

LLI Council Meeting Minutes
January 21, 2020
9:36 a.m. to 11:35 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, Anne Sunners

Council Members Absent: Deborah Schwartz, Maddy Watterson

Also Present: Beverly Bilder, Barbara Burns, Jeff Christensen, Irene Esposito, John Matthews, Gary Miller, Stuart Stritzler-Levine

Call to Order: The regularly scheduled meeting was called to order by President Tom Esposito 9:36a.m. in room 214 of the Bertelsmann Campus Center. Tom Esposito requested that all Council members and visitors introduce themselves.

Minutes: Upon a motion by Mary Deady and seconded by Jill Lundquist, the minutes of December 16, 2019 were approved unanimously.

Executive Committee Reports

President's Report: Tom Esposito

Tom noted that members have been advised that with the spring semester, we are trying out a new registration system on a first-come, first served basis. He hoped most members will be prepared to deal with it. Chuck Mishaan reported that Registration has not yet received any pushback about the new system.

Tom is appointing a small committee to plan our 20th anniversary celebration. They will recommend one or several events and present them to the Council to approve and fund.

The nominations committee has recruited candidates to run for all open positions on Council. The process started in January, and elections and approvals will take several months.

Tom will again discuss our payment process with Jonathan Becker. In our current system, our members pay a bill on behalf of LLI and then request reimbursement from Bard. Bard typically does not send out a check for some time. Because we are looking into having several social events that require upfront payment, we need to find a different mechanism for paying our bills.

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

Nanci noted that the Leadership Development Task Force will present their report to Planning and Evaluation in February and, once it is approved, to Council. She commended Barbara Burns' idea to invite new members to Council each month as a way of introducing members to some leadership roles.

Vassar LLI and Saugerties LifeSpring have invited Bard LLI to a conference in the fall to share ideas about LLIs. Tom noted that these meetings have been useful to share ideas and experiences.

Nanci reported that we recently acquired access to LLI archival material. She and Deborah Lanser are going to go through it to find information that may help with our anniversary celebration.

2nd Vice President's Report: Mary Deady(Appendix 2, p. 7)

The WorkFlow Committee has finished editing the information about the role of elected officers, and the description of those positions can be placed on the website. The documents for standing committees are being edited and reviewed. The committee hopes to forward the documents to Planning and Evaluation in the middle of February. The goal is to gain P&E approval at the March 9th meeting and present them to Council on March 16th.

Mary called Margaret Shuhala a godsend for all the editorial work she has done on the work flow documents. Tom added that Margaret is a wonderful, unsung member who always is willing to help.

Correspondence:Deborah Lanser

Deborah reported receiving mail from the Dutchess Council for the Aging and the University of Oxford.

Treasurer's Report:Susan Hirsch(Appendix 3, pp. 8,9)

Susan estimated that Bard LLI has approximately \$92,000 in our account. Every year, we bring in approximately \$55,000 in membership fees and donate about \$30,000 to Bard. Some of the remaining money can be allocated to the social events we are planning. There were no questions about her submitted report.

Motion: Upon a motion by Anne Sunners, seconded by Jill Lundquist, the treasurer's report was unanimously approved.

Standing and Ad Hoc Committee Reports

Planning and Evaluation:Jill Lundquist(Appendix 4, pp. 10-13)

Jill said her biggest concern was that the communications about the new registration procedure are lined up. Cathy pointed out that in addition to the email sent on January 17, a reminder email will be sent on the 31st, the February 6 newsletter will remind people about the new process, and registration will begin on February 8.

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

Anne said that so far, all of the presenters scheduled for spring will be able to hold their classes. Only four classes have set numbers of 12 to 15, including the class manager.

She is trying to get the room assignments in time for registration, but there is no guarantee that the assignments won't change before March. Dan Petersen will help with the room assignments this semester but then he will drop out because of health problems. Tom will act as his back-up.

The program for SummerFest is almost set, with only one more class needed. Curriculum has also started working on courses for the fall.

Gene Burns did an excellent job lining up good speakers for Intersession, and while the AV system at Weiss can be problematic, Chuck Mishaan has been on hand to keep the system running. Attendance at the Intersession programs has been excellent, with several members bringing their friends.

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

Ann reported that Dave Jutton is unable to commit to being at Bard in the spring. Chuck Mishaan and Gus Pedersen will take over management of the AV team.

Class support continues to work on standardizing correspondence for class managers to use. The documents will be reviewed by Communications.

Carmela Gersbeck has been very helpful in ensuring all communications are sent out on time.

Irene Esposito has ensured Hospitality is running efficiently.

Administration/Infrastructure: Deborah Schwartz(Appendix 7, pp. 16, 17)

Newsletter

In the absence of Deborah Schwartz, Cathy Reinis reported that the January newsletter went out on the 7th, with an open rate of 67%. The top stories were Intersession 2020 Catalog, Celebrate Spring Course Offerings, Take a Break from Winter at Intersession, and the Profile of Lou Trapani.

ProClass

Chuck said that he and Deborah Schwartz are continuing their training in using the ProClass software. They are recording the sessions for the information of other tech team members. The system will be set up so that members can register themselves, create a log in, pay their fee, and then register for classes. The system can not be set up for course evaluations or new member applications, and Deborah and Chuck are evaluating possible alternatives.

The major issue with ProClass is that they don't take PayPal. They hoped the company might accept CashNet, but Tom wasn't optimistic about Bard's being willing to pay for that service. We may need to continue with our old system until the payment issue can be resolved.

Susan pointed out that we have already paid \$1,300 for the program. Chuck said if we can't use the program by May, we may be able to freeze it and get some money back.

AV at Weiss

The touch screen AV used at Weiss in the fall is no longer available, and the current system is unsatisfactory. The group suggested that LLI donate the money to replace the touch screen.

Action point: Check will find out how much a new system would cost.

Membership Development Committee: Robert English(Appendix 8, p. 18)

As a result of an initiative by Barbara Burns, 55 people have volunteered to serve as class managers. A similar outreach is planned to recruit for the Finance and Hospitality Teams.

There will be a reception for new members on March 20, at which chairs can briefly describe how their committees operate. The room has been reserved, and Irene is working on the food and drink.

Because the greeter table was a success at the beginning of the fall semester, it will again be set up in the spring.

Tech is now handling the printing of name badges.

The response rate to the new member survey was 41%. Responses were generally positive.

Social Events

Planning social events has been a time-consuming process, with proposals being sent to P&E for comments before they can be submitted to Council. Two planned events that would have been held off campus had to be cancelled because the team was informed that Bard's liability insurance wouldn't cover off-campus events. We

may be able to purchase insurance separately, if a member is willing to provide their name and credit card information.

Action point: Tom offered to talk with the person at Bard who handles insurance to clarify the situation.

The Membership Committee has been considering holding events on campus. However, they have been told that Blithewood will not be available when a CCS exhibit is up from April to September. The venue is not available during the day when people are working there.

Possible workarounds: Explore whether we can hire security guards and have events in the evenings or on weekends.

Another possibility is the Hessel Museum, an interesting venue with no insurance issues. Robert will look at it with Irene, Tom, and Milly Feinsilber.

Paying for entertainment during the social events also presents problems. Jill pointed out that doing so could set a new precedent, since in the past, everyone has worked on a volunteer basis.

Possible workarounds: Have a member pay the entertainer as a private donation. Or if the performer is a student, consider offering a stipend or a scholarship. In the past, we have donated money to the student's department.

Governance: Tom Esposito

Tom had nothing new to discuss regarding governance.

Old Business

Deborah Lanser then read four policies for Council to review.

PROG 01/13-A. Presenters may promote to their class members. Presenters may provide, to those attending their classes, a list of their upcoming scheduled events, shows, etc. Additionally, class members may sign up to be placed on the presenter's list to receive emails regarding events, shows, etc.

Discussion: This policy was accepted with no change.

PROG 01/13-B. LLI will publicize only events directly related to LLI or Bard. LLI shall not advertise other events or organizations at the request of LLI members or presenters, with the exception of death notices of members, made with permission or by request of the decedent's family.

Discussion: Cathy noted we have had problems finding family members to gain permission to run a death notice. Council members agreed that if the death has been announced publicly in the paper or on the internet, it is acceptable for LLI to run the death notice.

Action point: Cathy and Deborah L will reword the policy and submit it to Council for approval.

PROG 01/15. The current Bard College Copyright Policy is adopted as Council policy. This policy can be found as an addendum to the Policy Manual.

Action point: Tom will follow up with Maxine, who is checking on the current policy.

In the December 2019 meeting, Council recommended revising the following policy:

PROG 06/18. Priority in registration is given to class managers and audio-visual team members for the classes that they are assigned to support. Council members, committee chairs, committee members, and member-presenters are each given priority for one first-choice class per term. The member-presenters' priority is given for the two terms following the term in which they teach. Any remaining registrations are selected by lottery.

As an alternative, Tom had proposed the following:

Class managers and audiovisual team members will be registered in the class that they are assigned to support. Any remaining registrations are selected by lottery.

Council members agreed this does not describe the first-come, first-served policy to be implemented. The policy should either be deleted or refer to the class managers and AV staff.

Action point: Cathy and Deborah can revisit this policy as well for resubmission to Council.

New Business

Chuck will need bios and head shots of the candidates for Council. This information will go out with the ballot. Nancisaid that the letters going out to the candidates will request that information be sent to Nominations.

Tom then invited our guests to comment on the meeting. One said he was impressed with the professionalism and skills he saw. He added that there is a lot of career and professional experience being brought to the table.

Another suggested that one solution to paying performers is to have a member or small group of members sponsor a particular student or event.

Adjournment

Motion: Upon a motion by Robert English, seconded by Cathy Reinis, the meeting was adjourned at 11:34 a.m.

Respectfully submitted,
Deborah Lanser
Secretary

Next Meeting: Tuesday, February 18, 2020, at 9:30 a.m., in Campus Center Room 214.

Appendix 1
First Vice President's Report
NanciKryzak

Leadership Development Task Group

Delayed by snow, the group met for the last of four meetings on January 7 and is preparing a report to be presented at the Planning and Evaluation Committee's February meeting, followed by a presentation to Council. The President and First Vice President are grateful to the task group members who so generously participated in the effort to develop a plan to support sustained leadership development within LLI.

Bard LLI 20th Anniversary Task Group

The President and the First Vice President are forming a small task group to plan the commemoration of Bard LLI's 20th anniversary. Much more to follow!

LLI Archives

LLI archival material has recently been made available. The First Vice President and the Council Secretary will be viewing the collected material to determine how to best organize and preserve documents about our history. If others would like to participate in the project, please advise. All are welcome.

Respectfully submitted,
NanciKryzak

Appendix 2
Second Vice President's Report
Mary Deady

Council Report for 2nd Vice President for January 2020
Workflow and Operations Manual Task Force

The Workflow Committee continues its documentation of the work required by all Committees and Teams. In January three members of this Committee have been reviewing all the documents for consistency. The descriptions for Elected Offices have already been edited by Margaret Shuhala from the Communications Team. The operation areas of these positions can be placed on our website to allow members to review the duties of these positions, especially as they consider running for office. We will not post the Workflow section on the website, and have to determine how we will make that information available to the Committees.

We continue sending documents to Margaret as we complete all descriptions for a Committee. By the middle of February all documents will hopefully be sent to Planning and Evaluation for general review. The goal is to have Planning and Evaluation approve these documents on March 9th and forward to Council for March 16th meeting; however, it may take longer.

Respectfully submitted,
Mary Deady

Appendix 3
Treasurer's Report
Susan Hirsch

Budget FYE June 30, 2019

MONTHLY BY CATEGORIES	Actuals	Budgeted Thru	Actual Thru	YTD Budget
Income	December	December	December	Variance
Membership:		51,187.00	55,212.50	4,025.50
Fall Luncheon charge		1,250.00	0.00	-1250.00
Donations		0.00	10,100.00	10,100.00
Total Income		52,437.00	65,312.50	12,875.50

Treasurer's Report (cont'd)

MONTHLY BY CATEGORIES	Actuals	Budgeted Thru	Actual Thru	YTD Budget
Expenses	December	December	December	Variance
Donations to Bard		16,500.00	11,000.00	(5,500.00)
AV		700.00	30.44	(669.56)
Gifts		100.00	101.38	1.38
Meals/Catering	1,543.00	5,550.00	6,252.28	702.28
Hospitality/Coffee		2,310.00	2,156.00	-154.00
Operating Supplies		450.00	468.42	18.42
Postage		60.00	74.25	14.25
Printing/Copying		510.00	559.09	49.09
Prof.Services-Individual		700.00	965.00	265.00
Rental Costs				
Technology		1,375.00	1,082.79	-292.21
PayPal Fees		1,900.00	1,673.18	-226.82
Total Expenses	1,543.00	30,155.00	24,362.83	(5,792.17)

Bertelsmann 214
January 13, 2020
9:30 a.m. –12:03 p.m.
Meeting Minutes

Attending: Mary Deady, Tom Esposito, Susan Hirsch, NanciKryzak, Deborah Lanser, Jill Lundquist (Chair), Chuck Mishaan, Deborah Schwartz, Anne Sunners
Also attending: Cathy Reinis

Updated Registration System

Communications

We need to inform all members that this spring, registration is switching to a first-come, first-served system using our current registration software.

Time frame

- MailChimp email, January 17, one week before catalog drops; to be written by Cathy Reinis, Felice Gelman, and Deborah Lanser
- Catalog will go out January 24, with a cover letter about the new process
- Newsletter with an article about the new process will drop February 6
- Registration will open on Saturday, February 8. At 9 a.m., members will receive an email with a link to the registration form. Members can be encouraged to decide which classes they want beforehand.

Action point: Change of opening of registration date to February 8 rather than February 6.

We will switch to ProClass for fall registration.

Advantages of the New System

- Members will know immediately when the class is full; they will get a notification saying the class is full and asking them to choose another one.
- This eliminates the drop/add system. Members can change their registration for up to two weeks after the start of class.
- Members will receive an acknowledgement, with links to their course assignments and the system for adding or dropping a class; they should save that email for future reference.

Action point: Chuck will send the draft registration email to Communications for editing.

These advantages need to be stressed in all communications. Other important points to stress:

- Most courses are not oversubscribed. There is no need to feel compelled to register as soon as registration opens.
- Save your course confirmation email with the links. Those links are necessary if you want to add or drop a course.

Action point: Chuck can send Cathy a sample registration form, so she can work through it and understand the process.

Access for Those with Class-Related Assignments

We will no longer have a priority system for class managers, producers, and AV people. In fact, we will longer use the word “priority.” Instead, we will adopt the following system:

- Producers don’t have to register for a class they produced if they are only interested in checking in on it occasionally; if they want to take the course, they should register as usual for it.
- Class managers should register, as usual, for the classes they are managing. If they get an email saying the class is full, they should contact Registration (Chuck), who will be sure they are added to the class list.
- AV people can’t be preassigned. Dave Jutton usually assigns AV helpers by looking at who has signed up for the class.

Action point: Be sure Chuck has the complete list of class managers and their assignments.

Action point: Send Chuck a list of all room assignments.

Deborah S suggested creating a table showing class managers, producers, and AV support to use as a reference.

The capacity for each class may be increased by one or two, which allows for the high number of drop-offs.

Action point: Verify the capacity for each course with Curriculum.

Computer Help

Linda Still helps register members who are not computer literate.

Action point: Explain the new system to Linda so she can reach out to the people she normally assists.

Leadership Development Update

Nanci said that the Task Force report is being drafted and will be submitted to P&E in February. At that meeting, Donna Warner and Barbara Burns will present a short PowerPoint review of the report.

One recommendation is that the leadership create a nonbinding replacement table, listing people who can serve as deputies for Council positions and eventually fill them. The President can hold this document and review it quarterly. After the February P&E meeting, this option can be presented to Council, if approved.

Nominations and Elections Update

We have one or more candidates for the open positions on Council, as follows:

President, Nanci Kryzak

Treasurer: Robert Beary and Sue Goldberg

First Vice President: Linda Stanley

Second Vice President: Cathy Reinis will be appointed on July 1 to complete Mary Deady’s term

Members at Large: Mark Gerstle, Carol Goss, Chuck Mishaan, Marge Moran

Carmela Gersbeck has been invited to apply for Member at Large position, but to date she has not done so.

All candidates will be given a link to a description of the position that interests them and they will be interviewed. They will be asked to prepare a brief bio and provide a photo. If they don’t have a suitable photo, we will arrange for one of our photographers to take one. All bios and pictures will be stored in the shared drive and, once the slate has been determined, on the website.

Chuck will use SurveyMonkey to create a ballot.

Action point: Nanci will determine the dates for voting this year after looking at the dates used last year.

20th Anniversary Celebration, July 1, 2020 – June 30, 2021

The P&E Committee agreed that because celebratory events will be planned, a special task force should be established to plan the anniversary events. That task force should include someone from the Communications and the Social Gatherings teams and someone who has been with the organization for at least 10 years.

Action point: Tom and Nanci will meet separately to determine who should be on the task force and possibly present their recommendations at the next Council meeting.

Action point: Gather documents from LLI's history that may help the task force plan some events.

Nanci recommended the newsletter include something about the founders. We already have a piece from Dean Stuart Stritzler-Levine.

Among the ideas that have been proposed are an outdoor gathering after the annual meeting or an event that allows us to use the tents erected for Bard's graduation ceremonies. Any event we plan must consider insurance issues, weather, and associated expenses.

Archives

Johanna Bard gathered LLI historical material, digitized some of it, and stored it on a thumb drive. Other materials are stored in a filing cabinet and locker in the Campus Center.

Action point: Nanci and Deborah L will review the materials in the filing cabinets.

Action point: Deborah S will transfer the material currently on the thumb drive to the team drive, under Governance.

Admin/Infrastructure

Deborah S and Chuck have started training on the ProClass software. She will turn all of the training into a movie, which she will distribute to the tech team. The organization does have a training manual, but it's being edited and is currently unavailable.

Outstanding Issue: Identifying a payment processor, both to receive our subscription payments and to accept member payments. ProClass is sending over a list of payment processors they have used in the past. They do not accept PayPal.

Action point: Tom, Susan, Deborah S, and Nanci will talk with Bard to find out which of the payment processors ProClass uses Bard will accept. Tom may ask Jonathan Becker whom to approach at Bard for a discussion of the payment options.

Paying our Bills

LLI continues to be concerned that our current payment system doesn't allow for timely payment of our bills. Currently, members pay the bills and ask for reimbursement, which can take months. Jonathan has asked for a list of our recurring bills, to see whether there is a way to speed up payment.

Action point: Create a list of the organizations with whom LLI has an ongoing financial relationship.

Action point: Susan will let Nanci and Tom know the approximate total we pay each year.

Action point: Nanci needs to be introduced to Jonathan, since she is probably going to be our next president.

Social Gatherings

The Team is looking to set up gatherings every month, starting with an event on February 13 at the Elmendorph Inn in Red Hook. For that, they are asking for \$575 to cover the facility rental, a pianist to play for three hours, and the wine.

- **Issue:** We have never paid for performers before. This could pose problems with presenters, who work for free, and unpaid performers. And it could set an undesirable precedent.
- **Issue:** The three hours allotted for this event may be too long.
- **Issue:** Someone would need to be assigned to collect the money at the door and provide an accounting. And we would be paying the venue and the performer in small bills after the event is over.

There is no problem with having the event at the Elmendorph. We could substitute a sound track or ask someone from LLI to play.

Action point: Edit the MailChimp invitation to the February event, and add a brief plug for it to the February newsletter.

The Team is looking to schedule events once a month.

- **Issue:** We need to discuss the once a month schedule with the team—that may be too often.
- **Issue:** The proposed event with Happy Traum involves a performer’s fee of \$1500 plus the cost of the venue and postconcert cleaning, for a total of \$2500.

Action point: Ask Bob English to bring his proposals to Council.

Action point: Council needs to consider the issue of payment of fees to performers/presenters at social events.

Appendix 5

Curricular and Special Programs

Anne Sunners

The committee met on Tuesday January 14. Two new presenters attended and presented their suggestions for new courses, Environmental Issues, for Fall and Stamp Collecting, for SummerFest. The committee were updated on the new registration policy and reviewed maximums for courses. They highlighted four that are restricted. The others will be adjusted to the allocation of rooms and their maximums. The committee continued work on SummerFest and Fall 2020.

Appendix 6
Program Support
Ann Miller

Class Support Team submitted by Carol Goss, Chair

We met with the committee in late December to coordinate tasks. Maddy and I also met with Anne Sunners to review Presenter Guidelines and settle the issue of who should be dealing with Presenter issues. We agreed that the Presenters should contact their Producer about needs. If the need involves Environmental Services attention then, then the Producer will contact Jackie Olivet who will then deal with it.

Ann and I worked on the Welcome Letter formalization for the CMs. We decided that we need to develop a format for the CMs to use that included the necessary accurate class and general information as well as a personal message. We are working with Carmela to figure out how to best accomplish this.

On January 7 the committee placed CMs. Most classes are covered. It seems that the off-Friday classes are the most deficient. The list of CM placements was sent to Chuck.

Assignment letters are in the works. We are awaiting the Presenter emails to add to the letters.

Hospitality Team submitted by Irene Esposito, Chair

Met with the LLI Social Gatherings team members on Jan 8th. I will be purchasing wine for the upcoming Feb and April events.

I also learned from Bob English that there will be a LLI Wine and Cheese reception for new members in the Faculty Dining Room on March 20 from 4:30 to 6:30pm. Hospitality will be involved in this.

Followed up with the Bard contact for Blithewood but will not be able to reserve space in Blithewood for the Social Gatherings team. I learned that a new CCS exhibit is being installed in Blithewood this spring thru Sept. As of now, they cannot schedule any events.

Contact with the head of Bard Buildings and Grounds regarding potential piggybacking on the Bard tents that are used for graduation. Randy Clum will be getting back to me with further detail. Bard does not own tents but contracts with an outside company.

Provided Chartwells with the January Intersession dates and times

Followed up with an LLI member who expressed an interest in Hospitality.

Provided minutes for today's monthly LLI Curriculum meeting.

AV Team submitted by Dave Jutton, Chair

Appendix 7

Administration/Infrastructure Report to Council January 2020

Deborah Schwartz

Catalog

The Spring 2020 catalog course is being reviewed and will be sent to members on January 24, 2020. It is also on the LLI website. There may be additional information added about membership, being discussed by the Catalog and Curriculum Teams.

The course proposal form for SummerFest has been prepared and a link sent to all members of the Curriculum Committee. This form uses Cognito forms, rather than Mach forms. The information collected is the same, but the submitted data can be edited by the course producer.

Communications

Outstanding issues discussed:

- Communication plans for the Spring semester change to first-come, first-served registration. There will be a series of announcements to the membership about this change:
 - January 17 before the spring catalog release
 - January 24 with the spring catalog release and link
 - February 6 in the February newsletter (note release date change from 7th to 6th)
 - February 8, 9 am with the MailChimp mailing to members with the link to the registration form.
- There is a Photo team working to organize our LLI photos using the recently purchased FileCamp software. This effort is headed by Gary Miller and includes Carmela Gersbeck, Kathy OConnor, and Michael Scudder.
- Communications is in process of reviewing the material sent to class managers (e.g., Guidelines, Assignment letter, template for CMs to email to students).
- Kathy OConnor has volunteered to be the point person for finding images for each newsletter article.
- Cathy Reinis will work with Barbara Burns to write additional volunteer position advertisements for the website listing.

The January newsletter went out on January 7 to 480 recipients. The open rate was 67%. The top links were:

- Intersession 2020 Catalog
- Celebrate Spring Course Offerings
- Take a Break from Winter at Intersession
- Profile of Lou Trapani

Registration

Chuck Mishaan has sent out a test course registration form for the Spring semester which counts the number of people registered for a course and does not allow oversubscribed courses. Members will receive an email confirmation and can click the link to see their registrations and also change them. This will result in several changes to our registration process as discussed at P&E:

- Members will receive both a form submission confirmation and an email showing their course selections.
- Members can change their course selection up until the second week of class. There is no more drop/add.
- Class Managers should register for classes they are managing. If their class is oversubscribed so they cannot register, they should email registration@lli.bard.edu and Chuck will add them to the class list.
- Producers will be allowed to attend any of their courses, even if they have not registered for the course. CMs will allow them to enter and leave classrooms.
- AV support will be handled in a similar way as CMs above, pending discussion with Dave Jutton.

ProClass training for administrators Chuck Mishaan and Deborah Schwartz has begun. These will be recorded and the recordings will be available for the Tech Team and whoever wants to watch them.

LLI needs to work with Bard to choose a payment processor for ProClass (we cannot use PayPal). ProClass will send us a list of acceptable payment processors.

Technology

The Tech Team has added a sample of tasks to the Membership> Volunteer Help Needed area of the web site. We have gotten some responses and will add other positions as developed.

We continue to train new tech support members. Currently:

- Carmela Gersbeck continues to work with the Program Support Team to help with technical needs. Now, she is working with class manager assignment emails and the spring orientation announcement and forms. She has found an Add-On called MailMeteor that can do email merges for Gmail to send the class manager assignment letters.
- Robin Berger created the Intersession announcements in MailChimp.
- Susan Christoffersen is working with the Membership Development Team to provide tech support. They requested help in printing the LLI nametags. For Spring, we need only print presenter name tags and member tags with any changes. Membership Development (NanciKryzak specifically) has the plastic sleeves and lanyards and will take care of prepping new or reprinted name tags.

Website

Susan Christoffersen is learning more areas of the LLI website in preparation for becoming chair of the Website Team.

Susan has redesigned and updated the Newsletter Archives 2019 page to make it easier to read. She will follow this design for 2020 newsletters.

Appendix 8

Membership Development Report to Council January 2020

Robert English, Chairman

Email solicitation initiated by Barbara Burns resulted in 55 volunteers for class managers. Similar outreach will be made for Finance and Hospitality.

New member reception set for March 20 at 4:30 pm in Faculty Lounge. Committee chairs will be asked to make 5 minute presentation and be available to answer questions. Irene securing location, beverages and cheese plates.

Greeter table on first class day in spring.

Name badge printing will be now handled by tech.

41% of new members responded to survey, generally positive comments.

Social Activities Team proposed two events to P&E, one a social at Elmendorph in February and a second event, 60's folk music scene in Greenwich Village and Woodstock presented by Happy Traum. Both events were conditioned on verification that Bard's insurance covers off campus events and it was later determined that it does not, so these events have been cancelled. The Team is considering Hessel Gallery on campus in late April for a social.

The Team requests direction on the following issues: 1) the Council will need to consider the purchase of event insurance if there are social gatherings off campus 2) whether it is appropriate to pay for entertainment by Bard students 3) the team budget is \$500, which won't cover more than one event per year 4) clarification on social "event" vs social "gathering" 5) the need of volunteers to upfront expenses.