

PMI CAROLINA CHAPTER

HANDBOOK

Board Approved May 2026

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1. Introduction

This document provides "PMI Carolina Chapter" (hereafter called "The Chapter") Board of Directors and sub-committee members with a clear understanding of their roles and responsibilities.

Throughout this document, 'Chapter' refers to PMI Carolina Chapter and is capitalized consistently.

The document provides detailed information not contained in the Chapter's Bylaws. However, the Chapter's Bylaws take precedence over this document.

It is recommended that all Officers read the Chapter's Bylaws as a prerequisite to this document. It is also important to note that PMI's Code of Ethics provides overarching governance.

Board members presiding over individual program areas should consider developing additional documentation (procedures, job aids, etc.) to support the sustainability and success of the program.

This document is the responsibility of the Vice President of Administration and Governance of the Chapter and will be made available to all Chapter Officers for updates and ongoing reference.



2. Chapter Information

The PMI Carolina Chapter is organized as a mutual benefit, 501(c)(6) not-for-profit organization, which encompasses professional and business league-type organizations.

While we do not pay taxes, contributions to our organization are not tax-deductible in the same sense as a donation to a charitable foundation. However, membership dues and/or contributions may be deductible as a business or professional development expense. Members are encouraged to consult a qualified accountant or tax advisor.

Our organization is incorporated by the State of North Carolina and governed by the Chapter's bylaws and internal management rules and regulations.

Through its rebranding efforts, the Chapter is incorporated as **PMI Metrolina, Inc.**, doing business as (d/b/a) **PMI Carolina**, effective January 1, 2023. The use of this assumed name reflects and preserves the Chapter's legacy as PMI Metrolina.

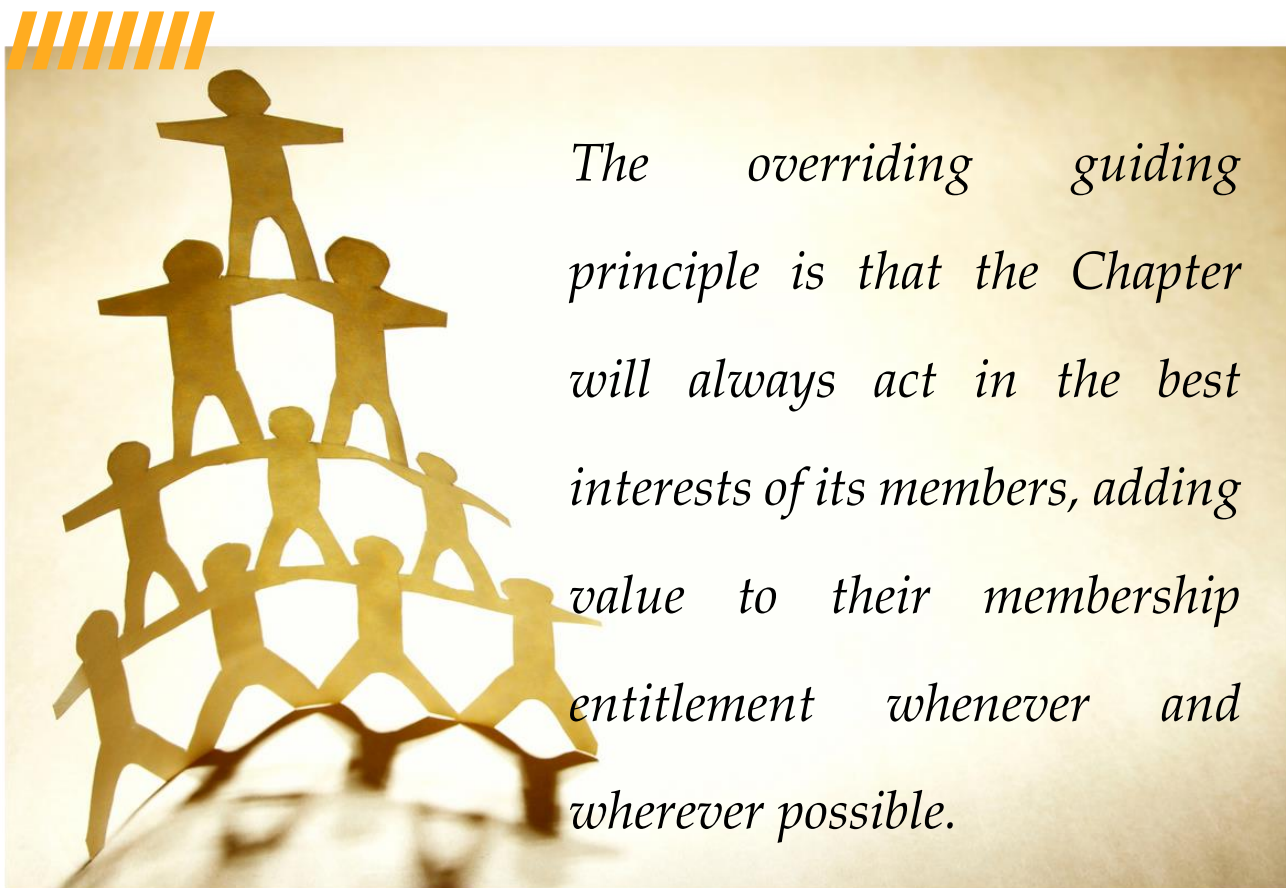


3. Guiding Principles

The Chapter operates on the basis that each Officer assumes responsibility for their program area, as defined in the Bylaws and this Handbook.

Governance of the Chapter is the responsibility of the Board of Directors, with members acting as Sponsors for specific Chapter Events or Programs as required.

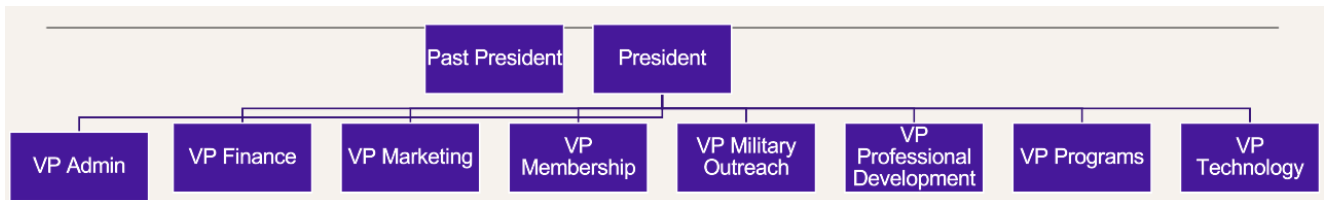
The Chapter will also work to advance the project and program management profession by partnering with academic, corporate, government, and complementary professional associations and organizations.



4. Chapter Management

4.1 Officers

The composition of the Board of Directors is detailed within the Chapter's Bylaws. This document provides more specific information on each Officer's roles and responsibilities, including procedures for processes conducted within their respective realms.



4.2 Nomination Process

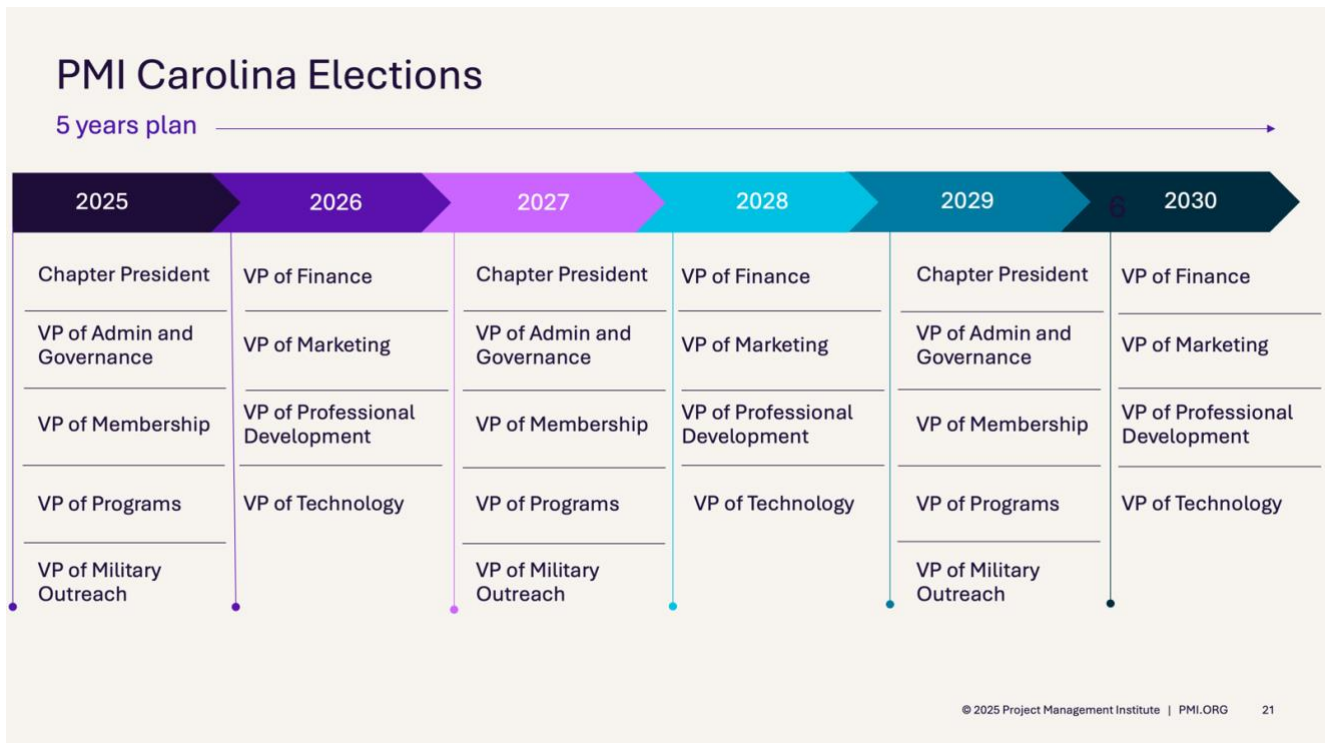
As part of the Board of Directors' succession planning process, the Vice President will nominate their successors for Board positions. The Board of Directors performs the succession planning process. The Vice President will nominate their successor for a Board position and develop a succession plan. If there are no objections from the Board, the candidate will be put forward. If there is no succession plan for a position, the PMI Carolina Chapter President will put forth a candidate.

There are two election cycles: even and odd, every other year, to ensure that there is minimal impact on the overall operations of the Chapter.

- President, Membership, Administration and Governance, and Programs are on “Odd Year” ballots, and
- Military Outreach, Professional Development, Marketing, Technology, and Finance are on “Even Year” election cycles.

Board Members agree to commit to a two-year term with each election, and pursuant to our by-laws, a Board Member can only serve a maximum of two terms

in the same officer role.



4.3 Election Process

A nomination form will be shared with the board. The candidate must be a member in good standing for at least two consecutive years.

An election committee will analyze the bios, and all names approved by the committee should be voted on by members. If only one candidate is nominated, it will be one candidate.

The Past President will preside over the official election ballot process in conjunction with PMI Global.

Voting typically lasts 3–4 weeks, and, in accordance with the specific timeline confirmed by the President, it is completed in an August/early-September timeframe.

An anonymous email is sent to all PMI Carolina Members. The voting options are:

- FOR,
- REJECT, or
- ABSTAIN.

The voting results are sent to the PMI Carolina President by the Past President upon closure of voting. In accordance with PMI policies, practices, procedures, rules, and directives, no funds or resources of PMI or the Carolina Chapter may be used to support the election of any candidate or group of candidates for PMI, PMI Carolina Chapter, or public office. No other type of organized electioneering, communications, fundraising, or other organized activity on behalf of a candidate shall be permitted.

The new officers are invited to attend the September, October, and November Board Meetings and encouraged to partake in planning for the coming year. Official responsibility, unless there is an Off-Cycle

The newly elected Board of Directors begins transition activities by shadowing the current Board of Directors position and working with the President and other officers who may assist with the onboarding.

Each officer receives the Chapter Handbook and Program Procedures that have critical information about PMI to work on a transition plan.

Replacement, the new Board Members take responsibility beginning January 1 of the year following their election.

4.4 Strategic and Annual Planning

The Chapter's Board of Directors is responsible for developing and maintaining the Chapter's strategic plan. The strategic plan will be delivered through various initiatives sponsored by the Board of Directors, using volunteer members from the Chapter. An annual plan is a component of this strategic plan that will be

submitted to PMI with the charter renewal.

The Chapter, in addition to the annual plan, will hold a semester plan and adjust its courses as necessary.

The kickoff/planning meeting should include:

- Status of the Chapter
- Information on Chapter processes
- Review of the duties of each officer
- Review of current strategic plan
- Review of the current event calendar
- Creation of goals for the upcoming year
- Onboarding and handover review: To ensure effective knowledge transfer between outgoing and incoming officers, each incoming Officer is required to complete and sign a Statement of Acknowledgment confirming review of the Chapter Bylaws, Handbook, and relevant procedures, with all records maintained in a shared repository accessible to the Board of Directors.

Goals for the current year will be announced at the January Chapter meeting and published with the February newsletter.

Each department should define KPIs (Key Performance Indicators) and describe how success is measured. Monthly, each Officer should report to the board their numbers and achievements.

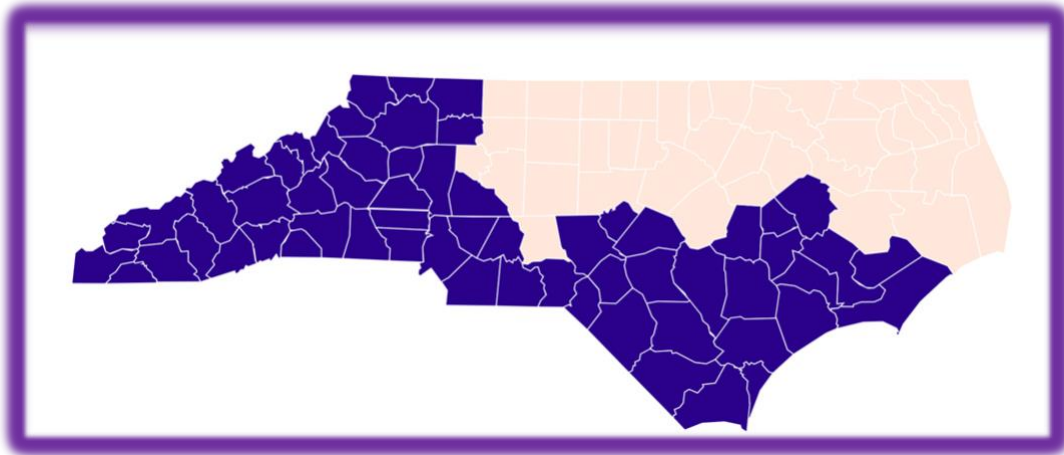
KPI should be reviewed annually to ensure continued alignment with Chapter goals and member value delivery.

Examples of KPIs are event participation and satisfaction, member growth and retention, and marketing engagement.

The Chapter President is responsible for ensuring that the strategic plan remains current, relevant, and consistent with the Chapter Vision, Mission, and Objectives.

Strategic meetings are held semi-annually to revisit the Chapter plan.

4.5 Community Reviews



The Chapter footprint extends through sixty-one counties in North Carolina with a dispersed membership. As membership changes and external factors facilitate economic changes, it is necessary to regularly review the community meeting locations to ensure that the process is still effective in the current locations, as well as the following:

- Each year, the Board of Directors will review the performance, participation, and potential participants based upon data from PMI through the ThoughtSpot reporting system and from member surveys issued by PMI Global and the Chapter.
- The review will determine the viability of existing communities as well as determine if new communities should be added, expanded, consolidated, or removed.
- Information resulting from the review will feed into strategic plans for the Chapter.

4.6 Chapter Charter Renewal

The Chapter President, using information from the Board of Directors as needed, submits the annual Charter Renewal to PMI Global through the Components System.

This published date is usually the end of March and includes provisions for submission of the Chapter's Annual Plan and receipt of the Chapter's tax filing. Besides the Chapter President's input, the Charter renewal requires financial input from the Vice President of Finance. However, Chapter officers are to be consulted to ensure the following sections are agreed and included:

- Contact Information
- Chapter Officers
- Financial Information
- Operational Performance



4.7 Board Meetings

The Chapter President will schedule Monthly Board of Directors meetings. Copies of all communications incoming and outgoing deemed “significant” by the Board member shall be attached to the report to be filed in the official records of the Chapter by the Vice President of Administration and Governance.

A draft agenda/presentation deck for the Board of Directors meetings will be prepared and distributed by the Chapter President one week before the scheduled meeting date. The Chapter President will prompt Board members to update their specific slides for report-out.

The Chapter President will chair each Board of Directors meeting or a previously agreed-upon rotation of facilitators. If the Chapter President cannot attend a meeting or prepare the agenda, the President must ensure that this is delegated to a Vice President.

All motions for approval by the board shall be duly recorded in the meeting minutes by the Vice President of Administration and Governance.

Motions shall be recorded in sufficient detail such that:

- The full extent of the motion
- Any qualifying criteria
- The individual who seconded the motion
- The final vote on the motion

4.8 Chapter Meetings

Chapter meetings are scheduled by Programs and published via supported channels. The Regional / Community Chapter meetings are designed to enable flexibility for more participation across the broad geographical area; to facilitate networking and peer mentoring in a smaller setting; and to allow participation in periodic community projects (local small/medium businesses, high schools/colleges, non-profit organizations, etc.) that are better adapted for smaller groups.

Accessibility is key and provides various locations for in-person and virtual meetings per month, as well as virtual meetings available on demand.

Virtual Regional meetings are held each month by each of the Five Regions, scheduled throughout the months from January through November. In-person meetings are planned for the Metro Region, and for East, West, Central, and North Regions as agreed upon by the Programs Leadership Team.

The Vice President of Programs and Program Directors are responsible for planning and managing all the arrangements for each regional / community meeting. The Program Director of Speaker Engagement is responsible for booking the speakers and presenters, as well as keeping the costs within the overall speaker budget. The

information shared by the Director of Speaker Engagement is then passed on to the Vice President and Directors of their respective regions.

Meeting topics are driven by the Talent Triangle for a balanced PDUs (Professional Development Units) for our members. Programs are to be focused on promoting the Chapter's purpose, achieving its goals, and providing valuable content to all our members.

Program Regional Directors are responsible for managing the speaker relationship, obtaining all the required deliverables, coordinating with the Programs Event Chair to ensure the events are published by the 20th of the preceding month, and collecting participants' names for processing PDUs. The events are inputs that are used by Marketing (for promotions). Additional Director duties include creating surveys, conducting post-event analysis, and reporting back to the Vice President of Programs.

Program Chairs are responsible for any final pre-meeting, meeting facilitation, managing the breakout sessions/chat room, capturing attendance and speaker relationship on the day of, and any post-meeting information to share back to the Director.

The PDUs will be processed within 24 hours of the event for each participant as a benefit of PMI Carolina membership by the PDU team.

4.9 Chapter Event Guidelines and Communications

It is a goal of the Chapter to ensure its membership obtains adequate advanced notice of all chapter events. To this end, it is the policy of the Chapter that upcoming programs and events are announced in the Chapter newsletter and on the Chapter website at least one month in advance of the event.

In addition, upcoming programs and events are announced prior to the event or as the specific communication plan indicates.

Events that require Chapter member volunteer participation are either planned or scheduled by the members of a community meeting. These events are focused on providing a service to the community and promoting the Chapter as appropriate.

The Vice President of Professional Development is responsible for planning and managing all the arrangements for educational events (e.g., PDD (Professional Development Day), Saturday PDUs, ATP (Authorized Trainer Partner) partnership to offer certification prep courses).

Professional Development is responsible for providing and requesting updates about professional development events to the appropriate Administration chairperson to update the PMI Carolina website with the event information.



The Vice President of Marketing is responsible for coordinating all the details for all partner events.

4.10 Event Attendance

Members of the Board of Directors and their teams are expected to attend and support Chapter-sponsored events. In support of this expectation, the Board of Directors members are exempt from having to pay the meeting fees.

Additionally, volunteers in Director and Chair positions are expected to attend quarterly Chapter-sponsored events per year.

The PDD registration fee is waived for the Board of Directors, Directors, and Chairs volunteering actively for that event. All other volunteers will receive a discount coupon.

In some cases, in-person and virtual events may have a small registration fee to help cover the costs. It will be announced at the event registration.

4.11 PMI Global Correspondence

All Global communication is provided by the Chapter Officer according to the Chapter System.

4.12 Quarterly Meetings

The Chapter will host a quarterly meeting with the members. In this meeting, the Chapter President will present a Summary of the Chapter's accomplishments, challenges, and objectives for the quarter, and outline any strategic initiatives that the Board of Directors has committed to on behalf of the Chapter.

The Vice President of Finance will present the Chapter's financial situation.

The meeting will be virtual to allow all members to participate.

4.13 Contract, Procurements, and Agreements

All contracts are to be reviewed and signed by the President or the Vice President of Finance when specifically designated by the President. As a rule, the legal commitments of the Chapter should be formalized by a contract or purchase order. Each Vice President is authorized to execute purchases for their normal activities if the Board of Directors has approved these general area expenditures under the annual budget (e.g., purchase of books or printing and copying costs in support of educational programs).

For contracts or purchases that are outside the normal budgeted expenditures of the Chapter, a special Board of Directors vote is required before entering the contract or purchase. In these cases, the President or Vice President of Finance

should be the one signing the contract or purchase agreement.

In all cases, a copy of the signed contract or purchase agreement must be sent to the Vice President of Finance and placed with the Chapter's financial records. The Vice President of Finance is responsible for maintaining copies of all signed contracts or purchase agreements.

4.14 Global Events

The Board of Directors will rotate participation in PMI Global events, such as the Summit or LIM - Leadership Institute Meeting.

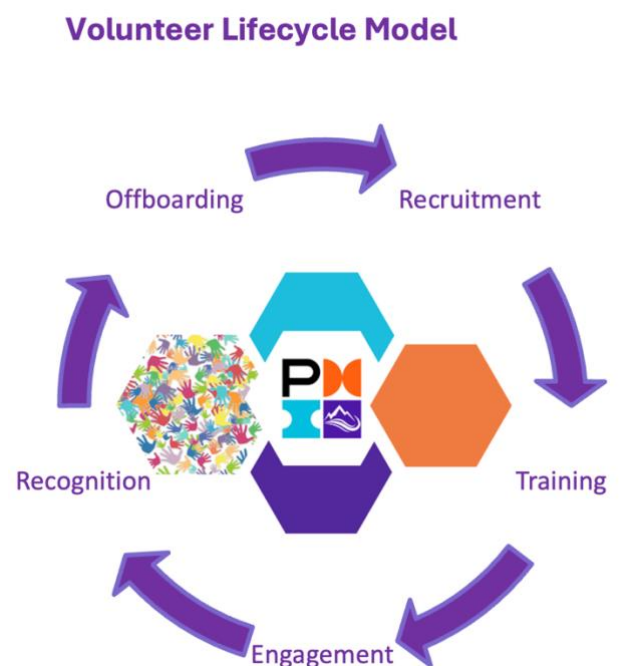
The Chapter will pay the expenses for the President and one additional member, according to the last participation.

Participants should remain at the event, unless an emergency occurs.

4.15 Volunteer Lifecycle

The Chapter follows a structured Volunteer Lifecycle model to ensure consistency, engagement, and sustainability of volunteer operations.

1. Recruitment: All departments are responsible for opening a position to the Volunteer Engagement Platform (VEP) with a role description, duties, and start and end dates of the position. Normally, each volunteer position is held for one year.
2. Onboarding checklist: Each department should hold a volunteer



checklist with access to the tools, training, and materials to perform the duties.

3. Training: The Chapter has many tools used to run the business. Each Director is responsible for training their volunteers in the tools. Also, the processes to execute their role.
4. Engagement: All volunteers receive full access to Chapter meetings, except on Professional Development Days, which are restricted to a discount with 100% for those who are dedicated to the event. Other than that, this is a benefit of being a PMI Carolina volunteer.
5. Offboarding/transition: At the end of the volunteer term, the Vice President should close the volunteer position on VEP on the last day of volunteer activities. Remove any access by opening a ticket to the technology team, and move the volunteer's name from all communications, including the Volunteers spreadsheet, to the Previous Volunteer tab.

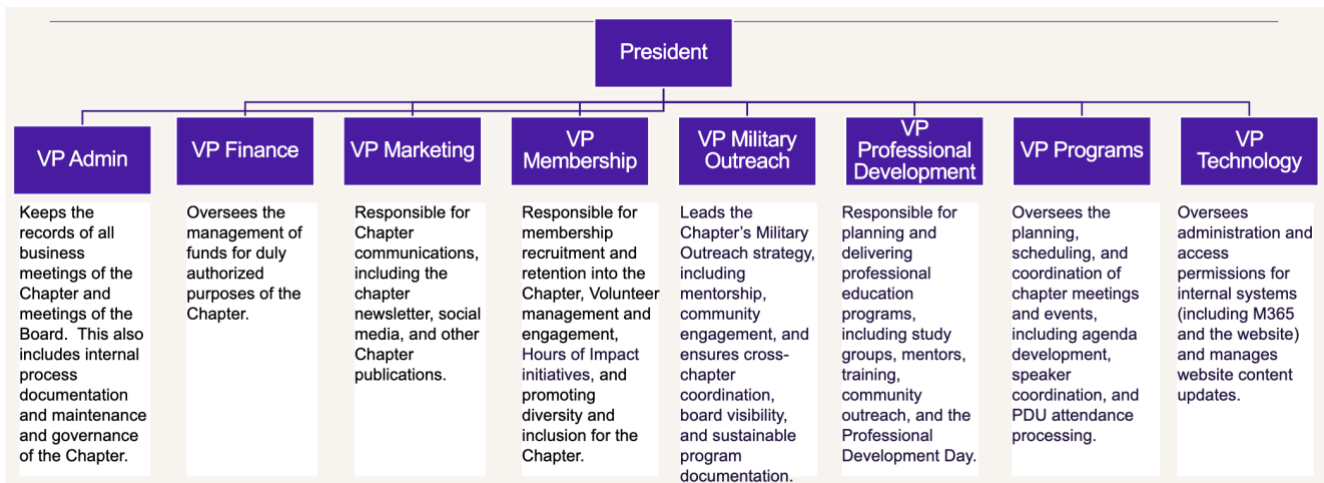
5. Chapter Departments

5.1 Department Overview

The Chapter operates in eight areas to successfully carry out its objectives and goals.

The program areas are led by Board Directors and volunteers. Each Board of Directors represents the following department within the Chapter and is responsible for creating strategy, direction, and execution plans for volunteers within each area.

Vice Presidents are also responsible for developing and posting job descriptions on the Chapter website to solicit volunteers for their area.



5.2 General Responsibilities

The positions of the Board of Directors members are detailed within the Chapter's Bylaws.

This document provides more detailed information on each Officer's Roles and Responsibilities. All Officers shall be Chapter members in good standing. However, officers are not required to hold a PMI credential.

General responsibility common to all Officers:

- Represent the PMI Carolina Chapter and remain in good standing.
- Develop goals for their area and support the Chapter's goals.
- Participate in Chapter activities and additional duties assigned by the Board of Directors during Board of Directors Meetings. Refrain from missing two (2) consecutive Board of Directors meetings and three (3) meetings per year.
- Provide a proxy to attend the Board of Directors meetings in their absence.
- Recruit, Mentor, and Retain Volunteer Leaders.
- Keep members' personal information private.
- Maintain effective communication at regular cadence and share direction and updates discussed in the Board of Directors meetings, where applicable.
- Adherence to PMI and PMI Carolina branding specifications in all

communications, presentations, materials, website, social media, and all other internal and external materials.

Maintain communication by:

- Responding promptly to all Chapter communications from the Board of Directors, their team and Chapter members.
- Notify the Vice President of Administration and Governance of any change of address, phone, email, etc.
- Notify the Chapter President of any expected extended absence. Submit articles for marketing information according to the publication schedule, as appropriate.

Each Officer is responsible for ensuring that the areas of the website pertaining to their team's program area are kept current and up to date. The actual updates to the team web pages should be coordinated with the Marketing and Technology teams.

Additional duties of the Officers are:

- Assist with the preparation of the Annual Charter Renewal.
- Prepare monthly status reports for presentation at Chapter Board of Directors meetings.
- Seek out and develop volunteers within their area as potential candidates for succession planning.
- Maintain and deliver all permanent records to the position's successor.
- Develop chairs and directors to further develop the required skills for the position.
- Identify and develop potential successors and provide feedback to the Board of Directors every six months on their progress.
- Adhere to all the policies of the Chapter, including the Board of Directors Code of Conduct.

- Attending a regional or global PMI Leadership Institute Management conference during their tenure, as budgets permit.

5.3 Chapter President

The Chapter President succeeds to this position from their previously elected position as one of the Vice President positions.

The Chapter President shall act as Chairperson of the Board of Directors. The Board of Directors shall be solely responsible for the management of the affairs of the Chapter. The Chapter President represents the Chapter at any PMI event attended by the Chapter. At the end of their term as Chapter President, they succeed to the office of Past President.

Chapter President Roles and Responsibilities:

- Direct the Board of Directors' activities towards Chapter goals and objectives, including the development and maintenance of the Chapter Strategic Plan.
- Call and preside over all Chapter meetings as Chairman of the Board of Directors. Appoint replacement Board members to vacant positions, subject to the Board's approval.
- Ensure that incoming Officers are formally and adequately briefed on the Chapter Bylaws, Handbook, and Strategic plan before the first Board meeting of the incoming Board of Directors each year.
- Distribute all recurring and other PMI Global correspondence to Officers promptly.
- Submit to the appropriate PMI representatives and PMI Global for an annual application for charter renewal, pursuant to the Local Chapter Guidelines and Policy Handbook. The Vice President of Finance shall assist in the

compilation of the application.

- Represent the Chapter, or appoint an appropriate alternate, as a member of the PMI Region 5 committee.
- Develop and manage good sponsorship relationships within the communities we serve.
- Ensure that the Chapter shall be adequately and appropriately represented in all outside activities. This shall mean that the President shall personally represent the Chapter wherever and whenever possible.
- Represent the Chapter, or appoint an appropriate alternate, at Region 5 and PMI Global Sponsored Leadership Conferences held in North America.
- Prepare and distribute the agenda for monthly Board meetings and chair such meetings as needed.
- Chair Chapter events as required.
- Make presentations/speeches on behalf of the Chapter.

In addition to the specific tasks set out in this section, the Chapter President will be obliged to assist the Board of Directors in all matters for the purposes of meeting the Chapter's objectives as set out in the Bylaws.

Because the President, along with the Vice President of Finance, is jointly responsible for the Chapter's finances, they will need to be able to pass a credit check by the bank to be on the Chapter's banking records. Any indication of a Chapter 11 status on the Presidential Candidate's record will prevent them from moving into the Chapter President role on the Board of Directors.

The outgoing Chapter President is expected to take on the role of Past President to promote continuity and effectiveness of the Board of Directors. The roles and responsibilities of this office are detailed below.

5.4 Administration and Governance

The Administration and Governance department is responsible for addressing governance and policy issues as well as ensuring internal Chapter communications are completed in support of all Chapter activities.

Vice President of Administration and Governance Roles and Responsibilities:

- Assist the President with applying for PMI awards to recognize outstanding Chapter programs or individual achievement as appropriate.
- Maintain accurate records of Board of Directors meetings, including the preparation and distribution of meeting minutes, in coordination with the Chapter President.
- Manage liaisons as assigned to ensure a proper level of participation and support.
- Assist in the conflict resolution process as required.
- Review, recommend, and perform regular Chapter Handbook updates and reviews.
- Co-facilitate the bi-annual review of succession and strategy plans with the President.
- Support and maintain the Board of Directors orientation processes.
- Ensure the copies of the Chapter Bylaws and the Board of Directors Code of Conduct in the Handbook are signed by the Board of Directors.
- Where possible, a Chapter Secretary can be appointed to assist the Vice President of Administration and Governance with meeting notetaking.
- Maintain and assist with processing documentation to support the sustainability of the program and its successors.

5.5 Finance

The Finance program area oversees the management of funds for authorized purposes of the Chapter. The Vice President of Finance ensures that the Chapter's funds are appropriately forecasted and budgeted to meet the needs of the Chapter. Because the Vice President of Finance is responsible for the Chapter's finances, this person will need to be able to pass a credit check by the bank to be on the Chapter's banking records.

Vice President of Finance Roles and Responsibilities:

- Serve as the Chief Financial Officer for the Chapter.
- Manage all Chapter monies, including the receipt of all dues, contributions, and guest payments, the payment of all Chapter bills as directed by the Board of Directors, and the accounting of all Chapter bank accounts and other financial activities.
- Manage all Chapter procurements.
- Arrange for the co-signature of the current Chapter President and appropriate Chapter Vice President on all Chapter banking accounts, as required.
- Prepare an operating budget, with the approval of the Board of Directors, for the planning of Chapter activities.
- Prepare financial reports on the activities and the financial status of the Chapter for submittal to the Board of Directors each month.
- Oversee the Chapter's participation in the PMI Component Insurance Program and maintain copies of current insurance documents and special event forms.
- Maintain copies of all contracts and purchase agreements signed by the Chapter President.
- Ensure all tax records are maintained, and tax filings are made on time as required by law.
- Turn over all Chapter financial records to his or her successor and receive a

signed receipt indicating the turnover.

- Prepare reconciling the books by January 1 and May 1 for approval of the Board of Directors.
- Prepare financial information for the annual Charter Renewal. Maintain process documentation to support the sustainability of the program and its successors.
- Process the reimbursement agreed between the Chapter and Global.

5.6 Marketing

The Marketing department provides marketing for chapter events, potential members, Chapter partners, the business community, and the community at large.

Vice President of Marketing Roles and Responsibilities:

- Develop a comprehensive marketing program.
- Direct all Chapter activities relating to the publication of the Chapter and of the purposes and objectives of the Chapter and of PMI to the public.
- Maintain and manage an information display of PMI literature and publications at each Chapter meeting, when applicable.
- Prepare and transmit newsletters and email campaigns to the Chapter Stakeholders to keep members informed about Chapter business and activities.
- Create and maintain the Chapter's social media policy.
- Work with other Board of Directors members and committee chairs to ensure the Chapter's website is up to date, ensuring proper communications flow (including but not limited to distribution list).
- Actively work with local business-related organizations and publications to promote professional project management and its benefits.

- Work to build strong relationships between the Chapter and local businesses that encourage these businesses to promote membership in the Chapter as a viable means of expanding individual project management skills.
- Develop and maintain strong relationships with potential and existing corporate and educational partners.
- Promote upcoming programs and events in other online and social media groups as appropriate.
- Assist in notifying the membership and PMI promptly (two weeks minimum as best practice) as to all scheduled general meetings, their locations, dates, and subjects, as well as to all other Chapter business, which requires notification of the membership.
- Ensure all sponsors of chapter events receive the appropriate recognition as outlined in the arrangement with the sponsor (e.g., Logo, recognition).
- Ensure the PMI Global marketing is applied to all internal/external communications.
- Maintain process documentation to support the sustainability of the program and its successors.

5.7 Membership

The Membership program area promotes membership activities for the Chapter and publicizes the efforts of the Chapter in promoting its purpose to the local communities. The team oversees membership records, volunteer recognition, and Diversity, Equity, and Inclusion activities.

Vice President of Membership Roles and Responsibilities:

- Plans and executes the annual membership celebration event, which normally occurs in November.

- Plans and executes the annual kick-off event, which usually occurs in January/February.
- Analyzes data and trends of PMI members and potential members in the Chapter's service area using PMI's reporting system, ThoughtSpot.
- Develop a membership campaign, which will encourage the participation of all levels and all types of project management professionals within the service area of the Chapter.
- Maintain the membership drive.
- Determine and publish the list of new members, new certification holders, and volunteer openings for use in the newsletter and /or at the Metro Region Meeting.
- Annually review member and prospect densities to assess if a new community should be formed.
- Ensure surveys of current and non-renewing Chapter members are conducted as appropriate to provide an analysis of how well the Chapter is providing a value-added proposition to the membership. Review and analyze the results of the PMI Annual Survey and provide the Board of Directors with the analyzed results.
- Update and execute the Chapter Membership Survey and provide the Board of Directors with the analyzed results.
- Maintain process documentation to support the sustainability of the program and its successors.
- Oversee the Chapter's yearly awards and recognition programs for volunteers.
- Seek out and develop volunteers.

- Responsible for training Board Members on how to create volunteer opportunities on the Chapter website to solicit volunteers for their area and help manage the volunteer list and its engagement.
- Oversee the Diversity, Equity, and Inclusion Program and ensure the board has visibility into activities and processes.

5.8 Professional Development

The Professional Development program area hosts and promotes the activities of the Chapter that target the professional development and certification of the membership, to include the Chapter Scholarship Program, Mentoring program, and Community Outreach.

Annually, the team coordinates the Chapter's Professional Development Day and supports any special events of the Chapter. Both virtual and in-person meetings are to be planned for accessibility.

Vice President of Professional Development Roles and Responsibilities:

- Develop and maintain a long-range program for the professional development of the Chapter membership.
- Develop and maintain a program to assist the members of the Chapter in their efforts to attain certifications.
- Increase the number of student members each year and increase Chapter visibility/activity at both the high school and university levels.
- Act as Chapter liaison with PMI Global for member certification requirements and testing.
- Maintain up-to-date listings and keep the membership informed of the resources available for training.
- Oversee the conduct of study groups offered by the Chapter.

- Oversee plans and activities alongside the PMI Director of Training, PMI Director of Professional Development Day, or other appropriate PMI officers, concerning ongoing and special professional development and training topics.
- Coordinate with other Chapters in PMI Region 5 in expanding educational and developmental opportunities for Chapter members.
- Work directly with the universities to which the Chapter has sponsored scholarships to address any administrative or informational needs. Pursue outreach programs to schools and universities to advance professional project management as a career path for students.
- Maintain process documentation to support the sustainability of the program and its successors.
- Promote the active volunteerism of Chapter members with local schools and universities in expanding the emphasis of project management within their curricula.
- Work directly with large and small businesses within the Chapter's service area to promote the advancement of professional project management as a viable course of action for attaining stronger business success.
- Direct the presentation and conduct of special seminars, meetings, or colloquiums, which the Chapter may choose to present.
- Oversee the Chapter's Scholarship Program in support of PMI Carolina's Education Outreach Team.

5.9 Programs

The Programs area oversees events for monthly Regional and Community meetings. The team also supports initiatives outside of professional development

offered at monthly Chapter meetings and processing PDUs for qualifying events.

Vice President of Programs Roles and Responsibilities:

- Define themes, tone, and strategy for Programming for the Year. Consider costing models and adjustments as needed.
- Direct the preparation and presentation of programs relating to project management for Regional /Community meetings across all regions. The content of the theme programs shall be supportive of the objectives of the Chapter.
- Ensure technology is fit for purpose for various events, conduct surveys, and provide analysis and trends on events.
- Arrange for speakers to present/facilitate Regional and Community meetings/events, verify the quality of presentations, and obtain all documentation needed for PDU credits and the Chapter communications.
- Manage in a timely manner all physical and financial arrangements for all general membership meetings. Coordinate the special requirements of the meeting of other officers and arrange with the facility providers for seating arrangements.
- Provide the Board of Directors with information on upcoming activities and events in a timely manner to support Chapter communications and publicity.
- Maintain process documentation to support the sustainability of the program and its successors.
- Produce the data required to submit to PMI to create PDU codes and the PDU registration information for chapter-sponsored events. The Chapter supports PDU processing for recent activities completed within the last 24 months. Any earlier PDUs must be submitted by the member, such as the volunteering hours.

5.10 Technology

The Technology program area develops and oversees the implementation of a comprehensive technology strategy, systems, and processes that align with the business needs of the Chapter.

The team develops integrated plans to provide both strategic advantage and optimized operations needed by the Chapter.

Vice President of Technology Roles and Responsibilities:

- Coordinates with the Marketing team in the operation and maintenance of the Chapter's website.
- Oversee administration of Chapter technology systems, including website, email, authentication platforms, shared mailboxes, and mail forwarding.
- Develop and maintain information security policies for the Chapter in alignment with PMI's policies, practices, and procedures.
- Develop and implement the Chapter's technology strategy and roadmap, including defining and achieving aligned technology goals and communicating the current and future state of systems.
- Provide oversight to technology volunteers, such as the webmasters, or approved contracted technology personnel. Ensure technology projects are planned, designed, and implemented as expected.
- Maintain process documentation to support the sustainability of the program and its successors.
- Maintain technology inventory, manage access rights, ensure licensing compliance, and oversee backup, archiving, and risk management practices.
- Monitor system performance, identify technology needs, recommend enhancements, and collaborate with stakeholders to support business capabilities.

5.11 Military Outreach

The Military Outreach program area oversees initiatives to collaborate within the community and utilizes resources to assist the communities the Chapter serves (e.g., Military Outreach and Mentoring program).

Vice President of Military Outreach Roles and Responsibilities:

- Manages and promotes the Chapter's Military Mentorship Program.
- Develop and implement strategies and initiatives that support the Chapter's Military Outreach Program.
- Oversee the Community Outreach and ensure board visibility into activities, processes, and financial management.
- Coordinate with various program areas across the Chapter to provide professional development and training opportunities to members involved with these outreach programs.
- Support initiatives that promote membership involvement in the communities across the Chapter's footprint.
- Maintain process documentation to support the sustainability of the program and its successors.

5.12 Past President

At the end of the term as Chapter President, or if a new Chapter President assumes responsibility for the role during the term, the outgoing Chapter President succeeds to the office of Past President.

If the outgoing President is unable or unwilling to serve, the Board of Directors will appoint a past president to serve in this advisory role.

Past Chapter President Roles and Responsibilities:

- Assist the Chapter President in directing the activities of Officers towards achieving Chapter goals and objectives and liaise with PMI when required.
- Assist in the preparation and conduct of any special projects, seminars, or meetings in support of other Board of Directors members, or in liaison with any project manager appointed for a specific project, which the Chapter decides to undertake.
- Assist with the election of new board members as needed and ensure adherence to any nomination policies and procedures, including communicating with the membership of the Chapter's election processes and election results.

5.13 Director Positions

Each Vice President position has one or more of these positions to support program area operations. The role is selected for one term and will serve as a non-voting member of the Board of Directors.

Supporting Position (Director) Roles and Responsibilities:

- Serve as the support role for the discreet functions of the Vice President role they are assisting.
- Assist the associated Vice President in the execution of their role.
- Fill in for the associated Vice President at any function or event where the Vice President is unable to attend.
- Attend at least four Chapter-sponsored events virtually or in-person a year.
- The Directors will be invited to attend quarterly Board of Directors meetings each year.
- The Director's position in general is two years term, but it may vary depending on the role.

5.14 Chairperson

Each Director position has one or more chairpersons to support program area operations.

Chairperson Roles and Responsibilities:

- Overall responsibilities depend on the department in which the person is volunteering.
- Assisting the director in the proposed capacity according to the roles and responsibilities shared during the recruitment.

6. Chapter Awards and Recognition

The Chapter is committed to recognizing and celebrating volunteers, board members, and project teams who demonstrate outstanding service, leadership, and commitment to the Chapter's mission and community impact.

6.1 Volunteer Recognition Program

The Chapter will recognize volunteers throughout the year for significant contributions, engagement, and service excellence.

- Quarterly, volunteers may nominate peers who have demonstrated exceptional commitment and performance beyond their assigned responsibilities.
- Recognition nominations will be collected through surveys or official Chapter nomination forms.
- Recognized volunteers may be featured in Chapter newsletters, social media, and member communications.

- At the annual End-of-Year Celebration, the Chapter will formally recognize outstanding volunteers and Board members based on contributions made throughout the year.
- The Vice President of Membership and the Membership team will collect, and review nominations submitted during the year and facilitate the recognition process.

6.2 Chapter Awards Process

The Chapter may present annual awards to recognize exceptional volunteer service, military outreach efforts, and community impact initiatives.

- Each award category will have a designated nomination form and submission deadline.
- Completed applications must be submitted to the contact information provided in the official award communication.
- The Membership team will review all applications, discuss candidate qualifications, and select finalists for each award category.
- Final award recipients will be announced during the annual member or year-end celebration event.
- The Board of Directors may participate in the final review and voting process, including recognition of outstanding Board leadership contributions.

6.3 Award Evaluation Criteria

Nealand M. Lewis Sr. Volunteer of the Year Award

Applications will be evaluated based on:

- Importance and impact of the volunteer role performed.
- Quality of accomplishments, results, and outcomes delivered.

- Level of commitment, engagement, and time dedicated to the Chapter.
- The degree to which the volunteer exceeded assigned responsibilities and expectations.

Richard Sabedra Volunteer Service Award

Applications will be evaluated based on:

- Importance and impact of the volunteer role performed.
- Quality of accomplishments supporting military Chapter members.
- Level of commitment, engagement, and time dedicated to military outreach activities.
- The degree to which the volunteer exceeded assigned responsibilities and expectations.
- Contributions toward the execution and engagement of the Military Outreach Program across the Chapter footprint.

6.4 Management of Chapter Scholarship Awards

The purpose of the Chapter's scholarship is to provide financial assistance to active members of the Chapter in pursuit of a project management certificate or degree. Costs for classes not aligned to a PM Certificate or a PM degree will not be considered. Scholarships are granted based upon financial need, activity levels within the Chapter, and funds available from the Chapter.

The Vice President of Professional Development manages the process and gathers all required documents before delivery to the selection committee for selection. Selection is made by a majority vote. The total funds available will be determined at the beginning of the calendar year when budgets are finalized. The Board of Directors will determine the amount to include in the fund and the amount available for each scholarship at the beginning of the year. The Vice President of Finance will track the amounts provided against the budgeted amount.

The membership will be informed in January that the application process has begun. The window to take applications will be open beginning July and until the last day of August. The selection committee will review and select the recipients for the award in August. The Vice President of Professional Development will reach out to the recipients to inform them of the results immediately after the selection committee's selection.

The recipients will be published in the September newsletter and shared at the August Chapter meeting. Applicants not selected will be informed before the August newsletter distribution.

Criteria for the Frank Clemente Scholarship Award

- Applicant is entering, or continuing, a Project Management certificate or degree program in an accredited school (ex. Wake Forest, University of North Carolina Charlotte, Central Piedmont College, Northeastern, Western Carolina University).

The certificate or degree program does not need to be PMI Global-accredited. Proof of registration must be provided upon application for the scholarship. An outline of the certificate or program coursework must be provided upon scholarship application.

- Recipients are eligible for two awards if the student maintains a GPA of 3.0 or above or a status of Pass in a pass/fail course. The second award is not automatic.
- The applicant applies for the scholarship and is evaluated with the other current applicants. In addition to the standard application criteria, a copy of the GPA (Grade Point Average) is required.
- The Vice President of Professional Development will document and maintain a roster of all recipients and applicants. These are the Applicant criteria:
 - Must be an active Chapter member for at least 1 year and be in good

standing upon application.

- The application is a self-created document (MS Word or PDF format) containing a two-hundred-word or fewer essay to describe why the recipient wants to pursue a career in project management.

The application process is as follows:

- The Vice President of Professional Development must form the scholarship committee for the selection of candidates and work on the process.
- The process will be shared in the Newsletter to inform the membership that it is open.
- All the information about the program will be on our website.
- The Vice President of Professional Development scholarship committee will:
 - Receive the applications and provide the evaluation.
 - Notify selected applicants of their status immediately upon selection.
 - Inform unselected applicants before the newsletter distribution and website updates.
 - Update the log accordingly and share results with the Board of Directors.

Upon the selection, the winners will receive the scholarship value from the Chapter.

6.5 Data Privacy and Security

The PMI Carolina Chapter is committed to protecting the confidentiality, integrity, and availability of its data. All Board members and volunteers are required to adhere to the following data privacy and information security practices:

- Data Protection and Confidentiality:

All member, volunteer, and Board information must be treated as confidential and handled in accordance with applicable data protection standards. Unauthorized disclosure, sharing, or misuse of Chapter data is strictly prohibited. The members' list requests, which are often, particularly from speakers and sponsors, are prohibited.

- **Contact Information Management:**
Member and Board contact information must not be publicly disclosed or shared outside of approved Chapter platforms without explicit authorization from the Board of Directors.
- **Official Communication Channels:**
All external Chapter communications must be conducted exclusively through authorized Chapter communication channels (e.g., official Chapter email accounts). Personal email accounts must not be used for official member-facing communications.
- **Financial Communication Security:**
The Chapter will never request or transmit sensitive financial information (e.g., banking details, payment credentials) via email. Any financial transactions must follow approved financial procedures and secure channels.
- **Access Control and Permissions:**
Access to Chapter systems, tools, and data must be granted based on role-specific responsibilities and approved by the Technology function. Access must be reviewed periodically and revoked promptly upon role transition or departure.
- **Compliance and Accountability:**
All volunteers and Board members are responsible for complying with this policy. Any suspected data breach, phishing attempt, or unauthorized

access must be reported immediately to the Vice President of Technology and the Board of Directors.

6.6 Sponsorship Guidelines

The Chapter recognizes sponsorships as strategic partnerships that enhance the value, reach, and impact of Chapter programs and events. Sponsorship opportunities should be developed with a partnership-focused approach that aligns sponsor objectives with the Chapter's mission, member experience, and professional standards. In addition to supporting operational and event-related costs, sponsorships should provide meaningful value to members through educational opportunities, networking, industry insights, and enhanced event experiences. All sponsorship engagements should include a clear value proposition, defined expectations, and transparent communication to foster long-term relationships and mutual benefit between the Chapter and sponsoring organizations.

Sponsorship comes in various forms, and not all sponsorships are based on cash alone.

Types of sponsorship:

1. Cash Sponsorships

Cash sponsorships are the Chapter's primary sponsorship model, where organizations provide direct financial support in exchange for promotional visibility, branding opportunities, and member engagement. These sponsorships help support Chapter operations, professional development events, networking activities, community initiatives, and member programs.

- The Chapter may offer tiered sponsorship packages (such as Platinum, Gold, Silver, and Bronze) to accommodate organizations with different budgets and

engagement goals. Each level should provide clearly defined visibility, recognition, and participation benefits.

- Sponsorship opportunities should communicate a clear value proposition, including audience reach, brand exposure, networking opportunities, and member engagement benefits, to help sponsors understand the return on investment (ROI) associated with their support.
- The Chapter may collaborate with sponsors to tailor sponsorship opportunities based on organizational goals, including branding opportunities, event participation, speaking opportunities, or special activations, while remaining aligned with Chapter policies and standards.
- Sponsorship commitments must remain realistic, achievable, and clearly documented. The Chapter should deliver all agreed-upon benefits as contracted to maintain sponsor trust and long-term partnerships.
- To ensure fairness, transparency, and consistency, all sponsorship packages must include standardized benefits and recognition levels. Additional benefits outside approved sponsorship levels should be limited and formally reviewed to avoid inconsistencies among sponsors.

2. In-Kind Sponsorships

In-kind sponsorships allow organizations to support the Chapter through donated products, services, venues, technology, catering, printing, marketing support, or other non-monetary contributions that enhance chapter events and operations. These partnerships help reduce operational costs while improving the overall member and attendee experience.

- All in-kind sponsorships should include a clear agreement outlining the products or services being provided, delivery expectations, timelines, quality standards, branding opportunities, and responsibilities of both the sponsor

and the Chapter.

- In-kind sponsors should be recognized in Chapter communications and promotional materials, when applicable, including event signage, newsletters, social media, websites, presentations, and event acknowledgments.
- The Chapter may tailor in-kind sponsorship opportunities to align with the sponsor's services, expertise, or business goals, while ensuring the sponsorship supports the Chapter's mission, member value, and event objectives.
- Although no direct financial contribution is exchanged, all in-kind sponsorships must be formally documented to ensure transparency, accountability, and alignment on deliverables and expectations for both parties.
- The Chapter should evaluate in-kind contributions based on relevance, quality, operational impact, and overall value provided to members, attendees, and Chapter initiatives.

3. Media and Promotional Partnerships

Media and promotional partnerships support the Chapter through advertising, marketing exposure, public relations, social media promotion, podcast features, newsletters, blogs, interviews, and other communication channels that increase awareness of Chapter programs, events, and initiatives. These partnerships help expand the Chapter's visibility, strengthen community engagement, and promote member value across professional networks and audiences.

- The Chapter may collaborate with media partners to promote chapter events, professional development opportunities, networking activities, volunteer

initiatives, and community programs through digital, print, audio, video, or social media channels.

- Media partners may receive branding opportunities, recognition, event access, sponsored content opportunities, or speaking and interview participation, as approved by the Chapter and aligned with Chapter policies.
- The Chapter may provide media partners with access to event highlights, speaker interviews, behind-the-scenes content, member success stories, or other promotional materials that support mutual visibility and engagement opportunities.
- Collaborative promotional activities, such as giveaways, contests, campaigns, podcasts, livestreams, or social media activations, may be used to increase event awareness, attendance, and member engagement.
- The Chapter should prioritize building long-term, professional relationships with media and promotional partners that align with the Chapter's mission, values, brand standards, and member experience objectives.

For the sponsors that are participating in an in-person event, they are welcome to have cards for members to join their lists by providing contact details. We encourage the sponsors to interact with the participants and have it as an option for a follow-up conversation.

6.7 Communication Guidelines

The expected response time for Chapter communications is within three (3) days, recognizing the volunteer nature of all roles.

Our internal channel for communications between the Chapter board and all volunteers is MS Teams and email. Messages may be used when both parties have agreed to share personal contact information.

The Board communication cadence is constantly updated as the team needs to

engage. Most of the communications happen in Teams.

The Chapter can have a dedicated channel for fast interaction based on need, using applications like WhatsApp, Telegram, or Teams chat.

7. Chapter Resources

The PMI Carolina Soundbytes podcast remains available as a legacy resource, although new episodes are not currently being produced.

The recordings from the PMP Prep study group should be available in the SharePoint with an external link for 6 months after finishing the program.

8. Contact Information

PMI Carolina Chapter



contact@pmicarolina.org



401 Hawthorne Lane, Suite 110, Charlotte, NC 28204



<http://www.pmicarolina.org/>

Social media



<https://www.linkedin.com/company/pmicarolina/>



<https://www.facebook.com/pmicarolina>



<https://www.instagram.com/pmicarolina/>

9. Board of Directors Code of Conduct

I, _____ (Print Name), _____ (Vice President Position) at PMI Carolina, accept the elected role, defined in the Chapter Bylaws and Handbook for the elected or appointed period. In addition to fulfilling the responsibilities of my role, I agree to the following for the period described above.

I will abide by the PMI Code of Ethics as well as the Chapter's Code of Conduct (see <https://www.pmi.org/about/ethics/guidelines>).

During this period in my office, I will attend all Chapter meetings. If I cannot attend a meeting, I will inform the President and assign another officer to fulfill my duties there.

I will respond on time (within 3 days) to all correspondence, including email messages, voice mail messages, requests by other officers, members of the Chapter, and non-members of the Chapter.

I will provide all required reports related to my officer position on time.

I will inform the President if I become unable or unwilling to fulfill my duties and allow 30 days for a suitable replacement to be named by the Board of Directors.

I will ask for assistance if I need it. I understand that asking for help is acceptable but not meeting my commitments as an officer is not acceptable. I understand that failure on my part to meet my obligations will result in my removal as an officer.

Board of Director Signature

Date

10. History

Rev #	Date	Page #	Description of Modification	Author
1	Unknown	All	Baseline	Unknown
2	8/25/07	Unknown		Yassin Chickha
3	10/26/07	Title	Added revision history to 1st page	Carla H. Frazier
4	3/9/2010	All	Changed the election date	Randy Waymer
5	7/20/12	All	Major updates due to structural changes in programs	Craig Marek
6	12/01/14	All	Major updates due to role revisions	Tonya Brown
7	2/10/16	All	Yearly update	Craig Marek
8	4/5/17	All	Yearly update	Craig Marek
9	9/6/18	All	Yearly update	Nealand Lewis
11	9/15/19	All	Yearly update	Nealand Lewis
12	12/5/19	All	Mem. and Fin. Edits	Nealand Lewis
13	6/30/20	All	Major revisions and restructuring	Multiple
14	03/20/24	All	Restructuring, Role Changes, Reformatting, Procedure documents Created for individual areas.	Board of Directors, Maria Haney
15	02/05/26	All	Major restructuring, reformatting, updated Role descriptions, removal of outdated content and update with current structure.	Marco Carbone
16	05/17/26	All	Major revisions and restructuring. Added volunteer lifecycle, data privacy, chapter measurement intro, visuals, grammar review, communication guidelines, and sponsorship.	Mariana Morini
17	05/20/26	All	Final review and formatting	Board of Directors