

## Real Customer Service and Privacy

Bottom Line Up Front: It's that time of year again - the twice annual justification for the existence of WP-ORG through your continued support. Donation Link: <http://www.west-point.org/donate/>

WP-ORG was created when the internet was in its infancy. It was, for many years, the only internet based resource connecting grads, and subsequently parents. There are obviously many internet modes of communication now - Facebook, Instagram, Twitter, Message Boards ... and the list goes on and on.

How does WP-ORG continue to exist and what does it provide that other avenues do not? Simply put - real people. WP-ORG is unique in that the majority of "work" is done by scores of wonderful volunteer moderators, who manage their various listserves. Our volunteers are backed up by other "real people" - real people who provide customer service and ensure that your privacy is maintained while using the services of WP-ORG. Real people - dedicated people who are immediately responsive to requests, who are innovative problem solvers, who are do-ers.

WP-ORG operates its daily business with only 2.5 paid employees - two IT gurus and our financial officer. There have been many times - admittedly, all too many times, that I have contacted Megan Klein, asking for assistance on something I needed - yesterday. My phone calls and pleas for assistance do not roll to an answering machine - they are responded to by a live, caring, professional. All too many nights, Megan toils far in to the night, working on projects for Classes, Societies and Parent Clubs. Similarly, Dian Welle is there to answer the call when the request is in her area of expertise. Jack Price, our very under paid "half time" employee spends countless hours doing all things financial - including handling all the Federal Firearms License (FFL) issues attendant to getting the Class pistols to the many customers of the USMA Pistol Team - cadets, parents and grads alike.

Another facet of WP-ORG that distinguishes it from other internet based enterprises is emphasis on ensuring your privacy. WP-ORG is run by grads and parents and a West Point community who believe in the importance of privacy. Our servers are under the complete control of graduates. WP-ORG does not mine data or email stored on our servers. WP-ORG does not sell information to anyone. Data collected on our registration sites is passed directly to the parent or graduate organization represented for a clearly identified purpose. WP-ORG lists are run by graduates or parents who tightly control the membership on their lists - parent lists have cadet parents as members and class lists have classmates.

YOUR reason for being a member of West-Point.Org is the value you see in the various forums you participate in. Your seamless access to safe, secure communication is insured by these same real people - customer service at its best with an eye toward ensuring your privacy and internet security.

To donate via credit card or PayPal, learn more about the budget and see the donation report: Donation

Link: <http://www.west-point.org/donate/> /Budget: <http://www.west-point.org/budget/> Donation Report: <https://secure.west-point.org/donate/report/>

To donate via check: WP-ORG INC3800 Buffalo Mountain Road SWWillis, VA 24380

Thank you for helping us continue to serve you.

Megan Hostler West-Point.Org Advisor Parent Forum CoModerator Plebe Net CoModerator Prospective-Net  
CoModerator USMAPS-Net CoModerator