



Below are questions that were submitted during the Framing the Future office hours on 5/15/24. The answers below, in purple, reflect the best of our knowledge at the current time (5/16/24), though that information may change.

Will office hours continue after June?

Yes, office hours will continue at the same time monthly. Registration will be available soon.

Will we be able to use Visa and MC?

Yes

What are the security protocols and will there be an opt out for information sharing?

Most information will be optional to share unless it is necessary. Information that is necessary to share will be kept accessible only to those who need it. For example, member data will be visible to local League officers but not other members. Payment information will be stored in Stripe and not accessible to anyone at LWV.

Please clarify "can join from any website." For example, if the individual clicks the "join" button from a local League site, will they simply be redirected to ChapterSpot?

Yes, exactly.

Based on their zip code, will they at least be shown the closest League to join?

Yes, it may not be based on zip code, but members will be able to see Leagues in their area in order to choose one.

Are the slides going to be made available?

Yes, they are on the ChapterSpot Resources page under Tools.

Is every state required to have a State membership option vs having to join a local league?

No, although most states currently have active members-at-large (7 do not).

For local League questions, how will you be gathering the questions from the local League and about when will this occur?

Local Leagues will be able to input their own questions during the ChapterSpot setup process.

How fast will we know a member has been removed?



A member won't be removed from the system, but they will be marked inactive after the grace period has ended. Leagues may be notified when this happens, but they will have access to the roster and the list of members coming up on expiration at any time.

How will we produce a roster of members to give to our membership?

The roster can be downloaded to be shared as needed.

Why is this important [that all members can join in the same way]? The members wouldn't know anything about how others are joining, only how easy their own process is. Who cares if we have two similar methods if that simplifies the burden on the member AND on the local League?

If we were only thinking of current members it may not matter that all members joined in the same way. The key is that a single join link for everyone is essential to promote membership to any person not currently engaged with their local League.

Is the minimum age still 16?

Yes

Under the current splits, we receive 27%, not 12%. So it will actually be a decrease for us.

Yes, 12% is the average amount of dues that local Leagues are keeping around the country, but many are keeping more than that. Around a quarter of Leagues are keeping more than 20% and will therefore be losing money under the new system, which is why LWVUS will make those Leagues whole for the first two years.

So, we don't split the amount over \$75 if someone renews at \$100 for example?

\$75 is the recommended amount but it is not the dues amount. Any amount that a member pays for their dues will be split, e.g. \$100.

Just want to be sure I heard correctly. Chapterspot will have a feature to permit a donation to a Local League — it will not be a redirect back to the Local League website.

Correct

Will we be notified when a member joins and their information?

Yes

How will you handle members who want to pay dues by check?

Dues checks will be collected by the local League and mailed to LWVUS accompanied by a form listing the checks and the members they are paying for.



Does it cost to join Stripe?

No, but there is a fee deducted from any payment made through Stripe.

Related question on fees, will renewing members be given an option to cover the fees as part of their membership renewal?

Yes

Are Bylaws changes Mandatory (no members vote required/allowed) or can our members vote (and therefore say no)?

Members will need to vote, and technically therefore they could say no, but the changes will still take effect and all Leagues will still need to follow the new procedures, so Leagues that do not vote the changes into effect will be out of compliance with their own bylaws.

Will the free local website have a calendar feature?

We don't know exactly what will be available.

Members get a lot of donation solicitations by email from LWVUS. You mentioned coordinating membership drives. Will LWVUS coordinate fundraising appeals with locals as well?

The LWVUS Development team has made their calendar available for state and local Leagues to reference as they schedule their own solicitations in case that is helpful. This is available on the [League Management Site](#).

We start our membership drive in the Fall for the upcoming year. So, this Fall our drive will be for membership year 2025. You've been saying we should do membership this year the same as always. Does this mean we use the same process and dues structure?

Yes

What is the process for "off-line"? Manual form? Check?

LWVUS will provide a manual form Leagues can use when members join. Members who pay by check can give the check to the local League, who will then mail it to LWVUS.

Does ChapterSpot support having members accessing the local membership directory?

ChapterSpot does support this, but for security reasons the member directory view will be only visible to officers. Members will be able to see the officer list, but not other members.

Do you have an example of what a ChapterSpot webpage will look like?



This is ChapterSpot's demo website: <https://laalpha-phasales.uat.chapterspot.website/>.

Is there a resource we can access to start learning about the email, etc capabilities of ChapterSpot?

Not yet, but we will share those once they are available.

Do you have view what the "join" page looks like?

Not yet

Some local chapter allowed college students to join at no cost. How will we do that in the new model?

Leagues can subsidize members by paying the \$20 on behalf of the member.

Will leagues be given details of payments...who renewed or joined, amount of dues paid, amount of fees deducted?

Yes

Can the logon from ClubExpress be passed to ChapterSpot so a SSL can take place? (Single Sign-On)

No. Both platforms support single sign-on but they use different unconnected single sign-on tools.

If a member does not renew on time, is there a grace period? Or are they expired?

Yes, there is a grace period. The exact length of time has yet to be determined.

Not all leagues are 501(c)(3), so will you know which Leagues are those so that all of their members get a notice that their dues are tax-deductible?

Yes

is this power point available for us to show locally?

Yes, please show it locally! It's on the ChapterSpot Resources page. There's a downloadable version that includes the speaker notes, which are more thorough than the content on the slides.

For Leagues on ClubExpress, do we need to disable the automatic membership reminders in ClubExpress so they don't conflict with the ones from ChapterSpot?

Not right now. At the time of launch, ClubExpress may be able to disable these for all Leagues.

Will we be notified before a member is dropped?



Yes

Will there be a Help Desk to support local League members who are supporting the 2025 roll-out?

As in the leadup, members of the LWVUS team will be available to support Leagues in this process.

Will there be a report we can export with our members' information?

Yes

What is the plan for introducing Local Leagues to the new process and ChapterSpot and when will it be available? Will it include documentation, training, use examples, etc.?

The bulk of training will happen in November, December, and January. And yes, it will be via a variety of methods in order to reach everyone.

Will changes—ie expired member—be made by LWVUS? You mentioned that member data would still be available to local for a while. Would LWVUS eliminate member info after that time?

Marking an expired member inactive will happen automatically, but the local League will still have access to the member's data after they are inactive.

Did I understand that Stripe doesn't need to be set up locally but instead it will be set up within ChapterSpot?

Stripe does need to be set up by each League, but it will happen through ChapterSpot.

Will there be fees involved with paying dues by checks?

We don't have all the details around the check payment process yet.

Member pays due for membership and also is an associate member of another league. Will the local league receive the associate member dues?

No, only the League that someone is a voting member of will receive their dues.

How quickly will checks be processed? How would the local roster manager know someone is sending a check to the locked box? Will member status be updated (as paid) only when National receives the actual check? What is the time frame on this?

We don't know how long it will take to process checks, but it will certainly take longer than paying online, which is partly why members are encouraged to pay online. The local League will send the checks to the lockbox, so any members joining by check, the League will already be aware of.

With this change, can we vote via mail/email for bylaw changes?



There are no plans to use ChapterSpot to vote on LWVUS bylaws changes.

If a drive is done this fall 2024, will the PMP structure still be in place?

Yes, anyone who joins or renews before launch of ChapterSpot will still appear on a PMP invoice.

Can you say more about how every member will get an email asking them to put in their information?

Around the time of launch, every current member will receive an email asking them to log in to the portal for the first time. When they log in, they will fill out some information that is asked of all members, and then they will see questions that are specific to their local League. They will not be asked to renew their membership at this time – that won't happen until their expiration date is coming up.

Can the Roster Manager download the roster the way we can now?

Yes

The LWVFA already enters a member's information into the national database. Why do they need to re-enter such information when the Transformation takes place?

They do not. All the information currently in the database will be transferred to ChapterSpot.

If a member pays by credit card, there's a transaction fee. Is a Stripe transaction fee deducted as well?

The Stripe transaction fee is the credit card fee, there is not an additional fee.

I signed up to receive Brain Trust email notifications but did not receive an email asking about expiration dates and grace period. Do I need to re-sign up for the Brain Trust?

Nope! Brain Trust emails are irregular, so there may not have been one since you signed up.

I've just gone to <https://laalpha-phasales.uat.chapterspot.website/> and there's no demo there. Can we please get a better site that shows what their actual pages look like?

Here is a link to a site for an organization using ChapterSpot: <https://www.tridelta.org/>

Will separate contributions over the base \$20 or \$75 be distributed to locals at 100%?

Separate contributions will be distributed to locals at 100% minus fees, but that has no relationship to the amount of dues a member pays. If a member pays \$20 or \$75 or \$200 or any other amount as dues, the whole dues amount will be split.

What happens if members ignore signing in?



This is a valid concern, and something that ClubExpress Leagues are currently dealing with. For many members, they may not sign into the portal until it is time to renew their membership.

When will ChapterSpot be offering a LWV specific website for League members to see options for webpages?

We don't have a specific date for this yet.

Are all their users sorority chapters?

ChapterSpot started out as a company that works with Greek organizations, so yes, most of their users are sororities and fraternities.

Understand the busiest before the election... are there options to do before...since holidays are after the election.

If there is a way for Leagues to get ahead of the game by starting before the election, we may be able to provide that opportunity.

Some members do not - and will never have - email - how to manage?

Local Leagues will still need to reach out with renewal reminders to those members, as they do now.

A major concern is members will not acknowledge the email(s) from Chapterspot, go into spam or junk, not opened and if opened not acted upon their membership dues renewal. They may ignore it or choose not to renew and our membership will significantly decline.

Yes, they may ignore it, but this is why the person-to-person component of the local League is still important. There is no need for membership to decline – the renewal reminders are an additional way to reach out to members which will lessen the burden on League volunteers, but if you're managing to reach members to get them to renew now, that can still happen.

How does someone receive Roster manager Training? Our RM will no longer serve in that role as of end of June 2024.

To get a login to the roster and with any questions, they can reach out to rostersupport@lwg.org. There is also a support section in the roster manager portal that can help them learn how to use it.

Have you contacted any Chapterspot contacts?

Not yet. If you're listed as the ChapterSpot point of contact, don't worry, you haven't missed anything!