

LLI Council Meeting Minutes
October 21, 2019
9:35 a.m. – 10:55 a.m.

Council Members Present: Tom Esposito (President), Susan Hirsch, Robert English, Nanci Kryzak, Deborah Lanser, Jill Lundquist, Emily Michael, Ann Miller, Cathy Reinis, Deborah Schwartz, Anne Sunners, Maddy Watterson

Council Members Absent: Mary Deady, Chuck Mishaan

Also Present: Barbara Burns, Carmela Gersbeck, Mark Gerstle, John Mathews, Joyce Tumolo, Kathy Walker

Call to Order: The regularly scheduled meeting was called to order by President Tom Esposito at 9:35 a.m. in room 214 of the Bertelsmann Campus Center.

Approval of Minutes: Tom Esposito requested two minor changes to the minutes of September 16, 2019, which Deborah Lanser agreed to make. With those changes, as moved by Maddy Watterson and seconded by Anne Sunners, the minutes were unanimously approved.

Executive Committee Reports

President's Report: Tom Esposito

President Tom Esposito called the meeting to order at 9:30 a.m. He welcomed the visitors, asked them to introduce themselves, and then asked Council members to introduce themselves.

Tom noted that the current semester was going well. There was a minor problem when one speaker, Leon Botstein, had to cancel his class at the last minute because of an emergency, but the issue was resolved when another speaker took his place. Another issue was that chairs were not properly set up for a recent class in LC 115. While he was able to properly rearrange the chairs in time, he will work with Bard to ensure appropriate set up for future classes.

Tom and Susan Hirsch will meet with the dean of students, Deirdre d'Albertis, to discuss departments in the college where LLI can make a contribution. They will report the results of that meeting in November.

The Nominations and Elections Committee is looking to have a slate of nominees by the beginning of the year. The election will be held in April.

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

Nanci noted that Marge Moran has agreed to join the Nominations and Elections Committee. Former first vice president Donna Warner will facilitate the meetings. She has already sent committee members a short survey to help them look at leadership development in progressive, interesting way.

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

In the absence of Mary Deady, Deborah Lanser read her report. Nanci commented that the Workflow Committee is documenting how LLI functions, with the goal of discussing process improvements and encouraging members to participate.

Correspondence: Deborah Lanser

Deborah reported we received one letter from Chartwell's, which she passed on to Tom for Irene, and a brochure from the Dutchess County Office for the Aging.

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

Susan noted that there was nothing of particular note in her latest report. The biggest recent expense was the luncheon.

Approval: As moved by Nanci and seconded by Jill, the Treasurer's Report was unanimously approved.

Standing Committee Reports

Planning and Evaluation: Jill Lundquist (Appendix 4A, pp 9-12)

Jill reviewed the discussion and decisions from the last P&E meeting.

Catalog

After an extensive discussion with catalog chair Bill Tuel, the committee recommended that beginning in the spring, the catalog will be available only online. The first page, consisting of a table listing available courses, will be a pdf, which members can print out. Any implications for Communications and Curriculum will need to be evaluated.

The Intersession catalog, which is currently being developed, will be available in a print version.

Organizational Issues

The Catalog Committee will now become part of the Administration and Infrastructure Committee rather than Class Support. P&E recommended that the chair of the Catalog Committee also serve on the Curriculum Committee.

The name of the Admissions Committee has been changed to Applications and Re-enrollment.

The Social Activities Committee has been allocated to Membership Development. Bob added that we need to identify a chair and interested members.

Instead of using the term "subcommittee" we will use "team."

Jill has revised the organizational chart, which Tom has approved (Appendix 4B, p 13).

Member Dropouts

Instead of surveying people who dropped their membership, the Membership Development Committee will review the list of members who did not renew, to determine, as best as possible, what the reasons for non-renewal were. They will report back their findings.

Communications

The committee recommended developing basic form letters for producers outlining with dates and times for their classes and some housekeeping information and for class managers so consistent, complete information is sent to the members. These letters can be customized, as needed.

Topics for Future Evaluation

- Expanding the number of Saturday classes and opening them up to nonmembers for a fee; the Curriculum and Finance Committees will review this proposal.
- Having classes at Bard on days other than Fridays if space is available. The Curriculum Committee will evaluate this as a first step.

- Identifying a table at Kline Commons for LLI members. Deborah Schwartz noted that it is difficult to get Bard's permission, but informally notifying members which table to use may solve the problem.
- Maintaining a reserve fund. The Finance Committee will evaluate the need and feasibility.
- Allowing current members who need to be inactive for a year to pay a reduced membership fee to reserve their spot. The Finance Committee will review this suggestion.

Approval. A motion to approve the revised organizational structure, proposed by Cathy and seconded by Emily, passed unanimously.

Curricular and Special Programs: Anne Sunners (Appendix 5, p 14)

Anne reported that the Intersession program has been confirmed and sent to catalog. The spring schedule is in place. She invited all Council members and our visitors to attend the November 12 meeting, held at 10 a.m. in Bertelsmann on the second Tuesday of every month. If people are in doubt about when and where committee meetings are held, they can look at the calendar on the LLI website.

A reception will be held at Blithewood on November 15 for presenters, producers, Council members, and others on November 15. Invitations will be sent out in another week. Tom added that we are grateful to have permission to use Blithewood, with its collection of rare furniture and artwork, for this special function.

Program Support: Ann Miller (Appendix 6, p 15)

Ann, Deborah Schwartz, Carmela, and Barbara Burns are working on a plug-in for the newsletter, which will bring people to a form where they can express their interest in volunteering. This is an ongoing project, as the team assesses the goals and process.

The committee is working to ensure class managers are given consistent, complete information in their orientation folders. They also are reviewing the role of the producers and their responsibilities with regard to providing basic information to the presenters. Jill noted that Communications should assess how to provide scheduling and basic housekeeping information to the producers.

Form letters and invitations to orientation can be standardized. Deborah Schwartz suggested members can familiarize themselves with online tools to help the collaborative process. Ann was concerned that some members are uncomfortable with using their computers, but Maddy pointed out that a person from the Membership Development committee is available to assist people who are not comfortable with technology.

Ann recommended that we post the class grid with room numbers by the elevator and hospitality room. Tom noted that when that was done that in past, Bard took the signs down. Nanci suggested putting the signs up on Friday morning and taking them down on Friday afternoon. Other alternatives are to put the signs up on the bulletin board displayed in the hospitality room and put them up on easels in various locations.

Admin /Infrastructure: Deborah Schwartz (Appendix 7, p 16)

Deborah said that the new priority tech members are becoming familiar with our systems and proving to be an asset.

She provided a refresher course about the tech tools we are using for members of the Communications Committee, as well as the editorial process for the newsletter. The committee recently decided to add bylines to longer articles, whereas shorter, routine features will have a plug in the last paragraph.

Cathy noted that the last newsletter was opened by 56.5% of recipients, with the pieces on Dean Levine, Nanci Kryzak, events at Bard, and the gmail applications being the most popular.

Chuck is getting about a 50% response rate to the course evaluations sent for individual presenters. He is looking to update the courses on Airtable.

The tech team is evaluating different registration software starting with CourseStorm. They understand that no package will be perfect, so they will have to decide which will be the best solution.

At a recent tech team meeting, only half the new members showed up. The goal is to train everyone up on G Suite and assign them to different committees so that Deborah and Chuck will spend their time as coordinators rather than doing all the work. Training will involve teaching new members small tasks, rather than providing three-hour lectures.

Susan Christoffersen has put the calendar covering events through June 2020 on the website. She has also started a Facebook page. The committee will review it in light of Bard's social media policy, as well as discuss whether the page should be private or public. The possibility of an Instagram account is still being discussed.

Membership Development: Robert English (Appendix 8, p 17)

Barbara Burns has recommended publishing a profile of an active member in the newsletter every month. Other initiatives include considering having class reunions starting with the oldest members, having mini-receptions for participating members, and inviting new members to Council meetings.

Because the greeter table was a success in the fall, another one will be set up in spring.

The committee is working on a reception for new members, possibly on an off-class day before the spring semester.

The survey of new members will go out in mid December.

The committee is trying to get a social events team together. Suggestions for social activities include a barbecue when the weather is nicer, a gathering before an event at Bard, a reception just for LLI members, and a museum tour.

The Winter Songfest at Fisher on December 15 may provide an opportunity for members who attend the concert to get together, either before or afterwards. Jill will send Bob a link about the program.

Governance: Tom Esposito

Tom noted that the major issues concerning governance were meeting with the dean of the college about suitable recipients of LLI donations and setting up nominations for Council, as discussed earlier in the Council meeting.

Old Business

At the September Council meeting, members asked for revisions on two policies under finance. Deborah Lanser presented both policies, now labeled FIN-10/19A and FIN-10/19B. The revisions on FIN-10/19A were accepted with no change. The revisions on FIN-10/19B were accepted with the deletion of one phrase.

Deborah also presented policies ORG 12/12 and ORG 04/17 for review. Both were unanimously accepted without change.

New Business

Tom thanked the visitors for attending the meeting and welcomed their comments. Mark Gerstle said he was amazed at the complexity of what goes on behind the scenes. Carmela added that it's the most efficiently run

meeting she's ever attended, while John commended the organization for its transparency. They all thanked Barbara for inviting them to come.

Nanci said she attended the recent Isabella Tree presentation, which LLI cosponsored with CCE. Weiss was full to overflowing, and the presentation was so worthwhile we should be proud of cosponsoring it. Cathy added that notification of the event came through too late to send a note out to the membership. Late notice of interesting events from CCE has been a problem, which we are trying to correct.

Bob noted that we can expect the social committee will have expenses. Susan said she would work with him to budget for them, as needed.

Maddy said that in shopping for class support supplies, she found that we need an updated tax exempt certificate.

Adjournment

Motion: With a motion by Cathy, seconded by Anne, the meeting was adjourned at 10:55 a.m.

Respectfully submitted,
Deborah Lanser
Secretary

(Appendix 1)

1st Vice President Report

October 2019

The President and 1st Vice President have formed a time-limited task group to think through the Leadership Development and Nominations & Elections issues and to formulate some plans to address the multiple up-coming Council vacancies and to ignite on-going leadership development within the membership.

The task group includes the President, Tom Esposito, 1st VP, Nanci Kryzak, former 1st VP Donna Warner, Volunteer Coordinator, Barbara Burns, Members-at Large Emily Michael and Maddy Watterson, and Marge Moran.

The initial meeting is scheduled for Tuesday, October 22.

Respectfully submitted,
Nanci Kryzak

(Appendix 2)

Second VP Report

Council Report for 2nd Vice President for October 2019

Workflow and Operations Manual Task Force

The Workflow Committee continues its documentation of the work required by all Committees. We hope to present something to P and E in November and get our results to Council in December or January.

Respectfully submitted,
Mary Deady

(Appendix 3) Treasurer’s Report

Budget FYE June 30, 2019

MONTHLY BY CATEGORIES	Actuals September	Budgeted Thru September	Actual Thru September	YTD Budget Variance
Income				
Membership:	-175.00	51,187.00	55,212.50	4,025.50
Fall Luncheon charge	0.00	1,250.00	0.00	-1250.00
Donations		0.00	10,000.00	10,000.00
Total Income	-175.00	52,437.00	65,212.50	12,775.50

MONTHLY BY CATEGORIES	Actuals September	Budgeted Thru September	Actual Thru September	YTD Budget Variance
Expenses				
Donations to Bard		3,000.00	0.00	(3,000.00)
AV	30.44	300.00	30.44	(269.56)
Gifts		100.00	101.38	1.38
Meals/Catering	3,739.49	4,000.00	4,017.57	17.57
Hospitality/Coffee				
Operating Supplies	174.82	400.00	429.48	29.48

Postage		50.00	63.25	13.25
Printing/Copying	188.64	450.00	521.64	71.64
Prof. Services-Individual		700.00	765.00	65.00
Rental Costs				
Technology	884.76	550.00	986.22	436.22
PayPal Fees		1,900.00	1,673.18	-226.82
Total Expenses	5,018.15	11,450.00	8,588.16	(2,861.84)

(Appendix 4A)

LLI Planning and Evaluation Committee

October 14, 2019

Bertelsmann 214

9:00 a.m. –11:40 a.m.

Meeting Minutes

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

Also attending: Bill Tuel

Following is a summary of topics discussed and recommended actions.

Confirming the Calendar, February 2020-June 2020

Deborah Schwartz lead a discussion of the dates to be inserted in the organizational calendar, both those only for administrative purposes and those to be published to the membership. The results can be found at:

<https://docs.google.com/spreadsheets/d/1RgqFRQxDb8beAtOYMe6hcCUw7siNIN9vU8tP4WE0LWs/edit#gid=1920777623>

Course Catalog: Online Only or Online plus Print?

Jill apologized to Bill, who is chair of the catalog committee, for not originally remembering to include him in this meeting.

Bill provided a PowerPoint overview of the purpose of the catalog—to implement the will of Curricular Committee, P&E, and Council—and the issues concerning its format. He also described the writing, editing, and layout process for creating it in the 3-column format. His discussion has been saved at:

<https://drive.google.com/drive/folders/1C6zHnWtW4zP0ulizDAOyFk-I34XnTNDL>.

He noted that the transition to the online version in 2017 went well, with few members having difficulty using it. However, he pointed out that there were still good reasons for printing a few paper copies:

- To provide an official notice to presenters and producers where and when they are expected to appear.
- To include Dean Stuart Levine, Jonathan Becker, Leon Botstein, and the college archivist, as well as producers and presenters.
- To provide a professional-looking, easy-to-use pdf for people who do not go to the website.
- To use as a marketing document.

The downsides of having a printed catalog include:

- The cost and effort of creating it.
- The difficulty in revising the pdf that is posted on the web as courses are added or dropped.

The benefit of an online-only catalog is that it is easier to update and store. The downside is that it is a long, less attractive document.

Issue: Currently, there is no standardized coordination between committees when courses are dropped or added, since the changes are made directly on the website. Catalog and Class Support may not be informed about the changes. These issues need to be addressed by the Workflow Committee.

After an extensive discussion, the consensus recommendations were:

- We will create the online version for the spring catalog and thereafter.
- The Intersession catalog will be put into layout, as previously.
- The spring catalog should include a table of all courses listed as a printable pdf; this feature has been well received by the membership in previous catalogs.

- We will not change the editorial process so the high editorial standards are maintained.
- Assign someone from Curriculum to work with Class Support and develop a letter with essential information for presenters. And allow Communications to review it before it is sent out.
- Develop a cover letter for presenters and producers to cover the basic information now included in the catalog, including parking information, applying for membership and other topics, as well as the dates and times of the presenter's class. The letter can be sent with a copy of the course table, with the presenter's course highlighted.
- Contact Ann Miller for clarifying the role of the producer, the information the producer needs to provide to the presenter, and creating template letters for producers and class managers.
- Contact the Bard archivist about having only an electronic version of the catalog.
- Have Workflow document the process for creating and revising the catalog, as needed, and determining which committees need to be notified when changes occur.
- Ask Communications to determine what information from the current back page is critical to include in the online catalog. And ask Communications to review all letter templates.

Possibilities for future consideration:

- Look for ways to create an attractive online version, if there is a template that would not require extensive volunteer time.
- Create a version in which the courses have active links that take the reader to the course description.
- Eventually add photos or event videos of presenters, and possibly add member comments from past courses the presenter has given.

Email Communications

We need to identify who in each standing committee is responsible for different announcements routinely sent out during the year.

Action point: Anne, Mary, and Nanci will review the list of yearly emails to identify who should be responsible for each. They will bring the list to the next meeting.

Action point: Deborah S will send out a link to the online version of the list for editing.

Social Media Policy and Procedures

With regard to LLI's Facebook presence, we need to determine whether it should be a private or public group.

Action point: Refer the issue of whether our Facebook page should be public or private to Communications.

Action point: If it is to be private, we need to identify someone to monitor it. And we need to conform to Bard social media regulations.

Action point: Design our Facebook page in accordance with Bard's guidelines.

Question: Is this what we want to put our energy into.

Organizational Structure

We decided that Catalog should be included under Admin/Infrastructure and Communications. The chair of the committee should sit on the Curriculum Committee.

Action point: Let Communications, Catalog, and Ann Miller know about the reorganization.

Action point: Update the memo from the president about the current organizational structure.

We decided to change the name of Admissions to Applications and Re-enrollment. It will remain part of Member Services.

Action point: Update president's memo accordingly.

Social Activities will be moved to Member Services.

Action point: Let Bob English know.

Action point: Identify a chair.

Action point: Nanci will identify people who liked the idea of a social activities committee on the survey and give their names to Bob.

Action point: Update president's memo accordingly.

Curriculum Issues

Should we open Saturday classes to nonmembers for a fee?

Decision: Consider doing so next fall and see how many people are interested.

Should we try to hold classes at Bard on days other than Fridays? Possibly, depending on whether rooms are available and Curriculum can devise suitable courses. We can ask about Bertelsmann and Olin in particular. However, at present, no one is in charge of assigning space.

Action point: Anne will see whether Curriculum can develop courses for days other than Fridays. She will also check the feasibility of holding classes at Blithewood.

Hospitality and Special Events

The group agreed that identifying a table at Kline Commons for LLI members would facilitate socializing.

Action point: Mary will ask Anne Miller and Irene to contact the appropriate person at Bard and Chartwells.

Invitations to the Presenters' Reception at Blithewood are being developed. The list of invitees includes about 70 people, including presenters who taught full classes in fall and spring, Council members, and spouses. People who recently went off Council—Carol, Dan, Al, and Linda—should also be invited, and possibly Gene Burns, Dave Jutton, and subcommittee chairs.

The format for next year's fall presentation will be similar to the one used this year. Most people who attended were pleased. And again, the event should be free.

Dropout Survey

Nanci recommended against conducting a survey of people who did not renew their membership. In many cases, the reasons are known. Personal calls will work, but only if the caller already knows the person who dropped out. The Membership Development Committee will review the list of members who did not renew, to determine, as best we can, what the reasons for non-renewal were, and will report back their findings.

Roles and Communications

Anne agreed to ask the Curriculum committee to define the role of the producer, and then share that with Class Support and AV. Likewise, the role of class managers needs to be clearly defined. [NOTE: In an earlier part of the day's discussion, the group recommended asking Ann Miller and her team to define the class managers' roles.]

Action point: As agreed earlier, develop basic form letters covering information for presenters and of points the class managers need to share with class members. We will confirm this with Maddy Waterson at Council meeting on Monday, Oct. 21.

Technology

Deborah Schwartz's goal is to assign one new tech member to each standing committee. Anne pointed out that Curriculum may not need another tech member, since Deborah S, Chuck, and Bill are all on the committee. She did think an AV person would be helpful.

Nominations and Elections

Tom and Nanci have scheduled a meeting next week for the committee to address leadership development and formulate a plan to move forward. forward. The committee will include Barbara Burns, Maddy Watterson, Emily Michael, and Donna Warner, who is drawing up an agenda.

Finance

Susan noted that every year, we spend almost \$50,000, of which approximately \$23,000 is for operating expenses. Ideally, we would maintain at least a \$10,000 reserve.

Action point: Talk with Barbara Burns about identifying new members with business or finance backgrounds to serve on the committee.

Terminology

The group agreed to replace the term “subcommittees” with “teams.”

Action Point: Update president’s memo accordingly.

Fees for Inactive Members

Several members who are not taking classes have requested reduced fees to hold their spots. Currently, they pay the full fee.

Issues: This would be administratively complex. And by holding a spot, we are depriving another person of membership.

Action point: Ask Finance to review the pros and cons.

Curricular and Special Programs (Anne Sunners, Chair):

Curriculum (Anne Sunners)

Intersession (Gene Burns)

New educational programs (e.g. SummerFest, Sat classes) (Anne Sunners)

Special programs (e.g. Fall luncheon program, Annual Meeting program) (Gene Burns)

Other responsibilities as assigned by the president

Program Support: (Ann Miller, Chair)

Hospitality (Irene Esposito)

Class Support (Carol Goss)

AV (Dave Jutton)

Other responsibilities as assigned by the president

Administration/Infrastructure (Deborah Schwartz, Chair)

Tech (Deborah Schwartz/Chuck Mishaan)

Website (Deborah Schwartz)

Registration (Chuck Mishaan)

Communications (Cathy Reinis)

Catalog (Bill Tuel)

Other responsibilities as assigned by the president

Membership Development (Robert English, Chair)

Applications and Re-enrollment (?)

Member Services (e.g. orientation, communications with new and returning members, new member events, etc.) (Robert English/Nanci Kryzak)

Mentors (Maddy Watterson)

Volunteer Coordinator (Barbara Burns)

Social activities (*unassigned*)

Other responsibilities as assigned by the president

Governance (Tom Esposito, Chair)

Nominations, Elections and Leadership Development (Tom Esposito/Nanci Kryzak)

Bylaws (Mary Deady – second VP)

Liaison to Bard Center for Civic Engagement (Jill Lundquist)

Finance (Susan Hirsch)

Other responsibilities as assigned by the president

Planning and Evaluation (Jill Lundquist, Chair; Committee Members: Tom Esposito, Nanci Kryzak, Mary Deady, Susan Hirsch, Deborah Lanser, Anne Sunners, Deborah Schwartz, Chuck Mishaan)

Coordinate work of standing committee

Track progress and implementation of long-range plan

Evaluate changes and new initiatives

Manage future 3-5 year strategic plans

Collect data as needed to monitor operations

Plan Council workshops as needed

Other responsibilities as assigned by the president

(Appendix 5) **Curriculum**

The committee met on October 8. Several guests were present. The committee made final adjustments to the Spring schedule. Course descriptions are due to the Catalog committee on October 31. The committee at a future meeting will revise the producer job description and begin working on it.

SummerFest and Fall 2020.

The next curriculum committee meeting is November 12. This is an open meeting and everyone is welcome. Coffee and muffins will be available. I hope that you will join us.

(Appendix 6) Program Support Committee Report for October, 2019

Hospitality Committee submitted by Irene Esposito, Chair

- met with Alan from Chartwells regarding the November Open Curriculum meeting 11/12 as well as the Blithewood reception 11/15. Ordered all food/beverages for both events. Also provide start/stop times, Blithewood room arrangement

needs and will purchase wine for Blithewood event at end of month.

- put together the list of invitees for the Blithewood event per Anne Sunners's criteria. Had several conference calls with Deborah Schwartz regarding the list of attendees

- met with a select team to review the 9/6 luncheon and room arrangement and came to a consensus regarding the luncheon for next year. Recommendation was we continue with no charge, invite all, chairs only

- interviewed by Communications on all LLI Hospitality related functions for the November newsletter

- reviewed and updated the Hospitality Operations and Workflow form

Catalog Committee submitted by Bill Tuel, Chair

A draft Presentation Description for 2020 Intersession has been prepared, but editing has been delayed due to injuries and prior commitments of the Catalog Committee. I don't expect a delay in the final Intersession Catalog, which will be in 3 column format. Spring 2020 Proposals are due by October 31. Several are still outstanding. Bill met with the P&E Committee on October 14 to discuss whether a 3-column printed catalog should be produced. The Committee decided to recommend to Council that the 3-column catalog (which has been prepared by an external editor) will be discontinued, and students will be able to print out aversion of the on-line catalog, including a table of courses. This will take effect for the Spring 2020 catalog. The catalog committee will prepare an edited course-description file, which will be sent to Communications for embedding into the LLI website. This will modify the workflow for both the Catalog Committee and Communications. Communications should also develop and mail a notification/instruction letter to presenters to replace the printed catalog that they now receive. As of now, the catalog preparation schedule is unchanged.

Class Support Committee submitted by Carol Goss, Chair

The Class Support Committee met at Bard on September 2019 to discuss issues and concerns regarding this semester. Elaine Habernig reported that she had difficulty getting Class Managers for the Summerfest. She ended up taking attendance herself for some of the classes. It was suggested that it be known to all LLI member registrants of Summerfest that they may be called upon to take attendance in their assigned class. Also the position should be called Attendance Taker. Also discussed was the need for clarification of our committee's responsibility is with regard to the Presenters. It was felt that the Producers should have more of a role as they have already established a personal relationship with the Presenter.

Rooms have been arranged for the Spring Orientation on March 13. We feel that the name of this event should be changed to "Briefing" so as not to confuse it with the New Member Orientation.

There were some classroom glitches reported to me on September 27, but they were resolved. Classroom changes need to be posted near the elevators and in the Hospitality Room.

A meeting was held on October 16 with Deborah Schwartz, Ann Miller, Barbara Burns and myself to work on ways to use technology to help with the Class Support workload. We decided to try to use the website as well as the newsletter to help recruit more class managers.

AV & Tech Support Committee submitted by Dave Jutton, Chair After start of classes, review any issues/problems.

(Appendix 7) Administration/Infrastructure

Administration/Infrastructure

Report to Council - October 2019

We are working to get the new, priority tech members involved and providing tech support to LLI committees. Communications

Outstanding issues discussed:

- Reviewed use of Shared Drive and templates for the newsletter process
- Discussed the responsibilities of different roles on the Communications team, such as writers, first editors, second editors, photographers. There is a Shared Document out for review and comments about this.
- Planned for the Blithewood Presenter and Producer reception will require an invitation (based on the 2018 invitation) and updated lists of recipients. This is tricky because of data integrity issues.
- Discussed the use of by-lines in the newsletter. Going forward, we will include by-lines on all articles to both encourage more volunteers for the Communications team and to give credit to our writers.

The October newsletter went out as scheduled on October 7 to 475 recipients. The open rate was 56.5%. The top links in the first hours were:

- A Dean Goes Fishing
- Meet Nanci Kryzak
- Events at Bard
- Gmail app and labels.

Registration

Evaluation forms for multi-presenter courses have been sent out weekly, with a response rate of about 50%. Work has begun on Spring 2020 courses, adding data to Airtable.

The course registration software review has started, with a list of requirements and a comparison of Airtable and CourseStorm. Demos will be scheduled in the near future.

Technology

The Technology Team met with the new members accepted to LLI with priority. The half who showed up are starting their new assignments. The goal is for Chuck Mishaan and Deborah Schwartz to play more of a coordinating and training role in the future.

There is a shared document of volunteer tasks for tech. It was updated by our new tech volunteers and will be used to assign future tasks.

Carmela Gersbeck will be the tech support person for Class Support. There is a meeting scheduled on October 16 to discuss publicizing LLI volunteer positions on the website, particularly for class managers.

Website

Susan Christoffersen will start work on the Intersession online catalog.

We received the Bard Social Media policy and Susan is reviewing it. At P&E, we discussed making our Facebook page private (only for LLI members) and using it for socializing rather than announcing information which is already on the website. Susan will discuss issues at the next Communications team meeting.

(Appendix 8)

**REPORT TO COUNCIL
MEMBERSHIP DEVELOPMENT COMMITTEE**

October 2019

Robert English, Chairman

Barbara Burns, volunteer coordinator, is creating “participating member classifieds” to be placed on website describing specific volunteer needs. Also link on newsletter. Will ask Communications to include a volunteer bio each month. She also is recommending “class reunions” for LLI members to recognize participation and encourage volunteerism. Invitations to 5 new members have been extended to attend Council meeting.

Informal review of list of non renewing members will be conducted at next meeting with goal of ascertaining why members didn’t renew.

There will be a greeter table first and second weeks of class for spring semester.

Reception for new members prior to spring semester planned.

Survey of new members will be sent out by mid December.

Bard has been asked to share Facebook policy for us to review for our page.