

NEW MEMBER ONBOARDING

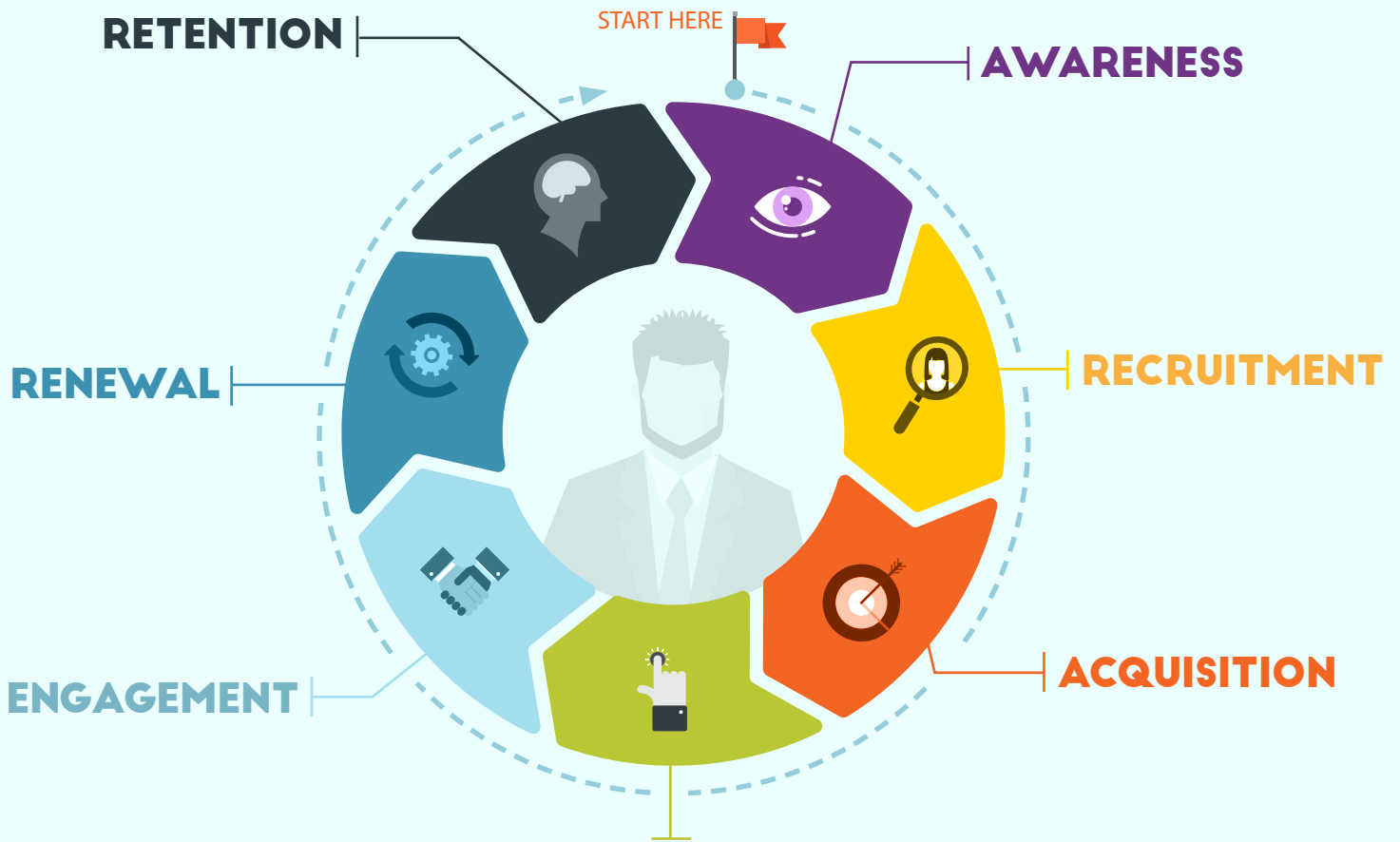
WHY NEW MEMBER ONBOARDING
MAKES A DIFFERENCE.

IT COSTS **7x**
MORE
TO OBTAIN VS
RETAIN MEMBERS!

New member onboarding is critical to retention. Statistics show that it costs 7x more to obtain a new member than to retain a current one and that first-year members have the lowest renewal rates.

Onboarding is more than simply sending out a welcome packet and adding them to your Chamber's email list – it's an ongoing process that relies on deliberate communication and engagement.

THE MEMBERSHIP LIFE CYCLE



ONBOARDING

A process through which new members move from being organizational outsiders to becoming organizational insiders.

WHY NEW MEMBER

ONBOARDING IS CRUCIAL FOR CHAMBERS



IMPACT

They're new, motivated, and excited



ATTENTION

You have their attention and one chance to set the tone



RETENTION

First-year members have worst renewal rates

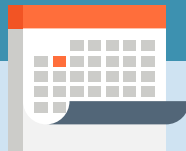
THE

ONBOARDING & TOUCHPOINT

SCHEDULE

Onboarding is a process that is worth investing in. Use this timeline as a guideline to help new members become engaged with your organization and build a membership meant to last.

Member onboarding involves more than a checklist. A touch plan to improve onboarding and engagement builds a strong foundation for long-term membership.



Customize this plan for your organization and remember that even a simple plan is better than no plan at all.

DAY 1-7

- ✓ Email instructions on how to access member benefits.
- ✓ Call with an event invitation.

- ✓ Send welcome email.
- ✓ Mail new member packet.
- ✓ Call the member to say "Welcome to the Chamber."

DAY 14-21

DAY 45

- ✓ Make a check-in call / "Hello, how are things going?"
- ✓ Email a reminder of features available to members.

THE

ONBOARDING & TOUCHPOINT

SCHEDULE

CONTINUED

- ✓ Analyze how they are using their membership.
- ✓ Email a piece of useful content, an article, or a link to a popular page on your Chamber's website.

3 MONTHS

- ✓ Enter member into your Chamber's marketing funnel.
- ✓ Call with information about committees and events.

4 MONTHS

- ✓ Send membership check-in/survey.
- ✓ Email reminder of online community.

6 MONTHS

- ✓ Contact with volunteer opportunities.
- ✓ Extend a personal invite to event.

8 MONTHS

- ✓ Make a pre-renewal phone call.

10 MONTHS

- ✓ Mail a membership-benefit reminder statement.

11 MONTHS

12 MONTHS

- ✓ Send auto-renew notice.
- ✓ Send annual member survey.

THE ONBOARDING CYCLE SHOULD CONTINUE FOR YEAR 1, YEAR 2, AND YEAR 3+ MEMBERS.

EXCEEDING MEMBER EXPECTATIONS



- ✓ Be a person, not just an organization, to your members.
- ✓ When it comes to communications, build a relationship with a new member before putting them in the email marketing cycle.

CONTACT US!



Learn more by contacting:
sales@growthzone.com

OR



Call:

1.800.825.9171

www.chambermaster.com



chambermaster

membership, marketing & website solutions