

ARCHIVE OF CSAP DISCUSSION LIST BY TOPIC

MEMBERSHIP ISSUES

Topic: **Membership Benefits**

Date Originated: January 4, 2005

Originator: Meg Myers, VSHA

Original Message:

I am the Member At Large for the Vermont Speech-Language and Hearing Association (VSHA). We are curious about the benefits of membership that other state organizations provide and how they advertise. Our next meeting is 1/8/05--I left this to the last minute--oops. I appreciate your assistance.

Responses:

- a. Meg, Feel free to visit our web site page <http://www.gsha.org/membership/index.htm>, which highlights the benefits of membership in the Georgia Speech-Language-Hearing Association. We also have a brand new membership brochure that I would be happy to share with you. Pass on your mailing address, and I will be happy to put it in the mail. Jody B. Rosen, APR, Executive Director, Georgia Speech-Language-Hearing Association
- b. We provide a newsletter, convention that allows you to get your CEU's in 2 days...We are active in state and federal issues and employ a lobbyist. This year I'm concentrating on school issues. Mary Gray
- c. Hello from Nebraska! Our membership benefits include:
 1. Monthly publication
 2. Up-to-date Legislative information via email
 3. Cheaper rate at Continuing Education Programs
 4. Membership directory
 5. Special Web Site Access
 6. Statewide Communication
- d. Montana membership is \$65 per year. Members receive reduced rates for our Fall convention and our Summer Institute. We also have a quarterly newsletter that is online in the winter and summer and hard copy in the spring and Fall. We also have a website and an online chat group to discuss hot topics. We have recently started journal study groups in 3 major cities in the state. I guess the most valuable part of membership is that we have 265 of us in the 4th largest geographical region in the US and the networking is priceless. Laura Jo McKamey, Montana Speech Language Hearing Association
- e. The Tennessee Association has as benefits: a list serve that keeps members current on any issues affecting the practice of SLP and Aud; newsletter available to members only; reduced registration fees for continuing ed and convention;

employs a first rate lobbyist to advocate and monitor at the state legislature and licensure board. Nelia Westenberger, Executive Director, TAASLP

- f. My name is Shane Hunsaker and I'm President of the Wyoming Speech, Language, Hearing Association. This is a constant problem in a small state like Wyoming the members are constantly questioning the benefits of the association.
- 1) Being part of a group of professionals that have similar goals and needs.
 - 2) We provide 2.0 CEU's annually at our State Convention (20 Hours) as required by Wyoming licensure. We take pride in bringing in speakers that are well known in the fields of Speech and Hearing. We spent \$15,000 on speakers this past year. The school speech and hearing members can get all of these hours in one shot.
 - 3) We are starting to push some legislative issues that will help both private practice and school based members, it is a benefit that they can help in the legislative process and make changes for the positive.
 - 4) We work closely with the University of Wyoming in getting CEU's and classes to update the membership's skills and knowledge, in turn we sponsor student memberships in WSLHA and have a scholarship fund that gives out 4-\$500.00 scholarships a year to UW.
 - 5) We have a quarterly newsletter that everyone can contribute to and share items of interest and job openings around the State.
 - 6) A membership directory that helps in networking and referral's to others.
 - 7) This year we are doing a Tri-State Convention with Utah and Idaho, this will give our members a chance to interact with others and hear that we could not afford or get due to our small size and location.

The biggest benefit is it gives them a voice for their profession at a local level and that is where grassroots efforts start and can make a world of difference for your state and communities.

Know that all sounds great but as you know it is hard to get people to step up to the plate and support and serve, everyone says that they are too busy! Well we are all busy, it is just getting them to understand the things they want from an association only come from being an active member. It is a slow process but through networking and small projects our association is moving in a positive direction. Always remember there are some who complain just to complain!

- g. Greetings from the snowy and minus 9 degrees ... then rainy and 60 ... then icy and 32 ... then ... well ... you get the picture ... State of Indiana!

Our member benefits include:

- Quarterly newsletter
- Directory
- Reduced rates at winter conference; 1/2 day program for CE credit.
- Reduced rates at spring convention; 2 1/2 days for approximately 14 or more hours of CE credit
- Continuing Education credits for ASHA, Health Professions Board and Professional Standards Board (DOE)
- Legislative Monitoring
- Leadership opportunities

- Licensure monitoring
- Blast email alerts and information
- Student support
- Written Code of Ethics
- Published Strategic plan
- Network/support

For more information, please see our website at www.islha.org. Best wishes! Kay Olges, M.A.T., CCC-SLP, President

- h. Hi - Benefits to members in Connecticut include a newsletter published three times a year and reduced rates at our spring conference and our fall mini-conference. We maintain a website which anyone can access and a job listing service available to any employer, slp or audiologist in the state. Vernice L. Jury President CSHA
- i. In NJ, our members enjoy many of the same benefits that the other states have mentioned such as a newsletter printed 5 times a year, up-to-date info on what's happening in the profession, email blasts, reduced rates at our conferences and convention, a website with a members only section with job posting and chat room, networking with professionals, etc. But I personally feel that the biggest member benefit is having a presence in the state capitol. The state associations are an aud and SLPs only chance to influence rules, regs, and legislation that affect their working conditions, workplace environment, credentialing, etc. in their state. We also recommend members for positions on influential state committees and boards such as our state licensing advisory board. Members' financial support is what makes that happen. NJ has been targeting this as a huge member benefit in letters to non-members. I'll let you know if we were successful. We just sent the letters out a week or two ago. Nancy Patterson, President, NJSHA
- j. The Washington Speech & Hearing Association provides workshops, a yearly convention, legislative updates, member listserv, job opportunities and an on-line newsletter. Dues are currently \$55 per year. More information and details are available on our website at <http://www.wslha.org/mainpages/membership.htm#benefits>. Thank you, Alope Bennett, WSHA
- k. Membership in the California Speech Language Hearing Assn, includes:
 1. Quarterly publication of the CSHA Magazine. Each issue has a theme with at least 4 authors addressing that issue. It is really more like a mini journal.
 2. Up-to-date Legislative information via email and in each issue of the magazine.
 3. Annual convention with reduced registration for members.
 4. Membership directory
 5. Special Web Site Access
 6. Networking and legislative advocacy. Lisa O'Connor
- l. Hi again from Montana, I forgot that we also pay a lobbyist in Legislative years (Odd numbered years), and we have an administrative assistant who handles CEU applications and other organizational paperwork. We pay her about \$800 a month. We also have a membership directory that is published every other year. We pay SEAL Expenses and we send our program committee chair and our

- summer institute chair to ASHA every year. We send our President or President Elect to CSAP 2 times (one spring and one fall) and we have an outreach program that gives grants of up to \$300 to families in need of assistance for hearing aids. I just needed to get thinking and remember everything we do. Laura Jo McKamey
- m. Meg: Feel free to visit our web site page www.ncshla.org which highlights the benefits of membership in the North Carolina Speech, Hearing and Language Association. Thanks. AJ Jacques
- n. Hello fellow members of CSAP. Membership Benefits for the State of South Dakota
- Discount registration fee to the annual statewide convention
 - Informative quarterly newsletter
 - Comprehensive membership directory
 - Active legislative monitoring on the state and federal level
 - Opportunity to network with colleagues
 - Therapy ideas from our Bright ideas spotlight found in 'the voice' (our newsletter) and on our website
 - Ability to obtain CEU's through convention and other supported activities in the state.
 - Opportunity for door prizes at convention and for “bright ideas”
 - Advocating for the group and our peers for things such as salary supplements
 - Maintaining contact with DOE to help with recertification, special education processes, etc.
 - Satisfaction of supporting your industry’s professional association
 - Opportunity to access our website for job opportunities and to interact with others from our profession
- Shirley Hauge Past - President SDSLHA
- o. Ohio Membership Benefits:
- Journal published annually
 - Newsletter published 7 times per year
 - Liability Insurance
 - Lobbyist working with our Governmental Affairs Coalition
 - Annual Convention providing CEUs and cheaper rate for members
 - Co-sponsorship of seminars throughout the year
 - Members-Only website access containing membership directory, on-line newsletter, etc.
 - Membership Directory
 - Membership listservs (membership at large, regions, and practice areas)
 - Nancy Bailey, Executive Director

Topic: **Membership for Speech Assistants**

Date Originated: November 29, 2005

Originator: Sharon Parisi, MA

Original Message:

At our last board meeting we discussed adding a new category of membership for speech assistants. I was wondering if any other states have done this and if so how did you go about the process? Thanks.

Responses:

- a. We do not have speech assistants in DE. Jill Nigro, DE
- b. In Texas we have 5 categories of membership recognized in our Bylaws (Active, Life, Associate, Student and Affiliates)- assistants would join as Associate Members. They enjoy all the privileges of membership except for that of voting or holding office. Lynda Barbee, TX
- c. In IL they can join ISHA as affiliate members but cannot vote or hold office. This same category of membership is used for SLPs who don't hold the license to practice in IL but work in schools with school certification only. Christy
- d. South Dakota does not have such a category. Anne Crosswait-Degen, South Dakota
- e. Sharon, California has added a non-voting paraprofessional membership category, and we did this by resolution at a Board meeting as the first level of approval, and then followed our procedures for implementing a by-law change. I have attached the wording in the by-law change that was made. Lisa O'Connor (with attachment)
- f. In Florida we have written into our bylaws the following provisions:
 - 5.1 The following persons are eligible for Associate Membership:
 - a. Individuals holding a Bachelor Degree or equivalent in Speech-Language Pathology or Audiology or holding a Florida certificate as a Speech-Language Assistant or Audiology Assistant.
 - b. Students who are actively enrolled in a full-time program as degree-seeking students in a university or college program in Speech-Language Pathology or Audiology.
 - c. Individuals who hold degrees in allied professions or are interested in the general area of language, speech, swallowing, hearing and/or balance.
 - d. Individuals who hold Associate Membership may not vote, hold office or be eligible for life membership. Robert C. Fifer, Ph.D.

Topic: **Membership Directories Survey**

Date Originated: April 16, 2006

Originator: Patty Banas, WSHA President

Original Message:

Greetings CSAP members – I am trying to gather some information on the use of membership directories. I would really appreciate you taking a few minutes to complete my short 4 item survey.

1. What kind of safeguards, written guidelines in general do you have for your membership directory?
2. Is your directory available to students (members and non-members), needing subjects for surveys as they do research projects?
3. If yes, does the student pay for the directory names?
4. Is your directory posted on line exclusively, or do you print a hard copy as well.

Responses:

- a.
 1. Available only to members
 2. Labels can be purchased by nonmember students for research purposed
 4. Will be online next year – still discussing whether or not to print hard copies also. Mary Jo Germani
- b.
 1. I'm not sure about this... we just established an online directory, which only members can access.
 2. Only available to members, of which some are students.
 4. Since we have just established the online directory, we also have a print version. We may abandon it, in time. Charles Adams, South Carolina
- c. North Dakota does not have any safeguards or guidelines about the membership directory. I do not send it out too often and if so, usually to a committee member of NDSLHA. Requests for mailing labels of the membership is asked often for conferences or some surveys. Charge for a set of mailing labels is \$15. Our website is handled by an outside agency and currently is very outdated. The directory is not on line. Linda Hoff, Executive Secretary, North Dakota Speech-Language-Hearing Association
- d.
 1. Because of the cost of updating and printing the directory, in MA, we have not done a directory in several years. Currently we are exploring having a member's only section with the directory on our website.
 2. No
Sharon, MA
- e.
 1. Nebraska doesn't really have any safeguards. However, our By-Laws state who can or can't be a member. Anyone that is a member can receive the directory information. Any information on the membership form that each person completes is in our directory (meaning addresses, emails, phone numbers, etc.).
 2. Any member, including students.
 3. No, it's free to all members.
 4. Yes it's on our website in the members only section. But most of our members still receive a hard copy. This year we are thinking of sending out the directories

in a PDF document and then the members that want a hard copy can print it out. Saving us postage and copies. Angie Carman

- f.
 - 1. None.
 - 2. No.
 - 4. Hard copy onlySHAA, Byron McCain, CAE, Executive Director
- g.
 - 1. We have a safeguard in that only members can access it on-line. We have written guidelines for whose name can appear in it, when it's published, how you can advertise in it, and how you can as a member list your facility in it.
 - 2. The directory is available to all members, student members, professional members and other members of the association. It is not available to non-members, except at a price. Students might call members in regards to a research project, but I don't think that that has happened very often or has ever happened. At least I am unaware of it. Now that I look at your question again I realize you're asking about conducting a survey specifically. In that case they would probably want a mailing list and that would be available for a price, although we have not ever had that type of contact. I think this would be an issue which would probably come before our Officers Committee as well as before the Executive Council.
 - 4. It is posted on line exclusively as a member benefit and only members can access it. We additionally print a hard copy for every member. Many members do not have access to a computer and hence would be cheated out of what they have paid for as a membership benefit. There have been many times that it has been proposed that we go to an on-line only directory and newsletter, but it has not successfully passed. Bob Hull, Ph.D., CCC-SLP, President Elect, GSHA
- h.
 - 1. Our directory is hard copy only. We have no secure members only section on our web site at this time so we feel that even though it would save printing costs we are not ready to put the directory on line. We have no written guidelines regarding the directory.
 - 2. All members of the association are sent a free copy of the directory. I assume that students who are not members could easily get a copy of the directory from a faculty member. As far as I know no one has ever asked to purchase a directory.
 - 4. Currently our directory is only available in hard copy. We have had some preliminary discussions on the topic of on line vs hard copies due to printing costs. Vernice Jury, President Connecticut Speech-Language-Hearing Association
- i.
 - 1. Our membership directory is in the process of being put on line. We have no written, directory per se, and no guidelines.
 - 2. It will be available to anyone who accesses it on line (only certain members have requested to be part of the on line directory)
 - 4. On line (soon); no hard copy. Jon Clancy, President, NHSLHA
- j.
 - 1. I don't know of any written guidelines. If a member requests certain information not be listed we accommodate their request.
 - 2. A copy of the Directory is sent to the OSU and PSU library.
 - 4. We only publish a hard copy of the directory. Companies advertise in our directory. So this helps with some of the publication costs. We do not post the directory online. Sometime in the future, OSHA may decide to put the directory

- online in a 'members only' section of the website. However, some members would still prefer a hard copy. Robert Buckendorf, Oregon
- k. Arkansas
 - 1. not sure!
 - 2. no
 - 4. online only at the moment
 - l. 1. I don't know that we have safeguards...anyone who pays their dues is listed in the membership booklet.
 - 2. We only have one university in Maine and this has not been an issue...I would think if it came up we would make it available to them as we are trying to encourage relations between the association and the university.
 - 4. Our directory is in print ONLY. We are having a hard time convincing the membership to move toward paperless in Maine. Amy Bragg, President, Maine Speech Language Hearing Association
 - m. Hello: And the answers from Maryland are:
 - 1. The only safeguards that we have is a statement telling members that the information cannot be distributed to other parties, and we only allow access to the directory to current members.
 - 2. No, although we do sell our mailing list (name, address only) for CEU purposes or job announcements.
 - 3. n/a
 - 4. It is posted exclusively on our Members Only section. We will make a hard copy if someone does not use the computer, but that is very rare.
 - n. See my answers below....Robert C. Fifer, Florida
 - 1. Our directory is on the website available only to members of the organization. Plus, we give each member the option on the membership renewal or initial membership form not to have the information publicly available if they do not desire to do so.
 - 2. Technically, students who are members of FLASHA could access each individual's e-mail, but they would need to do so by hand. There is no convenient download from the directory website.
 - 3. The student would have the option to submit a request to the association office to buy the list. The request would be reviewed by the Executive Director and one or more members of the executive board.
 - 4. FLASHA no longer prints a hard copy.
 - o. Here is the Pennsylvania information:
 - 1. What kind of safeguards, written guidelines in general do you have for your membership directory? PSHA currently has no written guidelines for the membership directory.
 - 2. Is your directory available to students (members and non-members), needing subjects for surveys as they do research projects? Directory is mailed to student members. Exceptions have been made for students working on a research project.
 - 3. If yes, does the student pay for the directory names? No
 - 4. Is your directory posted on line exclusively, or do you print a hard copy as well? Hard Copy only is available.

- p. South Carolina:
1. What kind of safeguards, written guidelines in general do you have for your membership directory? None
 2. Is your directory available to students (members and non-members), needing subjects for surveys as they do research projects? All members receive a copy so they have access to the addresses. We have provided students with mailing labels for research projects at no cost. We have also let them post surveys on our listserv. These requests have been rare.
 3. If yes, does the student pay for the directory names? No
 4. Is your directory posted on line exclusively, or do you print a hard copy as well? We have just put our directory on line, but we are also publishing a hard copy as well.
- q. Nebraska:
1. What kind of safeguards, written guidelines in general do you have for your membership directory? NOTHING SPECIFIC. BEEN DISCUSSING IT LATELY
 2. Is your directory available to students (members and non-members), needing subjects for surveys as they do research projects? NOT REALLY FOR STUDENTS OR RESEARCH- IT IS ONLINE FOR MEMBERS ONLY
 4. Is your directory posted on line exclusively, or do you print a hard copy as well? ONLINE, BUT CAN PRINT HARD COPY ON REQUEST
- r. 1. For the past three years, we have an on-line directory that is available to members by password; however, the password has not changed since its inception, which makes it available to those who have not renewed their membership.
2. Yes, if they are student members or get access through someone who is a member.
 3. No.
 4. The last hard copy appeared in 2002. Suzanne Miltich, President, Arkansas Speech-Language-Hearing Assoc.

Topic: **Membership Dues**

Date Originated: May 11, 2006

Originator: Kim Wesoloski, Michigan Speech-Language-Hearing Association

Original Message:

The Michigan Speech Association is currently looking at raising membership dues and would like to know what your fee is for association dues. Could you please let us know (if you know) what percentage of your membership belongs to ASHA but not to the state association.

Also, we'd like to know what you charge for your annual conference. Do you have one set rate which includes meals and short courses or do you have charges for certain courses and meals? What do you charge non-members that wish to attend your conference?

If you would like to respond directly to me my email address is msha@ix.netcom.com
Your timely response to this email is appreciated. Thank you in advance.

Responses:

- a. The Illinois Speech-Language-Hearing Association has kept its member dues at \$70 the past 12 years, of which we're very proud. We have a year's budget in the bank earning interest, thanks to our very cost-conscious management firm. When ASHA came to Chicago it cost us about \$50,000 in convention revenue. The following year we also saw an effect, though less pronounced. This year we grossed about \$390,000, which includes registration, exhibits and sponsorships, at our February convention, a new record for us. We employ a management firm which provides us with an executive director, and have a lobbyist on retainer in Springfield. The management firm also provides our webmaster, and a meeting planner to help with our annual Convention. The show is too big to be run by volunteers alone.

We offer registration options: people can sign up for one, two, or three days. Our convention starts Thursday afternoon around 3 and ends Sunday at noon. Our luncheon adds \$25 and is optional. We have about 2000 convention-goers and only maybe 180 attend the luncheon, which is where we nominate officers and present the honors of the association. The highest member fee is for on-site registration for three/four days for \$275. Non-members pay a higher fee, students pay less. We have reciprocal relationships with neighboring states so that their members can register at member rates.

This year we created a three tier fee structure allowing people to register earlier (December) at a better price for the February convention. This greatly improved our cash flow and saved us money because we knew how much food other supplies we needed far enough in advance, and our people responded extremely well to it. This year we published all speaker handouts on our new website (www.ishail.org) instead of printing paper copies, which saved us about \$10,000 in printing costs. The vast majority of attendees liked that.

There are about 4500 - 5000 ASHA members in IL, and 2400 ISHA members. We are the only speech & hearing association in IL, although audiologists have Illinois AAA. We're trying to address more medical issues, since we've been school-dominant in our legislative efforts for decades. ASHA considers us a "school" state, and we're trying to change that. We created a medical affairs committee and are adding a medical track to the convention program. We typically offer 2.6 CEUs at our convention. We also hold a Fall Forum downstate, presenting one speech and one audiology one-day workshop. This year we will be expanding to three workshops, adding a medical one. Hope this helps, Christy Strole, ISHA President

- b. Here is the information from Arizona:

Membership dues:

\$75 active member

\$35 affiliate member

\$30 associate member

\$15 student member

Convention Registration (300-450) attendees:

\$175 member 2 day

\$125 member 1 day

\$260 non-member 2 day

\$150 non-member 1 day

\$165 group

\$60 student

Amy Heck, M.A., CCC-SLP, President, Arizona Speech-Language-Hearing Association

- c. I can answer a few of these. Our dues are \$65 a year for the early / \$70 for late. I do not have data on percentage of folks in the state that are ASHA vs state association members.

Our convention rate has been \$89 early / \$110 late for a 2 day convention. That includes the business lunch and beverages at break. Students and nonmembers may pay by the day or for two days. Nonmembers pay \$160. We will be raising rates this year to \$120. Mary Friehe, Ph.D., CCC-S, Chair

- d. The Illinois Speech & Hearing Association has kept its member dues at \$75 for 10 years, of which we're proud. We have a year's budget in the bank earning interest, thanks to our very cost-conscious management firm. When ASHA came to Chicago it cost us about \$50,000 in convention revenue. The following year we also saw an effect, though less pronounced. This year we grossed over \$300,000 at our February convention, a new record for us. We employ an executive director and have a lobbyist on retainer in Springfield.

We offer registration options: people can sign up for one, two, or three days. Our convention starts Thursday afternoon around 3 and ends Sunday at noon. Our luncheon adds \$25 and is optional. We have about 2000 convention-goers and only maybe 300 attend the luncheon, which is where we nominate officers and present the honors of the association. The largest member fee for three days is something like \$275. Non-members pay a higher fee, students pay less. We have reciprocal relationships with neighboring states so that their members can register at member rates.

This year we instituted a discount for people who registered in December for the February convention. This saved us money because we knew how much food other supplies we needed far enough in advance, and our people responded pretty well to it. This year we published handouts on our new website (www.ishail.org) instead of printing paper copies, which saved us about \$10,000 in printing costs. The vast majority of attendees liked that.

There are about 5000 Audiologists and SLPs in IL, and 2000 of them are ISHA members. Some of the others are ASHA members but we don't know how many. We are the only speech & hearing association in IL. We're trying to address more medical issues, since we've been school-dominant in our legislative efforts for decades. ASHA considers us a "school" state, and we're trying to change that. We created a medical affairs committee and are adding a medical track to the convention program. We offer 2.6 CEUs at our convention. We also hold a Fall Forum downstate, presenting one speech and one audiology one-day workshop. Hope this helps, Christy Strole, ISHA President

Topic: **Membership Dues**

Date Originated: February 26, 2007

Originator: Laura Smith-Olinde, President. ArkSHA

Original Message:

ArkSHA (Arkansas) is looking at our dues amount. How much are other states charging for dues, and what are the tangible benefits for membership? We've had several complaints there are NOT any tangible benefits here, membership is declining, unfortunately.

Responses:

- a. NC- is \$75 if sent in by September 15 and \$90 if sent in after September 15. The conference is twice as much for non-members. Sherry Curtiss
- b. Arizona dues are currently \$75 annually. However, we will be discussing increasing dues during our annual convention in May. Sterling Durrett, ArSHA Treasurer
- c. New Mexico dues are \$65 / if after deadline--we add \$5. We maintain a website/listserv to keep all members abreast of pertinent info. We pay a lobbyist to help get bills passed. We have a convention in October that helps members earn CEUs. There is newsletter that goes out approximately every 4 months. Hope this helps. Toni T.
- d. Our annual dues for KSHA (Kansas) membership is \$55 a year. Members are given voting privileges and are eligible for office. We have a fairly new membership brochure which outlines our KSHA Mission and Member Benefits: Advocacy (e.g. Annual Legislative Day in Topeka), Continuing Education (e.g. Annual state and regional conferences), and Marketing (e.g. Magnet distribution on various topics in communication disorders). We also have a section called "A Professional Resource", which lists the ASHA/KSHA liaisons (MICS, SEALS, STARS and LC). Also "KSHA Member Opportunities" (e.g. Discover and develop leadership skills through committee, task force and Executive Board service opportunities) and "KSHA Student Opportunities"(e.g. Pay student dues of \$5.00 and receive complimentary first year dues as a full

- member). Our membership has remained fairly stable over the past few years at about 1100. Heidi Daley, KSHA Past President
- e. South Carolina dues are \$60.00 for professional members. We have a reduced rate for associate members (members with bachelor's degree or just someone interested in the field or profession) of \$30.00. We just made our student dues a nominal amount if they are a member of NSHLA - \$15.00. As for tangible benefits - not too much. Reduced fees for convention or other CEU events, access to on-line membership directory. We did do a membership card this year. I think that's about it. If you come up with some good ideas, we'd be interested in hearing them. Celeste F. Blackmon, CCC-SLP
 - f. Hi- In Connecticut our dues are \$60.00 per year. Some members complained when we raised them from \$40.00 about four years ago. Members get reduced rates for our conferences, and reduced rates at conferences co-sponsored by CSHA. I don't think they view the newsletter as a benefit! It is hard to get members to understand that they benefit from such things as our paid lobbyist which is a big expense. Yet it is our lobbyist who helps keep us on top of so many legislative initiatives that could frustrate members if enacted. Those of us on the board and members of our committees understand how much we need the lobbyist but I don't think the membership thinks about it. Vernice Jury, President
 - g. Sounds like a familiar song and dance routing called, "What Have You Done for ME Lately?" Wyoming has \$40.00 annual membership dues with varying degrees of lesser amounts for students. We even can have members "sponsor" student memberships! Wyoming has been dealing with this issue for a number of years and those that have served on the executive board and have been members for a number of years have come to terms with the fact that we will only have a small number of interested members who join because they see the intrinsic value of being part of a professional network. For those we have to 'sell' membership benefits too - they just don't get it - they never "get it" and we have given up trying to beg, plead and grovel for their allegiance. Instead, we try to focus on those that WANT to be part of the association and what (collectively) we can do together to promote the profession within the state. On a tangible note, we offer a discount to members for our state conference (just as ASHA does for members vs. non-members) and our correspondence (newsletters, membership directory and e-mail discussion groups) are for members only. Our webpage is open to the public. Personally, I have learned to adopt this special motto when it comes to ANYTHING requiring volunteer membership. Maybe it will help your worries and woes too: Never doubt that a small group of thoughtful committed citizens can change the world: indeed it's the only thing that ever has. Margaret Mead Lynda D. Coyle, M.S., CCC-SLP
 - h. For the Oregon Speech-Language-Hearing Association, The benefits of membership that we note are:

- Continuing education opportunities
- Discounts on conferences and workshops
- Membership directory, quarterly newsletter
- Legislative updates on the current issues that are impacting your profession and the clients you serve
- Opportunities for members to network and share information with others via website and on-line forum

In addition, student members are eligible for a scholarship which includes attendance at our annual convention. Our annual dues fee structure currently is:

1. Current Membership Categories
 - a. Regular \$55
 - b. Subscriber \$40
 - c. SLPA \$40
 - d. Student \$10
 - e. Life Member \$10

I've attached our committee report from last year, which was the last time we addressed the issue of fees. Sincerely, Wendy, OSHA Membership Committee Chair

Topic: **Membership Dues**

Date Originated: April 5, 2007

Originator: Monique Kaye, President, NJSHA

Original Message:

Do any states have statistics on the number of ASHA members who are members of their state organization?

I have a graduate student who conducted research in a related area but she felt that this information would be useful in her thesis.

Responses:

- a. Virtually all of FLASHA's members are ASHA's members. One of the main issues we face, however, is that FLASHA membership represents only about 25% of the total number of ASHA members in the state. Robert C. Fifer, Ph.D.
- b. Hello. We do ask our member when they join if they are members of ASHA but that is when they become members. I do not know if some of our longtime members who weren't are now or not. That is not necessarily information they have had to provide in the past to update their membership. I'm afraid the information is not all that accurate. I would be happy to share it with you if you think it will be helpful. I do not know

about other state organizations because we are not really related in any way. We develop our own database and some information has not proven to be all that useful so we have not kept it with great detail. We do have numbers for how many people report their Cue's to ASHA through our organization. But reporting their Cue's to ASHA does not mean they are members or that they are even members of KSHA. It means that they attended and don't want to be responsible for the trouble of keeping up with the various paperwork required in the instance they are audited. I will be happy to pass that information on to you but it will be tomorrow before I will have due to server issues today. Let me know if it will be helpful and I will get it to you. Best regards, Karyn Sallee-Office Administrator, Kentucky Speech Language Hearing Association

- c. Given that you must be at a master's level to be a voting member in our state association, I can tell you that we have 107 voting members in our organization of which 105 are SLP's. I am not positive that all of these people have their CCC or even belong to ASHA but that gives you a ball park idea. The last ASHA report (from February, 2007) that I had showed 197 ASHA certified members in the state of Wyoming. Hope this helps. Lynda D. Coyle, M.S., CCC-SLP
- d. We don't have specific # of members who are ASHA members. We currently have 268 Full; 126 student and 14 Life members in the Oklahoma Speech-Language-Hearing Association. Mona Ryan

Topic: **Membership Listserv**

Date Originated: October 4, 2007

Originator: Sue Rowland, NSLHA President

Original Message:

Nebraska does not have an official listserv where members have the option to join. What we do have is an email list of the membership that we are able to send email blasts to and then all members receive it. We are starting to get more requests from outside sources (usually members) to use this membership email list to send links to survey studies for research, send out a request for members to provide information to different groups, etc. Member response and participation is, of course, optional, but we are looking to establish some guidelines as to what we should and shouldn't send to our members - a research policy if you will. What do other states have in place? We already have a disclaimer that we use at the bottom of posted job ads and continuing ed workshops. Thanks for any ideas or advice.

Responses:

- a. This is what we do in Texas. We have an email list from our database of all TSHA members that we use to send out blast emails. We do sell our

membership list, but it only includes addresses (not emails). We have not allowed any outside vendor, etc. to send blasts directly to our members via email of continuing education, etc. but when these requests come in they are forwarded to the Board to ask how they should be handled. In the past we have added blurbs to the TSHA website, added a section to the next TSHA blast email, etc. We try to use the e-mail blasts for really important issues. We feel that if we "blast" members too frequently, the blast will lose its importance. Hope this helps! Judi Keller

- b. The Washington Speech and Hearing Association employs two email-based communication systems. The first is the email list that Nebraska uses. This list is gathered from members as they send in membership forms. WSHA uses this list to send "email blasts". These email blasts are strictly related to association business such as our convention, WSHA sponsored CE events, solicitation of board position nominees, and other essential information. Such email blasts generally are only initiated / approved by Board members but have also been initiated / approved by committee / task force chairs from time to time. The second is a "WSHA listserv" that any WSHA member can join. WSHA does have a moderator for this listserv. This listserv is where we allow for discussion regarding profession-related topics, posting of job openings within Washington State, announcements re: CE events, etc. These two systems work well for us. A key piece is the presence of a moderator for the listserv. Hope this helps. David Lundgren, WSHA President Elect, 2007
- c. In Connecticut we decided that we would not provide our email list to any outside sources. We turn down all requests to use give it out for research purposes. We do not have a member listserv but use the email blast for important CSHA issues only. Our office manager sends a blast only when I ask her to do so. We (the CSHA board) felt that if members were getting too many emails from us the messages were more likely to be ignored. So far we have used it only to notify members of important state legislative action related to speech-language pathology or audiology, one regarding the legislative council and, sadly, one to notify everyone of a memorial service for a past president who died in a tragic accident. Vernice L. Jury, President CSHA

Topic: Membership Recruitment

Date Originated: January 21, 2008

Originator: Kari Fabrizio, VT President VSHA

Original Message:

At the CSAP meeting in Boston people talked about a "2 for 1" membership recruitment strategy. Can you tell me how this works?

Responses:

- a. This is what LSHA is doing. See following link: <http://www.lsha.org/2008files/Flyer%202008%20%20for%20%20membership.pdf>.

- b. In Massachusetts, we offer a discounted rate when 2 or more join together. This helps with people in small departments or groups. There is a special place on the site where they can go to join together. Suzanne M. Harris, MS CCC-SLP
- c. Nebraska: One member and one non-member can join together or two non-members can join for the price of one. Our dues are \$65 for full membership so each person would pay \$32.50. This also applies to students. Membership form must be sent in together and I have added a place on the membership form for the person to write in who their partner is. This is a really big hit here. Two current members can NOT join together. Let me know if you have other questions.
Thanks
Angie Carman

Topic: **Membership Announcements**

Date Originated: May 20, 2008

Originator: David M. Lundgren, President, Washington Speech and Hearing Association

Original Message:

I wanted to find out from other state associations how they are handling a request from an attorney as to whether the state has a list of names and current contact information for SLPs, and if you do, will you be willing to work with him to distribute a message that will be prepared by the state health care authority?

Responses:

- a. If this fellow is an ASHA member, he should be able to obtain contact information from ASHA.org or request it from ASHA. They will provide mailing lists. Mary Peterson, Michigan
- b. In Va. in the past we have sent email blasts (i.e. get the message he wants to deliver and then WE send out the information.) Tina Eid
- c. Does your association have a listserv? If so, perhaps you could send this man's message out to your membership that way. Or, perhaps an article in your newsletter? Charley Adams (SC)
- d. Missouri does have a large listserv which is wonderful for requests like this or an article in our newsletter is how we would handle it. Nancy Montgomery, Missouri
- e. We do e-mail blasts in Texas but are very "stingy" with those because we do not want these going out so frequently that the membership develops an attitude that e-mail blasts are not important. This request would probably have to go before the EB and would probably be included in the next newsletter rather than by e-mail. Hope this helps! Judith P. Keller, Texas
- f. We use our list serve in Montana to send out the information with a link so anyone interested can then access the information on their own without breaching confidentiality. I did have a thought however, on our membership application for next year we might put a box that gives permission to release names and addresses to interested parties and then assemble a data base of SLP's and

Audiologists who have given permission for their names and addresses to be released. Laura Jo McKamey, Past President, MSHA

- g. I have not heard from this person. I always worry about legitimacy when someone wants names and addresses. My two cents would be for him to ask ASHA for the names of members as the state association would not have access to all SLP's in the state. Molly Thompson, Alaska
- h. I sent this earlier today before noon-- but as I do not see it yet posted, and just read Molly's response about not knowing the individual, I decided to resend to you. Lew Golinker is clearly legitimate and nationally recognized. He has presented in the past at ASHA conventions as well as publishing in the Perspectives for the AAC special interest division (12), so there is no question about his credibility. As I indicated (read below)-- trying to get a favor through the ASHA national office is sometimes crazy and won't work. So if you haven't already responded negatively to Lew (and even if you have, I am sure he wouldn't mind getting his message across-- ask him if he remembers coming to Michigan) I say it would likely be OK to put the message out. One thing I do know for sure is that, in the distribution of things like this, timing is of the essence. I have personally met Lew Golinker and have heard him speak. He came to speak in Michigan in the 90's about AAC and issues related to funding of speech generating / augmentative communication devices. He is legit. He is an attorney and an advocate for AAC. I have copied for you a bio I found on line:

"Lewis Golinker, Director of the Assistive Technology Law Center in Ithaca, New York, is an attorney with 14 years experience securing funding for Augmentative and Alternative Communication (AAC) Devices from public and private funding programs such as Medicaid and health insurers. He has served, on a nationwide basis, as an attorney for people seeking AAC devices in Medicaid administrative hearings and federal court actions and participated in the development of state Medicaid AAC funding policies, and coordinated the development of national model Medicaid AAC funding criteria. In the past six years, he has conducted more than 250 training sessions related to AAC and other assistive technology funding for local, state, national and international organizations, and has written widely on the subject of Medicaid and insurance funding for AAC devices. "

While it is true as Mary Peterson said, you could redirect him through ASHA for the members list, my experience has been that it may be a lot easier to handle this matter through the state network. Getting through ASHA bureaucracy can be challenging-- and if they give the mailing list names to one group, then other requests will follow, etc. It is probably not a procedure they ever deviate much from.

So the most expedient way is to go through the state. As Charley suggests, if you have a list serve, you could put it out there. Sending this message to members is not, in my view, a promotion of product/services, it is rather an alert about impending discussions/meetings which could impact services and support for individuals.

I encourage you to do what you can to get the word out. Lizbeth Stevens, CSAP President

- i. As has been mentioned, ASHA has lists available and send email blasts as well. As a state organization we send email blasts as well and in this case would provide our mailing list. I would contact our legislative chair (our legislative committee oversees health care related issues) and coordinate the efforts through that committee offering assistance and support. Best of luck. We'll be looking for the outcome as we have similar activity in the state. Dave Lambert, Utah
- j. I agree with Molly 110%. We don't give out the names of our members unless it follows certain guidelines. We do direct them also to the State Board of Examiners. Sherry Curtiss, CSAP President-Elect
- k. I have known of Mr. Golinker for several years as he has worked to make AAC possible for consumers. He has been active in AAC Division 12. I had been a member as well and noticed his work in that division. Mr. Golinker lists his ASHA number in the initial contact email to David and it can be checked out. His seeking to notify as many SLPs in Washington State of this good news (change in Aetna coverage of speech generating devices) may best be done through ASHA depending on how many ASHA members are state association members. The notification going out from the state healthcare authority to only Washington State association members would most likely not hit all needing to receive it. ASHA would most likely be his best avenue to pursue first and the Washington State Association follow-up with newsletter, email to members, etc. later. Sharon Clagett, West Virginia
- l. Idaho would do the same as Utah... we'd charge a small fee of about 35.00 to do an email blast or 50.00 for our mailing labels. Our members can "opt" out on their membership form.. hope this helps. Rachelle (Idaho)
- m. I have not received this. However, if I had, I would bring it to my Board's attention and ask them how they'd like to handle it. If they had an interest, we could send out a blast email to our membership, but I don't believe we would agree to send him a mailing list. In any event, if he is a member of Division 12, he can certainly access that membership. This would give him a good national cross section of those interested in supporting his cause. Robin (NJ)

Topic: Online Payments for Registration/Membership

Date Originated: January 27, 2010

Originator: Carol Fleming, ArkSHA President

Original Message:

I would like to know how many states offer on-line payments for membership registration and convention registration. How difficult is/was it to set up an on-line payment system for these registrations/renewals of fees? Are there any suggestions regarding the set-up? Thank you.

Responses:

- a. Montana went to PayPal for registration and membership fees this past year. About 50% of the membership used it mostly because it takes credit cards. It seems that the "new generation" of SLP's are very comfortable with using

PayPal but the older generation was more reluctant to try to navigate the process.

- b. We have online registration & membership renewal. Our management firm handled it all. It was painless. It is essential for young members who are so accustomed to online everything! Judi Keller
- c. MA has online functionality via our website. We use a program called Symposia. It has been very helpful and effective for us. We use a company called ASHDOWN Technologies for our web hosting, and the program is their design. They are wonderful and not that expensive. I highly recommend them and Symposia.
- d. We have both our membership and convention registrations available online. Please contact Judy@csha.org for further info about this.
- e. Michigan does accept online payments for both membership and conference registrations. Our webmaster set-up the secure pages for us so I really don't know what it takes to set-up the site. Our membership seems to appreciate the ability to submit forms online.
- f. OSLHA (OH) has received online payment for years. We will be switching to using Pay Pal soon. This was done by our Web designer.
- g. NCSHLA does. I will send you our Executive Secretary's number for you to collaborate if needed
- h. I am working on changing the website for the Wyoming state organization to include an online renewal/registration system. I too am interested in finding out specifics about these website set-ups.
- i. It's Margaret Johnson from AL. We just now went to this type of system for our 2010 convention/membership registration, and so far it is working beautifully. I am going to forward your e-mail to our Executive Director, Gary Copeland so that he can talk with you about the complexity of setting something like this up.
- j. We, in Nebraska, looked into online membership and convention registration several years ago. Though I don't recall the details, I do remember that our numbers were too low in order for it to be cost efficient. In other words, we needed a much larger membership base than our approximate 500 at that time. The same was true for our convention registration which was about 350 at that time. I'm glad you initiated this topic, as it reminds me that perhaps we in NSLHA should revisit the possibility.
- k. We do this in Washington – DC for both membership and convention. We use Pay Pals – I will have Sharon answer this email with the details.
- l. We (North Carolina) offer both online membership and convention registration. You will need to have the following:
 - 1. Online Merchant Account
 - 2. SSL Certificate (Encryption of credit card information)
 - 3. Gateway (we use Authorize.net)
 - 4. Credit Card Policy

Our webmaster incorporated the credit card information into our website, designed our online membership application and registration database. The younger generation is geared towards everything online. The older generation took a while to warm up to the idea of paying / registering online. I would venture to say more than 50% pay online for membership and convention registration.

- m. Washington State just initiated using on-line for member dues. We are using a system for our web site called: Memberclicks. So far both convention registration and dues are being collected in this manner. There is an option for folks to send in payment via checks for those who are uneasy about online payment.
- n. Maryland takes on-line payments for convention and membership dues through paypal. Our webmaster set everything up for us through paypal. There were several other systems available at the time, but paypal made the most sense for us and was the most economical.
- o. For Utah, we have used PayPal for the past 3 years but are working to set up online payment for conference/event registration (we have software that we are trying to figure out how to do all event costs). I did not set it up personally, but know that our webmaster was able to easily put it on. From what I researched, PayPal had the lowest fees and ease of accepting multiple credit cards. They also do not charge a monthly fee like others I found. And most people are familiar with and trust the PayPal service. Others may have different experiences, but we have been very happy with the ease of payment. They also send a receipt and updates on our account.
- p. D.C. also uses paypal for conference registration and membership fees. It was set up by our webdesigner and is very consumer friendly. Approximately half of the membership uses it and we have not had any problems/complaints. We do not accept credit cards other than through paypal so many members like the convenience.
- q. In Wisconsin, our management company handles the on-line registrations for both membership and convention and it works very well.
- r. Idaho just started this process!
- s. Our management company (Craven Management--who also handles CSAP) has set up online registration and payment. I know this has worked well for us, for more details you can contact them directly. (csap@robertcraven.com) we have not done any webinars as far as I know.
- t. Suzie in MS here. We began doing this several years ago. Online renewal is a snap, however, we continue to have some glitches with conference. Have investigated a company specializing in conference registration vs. purchase of software & training of office staff. Purchase of software is a little less expensive, but training staff & implementing the software would be more difficult. Just discussed & decided to hire a company for next conference. With the numbers our conference has been generating we felt this was the best option for us.
- u. Maine has been providing on line payments for both conference registration and renewal of dues for the past two or three years. We have our webmaster

set up the secure site though and like others I have no idea how this works! We have mixed reviews from members as there are always minor glitches but overall most members use the online registrations. You can look at our website www.mslha.org to see what it looks like- go to "upcoming events" and then "register online". We desperately need to update our website though so don't be too critical! We have lost a lot of members recently including our communications chair.

- v. We are looking into doing online registration for our fall convention, and it seems like from some of the companies we've looked at that we will be paying a monthly fee and also a "per-registrant" fee. We are still in the process of obtaining information, so I will be looking forward to what other states are currently using.
- w. Georgia offers online registration for all our CEU events and membership. We do it through our website that is run through memberclicks. For our members it great because it keeps records of all our cc transactions on our member profile that only we and the website admin (our exec. director) has access to. While we do offer online registration for CEU events and membership, we still accept payment over the phone and via mail.
- x. Nevada just started offering online payments for membership in August 2009. Some members are resistant, but I think it is worth it. We have launched it as part of a Going Green Campaign. We also changed our website host to Godaddy.com, which makes it very easy to set up your own website and store for membership, conference fees, etc.
- y. All of the online payments that we accept are processed through PayPal. The CRM software, netForumOnDemand, is set up to flow the payments through there. Set up was not difficult, but the payment process for users, which involves a "shopping cart" (like online shopping) leaves something to be desired. PayPal charges a minor monthly fee and a percentage of every transaction to cover their costs. Our experience with PayPal has been very smooth.
- z. South Carolina offers online registration for the convention. This is handled by our management group Craven Management.
- aa. Illinois partners with one of our state universities. They handle the online registration for our convention, which draws about 2000 participants each February. Northern IL University provides this service and we appreciate them. Dues are payable online through our website, www.ishailorg
- bb. By the way, instead of printing the handouts for our convention, we post them on our website before the convention. People who like paper copies can print their own and bring them to the convention. In the first year, this saved us \$10,000 in printing costs, so the website paid for itself in 2.5 years. Some presenters don't turn theirs in on time; then they are welcome to bring paper copies. But for the most part, this system is green, works well, and saved us big bucks.
- cc. Mississippi-We are using a homebrew system that incorporates PayPal, but effectively all it does is allow form fill out and payment, and creates a good deal of behind-the-scenes clerical time.

- dd. Mississippi uses paypal.
- ee. In Minnesota, our management company handles the on-line payments for convention registration. MSHA offers credit card payment for membership registration, but it is not on-line, yet. It's in the works. It was not difficult to set up, since our management company does it. When we were looking for a new management company (approx. 5 years ago), that was an option offered by all companies we considered. I would be happy to connect you with our management company, if you have any questions.

Topic- Membership Renewal Time

Date Originated- February 18, 2010

Originator- Erica Chatelain, GSHA President

Original Message:

Georgia is looking at possible considering "Anniversary Memberships" (i.e. member joins in June 2010 or in December 2010, so her membership would expire June 2011 or December 2011). Currently ALL renewals are done the same month and expire in the same month. If a renewal is not completed in the appropriate month then the member pays an extra processing fee. Also, for those who attend our convention and join GSHA at that time to get the reduced rate, they turn right back around and renew their membership a few short months later. So we are wondering if an "Anniversary Membership" would be a better option for our members and encourage more to join/renew each year. How is your organization handling membership renewals?

Responses:

- a. Tara- Membership concurrent with convention registration for efficiency.
- b. Wisconsin currently operates the same as GSHA – renewals and expiration same month. I'll be interested in the replies.
- c. We (New Jersey) run on a fiscal year and everyone's membership expires on June 30. Our Annual Convention is held in May each year, so if someone signs up as a member at Convention we give them a 2 mo grace period. Very few people do this, so we don't feel we are giving lots away to accomodate just a few. We have unfortunately seen a huge decrease in membership renewals this year. Likely due to the economy. We typically have approximately 1500 members and given our current structure it would be very time-consuming to track and process membership renewals year round.
- d. Washington has just gone to a "rolling" membership year....exactly the same concept as "anniversary membership". We began with 2010....so we will see how this goes. We are trying to go "paperless" and we use MemberClicks as the web site system.
- e. California memberships run from January 1st to Dec. 31st. For people who join in September, we give them up to 4 months of free membership as we run their memberships until Dec. 31st of the following year. We do not reduce rates at convention time. In an effort to promote memberships for the past few months, we have been offering a 40% discount to new members or to those who have let their memberships lapse for 2 or more years. We have brought in MANY new

- members with this, but the drawback is that long-time, faithful members want to know why they cannot have this same discount.
- f. Kentucky doesn't have anniversary memberships. Everyone has the same due date.
 - g. MS also runs membership by calendar year. Since our staff is small we have recently had difficulties processing membership & conference registration simultaneously. We are contemplating changing the cycle of membership dues to a time more distant from our conference in March. I do not think our limited staff could handle managing & processing a varied membership due date, but am interested to know how other states are handling these issues.
 - h. We (Washington) are currently using an annual renewal. Membership is January 1 to December 31. We recently moved to memberclicks and with this we will be moving into a rolling membership year. Our office manager has reported that she finds this rolling year to be a real boon for the associations and memberships.
 - i. In Maine we looked at this same idea but ended up staying with the annual date because we switched to online renewals and it would have been too confusing for everyone to have different dates in the database. We did change the date of our renewal to coincide with our conference registrations though so members can renew membership and register at the same time with the same form. This helped increase our numbers as well as people would remember to renew because they were registering at the same time.
 - j. Utah considered this but decided not to go in this direction, although our membership database software (Wild Apricot) would allow this. We keep ours with out fiscal year, July 1-Jun 30 and still find the bulk sign up right before the conference. However, our software sends out automatic renewals, which has helped members know it is time to renew their membership and many do when the reminder comes.
 - k. In South Dakota we have membership due on March 1st....thus giving a little time period between ASHA dues and our State Association dues. We also offer \$20 off any current member who gets a new member to join (given they haven't been members for a certain number of years).
 - l. We just turned our membership over to Anniversary dates. It did not affect our convention last fall. Our members are giving us very good feedback on this process. It does require some additional set time but it seems to be worth it.
 - m. AL has their membership and convention registration all bundled into 1 price which saves money at convention and this is around January 31st. However, members can join when they wish throughout the year, but they will have to renew before convention the next year. So far, it has worked well for us. Our Executive Director will periodically send out reminder e-mails to folks who have not renewed and this sometimes brings in about 20 folks who have just forgotten.
 - n. In Minnesota we use "rolling" or "anniversary" membership renewal. MSHA has been doing this for approximately 4 years, and it has been quite successful. Our recent reductions in membership numbers have been due to the economy.
 - o. We too have had issues with membership renewals. Dues were in June and many did not pay until Convention which is in March or April, so they wouldn't renew in June. We decided last year to change our cycle to Jan 1st with notices going

out in November. It was our 50th year, so we made an announcement that there would be a 6 month "free" period for members as they were considered "paid" members if they had paid the previous year of for convention. Their's and others' dues would not be due until Jan 1st of this year. Hope that all makes sense. We opted NOT to have 2 yearly options for dues as we believed it would cost more to notify and be more labor intensive to track 2 payment dates.

- p. Minnesota changed from an annual renewal date of September to rolling memberships (same as anniversary memberships) about three years ago. This allows us to have membership revenue coming in throughout the year and not just in 1-2 months and cuts down on people joining at convention and only renewing if they plan on attending the convention that year.