



NATIONAL ASSOCIATION OF PARLIAMENTARIANS®

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QUESTIONS & ANSWERS FIFTH-TUESDAY TOWN HALL MEETING

January 30, 2018

1. [Can associations receive advance notice of upcoming events at NTC and Convention?](#)
2. [Will recordings be made available of past webinar sessions of potential interest to association and unit leaders?](#)
3. [Can NAP's referral system for PRP's list search results by nearest zip code or state?](#)
4. [Can other parliamentary credentials be added to referrals of PRPs?](#)
5. [Will future in-person meetings of association leaders and unit leaders at national NAP events?](#)
6. [Can a notice be sent to the receiving association leader when a new member joins NAP?](#)
7. [Can advance notice to association and unit leaders of the FAQ letter which will address the dues increase?](#)
8. [I cannot attend the town hall due to other commitments – how often will these be held and what is their purpose?](#)
9. [We have been hearing about new learning opportunities being developed? Will these only be for credentialed members or will there be education developed for everyone?](#)
10. [Are there any plans to market material to non-members? Members are being bombarded with marketing, asking for more money from those already paying dues, fees, etc.](#)
11. [Has NAP established a language bank of individuals who would be willing and able to assist international members with language barriers?](#)
12. [NAP has always placed more emphasis on unit members than on MAL members. This seems somewhat discriminatory. What can the national do to make sure we are treated more equitably?](#)
13. [There was a meeting held with the association presidents in Illinois. This was a good chance to offer input and get answers. Will this be done again in the future?](#)

14. My question is, for one credit you need “At a minimum, the workshop should last for fifty (50) minutes for a one-hour CEU credit.” but, can an RP earn 1/2 credits for 30 minutes of training (or .75 credit for a 45-minute session)?
15. What is the future for the RP designation from NAP? What fraction of RP's ended up moving to RP-R? Has there been much pushback from this change? What is an RP anymore? Professional Parliamentarian – lite?
16. Is there a way to achieve the professional registered parliamentarian status without attending the September seminars? Because of my work schedule September is not possible for me to travel.
17. Has NAP considered exit interviews for members who did not renew?
18. I purchased the study guide and used that as one of my sources to prepare for the tests. The test administered to me for part two was test E. When I received my results, I compared my answers to the study guide and found 4 differences of the test answers to the part E test. I relayed the findings on to headquarters but have heard nothing back. I only want to make sure that the right information is being passed on to future participants.
19. I completed my registered parliamentarian tests back in December, but the home site still lists me as a regular member. How long does it take to switch memberships?
20. What, if any, plans are there in place for making NAP financially stable and secure for the future?
21. Is there a single 'best' source for new members? (i.e. student groups, local unit workshops etc.
22. How frequently does the Board of Directors (BOD) meet? Can members receive meeting reminders of BOD meetings beyond the Newsletter?
23. Where are our minutes located?
24. Who is able to attend the Association Relations learning opportunities now?
25. Are there any resources to NAP members to help us create case studies for the FBLA state competitions.
26. There were previous NAP Webinars that we think were recorded. Are they still available for viewing? Where are they located?
27. Is there currently a mentor program? Are MAL's encouraged to participate? How does it work?
28. What resources (officer training) does NAP have available for local Unit officers?
29. Is the Board thinking of ways to attract more young people and RETAIN THEM for a long time? We seem to get them, but they're gone after a year or two.
30. Does NAP have any current outreach program to members who just came and then went?

31. Are there any considerations for MAL's to be able to join a unit out of state? I live 20 minutes from one state, 1 hr. 30 minutes from another state, and 2 :20 from another state but my own state holds its meetings six hours away from my hometown.
32. Are there restrictions on joining out of state units?
33. The Treasurer said there is a late fee if dues are not paid by January 31. I'm not aware of any late fee, but there is a re-instatement fee to be reinstated if dues are not paid by the end of January. Is the late fee something new or was The Treasurer perhaps thinking of the re-instatement fee?
34. Many non-profits survey client bases and respond by adjusting/re-focusing products or methods of delivery, to maintain long term viability. Would such an approach be advisable for NAP?
35. I really wish I could attend the NAP conventions and leadership workshops, but the timing does not work for educators. Are there any plans to have these occur at another time of the year?
36. In the future, could NAP consider units comprised only of MAL's who are in regular communication with each other as NAP members?
37. How will we be notified if some of the study guide questions have incorrect answers? Or, is the problem that the TEST calls for incorrect answers?

Q1. NAP is committed to keeping its members and especially its unit and association leaders informed of upcoming NAP events. We recognize that such information increases the ability of members to plan to fully participate in scheduled activities and to get the most out of their NAP membership. Marketing for the upcoming NTC will begin by the end of January 2018 to allow plenty of time for members to plan their attendance.

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Q2. The Education Cluster is currently reviewing existing educational offerings to determine which need updating and it is also developing new materials for roll out in early 2018. They will check with the Executive Director to see which ones have been archived and to provide access on the website.

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Q3. NAP's Technology Committee is currently working on a complete transformation of the NAP website. This will include updating its search tools and further improving its referral platform for professional parliamentarians to make it is more accessible and useful for members and the public. It is anticipated that these enhancements will be in place by the end of 2018. Appropriate announcements will be sent out over the coming months so that everyone can take advantage of these improvements.

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Q4. This has been an ongoing issue for several years. Though I have no objections to the listing of other parliamentary credential as part of the referral advertisements process, there is currently a board policy in place prohibiting such listings. The primary concern is being able to adequately confirm the validity of other claimed credentials. However, if there is enough concern regarding this issue demonstrated by the credentialed members, there is no problem with having the board revisit this matter. The new Professional Services Committee would be glad to receive further input.

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Q5. This type of interaction with the association and unit leaders is invaluable to growing NAP. The feedback received at our meeting at the 2017 national convention has been helpful in discovering new ways to improve NAP's services. For this reason, the Association Relations Committee is revamping the Leadership Conference completely to be more focused on giving the local leaders a platform to voice their views and to share information and practices with each other. Time will be integrated into the Leadership Conference in 2018 and 2019. Additionally, there will be at least two online town halls held over the next year with the local leaders to allow them to ask questions and voice concerns of the national leadership. NAP values this input and feedback.

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Q6. Under the current process, District Directors receive a listing of members within their districts every month. NAP will have the Membership Cluster leader remind the directors to share this information with their association leaders who should then share with their unit leaders. This keeps everyone informed and increases the chances that new members will be welcomed into the organization appropriately.

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Q7. A communication has been developed addressing the dues increase. This letter is available to all leaders. It may provide good guidance on how to answer any questions received on this topic and can also provide NP feedback if there are still some points that are unclear.

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Q8. The next Fifth Tuesday town Hall will be held on May 29th and will focus on NAP's educational focus including updates on the work of the Commission on Credentialing. Thereafter, the town halls will be held every fifth Tuesday unless they fall in consecutive months. These online sessions provide a direct exchange between our members and your leaders allowing every member to submit questions and concerns without needing to attend an out of town meetings.

These town halls are one of several initiatives that we are developing in order to build a closer relationship between NAP and our members at the local level through strengthening our communication network. This includes both our unit members and our members at large. Events such as these town halls, the new Leadership Connection newsletter for local leaders, and the MAL mailer, and of course our *National Parliamentarian* magazine are all attempts by NAP to communicate with our membership and keep it informed on all the many benefits that are available to them through NAP.

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Q9. Absolutely there are several new learning opportunities in the works. And absolutely not – they are not designed just for our credentialed members. The education team led by the Educational Resources Committee and the Professional Development Committee are working to increase the number of online courses available to all members as well as updating the professional module courses needed by our credentialed members. An example of these new materials is the new *Parliamentary Practice* series that provides introductory to intermediate courses for use by our units and members at large. This team is being led by Russell Guthrie of Oklahoma. Also, Dennis Conway of Georgia is leading another team that is developing intermediate materials regarding board practices and proxy voting.

These are just a few examples of the work being done in the education area. All of these materials will be aligned with the NAP Body of Knowledge to ensure consistent learning experiences for our members and the public at all levels.

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Q10. NAP is taking a two-prong approach. The first prong is being led by Vice President Allen and Executive Director Launchbaugh. We are developing strong partnerships with other national organizations such as the National PTA, Jack and Jill, and a couple of other natural partners. These partnerships will provide new targets for our educational materials, membership drives and visibility campaigns.

The other prong is our new Resource Development Committee headed by Georgia Association President Carol Davis. Its primary focus is to seek sponsorships and external funds through organized events and solicitations.

However, it needs to be said that even as NAP increases its efforts to obtain funds from outside sources, we still need to recognize that charity begins at home. Just as you would financially support your fraternal organization, your alumni association or any other group to which you belong, we are hopeful that you will consider the value of your NAP membership to be worthy of giving your financial support beyond just the dues that you pay. We want all of our members' relationship with NAP to be close enough that you WANT to help keep it financially healthy so that it can continue to aggressively carry out its mission.

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Q11. The International Committee chaired by Lori Lukinuk of Canada have done great work in translating some of NAP's training materials into Chinese. In addition, a sub-committee has been formulated to translate several items into Spanish as well. We want to support our international members as much as possible and this is just another way in which NAP shows its commitment to those members who may be aided by these resources.

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Q12. NAP is committed to serving ALL of its members. As Secretary Connelly pointed out earlier, we are aggressively preparing online learning materials, developing new communication streams so that our MAL members are kept informed, and finally we have put together a new introductory learning program that is both for units and members at large that want a structured approach to their learning.

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Q13. DEFINITELY YES. Plans are being made for another meeting with association and unit presidents at both the 2018 National Training Conference and at the 2019 Vegas convention. These sessions provide a wonderful opportunity for NAP to find out what is on our local leaders' minds and to try to better meet their needs.

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Q14. Allocation of continuing education credit is in under the purview of the Professional Development Committee. The current committee does recognize credit for completion of shorter courses with appropriate level of credit being given. The committee is working toward the goal that all NAP sponsored courses) both online and in-person) will be assigned a credit value at the time of release. This will assist learners in making informed decisions when attempting to accumulate continuing education credit.

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Q15. As you may (or may not) know, December 2017 was the first time Registered Parliamentarians were required to submit their continuing education paperwork to renew their credential. This was as a result of action taken by the membership during the last bylaws revision. Most of these members either took the steps to renew their credential or graduated to retirement status if they were not actively practicing as a parliamentarian. We are glad that these members appreciated their credentials enough to maintain their status.

At a recent last board meeting a report was given with actual numbers on these categories. This has been posted on the website for all members to see the growth in each category.

This fall the Commission on Credentialing will report on its progress in establishing new definitions and criteria for the Registered Parliamentarian status. All members are encouraged both to read the Commission's last report (which is posted on the NAP website and to attend the Commission's briefing at the 2018 National Training Conference. This should keep you up to date on the latest developments in this area.

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Q16. Successfully completing the Professional Qualifying Course (PQC) is the primary requirement for a registered parliamentarian (RP) member to achieve the Professional Registered Parliamentarian status. In addition to being offered in conjunction with the annual meeting in Buffalo (2018) and Vegas (2019), this course is periodically offered throughout the year. Watch the *NAP Update* each month for announcements of upcoming courses. If you are not certain when the next PQC is being held, contact Stefanie Luttrell at stefanie@nap2.org. She will provide a list of dates and locations.

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Q17. The NAP staff does attempt to reach departing members either by email or phone to ascertain the reason for their departure. This often provides useful information that allows NAP to better serve the needs of its remaining members. Although these discussions are always voluntary, they are prime opportunities to figure out why members are leaving and how Nap can better serve our organization's members.

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Q18. The Membership Education and Registration Examiners Committee has begun a complete review of the two study guides developed for the Registration Exam. This review is designed to correct erroneous answers and to remove questions that may lack clarity. The long-term goal is to reprint corrected study guides before the National Training Conference. A temporary errata sheet has been posted on the NAP website with correct answers. This sheet will also be sent to all purchasers of the study guides within the last six months.

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Q19. When a member successfully completes the Registered Parliamentarian (RP) exam, they are sent a congratulations packet notifying them of their change in status. This packet includes an official certificate, recommended materials, and other useful information. At that same time, normally within thirty days, NAP's records are updated to reflect the member's new status. If any member does not receive their packet in a timely fashion, contact NAP Headquarters to confirm shipment.

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Q20. NAP's current approach to meeting its strategic goal of financial stability is making money through our mission. This reflects NAP's goal of becoming the provider of choice for quality parliamentary educational products and services. This combined with new organizational partnerships and planned resource development will provide the revenues necessary for NAP's long-term financial success.

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Q21. There are many ways to recruit new NAP members. One of the most successful methods has been to conduct local workshops and inviting non-members to participate. This provides prospective members an opportunity to gain new knowledge while also getting a glimpse at what NAP has to offer. Some units host special orientation sessions for this purpose.

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Q22. The NAP board of directors holds its regular meeting on the second Tuesday of February, May, August and November at 8:00 PM Eastern. It meets virtually via AdobeConnect allowing all member to observe their deliberations. A notice of these meetings is included in the *Monthly Update* and on the NAP website.

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Q23. The minutes of the NAP annual meeting (as well as of the board of directors' meetings) are included on the NAP website. Click on "Documents" on the lower right-hand corner of the home page. Minutes are available as part of the Archived Documents section at the bottom of the page.

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Q24. While the primary mission of the Association Relations Committee is to provide support for association and unit leaders, it's educational webinars are open to all NA members. This allows aspiring leaders to learn right along with current leaders. These great learning opportunities are listed on the NAP website as well as in the *Monthly Update*.

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Q25. The FBLA common uses the word "prompt" instead of "case study". We do not know how FBLA currently comes up with its case studies. However, National Secretary Connelly will be sure to ask who provides the prompts while he is judging at one of their competitions next month. As one of NAP's youth partners, we may try to make inroads into providing these case studies for the National Competition as well as for future state conferences. Anyone interested in working on this project may contact Secretary Connelly at secretary@nap2.org

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Q26. Previous webinars offered by NAP are in the NAP Bookstore and are available for purchase. Some of these courses will be updated over the next year to align with the Body of Knowledge. Others are being produced in an on-demand format.

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Q27. NAP's mentorship program is administered by the Professional Development Committee. It is designed to assist Registered Parliamentarian members wishing to prepare for the Professional Qualifying Course. Applications for a mentor are available on the NAP website under the "Documents" section.

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Q28. NAP has placed a special emphasis on the development of local leaders this term. First, Nap has overhauled the annual Leadership Conference to emphasize providing tools and knowledge that can be put into immediate use by local associations and units. Next, throughout the year, the Association Relations Committee is offering webinar to assist local leaders in being more effective in their roles. Also, the Education Cluster is developing educational materials aimed at providing improved leadership development opportunities at all levels.

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Q29. This has been a dilemma for a long time! It has mostly been discussed by the Directors, as a subject at the Membership Extension and Retention Committee (MERC), in conjunction with the NAP president. We indeed have been

somewhat successful in getting the young people, although we could indeed do better. But the real problem comes with keeping them!

The Board and the MERC mostly stresses the importance of maintaining contact with the younger members. They usually last one year, and we have been lucky if we get them back for a second year. This is mainly for two reasons – states fund some of the student members, but only for that initial year, and then they are on their own for dues! So the goal is to make them see the benefits of continued membership and that paying their own dues thereafter would be worth it for them! And this is where the District Directors, Association presidents, and association youth committees come in play.

If contact is made with the students before their initial year is up, as in the late Fall, it can actually help. It is sometimes too late to contact them after the first report in January comes out, stating that they have not renewed. Maintaining contact with the students throughout the year, and checking in with them, does indeed increase the likelihood that they will renew on their own.

NAP President Jones has also presented a novel idea to the MERC and state associations – to have them offer scholarships to a student or two from their respective areas to the NAP Training Conference in Buffalo, so that they can attend the Youth Day activities and the rest of the conference workshops. Several associations have taken up the challenge and are setting aside funds to support some worthy young person.

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Q30. NAP follows up with departing members to perform exit interviews that aid in understanding why these members did not rejoin. Additionally, these members may receive additional notices of NAP events over the next two years in an attempt to rekindle their interest.

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Q31. NAP members are allowed to join any unit that they wish regardless of location. They can either join as a primary member or as an affiliate. It may be useful to consider joining an electronic unit if there is no regular unit in close proximity.

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Q32. NAP members are allowed to join any unit that they wish regardless of location. They can either join as a primary member or as an affiliate.

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Q33. There is a reinstatement fee if dues are not paid by the end of February, not the end of January. This fee is shared with the association for those associations who have members reinstate prior to the deadline.

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Q34. The NAP Board of Directors will be conducting a strategic retreat at its spring meeting where it will analyze many of the organization's products and services with an eye of improving not only NAP's member services but also its approach to educating the public. This review will guide NAP's strategic plan development.

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Q35. The timing of NAP's annual meetings is prescribed in its governing documents. However, district conferences offer the same opportunity for learning and leadership development throughout the year. Contact NP headquarters for the date and location of your district conference as well as other upcoming workshops.

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Q36. A perfect chance for members at large (MALs) to interact with each other would be through NAP's electronic units. A MAL can join one of the existing e-units or join with other MALs to form a new electronic unit. The requirements for forming an electronic unit are simple and can be provided by NAP Headquarters.

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Q37. The Membership Education and Registration Examiners Committee has begun a complete review of the two official study guides developed for the Registration Exam. This review is designed to correct erroneous answers and to remove questions that may lack clarity. A temporary errata sheet has been posted on the NAP website with correct answers. Members taking the exam should always answer with what they view as the best answer. The committee routinely reviews responses to ensure accuracy.

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