



Christy Walters, ARMA Board of Director Candidate

Question 1

Each candidate so far has described the importance of the ARMA Chapter network and the need to engage as a Board more strategically with them. Please provide at least 3 concrete suggestions you will bring to the Board to enhance the support for individual chapters.

If elected, I will bring the following suggestions to the Board to enhance the support for individual chapters:

1. Establish a Board–Chapter feedback loop

I will advocate for a structured way to allow for chapter input into Board discussions such as regular chapter check-ins or town halls facilitated through the Chapter Advisory Committee (CAC), paired with Board updates back to chapters. This will enable chapters to share challenges, successes, and ideas while providing the Board with clear, actionable insight from chapters.

2. Invest in chapter leadership development

Chapters consistently identify volunteer capacity and leadership succession as challenges. I will support the creation of a chapter leadership toolkit and training program focused on key areas such as volunteer recruitment, event planning, finances, marketing/communications, succession planning, and board transitions.

3. Stronger chapter-level membership growth support

I will suggest providing chapters with additional tools and strategies for membership growth, such as local outreach templates, event ideas, and student/early-career recruitment resources.

4. Chapter health metrics and early-intervention support

The CAC just created a *Chapter Health Checklist* and assessment tool to use with chapters to determine chapter health. I will suggest the development of a set of chapter health indicators (i.e., leadership vacancies, event frequency, membership trends) based on the results of these checklists that are reviewed regularly by the Board and the CAC. This would allow ARMA to identify chapters that may need additional support earlier and provide targeted resources before challenges escalate.



Question 2

What do you see as some recent major successes of ARMA? ARMA chapters?

What do you see as opportunities for improvements within ARMA and/or ARMA chapters?

In what specific ways do you plan to support local chapters?

How will you bridge the disconnect between the Board and individual members and chapters?

What is one piece of advice you would share with ARMA members?

What do you see as some recent major successes of ARMA? ARMA chapters?

Some recent major successes for ARMA include strengthening global impact through strategic partnerships and alliances with organizations such as the Archives and Records Association (ARA), RIMPA Global, and technology partners such as Carahsoft. In 2025, ARMA partnered with the Canadian Health Information Management Association (CHIMA) to provide reduced fees and improved access to health information management skills training. Another recent success for ARMA was the improvement of its online platforms. ARMA modernized *Chapter Central* through an upgraded Learning Management System (LMS) and expanded educational offerings on relevant and timely topics for chapters and members. The *IG Mastery Webinar Series* launched for 2026 is a good example of this. The recent formation of the Chapter Advisory Committee centralizes guidance and support to chapters. The CAC has had several accomplishments since its inception including upgrading the chapter bylaws template, creating a chapter health assessment tool, providing monthly presentations to chapters and the creation of spark groups (the formation of a group of people that has potential to form a chapter).

As a current Advisor on the Chapter Advisory Committee, I am always excited to hear about the good things happening in our ARMA Chapters, some noteworthy recent successes of ARMA Chapters include:

Spring Seminar Mania – last year, 20 Chapters partnered together to provide 20 online educational sessions during the months of April and May. The program participants spanned Chapters across the US, and the event was a resounding success. Last year's full program can be viewed [here](#).

Chapter Conferences – several chapters held successful conferences and events last year including the California Summer Conference, the ARMA Saskatchewan Chapter Conference, the CONFIRM NYC (ARMA Metro NYC & Long Island) Conference, the ARMA Houston Spring Conference, the ARMA New England Empower Conference, the ARMA San Antonio Spring Seminar and the ARMA Southeast Sunshine Conference, to name a few! Many more conferences and events are in the works for 2026 as well.



What do you see as opportunities for improvements within ARMA and/or ARMA chapters?

Some opportunities for improvements within ARMA and/or ARMA chapters include:

- *Increasing two-way chapter communication* through CAC-led check-ins and reporting to ensure chapters receive guidance and can share feedback to facilitate an open feedback loop between the Board and Chapters.
- *Building upon volunteer leadership and mentorship opportunities*, including skill-matching, recognition programs and enhanced chapter support and training.
- *Continuing to invest in digital learning*, enabling members around the world to access high-quality education and training regardless of geography.
- *Delivering more content that reflects global diversity*, including region-specific legislation and regulations.
- *Developing member engagement* across career stages including mentorship, student integration, and targeted professional networking programs to connect members at all levels.

In what specific ways do you plan to support local chapters?

If elected, I will advocate for practical, actionable strategies to strengthen local chapter support, including:

- Improving the ARMA Board and Chapter feedback loop through structured chapter input into Board discussions through CAC-led check-ins or town halls.
- Supporting chapters to build sustainable volunteer leadership pipelines and reduce volunteer burnout through improving education and training.
- Providing chapters with practical tools and strategies for membership growth, including local outreach templates, event ideas, and student/early-career recruitment resources.
- Building upon the CAC's *Chapter Health Checklist* assessment tool to establish chapter health indicators (i.e., leadership vacancies, event frequency, membership trends) that help to enable early identification of chapters needing extra support with a goal to provide targeted resources before challenges escalate.
- Spotlighting chapter successes through newsletters, social media, and ARMA communications to inspire engagement and highlight local impact.
- Encouraging better use of mentorship programs, student integration, and networking opportunities to connect members at all career stages.

How will you bridge the disconnect between the Board and individual members and chapters?



2026 ARMA International Board of Director Candidate Candidate Forum Follow up Questions

To bridge the disconnect between the Board and individual members and chapters, I would focus on listening, improved communication, and additional support. Some strategies I would advocate include:

1. Chapter health and early-intervention insights: Use CAC tools like the Chapter Health Checklist and performance indicators (membership trends, leadership vacancies, event frequency) to identify chapters needing support. Use insights from this checklist to provide more targeted assistance to chapters.
2. Empower more member voices in governance: Undertake more surveys and offer more town halls and strategic discussions so individual members and chapters feel heard and see their input reflected in ARMA priorities and actions.
3. Structured two-way communication through the CAC: Expand CAC-led check-ins, town halls, and reporting processes so chapters can share challenges, ideas, and successes directly with the Board.

What is one piece of advice you would share with ARMA members?

One piece of advice that I would share with ARMA members is that the biggest value you can get from ARMA is found in the community, the conversations, and the opportunities to grow both professionally and personally. My advice to members is to actively participate in chapter events, volunteer roles, mentorship programs, and networking opportunities. ARMA is strongest when members are engaged and connected.