



Chapter Performance Evaluations Guide for Chapter/SIG officers

September 2020

The Internet Society has very ambitious plans and needs its community to be successful. To create meaningful impact, strong and healthy Chapters are needed. The Internet Society thus continuously works on improving the overall health of its Chapters. The Performance Evaluation helps identify the areas in which the Chapters need most support (e.g. engagement, outreach, governance, etc.)

The criteria is split into two distinctive parts:

- **PART 1:** To determine if a Chapter is in good standing (according to the Chapter Charter Letter)
- **PART 2:** To determine Chapter Badges Awards (for Chapters that achieved more than the minimum expected)

The end of the year 2020 evaluations comprise both Part 1 and Part 2.

The badges from Part 2 will be used to determine the amounts of Admin Funding each Chapter is eligible for in 2021.



List of criteria & where/how to update:

PART 1:

Note: All 7 points below have to be met for a Chapter to be considered in good standing.

Criteria	Chapter/SIG	ISOC staff	Where? How?	Adjustments
1. Conduct at least one (external) mission-related activity* initiated/organized by the Chapter over the last 12 months	Lists past activities in the Chapter Portal	Checks if listed activities are mission related	MemberNova/Chapter Portal ("Adding a Chapter Activity", Chapter Officer User Guide, p. 19)	
2. Schedule of planned/upcoming Chapter meetings, conferences, seminars, programmes and activities shared with ISOC staff at least once over the last 12 months	Send your Chapter/SIG's action plan to your Regional Community Engagement Manager - for now, in the format that is most useful to the Chapter.	Checks if an annual plan/schedule of upcoming meetings was received at least once over the last 12 months & upload to Chapter record in MemberNova	Send to: AFRICA: ndonnanng@isoc.org APAC: suhaidi@isoc.org EUROPE: hyrka@isoc.org LAC: quiros@isoc.org Middle East: Sabbagh@isoc.org North America: elkins@isoc.org SIGs: namara@isoc.org	
3. Maintain an updated list of Chapter members in the Internet Society membership database	Keeps its list of Chapter members updated on a regular basis. Ensures there are no pending members that are older than 30 days.	Ensures that there are no pending Chapter membership applications that are older than 30 days.	MemberNova/Chapter Portal ("Accepting or declining new member applications, Chapter Officer User Guide, p. 15)	



<p>4. Hold elections according to bylaws (with a 3 month margin) - to ensure leadership renewal/succession</p>	<p>Update the last election date. Make sure the list of current Chapter officers is up to date.</p>	<p>Verify the election dates, supporting documents and list of officers.</p>	<p>MemberNova/Chapter Portal ("Adding Chapter Elections", Chapter Officer User guide, p. 21)</p>	<p>For Chapters facing challenges to hold their elections due to the Corona situation, extensions can be granted by the regional Community Engagement Managers - please reach out to them if you would like to discuss your particular situation.</p>
<p>5. Chapter web presence established and maintained</p>	<p>Ensures the URLs listed for the Chapters/SIGs web presence are up to date & content maintained</p>	<p>Checks if URLs are working and content is maintained. (= updated at least once within the last 6 months)</p>	<p>MemberNova/Chapter Portal ("My Chapter profile", Chapter Officer User guide, p. 7) if your Chapter's web presences are up to date.</p>	
<p>6. Maintain the Chapter with a minimum of 25 individual members</p>	<p>Ensures the list of Chapter members is at least 25 in MemberNova</p>	<p>Checks if each Chapter has a min. of 25 members listed in MemberNova</p>	<p>MemberNova/Chapter Portal ("Accepting or declining new member applications, Chapter Officer User Guide, p. 10-16)</p>	
<p>7. Have and maintain articles of association, bylaws or equivalent governing documents</p>	<p>Ensures the most up to date governing documents of the Chapter (bylaws, articles of association, copy of local legal registration, etc.) were shared with ISOC staff</p>	<p>Checks if each Chapter has articles of association, bylaws or equivalent governing documents</p>	<p>Send the latest versions to AFRICA: ndonnang@isoc.org APAC: suhaidi@isoc.org EUROPE: hyrka@isoc.org LAC: quiros@isoc.org Middle East: Sabbagh@isoc.org North America: elkins@isoc.org SIGs: namara@isoc.org</p>	



PART 2:

Note: only Chapters/SIGs who are in good standing according to Part 1 of the evaluations will be eligible for Part 2.

Criteria	Chapter/SIG	ISOC staff	Where? How?	Weight
1. Number of Chapter/SIG activities per year	Lists past activities in the Chapter Portal (see also Point 1 under Part 1)	Checks if listed activities are mission related and how many there are for the last 12 months	MemberNova/Chapter Portal ("Adding a Chapter Activity", Chapter Officer User Guide, p. 19)	40% (4+ activities: 40%, 3 activities: 20%, 2 activities: 10% 1 activity: 0% - as this is the min under Part1)
2. % of participation by the Chapter/SIG in regional calls per year	Ensures that the Chapter/SIG is represented on all the regional calls organised for the Chapters.	Keeps track of attendance and adds the corresponding % to the system.	Calls: typically Zoom as announced on the regional lists Staff will add the % of attendance to MemberNova	20% (75% participation: 20%, 50-74% participation: 15% 25- 49% participation: 10% 10 - 25% participation: 5% 0% participation: 0%)
3. Up-to-date in reporting for any specific funding program if applies (with a 3 month margin)	Ensures all reports linked to Internet Society funding are submitted on time.	Checks on status of reporting for Internet Society funding received.	User Guide on how to Submit Reports: https://isoc.app.box.com/s/1wocx4uts25vj3xhd42vhi78j66bracu	10% (Yes: 10%, No: 0%)
4. Up-to-date in designating a Chapter Advisory Council (ChAC) Representative	Ensures a ChAC representative is listed in the list of Chapter officers (Chapter Portal)	Checks if a ChAC representative is listed for each Chapter	MemberNova/Chapter Portal ("Chapter Officres", Chapter Officer User Guide, p. 17)	20% (Yes: 20%, No: 0%)



5. Chapter voted in the annual ChAC SC election	Chapter ensures it casts its vote in the annual ChAC SC election (Voting took place between 19-27 Nov 2019)	Checks if the Chapter has voted in the ChAC SC election & adds the data to the system	BigPulse - MemberNova	10% (Yes: 10%, No: 0%)
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Part 2 Badges:

The badges for 2021 will be calculated based on the percentages reached under Part 2 of the evaluations (see above):

- Gigabit Chapter: 80+ % total
- Megabit Chapter: 60-79 % total
- Kilobit Chapter: 40-59 % total
- Bit Chapter: 10-39 % total

Timeline:

Date	What?	Who?
By 25 Nov 2020	Update Chapter/SIG records in the AMS (MemberNova) (see details above)	Chapter/SIG officers / Chapter AMS Admins
1-10 Dec 2020	Chapters send corrections, missing data, Community Engagement Managers help them update their records accordingly	Chapters/SIGs together with Internet Society staff
14-15 Dec 2020	Evaluation reports are finalized and results shared with the Chapters	Internet Society staff
16-22 Dec 2020	Peer appeal process: : if a Chapter disagrees with the results <u>and did reach out to ISOC staff between 1-13 Dec 2020</u> to correct the data,	Chapters/SIGs, with the support (call for volunteers) of ISOC staff



	the Chapter can ask for a peer-to-peer appeal. ISOC staff will make a call for Chapter volunteers to perform the review and make a recommendation	

Additional documentation

Chapter Portal (AMS/MemberNova) User guide:

<https://isoc.box.com/s/yj7f0wwwvhnao1o1go3h1ob7intyawwve>

Presentation of the updated criteria:

Calls led by representatives of the working group in September/October 2019:

- ENGLISH: <https://isoc.box.com/s/eyqrxpcgi6tggqptlppabdxn9qgkbfyx>
- FRENCH: <https://isoc.box.com/s/lyo6v6o3moeuz6sp21uos9gbofa03dgg>
- SPANISH: <https://isoc.box.com/s/5utbcyadbvgj2t3lod4fyomdmhx2zc9s>