Summary September 2026 Recommendations

Based on the summary, several issues and actionable suggestions regarding communication among chapters are discussed. Here's a summary of those points and proposed improvements:

Identified Communication Issues

- Many chapter officers do not use email, the internet, or smartphones, making digital communication difficult.
- The website is considered "practically unusable" by some members, with outdated information.
- Email lists are outdated, resulting in a high number of bounced messages and incorrect addresses.
- Important information from state and national levels often doesn't reach regular chapter members.
- Meeting notifications sometimes come too late for effective planning.
- There is a lack of face-to-face leadership visits and executive engagement at the chapter level.

Suggestions for Improvement (from the summary)

1. **Clean and Update Contact Lists**
    - Regularly update email lists at both the chapter and state council levels.
    - Verify and prune invalid email addresses. Chapters with successful communication have individuals dedicated to maintaining an accurate, current list.
2. **Multiple Communication Channels**
    - Do not rely solely on email or a website. Use phone calls, texts, postal mail, or delegate communications as alternatives—especially for members not online.
    - Assign at least one tech-literate member per chapter to handle electronic communication if officers aren't able.
3. **Calendar & Advance Notice**
    - Publish and distribute an annual or regularly updated calendar at the start of each year that includes all significant meetings and events.
    - Send reminders well in advance (not just days before the event), giving members time to plan and avoid schedule conflicts with other organizations.
4. **Website Improvement**
    - Update the website regularly with current information, reports, meeting minutes, and resources.
    - Make sure resources, like national guidelines for dissolving chapters/councils, are easy to find.
5. **Increase Face-to-Face Interaction**

    - Encourage executive and regional directors to visit chapters regularly, strengthening relationships and trust.
6. **Encourage Participation and Acknowledge Receipt**
    - When sending emails or notifications, include a request for recipients to acknowledge receipt to ensure the message was delivered and read.
7. **Share Best Practices**
    - Chapters with effective systems (e.g., monthly calendars, managed email lists) should share their methods and templates statewide.
8. **Leverage Technology Where Possible**
    - Utilize approved electronic meeting formats, such as Zoom, to include those who can't travel.
9. **Encourage Responsibility for Communication**
    - Emphasize that each chapter must have someone responsible for receiving and forwarding communications so that no chapter is left out.
10. **Centralized Posting of Critical Resources**
    - Ensure that vital documents and updates are posted in a central, easily accessible location (website, bulletin, printed material at meetings).

Concrete Steps Forward (as discussed in the summary)

- Assign a committee or dedicated individual(s) in each chapter/state council for communications.
- Request that important communications (e.g., meeting minutes) ask for direct acknowledgment/receipt by email or phone.
- Hold additional meetings or working groups specifically to address and test communication improvements.
- Offer technical assistance or consider hiring professionals for websites or communication services if volunteers are lacking.

Summary:
Improving communication among chapters requires a combination of up-to-date contact information, diversified outreach methods (not just digital), providing timely and transparent information, proactive leadership engagement, and shared responsibility for internal communication processes. Regular review and adoption of effective practices from chapters that are doing well will also help raise the standard statewide.