

# National Operating Requirements (NORE)



The National Operating Requirements (NORE) and Chapter Operating Requirements (CORE) serve to clarify the responsibilities of both national ASTD and chapters. The NORE and CORE were developed by a group comprised of national advisors and chapter leaders. In accordance with the NORE, national ASTD will solicit chapters for feedback at least once per year and identify opportunities for NORE improvement on an ongoing basis.

- 1. Collaboration - National ASTD will offer relevant collaboration opportunities to chapters.**
  - 1.1 Identify opportunities for collaboration with chapters on an ongoing basis.
  - 1.2 Actively encourage chapter participation across organizational initiatives.
  - 1.3 Facilitate collaboration and networking among chapters.
  
- 2. Communication - National ASTD will offer materials and resources that are current and relevant to the needs of the chapters while reporting successes consistently and regularly.**
  - 2.1 Offer clear, streamlined, timely communication to chapter leaders about available resources and important information impacting chapter operations.
  - 2.2 Make a website with timely information and comprehensive resources available to chapter leaders.
  - 2.3 Identify a contact person on staff for each chapter.
  - 2.4 Make tools available for chapters to share information and best practices.
  
- 3. Customer Service - National ASTD will offer reliable, accurate, and timely data management and customer service, if requested by chapter leaders.**
  - 3.1 Deliver response from Chapter Services staff to inquiries and requests within one business day, and resolve inquiries in a timely manner.
  - 3.2 Offer accurate information to the chapters.
  
- 4. Feedback - National ASTD will solicit feedback from chapter leaders to identify opportunities for improvement via surveys, forums, and various methods. Results and action plans will be shared with the chapter leaders in a timely manner.**
  - 4.1 Solicit feedback from chapter leaders at least annually.
  - 4.2 Develop action plans in response to feedback collected.
  - 4.3 Advise chapter leaders of feedback results and action plan progress.
  
- 5. Membership - National ASTD will support membership at the local chapter level by offering marketing materials, national advertising support, and national membership rosters as requested by chapter leaders.**
  - 5.1 Make support to increase joint chapter and national membership available to chapters.
  - 5.2 Offer national membership discounts to chapter members.
  - 5.3 Advertise for joint membership in national marketing channels.
  - 5.4 Promote chapter membership to national members through online and national member communications.
  - 5.5 Make marketing materials available to chapters to promote joint membership.
  - 5.6 Make national membership rosters available for the state the chapter is located in, upon the request of chapter leaders to invite to attend chapter meetings and to join the chapter.
  
- 6. Operational Support - National ASTD will offer high-quality operational support, either directly or via partnerships, to chapters to reduce the administrative burden on chapter leaders and to increase efficiency and consistency throughout ASTD at both chapter and national levels (fees may be involved and participation is optional).**
  - 6.1 Make marketing materials, tools, templates, samples, and best practices available to chapters.
  - 6.2 Offer membership administration and management support.
  - 6.3 Offer website and online event registration support and/or resources.
  - 6.4 Make chapter business operations coaching available to chapters.
  - 6.5 Offer national ASTD representatives as speakers for chapter programs subject to availability.
  - 6.6 Offer leadership development opportunities.
  - 6.7 Identify revenue-sharing opportunities for chapters.