

## Sharing Our Success (SOS) Submission Form

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**Chapter Name:** New York City

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**Chapter Membership Size:** Large (300+)

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**Chapter Contact Person:** Greg Simpson

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**Email Address:** gregory.simpson@atdnyc.org

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**Phone Number:** (646) 256-0357

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**Chapter Board Position:** Immediate Past President

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**Chapter Website URL:** <https://atdnyc.org/>

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**Submission Title:** Performance Support Community of Practice

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**What did you do? (a 2-3 sentence summary of your effort):**

The ATD NYC Performance Support Special Interest Group (SIG) created a Community of Practice (CoP). The CoP is a project-based group focused on creating performance support materials that benefit the participating individuals and our chapter. The group is mentored by a Performance Support Thought Leader within the chapter giving those participating support/guidance. Participating members get hands-on experience that they can speak to/include in interviews and performance support materials that will help them and the chapter/chapter leadership more easily and readily complete their tasks. It's a win-win-win for the individual participant, chapter leadership, and ultimately, for the chapter which gets more standardized/consistent information.

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**Who benefitted from this effort (Target Audience) Check all that apply:**

Chapter Members  
Board Members  
Chapter Volunteers  
Potential Chapter Members

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**Why did you do it? What chapter needs were addressed?**

The Chapter has been focusing on ways to apply learnings from Chapter events. Members want hands-on learning experiences that they can use to learn new or enhance their current skills. They benefit by gaining direct experience and by having a product/outcome that they can share on their resume and/or speak to in an interview. Wild Apricot is challenging. By choosing the event creation process as the focus of the project, we were able to develop a more consistent process and provide guidance "at the moment of need" to those creating Wild Apricot events.

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<b>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.)</b>	Outcome: Participants welcomed the hands-on experience; Enjoyed learning new tools and having a product to show others as proof of their participation/learning; developed stronger relationships with participating chapter members; like that the project benefited the chapter and ultimately them in that events could be posted faster and more consistently regardless of an individual's experience with Wild Apricot.
<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>	<p>Initial pilot project was limited to 6 people who expressed interest in participating through Performance Support SIG event discussions. Began in May 2020 and ended in September after 8 sessions. In October, three test groups were engaged (new to Wild Apricot; some familiarity with Wild Apricot; Experienced in Wild Apricot).</p> <p>Project (team-based) used a free Google 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.</p> <p>See attached timeline.</p>
<b>Is there anything you would do differently?</b>	Lesson Learned: Individual projects are preferred; allows people to work at their own pace; doesn't overburden a group of people when a participant drops out or does not fulfill their responsibilities.
<b>When did you start working on this effort?</b>	Feb 27, 2020
<b>When did this effort go live?</b>	Feb 01, 2021
<b>Approximately how many hours were spent working on this? Include an estimate of hours spent across all board members and volunteers.</b>	103
<b>What resources did you use? Check all that apply:</b>	Volunteers Board Members
<b>How many volunteers were you able to recruit?</b>	12
<b>Which board positions were involved in the effort?</b>	President, VP Technology, VP SIGs, VP Programs
<b>Do you have any additional insights to share with other chapters implementing this effort?</b>	There were 6 participants in the initial Performance Support Community of Practice: 5 were participants and 1 served as the advisor to the group. Six others served as testers.

Please attach any documents that help support this submission. It is highly encouraged to submit editable files (ex. Word, Excel, etc): (additional documents and documents over 2MB should be sent to [sos@td.org](mailto:sos@td.org)) <https://www.formstack.com/admin/download/file/11880439414>

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

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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](http://td.org/alc). Selected session facilitators receive complimentary registration. Yes

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