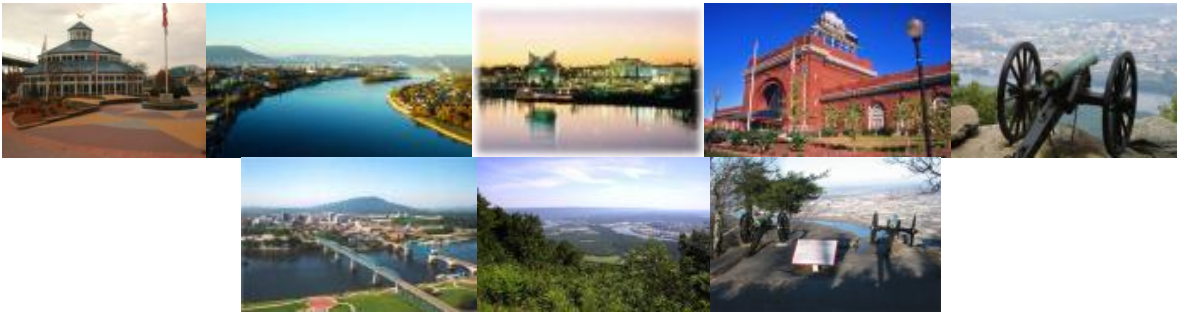




ARMA – Greater Chattanooga Area Chapter



Small Chapter of the Year Award Submission

June 2006

Greater Chattanooga Area Chapter
Chapter of the Year Award Submission – 2005-06

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Greater Chattanooga Area Chapter

Chapter of the Year Award Submission – 2005-06

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Summary of the Chapter's Year

The 2005-2006 year was a very busy and successful one for the Greater Chattanooga Area chapter. The Chapter kicked off the year with a Board Planning Meeting in August 2005 where we established our goals and plans for the year. Our goals for the year were:

- Recruitment – Increase membership to 30 and target small businesses
- √ Publicity – Publicize a minimum of 4 meetings in media outlets other than website and newsletter
- √ Seminar – Sponsor a Chapter Seminar on basic records management or disaster recovery targeting small businesses
- √ Treasury – Maintain a minimum balance of \$3000

We met 3 of the 4 goals and, moved and redesigned our website and made active use of it as a communication tool throughout the year, and began distributing our newsletter via e-mail. We had a strong presence in the media, publicizing all meetings and events in local community events listings and getting articles in newspapers. A disaster recovery planning seminar held in the spring was well-attended and extremely successful, and was covered by one of the local television stations.

The year certainly had its share of challenges. In spite of the fact that many of our members face increasing workloads and decreasing staff in their offices, and less financial support from their employers for membership or participation in professional organizations such as ARMA, we have had a very active membership. ARMA is also competing for time from people who have multi-tasked lives; nearly everyone is juggling some combination of family demands, civil and religious organization commitments, friends and travel in addition to their daily work. We learned through experience that not all companies are at the same level when it comes to electronic communications.

To ensure our chapter's success, we must learn to work together in new ways; e-mail and teleconferences helped bridge the gaps between meetings this year. We need to listen to each other and be open to other ways of doing things, and realize that what we communicate may be perceived differently than we intended. We need to be creative in problem solving, how we contact new people, how we support each other and what kind of programs we want to provide.

We have made some excellent decisions in this area this year. We changed our newsletter to a bimonthly publication to reduce the workload on the editor; held several web enabled meetings to cut costs to the chapter by having a speaker in a remote location, and inviting a nearby chapter to join us. We made extensive use of e-mail, to increase communication and coordination between our members.

Our serving officers have energy, intelligence and imagination and I have every expectation that we will see more of that in the future board, and that you will continue to hear more good things about the Greater Chattanooga Area Chapter and the profession of records and information management as a result. This was a very good year, but next year will be even better!

INTRODUCTION

Chapter Characteristics

The Greater Chattanooga Area Chapter of ARMA has been in existence since 1989 and currently has 29 members. A simple organizational structure is in place; there is a Board of Directors which conducts most of the business of the chapter, and committees which oversee the physical arrangements for the meals, publicizing chapter activities and contacting members. The board holds a monthly breakfast meeting to conduct business, and uses e-mail or teleconferencing to take votes or discuss additional issues between meetings.

Our regular educational meetings are held on the second Tuesday of each month, and this year for the first time in a very long time, we have not had one designated meeting site for the year. The restaurant which was our previous host site closed and we took advantage of that to try some new venues, splitting our meetings between two locations.

The chapter is centered in Chattanooga, Tennessee, a city of 150,000 located on the Tennessee/Georgia border within 150 miles from Atlanta, Birmingham, Knoxville, and Nashville. One of the country's oldest manufacturing cities, and still a major rail hub, Chattanooga has revised its image and is now known as an outdoor/recreation destination. The city borders the Tennessee River, and has capitalized on that feature as the center of a revitalization effort in recent years, and fostered a tourist industry that plays a very significant role in the local economy.

Three of the largest employers in Chattanooga are government agencies, with the county school system heading the list. The Tennessee Valley Authority and city government are also in the top ten along with health care facilities, insurance companies and manufacturers. Chapter members come from local and federal government, insurance companies, medical and health facilities, law firms, record storage and imaging companies.

There has been a continuous round of downsizing and reorganizing in local companies and agencies that has impacted our chapter's membership in a couple of ways. Some companies that previously sponsored several members have reduced their support to only one or two employees. The employees who lost this corporate support still often attend meetings without renewing their membership. Other members, caught up in the after effects of downsizing, have had to take on additional duties at work, and declined active leadership roles in the chapter, although they still attended meetings on a fairly regular basis. This trend shows no sign of abating in the foreseeable future and is our greatest challenge. Taking on additional workloads, not getting financial support to attend conferences and other training events, and being moved from one department to another, causes members to have second thoughts about taking an office in the chapter. We have encouraged them to participate even if the future is uncertain, because we all face that risk to some degree. As situations change, the chapter can adapt. Given the past level of participation, the membership will step up and do what's needed to continue functioning as a team for future members and the profession.

SECTION I EDUCATION & PROFESSIONAL DEVELOPMENT

Executive Summary

The ARMA Greater Chattanooga Area chapter has been successful in “Bringing Information and Records Management Professionals Together” through education and professional development this year. Our goal was accomplished by providing quality monthly programs with ARMA International respected presenters and topics. Additional opportunities for education and professional development were achieved through a successful seminar, workshop, site visit, and web meetings. The Greater Chattanooga Area Chapter reached out to chapter members in other cities for inclusion in the web meetings at their location. The concept of web meetings was new to the chapter this year and afforded the membership the highest quality presenters at low cost to the chapter.

Although we are a small chapter, three members are CRM's and one member is currently testing on Part VI. Our chapter believes that fostering the professional development of its members is one of our most important functions.

Chapter Educational Opportunities

- **Monthly Chapter Educational Meetings:** The chapter utilized a new technology and meeting format by having three web meetings using Web based teleconferencing. This allowed the chapter members and guests to learn from highly regarded RIM professionals without incurring travel costs that the chapter could not otherwise afford.
- **Chapter Seminar:** The Chapter sponsored a seminar on “Disaster Preparedness and Recovery Seminar – Business and Personal”. The seminar included three presenters who gave expert presentations including a narrative of the response of the Records Management department of a major corporate entity to the devastation inflicted by Hurricane Katrina, the perspective of a disaster recovery vendor on the various levels of preparedness for major disasters between different entities, and a session on being personally prepared should a disaster strike you or your family. Attendance was strong with chapter members, small business owners and people who wanted education on personal disaster recovery and preparedness. The seminar helped generate more exposure for our local chapter through local media coverage from television interview and newspaper article. Also, the chapter was able to generate a substantial number of sponsors which contributed greatly to the financial success of the event.

- Workshop: A workshop titled, "The Challenges of Developing an Electronic Records Program" was hosted prior to a regular chapter educational meeting.
- Site visit: This year's site visit was hosted by Iron Mountain whose Chattanooga facility opened in August 2005. The agenda included a tour of the facility and a presentation on "Compliant Records Management and the 6 critical stages; Organize, Assess, Develop, Implement, Manage and Audit."
- Chapter Annual Business Meeting: At the final regular meeting of the 2005-06 year, each officer and committee chairman gave a report on their respective role or Committee, and the president gave a "state of the chapter" presentation highlighting the achievements and challenges of the past year.

Chapter Members' Participation in other ARMA Educational Events

- Participation at the ARMA International Conference
- Participation with other ARMA chapters in the Region
- Chapter Members Participation in ARMA Internationals ISG's
- Chapter Members Participation in ARMA International at the International Level
- Attending ARMA sponsored Webinars and other educational opportunities

SECTION I EDUCATION & PROFESSIONAL DEVELOPMENT

Narrative

Monthly Chapter Educational Meetings:

September 13, 2005: **“Risk Management and Records Management: How to work together”** Presented by Chris Bursch, VP, IT Risk Management, UnumProvident Corp

Mr. Bursch discussed the benefits of Information Technology working together with Records Management. He provided clear requirements for an organization’s Information Technology and Information & Records Management programs to work together to achieve common goals; goals that include delivering early, on budget, and with no defects.

October 11, 2005: **Workshop: "The Challenges of Developing an Electronic Records Program"** Speaker Fred Diers, CRM Entium Technology Partners, LLC

"Developing a Realistic Retention Program" Presented by Fred Diers, CRM Entium Technology Partners, LLC

Mr. Dier’s workshop on "The Challenges of Developing an Electronic Records Program" provided detailed information for choosing the best software to fit your company and then he discussed some of the implementation challenges.

Following the Workshop and lunch, Mr. Diers presented on "Developing a Realistic Retention Program". Mr. Diers focused on different laws, such as SOX and the Patriot Act which affects a legally compliant retention schedule.

November 8, 2005: **“What is the difference between Information and Records? (And why should you care?)”** Presented by Rae Cogar, JD, Cogar Consulting

Ms. Cogar’s presentation addressed the difference between information vs. records and why it is so important to know the difference. She also explained the Federal Rules of Civil Procedure, including planning for discovery of records and Sedona Guidelines.

December 13, 2005: **Christmas Program/ Goodwill Industries “Your donations at work”** Luncheon and speech from Goodwill Industries caseworkers.

Kimberly Myers, Director of Community Services at Chattanooga Goodwill, discussed the agency’s HELP program for the chapters Christmas program. She explained the details of this unique program which helps members of the community receive Durable Medical Equipment at no charge to improve their quality of life and independence. ARMA chapter donated money and health & beauty aides to the Goodwill/ HELPS program.

January 10, 2006: **“What’s on ARMA International Radar Screen?”** Presented by Marry-Ellyn Strauser, CRM, Director, ARMA International
“Southeast Region Update” Presented by Scott Taylor, ARMA Southeast Region Manger

Ms. Strauser discussed the focus of ARMA International and records management. Members and guests were given a preview of what to expect from ARMA International’s focus for the upcoming year such as, working more with IT professionals and speaking to non-records management people to help spread the importance of RIM as a needed profession.

Scott Taylor gave an update on the Southeast region such as planning for the Southeast Region Leadership meeting in July 2006 and the region website. He also discussed the revitalization of the Puerto Rico Chapter and commended our efforts on reaching out to the East Tennessee-Knoxville Chapter members.

February 14, 2006: **Discovery, Spoliation & Legal Holds: Know When to Hold ‘Em, When to Destroy ‘Em** Presented by John Isaza, Isaza Consulting

Mr. Isaza presented his featured article in ARMA’s Information Management Journal: Know When to Hold ‘Em, When to Destroy ‘Em. Mr. Isaza made comments on cutting-edge issues of discovery and spoliation, specifically regarding pending or potential investigations or litigation, which since Sarbanes-Oxley and ENRON have been at the top of most companies' priority lists.

March 14, 2006: **Seminar - Disaster Preparedness and Recovery Seminar – Business and Personal (See Chapter Seminar)**

Presenters:

Gail Ann McCreary, Mississippi Power Company- Keynote Speaker
Judith Kolberg, Personal Disaster Recovery
Eric Malone, Munters Moisture Control Services

April 11, 2006: **Inventorying Your Electronic Records** Presented by Jesse Wilkins, IMERGE Consulting

Mr. Wilkins discussed the importance of inventorying your electronic records. Attendees were educated on conducting an electronic inventory and where electronic records can hide.

May 9, 2006: **Site Visit and Tour of Iron Mountain's Chattanooga Facility including "Compliant Records Management and the 6 critical stages; Organize, Assess, Develop, Implement, Manage and Audit"** Presented by Allan Congrave, Iron Mountain

Mr. Congrave discussed compliant records management and the 6 critical stages; Organize, Assess, Develop, Implement, Manage and Audit. All attendees received a complimentary copy of "Compliant Records Management Survival Guide."

Annual Chapter Business Meeting

Year in Review and Committee Reports

June 6, 2006: **Officer Installation and Awards Dinner on the Chattanooga Riverboat**

Chapter Seminar:

March 14, 2006: **Seminar - Disaster Preparedness and Recovery Seminar – Business and Personal**

Presenters:

Gail Ann McCreary, Mississippi Power Company- Keynote Speaker
Judith Kolberg, Personal Disaster Recovery
Eric Malone, Munters Moisture Control Services

Gail Ann McCreary, CRM, Mississippi Power Company, gave a presentation entitled "Lessons Learned from Katrina." She provided an in-depth look at the devastation caused by Katrina and the steps Mississippi Power took to for records restoration. Her presentation demonstrated the real life logistics challenges to restoration which demonstrated the need for preparedness. Gail Ann also shared many pictures of the devastation to Gulf Port area as well as Mississippi Power buildings.

Eric Malone, CMR, Munters Incorporated, presented "Creating a Disaster Recovery Program & Coping with a Catastrophic Loss at Your Business." His session focused on the requirements for setting up a

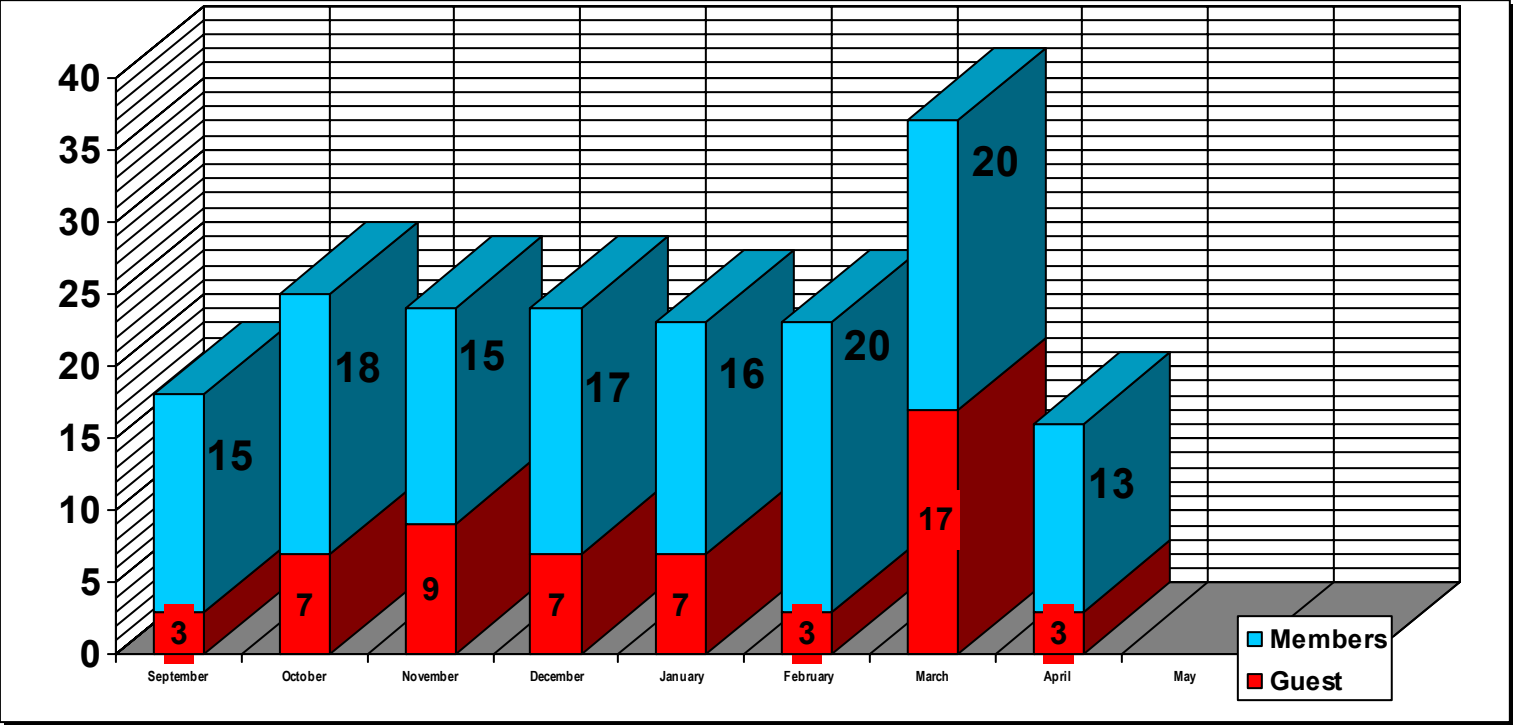
recovery program and actual case studies of companies who did or did not have such a program in place, when disaster struck.

Judith Kolberg, File Heads, Professional Organizers & Squall Press, presented a session on personal disaster preparedness and what to do if your household had to suddenly face a hurricane, tornado, or wildfire. She reviewed the critical items to always have prepared if must leave and cannot return for several days. She demonstrated the Grab and Go Bag and provided a list of critical documents and items to have already packed to be prepared. This real life, common sense approach to prepare personally can also help people prepare professionally.

Chapter Members' Participation in other ARMA Educational Events:

- Three Chapter Members attended the ARMA International Conference in Chicago. Susan Whitmire, CRM, introduced a speaker at the Conference for one of the ARMA International Educational Foundation sponsored sessions.
- The Greater Chattanooga Area Chapter hosted the Southeast Region Leadership Conference summer of 2005 and invited the East Tennessee – Knoxville Chapter members to attend their meetings. The Greater Chattanooga Area Chapter also attempted to have the East Tennessee-Knoxville Chapter utilize their web meeting venue to have a gathering in Knoxville. Although this never came to fruition in 2005-06, Chattanooga chapter members will continue help re-vitalize Knoxville.
- Chapter Members participate in ARMA Internationals ISG's – Nearly every member of the Greater Chattanooga Area Chapter designates at least one ISG as part of their membership. Those attending the conference in Chicago from the insurance industry attended the Financial Services ISG networking meeting on Sunday morning. In addition, many of the chapter members in the insurance industry participate in a monthly Insurance Records Management roundtable meeting via conference call which is a subset of the Financial Services ISG.
- Chapter Members Participation in ARMA International at the International Level – Marry-Ellyn Strauser, CRM, ARMA International Board of Directors, and Susan Whitmire, CRM, Vice-Chair, ARMA International Educational Foundation and sponsor of the Chapter Foundation Champion Program.
- Attending ARMA sponsored Webinars and other educational opportunities – Many chapter members have taken advantage of the ARMA Webinars on a regular basis. In addition, Catherine Stoddard, UnumProvident Corporation, completed three on-line courses; RIM 101, Issues and Approaches in Archiving Electronic Records, and Vital Records – Preparing for the Unexpected. Catherine leads a website archiving project for her organization and is involved in corporate vital records planning and protection.

2005 – 2006 Attendance:



SECTION II PROJECTS

Executive Summary

The Greater Chattanooga Area Chapter selects a local non-profit organization for a service project each year to be presented at their December meeting. This year's project was Goodwill HELPs, a Chattanooga program that provides durable medical equipment and supplies to those in need. The project was a great success, and the organization was very grateful for the members' donations of goods and money to further the program's work.

SECTION II PROJECTS

Narrative

Each year for the December meeting, the chapter plans a service project to benefit a local organization. A representative from that organization is invited to speak at the meeting about their program and the clients they assist. In October, chapter members are notified about the project for December and are asked for contributions based on a list provided by the organization. The contributions are brought to the December meeting.

This year, the chapter selected Goodwill HELPs as our project. HELPs is the Health Equipment Link Program, and through Goodwill, collects, cleans, and refurbishes new and used durable medical equipment such as walkers, crutches, wheelchairs and hospital beds. They also supply such things as syringes for diabetic patients, adult diapers and other medical items for those who cannot afford to purchase them. Kimberly Myers, the program coordinator, was very excited to get our phone call, as no organization had ever called them and offered this kind of assistance. At our meeting, she described the origination of the program 6 years ago, and highlighted a few stories from the over 5000 people they have helped. In some cases, providing a wheelchair has made the difference between an individual staying at home, or being able to get a job.

Ms. Myers played a recording of a voice message from one of their clients. This individual was so appreciative and sincere in their thanks that it brought tears to nearly everyone in attendance.

Members made individual donations of cash and adult diapers at the meeting, but many found another opportunity to give, when the speaker mentioned that the demand often far outstripped the supply of equipment HELPs had available. When she confirmed that HELPs does accept used equipment, a number of members offered crutches, walkers, wheelchairs and other items no longer needed in their own families. Ms. Myers was delighted, and provided drop-off instructions and directions to the collection center. This service project was a winner for both the givers and the recipients. The chapter received a very nice thank you note after the meeting in appreciation of the cash and supplies they received, and it was noted that some of the cash went towards Christmas assistance to the program's clients.

SECTION III PUBLIC RELATIONS

Executive Summary

The Greater Chattanooga Area chapter's public relations reached new heights for the association year of 2005-2006. By partnering with local media, the chapter was able to promote the association as well as the profession of records and information management. The local newspaper published an article about off-site storage featuring chapter members. The local NBC affiliate covered the chapter's disaster recovery seminar for the evening news. The chapter website was continuously updated and provided the community an informative vehicle to learn about ARMA and chapter activities. The chapter's electronic newsletter provided additional exposure as it was distributed to members, prospects and local media. The chapter was rewarded for its public relations efforts by increased chapter inquiries which culminated in a sharp rise in meeting attendance.

Media Relations

- Article published in Chattanooga Times Free Press relating off-site data storage and disaster recovery
- Nightly news story on local NBC affiliate on disaster preparedness and recovery seminar
- Press releases about chapter meetings sent to newspapers, television stations, radio stations and on-line media
- All major local media were sent information about ARMA, the chapter's mission and upcoming events

Website

- New chapter website www.chattanooga-arma.org went live in September 2005
- Website provides links to ARMA International and ARMA International Education Foundation
- Website links to various records and information management sites
- Website links various local attractions
- Website was updated on a regular basis when information became available
- Revenue generated from Website Sponsors

Chapter Newsletter

- Newsletter distribution was changed to electronic
- Monthly newsletters published throughout 2005
- Format changed to bi-monthly starting in 2006
- Newsletters covered all news, meetings and events from the chapter

Chapter Seminar Promotion

- Published brochure about the chapter's disaster recovery seminar and importance of disaster preparedness
- The seminar was targeting businesses and individuals
- Distributed brochures to area businesses

SECTION III PUBLIC RELATIONS

Narrative

Media Relations

In the wake of hurricane Katrina the chapter convinced the Chattanooga Times Free Press to do an article featuring the chapter and the relationship between disaster recovery and off-site storage. The article appeared on the front page of the business section and used chapter members as its only source of information.

The local NBC affiliate covered the chapter's Disaster Preparedness and Recovery seminar in March. Part of the seminar was filmed and one of the presenters was interviewed. The story appeared on that night's evening news. The filming included a lengthy shot of the chapter's ARMA International banner.

Press releases about every meeting and event during this association year were sent to all area television stations and the National Public Radio affiliate. The local newspaper and local on-line paper as well as area publications were also sent press releases every month. Through constant communication, local media outlets were educated about ARMA and the chapter.

- Press releases about every ARMA chapter meeting were sent to the Chattanooga Times Free Press, Walker Co. Messenger and the Chattanooga
- Press releases also sent to TV stations: WRCB, WTVC, WDEF & UCTV and to WUTC, the local NPR station.
- Fax blasts were sent to WRCB, WTVC, and UCTV & Chatt Times Free Press business calendar.
- Phone calls to promote the chapter and encourage coverage were made to WRCB, WTVC, The Chattanooga and Times Free Press
- WRCB TV covered our Disaster Preparedness and Recovery seminar; it can be viewed on our website. Broadcast WRCB March 14, 2006 "Protect Yourself"
- Met with reporter from Chattanooga Times Free Press several times to discuss ARMA's mission and upcoming events.
- Chattanooga Times Free Press did a special article featuring our chapter and the relationship between disaster recovery and off-site record storage. It can be read on our website. Published November 19, 2005 - "Off-site data storage hailed"

Website

The website www.chattanooga-arma.org will be submitted for website of the year. The new website went live September 2005 to help with chapter communications. The site provides monthly educational information, such as speaker bios, meeting details such as the time, location and directions.

The website was updated regularly to keep visitors informed of future meetings. Information and presentations from past meetings were also accessible. Links were provided to read the feature article in the Chattanooga Times Free Press and view the evening news story covering the seminar.

The website provided links to several ARMA International pages, the ARMA International Educational Foundation and other sites relevant to records and information management. The site also allowed visitors to access the Chattanooga Metropolitan Airport, the Chamber of Commerce and other sites for anyone interested in the area including many local tourist attractions.

Visitors are able to link to sites, such as;

- ARMA International Homepage
- Institute of Certified Records Managers
- ARMA Southeast Region
- ARMA International Educational Foundation
- The National Archive Homepage
- City of Chattanooga
- Chattanooga Area Chamber of Commerce
- Chattanooga.com. - .Welcome to Chattanooga, Tennessee
- Chattanooga hotel deals - Trip Advisor
- Tennessee Aquarium
- Chattanooga Metropolitan Airport, Gateway to Southeast TN & North GA.
- Chattanooga Living - Guide to Moving & Living in Chattanooga, Tennessee
- Tennessee Valley Railroad Museum - Chattanooga, TN
- Chattanooga's Ruby Falls on Lookout Mountain
- Welcome to Chattanoogafun.com
- Chattanooga Times Free Press
- Chattanooga, Tennessee Weather

The Chapter Webmaster researched advertising on the website and developed the necessary materials for sponsorships. Chapter member vendors were contacted regarding sponsorship of the website to off-set the chapter's expenses. One vendor agreed to advertise on the website for the year. We believe that the continued success of the chapter website will draw more sponsors in the coming year.

Chapter Newsletter

The monthly newsletter format was changed to strictly electronic and received overwhelming praise. The newsletter was distributed via e-mail to members, prospects and local media. It was also available on the website.

The newsletter was published monthly in 2005 and changed to bi-monthly in January 2006. By publishing less often, each issue had more information and made for a more effective communication vehicle.

The newsletter provided news about the industry and the chapter. Articles were submitted by members and a message from the chapter president was provided every month. Information regarding meetings and events was in every issue.

Chapter Seminar Promotion

The chapter held a seminar titled 'Disaster Preparedness and Recovery.' Brochures educating readers about ARMA and disaster recovery while advertising the seminar were published and distributed to area businesses. All businesses were invited to attend. A portion of the seminar was dedicated to individual preparedness.

The seminar received high marks from all who filled out evaluation forms.

SECTION IV CHAPTER MAINTENANCE

Executive Summary

Maintaining our current chapter membership and recruiting new members to the chapter is challenging in an environment where the largest companies are continually downsizing staff positions, increasing workloads, and reducing financial support for involvement in outside professional groups. The Greater Chattanooga Area Chapter set a membership goal of 30 members for the year. We started the year with 26 members and as of the end of May we have 29 on the roster. We have had very good participation throughout the year at all events. We stepped up communications this year to both members and guests to ensure that everyone was made aware of the meetings and special events. Members were even reminded of their upcoming renewal dates. This involved the increased use of electronic media and personal telephone calls to touch each member and recent visitors at least twice a month. This effort proved to be very effective. Total attendance averaged 24 people at each of our meetings.

SECTION IV CHAPTER MAINTENANCE

Narrative

Members of ARMA's Greater Chattanooga Area Chapter would be hard pressed to say they were not aware of what was happening in the Chapter this year. Members of the contact committee kept the membership in touch with regular e-mail communication and reminders about upcoming events. Even our chapter newsletters were converted to e-mailings. Invitations and communications were even extended to members of our sister chapter in Knoxville where the local chapter was experiencing low activity.

One of the Chapter goals for the year was "Recruitment - increase membership to 30 and target small businesses." It was a challenging effort that resulted in our chapter membership increasing from 26 to 29 members, an 11.5% growth! This occurred despite the fact three members were lost due to job changes or loss of corporate sponsorship.

Monthly programs were scheduled as part of each meeting. The Chapter sponsored a seminar on Disaster Preparedness Recovery in March. This seminar was attended by 20 members and 15 visitors. A brochure was created by the Chapter for this event.

Member attendance at our monthly chapter meetings averaged 17 (60.7%). Guests and visitors were plentiful with 72 guests enjoying our chapter events during the year. Total attendance averaged 24 people at each of our meetings.

The Chapter committees were active this year:

- The Hospitality Committee was challenged to locate suitable meeting places when the Chapter's long-standing feeding ground finally succumbed to urban progress;
- The Publicity Committee increased awareness on three fronts: newspaper, radio and the Chapter website;
- The Website Committee updated the site and utilized features to make the website more interactive.
- The Contact Committee heavily utilized e-mail for communicating with members; and
- The Newsletter Editor utilized paperless newsletters to replace the conventional hardcopy mailings. In addition the newsletter is now published bimonthly.

The Chapter Board conducts breakfast meetings every month. A quorum was met for every meeting. The average attendance at these meetings is 9 members (90%). An audit of Chapter finances will be completed by June 2006.

The last Chapter meeting for the 2005-2006 year is on a riverboat cruise. New officers for the 2006-2007 year will be installed. At this meeting the Chapter also recognizes

members for their year long contributions and participation in the Chapter with individual awards.

SECTION V OUTSIDE ACTIVITIES/CHAPTER MEMBERS

Executive Summary

The Greater Chattanooga Area Chapter has many members who participate in a variety of outside activities. These include speaking, teaching, community service, and support of many non-profit organizations. It is the diversity and range of service, both professionally and personally, that make our small chapter so successful. Also very important to the promotion of the profession is that three chapter members are ARMA International Educational Foundation (AIEF) 5x\$100 Endowment donors which supports the 'Legacy to Build Our Future.'

Activities of chapter members including speaking, teaching, publishing of articles

Several chapter members have been involved in teaching on RIM related topics, speaking at non-ARMA events on records management and other important topics as well as presenting the many faces of records management within their own organizations.

Events or activities promoting RIMM (not chapter sponsored)

The Chapter members from UnumProvident Corporation's Information and Records Management department promoted RIM Month at each of their four major campus locations with a booth set up at the entrance to the corporate cafeteria's utilizing the 'Think Outside the Box' poster in addition to some other creative approaches.

Participation of the chapter in activities emanating from ARMA Headquarters

The Greater Chattanooga Area Chapter hosted Southeast Region Leadership meeting for 2005-06 chapter and region leadership through the efforts of several chapter members.

Participatory activities in regional or ARMA International conferences

In addition to hosting the Southeast Region Leadership meeting, we have a chapter member that is Vice-Chair of the ARMA International Educational Foundation who introduced the Foundation sponsored session speakers at the ARMA conference in Chicago. Four chapter members attended the ARMA International Conference in Chicago.

Participation (chair or member) on regional or ARMA International committee

The chapter roster includes an ARMA International Board member who is chair of the International Strategy Task Force and the Board Liaison for the ARMA International Educational Foundation.

Holding a regional or ARMA International elected position

The chapter roster includes an ARMA International Board member.

Chapter member who serves on the board of a charitable, community or related professional group

Six different Greater Chattanooga Area chapter members hold a variety of board positions outside ARMA. These include the ARMA International Educational Foundation, Toastmasters, local Postal Council, Georgia Records Association, Kappa Sigma Housing Corporation and a local neighborhood association.

Chapter member who is also a member of a charitable, community or related professional group

In addition to the members that serve on various boards, two additional members are involved in the Chattanooga State Health Information Management Program and American Chemical Society.

Chapter member presents at a chapter meeting or to other organizations

Several individuals of the chapter present to other ARMA Chapters as well as other organizations on the topic of records management.

SECTION V OUTSIDE ACTIVITIES/CHAPTER MEMBERS

Narrative

Activities of chapter members including speaking, teaching, publishing of articles

- Phyllis Beene, Tennessee Valley Authority, taught a business class at Chattanooga State Technical and Community College on Records Management and Legal Discovery (October 2005)
- Susan Whitmire, CRM, traveled to Australia to speak on Email Management. She was also invited to speak at AMGEN on global records management (September 2005) and to the Compliance in Information Management Forum West to speak on building business evidence (May 2006)
- Susan Whitmire, CRM, UnumProvident Corporation, utilized the Code of Professional Responsibility for training within her department at UnumProvident and included key components within her 2006 Business Plan. In addition, the Code is posted in all the records management departments at the major campuses.
- Susan Whitmire, CRM, proctored the CRM Exam and graded Part VI in November 2005 and May 2006.

Events or activities promoting RIMM (not chapter sponsored)

Several chapter members from UnumProvident Corporation's Information and Records Management department promoted RIM Month at each of their four major campus locations with a booth set up at the entrance to the corporate cafeteria's utilizing the 'Think Outside the Box' poster in addition to some other creative approaches throughout the month of April. The promotion included:

- Five-Minute Seminar: What should I do with my Records? and promotion of the Information Coordinator program
- Q&A Session
- Trivia questionnaire
- Archives Display of historical photos and memorabilia from the local site archives
- Brochures (1.) What to do with hard copy record and electronic information when an employee leaves the company or business unit (2.) 10 quick steps for storing hard copy information
- Drawing for prize (on awarded at each location)

RIM Month was also promoted through the company's intranet.

Participation of the chapter in activities emanating from ARMA Headquarters

The Greater Chattanooga Area Chapter hosted Southeast Region Leadership meeting for 2005-06 chapter and region leadership. Several chapter members were involved in local activities during the meeting and ensuring everyone had what they needed.

Participatory activities in regional or ARMA International conferences

- Susan Whitmire, CRM, Vice-Chair of the ARMA International Educational Foundation, introduced the Foundation sponsored session speakers at the ARMA conference in Chicago.
- Phyllis Beene, Jacki Craig, Linda Newberry and Susan Whitmire attended the Southeast Region Leadership conference held in Chattanooga for the 2005-06 chapter leadership.
- Cynthia Howard, US Express; Victoria Marshall, Blue Cross Blue Shield of Tennessee; Scottie Swafford, UnumProvident Corporation; and Susan Whitmire, CRM, UnumProvident Corporation attended the ARMA International Conference in Chicago.
- Susan Whitmire, CRM, UnumProvident Corporation, presented at the Southeast Region Leadership conference and at the Northeast Region Leadership Conference (May 2006) on the ARMA International Educational Foundation.

Participation (chair or member) on regional or ARMA International committee

- Marry-Ellyn Strauser, CRM, Shaw industries, is Chair of the International Strategy Task Force and the Board Liaison for the ARMA International Educational Foundation.

Holding a regional or ARMA International elected position

- Marry-Ellyn Strauser, CRM, Shaw Industries, serves on the Board of Directors of ARMA International.

Chapter member who serves on the board of a charitable, community or related professional group

- Catherine Stoddard, UnumProvident Corporation, is Area 31 Governor in District C of toastmasters International and responsible for the oversight of and mentoring to four Toastmasters clubs in the Chattanooga area.
- Norma Paris, McKee Baking Company, serves as Vice Co-Chair of the local Chattanooga Postal Customer Council and is editor of their bi-monthly newsletter.
- Linda Newberry, Walker County Government, serves on the board of the Georgia Records Association and will lead a round table discussion at their Spring Conference in June 2006.

- Gregg Long, CRM, is president of the Hemphill Neighborhood Association, a local neighborhood association in Chattanooga.
- David Jabaley, Kenco Records Management, serves on the board of Kappa Sigma Housing Corporation and chairs both the Nominating and Alumni Committees. He is also on the finance board of St. Jude Parish and School and participates on the Events Committee and chaired the St. Jude Golf Committee which raised \$20,000 in May 2006.
- Susan Whitmire, CRM, is Vice Chair of the ARMA International Educational Foundation Board of Trustees and has developed, implemented and maintained the Chapter Foundation Champion Program (CFC) as the link to ARMA International Chapters. The CFC program is represented by 81 chapters with 42 CFC's who have participated in training.

Chapter member who is also a member of a charitable, community or related professional group

In addition to the chapter members who serve in leadership roles of their respective organizations:

- Pat Ingram, CJ Enterprises, is a member of the American Health Information Management Association (AHIMA) and the Chattanooga Area Health Information Management Association (CAHIMA) where she serves on the Advisory Committee of the Chattanooga State Health Information Management Program.
- Lorraine Miller, Olin Corporation is a member of the American Chemical Society and the Institute of Certified Records Managers.
- Catherine Stoddard, UnumProvident Corporation is an educational docent for the Tennessee Aquarium and puts in 100 volunteer hours per year.
- Scottie E. Swafford, UnumProvident Corporation, is a member of Public Relations Student Society of America (PRSSA).
- Gregg Long, CRM, UnumProvident Corporation is a member of the Institute of Certified Records Managers.
- Susan Whitmire, CRM, UnumProvident Corporation is a member of the Institute of Certified Records Managers.

Chapter member presents at a chapter meeting or to other organizations

- Lorraine Miller, Olin Corporation, presents records management topics at quarterly departmental meetings.
- Scottie Swafford, Gregg Long and Catherine Stoddard, UnumProvident Corporation, present various RIMS topics including electronic records management and vital records identification to the Information Coordinators representing the various business units of UnumProvident. These educational sessions are held monthly in the four major locations and through web meeting for all the other locations and subsidiaries in the US..
- Pat Ingram, CJ Enterprises, presented a Personal Health Record (PHR) program for her church.

- Marry-Ellyn Strauser, CRM, Shaw industries, presented ‘What’s on ARMA’s Radar Screen” at the January 2006 Greater Chattanooga Area Chapter meeting and ‘In Record Time – Lessons Learned from the Ground Up” at the May 2006 Atlanta Chapter meeting. At Shaw she teaches monthly records management awareness sessions fro new salaried employees and taught three half-day records management principles, policies and procedures class.