Member Service Committee Meeting
Sunday • February 9, 2020
12:00 – 1:45 pm MST
DoubleTree Paradise Valley • Scottsdale, Arizona
North Ballroom

Exclusive Limited-Edition SWAG for the 1st 25 guests!

AGENDA

Discussion Starters: NPGA needs your input. Please consider attending the Membership Services meeting. You don't have to join the committee – only attend the meeting. **The purpose of the meeting is to seek member feedback. It will not be a traditional membership meeting.** We look forward to hearing your thoughts on how NPGA can provide a higher level of service to members.

**Expected Outcomes of the Meeting:**
1. Specific recommendations the membership has on potential new member services.
2. Suggestions on how NPGA can better serve the membership.
3. Understanding by NPGA staff of member thoughts of the Membership Consultant Report.
4. Input on what services would attract other companies, in your sector, to join NPGA?

Some of the discussions noted below will inevitably need to be cut off prematurely. If you are cut off and would like **more time to express your input, please let a NPGA staff member know.** We will reach out at your convenience to continue the conversation.

1. **Administrative Items**
   a. Call to Order
   b. Welcome & Self-Introductions
   c. Approval of Minutes – September 29, 2019
   d. Suggested Activities – September mtg.
   e. Feedback Table Cards
   f. Approach to Meeting

2. **Consultant Membership Report**
   a. What surprises you in the report?
   b. What is missing?
   c. Do you agree with the consultant’s assessment?
   d. What do you think is the greatest challenge for NPGA identified by the consultant?

3. **Current Programs**
   a. What existing programs offer you the most value?
   b. What existing programs do you not see as valuable?

4. **New Programs** (membership or revenue generating)
   a. What is one thing you wish NPGA would do?
   b. What is one thing you wish NPGA would do less of?
   c. What is the value, in 5 words, NPGA membership provides to you?
   d. What are the most difficult parts of your job?
      i. Customer questions
      ii. Administration of employee benefits
      iii. Accounting/QuickBooks Use
      iv. Hiring Staff
      v. Regulatory Compliance
      vi. IT/Data management
      vii. Adopting new technologies (skills, costs, workers)
      viii. Succession/financial planning for your business
      ix. Do you want NPGA staff to reach out to you (or anyone in your organization) for additional discussion on these topics?

5. **Adjourn**

**Note:** The traditional Membership Services Committee Report will be provided to the committee. However, the focus of the meeting will be forward looking opportunities. Therefore, the report will not be discussed in detail. If there are any questions on the report, NPGA staff will happily set up an alternate time for a discussion.