What's New

Cecelia Jankowski 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

- currently in "soft" Beta launch

Key Features:

- Creates a personalized navigation
 - "myVolunteer Networks"
- Dynamic sub pages for each "network"- *i.e.* pages for each volunteer area/OU
- Customizable for each network
- RSS feed capability: automates updates
- Allows for easy creation of new dynamic gadgets





- 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 <u>m.david@ieee.org</u>



MYIEEE Some 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



Advancing Technology for Humanity

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.



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GO - Mhttp://ieee-elearning.org	(CLE/	/ 🛃 💌 🗲	Live Search
File Edit View Favorites Tools He	Help De Excellence Image: Content of the IEEE Center for Leadership Excellence! Image: Content of the IEEE Center for Leadership The IEEE Center for Leadership Excellence (CLE) serves as the repository for all leadership training 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. Image: Content of the imag		
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▲ IEEE Glossary Progress Reports ■ Dashboard ● Learning Plan ● Reports	Excellence! The IEEE Center for Leadership Excelle leadership training material within IEE evolving organization. Additionally, it w leadership by providing materials that jobs efficiently and effectively; thus all that members are engaged in IEEE ad relevance continue to grow. The IEEE CLE makes information easily areas of education and training. This of courses as they become available. Vol to full course material for their position their training needs. This includes a Q during their first 30 days in their posit of key dates and recommended trainin of their role.	ence (CLE) serves as the repository for all E to ensure IEEE keeps pace with its will meet the needs of IEEE volunteer will enable volunteers to accomplish their owing them to spend more time ensuring tivities so that IEEE member satisfaction and y available with a Course Catalog in key Catalog will be updated regularly with new unteers will now benefit from having access ns which will provide a one place to go for all uick Start module to help come up to speed ion, a job description for their role, time line	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 \textcircled{O} Sections Congress 2011 Tomorrow, 06:0 \land Monday, August 22, 06: Monday, August 22, 06: \textcircled{O} IEEE Center for Leadersh Excellence Learning Lab Sunday, August 21, 03:1 \checkmark 04: \checkmark
	Learning Library		
	<u>Volunteer Position Training</u> <u>Career</u> <u>Communications</u> <u>Finance</u> <u>Leadership</u> <u>Management</u> <u>Program</u>	14 6 1 2 6 10 13	My courses An Introduction to Leadership: A Primer for th Practitioner Leadership Developme Membership Developm Chair

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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

133 applications submitted in the first week!



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User-Centric IEEE Support Center Launched 1 August

HTTPS://supportcenter.ieee.org

Support Home Answers (FAQ) Sub	I Library IEEE Standards Association Spec	<i>IEEE</i>	Most Popular answers to member
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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

