

LLI Council Meeting Minutes
September 16, 2019
9:30 a.m. to 11:15 a.m.

Council Members Present: Mary Deady, Tom Esposito, Susan Hirsch, Robert English, Nanci Kryzak, Deborah Lanser, Jill Lundquist, Emily Michael, Ann Miller, Chuck Mishaan, Cathy Reinis, Deborah Schwartz, Anne Sunners

Council Members Absent: Maddy Watterson

Also Present: Stuart Stritzler-Levine, Dean Emeritus

Call to Order: The regularly scheduled meeting was called to order by President Tom Esposito at 9:32 a.m. in room 214 of the Bertelsmann Campus Center.

Minutes: Susan Hirsch, Nanci Kryzak, and Robert English suggested changes to the minutes of the August 19, 2019 meeting, which Deborah Lanser agreed to make. The amended minutes were approved unanimously.

Executive Reports

President's Report: Tom Esposito

Tom Esposito commended Robert English and Nancy Kryzak for their work in setting up the orientation for new members. He added that the first day of classes went well.

Tom also reported on his research to understand how other LLIs deal with the need for a separate bank account. However, most LLIs in our area have an arrangement similar to the one we have with Bard. We may have to live with the end-of-year delays.

Comments from Dean Stuart Stritzler-Levine. Dean Stritzler-Levine acknowledged the "wonderful work" that Bard LLI has done for the seniors in the local area. He acknowledged the problem that so many more people want to join our organization than we can accommodate. Bard itself faces a comparable problem; when he joined Bard, there were 700 students, whereas now there are 1,900. He asked, how does a small college that has attracted a larger group of students remain a small college?

Dean Stritzler-Levine noted the only way Bard College was only able to address its dilemma was by enlarging the faculty, adding more classes, and encouraging students to register for classes that aren't full.

Helpful Measure: After registration, the Bard registrar puts out an announcement of classes that are undersubscribed. LLI may consider taking a similar step.

Still, he said, he doesn't have a complete answer to the dilemma of how to increase the size of an organization while maintaining its intimacy.

Discussion. Tom noted that Bard LLI has tried to balance larger and smaller classes. One factor limiting our size is parking. Some small colleges have large LLI memberships and multiple locations. However, they often have weak connections with their supporting colleges, whereas we value our close relationship with Bard.

Chuck Mishaan pointed out that we have assumed that our only weekday opportunity to use Bard's facilities is Friday. Mr. Levine said that the use of space by day varies widely.

1st Vice President's Report: Nanci Kryzak (Appendix 1, p 6)

Nanci Kryzak had nothing to report.

2nd Vice President's Report: Mary Deady (Appendix 2, p 6)

Mary said the Workflow committee is looking to identify and fill some holes in communications. For example, the questions arose as to who should contact presenters about parking information and what parking information is being shared by class support. Finding ways to ensure information is consistent and accurate is a priority for the spring semester.

Correspondence: Deborah Lanser

Deborah picked up two pieces of mail within the previous month, a flier from Cambridge University and a returned catalog.

Treasurer's Report: Susan Hirsch (Appendix 3, pp 7-8)

Renewals have now been posted, and Susan says the report is complete and accurate. She added that the PayPal fees are reported in her budget.

Motion: As moved by Robert English and seconded by Jill Lundquist, the Council voted unanimously to accept the Treasurer's report.

Standing and Ad Hoc Committee Reports

Planning and Evaluation: Jill Lundquist (Appendix 4, pp 9-11)

Summary vs Minutes. Jill asked Council members whether they would rather review a summary of the P and E meeting or receive the whole minutes.

Decision: Members agreed they would rather have the complete minutes.

Reviewing processes. P&E recommended that a subcommittee of Membership Development, the Volunteer Coordinator, and an editor from Communications should be responsible each year for reviewing the application form and letter.

Class evaluations should go to Anne Sunners and her committee.

Catalog. The debate concerning whether to just have an online version of the catalog continues. While P and E members recommended having an online version of the catalog only, they decided to hear from Bill Tuel, the head of the catalog committee, before taking a vote. Bill will come to the next Council meeting.

Registration programs. Deborah Schwartz and Chuck Mishaan will evaluate various registration programs and will report back to Council. If they cannot find one that is compatible with our priority system, we may need to find other ways of rewarding active participation.

Communications issues. One person on the Curriculum Committee should be assigned to inform all presenters, especially nonmembers, about the process of applying for membership and basic housekeeping issues.

Action point. Anne said she will identify someone for the job.

This semester, class managers sent out inconsistent and sometimes inaccurate information. Program Support and Membership Development will devise a template for class managers to use.

Leadership development. At the end of spring 2020, the positions of president, first vice president, second vice president, and treasurer will be vacant. Tom and Nanci will work on a nominating and elections committee and ask the volunteer coordinator to join them.

Topics for future discussion at P and E:

- Should Membership Development survey the dropouts?
- Should we maintain a required cash reserve of perhaps \$20,000, or the equivalent of our operating expenses? This would require a policy revision.
- Should we establish a fee for inactive members who won't be taking classes. The Finance Committee can make a recommendation.
- We need to review all Mailchimp emails that have gone out over the last year, and identify which committee was responsible for each. Then we can establish a timeline for repeat messages and work with Communications to ensure they are updated and edited in a timely manner. This may be addressed at the next P&E meeting.
- Develop a calendar for January – June 2020.

Jill received a notice from CCE about an event celebrating Constitution Day on September 17. The notice was too late to share with the LLI membership. Jill will ask that future notices be sent at least a week in advance.

Curricular and Special Programs: Anne Sunners (Appendix 5, p 12)

Anne expressed gratitude for her committee members who worked hard to develop the fall semester. Bob English and Nanci Kryzak noted their appreciation for the quality of the courses and presenters.

The art show with the slide show was a success, and Anne thought having the reception at the end ensured more people attended. She thanked Gene Burns for his help.

The Curriculum Committee would welcome more members.

Action point: Run an article in the newsletter inviting members to attend a Curriculum Committee meeting.

Anne briefly noted the strategies the committee is investigating to deal with the crowded courses:

- One presenter may have two sessions in the spring.
- The committee has also asked someone to serve as a back-up presenter in case of need.

Anne also reviewed some suggestions related to special programs.

- **Recommendation:** Consider making a donation to Chinese Department of the Conservatory, since some of their members were featured at the 2019 annual meeting. Susan Hirsch agreed this is a good idea.
- **Alternative venues.** For the 2020 events, Mary, Irene, and Anne will investigate alternative venues, including Olin Hall.

Program Support: Ann Miller (Appendix 6, p 13)

Ann noted that Orientation and the first day of classes went well. Catalog continues to do function efficiently.

There were some AV problems in the bigger classrooms, which LLI is working with Bard to correct.

Hospitality: Donations at the hospitality table were about twice the amount as last year, possibly because the need for donations was emphasized at orientation.

LLI pays for the coffee, while Martha uses the money collected to buy snacks.

- **Suggestion:** Have a sign explaining what the money is used for.

Nanci complimented Hospitality's efforts to keep the room looking attractive.

Class Managers. The Class Manager Committee will meet to review the needs and efficacy of their program.

Administration/Infrastructure: Deborah Schwartz ([Appendix 7, pp 14-15](#))

Deborah has been working to familiarize everyone, including the new tech members, with G suite.

Communications. Cathy Reinis noted that the Communications Committee is looking to balance stories about issues related to CCE with those that are specific to LLI.

Committee members will have a small camera decal on their ID badges to indicate they will be taking photos for possible use in the newsletter or website.

The last newsletter went to 457 recipients. Within four hours, 327 opened the newsletter. The top links in the first hours were the fall kick-off and luncheon, the art show, contacting LLI, and climate strike.

Registration. Chuck Mishaan noted that registration went fairly well. About 80 changes were noted on drop/add, and Airtable has been updated.

Action point: The committee will review the registration process to determine whether the current platform meets our needs.

Although review forms have been sent out for multipresenter classes, only about 60 or 70 responses have been received.

AV Issues. The policy of having an AV person in every classroom has been implemented. But problems that occurred during the first days of class included a weak projector bulb in Weiss Cinema and issues with the wireless mikes. Chuck noted that the Bard AV staff is helpful, but many staff members are new and aren't familiar with the different rooms.

Jill asked whether there is a budgetary issue and whether a donation would help. Chuck responded that we don't know Bard's ordering process but it seems to take a long time.

Action point: Chuck will ask Paul Anthony LaBarbera who to talk to about ordering AV materials.

Action point: LLI bought a new project recently. We will try to find it for use in our classrooms.

Tech Team. To help familiarize new tech team members with G suite, Deborah has put together a list of small tasks for them to get started. The team will meet after the next P&E meeting to assess their progress.

Good news: Carmela and Al Gersbeck want to take over the newsletter, and Al wants to take over G Suite administration.

More good news. Susan Christoffersen is developing an LLI Facebook page. She will discuss some procedural issues at the next Communications meeting.

- **Issue:** Note that the Facebook page must be a closed group and monitored.
- **Action point:** The page looks like a Bard site. We need to determine whether we need Bard's approval and to check about any security issues.

Nanci noted that one new member, who is ready to help, is familiar with Instagram.

Website goal: In general, tech is trying to have the website be the central repository of info about LLI. The LLI copyright is posted there. The committee will evaluate what we can put on the website and keep it up-to-date.

Membership Development: Robert English ([Appendix 8, p 16](#))

Robert agreed with other Council members that Orientation went well.

Volunteer Coordinator: Barbara Burns has come up with some constructive ideas, including:

- Inviting 5 or 6 new LLI members to each Council meeting, so they can see how things work; Council members thought this was an excellent idea.
- Developing a new member brochure.
- Having the volunteer coordinator help with nominations and elections.

Greeter Table. Bob was able to help several new members locate buildings where their classes were held and navigate the drop/add system. Nanci Kryzak and Maddy Watterson will staff the table the second week.

For the Tech-Challenged. Linda Still has helped several members with registration and other technological issues.

Luncheon Staff: Council agreed to send a thank you note to the members who staffed the registration table for the luncheon.

Action point: Anne Sunners agreed to write the note.

Governance: Tom Esposito

Tom wants to meet with Deirdre d’Albertis to discuss suggestions for donations from LLI. He will bring her suggestions to Council.

Suggestion: Bring a list of LLI’s regular donations to the meeting, along with some of our own ideas of areas where we would like to donate.

Old Business

Council reviewed policies FIN05/18 and FIN04/19. Council asked for the words “by the President” to be inserted in FIN05/18 and found FIN04/19 to be too wordy.

Action point: Cathy Reinis will edit FIN04/19. Deborah Lanser will send the revised versions of both policies to Council for review at the next meeting.

New Business

Chuck Mishaan commended Deborah Lanser for the new format used for Council Minutes.

Adjournment

Motion: Moved by Robert English and seconded by Chuck Mishaan, to adjourn the meeting. It was passed unanimously. The meeting was adjourned at 11:16 a.m.

Respectfully submitted,
Deborah Lanser
Secretary

Next Meeting: October 21, 9:30 a.m., Campus Center Room 214

(Appendix 1)

1st VP Report

Nothing to report.

Nanci Kryzak

(Appendix 2)

Council Report for 2nd Vice President for August/September, 2019

Workflow and Operations Manual Task Force

The Workflow Task Force continues its work. It met at the end of August and decided we were ready to share the initial drafts of all reports produced with other members of the Task Force for review. The next meeting is scheduled for October 10th.

Respectfully submitted,

Mary Deady

(Appendix 3) Budget FYE June 20, 2019

Budget FYE June 30, 2019				
MONTHLY BY CATEGORIES	Actuals	Budgeted Thru	Actual Thru	YTD Budget
Income	July-August	August	August	Variance
Membership:	55,387.50	51,187.00	55,387.50	4,200.50
Fall Luncheon charge	0.00	1,250.00	0.00	-1250.00
Donations	10,000.00	0.00	10,000.00	10,000.00
Total Income	65,387.50	52,437.00	65,387.50	12,950.50
MONTHLY BY CATEGORIES	Actuals	Budgeted Thru	Actual Thru	YTD Budget
Expenses	July-August	August	August	Variance
Donations to Bard		3,000.00	0.00	(3,000.00)
AV				
Gifts	101.38	100.00	101.38	1.38
Meals/Catering	278.08	300.00	278.08	-21.92
Hospitality/Coffee				
Operating Supplies	254.66	200.00	254.66	54.66
Postage	63.25	50.00	63.25	13.25
Printing/Copying	333.00	300.00	333.00	33.00
Prof. Services-Individual	765.00	700.00	765.00	65.00
Rental Costs				
Technology	101.46	50.00	101.46	51.46
PayPal Fees	1,673.18	1,900.00	1,673.18	-226.82
Total Expenses	3,570.01	6,600.00	3,570.01	(3,029.99)

(Appendix 3) Budget FYI June 30, 2019 Continued

Attached is the report for the first two months of our fiscal year: July and August. Some items of note: the big surprise, of course, is the bequest of \$10,000 from the Estate of Roz Young. Since Tom discussed this at our last Council meeting we have obtained a copy of the estate attorney's letter, so it's official. When I prepared this year's budget last spring we had not yet decided if we would charge for the Fall luncheon or not. Last year we did charge so I budgeted the same amount for this year - \$1250. As you know, there was no charge, so that is a small variance from the budget. Under Membership fees, again in the spring, when the budget was prepared, we had not yet increased the number of members we would accept. So that accounts for the additional membership dollars over the the budgeted amount. Under expenses, last year we made our first donation very early in the year - \$3000. So that's what I budgeted for the same period this year. We have not made any donations yet, but it's still so early. We have started the process of determining where our funds can best be used.

(Appendix 4)

Minutes, P and E, September 9, 2019, 9:00 - 12:00

Attending: Jill Lundquist, Chair, Mary Deady, Tom Esposito, Susan Hirsch, Nanci Kryzak, Deborah Lanser, Chuck Mishaan, Deborah Schwartz, Anne Sunners

Minutes by Mary Deady

Before the meeting from 9:00 - 9:35 Deborah S. discussed the Google Drive functions to streamline the posting and accuracy of our documents and how we can share them with others.

Jill will create the next meeting agenda as a GoogleDoc, so P and E committee members can make suggestions in the edit mode. Deborah showed us how to edit and suggest on the documents. All of us on P and E have the capability to edit on our Team Drive. As standard practice, we will only make suggestions on the agenda or minutes for the author to edit.

With so many important topics on our agenda, Jill suggested tackling the 'urgent' topics first.

Please note that at the end of these minutes there are requests for follow-up by committees on some items we were not able to get to today.

Agenda #1 - Subcommittee restructuring:

It was stated that this evaluation is also being done on the Workflow project. P and E members represent all Committees and SubCommittees with Nanci representing Membership Development and Mary representing Program Support.

Instead of "Admissions" falling under Membership Development, and "Registration" under Administration and Technology, perhaps we should have "Applications and Re-enrollment" as a Subcommittee. We did not reach consensus for a final decision about this. It was discussed that unless we are looking for very specific special skills, there is no need to review all applications prior to acceptance and we have had a lottery the past few years to determine who will be asked to be a new member. Chuck pointed out that all applications are located on Airtable.

Who should review the Application form and letter each year? Nanci suggested this can be done by the Volunteer Coordinator. It was suggested that our application process should be covered by a Subcommittee of Membership Development with the Volunteer Coordinator as the head who will make any necessary adjustments to the application and cover letter templates, sending it to P and E for review and identifying which committees have a priority need for help, sending it to Communications, then to Chuck/Deborah for emailing and posting on our Website.

A discussion took place as to whether if we are still to use the label "volunteer," or switch to "participating member." Deborah Lanser pointed out that new members are getting the message that they need to get involved. We did not make a final decision about language, but several committee members expressed concern that people do not understand what "participating member" means, whereas "volunteer" is more universally understood.

Chuck asked who should review the class evaluations; these should go to Anne for Curriculum to review.

Agenda #2 - Items for Committee Follow-Up

We discussed two items from this section and will follow up on the other topics next month:

(Appendix 4) P and E, continued

Catalog - There was another extensive discussion about the online vs. print catalog issue. It is the general consensus of the P and E members that it would be wise to move to a digital, catalog, with a printable “first page” pdf similar to what is at the beginning of the print catalog now (including course name, time period, and name of presenter.) Tom will invite the Catalog Chair to the next P and E meeting so he can participate in discussion of this matter, before any recommendation is brought to Council. It was noted that members are currently able to print out the online catalog from our website. While we typically print about 50 copies of the catalog pdf for members who request them, this year there were no requests for a printed catalog. It also remains to be determined if the Catalog Subcommittee would be better placed as part of the Curriculum and Special Programs Committee, rather than in Program Support.

Priority placement in classes continues to take a great deal of time at the start of each semester. Jill suggested that Deborah and Chuck continue to look into various registration programs to find which one best suits our needs and plan to utilize it for Fall 2020 (possibly testing it out for SummerFest.) They will report back their findings to P and E within approximately two months (i.e. November). If we decide to go with a new registration program that makes priority class assignment impossible, we will ask Membership Development to work toward identifying other ways to reward active participation. Chuck also noted that New Paltz pays a person to register their members.

Agenda #3 - Beginning of Year Issues:

We did a fast recap on Orientation and Luncheon day. While much went very well, some suggested that they preferred Olin for socializing in the Atrium before having a speaker; however Olin Hall is not available on Fridays. Tom suggested a task force look at other options such as Blithewood and Anne stated that she, Irene and Mary will investigate other options, including the possibility of having the Luncheon on a Saturday. After the meeting Anne and Mary reserved all the Campus Center rooms for the week of Friday, September 11, 2020 for the Luncheon and Art Show, duplicating the days as they fell this year.

Jill suggested that one person on the Curriculum Committee be assigned to inform all Presenters, especially non-members, about related issues such as when to apply for membership, room assignments, where to park, how to address technology needs, etc. so that all information is consistent. Anne said she will think about who might be able to do this.

Deborah S. pointed out that all standardized information should be placed on our website so we can get this information on a webpage for easy reference.

Susan asked how many Class Managers are also Mentors as the New Member/Mentor meeting occurs at the same time Producers and Presenters are meeting with CMs. Nanci stated that we are having a cross-communication problem between Class Support and Producers in that a Presenter keeps reaching out to Nanci to be able to contact Security regarding their parking needs. Anne said she would have the Producer handle this. Jill suggested that Nanci needs to talk with Class Support to work out this issue. Mary will talk with Program Support Chair to address this, too. Anne said that Class Support asked to meet with her this past summer to review the letter that is sent to Class Managers, but that meeting did not take place.

For both P and E and Operations/Workflow, we should ask Class Support and Membership Development Committees to provide the letters that are currently being sent to class members so we can be sure we all relay the same information. It was noted that Class Managers write their own letters instead of using a template that is then personalized by course. It is important for all Mentors to receive the same information, too. Nanci and Mary will contact the Program Support and Membership Development Chairs to obtain these documents so we can develop a consistent message.

(Appendix 4) **P and E, continued**

Agenda #6 - Leadership Development/Succession:

Jill suggested that a committee, which should include the Volunteer Coordinator, recommend people for Council and leadership positions. This might, in fact, be the Nominations and Elections Subcommittee. The names of a few people to work on this effort were identified and Tom and Nanci will reach out to these people to ask them to serve on this Nominations and Elections Subcommittee, which falls under Governance on our organization chart. We know that we need to elect a new President, Treasurer, 1st Vice President, in addition to two Members-at-Large.

Items for Follow Up by Committees (from P and E Agenda #2) - We were unable to cover the following topics due to time constraints. We request that Committees follow up on them and report back to P and E, so we don't lose over a month of time before addressing them:

1. Membership Development:

Should we survey LLI dropouts, via written survey or phone call "exit conversations" to find out why they did not re-enroll?

2. Finance:

A. Should LLI establish a policy regarding a required cash reserve? A suggestion was made that it might be \$20,000 (or how much?) to be enough to cover operating expenses for a year.

B. Should we consider establishing a fee for inactive members to maintain their membership, even if they are unable to attend classes for a year (due to health or other circumstances)? If so, what would be an appropriate fee?

3. Communications:

Please give further consideration to appropriate process for keeping on top of upcoming email or MailChimp communications from various committees with membership, and make recommendations to P and E.

(Appendix 5)

Curriculum

I would like to thank everyone who has worked so hard to prepare for the Fall semester and luncheon. The curriculum committee continues to work on the Spring schedule and will finalize the schedule at its October meeting. The deadline for the Fall schedule is October 31. The committee would like the finance committee to consider a donation from LLI to the Chinese department of The Conservatory. They provided entertainment for the LLI Annual meeting and have agreed to teach a course for the Spring semester.

Anne Sunners

Intersession 2020: At the present time we have 4 of the 8 presenters for Intersession, and we have 3 additional likely prospects. One of the potential prospects is the Cocoon Theater in Rhinebeck. Given the fact that we have the Weis Cinema as our venue, I am trying to see if we can have one or more short plays performed by that group, as opposed to simply having a lecture supported by a Power Point or a slide show. Needless to say, I would be interested if any member has someone to suggest as our 8th presenter. We are supposed to have all 8 selections confirmed by September 30th, so anyone with a suggestion should get in touch with me in the next week or so. Thanks for your help on this!

Annual Fall Luncheon held on September 6th: We received a very favorable response to Dr. Ginsberg's presentation and mostly favorable comments about the new format used this year. While some members indicated a preference for the customary format utilizing the 14 large dining tables, there were many who thought the ability to open the luncheon to about 50 additional members was a fair trade off for not being able to eat at the large tables. Some members suggested that perhaps there could be a few smaller, cafe-type tables available for those members who were not comfortable eating at their seats.

Finally, I would ask that a formal letter of gratitude be sent on behalf of LLI to Dr. Ginsberg at The Cary Institute.
...Gene Burns

(Appendix 6)

Program Support Committee Report to Council September 2019

Hospitality Committee submitted by Irene Esposito, Chair

Orientation and Luncheon on 9/6: - Provided coffee service for the morning orientations. - We had a total of 185 people attend the luncheon...approximately 45 of them were new members. There were 16 no shows from the list of attendees that signed up and 11 people who did not register that we eventually let in. 35 members and presenters were kind enough to tell us they would not be attending. There were a large number of members that responded 2, 3, 4 or 5 times. It would be helpful to have a notice telling them that they did indeed respond. - Provided Chartwell with the Fall Semester dates and coffee service order. - Early planning stages for Nov recognition's event.

Catalog Committee submitted by Bill Tuel, Chair Deadline for Intersession Presentation Proposals is September 30. Proposals should go through Gene Burns. Deadline for Spring 2020 Course Proposals is October 31. Proposals should use the on-line form (get link from Bill Tuel). A draft preparation schedule for Intersession and Spring programs has been circulated to the Catalog committee and external editor. P&E is considering eliminating the 3-column "vanity catalog" that is sent to presenters and producers, and is available for download as a PDF, and substituting a single page summary of course titles and times. A final recommendation to Council will be made at the October meeting.

Program Support Committee Report to Council September 2019

Class Support Committee submitted by Carol Goss, Chair This is a very hectic time for the Class Support Committee. We did manage to get class managers for all of the classes. The timing for getting managers is too tight. This should be considered when the schedule is set up. Orientation went well. We had a good turnout of class managers. We did notice some errors on the cover letter. Once again this is the issue of changes being made to room assignments and courses and delays in getting the information to the right parties. Serious consideration needs to be given to having a dedicated tech person on our committee to help process some of this work.

AV & Tech Support Committee submitted by Dave Jutton, Chair AV support team completed review and assignment of "in class" AV volunteers for all classes prior to finalization of registration and filled an "AV" seat in each class. Provided AV support for 9/6/19 LLI orientation and Lunch speaker and provided afternoon AV training for new and returning AV volunteers. Organized supervisory coverage of "in class" AV volunteers by the four active AV support group members.

Answered email information requests concerning specific room equipment and techniques from presenters, class mgrs and "in class" AV volunteers, prior to start of classes. Provided detailed in room support for first day of classes, including working with Bard AV staff to resolve AV/computer issues. Set up microphones and speakers for LC 115 and RKC 103 to assist with large class size Identified and requested Bard AV help with equipment problems in Weiss, RKC and LC 115. Temp work arounds put in place pending equipment fixes. Requested additional AV supplies (Batteries). Next steps include getting input from current "in class" AV volunteers on problems and suggests as the semester moves forward. Start planning for Winter term and Spring 2020.

(Appendix 7)

Administration/Infrastructure

Report to Council - September 2019

We continue to deal with coordination and communications issues among Admin/Infrastructure members. It is not easy to get everyone trained up on G Suite and using Google groups for email distribution lists. It is an ongoing process.

Communications

Outstanding issues discussed:

- Use of the newsletter status report and workflows within the Communications - this process is still to be refined
- Balance of stories between LLI and Bard/CCE. The September newsletter was heavy on CCE stories while LLI classes were not in session
- Use of free photo sites and captions
- Distribution of the sticker for lanyards identifying Communications committee photographers
- Photographers for fall luncheon: Cathy OConnor, new member Carmela Gersbeck, Gary Miller (they did a wonderful job)
- October newsletter articles and potential stories for future issues.

The September newsletter went out as scheduled on September to 475 recipients. Within 4 hours, 327 recipients opened the newsletter. The top links in the first hours were:

- Fall kick-off and luncheon
- Art show
- Contacting LLI
- Climate strike.

Registration

Chuck Mishaan has been busy sorting out the exceptions to our data. For example, members who submitted a different email on their membership renewal form (which was imported to MailChimp) from what they used to register for classes did not receive their class enrollment emails.

Chuck also sent out the class rosters to Maddy Watterson and Carol Goss. We hope to get some of the new member tech support volunteers to help with this effort.

From our experience with emails entered on forms, between 2% and 5% of members do not enter their correct email addresses and these are rejected when responding to member (e.g., leaving off "@" or misspelling accounts and domain names). This requires manual follow-up.

Technology

The Technology Committee has developed a list of smaller tasks for the new tech members to fill out. Over the next few months, the tech team will meet again to train members on the use of G Suite and to get them helping us as soon as possible.

(Appendix 7) **Administration/Infrastructure, continued**

Website

Susan Christoffersen has updated our Facebook page and is managing the process of adding new viewers. There are some procedural decisions to work out, which will be discussed at the next Communications meeting.

The home page is continually updated to reflect current events and happenings at LLI.

We hope the website will become the central repository for LLI information. For example, the copyright document is not on the website, as well as some of the orientation materials. If we can centralize some of this information, it will be easier to have consistent messages to our members, presenters, etc.

(Appendix 8)

MEMBERSHIP DEVELOPMENT COMMITTEE

REPORT TO COUNCIL

September 2019

Robert English, Chairman

Barbara Burns, volunteer coordinator, continues to have great ideas to encourage member participation. Info sent to Communications for October newsletter.

Orientation Day and campus tours all went well.

There will be a greeter table first and second weeks of class to assist new members. Class room assignments will be available.

Outreach for the tech challenged assisted 8 to 10 members.

Facebook page issues discussed. Needs review by Communications and possibly Bard. Instagram account in discussion.