



## PMI METROLINA CHAPTER, INC.

### CHAPTER HANDBOOK, POLICIES, PROCEDURES & GUIDELINES

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## Article I. Introduction

### Section I.1 Document Objectives

This document is for providing all "PMI Metrolina Chapter" (hereafter called "The Chapter") BOD and sub-committee members with a clear understanding of their Roles & Responsibilities and to provide a standard set of procedures with which to achieve individual office bearer's goals. As such it has essentially been divided into major sections covering the major Events/Procedures in the operation of the Chapter and the Roles and Responsibilities of each of the Chapter's Officers.

This document provides detailed information not contained in the Chapter's Bylaws however, the Chapter's Bylaws take precedence over this document. It is recommended that all Officers read the Chapter's Bylaws as a prerequisite to this document. It is also important to note that PMI's Code of Ethics provide overriding governance.

### Section I.2 Document Updates

This document is the responsibility of the Vice President of Administration of the Chapter and will be made available to all Chapter Officers following updates.

### Section I.3 Guiding Principles

The Chapter operates based on each Officer assuming responsibility for his/her program area as defined in the Bylaws and this Handbook. Governance of the Chapter is the responsibility of the BOD with members acting as the Sponsors for specific Events or Programs of the Chapter as required.

The overriding guiding principle is that the Chapter will always act in the best interests of its members, adding value to their membership entitlement whenever and wherever possible.

The Chapter will also work in the interests of furthering the advancement of the project and program management profession by co-operating and partnering with academic, corporate, government and complementary professional associations and organizations.

## Article II. Chapter Management

### Section II.1 Officers

The composition of the BOD is detailed within the Chapter's Bylaws. This document provides more specific content on each Officer's Roles & Responsibilities including procedures for process conducted within their realm.

### Section II.2 Nominating Committee

A Nominating Committee of at least two members of the chapter and the Past President is formed each year as the first step in the election process. No member of the Nominating Committee shall be running for office at the same time. The Past President serves as the Chair of the Nominating Committee. If a Past President is unable to chair this committee, the BOD will appoint the Chair of the Nomination Committee from the chapter membership.

The Nominating Committee will report progress to the Board in a timely and regular basis. The Nomination Committee is to be free from BOD influence in the way that it conducts its nomination work in so far as that work follows these rules set out in the Chapter Handbook and Bylaws.

The Nominating Committee ensures the Chapter's voting process is communicated in the June newsletter, on the website, and/or by other means.

The Nominating Committee collects names of persons interested in chapter leadership. Candidates are actively solicited via the newsletter, website, chapter meetings, etc. A "call for nominations" is communicated in the June newsletter, on the website, and/or by other means.

Each nominee must submit a short biography (no more than 250 words for each statement) for publication in the July newsletter and with the election ballot. Bios are to be submitted no later than the 3rd Friday in June. The nominating committee vets the list of candidates to ensure they meet the election requirements for the BOD as outlined in the Chapter Bylaws.

The Nominating Committee Chairperson will conduct interviews with each candidate. The interviews will ensure the candidates understand the roles and responsibilities of the position in which they are running. Additionally, the interviews will ensure the candidates understand the duration of the position and the time commitment required.

The Nominating Committee Chairperson presents the slate of candidates for office at the July chapter meeting and announces election balloting will be held in August. Members who wish to vote by mail can receive a mail in ballot by contacting the Chair of the Nominating Committee.

### Section II.3 Election of Officers

The final list of nominees is published on the Chapter Website and sent to all members via email or electronic voting form requesting members vote during the August voting period.

Chapter members submit their votes via the electronic voting survey or mail their mail in ballots by the last Wednesday in August voting deadline. The voting period is 3 weeks in length and must be complete by the last day of August. Mail in ballots will be checked against electronic voting ballots to ensure that members do not vote twice.

In the event of there being only one person who has been nominated for a given officer position, then that person can be declared the winner of that position if that person receives at least one vote.

In the event of several people wanting to fill a given officer position, then the person attracting the most votes is declared the winner.

In the event of a tie vote in any election, then the nominees that are tied will have their names "put in a hat" and one name will be drawn by a volunteer.

The election results are presented to the membership in the September newsletter, on the Chapter website and at the September Chapter meeting.

The new officers are invited to attend the September, October and November BOD meetings and take responsibility beginning January 1 of the year following their election. The newly elected BOD begins transition activities by shadowing the current BOD position.

Each incumbent is responsible for outlining the materials to transition to the incoming BOD members. Transition sessions should be set-up at mutually beneficial times.

Should any elected position become vacant during the year, the President shall appoint vacant offices with the consensus of the BOD. If the president position should become vacant, the BOD shall have a called meeting to appoint a VP to assume the position of President until the next election occurs.

### Section II.4 Strategic and Annual Planning

The Chapter's BOD is responsible for developing and maintaining the strategic plan for the chapter. The strategic plan will be delivered via various projects sponsored by the BOD using volunteer members from the Chapter. An annual plan is a component of this strategic plan that will be submitted to PMI with the charter renewal.

As soon as practical after the election, but prior to the January Chapter meeting, the BOD holds a kickoff/planning meeting where the elected officers start the transfer of information and responsibilities. Each officer receives a Chapter Handbook with critical information about PMI and the chapter. The meeting agenda should include:

- Status of the chapter
- Information on chapter processes
- Review of the duties of each officer
- Review of current strategic plan
- Review of current Event Calendar
- Creation of goals for coming year

Goals for the current year will be announced at the January Chapter meeting and published with the February newsletter.

The Chapter President is ultimately responsible to ensure that the strategic plan remains current, relevant, and consistent with the Chapter Vision, Mission and Objectives.

### Section II.5 Chapter Charter Renewal

The Chapter President, using information compiled by the VP of Finance, completes, and submits the annual Charter Renewal to PMI GHQ. This published date is usually the end of March and includes provisions for submission of the Chapter's Annual Plan and a receipt of the chapter's tax filing. Besides the Chapter President's input, the Charter renewal requires input mainly from the VP of Finance. However, Chapter officers are to be consulted to ensure the following sections are agreed and included:

- Contact Information
- Chapter Officers
- Financial Information
- Operational Performance

### Section II.6 Board Meetings

Monthly BOD meetings will be scheduled by the Chapter President. Copies of all communications inwards and outwards deemed "significant" by the Board member shall be attached to the report to be filed in the official records of the Chapter by the VP of Administration.

A draft agenda for BOD meetings will be prepared and distributed by the Chapter President at least 2 weeks before the scheduled meeting date. The Chapter President will solicit Board members for agenda items and BOD members are to submit agenda items at least 3 days before the meeting.

The Chapter President will chair each BOD meeting according to the published agenda. In the event the Chapter President cannot attend a meeting or prepare the agenda he/she must ensure that this is delegated to a Vice-President or the Past President.

All motions for approval by the board shall be duly recorded in the meeting minutes by the VP of Administration or Chapter Secretary. Motions shall be recorded in sufficient detail such that the full extent of the motion, any qualifying criteria, who seconded the motion and the final vote on the motion, is recorded.

### Section II.7 Chapter Meetings

Chapter meetings are scheduled by the BOD and published via supported channels. Meetings are scheduled monthly from January through November. The Metro Charlotte chapter meeting is held on the 3rd Tuesday of the month. Community meetings are scheduled on dates throughout the month as agreed upon by the members.

The VP of Programs is responsible for planning and managing all the physical arrangements for each Community meeting. Meeting topics are driven by the Talent Triangle and approved by the BOD. Programs are to be focused on

promoting the chapter's purpose and achieving its goals. Programs are not intended to serve as promotional opportunities of presenters or sponsoring organizations. Community meeting presentations should be posted as far in advance as is possible. Information should be supplied by [VPprograms@pmi-metrolina.org](mailto:VPprograms@pmi-metrolina.org).

At a minimum, e-mail reminders of upcoming chapter and community monthly meetings are sent to members and potential members at least two weeks in advance with a second reminder at least three days in advance.

## Section II.8 Chapter Event Guidelines & Communications

It is a goal of the Chapter to ensure its membership obtains adequate advanced notice of all Chapter events. To this end it is the policy of the Chapter that upcoming programs and events are announced in the Chapter newsletter and on the Chapter website at least one month in advance of the event. In addition, upcoming programs and events are announced on the social media sites (LinkedIn and Twitter) at least two weeks prior to the event or as the specific communication plan indicates.

Events that require chapter member volunteer participation are either planned or scheduled by the members of a community meeting or by the community service event coordinator. These events are focused on providing a service to the community and to promote the chapter as appropriate.

The VP of Professional Development is responsible for planning and managing all the arrangements for educational events (e.g. Professional Development Day, Saturday PDUs, certification prep courses). Professional Development is responsible for supplying/requesting updates pertaining to professional development events to the appropriate Administration chairperson to update the PMI Metrolina website with the event information.

The VP of Marketing is responsible for coordinating all the details for all partner events (e.g. Partner event, Skill Fest).

## Section II.9 Event Attendance by BOD

Members of the BOD are expected to attend at least 1 chapter sponsored event per month. In support of this expectation, BOD members are exempted from having to pay the meeting fees. Additionally, Volunteers in Chair positions are expected to attend at least 4 chapter sponsored events per year and are also exempted from paying for Chapter meetings.

## Section II.10 PMI GHQ Correspondence

PMI distributes "PMInsights" biweekly to Chapter officers and any other designated role in the component system.

The Chapter President is responsible for reviewing and distributing all other PMI information to the appropriate BOD members with the help of the VP of Administration and Governance. This includes regional updates communicated verbally through Region 5 President's meetings.

## Section II.11 Annual Meeting

Once a year at the annual general meeting (usually held in January) the Chapter President will present a Summary of the Chapter's Accomplishments, Challenges and Objectives based on the previous year and outline any strategic initiatives that the BOD has committed on behalf of the Chapter. Similarly, the VP of Finance will present the financial situation of the Chapter or the finance content will be included in the president's report or distributed via the newsletter.

## Section II.12 Contracts & Procurement Agreements

All contracts are to be signed by the President or the VP of Finance when specifically designated by the President. As a rule, legal commitments of the chapter should be formalized by a contract or purchase order.

Each VP is authorized to execute purchases for their normal activities if the BOD has approved these general area expenditures under the annual budget (e.g., purchase of books or printing copying costs in support of educational programs).

For contracts or purchases that are outside the normal budgeted expenditures of the chapter, a special BOD vote is required before entering the contract or purchase. In these cases, the President or VP of Finance should be the one signing the contract or purchase agreement.

In ALL cases, a copy of the signed contract or purchase agreement must be sent to the VP of Finance and placed with the chapter's financial records. The VP of Finance is responsible for maintaining copies of all signed contracts or purchase agreements.

The President and VP of Programs will facilitate an annual process to determine meeting location for the following year. This process, in the form of an RFP, will be sent out to selected facilities and the results shared at the BOD meeting. The BOD will vote on the proposal and the President will move forward with the contracting of the facility.

### Section II.13 Insurance

The chapter participates in PMI's Components Insurance Program. This insurance program provides general liability insurance covering normal chapter events as well as officers and directors' insurance for all chapter officers.

Each VP is responsible for understanding the PMI insurance program and where to submit the appropriate event notification called for by the policy. A single event form can be used to provide blanket listing of recurring events such as standing training classes or chapter meetings. However, all other recurring type event must have a separate event notification form submitted at least 30 days prior to each event. The applicable VP is responsible for submitting the event form to PMI and to also provide a copy of the form to the VP of Finance for the chapter records. If additional insurance coverage is required for any event, the applicable program area VP is responsible for coordinating with the VP of Finance to ensure all required insurance is in force prior to the event.

### Section II.14 Membership Announcements

As the BOD cannot expect to be made aware of all members in any status, the Chapter will not announce or broadcast the passing of any member in any status. Nor will the Chapter announce personal updates of members including but not limited to birth of children, marriage, or divorce.

The BOD may opt to send flowers or some other form of acknowledgement in some circumstances.

## Article III. Roles & Responsibilities

The positions of the BOD members are detailed within the Chapter's Bylaws. This document provides more specific content on each Officer's Roles & Responsibilities.

### Section III.1 General Responsibilities

All Officers shall be Chapter members in good standing. Officers are not required to hold a PMI credential.

General Responsibility common to all Officers:

- Represent the PMI Metrolina Chapter
- Officer should attend Board of Directors meetings in person or via conference call when attendance in person is not feasible.
- BOD members should attend a chapter events at least once per month. Because chapter events are held throughout the state monthly, it is the expectation that BOD members attend an event monthly at a convenient location.
- Participate in Chapter's activities and additional duties assigned by the BOD during BOD Meetings
- Each Officer is expected to develop metrics for their area and promote the accomplishment of Chapter Goals.
- Understand and follow all requirements of the PMI Component Insurance Program, including submitting special event insurance forms as applicable for their respective area.
- Maintain communication by:
  - Responding promptly to all chapter communications from the BOD, their team & Chapter members.

- Notify VP of Administration of any change of address, phone, email, etc.
- Notify Chapter President of any expected extended absence
- Submit articles for newsletter according to published schedule as appropriate
- Each Officer has the responsibility for ensuring that the areas of the website pertaining to their team's program area are kept current and up to date. The actual updates to the team's web pages should be coordinated with the website team. The website team will maintain a master website responsibility assignment list and communicate a reminder to the VPs quarterly to ensure they monitor their web pages.
- Assist with the preparation of the Annual Charter Renewal
- Prepare monthly status report for presentation at Chapter BOD meetings
- Seek out and develop volunteers within their area as potential candidates for succession planning.
- Maintain and deliver all permanent records to the position successor
- Develop chairs and directors to deepen their relative skills
- Identify and groom potential successors and provide feedback to the BOD every 6 months on progress
- Adhere to all the policies of the chapter including the BOD Code of Conduct
- Attend a regional or global LIM during their tenure as budgets permit.

### Section III.2 Chapter President

The Chapter President succeeds into this position from their previously elected position of one of the Vice President positions. The Chapter President shall act as Chairperson of the Board of Directors. The Board of Directors shall be solely responsible for the management of the affairs of the Chapter. The Chapter President represents the Chapter at any PMI event attended by the Chapter. At the end of their term as Chapter President, they succeed to the office of Past President.

#### Roles and Responsibilities:

- Direct the activities of the BOD towards Chapter goals and objectives including the development and maintenance of the Chapter Strategic Plan.
- Call and preside over all Chapter/BOD meetings as Chairman of the Board of Directors.
- Appoint replacement Board members to vacant positions, subject to the Board's approval.
- Ensure that incoming Officers are formally and adequately briefed on the Chapter Bylaws, Handbook and Strategic plan before the first Board meeting of the incoming BOD each year.
- Distribute all recurring and other PMI Global correspondence to Officers in a timely manner.
- Submit to the appropriate PMI representatives and PMI Global an annual application for charter renewal, pursuant to the Local Chapter Guidelines & Policy Handbook. The VP of Finance shall assist in the compilation of the application.
- Represent the Chapter, or appoint an appropriate alternate, as a member PMI Region 5 steering committee.
- Ensure that the Chapter shall be adequately and appropriately represented in all outside activities. This shall generally mean that the President shall personally represent the Chapter wherever and whenever possible.
- Represent the Chapter, or appoint an appropriate alternate, at Region 5 and PMI Global Sponsored Leadership Conferences held in the North America.
- Prepare and distribute the Agenda for monthly Board meetings and chair such meetings
- Chair Chapter Events as required
- Make presentations/speeches on behalf of the Chapter

In addition to the specific tasks set out in this section, the Chapter President will be obliged to assist the BOD in all matters for the purposes of meeting the Chapters Objectives as set out in the Bylaws.

Because the President is jointly responsible for the chapter's finances, they will need to be able to pass a credit check by the bank to be on the chapter's banking records.

The outgoing Chapter President is expected to take on the role of Past President to promote continuity and effectiveness of the BOD. The roles and responsibilities of this office are detailed.

### Section III.3 Past President

At the end of the term as Chapter President, or if a new Chapter President assumes responsibility for the role during the term, the outgoing Chapter President succeeds into the office of Past President. If the outgoing President is unable or unwilling to serve, the BOD will appoint a past president to serve in this advisory role. The Past President serves as a non-voting BOD member and as an assistant to the Chapter President and Chairs the Nominating Committee. All files, documentation, information, will be passed to the new Chapter President.

Roles and Responsibilities:

- Assist the Chapter President in directing the activities of Officers towards achieving Chapter goals and objectives and liaison with PMI when required.
- Assist in preparation and conduct of any special projects, seminars, or meetings in support of other BOD members, or in liaison with any project manager appointed for a specific project, which the Chapter decides to undertake.
- Chair the Nominating Committee and ensure adherence to the nomination policy and procedures.
- Chair the Emeritus Board of the Chapter
- Coordinate with the Nominating Committee to ensure that membership is aware of all chapter election processes and election results.
- Actively participate in the strategic planning sessions conducted by the Chapter.

### Section III.4 VP of Administration & Governance

The VP of Administration & Governance is responsible for addressing governance and policy issues as well as ensuring internal Chapter communications are completed in support of all chapter activities.

Roles & Responsibilities:

- Apply for PMI awards to recognize outstanding Chapter programs or individual achievement as appropriate.
- Capture and publish BOD meeting minutes with help from President.
- Maintain BOD meeting minutes and make them accessible for member review via the website.
- Review and recommend By Law updates.
- Ensure Bylaws are enforced.
- Manage the Chapter Scholarship program and facilitate the selection process.
- Manage liaisons as assigned to ensure proper level of participation and support.
- Manage the Chamber of Commerce Program; PMIEF Program; and Military Liaison Program and ensure board visibility into activities, processes, and their financial management.
- Assist in conflict resolution process as required.
- Review, recommend, and perform Chapter Handbook updates.
- Maintain the Operational Calendar and provide to President for monthly meetings
- Co-facilitate the bi-annual Succession Plan review with President
- Maintain the BOD orientation package in Handbook
- Maintain the BOD Code of Conduct in Handbook
- Where possible a Chapter Secretary can assist the VP of Administration and Governance with meeting notetaking

### Section III.5 VP of Finance

The VP of Finance serves as the Chief Financial Officer and oversees the management of funds for duty authorized purposes of the chapter. Because the Vice President of Finance is responsible for the chapter's finances, this person will need to be able to pass a credit check by the bank to be on the chapter's banking records.

#### Roles & Responsibilities:

- Manage all Chapter monies, including the receipt of all dues, contributions and guest payments, the payment of all Chapter bills as directed by the BOD, and the accounting of all Chapter bank accounts and other financial activities.
- Manage all Chapter procurements.
- Arrange for the co-signature of the current Chapter President and appropriate Chapter Vice President on all Chapter banking accounts, as required.
- Prepare an operating budget, with the approval of the BOD, for the planning of Chapter activities.
- Prepare financial reports on the activities and the financial status of the Chapter for submittal to the BOD each month.
- Oversee the chapter's participation in the PMI Component Insurance Program and maintain copies of current insurance documents and special event forms.
- Maintain copies of all contracts and purchase agreements signed by the chapter.
- Ensure all tax records are maintained and tax filings are made on time as required by law.
- Turn over all Chapter financial records to his or her successor and receive a signed receipt indicating the turnover.
- Prepare reconciliation of the books by January 1 and May 1 for approval of the BOD.
- Prepare financial information for the annual Charter Renewal.

#### Section III.6 VP of Marketing

The VP of Marketing is responsible for marketing the Chapter to members, potential members, chapter partners, the business community, and the community at large.

#### Roles & Responsibilities:

- Develop a comprehensive marketing program.
- Direct all Chapter activities relating to the publicizing of the Chapter and of the purposes and objectives of the Chapter and of PMI to the public.
- Maintain and manage an information display of PMI literature and publications at each Chapter meeting.
- Prepare and transmit to the Chapter Stakeholder's newsletters to keep them informed about Chapter business and activities.
- Create and maintain the Chapter's Social Media Policy
- Work with other BOD members and committee chairs to ensure the Chapter's website is kept current ensuring proper communications flow (including but not limited to distribution list).
- Work with Vendor to update website as required.
- Monitoring the job postings and discussion on the PMI Metrolina's LinkedIn Jobs Tab. Assist with Job Postings when needed.
- Actively work with local business-related organizations and publications to promote professional project management and its benefits.
- Work to build strong relationships between the Chapter and local businesses that encourages these businesses in promoting membership in the Chapter as a viable means of expanding individual project management skills.
- Develop and maintain strong relationships with potential and existing Corporate Partners.
- Develop and maintain strong relationships with potential and existing Educational Partners.
- Promote upcoming program and events in other Online & Social Media Groups as appropriate.
- Notify the membership and PMI in a timely manner as to all scheduled general meetings, their locations, dates, and subjects, as well as to all other Chapter business, which requires notification of the membership.
- Conduct annual Partnership event.
- Ensure all Sponsors of chapter events receive the appropriate recognition as outlined in the arrangement with the sponsor (e.g. Logo, recognition)

### Section III.7 VP of Membership

The VP of Membership acts to promote the membership activities of the Chapter and to publicize the efforts of the Chapter in promoting its purpose to the local communities.

#### Roles & Responsibilities:

- Plans and executes the annual volunteer recognition event.
- Compile and maintain a current data bank of PMI members and potential members in the Chapter's service area using the Chapter Reporting System (CRS) provided by PMI.
- Develop a membership campaign, which will encourage the participation of all levels and all types of project management professionals within the service area of the Chapter.
- Maintain the membership drive, including providing application forms and PMI information to potential member.
- Ensure surveys of current and non-renewing Chapter members are conducted as appropriate to provide analysis of how well the Chapter is providing a value-added proposition to the membership.
- Review and analyze the results of the PMI Annual Survey and provide the BOD the analyzed results
- Update and execute the Chapter Membership Survey and provide the BOD the analyzed results
- Produce the data required to submit to PMI, the PDU registration information to automatically register PDUs for Chapter members for all chapter sponsored events.
- Increase the number of student members each year and increase Chapter visibility/activity at both the high school and university levels.
- Extract required information from the PMI Chapter Reporting System (CRS) in support of Chapter operations, allowing membership to log into the PMI Metrolina web page and have the benefit of lower membership prices.
- Determine and publish the list of new members and new certification holders for use in the newsletter and at the Chapter Meeting.
- Annually review member and prospect densities in assessing if a new community should be formed.

### Section III.8 VP of Professional Development

The VP of Professional Development acts to promote the activities of the Chapter that target the professional development and certification of the membership. This office also helps in assisting and managing any special events of the chapter.

#### Roles & Responsibilities:

- Develop and maintain a long-range program for the professional development of the Chapter membership.
- Develop and maintain a program to assist the members of the Chapter in their efforts to attain certifications.
- Act as Chapter liaison with PMI GHQ for member certification requirements and testing.
- Maintain communication with the Editor of the Project Management Journal or PM Net relative to the publication of articles and reports written by the Chapter Members.
- Maintain up-to-date listings, and keep the membership informed of the resources available for training.
- Oversee the conduct of certification prep classes and PDU training classes offered by the Chapter.
- Maintain communication with the PMI Director of Training, PMI Director of Mentorship, or other appropriate PMI officers, concerning on-going and special Professional Development and Training topics.
- Coordinate with other Chapters in PMI Region 5 in expanding educational and developmental opportunities for Chapter members.
- Work directly with the universities that the Chapter has sponsored scholarships to address any administrative or informational needs.
- Pursue outreach programs to schools and universities to advance professional project management as a possible career path for students.

- Promote the active volunteerism of Chapter members with local schools and universities in expanding the emphasis of project management within their curriculums.
- Work directly with large and small businesses within the Chapter's service area to promote the advancement of professional project management as a viable course of action for attaining stronger business success.
- Direct the presentation and conduct of special seminars, meetings, or colloquiums, which the Chapter may choose to present.
- Direct and manage the Chapter mentoring program.

### Section III.9 VP of Programs

The Vice President of Programs is responsible for overseeing the events for monthly Chapter and community meetings as well as monthly BOD meetings. They are also responsible for the non-educational programs offered at monthly Chapter meetings.

#### Roles & Responsibilities:

- Direct the preparation and presentation of programs relating to project management for Chapter and community meetings. The content of theme programs shall be supportive of the Objectives of the Chapter.
- Arrange for Speakers to present/facilitate Chapter and community meetings/events, verify quality of presentation and obtain all documentation needed for PDU credits and the chapter.
- Manage in a timely manner all physical and financial arrangements for all general membership meetings. Coordinate the special requirements of the meeting or of other officers and arrange with the facility providers for seating arrangements.
- Provide the BOD with information on upcoming activities and events in a timely manner to support Chapter communications and publicity.

### Section III.10 VP of Technology

The Vice President of Technology develops and oversees implementation of a comprehensive technology strategy, systems and processes that align with business needs of the Chapter. Sets integrated plans to provide both strategic advantage and optimized operations needed by the Chapter.

#### Role & Responsibilities

- Oversee the operation and maintenance of the Chapter's website and social media sites (LinkedIn Chapter page, LinkedIn Chapter Group, Facebook, Instagram, Twitter, and YouTube)
- Manage the mail forwarding administration which includes additional mailboxes and mail forwards for special events.
- Assist Membership with website authentication issues.
- Obtain Professional Development presentations from the Professional Development team to post to the website within 7 days of the conclusion of the event
- Develop and maintain information security policies for the chapter in alignment with PMI's policies, practices, and procedures.
- Develop and implement a technology strategy and roadmap for the Chapter which includes communication of the "state of the technology systems" and convey a to-be model
- Set and achieve technology goals that align with current and anticipated future business needs
- Provide oversight to technology volunteers, such as the webmasters, or approved contracted technology personnel
- Ensure technology projects are designed and implemented as expected



Maintain & Submit Tax Records				R					
Maintain Communication with PMI GHQ Relative to Publicity						R			
Maintain Current PMI Metrolina Member Lists						R			
Maintain the PMI Metrolina Chapter Handbook			R						
Manage All Chapter Accounts				R					
Manage Chapter's Hardship and Education scholarship process			R						
Oversee Chapter's Website, Virtual Meetings, & Microsoft Office Platform									R
Oversee MG2 Account									R
Prepare Chapter Newsletter & Communications					R				
Prepare Operating Budget				R					
Serve as Chapter Fiduciary				R					
Serve as Liaison to Students of Junior Achievement & PMIEF			R						
Serve as Secretary for the Chapter			R						
Submit Annual Plan to PMI GHQ	R								
Submit Charter Renewal	R								
Work with Universities with Chapter Sponsored Scholarships			R						

## Article IV. Administrative & Governance Procedures

This section of the Chapter Handout outlines the various procedures related to managing the administrative information of the Chapter. Generally, the VP of Administration & Governance is responsible for these duties.

### Section IV.1 Chapter Governance

Governance is the framework, functions and processes that guide chapter activities and operations management which includes the following:

- Keep abreast of any policy changes with PMI Global that impact the Chapter
- Recommend update to the Chapter Bylaws as necessary
- Recommend updates to the Chapter Handbook as necessary
- Coordinate with the President and BOD to make Bylaw and Handbook updates when required
- Ensure records of BOD meetings are kept and available
- Assist in resolving any conflict based on Chapter Operations
- Determine what awards the Chapter may be eligible for and apply
- Community Reviews

### Section IV.2 Liaison Roles

These liaison roles report to the VP of Administration & Governance:

- Community Engagement Liaison who attends Chamber events on behalf of the Chapter and reports to the BOD any opportunities to promote project management with other Chamber members.
- Military Liaison works with the directors to plan and execute veteran-centric events and execute the veteran's outreach program by engaging the various Military Liaisons across the footprint
- PMIEF Liaison works with the directors to plan and execute community events and execute the PMIEF outreach program by promoting various community service activities across the footprint

### Section IV.3 Management of Chapter Recognition Awards

In August of each year, the chapter will offer membership an opportunity to be recognized for their contributions to the career and to the community. Members can self-nominate or nominate another member. Each award has a specific form to complete. Completed forms must be emailed to the addressed provided on the form. Forms must be sent by midnight on the last day of August

The VP of Administration & Governance will collect and log all applications. On September 1st, all applications will be provided to the Emeritus Board. The Emeritus Board will review and discuss the applications and select a finalist for each award. Winners for each award will be announced in December to all Members. Award recipients will be recognized at the December volunteer banquet.

The Emeritus Board will evaluate each of the nominees in detail. This may include interviews with the nominee and/or nominator. The Emeritus Board may require additional information from the team or recipient. The Emeritus Board will then evaluate applications based on the following award criteria:

- (a) Nealand Lewis Volunteer of the Year Award
  - Importance of the role assigned to the volunteer,
  - Quality of results and outcomes associated with the volunteer (accomplishments),
  - Level of time/commitment that the volunteer put towards the role assigned
  - Degree of volunteer going above/beyond the assigned duties
- (b) Community Service Project of the Year Award
  - Importance of the goals laid out for the community service completed
  - Quality of results and outcomes associated with the community service
  - Strength of partnership and degree that teamwork was used to execute the community service
  - Execute the veteran's outreach program by engaging the various Military Liaisons across the footprint
- (c) Richard Sabedra Volunteer Service Award
  - Importance of the role assigned to the volunteer,
  - Quality of results and outcomes associated with the volunteer in support of military chapter members. (accomplishments),
  - Level of time/commitment that the volunteer put towards the role assigned
  - Degree of volunteer going above/beyond the assigned duties

#### Section IV.4 Management of Chapter Scholarship Awards

The purpose of the Metrolina Scholarship is to provide financial assistance to active members of the Chapter in pursuit of a project management certificate or degree. Costs for classes not aligned to a PM Certificate or a PM degree will not be considered. Scholarships are granted based upon financial need, activity levels within the Chapter, and funds available from the Chapter. The VP of Administration and Governance manages the process and gathers all required documents prior to delivery to the Emeritus board for selection. Selection is made by a majority vote. The total funds available will be determined at the beginning of the calendar year when budgets are finalized. The BOD will determine the amount to include in the fund and the amount available for each scholarship at the beginning of the year. The VP of Finance will track the amounts provided against the budgeted amount.

The membership will be informed in April that the application process has begun. The window to take applications will be until the last day of April. The Emeritus board will review and select the recipients for the award in May. The VP Administration and Governance will reach out to the recipients to inform them of the results immediately after the Emeritus board selection.

Applicants not selected will be informed prior to the June newsletter distribution. The recipients will be published in the June Newsletter and shared in the June Chapter meeting.

- (a) Criteria for the Frank Clemente Scholarship Award
  - Applicant is entering, or continuing, a Project Management certificate or degree program in an accredited school (ex. WF, UNCC, CPCC, Northeastern, WCU). The certificate or degree program does not need to be PMI GOC accredited. Proof of registration must be provided upon application for the scholarship. An outline of the certificate or program coursework must be provided upon application for scholarship
  - Recipients are eligible for 2 awards if the student maintains a GPA of 3.0 or above or a status of Pass in a pass/fail course. The second award is not automatic: The applicant applies for the scholarship and is evaluated with the other current applicants. In addition to the standard application criteria, a copy of the GPA is required

- The VP of Administration and Governance will maintain a roster of all recipients and applicants. Applicant criteria:
  - Must be an active chapter member for at least 1 year and be in good standing upon application
  - The application is a self-created document (MS Word or PDF format) containing a 200 word or less essay to describe why the recipient wants to pursue a career in project management.
  - The application must also include a summary of the financial need, proof of registration (scan or photo – must be able to see applicant’s name), an outline of coursework (copy/paste into the document), and a summary of the applicant’s desired outcome (what will you do once you have completed all coursework).
- The application process is as follows:
  - The April newsletter will inform the membership that the process is open. The website will be updated and an announcement at the April Chapter meeting will be made.
  - Applicants will be directed to send completed document to [MetrolinaScholarship@pmi-metrolina.org](mailto:MetrolinaScholarship@pmi-metrolina.org)
  - The VP of Administration and Governance will provide completed applications to the Emeritus Board for selections after logging the applications
  - The VP of Administration and Governance will notify selected applicants of their status immediately upon selection.
  - The VP Administration and Governance will inform un-selected applicants prior to the newsletter distribution and website updates
  - The VP of Administration and Governance will update the log accordingly and share results with the BOD

## Section IV.5 Community Reviews

The chapter footprint extends through 60 counties in North Carolina with a dispersed membership. As membership changes and external factors facilitate economic changes, it is necessary to regularly review the community meeting locations to ensure that the process is still effective in the current locations.

- Each year, the BOD will review the performance, participation, and potential participants based upon data from PMI through CRS reporting and from member surveys issued by PMI GHQ and the Chapter.
- The review will determine the viability of existing communities as well as determining if new communities should be formed.

## Article V. Financial Procedures

This section of the Chapter Handout outlines the various procedures related to managing the finances of the Chapter. Generally, the VP of Finance is responsible for these duties.

### Section V.1 Banking

The following activities relate to the management of the chapter financial accounts:

- Check PO Box on regular basis
- Reconcile Bank Statement
- Arrange for bank accounts signatory transfers
- Arrange for bank debit cards to be issued to officers as deemed necessary by the BOD
- Maintain working relationship with financial institutions:
- Chapter Operating Fund at local bank
- Ensure timely deposit of funds
- Provide prompt notification sent to appropriate VP and President when checks have bounced

### Section V.2 Revenue, Expenses & Payments

- Provide prompt notification sent to VP of Professional Development and appropriate chairperson when checks have been received for professional development activities

- Provide prompt notification sent to VP of Marketing, Programs, President, and Chair for Partnership when checks have been received for partner activities
- Work with Membership to check-in meeting attendees, accept/verify payment and reconcile discrepancies when necessary
- Review and approve chapter meeting invoices with VP of Programs to ensure headcount and services provided are correct
- Maintain record of BOD meeting budgetary approvals
- Review, sign-off and ensure proper monies are available to support approved expenditures
- Create and distribute invoices as required from time to time to facilitate payment by vendors or activity attendees
- Work with VP of Professional Development and appropriate chairperson to create, reproduce and make available paper receipts for chapter-sponsored training events when required
- Maintain current general liability and officers & directors insurance policies secured through PMI GHQ and pay annual insurance premiums for all policies in a timely manner to ensure the chapter's insurance coverage is maintained
- Ensure timely payment of bills
- Ensure proper expense documentation is in order. (See [Article VI](#) for more information)
- Work with appropriate Vice Presidents to ensure expenses are applied to appropriate budgetary items
- Oversee the chapter's expense reporting policies and procedures
- Provide refunds / reimbursement with proper documentation

### Section V.3 Financial Records & Reporting

- Prepare and file State incorporations reporting forms if required
- Control use of Chapter Incorporation Seal
- Record and safeguard receipts and financial contracts
- Prepare financial overview for BOD Meetings
- Maintain all chapter related financial records including: Balance Sheets, P&L statements, Asset listings, etc.
- Maintain and provide reporting for Chapter budget
- Maintain all records of chapter financial obligations and commitments including copies of signed contracts, insurance policies, etc.
- Maintain all tax filing records:
  - Ensure all tax records are maintained and tax filings are made on time as required by law
  - Ensure a copy of the filed tax return is provided to PMI Global for Chapter compliance by May 15th
  - Issue W9s as required

### Section V.4 Coupon Management

- Only named individuals on the Chapter's Organizations Chart are eligible to use coupons
- Coupon access is reviewed when a new volunteer is onboard and added to the Chapter's Organization Chart, and during an annual review outlined in the BOD Operational Calendar
- The VP of Finance and/or the Chapter Comptroller are the only members that update the coupon list
- The VP of Finance maintains a spreadsheet with active volunteers and PMI member number. At month-end, the VP of Finance runs the "Meeting Registration detail by date report" in MG2
- A manual validation of coupon code usage will be confirmed by comparing the attendance to the members in the Spreadsheet:
  - Any deviations in authorized use will be escalated to the Board to validate if a change was needed but omitted
  - If the Board designates the use was invalid, the individual that used the coupon will be notified via email and the coupon will be made inactive for 3 months, subject to Board approval

- The individual that improperly used the coupon will be invoiced for the difference between the price that should have been paid versus the coupon amount

### Section V.5 PMI Metrolina Chapter issued Credit Cards

Each officer issued a credit card in the name of the chapter must sign an agreement attesting their understanding of the policy related to PMI Metrolina issued credit cards. (See [Appendix B](#) for copy of attestation)

## Article VI. Travel & Expense Management

This section provides guidelines and establishes procedures for members and Chapter guests incurring business travel, entertainment expenses and miscellaneous expense reimbursements on the Chapter's behalf. They are based on practices employed by other organizations and take into consideration what is considered reasonable and customary. While this does contain suggested expense limits, we challenge all members and Chapter guests to use professional judgment when incurring expenses on behalf of PMI-Metrolina Chapter.

### Section VI.1 Objectives of this Policy & Related Procedures

- Ensure all members and Chapter guests have a clear and consistent understanding of policies and procedures for business travel and expenses
- Ensure all members and Chapter guests are reimbursed for legitimate Chapter related travel and entertainment expenses
- Provide all members and Chapter guests who must travel with a reasonable level of service and comfort at the lowest possible cost
- Maximize the Chapter's ability to negotiate discounted rates with preferred suppliers and reduce travel expenses
- Provide the appropriate level of accounting & business controls for the Chapter to ensure that expenses are reviewed & approved by the appropriate person

### Section VI.2 Responsibility & Enforcement

All expenses incurred and approved must be in accordance with each officer's expense budget. If you are unclear as to your expense budget, please see the overseeing BOD member prior to incurring any expenses.

The traveler is responsible for complying with Travel Policies located herein

The approving VP is responsible for reviewing expenses and approving them based on legitimacy, necessary and effectiveness of expense, prior to submitting to VP of Finance. For the Board of Directors, the president shall review and approve submitted expenses and submit to the VP of Finance for payment.

VP of Finance is responsible for accurately reviewing expense reports for compliance prior to submitting a check on behalf of the Chapter

PMI-Metrolina will reimburse all members and guests for all reasonable and necessary expenses while traveling on authorized Chapter business or entertaining potential speakers and volunteers

PMI-Metrolina assumes no obligation to reimburse members and guests for expenses that are not in compliance with this policy

The Chapter's PRESIDENT must approve any deviation from this policy

Members and Chapter guests who do not comply with this policy may be subject to delay or withholding of reimbursement

Be sure to note that the following will not be reimbursed:

- "Adult" entertainment of any kind
- Gentlemen's Club membership dues or "expenses"

- Escort services (neither men nor women)
- Gambling expenses

### Section VI.3 Expense Reports

All expense reports are expected to be submitted within seven (7) days of incurring the expense(s) and no later than the 25<sup>th</sup> of each month. Members and guest must file expense reports no later than 30 days following the completion of the trip or of incurring the expense(s). Please note expenses will not be reimbursed if they are submitted after 45 days of being incurred.

All Board Members will submit monthly expenses reports using the Expensify platform. All non-board members will complete in the Excel file (PMI-Metrolina Expense Report). Talk to your VP to gain instruction on how to complete an expense report if questions arise. All receipts will need to be scanned and sent as an attachment within the Excel file.

Actual bills/receipts must be scanned and submitted as an attachment to the PMI-Metrolina Expense Report. Receipts must include the name of the vendor, location, date, and dollar amount. All expenses must be reported, regardless of how they were paid.

Expense reports that are incorrect, incomplete or do not include receipts:

- Will be rejected for correction or completion
- May result in delay or non-reimbursement of specific items
- Disregard for Chapter policy or altering of receipts can result in disciplinary action up to and including removal from the board or terminating a chapter membership.

### Section VI.4 Travel Authorization

Overnight travel is only necessary when the travel cost is more than a hotel cost and when individual could not return home at a reasonable hour. Members and Chapter guests must state the itinerary of trip which includes location(s) visiting, date(s) of trip as well as the purpose when reporting on his/her expense report.

A spouse/companion may accompany a member on Chapter business trip at the member's expense. The Chapter will not reimburse travel and entertainment expenses incurred by a spouse or other individual accompanying an employee on business unless:

- There is bona fide business purpose for taking the spouse or other individual
- The spouse/companion is a Chapter member
- The expense incurred would otherwise be reimbursable

### Section VI.5 Air or Rail Travel

Air/Rail travel reservations should be made in such a manner as to secure the best available fare. Available resources include, but are not limited to, travel agents, online resources or directly with the airline or rail provider. ALL AIR TRAVEL MUST BE IN COACH CLASS.

The Chapter's policy is to drive when the destination is the lesser of 250 miles or three hours of driving time in one direction. In a situation where air or rail fare is extremely reasonable, this policy is flexible. The individual can fly when the air or rail fare is equal to or less than the cost of driving. An individual may drive in lieu of flying if the distance is more than the stated policy. However, it is a decision made by the individual and additional mileage reimbursement will be at the discretion of the VP of Finance or President approved prior to the travel date.

When traveling by air/rail:

- Members and Chapter guests are expected to use the lowest logical air/rail fare available
- Members and Chapter guests are expected to reserve tickets by no fewer than 15 days before travel date
- Members and Chapter guests are expected to use non-direct flights / rail trips when the savings are substantial
- Obtain approval for all trips over \$200 from the respective VP or President

- Upgrades for air travel are not reimbursable. If an individual wishes to upgrade, it is done at the individual's expense.

Cancellations: When a trip is cancelled after the ticket has been issued, the traveler should inquire about using the same ticket for future travel. Members and Chapter guests should reuse airline or rail tickets if they are traveling on the same route.

Unused airline or rail tickets must never be discarded or destroyed as these documents may have a cash value. To expedite refunds, unused or partially used airline or rail tickets must be returned immediately to the issuing authority. Members and Chapter guests must NOT include unused tickets with their expense reports. Members and Chapter guests with an electronic ticket simply need to call the travel agent/issuing authority to initiate a refund.

### Section VI.6 Parking

When parking at an airport or train station is part of Chapter business travel, it is expected that Members and Chapter guests will utilize Long Term parking lots. Short Term parking fees will not be reimbursed if travel is greater than three days. Members and Chapter guests may file parking fees with a receipt on the PMI-Metrolina Expense Report. The use of airport shuttles and taxis upon arrival at the individual's destination is the preferred mode of transportation. Make sure to ask for a receipt if one is not offered.

### Section VI.7 Lodging

Hotel reservations must be made by the VP of Finance unless otherwise pre-approved by the respective VP or President. Hotel reservations should be made in such a manner as to secure the best available rate. Members and Chapter guests are required, whenever possible, to use properties in the Moderate category. (E.g. Courtyard, Hampton). Overnight stays should not exceed \$200 a night unless meeting location calls for a higher amount (Ex. Regional or North America LIM)

Personal expenses such as in-room entertainment, mini-bar, laundry, or telephone usage will not be reimbursed.

In case of cancellation:

- Members and Chapter guests are responsible for notifying the VP of Finance to cancel the reservation if not able to make the trip.
- Members and Chapter guests will be held responsible and will not be reimbursed for "no-show" charges unless there is sufficient proof that the billing is in error or circumstances were beyond the traveler's control.
- Unless addressed by VP of Finance, Members and Chapter guests should request and record the cancellation number in case of billing disputes.
- Members and Chapter guests should note that cancellation deadlines are based on the local time of the property.

### Section VI.8 Car Rental

Members and Chapter guests may rent a car to get to their destination when:

- driving is more cost effective than airline or rail travel; or distance to destination exceeds 250 miles
- it is less expensive than other transportation modes such as taxis and airport shuttles
- multiple employees are traveling together and share the rental cost

Members and Chapter guests must reserve a rental car that does not exceed \$50/day. When picking up a rental car, check with the rental car agent for any promotional rates, last-minutes specials or free upgrades. At the time of rental, inspect the car and be sure that any damage found is noted on the contract before the vehicle is accepted.

Members and Chapter guests may book a car rental class of service one level higher when:

- The traveler(s) can be upgraded at no extra cost
- Two or more Members and Chapter guests are traveling together

- Cars in the authorized category are not available
- Transporting excess baggage such as booth displays

Members and Chapter guests should always decline all offered insurance options as it is the responsibility of that individual to have proper insurance coverage separate of the Chapter. Additionally, whenever possible, the prepaid gas option should be declined. Gasoline for use in rental cars is reimbursable with proper documentation. Make sure to log this expense as part of the PMI-Metrolina Expense Report.

Rental cars must be returned as follows:

- To the original rental city unless approved for a one-way rental
- Intact (i.e. no bumps, scratches, or mechanical failures)
- On time, to avoid additional hourly charges
- With a full tank of gas

### Section VI.9 Business Use of Personal Vehicle

Members and Chapter guests may use their personal vehicle for Chapter business purposes if it is less expensive than renting a car, taking a taxi, or using alternate transportation. Personal vehicles may also be used when transporting chapter goods for delivery or attending committee meetings. It is the personal responsibility of the vehicle owner to carry adequate insurance coverage for their protection and for the protection of any passengers. Members and Chapter guests may only report mileage if the destination is greater than 35 miles from his/her home. If the destination is over 35 miles, Members and Chapter guests can report the full mileage to and from the destination. The driver does not have to deduct 35 miles each way. If the destination is less than 35 miles from his/her home, Members and Chapter guests are not allowed to deduct any mileage.

Mileage is currently reimbursed at the rate of \$0.575/mile. This mileage rate is subject to change and will modify as necessary to stay in compliance within IRS guidelines. This mileage allowance is in lieu of actual expenses for gasoline, oil, repairs, tags, insurance, and depreciation. Therefore, actual expenses for those items will not be reimbursed when a personal vehicle is used for Chapter business.

To be reimbursed for the use of a personal vehicle for Chapter business, Members and Chapter guests must list the date, destination, and purpose of the trip on the expense report.

### Section VI.10 Cell phone use While Driving

Unless there is a hands-free option, the use of a cell phone while driving is not permitted in any situation and Members and Chapter guests are expected to refrain from using their cell phone while driving. Members and Chapter guests are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an option, Members and Chapter guests are expected to keep the call short. Chapter policy discourages Members and Chapter guests from using a cell phone without a hands-free device while driving. Cell phone use while driving is prohibited for chapter business purposes – including texting and email.

### Section VI.11 Personal Meal Expenses while Traveling

Travelers will be reimbursed for personal meal expenses according to actual and reasonable cost. The Per diem basis permits expenses no greater than \$40 per day. Meal charges will need to be accompanied with original itemized receipt

Personal meals will only be reimbursed when travel requires an overnight stay or traveling greater than three hours in one direction. These meals should be incurred at the destination site and therefore will be limited on the day of departure and day of return.

Restaurant summary receipts and credit card statements are not considered an acceptable form of receipt.

The Chapter will reimburse the Member(s) or Chapter Guest for tips added to the meal expense up to 20% of the value of the meal. Tips more than this amount will not be reimbursed.

### Section VI.12 Chapter Business Meal Expenses

Members and Chapter guests will be reimbursed for chapter business-related meals taken with other Members and Chapter guests. It is preferred that such meals be conducted with the President or VP of Finance present so that the Chapter credit card may be used.

Members will not be reimbursed for entertaining other volunteers unless there is a direct reporting relationship between them and falls within the Chapter's budget.

When meal expenses are expected to exceed \$100 for one event, the VP of Finance should be notified well in advance so that he/she may do one of the following:

- Ensure a BOD member will be attending so that the Chapter credit card may be used
- Provide a Chapter pre-paid card to the responsible chair
- Request an expense report be completed (should not be the preferred option)

The per diem amount of \$40/day for each person should not be exceeded for the meeting. For example, if there are five people at the meeting, the cost shall not exceed \$200 unless prior approval of a budget for the meeting is provided by the President and the VP of Finance. Otherwise, any monies exceeding this limit will not be reimbursed.

### Section VI.13 Purchase of Alcohol

PMI-Metrolina will not directly purchase alcohol unless previously approved by the Board of Directors. If alcohol is included with a purchase for an event, the individual (member or guest) is responsible for making the appropriate choice for whether to partake or disregard. The Chapter is not responsible for the individual's actions should he or she partake.

## Article VII. Marketing Procedures

This section of the Chapter Handout outlines the various procedures related to managing the marketing process of the Chapter. Generally, the VP of Marketing is responsible for these duties.

### Section VII.1 Monthly Newsletter Procedures

- Solicit submissions for the Newsletter
- Create and publish the Newsletter monthly (typically on the first day of each month) for members, partners, and prospective members
- Ensure the newsletter is also published on the Chapter website

### Section VII.2 Partnership Procedures

- Meet with new and existing Partners annually to present Partner packages for the upcoming year
- Facilitate Partner payments with the VP of Finance
- Ensure Partners sponsorship package allows them to be featured prominently (i.e., manage the number of education partners at a chapter meeting)
- Obtain Partner feedback and incorporate where possible
- Conduct events multiple times per year to connect members with corporate and educational partners based on their sponsor package
- Create a process for member resumes to be accessed by Skill Fest partners
- Work with VP of Administration to coordinate sponsor and marketing support for Annual Military Skill Fest & Transition event

### Section VII.3 Online & Social Media Posting Procedures

- Retains and posts the Board of Director's meeting agenda and minutes to the Microsoft Teams within 14 days following the meeting

- Posts or manages the posting of events on the website. Events should be posted at least by the 15th of the month prior to the actual event
- Manages and monitors the job postings on the Chapter's LinkedIn site

#### Section VII.4 Corporate Partnership Program

PMI-Metrolina offers local companies the opportunity to sponsor chapter events. In return for partner dollars, companies will be included in the chapter promotions for the events. In some cases, partnership agreements are made through bartering of services. There are many additional benefits available to companies based on a tiered level of giving. Additional benefits include event discounts to company employees, company profiles at chapter meetings, and receipt of Chapter newsletter. Additionally, companies may choose to advertise instead of sponsorship. Advertising provides the company logo on the website but is not included in the newsletter. In some cases, partnership may be achieved via an exchange of services between PMI Metrolina and the company/organization.

Any organization is welcome to participate in the partnership program except for any political or religious organizations. Additionally, any organization designated as a hate group or affiliated with potential or actual criminal activity is also not permitted.

Each year, the VP of Marketing will determine the chapter partnership opportunities and get approval from the BOD before marketing to companies. Prices are set by the VP of Marketing and approved by the Board of Directors. There are partnership packages available and in general, the following events may be sponsored...

- Monthly Chapter Meetings
- Professional Development Day
- Skill Fest events (Job Fair) including Annual Military Skill Fest & Transition event
- Networking Events

If a company is interested in sponsoring multiple events, they may want to consider one of the annual packages. Through one annual donation, a company will be a sponsor of multiple events at a cost lower than sponsoring each event individually. Annual packages apply for one calendar year from the date the Corporate Partnership Enrollment form is completed.

Partnership benefits are based on tiers. In general, the following benefits are available to sponsoring companies: Recognition by the Metrolina Chapter of the sponsoring organization's commitment to the project management profession by:

- Corporate name and/or logo prominently displayed at Metrolina Chapter events.
- A company bio featured in the newsletter welcoming the organization as a new corporate partner.
- Listing of corporation's name and/or logo, company bio, and hot link to corporation's home page featured on the Metrolina Chapter website.
- Notice of PMI classes, events, and other partnership opportunities
- Membership discounts for all employees of the organization (even those who are not PMI members) for any Metrolina Chapter events such as:
  - Professional Development Day
  - Annual Military Skill Fest & Transition event
  - Project Management Professional (PMP®) Certification training
- Booth discounts for selected PMI events (to be determined by the Metrolina Chapter project teams).
- Networking Opportunities
- Annual advisory council meetings to provide feedback on the Metrolina Chapter Corporate Partnership Program.
- Quarterly corporate status reports.
- Invitation to participate in providing speakers or panel members for Metrolina Chapter events.
- Invitation for executive, and another employee of the corporate partner company, to attend an annual executive lunch or breakfast meeting.

- Participation on the Metrolina Chapter Advisory Council.

The roles and responsibilities listed below pertain to the corporate partnership program:

#### VP of Marketing

- Sets Annual Corporate Partnership Opportunities
- Agrees on the prices of sponsorship with the Board of Directors
- Markets Partnership to local companies

#### Chair of Partnership

- Sends enrollment packages to local companies
- Archives enrollment forms
- Sends partnership packages and invoices to companies
- Tracks payment of invoices

#### Event Committee Teams

- Ensures event sponsorship benefits are delivered for the sponsoring companies.
- Coordinates promotion of companies at events

## Article VIII. Membership Procedures

This section of the Chapter Handbook outlines the various procedures related to managing the membership information of the Chapter. Generally, the VP of Membership is responsible for these duties.

### Section VIII.1 Chapter Reporting System

Membership is responsible for accessing and analyzing data provided through PMI GHQ via the Chapter Reporting System (CRS). Access to the master list of all PMI Metrolina Chapter members and PMI members located in the Chapter's footprint. Names, addresses, email address, business, phone numbers, interests are on this list. This system can be used for the following purposes:

- Track and communicate with members
- Account for membership dues disbursed from PMI to the Components
- Recruit and retain members for the Component
- Distribution for the newsletter
- New members and new certification listing for chapter meetings
- Data mining
- Membership Reports

Metrolina chapter is identified as C015.

Authorized PMI Chapter leaders may access this data at <https://components.pmi.org/> by using your PMI Member ID and Password. Once you have logged in successfully, a 'CRS Download' button will be displayed on the left-hand side. Click on the 'CRS Download' button and you will be taken to a download page that lists the files available for download. Click on the file(s) to download them.

This file contains personally identifiable information and is subject to privacy laws. Please see PMI's Terms of Use and CRS policy for more information. ([Link](#)) Such confidential information remains the property of PMI and is furnished to the chapter in confidence and solely for the chapter's affiliated relationship with PMI.

Membership provides statistical reporting mined from the CRS to the Board of Directors monthly. These reports help the BOD understand and forecast new member growth, certification percentages, and attrition rates.

#### (a) New Membership Report

- Log into <https://rs.pmi.org>
- Click on Membership
- Click on Member Detail
- Click on the disk icon to get the drop down to export to Excel
- Click to open the file and click on the 2nd tab called Details
- Sort Chapter Join Date newest to oldest (They are written DD/MM/YYYY).
- Select the ones from the last 30 days. Copy those rows to a new tab (Sheet 1)
- Replace the country field with community (Hints - 283xx = Fayetteville, 284xx = Wilmington, 285xx = Jacksonville, 287xx & 289xx = Asheville)
- Sort by community for the slide

#### (b) New Credential Report

- Log into <https://rs.pmi.org>
- Click on Membership
- Click on Member Credential
- Click on the disk icon to get the drop down to export to Excel
- Click to open the file and click on the 2nd tab called Details
- Click on unmerge cells
- Sort by Earned Date newest to oldest. Select the ones from the last 30 days.

- Copy those rows to a new tab (Sheet 1)
- Use on of the empty columns to add community.
- Sort by community for the slide

## Section VIII.2 Membership Survey Procedures

This section of the Chapter Handbook outlines the various procedures related to creating and managing the Chapter's web enabled membership surveys conducted through Survey Monkey.

Surveys must be approved by the BOD prior to activation. The chapter submits 2 surveys (Membership and Volunteers): January and July. The VP of Membership is responsible for the content and the summation of the survey results.

Once a survey closes, the survey owner is responsible for providing a summary of findings to the BOD.

Note: PMI GHQ also completes an annual membership survey and disseminates its results to the chapter BOD.

## Section VIII.3 Volunteer Management Procedures

PMI Metrolina Chapter Volunteer job postings with job description, expected volunteer hours per month, and other relevant information are to be posted in VRMS.

VP of the area with the opening creates the job posting using the Volunteer Opportunity Posting Template found in the marketing portal in the Volunteer Engagement Toolkit. Email completed template to: [vpmembership@pmi-metrolina.org](mailto:vpmembership@pmi-metrolina.org) to have the posting created in VRMS. Once the opening(s) is(are) filled the posting will be deactivated in VRMS.

To reactivate a position, VP of the area who owns the posting sends an email and includes the template if changes are to be made to the posting.

The VP of the area with the opening will receive an email from PMI GHQ when the applicant applies for the volunteer opportunity. Contact the applicant and interview. To extend an offer to the candidate, email [volunteer@pmi-metrolina.org](mailto:volunteer@pmi-metrolina.org) and the Volunteer Onboarding specialist will extend the offer in VRMS.

When a volunteer leaves their position, email [volunteer@pmi-metrolina.org](mailto:volunteer@pmi-metrolina.org).

### (a) Volunteer Onboarding

- Add volunteer to Spreadsheet and Org Chart
- Provide Access to MG2 Administration Website
- Send Volunteer Welcome Email
- 60 days after accepting offer in VRMS
- Order Name Badge – if position is member facing role
- Order Business Cards – if position is Board Member, Military Director/Liaison, PMIEF Director/Liaison and Chamber of Commerce Director/Liaison
- Deliver items to volunteer via mail, meeting, or VP of the area where the volunteer is serving the chapter
- Submit Microsoft Teams addition request to [vptechnology@pmi-metrolina.org](mailto:vptechnology@pmi-metrolina.org)

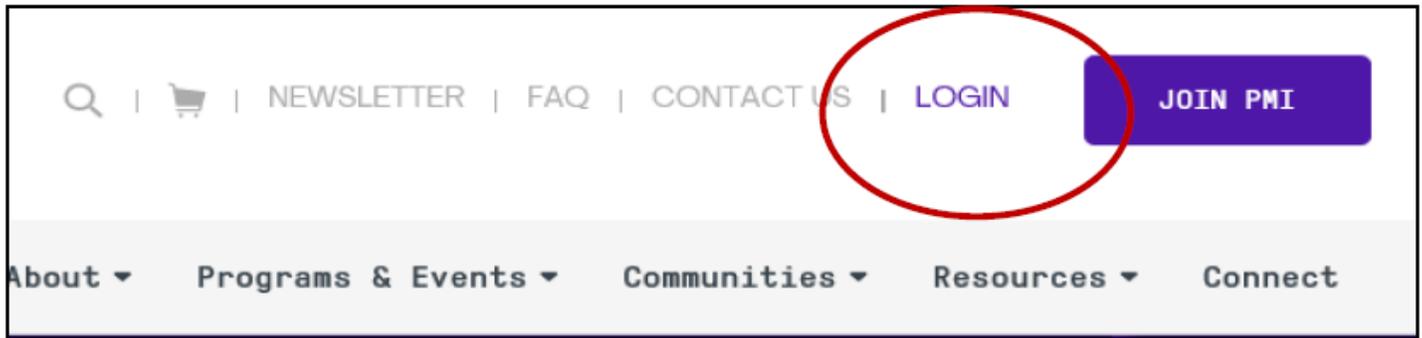
### (b) Volunteer Offboarding

- Remove user permissions in MG2.
- Remove Volunteer from Spreadsheet and Org Chart
- Submit Microsoft Teams removal request to [vptechnology@pmi-metrolina.org](mailto:vptechnology@pmi-metrolina.org)

## Section VIII.4 PDU Processing Procedures

The chapter will submit PDUs for chapter sponsored events which includes chapter and community meetings, seminars, and classes per PMI policy and standards. The PDU postings will be submitted via the processes established by the VP of Membership.

Login 24 hours after the community meeting at [www.pmi-metrolina.org](http://www.pmi-metrolina.org)



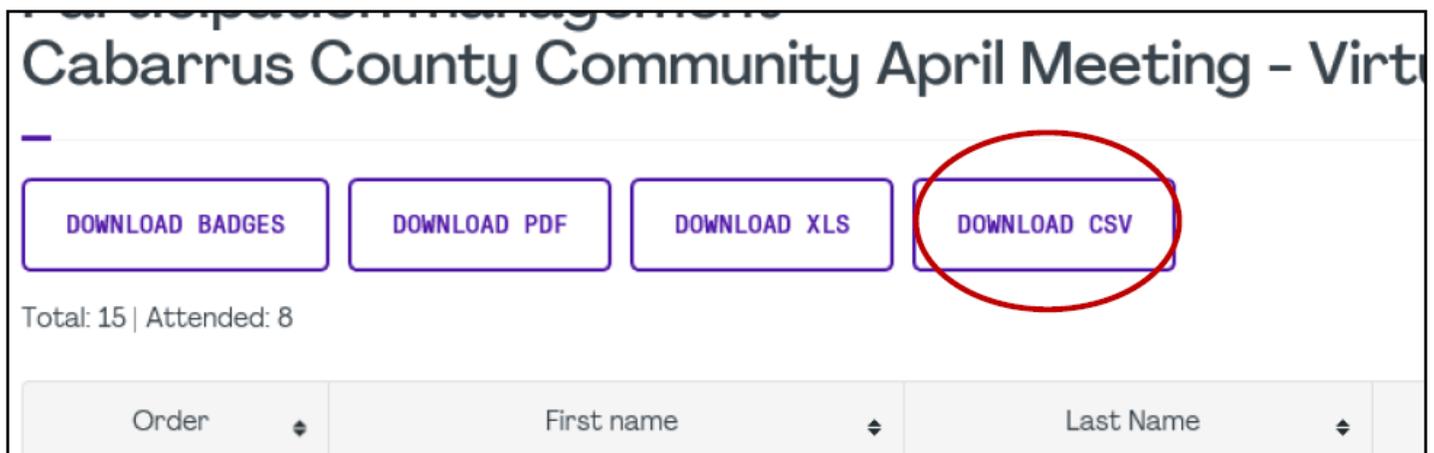
Go to Programs & Events

Click on Calendar Event for Meeting

Click on Person Icon



Click download CSV

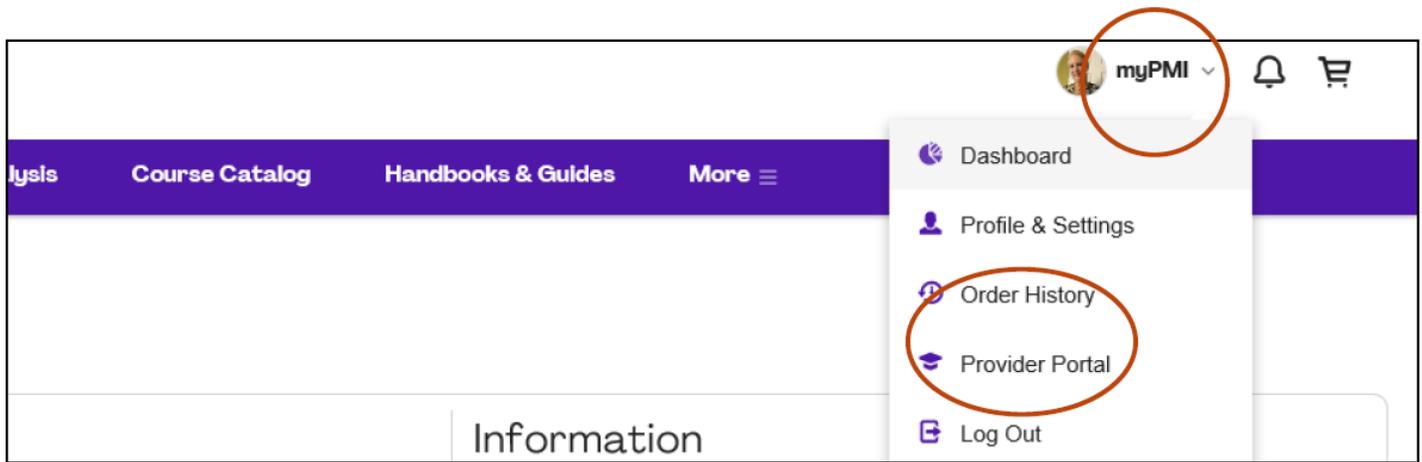


All Communities are taking attendance live and the data is ready to process after download. Save the file in CSV format as:

Communityname\_date\_PDUcategory.csv

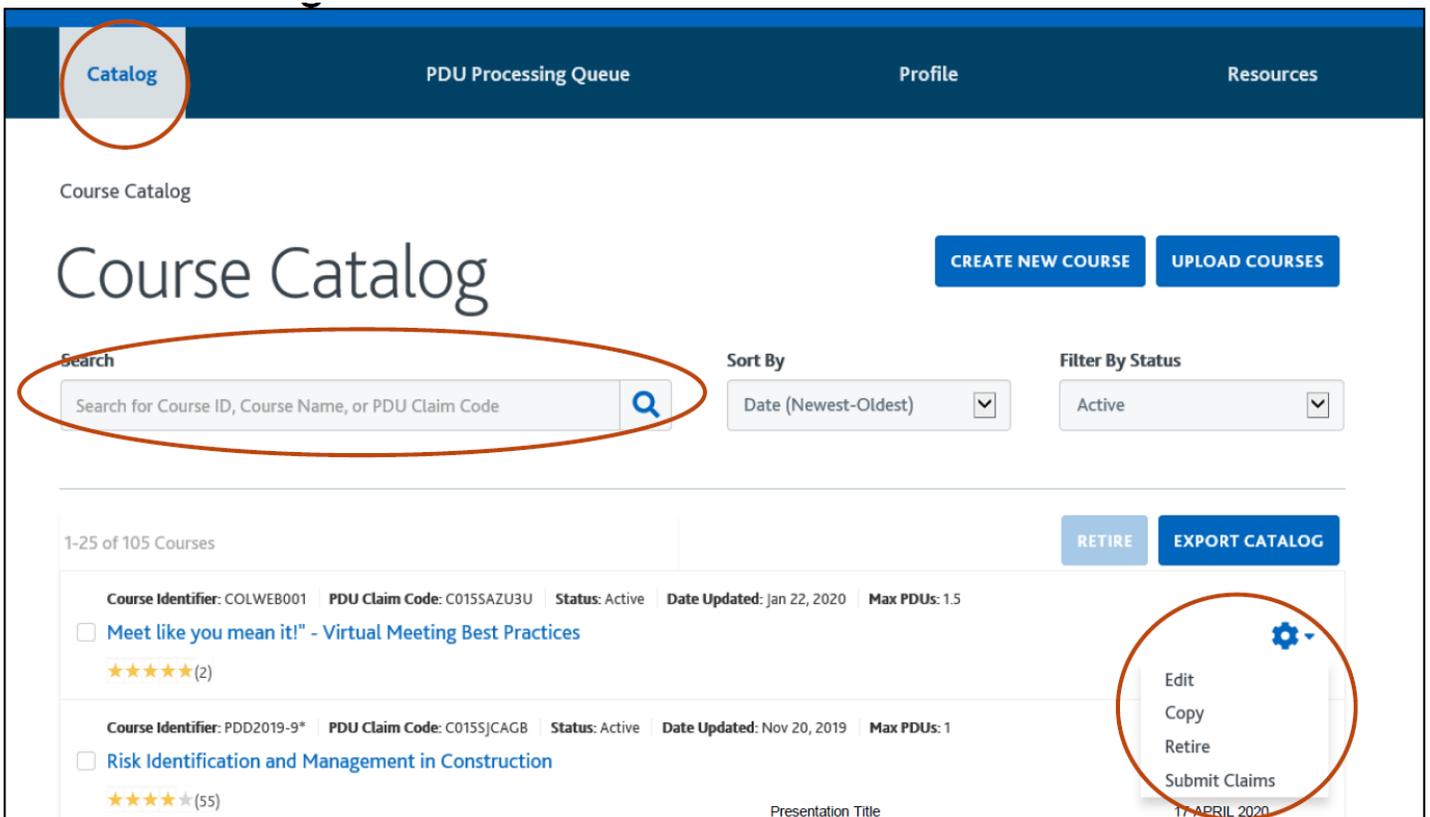
Process file in CCRS by logging into <https://ccrs.pmi.org>

Under the myPMI tab, select the provider portal



Under Course Catalog, enter the Course identifier or search for a meeting

Click on the wheel on the right – Submit Claims



In PDU Processing queue, complete the following fields:

- Date Started
- Date Completed
- Activity Type
- Choose a file (This is the CSV Meeting Attendance File)
- Click upload
- Batch is now submitted

**PDU Processing Queue** Profile Resources

PDU Processing Queue » Submit Batch Claims

# Submit Batch Claims

Chapter Meetings | PDU Leadership

Date Started and Completed: 4/16/2020 4/16/2020

PDU Processing Queue		PDU details				
PMP	PgMP	PMI-ACP	PMI-SP	PMI-RMP	PIMP	PMI-PBA
1.00	1.00	1.00	1.00	1.00	1.00	1.00

Activity Type:  Course or Training  On-Demand / Digital Media  Organization Meeting

Add Group of Attendees: Add attendees to this batch of claims. [Download Template](#)

Choose a file or drag it here

CSV Caballus 04.16.20 Leadership.csv 0.21 KB

Clear Upload

Visit PDU Processing Queue to check on the status of submitted batches.

## Section VIII.5 Guest Pass Procedures

There are two types of Guest Passes provided by PMI. A Chapter Guest Pass gives each chapter a \$500 allotment to distribute. A Military Guest Pass is unlimited. This pass provides the individual with chapter membership for the remainder of their PMI membership term. These passes are intended to be used for New Members to PMI or existing PMI members, new to the Chapter.

Program started by PMI Global as the "500 Club". Chapters are reimbursed up to \$500 of the total amount credited to new members using program code. PMI Metrolina Chapter has consistently earned "500 Club" status and beyond.

In 2017, the Metrolina Chapter Board of Directors decided that regardless of PMI Global "Chapter Guest Pass" program, any individual who attends one of our meetings, trainings, etc. that is valued at \$25 or more as a GUEST (non-member) will receive a 1 year chapter membership.

January 2018 PMI issued codes with no expiration—allow 14 business day SLA when requesting additional codes. Codes should be requested using the following links:

Military guest pass form for requests: <https://pmi.wufoo.com/forms/q1dgx97x13gy5co>

Regular chapter guest pass form for requests: <https://pmi.wufoo.com/forms/chapter-guestpass>

The process to apply code and get free Metrolina Chapter Membership:

To request a code/codes for the prospect member(s): BOD member or proxy sends the request [guestpass@pmi-metrolina.org](mailto:guestpass@pmi-metrolina.org) including the prospects name and email address. The BOD volunteer will send them an email containing

their personal code. The email template below is designed to make it simple for the BOD Volunteer running the program and simple for the member to follow.

*Dear XXXXXX,*

*I understand you would like to receive free Metrolina Chapter Membership though the Guest Pass Program. That is great and quite easy to do!*

*Use this code to claim your free Metrolina Chapter membership (period covers the remaining term of PMI Global membership): C015XXXXXXXX*

*If you are already a member of PMI:*

*To add the Chapter Membership to your profile, simply logon the PMI.ORG website and follow the prompts to renew your membership. As an existing member of PMI, you are not renewing your PMI Global membership but adding a Chapter. Add Metrolina as your Chapter to your Cart and as you Checkout, Enter, then APPLY your discount code. Follow the rest and the \$25 Chapter fee will be paid by the code.*

*If you are not yet a member of PMI:*

*Logon the PMI.ORG website and follow the prompts to join PMI. As you follow those instructions and provide the information requested, add Metrolina as your Chapter to your Cart. When you Checkout, Enter, then APPLY your discount code. Follow the rest and the \$25 Chapter fee will be paid by the code.*

*Either way, once you do that, you are in! I am quite sure you will be happy with the benefits Chapter Membership brings. Feel free to contact me if you have any questions about your membership.*

*I look forward to seeing you at future Metrolina events. All the best!*

*XXXXXXXX*

*VP Membership*

Alternatively, any BOD Member can simply request a code or codes and give them potential new members, e.g. upon completion of Skill Fest. In this case, the BOD Member should use the above template, or something comparable, and be sure to CC the Guest Pass Coordinator on the email that delivers the code. Professional Development Procedures

## Article IX. Professional Development Procedures

This section of the Chapter Handbook outlines the various procedures related to managing the professional development of the Chapter. Generally, the VP of Professional Development is responsible for these duties.

Detailed procedures are available for the activities involved in planning and coordinating the educational courses and workshops presented by the chapter for conducting training sessions and workshops.

### Section IX.1 Instructor Management

A candidate interested in becoming an instructor for Chapter class materials is expected to meet the PMI-Metrolina qualification for the topic area to be presented. Qualifications required for chapter instructors to present chapter course material are as follows (in this order).

- Submit a written request to the professional development team including documentation of their having sufficient subject matter background in each topic area they will be presenting.
- Hold certification for the preparation class that they will lead.
- Conduct a PMI-Metrolina Chapter 1-PDU presentation or co-present a minimum of 1-hour workshop and receive an average rating of 4.35 or higher from the class evaluation for effectiveness of the instructor's presentation and the Instructor's knowledge of material being presented

- Audit a session to be presented for understanding the Chapter's material, approach, format, level of detail, and tenor of the class in preparation for presentation of the topic in which to be certified.
- Lead the topic of interest as an instructor trainee under the guidance of a certified instructor within 9 months of the audited session. Receive a rating of 4.35 or higher from the class evaluation and approval by the guiding certified instructor.

Chapter members or other professionals who volunteer to instruct courses or workshops provided by the chapter shall be compensated based on this policy and the rates described in Section 9.05. Compensation Categories are as follows:

- Presenters: This is for actual time spent presenting a topic or segments at either the PMP Exam Prep class or a PDU workshop. (If two persons co-present, the total fee is pro-rated to each based on the duration of their presentations.)
- Mentors for Instructor Trainees: These are the actual hours spent in the classroom while the instructor trainee is presenting.
- Professional Development Volunteers: Those team members that assist with coordinating and facilitating the PDU workshops and PMP Exam prep classes shall receive PDUs based on PMI's certification requirements for program area volunteers plus they will receive vouchers to chapter programs.
- PMP Exam Prep Class Coordinator: PDUs are awarded to team members that are responsible for preparing and coordinating the class including enrollment, purchasing textbooks, reproducing class materials, procuring facilities, and providing course certificates (excludes making presentations).
- Chapter members who develop workshop materials for the Project Management Workshops/Seminars/Lectures or monthly chapter meeting educational sessions will not receive any monetary compensation for their work on developing the training materials. Their compensation will come in the form of PDU credits awarded by PMI. Currently, PMI awards 10 PDUs to the developer of content for seminar or other structured learning program (PMI certification category 2G). Presentation of the session will be compensated as outlined above under instructor compensation.
- Workshop or PMP Presenters will be awarded 10 PDUs for the first time that they present a topic based on PMI certification category.
- Persons auditing a PMP Exam Prep class will not receive any PDUs.
- Annually the Professional Development Team will review its compensation guidelines / rates and submit recommendations for adjustment to the PMI Metrolina Chapter BOD for review and approval. Approved compensation rates are to be listed in Section 9.05 of this document.

If the chapter is unable to find members willing to volunteer to instruct training courses or workshops, the VP of Professional Development may contract with an appropriate training professional to present the session. Compensation will be at a negotiated price submitted by the VP of Professional Development and approved by the BOD. If the contracted provider is a member of the Metrolina Chapter, their compensation will be limited to the normal rates paid to chapter volunteers.

## Section IX.2 Certification Preparation Classes

The Chapter will conduct Certification Exam Prep courses covering all respective components of the appropriate PMBOK® Guide and./or Standard with any additional topic areas needed to successfully pass PMI's certification exam. These courses will be provided on a limited, as needed basis and may include but are not limited to all PMI certifications and those designations of wholly owned organizations such as Disciplined Agile. All classes will follow the guidelines established in the following sections pertaining to instructor qualifications, instructor compensation and course materials as well as the audit and retake policy for those certification courses.

### (a) Prep Course Auditing Policy

- Student must take the exam within 4 months of taking the prep course.
- Student must submit documentation from test center stating that exam was not passed. This documentation must be given to the VP of Professional Development. The VP will allow auditing based on space availability.
- Students are eligible to re-take the prep course once anytime in a 6-month period following their exam date.

- Students will need to bring the training materials from their previous class, or students may purchase new materials.

#### (b) PMP Exam Preparation Course Description

This course covers all aspects of the PMBOK® Guide and topic areas needed to successfully pass PMI's Project Management Professional certification exam. This course is targeted toward people who are actively preparing to take the PMP® certification exam. Course specifics for the 35-Hour approach:

- The course is presented as a 35-hour session in a variety of formats which includes 5 Saturdays or some other configuration that may be appropriate.
- 35 PDUs may be awarded for this course to PMPs, which count towards satisfying the continuing education requirements for PMP® re-certification
- 35 hours of PM specific training are recorded for non PMP participants as contributing towards the minimum education requirement for sitting for the PMP® certification exam.
- The focus of the class is to cover the expanse of "knowledge" and information that a person is expected to know and will see on the PMI Project Management Professional (PMP®) certification exam. It is not intended to be a comprehensive educational course on project management or any specific PM topic.
- The course's learning objectives are as follows:
  - Expose students to the vocabulary of PMI
  - Expose students to the plethora of topics and concepts in the body of knowledge (there by sensitizing everyone to their personal strengths and weaknesses as personal guidance for further test preparation)
  - Experiencing sample test questions to understand how to approach exam questions.
  - Materials provided with course include copies of all presentation handout materials, paperbound copy of PMI's A Guide to the Project Management Body of Knowledge®, copies of PMI's Role Delineation Study and Self-Assessment Manual, other materials deemed to be appropriate, and a binder with tabs for holding presentation handouts
  - Class size is limited to 30 students including PMPs and auditors.

### Section IX.3 Project Management Workshops, Seminars & Lectures

These sessions cover relevant topics in all areas of the project management discipline. Sessions are to address topics of interest to the chapter membership and provide PDU credit for chapter members interested in meeting their continuing education needs for maintaining certification as a PMP. The guidelines for these sessions are as follows:

- One new session should be presented at least once per quarter.
- Each session will meet for 3 - 4 hours and provides 3 - 4 PDU credits towards PMP and/or other PMI credential recertification or the same number of hours towards meeting the minimum requirement for sitting for the certification exam.
- These sessions are open to anyone interested in learning more about project management but would be of interest to individuals holding PMI certifications.
- Sessions are to be registered with PMI as part of the chapter's Authorized Training Partner Program
- The intent is to have a combination of sessions developed by interested chapter members and outside professionals with expertise in different areas of project management.

### Section IX.4 Evaluation of Courses and Instructors

Each course or workshop provided by the chapter will have an end-of-session evaluation survey collected. Multi topic or multi week or multi presenter courses may have a single end-of-session evaluation form with separate questions for each instructor (for the two questions used to rate instructor performance). Evaluation feedback will be analyzed and trended with the aim of improving the quality of educational programs provided by the chapter.

## Section IX.5 Cost Structure for Professional Development Training Classes

The Education Program Area shall set fees for each Workshop/Seminar/Lecture/ or course based on the variable costs of venue, handouts, and other expenses. Annually the Professional Development team will review course fees and submit recommendations to the PMI Metrolina Chapter BOD for review and approval.

Class seating is established on a first paid basis. People are provisionally registered for a given session until their payment has been processed. Registrations are confirmed on a first paid basis by the date their payment is cleared.

A full refund of the course fee minus a processing fee will be granted if the cancellation notice is received more than five (5) business days prior to the start of the course. The processing fee is \$25 for most events and \$10 for PDU training sessions or chapter meetings.

If a person registers at the non-member rate becomes a member prior to or during a PMP Exam Prep course or workshop, PMI Metrolina will reimburse that person for the difference less a \$25 processing fee if they provide proof of membership. This can be a copy of a receipt or e-mail acknowledgement.

If the number of people attempting to register for a given course exceeds the stated capacity, they will be placed on the waiting list for that course. If there are cancellations or withdrawals, these individuals will receive a confirmed registration on a first paid basis. In the event, there are no openings within five (5) days of the start of a session, paid registrants on the waiting list will be afforded one of several options:

- The chapter may at its discretion offer additional sessions for the course and provide anyone on the waiting list the first choice to receive confirmed seats in the additional session.
- Each waiting list registrant will be offered the option of applying their payment to pre-pay a future session to be scheduled.
- Registrants will be offered a full refund of the course fees paid.
- Substitutions for a pre-paid seat may be made at any time up to the start of the Workshop/Seminar/Lecture or course.
- At the Chapter's discretion, refunds will be paid by check or via PayPal made out to the person or company who paid the registration fee.
- A minimum of 10 students is required for either an Exam Prep course or a PDU Workshop. If there are not enough students a full refund will be granted to the enrollees.

## Section IX.6 Educational Program Pricing Guidelines

Annually the Education Program Area shall review the current pricing structure for instructor compensation and educational offerings provided by the chapter. After review and approval by the PMI Metrolina Chapter BOD, these fees are to be placed in effect for the following cycle.

	Member Pricing	Non-member Pricing	Notes
PMP Prep Course	\$695	\$845	With the implementation of the ATP Program, the chapter will no longer be able to provide this course at these rates
Saturday PDUs	Free	\$25	This session is intended as a member benefit
Auditing a class previously enrolled/attended	Free	Free	This session is intended to assist any member who may have not passed the exam. If materials change, the student would need to cover the cost of materials.
PgMP Review Course	\$150	\$250	The current instructor does not charge for instruction. If the instructor changes, this pricing structure will also need to change.

PMI-ACP Prep Course	\$399	\$499	Agile certifications are under review from PMI due to the acquisition of Disciplined Agile. Changes in the requirements may lead to pricing changes.
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PMI Metrolina Chapter Volunteer Instructor Compensation Rates:

Presenter Compensation - \$60 per class hour for actual presentation time

PMP Exam Instructor Mentor Compensation – N/A

## Section IX.7 Record Retention

The Attendance records for all programs offered by the chapter will be maintained by the VP of Professional Development & Training for a minimum period of three (3) years after the completion of the course, workshop, seminar, or lecture.

Additional records shall be maintained by the VP Professional Development for all training courses conducted by the chapter. These records shall be maintained along with the attendance records for a minimum of 3 years. Additional records shall consist of:

- A copy of the REP or ATP registration form for the class (if applicable)
- A copy of the class roster
- A copy of the presentation materials and student handouts
- PDUs for PMPs paying to attend the PMP Exam Prep course:
  - PMPs may pay the full price for the course (on a space available basis) and will receive all materials.
  - These PMPs will receive one (1) PDU per hour of actual class participation.

## Article X. Programs Procedures

This section of the Chapter Handbook outlines the various procedures related to managing the programs of the Chapter. Generally, the VP of Programs is responsible for these duties.

### Section X.1 Monthly Community Meetings

The following tasks will be completed:

Legend - Meeting Types [V] - Virtual Facilitated Community Meetings [I] - In-person Facilitated Community Meetings

#### (a) Quarterly Planning

- Directors and Chairs review and update speaker list and interview potential speakers for their community meetings
- Director and Chairs work together to come up with a quarterly plan to review at Directors Quarterly meeting with VP.
- Once approved, the Chairs can begin their “pre-meeting tasks”

#### 3-4 weeks prior to the event

#### (b) Pre-meeting

##### *(i) Pre-meeting (Chairs)*

- Confirm speakers and send a confirmation email
- Obtain the:
  - Speaker bio (1 paragraph and a few bullet points, if warranted)
  - Professional photo
  - Brief Talk Description (1 sentence)
  - Full Description (1 paragraph) with “Expected Outcome” (a couple of bullet points)
- Ask for 2 Table Topics for our Pitch Perfect / Table Topics Discussion part of the meeting [V] [I]
- Post the approved “Event Request” on TEAMS and follow up with an email to the Program Admins and cc: Director, this needs to be **completed by the 20<sup>th</sup> of the prior month.**

##### *(ii) Pre-meeting (Admins)*

- Generate monthly meeting with content from the Chairs [V] [I]
- Copy Webinar information from previous month [V]
- Work with Director, if WebEx/Zoom meeting needs to be generated [V]
- Confirm with Community that the event is ready for their review [V] [I]

*(iii) Pre-meeting (Director)*

- Remove roadblocks, support and provide any guidance
- Work with VP to remove roadblocks
- Create electronic survey (Survey Monkey), provide link and QR Code for the deck, when applicable [V] [I]

*(iv) Pre-meeting (VPs of Marketing & Programs)*

- Ensure the event is promoted on the Chapter website by the 21<sup>th</sup> of the month prior to the event via the newsletter and 1 day prior to the event. [V] [I]

1-2 weeks prior to the event (Chairs)

- Place order with venue / caterer [I], if applicable
- Use the current month's "Uptown" meeting as a template to create your Community meeting deck, this is found on TEAMS under Programs | Metro | Files | Meeting Slide decks (if you have issues accessing this contact your Director)
  - Take a screen shot of the upcoming events to update the last page
  - Review for announcements etc. (info sharing, new direction, other events, Volunteer of the Month)
- Determine Facilitation / Chat Monitor duties between Chairs [V]
- Schedule "Walk-through with the speaker" [V] / Share the Deck with the Speaker [I]
  - Make sure the speaker knows at what point the speaker will be "on" [V] [I]
  - Review technology to make sure the speaker and you are comfortable [V]
  - Reiterate that the speaker (and you) will be on-camera [V]
  - Show the speaker how to set-up their meeting software so they can; 1) see the video of others 2) see the chat and how to access and run Polls, if wanted [V]

2 days out

(Chairs)

- Speaker Management (speaker readiness) [V] [I]
- Venue Management (venue readiness) [I]
- Technology / Deck Readiness [V]
- Confirm registration, print out as needed [V] [I]
- Coordinate with the VP of Marketing to ensure meeting sponsors are accommodated (where applicable) [V] [I]
- Produce the meeting deck and provide to the meeting facilitator

(VP Marketing / VP Programs)

- Send out final email to pull in more registrants – this typically brings us 20-30 additional attendees

(c) Day of Activities

(Chairs)

- Ensure the facility / technology is set-up at least 30 minutes [I] / 15-20 [V] prior to the start of the event
- Review and/ or print the registration report [V] [I]
- Print the badges, where applicable [I]
- Facilitate / Chat Monitor duties
  - Facilitate
  - Greet members as they arrive / direct them to the chat
  - Log / compare attendees real-time on the website or keep a list to do post-meeting

(Directors)

- Open monthly community meetings [V] Attend monthly, unless distance is an issue, then an agreed upon time with the chair (once a quarter, minimum)
- Assist Chairs with meeting facilitation [V] [I] or chat monitoring as needed [V]

#### (Chairs)

- Log the attendance information on the website [V] [I]
- Reload the page to confirm the total attendees match [V] [I]

#### (d) Post Meeting

##### (Directors)

- Analyze meeting survey results with your team and send to VP of Programs
- Implement changes recommended by the members when possible
- Facilitate the processing of any expenses with the VP of Finance for the facility and speaker

### Section X.2 Free Event Process

- Log into [www.pmi-metrolina.org](http://www.pmi-metrolina.org)
- On-site Registration
- Choose an event
- Enter Registrant Information
- Continue
- Type in Discount amount (example if meeting is \$10 enter \$10 and click apply)
- Continue
- Click Confirm

## Article XI. Technology Procedures

### Section XI.1 Chapter Website

PMI chapters are required to establish and maintain a website for marketing, communication, and membership purposes. The PMI Chapter Web Services (CWS) Provider Program is a website hosting and support option available to all PMI chapters. The CWS Provider Program enables chapters to contract with providers of web services that have been qualified, tested, audited, and approved by PMI. PMI Metrolina has chosen MG2 Media as its web hosting provider that participates in the CWS Provider Program. CWS providers will provide standardized web services that are integrated with PMI's secure central IT systems including single-sign-on (SSO) and direct links and some integration with PMI applications (VRMS, CCRS, event calendars).

### Section XI.2 MG2 Feature Enhancements Social Media

All social media accounts operating as the chapter must be owned and operated by the chapter in compliance with PMI's Social Media Guidelines. Since for many members chapters are the true "face" of PMI, PMI Metrolina must ensure that the image portrayed is in the best interest of the chapter and its collective membership. The chapter's social media presence, posts, and content must align with PMI's core values. The content posted on social media is the responsibility of the Marketing team. Ensuring access and ownership to the platform is the responsibility of the Technology team.

All social media accounts must have multiple administrators named. If only one administrator can be assigned to the account (such as with Twitter), more than one person holds the username and password and the password can be reset by the VP Technology to ensure the account security is maintained.

### Section XI.3 Virtual Meetings

The chapter will facilitate virtual and in-person meetings which may use multiple web conferencing tools. PMI offers free web conference tools to chapters when submitted 10 days in advance. Those requests may be submitted utilizing this link: <https://pmi.wufoo.com/forms/s1rnv54i1rzo5tz/>. When this service is used, PMI GHQ will facilitate technology needs leading up to and during the meeting.

### Section XI.4 Internal Chapter Communications

The PMI Metrolina Chapter has acquired a MS Teams account to facilitate internal collaboration, provide document storage and host internal meetings. Virtual chapter BOD meetings will be conducted via MS Teams. The administration, governance, and maintenance of MS Teams will be the responsibility of the VP of Technology.

## Appendix A – Board of Directors Code of Conduct

Each member of the board of directors is expected to adhere to the PMI Code of Ethics as well as the Chapter's Code of Conduct. See <https://www.pmi.org/about/ethics/code>

PMI Metrolina Chapter Officer Contract

Position: \_\_\_\_\_

I, \_\_\_\_\_, accept the elected role, defined in the Chapter Bylaws and Handbook for the period of **MONTH, DAY YEAR** thru **MONTH, DAY YEAR**. In addition to fulfilling the responsibilities of my role, I agree to the following for the period described above.

This period of my office I will attend all chapter meetings. If I cannot attend a meeting, I will inform the President and assign another officer to fulfill my duties there.

During this period of my office I will attend all Board of Director meetings. If I cannot attend a meeting, I will inform the President and assign another officer to fulfill my duties there.

I will respond in a timely manner (within 3 days) to all correspondence, including email messages, voice mail messages, requests by other officers, members of the chapter, and non-members of the chapter.

I will provide all required reports related to my officer position in a timely manner.

I will inform the President if I become unable or unwilling to fulfill my duties and allow 30 days for a suitable replacement to be named by the Board of Directors.

I will ask for assistance if I need it. I understand that asking for help is ok, but not meeting my commitments as an officer is not acceptable.

I will abide by the Chapter Officer Code of Ethics.

I understand that failure on my part to meet my obligations will result in my removal as an officer.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Appendix B - Policy Regarding Use of PMI Metrolina - Issued Credit Cards

PMI Metrolina can issue Chapter credit cards to board members for use in their positions; this policy sets out the acceptable and unacceptable uses of such credit cards. Use of chapter-issued credit cards is a privilege, which the Chapter may withdraw in the event of serious or repeated abuse.

Any credit card the Chapter issues to a board Member must be used for business purposes only, in conjunction with the board member's duties. Board members with such credit cards shall not use them for any non-business, non-essential purpose, i.e., for any personal purchase or any other transaction that is not authorized or needed to carry out their duties. Board members must pay for personal purchases (i.e., transactions for the benefit of anyone or anything other than the Chapter) with their own funds or personal credit cards. The Chapter will pay for lodging and meals while on company-approved business trips if such expenses are consistent with the Chapter's travel and expense reimbursement policy.

If a board member uses a chapter credit card for any other type of unauthorized transaction in violation of this policy, i.e., incurs financial liability on the Chapter's part that is not within the scope of the board member's duties or the board member's authorization to make business-related purchases, the cost of such purchase(s) or transaction will be the financial responsibility of that board member, and the board member will be expected to immediately reimburse the Chapter. In addition to financial responsibility and liability for any purchases a board member makes with a chapter credit card in violation of this policy will result in disciplinary action (loss of credit card privilege), and possibly including termination from the board, depending upon the severity and repeat nature of the offense.

I hereby certify that I understand and agree to abide by the Chapter's policy regarding use of company-issued credit cards, a copy of which I have received, and which has been explained to me. I agree that if I make any personal purchases (i.e., transactions for the benefit of anyone or anything other than the Chapter) in violation of that policy, the amount of such purchases is to be immediately paid in full by me.

_____	_____	_____
Board Member's Name	Signature of Board Member	Date
_____	_____	
Chapter Representative	Date	