



Optional Chapter Membership: Frequently Asked Questions

How will optional membership changes be shown in the membership application?

ONS is launching a whole new join and renew experience through its online membership application. Members will still be assigned to their nearest chapter, which is based on their zip code. However, members will have the ability to remove the chapter membership from their cart. Members can also add additional chapters and change their chapter prior to checkout.

When will these changes be effective?

These changes are estimated to be launched in summer of 2020. However, the impact on your chapter may not be fully realized until the summer of 2021, which is a full renewal cycle.

When will the rest of the membership be informed about these changes?

Communication will be sent out to the larger membership closer to the launch.

Why were these changes made?

ONS recognizes that not every member is able to participate in a chapter, whether due to time or distance constraints. Allowing members to opt-out of a chapter provides greater customization of their member experience.

Should I tell my chapter members now?

ONS is aware that this news will begin to circulate to the membership now that it has been announced to the chapters. However, we decided to tell our chapters before the larger membership to give our chapter leaders time to prepare for this change. We recommend holding off announcing this to your chapter members until the ONS announcement is sent out or until you feel your chapter is prepared to address questions and concerns.

How much can we charge for our chapter dues?

Chapters may choose to charge one of three prices for their chapter dues. The pricing tiers are \$15, \$20, and \$25.

Can we change the amount we charge for chapter dues?

Chapters will have the ability to update their chapter dues pricing each year during the annual report submission. Dues changes will not be granted at any other time throughout the year.

What resources will be available from the national office to support chapters during this transition?

ONS is committed to supporting you through this transition. We currently offer various print materials to assist in the educational and recruiting efforts of your chapter. A list of these is available on the [ONS Chapter Leaders Community](#). New customizable materials are under development, which will allow your chapter to personalize its marketing efforts. The Chapter Relations staff is working closely with ONS' Manager of Student Engagement to develop materials and programs designed specifically for the student population because we know it is important to build your pipeline of future members.

The Chapter Relations staff is also working on creating new best practice webinars on how to recruit and engage your members in the interest of member retention. Once these changes are implemented, we will also be working with our marketing department on create a lapsed member campaign to provide further support in your retention efforts.

Lastly, ONS announced in October that it had partnered with Zoom to provide licenses to chapters interested in live streaming meetings and events. This is a great opportunity to engage members who otherwise may not be able to attend chapter meetings and events. To learn more about this opportunity, please contact chapters@ons.org.

We encourage you to reach out to us if you need assistance in any of your recruitment, retention, and engagement activities.

Will the national office still handle the collection and disbursement of chapter membership dues?

Yes, ONS will continue to collect the chapter membership dues and distribute to Chapters. The amount your chapter is reimbursed for each member will depend on the price you decide to charge for your chapter dues (i.e. \$15, \$20, or \$25).

When will the dues be sent to my chapter?

Chapter dues will continue to be disbursed to chapters on the current monthly schedule. Your chapter will receive the dues payments for all members that have joined during the month in a direct deposit payment in the following month.

How will chapters be notified of who their members are?

Chapter members will continue to appear on your chapter's community site directory, and chapter leaders can pull reports for additional information on their current members. For instructions on locating your current chapter roster, please refer to the tutorials available on the [Chapter Leaders Community](#), or e-mail chapters@ons.org.

Will chapter boundaries be adjusted?

No, zip codes will not change. Members who were previously assigned to your chapter will continue to be assigned after this change. The only difference in process will be that members are now able to opt-out or remove the chapter membership from their cart.