

Membership Processing

Prepared for: Sal Lizard, Commander, STARFLEET-elect

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December 7, 2007

Executive Summary

Activity

The USS Blackheart is the largest STARFLEET chapter in Region 7, with 28 members. The Blackheart was launched as a chapter-in-training in September of 2007, with membership growth of 366% in the past three months. 15 members of the USS Blackheart are new members of STARFLEET, making up 53.57% of the entire crew.

Response

The average response time from Membership Processing for information and changes within the past three months is less than eight hours.

Change Management

From response to change, the average change time from Membership Processing within the past three months has been less than 24 hours.

Materials

All new members of the USS Blackheart have received their membership packets well within the 4-6 week window, averaging arrival within three weeks for members within the United States, and no more than six weeks for international members. STARFLEET's Service Level Agreement has been kept.

Recent Change Management

Response (Turnaround)	Member/Task
20 minutes (12 hours)	Kyle Hunter - Add Lyndsay and Logan Hunter to family membership.
1 hour (22 hours)	David Chandler - Add Cassandre Chandler to family membership.
Immediate	Emmett Plant - Discuss the inclusion of music on membership packet CD.
1 hour (30 hours)	Emmett Plant - Verify details of movement of Cassandre Chandler from pending to active.
4 hours (Immediate)	Emmett Plant - Correct 'country' in address for Michael and Gabriele West.
1 hour (3 hours)	Daniel Vanderwood - Verify country of origin for Dennis and Pam Vanderwood.
Immediate	Kirylyn Dreamer - Verify address in database redundantly

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Date 12/7/07

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Dear Sal,

Detailed change management for the members of the *USS Blackheart* is unavailable, so I have included recent personal changes in this report. I do not know the full breadth and scale of Membership Processing activities at the member-level, so I've documented what was available to me.

A handful of Membership Processing activities have been directly attributed to simple user error, including mistakes I had made when renewing members and pushing new memberships through the database. As noted, contact and turn-around on issues, even when they were my fault, were dealt with quickly.

Chrissy Killian has been consistently available to handle issues via a number of methods, including IRC, E-mail and telephone. She has regularly published her contact information, and has always been willing to discuss Membership Processing issues via these means. She has also published hours of operation, as well as changed her 'identity' on IRC from 'Kryssi' to 'MPGoddess' to indicate when her 'office' was open.

I am a very active CO online and off-line -- The response from Membership Processing may be partly attributed to this attention-level. I don't think that this is an uncommon equation; Those that show up regularly and are actively engaged tend to pull the most attention from any STARFLEET department.

Live long and prosper,

Emmett Plant, *USS Blackheart*