

What's New

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Member and Geographic Activities

Region 8 Meeting
San Francisco, CA USA
18 August 2011

Membership Stats – through end of July 2011

■ IEEE Membership:

– Total Membership: 379,266

▪ Total + 2.1% YoY ... +7,759 members

▪ Higher Grade +1.4% YoY ... +3,945 members

eMembership: 16,772 though 30 July

▪ New Members: 5,980

▪ Reinstatements: 1,489

▪ Renewals: 9,303

▪ Undergraduate + 5.2% ... +2,679 members

▪ Graduate Students + 3.1% ... +1,135 members

■ Society Membership

– Total 322,307 +0.8% YoY ... +2,464 members

IEEE.tv launches mobile site



**Winner in American Business Media's
Jesse H. Neal Awards:**

▪ **“Best Use of Mobile”**

(over other finalists McGraw Hill and Penton Media)

▪ Site optimizes the IEEE.tv browsing and viewing experience for smart phones and tablet computers.

▪ Initially optimized for iPhone & iPad, roll out includes Android, Blackberry, additional operating systems.





Volunteer Desktop

- *Why a Beta launch?*

- Data must be reviewed by individual OUs
 - dependent on the data entered into BMS.
- Will take a few more weeks for each OU to ensure the BMS fields are configured correctly
- Any questions or comments, see Mark David (in San Francisco this week), or m.david@ieee.org



memberNet & Global History Releases

- Integrated memberNet brings member directory into the Community Desktop
- Global History Network(GHN) pulls customized history center information
- Volunteer Desktop
 - non-volunteer view encourages volunteerism



Center for Leadership Excellence (CLE)

- Portal containing training modules on key IEEE Volunteer Positions and a Catalogue of additional training material.
- Volunteer Training consists of:
 - Quick Start – Necessary information to get started in the first 30 days.
 - Position Description – Introductory material, time line, job description and recommended additional training.

Center for Leadership Excellence (CLE)

- Catalogue:
 - Library of additional training material developed over the years.
 - Arranged by focus area: member development, vitality, communications, etc.
- Presentation portal is the same used to present the IEEE eLearning modules.

[IEEE Glossary](#)

Progress Reports

[Dashboard](#)
[Learning Plan](#)
[Reports](#)

Welcome to the IEEE Center for Leadership Excellence!

The IEEE Center for Leadership Excellence (CLE) serves as the repository for all leadership training material within IEEE to ensure IEEE keeps pace with its evolving organization. Additionally, it will meet the needs of IEEE volunteer leadership by providing materials that will enable volunteers to accomplish their jobs efficiently and effectively; thus allowing them to spend more time ensuring that members are engaged in IEEE activities so that IEEE member satisfaction and relevance continue to grow.

The IEEE CLE makes information easily available with a Course Catalog in key areas of education and training. This Catalog will be updated regularly with new courses as they become available. Volunteers will now benefit from having access to full course material for their positions which will provide a one place to go for all their training needs. This includes a Quick Start module to help come up to speed during their first 30 days in their position, a job description for their role, time line of key dates and recommended training modules that support the particular aspect of their role.

[Volunteer Position Training](#)

Learning Library

Volunteer Position Training	14
Career	6
Communications	1
Finance	2
Leadership	6
Management	10
Program	13

[August 2011](#)

Sun	Mon	Tue	Wed	Thu	Fr
	1	2	3	4	5
7	8	9	10	11	12
14	15	16	17	18	19
21	22	23	24	25	26
28	29	30	31		

Upcoming Events

[Sections Congress 2011](#)
Tomorrow, 06:00
 » [Monday, August 22, 06:00](#)

[IEEE Center for Leadership Excellence Learning Lab](#)
Sunday, August 21, 03:00
 » 04:00

[Go to calendar...](#)
[New Event...](#)

My courses

[An Introduction to Leadership: A Primer for the Practitioner](#)

[Leadership Development](#)

[Membership Development Chair](#)

[NetSuite](#)

IEEE Day

- 2011 Theme –

“Empowering Members to Create the Future”

- Extension of Sections Congress
- Opportunity to disseminate information locally

- www.ieeeday.org

- Dates: 6 October 2011

IEEE Day Committee

- Salima Kaissi, Committee Chair - R8 Gold
- Nele Reynders, Rafal Sliz, Ahmed Gamal, João Figueiras - R8 GOLD
- Jorge Soares, Hossam Fahmi - R8 SAC
- Adrienne Hahn – Staff Membership Marketing
- Salima will be seeking members from other regions

IEEE Day Format

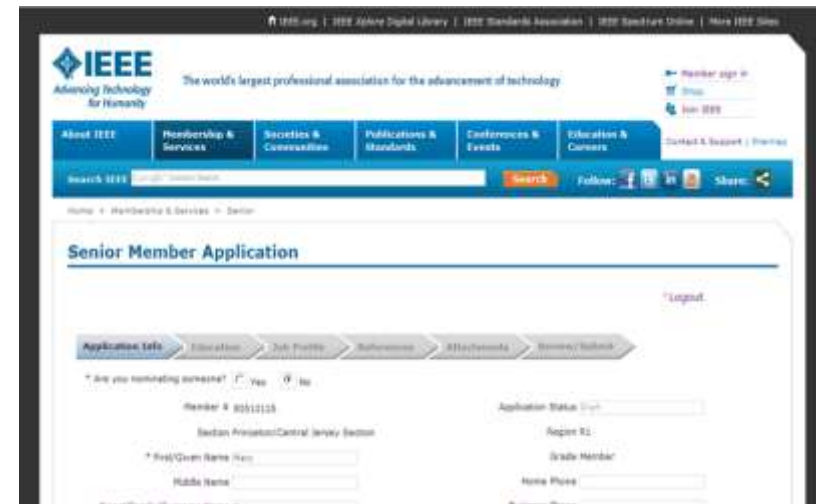
- Similar to 2010
 - Encourage local events to take place
 - Website updated
 - Social Media usage - Facebook/LinkedIn
 - Contest
- Different from 2010
 - Purpose – take Sections Congress learning back to local members and volunteers
 - Direct outreach to members

Online Senior Member Application Launched

- Enables online submission and validation of application and member references
- Automated a manually intensive back-office process

■ Features

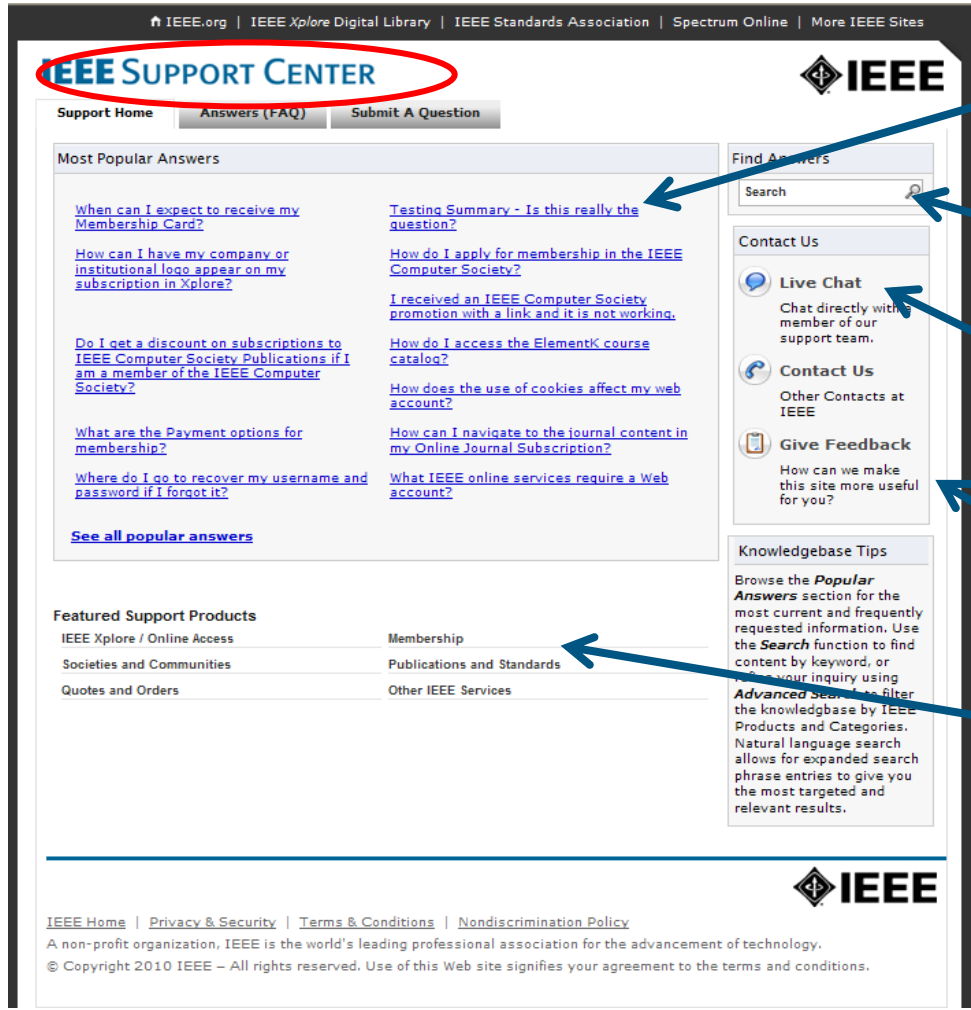
- Save application in draft and return later
- Upload resume / CV (MS Word or PDF)
- Reference validation in real time
- View application status
- Send automatic e-mail reminders to references

A screenshot of the IEEE Senior Member Application web form. The page header includes the IEEE logo and navigation links such as 'About IEEE', 'Membership & Services', 'Standards & Conventions', 'Publications & Standards', 'Conferences & Events', and 'Education & Careers'. The main content area is titled 'Senior Member Application' and features a progress bar with steps: 'Application Info', 'Education', 'Job Profile', 'References', 'Attachments', and 'Summary/Submit'. Below the progress bar, there are several input fields and checkboxes, including a 'Member #' field with the value '80512123', a 'First/Last Name (Full)' field, a 'Middle Name' field, and a 'Home Phone' field. There are also fields for 'Application Status' and 'Registration'.

133 applications submitted in the first week!

User-Centric IEEE Support Center Launched 1 August

[HTTPS://supportcenter.ieee.org](https://supportcenter.ieee.org)



Most Popular answers to member questions

Search by Topic

Live Chat with Contact Center Agent

Feedback

FAQ's by Topic



IEEE Support Center – Service Results: First 10 Days

- Contact Center results through first week of launch:
 - 3,228 searches resulted in a user self service rate of 96.5%
 - 69 chat sessions held with Contact Center associates.
 - 3,235 Requests addressed;
93% resolved on first contact
- Improves contact efficiency, quality and overall member satisfaction.

More During Sections Congress

- E-membership
- IEEE.tv
- myIEEE
- CLE
- IEEE Day
- Senior Member Application
- IEEE Support Center