Chapter Operations Management Tool FAQ

1. What is the Chapter Operations Management Tool?

The Chapter Operations Management Tool (COMT) helps your chapter plan annual activities, track performance and share your successes and challenges with your area director, regional vice president and the Society. The tool serves three functions:

1. **Planning:** COMT focuses on the items considered most important to a successful chapter year of providing outstanding value to members. Items on the list are ideas for serving members that you can use throughout the year.
2. **Feedback and reporting:** Your chapter uploads all required reports into your COMT and tracks activity throughout the year. At the end of the year, your chapter's completed COMT serves as your chapter's annual report, which is the final required report described in Society Operating Guideline 8.5. Together, these reports enable your regional leadership and the Society to provide additional support and identify best practices.
3. **Chapter recognition:** Your chapter's COMT is the primary recordkeeping mechanism for the chapter recognition program, which celebrates chapters' outstanding achievements throughout the year.

2. How do I access my chapter's COMT?

Links are sent to several positions of the chapter executive committee in mid-July each year and are specific to your chapter for that chapter year. If you are having trouble locating the report, contact Chapter Services for support.

3. When and how do I submit our chapter's final COMT?

To facilitate chapter planning and best evaluate performance, each chapter must complete and submit the entire COMT by June 30. In early June, a Submit button will appear at the bottom of the final page of the COMT. Review the responses your chapter has entered throughout the year and make changes using the Previous Page button. When you have finalized your report, click the Submit button to complete your annual report requirement. You will not be able to make changes from the review page or after you click Submit.

4. What happens if my chapter does not submit our COMT by June 30?

Your chapter's COMT closes after June 30. Only information that has been reported by that time is recorded in your chapter's COMT and it is not possible to make additional changes.

5. How can my chapter make sure we report and receive recognition for all our activities?

To help your chapter maintain a record of your activities and receive recognition:

- Use your chapter's COMT to set goals and check in on progress throughout the year by reviewing your COMT during each leadership team meeting.
- Enter your activities into your COMT each month rather than trying to remember everything you've

done at the end of the year.
- Pay particular attention to [Society Operating Guideline 8.5](#) chapter charter requirement questions (400 point questions), as your chapter must meet all charter requirements to qualify for any recognition level.
- Talk with your area director or regional vice president about ways you chapter can leverage the COMT to serve members throughout the year.
- Use the COMT Guidance Document to answer your chapter's questions about COMT responses or get ideas for new opportunities to serve members.
- Use the ASSP COMT Plan Template to identify and track your chapter's point goals throughout the year.

6. Who is responsible for keeping our chapter's COMT up-to-date?

Engaging your chapter's entire leadership team in goal-setting and tracking your chapter's performance is a good practice. While the chapter president or treasurer may be the best person to upload certain reports, most of the questions in the COMT can be answered by others on the team. Consider dividing responsibility for completing information for each question based on your leaders' roles and responsibilities.

7. Who is responsible for developing and maintaining the COMT?

The Council on Region Affairs is responsible for developing and maintaining the COMT. The Council is made up of the nine regional vice presidents and is chaired by the council vice president. This group works together to review the COMT and make changes to improve the functionality of the tool, evaluate opportunities to serve members and earn recognition and review the recognition program levels. The Council uses feedback from chapter leaders and may utilize work groups or committees for this activity.

8. How are COMT questions and response options determined?

The COMT questions focus on the activities that will bring the most value to members while supporting you in meeting the chapter charter requirements outlined in [Society Operating Guideline 8.5](#). The question response options are based on best practices shared by chapters over time.

9. How are COMT point values determined?

The tool has three tiers of points, weighted toward the activities that best support a chapter's ability to meet chapter charter requirements.

Chapter charter requirements	400 points each	6000 total points available
Activities that strongly support meeting requirements	90 points each	1800 total points available
Activities that enhance requirements	40 points each	2200 total points available

10. What are the recognition levels that are tied to the COMT?

The chapter recognition program recognizes chapters for the delivery a standard of service to members. The recognition points model is as follows:

Bronze	6000 – 6999
Silver	7000 – 7999
Gold	8000 – 8999
Platinum	9000 and above

11. What changes should my chapter be aware of for the 2022-23 COMT?

This year there have only been some minor adjustments based on feedback from stakeholders and experience with the past Chapter Operations Management Tool. The adjustments made are to improve clarity of expectations as you provide value to members while fulfilling the requirements outlined in Society Operating Guideline 8.5: Maintenance of Chapter Charter

12. What can we as chapter leaders expect for the future of the COMT?

The Council on Region Affairs will continue to look for ways to deepen the meaning of recognition levels, acknowledge achievements throughout the year, recognize incremental growth in chapter performance and recognize our highest performing chapters in new ways.

13. What resources are available to my chapter to better understand and use the COMT as we provide outstanding service to members?

There are several resources available to chapters that would like to better understand and use the COMT.
- Chapter Operations Management Tool page in Community Leader Resources
- COMT Guidance Document
- ASSP COMT Plan Template
- Your regional vice president or area director
- ASSP Chapter Services
- Each quarter, chapter presidents will receive a slide deck with timely information to help facilitate more conversations at team meetings about chapter goals, progress toward those goals and how every leader can contribute.