide ti later? And how?

<b>What steps did you take to implement this effort? (Remember that other chapter leaders will use this to replicate the effort. Be specific)</b>	We discussed no-shows for a long time. in the past we charged for now shows, it was unpleasant. We considered medical and other appointments via text and wanted to explore this path. On the first round, we divided text message among the Board member volunteers. On the second round our Admin created a distribution list, checked who registered and sent messages, it was more efficient and required less coordination. We have had multiple rounds by now and enjoyed great feedback and saved money. In addition, this approach does not take funds from our budget.
<b>Is there anything you would do differently?</b>	If Wild Apricot would allow free messaging, it would be ideal. It is costly for our budget to add support this additional cost.
<b>When did you start working on this effort?</b>	Jan 01, 2024
<b>When did this effort go live?</b>	Feb 01, 2024
<b>Approximately how many hours were spent working on this? Include an estimate of hours spent across all board members and volunteers.</b>	2
<b>What resources did you use? Check all that apply:</b>	Volunteers Board Members
<b>How many volunteers were you able to recruit?</b>	3
<b>Which board positions were involved in the effort?</b>	VP of Membership, VP of Communications and 1 Director.
<b>How did you become familiar with the Sharing Our Success (SOS) program? Select all that apply:</b>	Chapter Leader ATD Chapter Leaders Conference (ALC) NAC Area Call
<b>Would you be willing to apply to present on this submission at the ATD Chapter Leaders Conference (ALC)? *Request for Proposals (RFPs) open in May of each year at <a href="https://td.org/alc">td.org/alc</a>. Selected session facilitators receive complimentary registration.</b>	Yes