



# **Topics**

- Resources
  - VOLT
  - Section Vitality Dashboard
- Member Benefits
  - Google Apps for members
  - Career Resources Resume Lab
- Implementing the MGA Strategy









# A high-quality volunteer onboarding program designed to accelerate volunteer' knowledge of IEEE

- --> the organization, products & services, resources & tools
- Engage, energize and motivate volunteers to actively seek out and serve in leadership positions
- Establish the core body of knowledge for a broader training framework to develop and prepare future IEEE leaders
- Enable participants to understand their role(s) within their geographic units and the larger IEEE

# **VOLT Expected Outcome** - increase volunteers' perception of IEEE as a *valuable* resource to support them in their IEEE volunteer and professional careers



- Targeted participants: current volunteers who have 2+ years experience and who have not held an officer position in their geographic unit
- Each participant assigned a Mentor (experienced IEEE member with history across at least two OUs)
- Program combines formal and practical learning over 6 months
  - About IEEE and organizational Units
  - Leadership & Communication Skills
  - 'How To' Demos, Homework, weekly "Did You Know's"
  - Weekly webinars facilitated by internal and external SMEs
- Team Project Teams collaborated on plans to establish a working relationship between a section and an IEEE OU
- VOLT on Facebook https://www.facebook.com/ieee.volt



# **Section Vitality Dashboard**

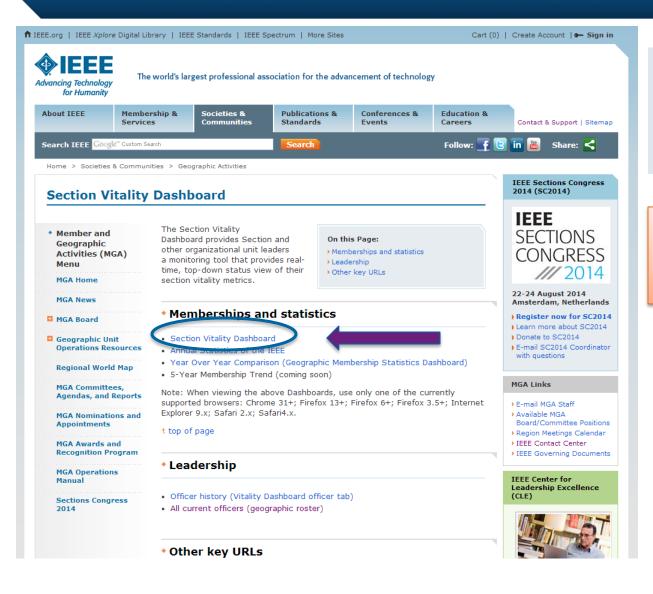
- Develop a monitoring tool for use by section leaders that provides real time, top-down status view of their section vitality metrics.
- Uses a phased approach to expedite delivery of information.
- Phase 1 was announced in January 2014
  - Includes:
    - Dynamic Data (SAMIEEE Data)
    - Static Data links (IEEE Annual Statistics, Rosters etc...)
    - Links to create Surveys, Polls and Doodles
- Data from all reports can be exported





#### Section Vitality Dashboard Page on ieee.org

http://www.ieee.org/societies\_communities/geo\_activities/dashboard.html

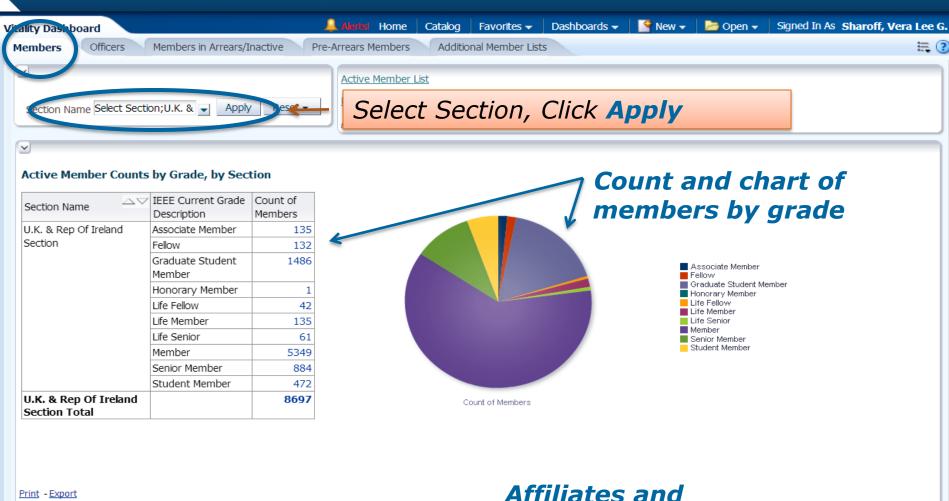


Volunteer committee defined eleven (11) components to include in the dashboard.

Staff analyzed the most widely used reports in SAMIEEE.



#### **Section Vitality Dashboard has 5 Tabs**



Section Name	IEEE Current Grade Description	Count of Members
U.K. & Rep Of Ireland Section	Affiliate	287
	SA Member	11
U.K. & Rep Of Ireland Section Total		298

Print - Export

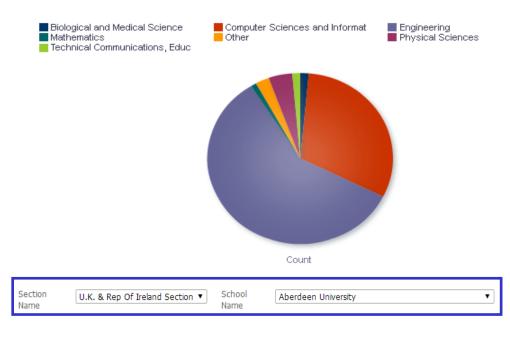


## More Reports on "Members" Tab

#### Students by School and IEEE designated field

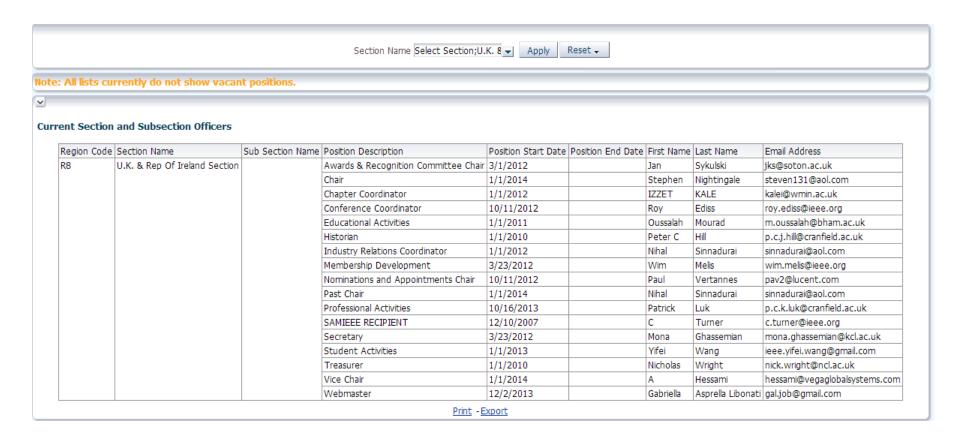
#### Active Student and Graduate Student Member Counts by School

Section Name	School Name	Count
U.K. & Rep Of Ireland Section	Aberdeen University	32
	Anglia Ruskin University	9
	Aston University	8
	Athens Univ Of	1
	Athlone Inst Of Tech	1
	Babol University of Technology	1
	Bangor Univ College Of North Wales	6
	Beijing Jiaotong University	1
	Birbeck, University of London	3
	Birla Inst Of Tech & Sci - Dubai Campus	1
	Bolton Univ	3
	Bournemouth Univ	3
	Brighton University	1
	Brunel Univ	34
	Cambridge Univ Of	24
	Cambridge Univ Of Clare College	1
	Cambridge Univ Of-Churchill College	4
	Cambridge Univ Of-Sewlyn College	1
	Cambridge Univ Of-Trinity College	1
	Cambridge, Univ Of Magdalene College	1
	Cardiff University	1
	Cardiff University College	12
	Carnegie Mellon Univ	1
	Central England Univ-Birmingham	1
	China Univ Of Electronic Science And Tech	1



Additional reports include Societies and Affinity Groups

# Leadership Tab: Current Section, Chapter, Affinity Group and Student Branch Volunteers





#### Leadership Tab more: All Section members who have held a reported IEEE position



Most Popular!

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Vi	itality Dashboard	d					lertsi Home Catalo	og   Favorites 🕶	Dashboards → 🧗 🥞 Nev	w 🔻 📗 Ope	en ▼   Signed	In As Share	off, Vera Lee	<b>G. ▼</b>
	Members Of	fficers	Members in	n Arrears/Inac	ctive	Pre-Arrears Members Add	ditional Member Lists						E,	?
	Volunteer Hist	tory for A	ctive Mem	ibers										
		Member Number	Last Name	First Name	Middle Initial	Email Address	Home Phone	Work Phone	Organizational Unit Name	Organizational Type	Position Description	Position Start Date	Position End Date	
	U.K. & Rep Of Ireland Section	40175518	AL-AKAIDI	MARWAN	М	mma@dmu.ac.uk	+00447884235159	+44 1162577098	U.K. & Rep Of Ireland Section	Section	Conference Coordinator	01/01/2012	01/02/2012	
									UKRI Section Chapter, SP01	Chapter	Chapter Chair	01/01/1999		
		92276697	Abdul Sattar	Zubaida		eepe02@bangor.ac.uk			Bangor University SB	Student Branch	Chair	10/28/2013		
		80708821	Abunjaileh	Alaa	I	abnjlh@gmail.com	+447912884191	+441133437077	IEEE Microwave Theory and Techniques Society	1	Administrative Committee	01/01/2012	12/31/2014	
		1	1 '				'				Secretary	01/01/2011	12/31/2012	
		1	1 '				'		MTT-Education	Committee	Education	01/01/2014		
									MTT-Membership & Geographic Activities Committee	Committee	Awards	01/01/2014		
		01472554	Aggarwal	Raj	K	r.k.aggarwal@bath.ac.uk		+441225826326	UKRI Section Chapter, PE31	Chapter	Chapter Treasurer	01/01/2008	12/31/2008	
		08242505	Aghvami	Abdol- Hamid		hamid.aghvami@kcl.ac.uk	+44 208 9988716	+44 207 8482898	Kings College London Sb	Student Branch	Counselor	06/01/2001	07/01/2002	
									UKRI (UK) Section Chap,COM19	Chapter	Chapter Chair	09/01/1990	12/31/1998	
		41523414	Agrawal	Arti		arti_agrawal@hotmail.com		+4402070403887	U.K. & Rep Of Ireland Section	Section	Professional Activities	01/01/2013	10/16/2013	
		'							U.K.R.I. Section Aff Grp,WIE	Affinity	Affinity Group Vice Chair	07/01/2013		
		L'							U.K.R.I. Section Affinity Group,GOLD	Affinity	Affinity Group Chairman	01/01/2012	10/16/2013	
		90406753	Ahmadi	Samad		sahmadi@dmu.ac.uk	+	+44-116-	CE-Standing Committees	Committee	Conference	01/01/2009	12/31/2009	
		L'	<u>                                     </u>				<u> </u>	2506314			Member	01/01/2009		
		90365743	Ahmed	Khaled	Hani	khaledh20@yahoo.com	+100441415464279	+44 (0) 141 548 2350	University of Aberdeen, PEL35	Student Branch Chapter	Advisor	02/12/2014		
		80391009	Alessandro	Crescenzo S D		cdalessandro@iee.org	+441494837046		Univ Of Newcastle Upon Tyne	Student Branch	Chair	06/27/2006	06/01/2011	
		80582616	Ali Alao	Babatunde		ali.alao@hotmail.com		+442071830455	UKRI Section Jt. Chapter, TM14/PC26	Joint Chapter	Chapter Secretary	09/10/2013		
		40104087	Allen	A	R	a.allen@abdn.ac.uk		+44 1224 272501	University of Aberdeen SB	Student Branch	Counselor	06/27/2013		Ш
		90615057	Amaro	Pedro		antoniopedroamaro@gmail.com	+447728872557		Univ Of Southampton SB	Student Branch	Chair	06/11/2013		
		92560727		Muhammad Junaid		junaid.amin@umail.ucc.ie	+	+	University College Cork SB	Student Branch	Chair	01/24/2014		

#### What's Next for the Dashboard?

- **2014** 
  - May A "Meetings" Tab will show all reported Section meeting activity, past and scheduled.
  - New features added throughout the year.
- 2015: anticipate a complete SAMIEEE redesign incorporating "role based" display.
  - Expand dashboard to Societies and other SAMIEEE users
  - Reducing the need to know and understand specifics of using SAMIEEE.





# GoogleApps@IEEE









#### http:www.ieee.org/googleapps

#### Member benefit for all IEEE members

- Included in the price of membership dues
- Application suite includes mail, contacts, calendaring, and collaboration tool-set
- 30-gigabite of storage space
- Single sign-on, once logged into myIEEE

#### GoogleApps suite offered to members:

- Email (@IEEE.org)
- Contacts
- Calendar
- Google Drive

Picasa\* & more

Google+\*

Advancing Technology for Humanity

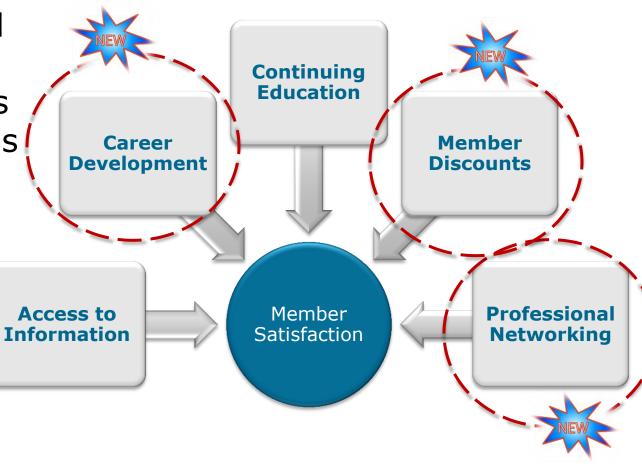
<sup>\*</sup> Not covered by the IEEE Enterprise agreement with Google





# **MGA Member Product Roadmaps**

MGA has aligned development of member benefits and opportunities along five roadmaps...





# Career Development

Find a job @ IEEE Job Site careers.ieee.org



Create your resume @IEEE Resume Labwww.ieee.org/resumelab



Find a mentor @ IEEE MentorCentre www.ieee.org/mentoring





Knowledge resources

the institute

Career Guidance @
The Institute
<a href="http://theinstitute.ieee.org">http://theinstitute.ieee.org</a>
/career-and-education





- New member benefit launched 31 January 2014
- Create resumes and cover letters using customized templates with built-in training and tool tips
- Build video resumes and work portfolios
- Take mock interviews with 900+ practice interview questions











#### **Resume / CV Assistance**

- > Easily editable templates and easy to use interface
- Samples, action verbs, and section examples available

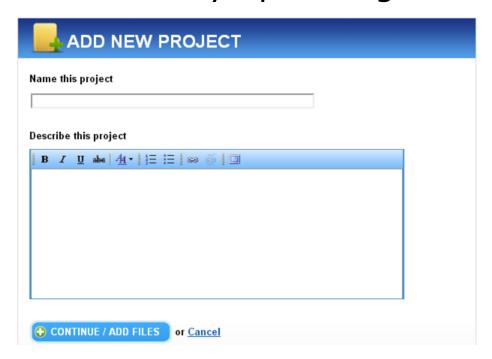






#### **Portfolios**

- Store documents related to the employment process
  - Letters of Recommendation, Reference Lists, Writing Samples
- Store documents from one's experience
- Add files by uploading or link to online sources



EXISTING	PROJECTS
All Your Projects	





#### **Mock Interviews**

- ▶ 900+ different questions to answer
- Different interview types and multiple interviewers
- Record audio, video, or just listen
- Review personally or share with mentor, professor, etc.

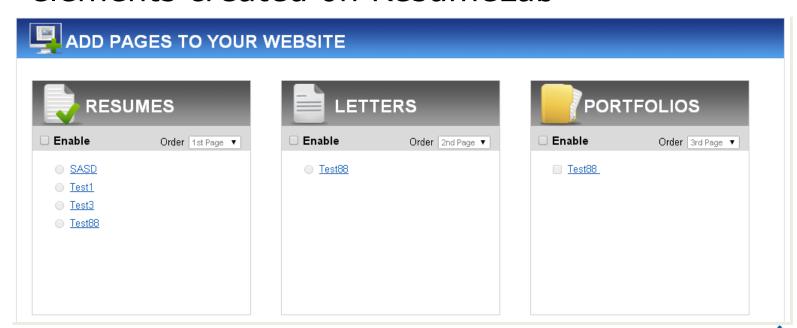






#### **Share Everything**

- Share anything created in ResumeLab via a publically available URL or via social media
- Create a personal website pair together various elements created on ResumeLab







Metrics on Awareness and Use (as of 25 March 2014)

1,750+

 IEEE members who have used ResumeLab since launch

2,500+

 Documents – resumes, CVs, letters, and assessments – created in ResumeLab

66%

 Percent of users who are students or Young Professionals

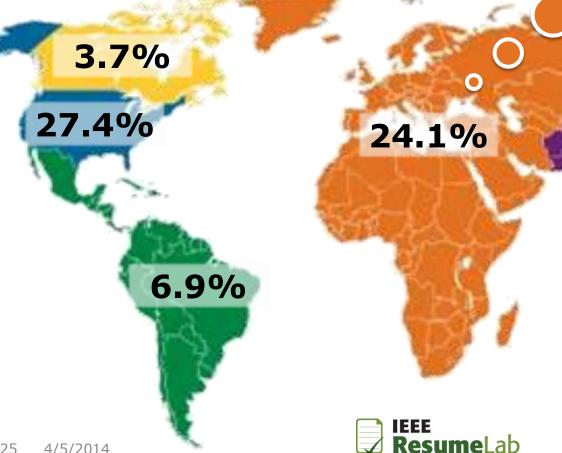


# **Geographic Usage**

Users represent 76 countries

Top countries in Region 8 using ResumeLab are Egypt, Tunisia, **UK**, and Portugal

38.0%





# Implementing the MGA Strategy Playbook



# **MGA Winning Aspiration**

## To be the best in class association for technical professionals in the world by

- Delivering an exceptional membership experience (50% or more of members rating as IEEE membership "top box" or "very satisfied")
- 2. Expanding IEEE's global membership presence.
- 3. Developing and supporting a positive professional development experience for volunteers who deliver the IEEE experience.



# How Do We Impact



## Member Impact at IEEE

#### Financial: \$100-125M/yr (25-32% of Revenues)

- \$66M in direct Membership dues and Periodical Revenue
- \$2.6M in direct sales of Member Digital Library
- About 40-50% of the attendees of the \$138M Conference business\*





#### Other value from members

- Source of leads for IEEE Xplore sales
- Stewards and evangelists of the IEEE Brand around the world
- Primary source of our volunteer community



1 October 2013

423 Events Submitted - 250% increase

110 Geo Units held local events

**413 Photo Contest submissions** 

#### **Social Media Activity:**

Facebook - more than 13,000 likes

Twitter – 1,600 tweets

Google+ - more than 800 +1s

#### 109 new higher grade members

- 121% Year over Year Increase

Save the date:

IEEE Day 2014 - 7 October 2014









# Major Challenge: How to create a "Wow" Experience?

"Wow" definition(Zappos' Core Value #1 example):

"To WOW, you must differentiate yourself, which means doing something a little unconventional and innovative. You must do something that's above and beyond what's expected. And whatever you do must have an emotional impact on the receiver."

For IEEE:
We need to pick our spots...
... and make each one count!

# Satisfaction alone is not enough!

It matters how, and how often, experiences occur...



International partnerships inspire innovation for those who develop and deliver technology solutions.

New Markets

Local Programs

Global means doing what is needed locally, everywhere.

Product Innovation



- Sections should focus on those activities that are most impactful to the member.
- A vital section should focus on providing its members:
  - Involvement with relevant local industry
  - Professional development and networking within the Section
  - Communications including a current and well maintained
     Section web page and providing a monthly newsletter
  - Continuing education programs
  - Opportunity to participate in online meetings/webinars
  - Joint events with other sections and professional societies
- Volunteers should utilize data to prioritize the activities of the section and not their own opinions.

#### How will we win?

- By delivering high quality IEEE branded products and service to meet gaps in member satisfaction
- By having volunteer and geo units participating with the winning aspiration and associated objectives
- Through locally authentic strategies and experiences
- By exploring and implementing innovative and experimental models for member engagement





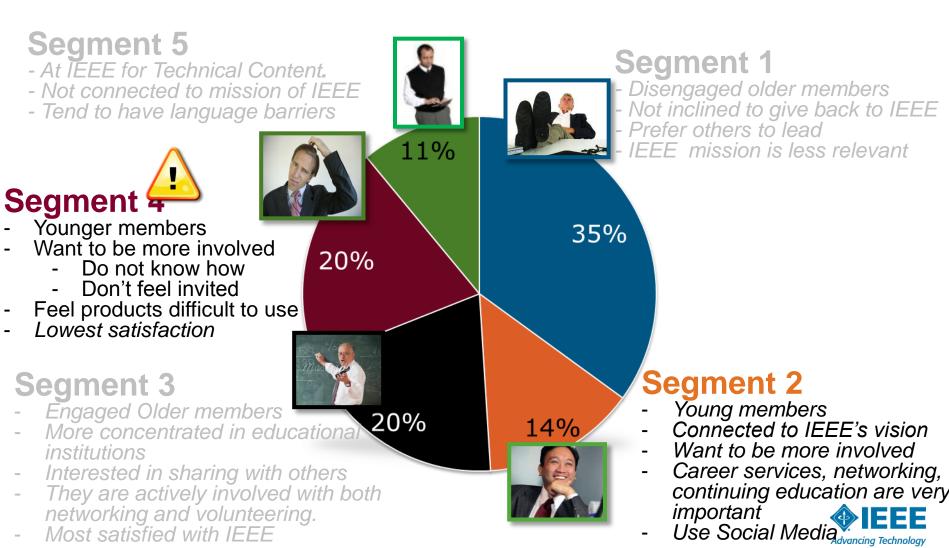
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# **Where Will Young Professionals Play?**



# **How will we win?** Securing IEEE's future - We need to satisfy these key YP segments

#### Segment 2

- Young members
- Connected to IEEE's vision
- Want to be more involved
- Career services, networking, continuing education are very important
- Use Social Media

#### Segment 4

- Younger members
- Want to be more involved
  - Do not know how
  - Don't feel invited
- Feel products difficult to use
- Lowest satisfaction

#### HOW?

- Identify them, find them via YP queries in SAMIEEE
- Ask them to get involved? Hint: They like to volunteer as a group
- Connect with them via social media
- Give them a chance to look good and add something to their resume
- Spend conference time on professional networking and career development

& advertise it that way!







#### **Discussion**

#### How Does R8 Play?

- R8 Strategic Challenges
  - Go to industry!
  - Increase IEEE's footprint!
  - Think education!

#### How Will R8 and its Sections Win?

- Focus on high energy YP events
- Host a Metro Area Workshop
- Participate in the career strategy
- Afternoon discussions
- ???



# Thank you!



