

Report to the Board of Directors

May 2018

Membership Matters

Hugh R. Harris, Membership Administrator

Membership currently stands at 4,776. Last year we had a higher number when we transferred the data to Neon but that included a number of unpaid memberships that were created by Neon in the rules that they applied in the transfer. This is the highest number of real Memberships in my time as Administrator.

The new brochure has to be a major reason, although I also think that the ease of entry through the Neon interface also helps.

We have just completed the change, approved by the Executive Committee, that made the Chapter List into a single select list. Members cannot now choose more than one Chapter. We will need to make sure that everyone knows that the Chapter to be selected is their "Home Chapter" - the one where they want their votes recorded for District Directors and Officers.

I will investigate ways to allow Members to list all the Chapters that they hold memberships in - some Members are quite upset that we only allow them to show their one Home Chapter.

Bob Ernst is well into a program to enter all the Chapters as "Organizations" as defined by Neon. That will allow us to enter their Officers and will also allow us to easily check that the required Officers are members of NRHS National.

We have had one recent occurrence that I don't understand and am deeply concerned about. On or about May 7th I was making an entry in Neon and when I went to the Chapter List I noticed that a whole new, additional, list of Chapters, without the Chapter numbers and in alphabetical order, had appeared in the Chapter list. Each of the new entries had a check box beside it, just like the original entries.

I looked this over and then went in and deleted all of the entries - I was concerned what it might do if anyone chose one of the new entries so wanted to get them out of there as soon as possible.

I checked with the people who have access to Neon and everyone told me that they had not done anything in the program. I then e-mailed to Neon and asked them to see if they had any record of activity in that area of our account. They do not, and they also told me that there are only three people with access levels that would permit them to enter that area and make changes. Those are Dawn Holmberg, Jeff Smith and myself. All state that they didn't do it and neither Jeff nor Dawn's accounts show access to Neon in the time period (from about the beginning of May to May 7) concerned. I can tie that down since I entered another new Member on April 30 and the Chapter list was normal then.

My concern is why and how this happened and whether our data is really secure. Did Neon get hacked? If so why and how and why would anyone do something like this? It has no financial impact and provides no benefit to anyone! I simply don't understand what happened - and that is of great concern to me.

I am beginning to look at the Neon training system and investigate their Sales pages. It seems to me that these will apply to us as a means to sell the Conferences and Conventions. I will try to provide more information to the Board in a few weeks when I've had time to dig deeper. I will hope to have information in time to use it for the Fall Conference - or perhaps the Spring of 2019 one.

A meeting at Neon in July of 2018 has been proposed. Neon has expressed their willingness to host such a meeting and to allow NRHS personnel to use their Conference Room for a separate, NRHS only, meeting for a part of the day. We will need to set the date as soon as we can and then agree to that with Neon. Please note that I also will have some restraints since I'll be getting very close to move day in that month.

I will also be asking for approval for payment for some additional training time at Neon to allow me to get up-to-speed as quickly as possible on the Sales planning part of the software. There are training videos that will help but I'm sure I'll need some support on specific elements. I will work up a proposal and costs as soon as I can, once I've reviewed all the initial training material.

As far as the renewal process went, Neon appears to be much more user friendly than Amilia was and, apart from the problem with the broken Family Links, it all went quite easily. It is easy to be wise after the event, but we should NOT have allowed the time to slide as we did. I told everyone we needed to make the decision in 2016 and start in January 2017 and that was right. Since we didn't start until May of 2017 we got short of time, rushed, and the broken link error crept in as a result.

Hugh R. Harris.

Membership Administrator, NRHS.

May 18th, 2018.