

Let's Make the Best Use of FEDHub!

Created 10/29/23 by Frank Impinna, FLAG Chair, and by Martha Raup, CAB Chair

We need more participation in FEDHub! A survey conducted by Marketing General Incorporated showed that associations where members use an association blog and/or a private association social network (such as FEDHub), show an increase in membership overall and an increase in renewals over time compared to those associations showing no change or declines in membership and renewals. That means that FEDHub is a valuable communication resource! In fact, it could be expanded to include training or other resources to grab attention and offer helpful assistance with information that is vital to our members. Different communities could be created, and we encourage you to make suggestions for what communities YOU'D like to see.

The Configuration Advisory Board (CAB) has already published FEDHub tutorials on their NARFE microsite at <https://www.narfe.org/cab/tutorials/fedhub/>. These are great resources on how to use FEDHub! Our biggest need now is to ensure that all communities have an administrator and that they are easily identified. All FEDHub communities allow members to post questions, share opinions, report problems, make comments, and reply to posts by others. A FEDHub community administrator can do even more, such as send emails to all community members, make announcements, add events, and even publish newsletters. AND they are the ones who “moderate” the community and review posts that get flagged for moderation.

A recent investigation by CAB has discovered that 26 of the federation communities do NOT have a designated community administrator. That means federations cannot easily share access to federation information, and members are not getting full advantage of what FEDHub can offer. Furthermore, Idaho's past President Harold Kehr has documented that not all federation members are included in a federation community. These communities were created based on one's state of residence, so out-of-state chapter members were not included.

Three remedies would quickly fix some of the major complaints members expressed during the recent CAB-hosted FEDHub training sessions (held 10/13, 10/17, and 10/27/23):

1. All communities should have a community administrator, one who identifies themselves on the community's home page and shares their contact information for members who need help. This can be done using the “Announcement” section on the top right of the community page.
 2. All federation presidents should volunteer (if interested) to be an administrator for their federation community, and all should ensure at least one other officer can assist. This can be done by writing Jennifer Rafael at jrafael@narfe.org and asking to be made administrator.
 3. Federations should identify out-of-state federation members and add them to the federation community. This can be done by sorting the AMS Federation Member list by state to find out-of-state members. Use the [Inviting a Person to Your Community](#) tutorial and add them!
- Each of these remedies could be implemented with a minimum of effort.

CAB will host one more FEDHub tutorial this year on [Friday, December 1, at 4 pm ET](#), and we hope you will join us. Even better, host some FEDHub trainings in your own federations!