# CHAPTER MENTORING CALL QUESTIONNAIRE

Date Chapter

President Telephone

***Note****:* Get your contact talking and then just listen. You may not need more than one or two of the questions. If your contact is relatively uncommunicative, the questions may help, but don’t turn the telephone call into an inquisition. Your goals should be to establish rapport, make your contact feel comfortable enough to contact you in the future and get a feel for what is working—and what is not working—in their chapter. Your experience in your own chapter can be drawn upon, and you may get some good ideas for your own chapter during the conversation. You should offer advice only if and when it is relevant. If the conversation gets sidetracked on problems your contact is having in his/her own law firm, do what you can to help and support him/her on a personal level. Again, your experience in your own law firm can be useful.

***Selection of questions*** *(pick the ones most comfortable for you):*

1. How are things going for your chapter?
2. What special projects are going on in your chapter right now?
3. Have you set any particular goals for your year as Chapter President?
4. What is your chapter’s most successful event?
5. How is your chapter doing financially? Do you want suggestions for fundraisers or anything? (If appropriate, ask if he or she has tapped into the business partner community, if the chapter charges dues, etc.)
6. What do you think are your chapter’s greatest strengths? Weaknesses?
7. Do you need any ideas for new programs?
8. Are you getting good volunteer participation from the members in your chapter?
9. Are you getting good attendance at meetings?
10. Are you attracting new members, considering a membership drive, or having to beat ’em off with a stick?
11. Have you considered a “mentor/buddy” program?
12. What issues are special to your chapter?
13. Are you getting enough support from your chapter officers?
14. How are you doing with leadership succession—for your position and other Board positions?
15. Is your chapter working with your local or state bar association? If not, have you thought about contacting them?
16. How are the business partners in your area? Are they supportive of your chapter and willing to sponsor educational speakers, chapter events or scholarships?
17. What kind of educational programs have you done? Any special ones coming up? (Let them know you are also interested in good speakers for your chapter.)
18. Does your chapter meet regularly as a group? How often? Are they usually lunch meetings?
19. Are you or someone else from your chapter planning to attend [the next ALA event: Business of Law Conference, Annual Educational Conference & Expo, CLI, etc.]?
20. Has your chapter decided whether it is going to participate in the Community Challenge initiative? If so, have you decided on a project?

***Personal questions****:*

1. How are you holding up in your leadership role?
2. Is there anything I can do to help you?

***Feedback for ALA****:*

1. Is there any specific information you need regarding regional or international activities or issues? (This can be especially relevant if asked shortly after CLI.)
   1. If relevant, tell them about the resources headquarters has available to them, such as, Speaker Leads (compiled list of speakers and topics in various chapters), the Chapter area on ALA Website, *Chapter Management Guide*, headquarters personnel and their expertise.
2. Are there any questions or information you want me to pass on to headquarters or to the ALA Board of Directors?

***Closing****:*

1. Ask if a chapter visit is needed and, if so, try to schedule. (If needed, please refer to the Chapter Visit Checklist for details.)
2. Be sure to ask if there anything else you can do for them or the chapter.
3. Thank the person for their time and ideas/concerns.
4. Leave your name/telephone number so if anything comes up they can contact you.

***Follow up:***

Do what you say you will do! If you promised to send materials or pass concerns along to someone, do it right away. If you believe there is a problem in the chapter that the Regional Director may not be aware let him/her know right away.