**DEI Division**

**Division AOM Connect Manager**

**Calendar of Responsibilities**

**Updated: 08/05/2024 by Sanjeewa Perera**

**AOM Connect Communities**

The role of Division AOM Connect Manager involves management of two DEI AOM Connect Communities:

1. Diversity, Equity, and Inclusion (DEI) - This is the general community for the DEI AOM division. Connect@AOM is integrated with the AOM member database and all DEI members are automatically subscribed to this community. Non-members can sign up to the community as well. So messages posted to this community will reach both DEI members and non-members who have signed up to the community.

2) Diversity, Equity, and Inclusion (DEI) Executive Committee - This is a restricted community for the DEI Executive Committee members. The DEI Exec community on Connect@AOM is automatically populated based on members/roles/term dates that are included in the AOM leadership database.

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| **Time** | **Task** |
| Daily  | 1. Act on moderation requests for posts by approving or rejecting posts
2. Keep an eye on posts on DEI general community and remove any posts that violate AOM’s guidelines on community posts
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| When needed | 1. Assist DEI Chair and Executive Committee members in their communication efforts via DEI communities or direct member messages
2. Add documents to libraries of both communities and organize content for easy retrieval
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| September-Post AOM Conference | 1. Check that all newly elected Executive Committee members have access to the DEI Exec Committee community
2. Liaise with AOM HQ to add non-elected Executive Committee members to DEI Exec Committee community
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**Regular Tasks – daily and as needed**

1. Act on moderation requests that will be emailed daily; this requires either approving or rejecting the post.

The general DEI community is set up to allow members to directly post content in the community discussion space (without the need for moderation of each post by Division AOM Connect Manager). Therefore, there is no need to approve all posts. Only those that are considered exceptions (e.g., first-time posters, those that include certain catch words, posters who exceed the number of posts they can post each day, and/or when someone posts the same post across multiple communities) are sent to the AOM Connect Manager for moderation.

This is based on a decision rule that was adopted when AOM Connect was set up and is in line with what other divisions are doing and how the previous division listserv functioned. However, it is possible to change this rule by working with Kerry Ignatz from AOM HQ. See contact details later in the document.

1. Keep an eye on posts on DEI general community

Division AOM Connect Manager needs to watch posts and remove any that violate AOM’s online communication guidelines (see <https://connect.aom.org/codeofconduct>).

1. Assist DEI Chair and Executive Committee members in their communication efforts

Assist Division Chair and the Executive Committee members to communicate with the membership by either posting messages in the general DEI community on their behalf or sending direct messages to DEI members.

Sending messages or newsletters directly to members is done by submitting a [Request for DIG E-Mail in Informz](https://support.aom.org/hc/en-us/requests/new?ticket_form_id=360000791714) .This request form asks for the content of the message and other pertinent details such as hyperlinks or images to be used in the message. If the message is lengthy (for example, a newsletter), liaise with the Division Technology Manager to add this content to the DEI website. Then the newsletter can provide brief teasers for each section with hyperlinks to relevant sections of the website.

AOM HQ will take the content submitted and drop it into a DEI-specific email template. They will share a test version of the email with Division AOM Connect Manager for approval before scheduling it to send. It is best to plan for messages that we wish to send to ensure enough time for design and testing of the message. A minimum of 3-4 days advance notice is usually required before the requested send date.

We can request personalization of these messages. For personalization, there is a merge field in the system that will insert first names to ensure everyone is greeted with “Dear First Name.” That first name field pulls directly from the AOM member database, so whatever appears there is based on what appears in each member’s official AOM profile.

In completing this form, we can use the generic DEI@aom.org in the ‘From E-mail’ field. Check with the sender (i.e., Division Chair or relevant Executive Committee Member) where they would like the replies to go to. Often the sender would request the replies to be sent to their work email address. Then, this should be included in the ‘From E-mail’ field.

1. Add documents to libraries of both communities and organize content for easy retrieval

As required add documents to the document libraries in both communities. The libraries are repositories of documents that are useful to members (DEI general community e.g., diversity course syllabi) and the Executive Committee members (DEI Executive Committee community e.g., Executive Committee meeting minutes). DEI members can directly add documents to DEI general community library. Occasionally, DEI EC library entries may require re-organisation (e.g., creating new folders, moving content to relevant folders) for easy retrieval.

**Annual Tasks – September, post-AOM conference**

1. Check that all newly elected members have access to DEI Exec Committee community

After AOM elections, AOM HQ will add new members to the DEI Exec Committee community based on who appears in the AOM leadership database. Those who are in the leadership database appear on this web page (https://my.aom.org/leadership/toc.aspx?action=DIG&code=GDO).

Outgoing DEI Executive Committee members are automatically removed from the community when their term dates expire. The standard end date for most roles is August 14 each year. The transition timeframe for AOM leadership database updates each year is between August 15-September 1.

Check that all newly elected members are added to the DEI Exec Committee community and those who have finished their term have been removed. If there are any discrepancies, liaise with AOM HQ by emailing Kerry Ignatz, Senior Manager, Division and Community Services (kignatz@aom.org)

1. Liaise with AOM HQ to add non-elected Executive Committee members to DEI Exec Committee community

Liaise with AOM HQ to add any non-elected officers (e.g., Secretary) to DEI Exec Committee community. Since the appointment of these officers are not part of the elections, AOM HQ team does not have the information to automatically add these members.

Once all the new members are added, send a welcome email to the newly added members, welcoming them to the DEI Exec Committee community and letting them know they now have access to the DEI Exec community. It is also helpful to inform them they can post messages to the discussion either by visiting the page online to post, or by sending an email to AOM-dei\_exec@ConnectedCommunity.org