

## Membership Secretary Report April 23, 2022



Respectfully Submitted to the Board of Governors:

### ESSFTA Membership

- A. 771 members have renewed for 2022
- B. 9 New memberships were voted on in April 2022 bringing our total membership to 780 members.
- C. There are 36 new members in 2022, 10 in February; 17 in March, 9 in April

We maintain two sources for membership maintenance: One is the website database used for mass emails and recordkeeping and the other is an excel master membership list shown on the website.

Membership emails were sent out:

- A. initial December 21
- B. 1st reminder March 13
- C. 2nd reminder March 25
- D. A final reminder on March 30
- E. Additionally, many personal emails were sent to members requesting if they had received their renewal notices with offers to assist them to renew. Many responded with their renewals.

Our thoughts and prayers to the families and friends of the following members (deceased):

- A. Kirk Cammock 2/25/21
- B. Karen Foster 3/10/22
- C. Staci Chodrick 3/16/22
- D. Donna Thompson 6/30/21

We recreated the membership list from the existing membership list that was sent to me, past emails on membership voting, and other records I could locate from the general information I had on hand.

The prior membership list was maintained via a personal account with Access. I had to create a new ESSFTA membership email account since the past membership secretary could not remember the password for the existing ESSFTA membership gmail account.

Another issue encountered was the PayPal account still had Nancy LeMarques personal information and phone numbers on file (she passed away at least 6 yrs. ago) This made it impossible to access the PayPal account to maintain renewal payments. After many conversations with PayPal, I was able to book an appointment with Ryan the webmaster to help us resolve the account via a conference call with PayPal. Future membership secretaries should be able to take over and update the account without issues.

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In 2021 there were 756 members listed on the working membership list. The following mistakes were found and rectified.

- A. There were 33 individuals who were voted in as members in 2020 and 2021 that were not in the database. We rectified 30 of the 33. One member was deceased and the other two did not have emails listed for us to contact them. The 30 members were added to the database and notified by email.
- B. There were 61 additional members from 2020 and 2021 that were in the database but not listed on the working membership list. These members were added to the working membership list, which increased the membership 37% of the membership list at that time.
- C. (3) We dug into 2016, 2017, 2018 and 2019 and found similar issues of new members who were not listed on the existing membership list and in some cases also missing from the database. Emails were sent to all these members for an opportunity to renew.
- D. (4) All accounts for 2021 were individually reviewed for accuracy. There were 198 issues that included bounced emails or roles that were listed incorrectly. These issues would not allow members to renew. All 198 issues were addressed and each member was emailed and was able to gain access to their membership data on the website. Of the 198, 2 are deceased and 154 have subsequently renewed their membership.

From 12/21/22 to this date, we have responded to over 1,400 emails from members regarding various renewal or membership questions, and inquiries.

One of the obstacles to overcome was issues with our website. We monitored it closely and were able to resolve several issues. The topic of the website will hopefully be addressed by the board.

I could not have done this by myself. I recruited a friend and fellow ESSFTA member by the name of Cathy Flanders. She was phenomenal in helping me keep my head above water during my busy times with my job. I am grateful she was able to help with this project.

Judy Manley  
ESSFTA Membership Secretary  
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