

Sharing Our Success (SOS) Submission Form

Chapter Name: New York City

Chapter Membership Size: Medium (101-299)

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Chapter Board Position: Board Advisor

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Submission Title: Wild Apricot Sidekick - Training in the Moment of Need

What did you do? (a 2-3 sentence summary of your effort): The ATD NYC Performance Support Community of Practice (CoP) used a free Google Site (website) to host its Sidekick, an onscreen quick reference guide focused on helping chapter leaders be more consistent and complete when creating an event in Wild Apricot. The Google Site allows instantaneous updates. Along with the Sidekick is a template that helps chapter leaders capture the event information needed prior to adding it to Wild Apricot.

Who benefitted from this effort (Target Audience) Check all that apply: Chapter Members
Board Members
Chapter Volunteers

Why did you do it? What chapter needs were addressed? Help chapter leaders consistently create events in Wild Apricot regardless of their familiarity with Wild Apricot.

Addressed inconsistent and common problems when volunteers created chapter events in Wild Apricot.

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.)

Using the Wild Apricot Sidekick, we were able to improve the experience of our volunteers and members. For our volunteers that were charged with creating events in Wild Apricot, we reduced the time to complete an event because they knew what information they needed prior to adding it to Wild Apricot and where they could find that information. Once in Wild Apricot, they had a quick reference tool that answered all of their questions and provided screenshots of different tasks. Event were able to be added faster and without errors. For our members, they no longer receive error messages around the availability to register for an event. Previously, they weren't able to access the events to register at all (event registration is not available) or registration closed before it should have leaving members unable to register for events.

What steps did you take to implement this effort? (Remember that other chapter leaders will use this to replicate the effort. Be specific)

We leveraged our Performance Support Community of Practice (PS CoP) (previously accepted SOS) and solicited a group of 6 volunteers to work of the project. Our PS CoP Lead, work with the group to learn everything about the event registration process and to document all of the steps. From there, a template were created to capture all of the need information and a Google Site was created to house all of the documented processes, tips, etc. As the Sidekick (used to refer to the Google site mainly) was being created, it was reviewed by three other volunteer groups: those with no familiarity with WA, those with some familiarity with WA, and those considered as super users of WA. There were two rounds of those feedback sessions with each group. Google sites are a free resource and served as an additional learning opportunity (how to create/update) for the PS CoP group.

The group met frequently over a 6-month period (mostly remotely) to complete the project.

Is there anything you would do differently?

While the project focused on finding a better way to consistently create WA events, the overall goals was to take learning concepts of performance support and to apply them to a real-world application that benefits the individual and the chapter. Since this was the first cohort of the PS CoP, the volunteers worked as a team. As time passed, we lost a couple of volunteers which put a larger burden on those that remained. For future PS CoP cohorts, we'll focus on individualized projects - every one will learn the same information and will use that information to create their own specific project.

When did you start working on this effort?

May 01, 2020

When did this effort go live?

Nov 01, 2020

Approximately how many hours were spent working on this? Include an estimate of hours spent across all board members and volunteers.

250

What resources did you use? Check all that apply:

Volunteers
Board Members
ATD Resources

How many volunteers were you able to recruit?

7

Which board positions were involved in the effort?

President, VP Special Interest Groups, VP Talent Management

Select the ATD resources you used. Select all that apply:

Other: All information related to Wild Apricot

Do you have any additional insights to share with other chapters implementing this effort?

The ATD NYC PS CoP has created a Sidekick that any chapter can leverage. The sidekick is editable and can be tailored to the needs of a specific chapter with minimal effort.

How did you become familiar with the Sharing Our Success (SOS) program? Select all that apply:

ATD Chapter Leaders Conference (ALC)
NAC Area Call
Leader Connection Newsletter (LCN)

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 td.org/alc. Selected session facilitators receive complimentary registration.

Yes

email_consent

true