

2020 ANNUAL BUSINESS MEETING

DECEMBER 4, 2020



Meeting will start shortly...

INSTITUTE OF CERTIFIED RECORDS MANAGERS



**PAULA SUTTON,
CRM, IGP, FAI**

ICRM PRESIDENT



Welcome

INSTITUTE OF CERTIFIED RECORDS MANAGERS



ICRM BOARD OF REGENTS

Chairman - Cheryl L. Pederson, CRM, FAI

President - Paula Sutton, CRM, IGP, FAI

President-Elect - Sharon LaPlant, CRM

Secretary - Treasurer - Ellie Maier, CRM, CBCP

Regent, Exam Development - Caroline J. Walters, CRM

Regent, Exam Administration and Grading - Melissa G. Dederer, CRM, IGP, FAI

Regent, Applicant and Member Relations - Patricia Burns, CRM

Regent, Legislation and Appeals - Brian Starck, CRM, IGP



ICRM COMMITTEES & ACTIVITIES

Exam Development Committee
Marketing Committee
Strategic Alliance Committee
Appeals Committee
Awards Committee
Election Committee
Mentoring Committee
Part 6 Graders

Business Manager
Webmaster

Online Testing Task Force
Covid-19 2020 Dues Task Force
Les Bossert Memorial Task Force



CAPITOL HILL MANAGEMENT SERVICES: OUR SUPPORT TEAM



**Sarah Quinn,
Director of
Communications and
Marketing**



**Dica Papanier,
Administrative Assistant**



**Meghan McGrath,
Association Manager**



**Andrew Harris
Staff Accountant**



**Jon Murray, MBA
Controller**

REMEMBERING LES...



INSTITUTE OF CERTIFIED RECORDS MANAGERS



ICRM'S NEW REGENT OF LEGISLATION & APPEALS

Please welcome our new Regent of Legislation & Appeals!



Brian Starck, CRM, IGP



2020 YEAR IN A GLANCE WHAT AN ADVENTURE!!

- Facilitate monthly board meetings
- Others - technology and marketing and many others
- Contracts and agreements
- Bylaws updates
- Monitor pandemic and impact on association
- Online testing task force and implementation team
- Virtual conferences – Precons presented at NAGARA and NIRMA
- Social media and website
- Budget monitoring
- Fed specialty group





2020 YEAR IN A GLANCE WHAT AN ADVENTURE!!

INSTITUTE OF CERTIFIED RECORDS MANAGERS

- ARMA discussions – values each bring'
- Periodic touch point with ARMA liaison
- Statements on COVID, social injustice and unfortunate loss of board members Les Bossert
- Fall Board meeting – virtual
- Members business meeting – virtual
- Recruit and obtain board approval of new Regent, Legislation and Appeals
- Support for online testing and other technology initiatives
- Wrapping up 2020

**SHARON LAPLANT,
CRM**

PRESIDENT-ELECT



2020 WORK IN PROGRESS

- **STRATEGIC PLAN** – Reviewed and updated
Grow Membership, Diversify Revenue, Increase Relevance,
Modernize Governance & Processes
- **MENTORING STEERING COMMITTEE** - Acted as Chair / Board Liaison
- **MARKETING COMMITTEE** – Acted as Chair / Board Liaison
 - Number of Mentees = 59 Number of Mentors = 33 (same)
- Assumed the position Board Liaison to WEBMASTER
- Participated on the EDC yearly meeting
- Created CMP Standard – CMPs can be earned by volunteering on an ICRM Committee



**PATRICIA BURNS,
CRM**

REGENT, APPLICANT AND MEMBER RELATIONS



THE NUMBERS 2020

Members

CRM Members	954
CRA Members	222
Retired Members	230
Candidates approved	897
Decertified	73

Partnerships

SJSU	6 applications
LSU	1 application
LIU	7 applications
U of T	5 applications

Reactivations/Reinstatements

10

Applicants

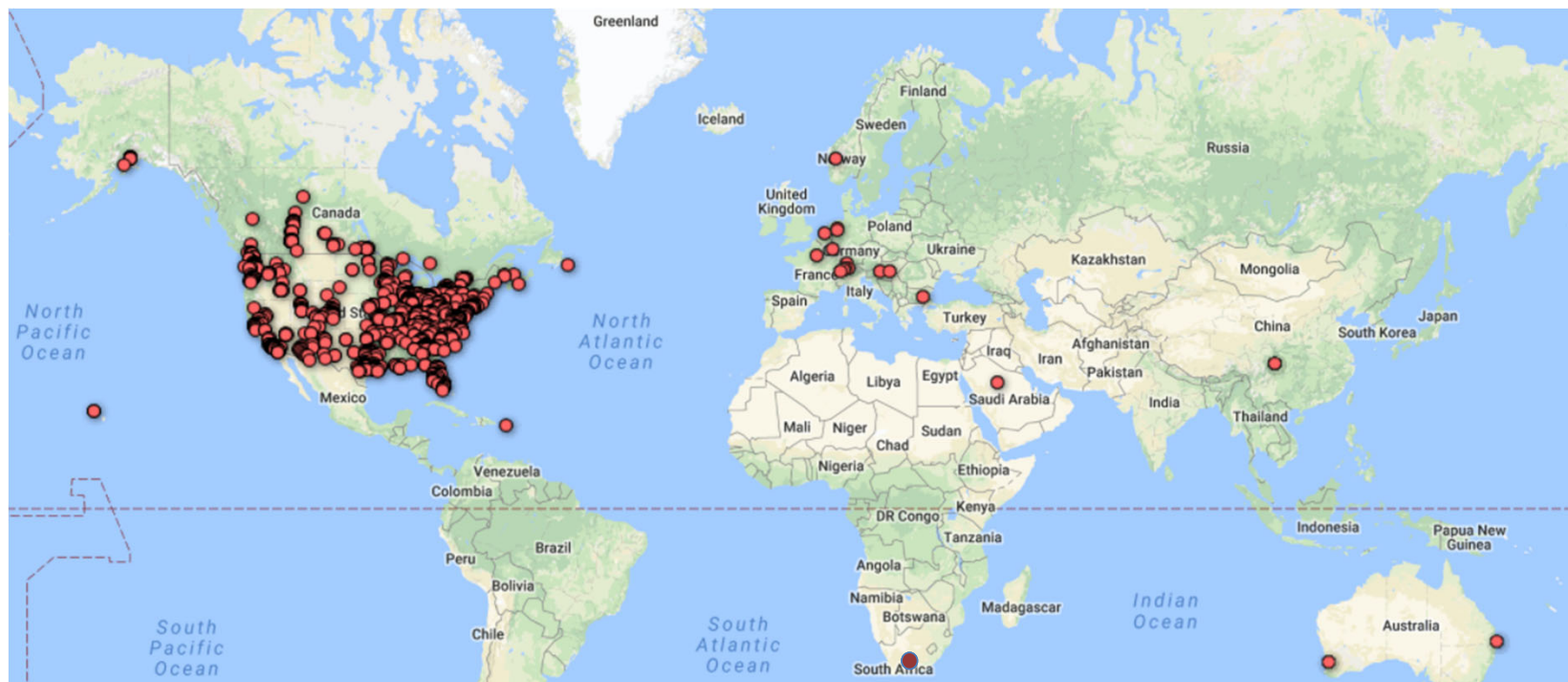
CRA's	66 Approved
CRM's	35 Approved

Credit Maintenance Points

Attend	3812
Present	212
Write	52
Other	223



ICRM MEMBERSHIP (WORLDWIDE)



INSTITUTE OF CERTIFIED RECORDS MANAGERS



**CAROLINE J. WALTERS,
CRM**

REGENT, EXAMINATION DEVELOPMENT



EXAM DEVELOPMENT COMMITTEE – 2020 ACCOMPLISHMENTS

EDC Meeting – September 2020 – Held Virtually.

- 21 meetings over 3 weeks – 28 hours of Zoom.
- Reviewed 10 Part 6 questions and over 150 Part 1-5, FED, NS questions.
- Discussed Bibliography, Tags, Technology & Handbook.
- Tested all exams parts in the online testing environment.
- Updated Exam Prep Product with online testing information.

Annual Upload of Updated Exams scheduled for January 2021

Updates to FED Outline and Acronym List, December 2020.

Thanks: Andy, Ashley, Beth, Deb A, Deb G, Evangelina, Jay, Margot, Ryan, Sheri, & Sarah!

Looking for Lead and Assistant Writers: Email cjwalters@virginia.edu



MELISSA DEDERER
CRM, IGP, FAI

REGENT, EXAM ADMINISTRATION AND GRADING

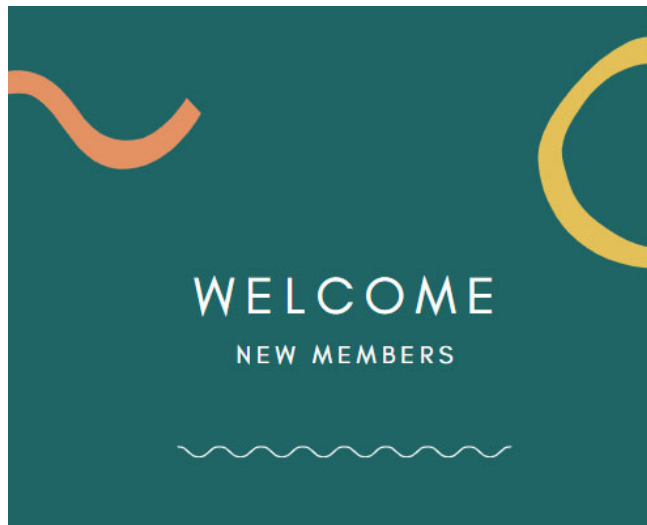


NEW ONLINE TESTING AND GRADING PROCESS

- All exams are now online only
- Parts 1 – 5 Pass/Fail notices sent within 72 hours
 - Allows time for Examity to review noted possible violations, if any
 - Allows time for REAG to review noted violations, if any
 - 85 Part 1-5 Exams have been taken since the move to online testing
- Part 6 Pass/Fail notices sent within approximately 14 days
 - Two graders are assigned to each Part 6 exam
 - Notice sent after all 4 scores for the individual candidate have been submitted
 - 13 Part 6 Exams have been taken since the move to online testing



2020 NEW MEMBERS



- 29 New CRAs January – October 2020
- 11 New CRMs January – October 2020

**LES BOSSERT,
CRM**

**BRIAN STARCK,
CRM, IGP**

REGENT, LEGISLATION AND APPEALS



LEGISLATION & APPEALS REPORT

RLA had minimal point of contact (due to COVID)

Bylaws update – 2 items

Governance resource and timekeeper for board meetings

Continue to increase ICRM Board Transparency

Website Review Committee chair and Webmaster coordinator

Future goals:

- Appeals Committee – New Members
- Transitioning roles



**ELLIE MAIER,
CRM, CBCP**

SECRETARY-TREASURER





THE MANY HATS OF THE SECRETARY

- Prepare monthly meeting agendas & minutes
- Document ICRM business transactions
- Streamline reporting processes
- Perform financial analyses & report cash flow
- Collaborate with the Board on the Budget
- Plan and organize ICRM meetings and events
- Review and approve all expense reports
- Pay bills online, banking and taxes



**BRICE SAMPLE,
CRM**

BUSINESS MANAGER



BUSINESS MANAGER REPORT

Prolydian – Went Live in April 2019

- Three software components
 - Connect (member management side)
 - Achieve (exam development, testing, grading etc.)
 - Web portal



**CHERYL PEDERSON,
CRM, FAI**

CHAIR OF THE BOARD



CHAIR OF BOARD –2020 REPORT

Strategic Alliance Committee (SAC) Board Liaison

Virtual Exam Prep Pre-Cons (160 Attendees)

- MERv Conference – 2-day event (34 attendees)
- NAGARA Conference – 3 half-day event (68 attendees)
- ZRA (Zoo Registrars Assn) – 3 half-day event (18 attendees)
- ARMA – 3 half-day event (40 attendees)
- Effective 11/2020 the ICRM Exam Prep Product will be managed under SAC

New Partnership Announcements

- New post certification specialty designation CRM/CIGO
- Louisiana State University (LSU) announced fully on-line RIM graduate certificate
- New academic partners – 2 universities at MOU stage for credit for parts 1 – 5; 1 University at cross walk stage for credit for parts 2 – 4



NEW



CHAIR OF BOARD –2020 REPORT

Election Committee Chair

Members – Sharon LaPlant, CRM; Mary Frances Janicik, CRM

3 open positions were successfully filled

Regent, Exam Development – Caroline Walters, CRM

Regent, Applicant and Member Relations – Pat Burns, CRM

President-elect – Andrew Ysasi, CRM



Alan Andolsen Mentoring Award Committee Chair

Members – Su D. Graham, CRM; Jerry Lucente-Kirkpatrick, CRM

3 candidates were nominated to receive the award



ALAN ANDOLSEN MENTOR OF THE YEAR AWARD



NOMINEES FOR THE 2020 ALAN ANDOLSEN AWARD

Kelly O'Brian, CRM

Deborah Robbins, CRM

Andrew Ysasi, CRM

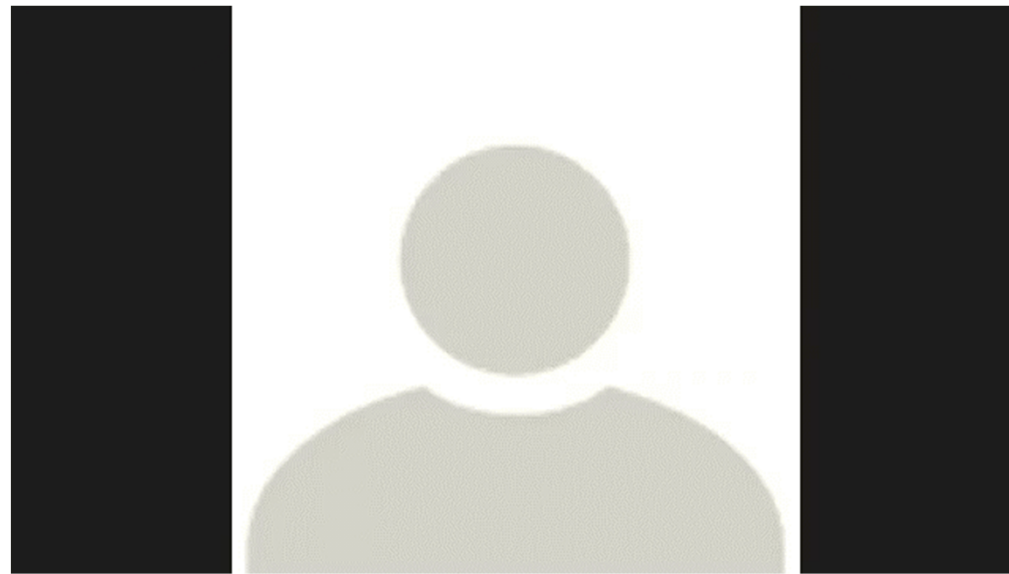


THE ICRM PROUDLY PRESENTS THE 2020 ALAN ANDOLSEN AWARD TO:



Andrew Ysasi, CRM

ACCEPTANCE OF THE 2020 ALAN ANDOLSEN AWARD



A FEW MORE THANKS

INSTITUTE OF CERTIFIED RECORDS MANAGERS



THANK YOU TO OUR OUTGOING LEADERS

Cheryl Pederson, CRM, FAI
Chair, Board of Regents

Brice Sample, CRM
Business Manager



SHOW & TELL: ONLINE EXAMINATIONS



WHAT DO THE ONLINE EXAMS LOOK LIKE?

PARTS 1-5 & SPECIALTY EXAMS



PART 6: THE BUSINESS CASES



QUESTIONS?



THANK YOU FOR ATTENDING!

