I. Call to Order: 8:30 a.m.

In Attendance:
Barbara Mace
Ward Stanke
Matt Lukaszewski
Bob Kane
Hal Freedman
Susan Gerhart
Marci Jones

Excused:
Joyce Bugola
Chris Maxwell
Y. “Turk” Kangal
Mary Scherer

Others in Attendance:
Vaughn Delp-Smith
Bill McFarland
Bob Walsh

II. Adoption of Minutes

Bob moved to adopt the April 2014 Governing Council Minutes as presented. Marci seconded. The motion passed unanimously.

III. Staff Report

Written Report:

Our final membership number for Spring 2 came in at 751. Summer enrollment is moving along quickly already. We already have 461 class requests for Summer (last summer we had a total of 847 seats).

And great news – our field trips are doing really well. We have 35 out of 40 seats sold for Jersey Boys in July, and after only 4 days of enrollment, we have 30 out of 50 seats sold for Kinky Boots in September. I believe both of these trips will fill.

Looking at growth comparing year to year (Summer 2012-Spring 2 2013 vs. Summer 2013-Spring 2 2014):

Enrollment (class seats) grew 26%, number of offerings grew 15%, membership grew 11%, and new members grew 45%. In gross numbers – we had 2194 class seats 2 years ago, 2569 this past year; we offered 227 learning groups/workshops 2 years ago versus 262 this past year; and we have 249 new members 2 years ago, 360 this past year.

We have been busy with all the mailings and details in support of all the recent and upcoming events – the summer session, latest newsletter, elections, governing council candidate rally, social picnic, facilitator luncheon, the annual meeting, and the technology conference planned for 10/17. So far all the events have gone off without a hitch.
IV. Staff Report, cont.

Written Report, cont.

I will be talking about investing some of this year’s surplus in sound equipment, and programming to automate our drawings and improve our online registration system during our meeting on Monday. I am hopeful that you will see the long term value in these improvements for our members, and the cost savings in managing staff costs by automating and improving online services.

A. Oversubscription

1. Tricia, re: Oversubscription “6. The committee recommended upgrading our registration process and automating our over-subscription rules.

   a. Our membership structure should not be altered to accommodate existing oversubscription software.
   b. The registration page should allow you to prioritize all your class selections on a single screen (instead of being bounced back to the catalog for your next class selection).
   c. The automated database system should attempt to enroll people in their highest priority classes first.
   d. Tricia will contact Campus CE to determine the estimated project cost.

Trica stated that there are many positive aspects to this system, including:
- Runs the lottery automatically
- Simplifies the online payment process
- Automatically confirms schedules for members
- Allows for deferred payment
- Allows for prioritization of preferences
- Has been used successfully by other OLLIs

Trica explained that these are all areas that currently consume a great deal of staff time as they must be done by hand. This also increases the level of human error. While this would increase efficiency and reduce staff time involved, Tricia acknowledged that there will be a process of education for our membership.

Discussion

Susan asked what percentage of our membership is new. Tricia clarified that about one-third of the membership in the past year was new. Hal asked how our growth compares to the national average. Susan reported that at the national conference she attended last month it was reported that the average growth for OLLIs around the country is 9%. 
Susan expressed concern that the suggested registration system may not be not truly randomized and the results may not be trustworthy.

Hal asked how much the program costs. Tricia stated that the program will be $5,850 – much less than the other OLLIs who paid more when the program was first created. This is a great price by comparison, as other OLLIs foot the bill to create the program.

Hal talked about how this is a “patch” and that we need to focus on getting more facilitators and classes to reduce the over-subscription issue.

**MOTION:** Bob made a motion to purchase the oversubscription software program for $5,850, along with the $900 add-on for a separate website. Ward seconded the motion.

**AMENDMENT:** Susan amended the motion to include that the new website meets the accessibility standards listed on the WC3 website, citing that our current website is not in compliance with these standards.

**ACTION:** By Common Consent the Council agreed to divide the motion. Tricia asked the Council to come up with a list of requirements for her to present to Campus CE, noting that these changes will more than likely increase the cost.

Tricia clarified that spending $900 for a new website is a good starting point for a majority of our membership. Susan disagreed with this assessment.

**ACTION:** By Common Consent, the Council agreed to table the motion regarding the website with accessibility features to July, or alternatively, if at all possible, to take an email vote before the end of this fiscal year.

Bob Walsh stated that it would be preferable to spend this money in this fiscal year.

**VOTE:** The Council voted unanimously to purchase the registration program for approximately $5,850 during this fiscal year.

2. **Recommendation to Purchase Hearing Equipment**

Tricia talked about how our current equipment is antiquated. The ChatterVox system does not allow for people to hear discussions in the classroom. We need a portable system that will allow for better sound projection in the classroom.

Tricia consulted with both IT and Disability services on campus about a portable system that allows for projection of both the facilitator and students. She talked to other OLLIs to find
out what they are doing, as well as other people knowledgeable in sound. She found a system for $400 and purchased one to sample that should be coming later this week. This is a 5-pound portable system with multidirectional speakers that is designed for voice and not music. Sound coverage is rated for a space with 200+ students – more than adequate for our OLLI classes.

Tricia talked about how eventually the college will experiment with a loop system, but the limits and requirements of this system would not make it practical for our general membership.

**STAFF RECOMMENDATION:** In an effort to improve sound quality and accessibility in the classroom, Tricia recommended that pending the results of our trial system, we purchase a total of four sets for approximately $1,600.

**MOTION:** Hal moved that we invest approximately $1,600 in the recommended sound system this fiscal year in an effort to improve hearing issues in the classroom. The motion was passed.

V. Chair Report

The Chair Report was deferred until after Curriculum Committee Report to allow for Vaughn to leave early.*

VI. Committee Reports

A. Curriculum Committee Report [Vaughn Delp-Smith]

a. Membership seems to be happier – there have been fewer complaints and concerns presented.

b. The OLLI Poetry book reading from “Almost Winter” at Peregrine bookstore was a success.

c. The most recent Facilitator Debriefing was extremely successful and the positive comments far outweighed the negatives. One consistent comment is that facilitators are running out of materials.

d. We need new facilitators with new ideas.

e. The committee is trying to make sure that all new facilitators get a co-facilitator.

f. The Facilitator Appreciation Luncheon is today at 11am. At the meeting there will be discussion about accessibility and other areas of concern to our membership. Also slated for discussion is the importance of the evaluation process and attendance, with the presentation of a more formal introduction process on the first day of class that would allow the facilitator to put a name to a face and identify people who are not on the list for redirection to the OLLI office for clarification. This will hopefully reduce the number of people not enrolled attending over-subscribed classes.
g. New language has been crafted for the Policies and Procedures Manual.

h. A Technology Committee member will be added to the Curriculum Committee.

Discussion

Tricia announced that the number of facilitators has increased as the membership has been increasing.

Hal commended the Curriculum Committee for the great work they are doing, citing that the Summer catalog is by far the best ever.

Barbara said the feeling in the room at the last debriefing was very positive and participation is increasing to the point that we will need to find a larger room in the future!

V. Chair Report – Written report submitted below

We will be focusing on OLLI’s past, present, and future at the annual meeting. Lucy Hanson, our historian will bring to the office this week past items of interest to be digitally captured for the Past Power Point. Present will include a Power Point/Group Activity on this year’s accomplishments and volunteer recognition. Future will contain next year’s budget, installation of new Governing Council members, and suggestions from attendees....each table will be dedicated to a specific committee – Committee Chairs, please have one representative at your designated table for facilitation of discussion and review of committee’s activities. We will also be presenting our rendition of O-L-L-I (YMCA) to the attendees.

Discussion

Barbara clarified that she used a random sorter to randomly select the volunteers who will get the “Don’t Bump Me” coupon at the Annual Meeting. She reported the following regarding OLLI volunteerism:

- 464 volunteers have volunteered for 1 or more activities.
- 90 members have volunteered for 2 or more activities/facilitations/committees, etc.
- 64 members have volunteered for a single activity/facilitation/committee.

Matt asked that Bob Kane and Hal Freedman be formally recognized at the meeting due to all that they have done for OLLI. Barbara clarified that this will be done.

Susan is concerned there is too much going on at the meeting. Barbara clarified that she is aware of this and will change things as the meeting dictates.
Bob Walsh asked if we will be able to do something to drum up more participation at the Annual Meeting. Tricia stated that we can do a “shout out” via email. There was general agreement that we need to plan better in the future to spread out OLLI events to allow for higher turnout (in the past month we have had the Spring Picnic, Candidate Rally, and the Facilitator Appreciation Luncheon). He suggested offering door prizes and recommended giving away a few free memberships.

Susan expressed concern over giving away free memberships to people who don’t really need them. Barbara clarified that as a member of the scholarship committee, scholarships are given to help these people. Bob Walsh also talked about how many facilitators donate their vouchers to help people in need.

**MOTION:** Bob Kane moved that we offer three door prizes of free memberships at the end of the annual meeting. Hal seconded. The motion passed 4:2.

**VI. Committee Reports, cont.**

**B. Finance - Budget Approval [Bob Walsh]**

**Discussion**

**RECOMMENDATION:** Bob Kane requested that we get a new Honor Board for approximately $1,200.

Bob Walsh commented that if possible it would be best to purchase the Honor Board in this fiscal year. Hal asked where we stand with recommended expenditures this meeting. Bob Walsh stated that with the new registration program, sound systems, and a new Honor Board, we will still end the year with approximately $5,000 in surplus.

Bob Walsh expressed concern that the Try Me members skew the true active membership numbers.

Bob presented the financial statement as of April, 2014, and the 2014/15 Budget (see attached reports).

Tricia stated that she does not feel the lack of offering the Try Me membership will negatively impact our income. She also expressed a concern that the Try Me members in general don’t seem to be committed to OLLI as a whole – they are more consumers than active members.

**MOTION:** Bob Kane moved to adopt the 2014-2015 budget as presented. Ward seconded. The motion passed unanimously.
C. Long Range Committee – Jenna Brod

#1. Regarding survey for the annual meeting:

The group agreed we'd like to have tables where we could interview members individually in a free flow fashion. May need to be done at another time rather than the yearly meeting to get a more representative sample.

#2 Work on updating the new member survey - tabled till next LRC meeting along with #3 how we want to use Chris's evaluation data

#4. We looked at Trisha's data and determined that the increased membership appears to be a trend and not a one-time anomaly.

How to deal with possible continued growth and what is the maximum number of members we can reasonably accommodate?

* rank class preference  * have classrooms available  * work toward a list of possible new facilitators

D. Newsletter [Cathie Martin]

The next newsletter coming out in mid-July.

E. Nominating - Report on Candidate Rally [*Bob Kane, Hal, Joyce]

Barbara commended Bob Kane for doing a great job at the Candidate Rally.

Tricia announced that ballots will be counted on Thursday, May 29th at 2pm at the OLLI office in room 31-105.

F. Policy & Procedures [Chris Maxwell - OOT] – Written report submitted below:

FYI: June 3rd for Bylaws amendment meeting.

Existing P&P Wording:

Oversubscribed Learning Groups

When more than the allowed number of participants request a Learning Group, all applicants are randomly ranked. Applicants are enrolled by rank order until the class is full, with alternates in case someone opts out. Anyone not accepted will get preference if that Learning Group is offered
again. Every attempt will be made to ensure that no member will be bumped from more than one Learning Group per session.

I propose replacing the existing wording with:

**Oversubscribed Learning Groups**

When more than the maximum number of participants requests a Learning Group, class seats are allocated in the following order until all seats are filled:

1. Members who were bumped from an oversubscribed Learning Group are given first preference the very next time that same Learning Group is offered.

2. Members taking a consecutive Learning Group that spans multiple sessions are given preference for the next part. For example, only members enrolled in Part 1 of a Learning Group will be given preference for Part 2 of that Learning Group the next time it is offered.

3. Every effort will be made to bump members from no more than one Learning Group per session.

4. Every effort will be made to prevent brand new Deluxe and Basic members from being bumped from Learning Groups during their first session only.

5. Every effort will be made to prevent Try Me members from being bumped from Learning Groups.

6. All other applicants are randomly assigned a rank and enrolled by rank order until the Learning Group is full, with alternates available in case anyone drops out. No consideration is made for people with special needs (e.g. ride sharing) or people wishing to take classes together.

**MOTION:** Ward moved to accept the proposed new Policies & Procedures language. Bob seconded. The motion passed unanimously.

G. **Technology** [Matt Lukaszewski] – Written report submitted below:

1. **Summer Tutoring**

   The intergenerational tutoring summer sessions are in the process of being staffed. An orientation meeting with the high school students is set for June 4.
2. **Technology Conference Cancelled**

   This decision is predicated on two key factors.

   First and foremost, volunteer commitment concerns. The conference will require many, committed and dedicated OLLI volunteers. We recently experienced volatility in our chairs. Specifically, two of our committee chairs backed out - without accomplishing anything. There is too much risk in arranging outside speakers and finding out that we do not have the necessary support staff to carry out the conference. Much thanks to Leslie Parsons, Pat Beitel and Saul Fein for their time and effort.

   Secondly, Cathie conducted a survey regarding OLLI members’ interest in attending and paying a fee. Approximately one third of the respondents indicated that they might attend. At this stage of the game, we need over fifty percent positives since people tend to change their minds when “it comes time to pay up.” Much thanks to Cathie and Tricia for conducting the survey. I am sure that their experience will benefit OLLI in future surveys.

3. **Resignation as Technology Committee Chair**

   Last September, I notified the Governing Council of my desire not to be Chair of the Technology Committee. As of today, I am submitting my resignation, effective immediately. I feel that as Chair, my major accomplishments include providing technology classes in line with the needs of OLLI members and driving force to update and make website more user-friendly.

   **VII. Old Business**

   Barbara stated the OLLI Sister Program will be on the agenda for the July Governing Council meeting in able to form a study committee to bring recommendations to the Council regarding our participating in an “OLLI Sister Program.”

   **VIII. New Business**

   Both of the following issues will be reviewed at the July meeting:

   1. Prescott Valley’s Home, Health and Lifestyle Expo at Tim’s Toyota Center is sponsored by YCCA (Yavapai County Contractors Association) and Prescott Valley Chamber of Commerce in the month of September.

   2. At Yavapai College - Senior Expo on Friday September 20th.
IX. Any Further Business for the Good of the Order.....

Hal said that due to his expiring term, this will be his last Council meeting. He announced that he has truly enjoyed the past 6 years serving on the OLLI Board. Hal thanked everyone for making this experience such a joy.

Bob thanked Barbara for doing such a great job as Chair of the Governing Council this past year.

Everyone agreed that it has been a fabulous year!

X. Next Meeting

July 21, at 9 a.m. There will be no meeting in June due to our Annual Meeting (June 2) being that month.

XI. Adjournment: 10:30 a.m.
Special Email Poll of Governing Council – June 17, 2014

Tricia has sent me an email stating the company can do what we require. Therefore, the Motion to be voted on is:

the Governing Council approves the expenditure of $900 in order to provide an individual website for OLLI.

A "yes" would approve the Motion, a "no" would not.

Please email me your responses no later than Friday, June 20th.

The results were 7 yes, 1 no. The motion is approved

Barbara J. Mace