

1. Who is the provider of the new database?

- A.** The provider of the new membership database platform is **memberplanet**, an association management system (AMS) that empowers membership-based organizations with the tools they need to manage, engage, and grow. The platform will help simplify WSPTA’s dues-collection process and unify the membership experience.

2. Is my PTA required to use the new database?

- A.** Every local PTA is required to use the **memberplanet** database to record paid memberships and process dues payments to WSPTA and, if applicable, their council. Every local PTA and council PTA is required to maintain their officers in the database.

3. What features come with the database?

- A.** Key features included in the base package include:
- Secure, online database and member directory with search capabilities
 - Online transaction processing for memberships
 - Membership levels and auto-renewals
 - Admin role management
 - Invoice and electronic payment history to WSPTA and councils
 - List of members per invoice
 - E-membership cards including mobile version (can be printed by PTA)
 - Member access with profile maintenance (requires email address)
 - Communication by email and group text
 - Basic four-page website
 - Online resources and support via phone, chat, and email provided by **memberplanet**

4. Is there any reason our PTA should hold off on creating and using a memberplanet.com account?

- A.** YES! Please DO NOT create your group yet. With the partnership, there are customizations, discounts, and features that aren’t available to regular groups on the platform. We’re working on configuring local PTA groups and populating member and officer information from the data you have in PT Avenue. Please make sure your board member information is updated in PT Avenue.

5. What if my PTA has our own system we want to continue using?

- A. You can continue to use your own system; however, you still need to add memberships and officer information in **memberplanet**. The system is designed to allow you to upload your membership data from an Excel file. Admins can also export information from **memberplanet** to an Excel file.

6. How much will the new database cost?

- A. The base package, which includes membership management and other features discussed above, comes at no cost to the local PTA. The only fees involved are merchant services fees (3% + \$0.30) per online transaction processed by **memberplanet**. Your PTA has the option of passing this fee on to the member as a transaction processing fee, or your PTA can absorb the fee. If you require additional functionality, such as an enhanced website, events, fundraising, and more, you have the ability to upgrade based on the size of your local PTA.

7. What is included in the upgrade package and what is the cost?

- A. The upgrade package gives you access to the platform's full suite of tools to manage, engage, and grow membership – all in one place. Features are fully integrated with membership functionality. Gain actionable insights with robust reporting and visibility of your members' activities.

Key upgrade features include the following:

- Events, ticketing, and RSVPs
- Fundraising
- Discussion boards
- Member participation tracker
- Unlimited website pages with custom domain
- Polls
- Document storage
- Targeted distribution lists based on platform data

The cost of the upgrade ranges from \$100 to \$300 per year based on the size of your local PTA. **memberplanet** is working with WSPTA to determine which upgrade package will be designated for your local PTA.

8. How do I know which upgrade option I have for my local PTA?

- A. **memberplanet** is working with WSPTA to determine which upgrade package will be designated for your local PTA. Core upgrade features discussed above are the same for each option. The upgrade options differ based on the amount of emails and text messages.

9. What if I'm interested in sending more emails or text messages, but don't need additional features in the upgrade package?

- A.** WSPTA negotiated a free plan for all local PTAs that includes membership management functionality, 1,000 email credits, and 300 text credits per month. You have the option to purchase additional credits on an as-needed basis:
- 5,000 text credits \$10
 - 10,000 email credits \$10

10. Do my email and text credits roll over from the previous month?

- A.** No, they do not roll over to the next month and will reset.

11. Can you clarify what they mean by email credits?

- A.** The number of emails refers to how many recipients you can send an email to in one month's time. Unused credits do not roll over. Example: 1 email to 100 people counts as 100 email credits.

The number of texts refers to how many recipients you can send a SMS text to in one month's time. Unused credits do not roll over. Example: 1 text to 100 people counts as 100 text credits.

12. What do we have to do to set this up and what training will there be on using the system?

- A.** WSPTA staff will be working with PT Avenue and **memberplanet** to transition your data. You will find training information on the dedicated support page once it is live. We will keep you informed about the transition process and anything you need to do by regular emails.

13. When we elect our 2019-2020 officers, should we enter them in PT Avenue, or wait to enter them in memberplanet?

- A.** If you did not enter your 2019-2020 officers in PT Avenue before July 22, please email them (name, position, and email) to support@wastatepta.org. Staff will add them to newsletter email lists, so officers get the important information they need about the database.

14. We have noticed that there doesn't seem to be a volunteer organizing function. Are we just missing something?

- A.** No, **memberplanet** currently doesn't have a volunteer scheduler. Local PTAs can utilize the survey feature to collect volunteer preferences. The scheduling feature is currently on the roadmap to be added.

15. What is the interactive directory?

- A. PTAs have the option of exposing a directory for paid members. Members can view contact information (if the member chooses to have their data displayed) and additional information such as student grade or teacher. Members can connect socially on Facebook or Twitter or send messages in platform without exposing personal email information.

16. Can members sign up for our PTA memberships online? Can it also collect donations, event tickets, and spirit wear?

- A. Yes, all PTAs will have the option of being able to offer online membership dues collection on the included free plan. PTAs can also have multiple membership types and payment amounts such as individual, family, staff, and community.

If PTAs wish to upgrade, they will also have access to:

- Donation Sites
 - Give donors recurring and installment payment options and expand your reach with peer-to-peer fundraising. This is great for fun runs, technology campaigns, or school improvement projects.
- Event Registration
 - Allow members and non-members to register for any events such as carnivals, movie nights, ice cream socials, or family nights.
- Payment Forms
 - Payment forms can be used for a variety of different options such as merchandise sales, camp registration, donations, or school supplies. There are inventory controls so you are never over promising any items.

17. Will the basic website feature in memberplanet allow for restricted pages for members only?

- A. The basic website provides a four-page public website. In the upgraded package, unlimited pages and private member - only pages are available. A local PTA is also able to link their custom domain to their **memberplanet** website through the upgrade option.

18. Can you add an additional donation amount to your membership?

- A. Yes, you can collect donations within **memberplanet**'s donation module. This allows donors the flexibility of setting up a one-time or recurring donation. Additional features like text to donate, supporter pages, and giving levels are also included. Donors can designate where they would like their donation to be assigned to such as a membership scholarship, general fund, or technology improvements. The donation feature is included in the upgrade available to PTAs.

19. How can I update a member's email address?

- A. Go to the **memberplanet** admin portal. On the left navigation sidebar, click **Members**. Search the name of the profile you're looking to update. Click into the profile. Click **Edit** to the right of the contact. Update the email address. Watch a short video clip of how to update a member's email address.