PROPOSED AREA ASSEMBLY REGISTRATION GUIDELINES

PRE-ASSEMBLY:
1. Set up ability to register and pay online (done by Area Technology Coordinator and Area Treasurer).
2. Area Technology Coordinator to post online registration how-to's. Group Records Coordinator to get the word out about the online reg. It encourages each District Representative (DR) to communicate with the Group Representatives (GR's) to ensure they know the name of their group and how online registration works.
3. Establish a substitution and cancellation/refund policy.
4. Keeps records of all registration and/or meal counts. Update Area Chairperson with numbers of pre-registrations and meals pre-purchased.
5. Prepare and provide name badges with lanyards and meal tickets for pick-up at walk-in table onsite.
6. Assure placement of registration tables are in a wi-fi enabled spot in hotel.
7. Create sign-in sheets for District Representatives to use and verify information at Assembly for certification.

ASSEMBLY:
1. Responsible for manning registration desks at Assembly.
2. Provide name badges with lanyards and meal tickets for walk-ins at table onsite.
3. Works closely with Area Chairperson regarding hotel rooms and meal tickets as well as Area Treasurer and coordinates with District Representatives that were providing the Growth Enhancement Members (GEM's) for the registration desk onsite.
4. Track voting versus non-voting member count for each District on sign-in sheets.
5. Provide each DR with the appropriate sign-in sheet for certification of status and introduction of the GR's and other attendees. These sheets are then given to the Area Secretary (after DR's read them off for the introductions).
6. Double-check grand totals of voting and non-voting members that is supplied by the Area Secretary after introduction of the GR's and other attendees.
7. Provide several payment options for walk-in registrations onsite and keep detailed records of receipts.
8. When accepting personal checks, makes sure to get phone number in case of problems later in the process.
9. At close of registration, turnover all monies and reconciliation of funds to Area Treasurer.

Reviewed by Task Force on July 31st, 2018

POST-ASSEMBLY:
1. Remove registration items and clear registration tables for other possible use.
2. Return any unused registration items to Area Group Records Coordinator.
3. Ensure Area Secretary gets completed District sign-in sheets of attendees so it can be added to the Area Minutes.

AREA ASSEMBLY REGISTRATION GUIDELINES RECOMMENDATIONS

PRE-ASSEMBLY:
1. Offer an incentive to get members to sign up earlier with online registrations. This helps the Area Treasurer as well as the Area Chairperson getting figures to the hotel for meals and if another block of hotel rooms are needed.
2. It is helpful to e-mail out two (2) notices to GR's and Current Mailing Address (CMA) two (2) months before when online registration opens and another notice one (1) week before the guaranteed hotel room rate ended.
3. If a substitution is being made, they are to e-mail the Area Group Records Coordinator up to one (1) day prior to Assembly.
4. Cancellations will be accepted until two (2) weeks prior to Assembly and must be made in writing to the Area Treasurer. Refunds will be issued after Assembly via check.

ASSEMBLY:
1. It is helpful to get at least one experienced member (or Growth Enhancement Member "GEM") to assist at the registration walk-in table on site.
2. Use a dedicated point-of-sale device (to be maintained by Area Treasurer) for handling onsite payments (credit card, cash, and personal checks) that will provide itemized receipts and reports.

POST-ASSEMBLY:
1. Area Treasurer issues refunds via check.
2. Turnover point-of sale device(s) to Area Treasurer.

IN GENERAL:
1. At this time, our recommendation is to keep the Area Assembly registration function with the Area Group Records Coordinator position providing they have the assistance and cooperation of the Area Treasurer and Area Technology Coordinator. This may need to be revisited after several Assemblies.
2. We recommend the Area Group Records Coordinator form a committee, at their discretion, in order to reduce the workload if needed.
3. If this recommendation is accepted as a guideline, job descriptions for Area Group Records Coordinator, Area Treasurer, and Area Technology Coordinator may need to be revised.

Reviewed by Task Force on July 31st, 2018

TASK FORCE REPORT

<u>Task Force Topic</u>: Registration Guidelines for Area 9

<u>Task Force Members</u>: Sheri D, Roger D, Pat A, Wendy R, Llew E, Sue M

<u>Background/Historical Info</u>: In our Area, the Group Records Coordinator is responsible for maintaining current and correct information about each Al-Anon Family Group in our Area, and is the primary link between the Groups and the WSO Database. This is a vital link in service as it provides the pathway for information to flow. With new technology the processes continue to change, and our Area Group Records Coordinator's duties shift along with these changes. An additional responsibility of this Coordinator's position is to oversee Assembly Registration. In the past the Group Records Coordinator was responsible for Registration at Assembly because this was the person who had all the information about the Groups – Group ID number, most recent changes, etc. Over time this responsibility has also come to include the certification of all voting members at Assembly.

The most recent change we have made to this process is that during Panel 52 we began taking credit/debit card payments for the Assembly registration fee. There are other technology changes that may impact this process. As an Area we may want to address the changes in a methodical and thoughtful way. In addition, we are trialing online registration in 2018 of Panel 58.

Thought Force references (if any): Panel 55 Thought Force material is attached for reference.

<u>Charge</u>: Develop Registration Guidelines for Area 9, Florida North. In that, determine whether registration should remain as part of Group Records or should it stand on its own.

<u>Task Force Timeline</u>: Report Progress or Recommendation at August AWSC.

KDBM Questions from Thought Force: Consider the process of information flow for the Groups in Area.

What kinds of things are bridges?

- Communication between Group Records Coordinator, Technology Coordinator, Area Secretary and the Area Treasurer.
- Feedback from membership.

What are the obstacles?

- Not having up-to-date or correct information.
- Registrants not knowing their Group information (number or name).

(Obstacles continued)

- Not having a designated Point of Sales device.
- Not having a refund/cancellation/substitution policy in place.
- Poor wi-fi connection in hotel.
- Members not reading emails.

Where can we improve our communication?

- Have the Group Records Coordinator send out reminders directly to GR's as well as the rest of the contacts in the CMA.
- Have DR's send reminders to GR's and ask them to make sure their group members know the name of their group and educate them on who is a voting member and who is not.
- Area Technology Coordinator to promote online registration on the Area website and include how-to's.

What kinds of things can we do to encourage participation?

- Get the word out.
- Send reminders.
- Offer incentives or prizes for early online registration (at Area and District levels if possible).
- Educate members regarding need for pre-planning for food.

Task Force Summary/Findings:

We find that with the technology being utilized for registration for the Assembly, it should be possible for the Group Records Coordinator to complete the required tasks of the registration with the assistance of the Technology Coordinator, Area Treasurer and Growth Enhancement Members (GEM's).

Task Force Recommendation:

Keep the Area Assembly registration function with the Area Group Records Coordinator position providing they have the assistance, collaboration and cooperation of the Area Treasurer, Technology Coordinator and onsite Growth Enhancement Members (GEM's).   This may need to be revisited after several Assemblies.

We recommend the Area Group Records Coordinator form a committee, at their discretion, to reduce the workload if needed.

If this recommendation is accepted as a guideline, job descriptions for Area Group Records Coordinator, Area Treasurer, Area Technology Coordinator and Growth Enhancement Members (GEM's) may need to be revised/updated.

REVIEWED BY TASK FORCE ON JULY 31ST, 2018