



FY2026 Performance Metric Goals

	MEMBERSHIP	EDUCATION	FINANCE
	Member Satisfaction	Education Satisfaction	Net Profit
Needs Improvement	60% or lower	4.21 or lower	2% or lower
Sustaining	61 - 70%	4.22 - 4.32	2.1 - 5%
High Performing	71% or higher	4.33 or higher	5.1% or higher
	Non-student Member Retention	Accr. vs Non-accr. Education	Reserves vs Fixed Expenses
Needs Improvement	68% or lower	3 or fewer educational events	25% or lower
Sustaining	68.1 - 73%	4 or more educational events	25.1 - 75%
High Performing	73.1% or higher	4 or more w/ 02 accr. or more	75.1% or higher
	Non-student Net Member Growth		
Needs Improvement	1% or lower		
Sustaining	1.1 - 5%		
High Performing	5.1% or higher		

Chapter of Excellence – achieve High Performing status in 7 out of 7 focus areas

Top Performing Chapter – achieve High Performing status in 6 out of 7 focus areas

Chapter of Merit – achieve highest performance overall in a specific focus area