

SKCAF Membership Process

Effective Date:	10/11/2006
Approved by SKCAF Board on:	10/11/2006
Applicability:	Arboretum membership process
Manager of Responsibility:	Membership Chairman

Introduction

This document defines the process used to register new members of the Arboretum and to renew the membership of current members. It defines the roles of individuals involved in the process along with the input they receive, what they do with it, and what output they generate and to whom that output is sent.

Some actions involve interaction with computer programs while other interactions are totally manual.

A diagram of the process is shown in Figure 1.

Procedure Owner

This procedure is “owned” by the membership chairman. That is, the chairman is responsible for maintaining and distributing this procedure and is responsible for insuring that it is followed. The chairman will update this procedure as required by circumstances or as directed by the Arboretum Board. All changes will be noted in a change log and reviewed with the Board president prior to implementation.

Procedure Overview

The procedure for adding new members and renewing existing member is shown in Figure 1. As shown on the figure, the “applicant” starts the process by submitting a form obtained from the Arboretum’s web site or from a kiosk or booth. The kiosk is located in the Arboretum. Also periodically, at local community events, the Arboretum staffs informational booths where we hand out registration forms.

The process ends with the membership chairman adding new members or updating current members on the database and then forwarding the associated checks to the treasurer. The process description below describes the activities for each participant in the process.

The Application Form

The membership chairman will be responsible for maintaining and approving application forms. These forms may appear in various places such as

SKCAF Membership Process

newspapers, flyers, and the Arboretum web site. There will always be a [form available on the website](#) (<http://lakewildernessarboretum.org/arboretum/administrative/admin.php>).

The Applicant

The applicant can be an existing member wishing to renew his or her membership or some other person wishing to become a new member.

The applicant must first obtain a membership application. They can do this by one of the following methods:

- Obtaining one from the kiosk located near the entrance to the arboretum
- Picking one up from an Arboretum booth at local events
- Picking one up at an Arboretum-sponsored event
- Downloading one from the Arboretum's web site.

Once the applicant has an application, he must complete it, and together with a check, mail it to the address shown on the application form or hand it to an Arboretum board member. Note that some memberships are complimentary so no check is required. For renewals, we prefer to have application forms accompany checks, but the simple submission of a check with a note that it is for a renewal is sufficient.

Board Member

If a board member receives an application, they will forward the application and accompanying check to the membership chairman. Note that some memberships are complimentary, so no check is required. Also, as noted above, renewals may simply be a check with a note. **IN ALL CASES, ALL MEMBERSHIP FORMS AND CHECKS MUST GO TO THE MEMBERSHIP CHAIRMAN. DO NOT FORWARD CHECKS TO THE TREASURER!**

For yearly complimentary memberships, the Board president may simply provide the necessary information to the membership chairman and no form is required.

Membership Chairman

The membership chairman receives applications and checks via the mail or from other board members. The chairman will validate that the form is complete and update the database according to whether the form is for a new member or a renewing member. If errors are found on the application, the chairman is responsible for working these out directly with the applicant. Once the applicant's information has been entered into the database, the associated check

SKCAF Membership Process

will be forwarded to the treasurer. Checks forwarded to the treasurer will be accompanied by a list showing each check and a summary of memberships by type with associated dollar totals.

The membership chairman will also provide reports and mailing labels as required. (See chairman responsibilities document.)

Note that the chairman has access to the membership database via the web.

Treasurer

The treasurer will deposit membership fees into the Arboretum's bank account. The treasurer will audit checks received from the membership chairman and resolve any discrepancies with the membership chairman as required.

SKCAF Membership Process

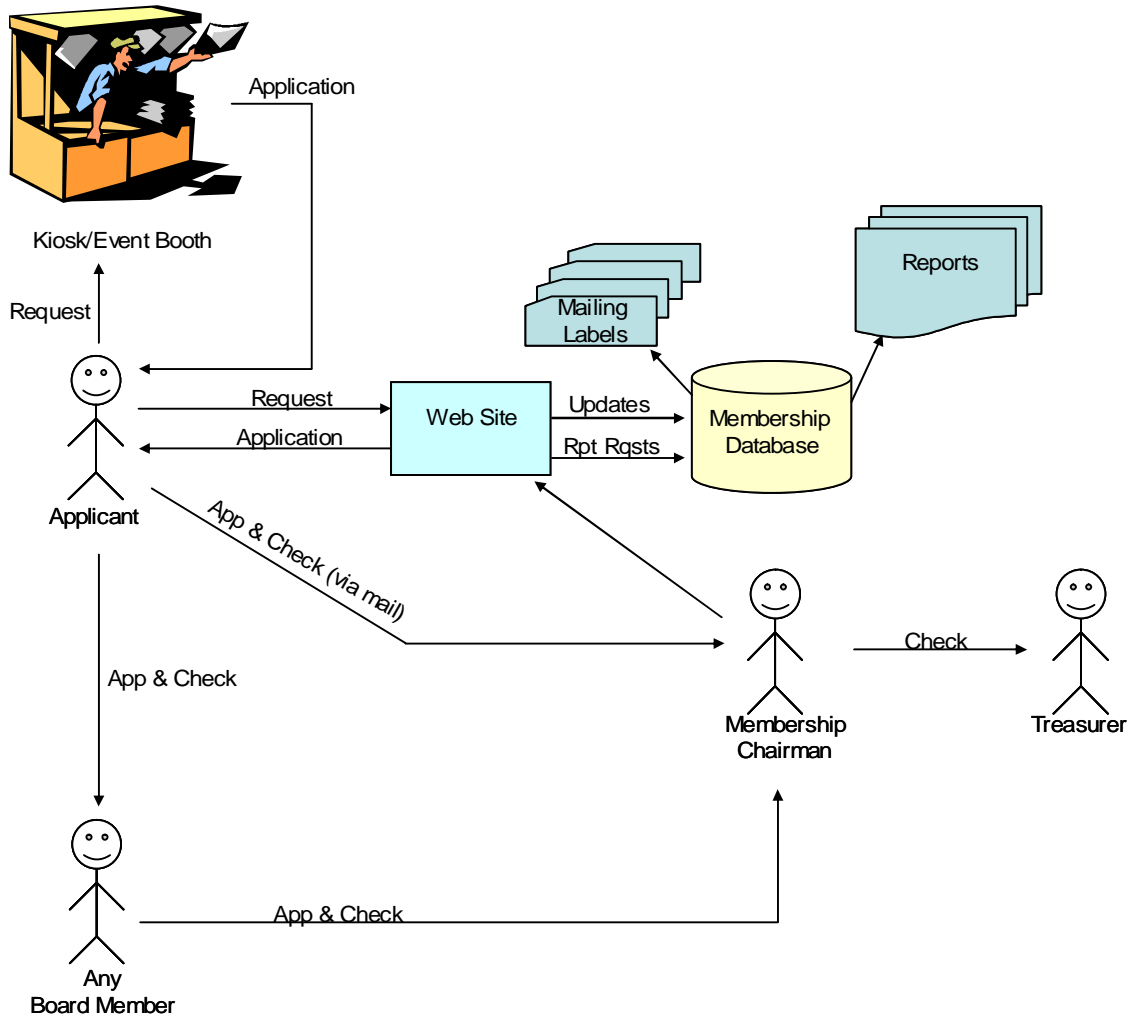


Figure 1: The registration procedure